



**A MARKET PULSE RESEARCH REPORT ON
RAJASTHAN CIRCLE
April – June, 2012**



**Telecom Regulatory
Authority of India**

Assessment of (i) Implementation and Effectiveness of
Telecom Consumers Protection and Redressal of
Grievances Regulations, 2012 and (ii) Customer
Perception of Service through Survey

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**The Market
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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (revised 2012). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 and**
- (ii) Customer Perception of Service through a Survey**

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

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

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

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

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

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

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

1. EXECUTIVE SUMMARY

In the period 1st April to 30th June of 2012, Market Pulse has carried out the customer satisfaction survey in Rajasthan circle.

Four basic wire-line service providers present in the circle as of June 2012 have been covered. Across 4 cities of Rajasthan circle, a sample of 2,406 basic wire-line customers has been covered. Of this, 2,202 were urban customers and remaining 204 were rural customers.

Eight cellular mobile telephone service providers present in the circle as of June 2012 have been covered. A sample of 5,221 cellular mobile phone customers was covered. Of this, 2,959 were urban customers and remaining 2,262 were rural customers.

Three broadband service providers i. e. Airtel, BSNL & Reliance present in the circle as of June 2012 have been covered. Across various points of presence in Rajasthan, a sample of 1,803 broadband customers was covered. Of this, 1,618 were urban customers and 185 were rural customers.

The following feedback was obtained from the sample of customers:

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

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

1.1 Basic Wire-line Service

- 91% of the basic wire-line service customers in Rajasthan circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Airtel (84%). MTS (96%) scored the highest on overall service quality.
- None of the service providers met the benchmark set for provision of service & postpaid billing performance. Reliance (90%) registered the lowest satisfaction on postpaid billing performance.
- None of the service providers met the benchmark set for Help Services including customer grievance redressal.
- Only Airtel (95%) met the benchmark set for with network performance, reliability and availability while MTS (94%) scored slightly lower than the benchmark.
- None of the service providers met the benchmark set for maintainability. Reliance (71%) scored lowest on maintainability.
- 80% of all customers reported that the fault was repaired within 3 days. This Incidence was lower among rural customers (68%).
- 48% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query. Awareness was significantly low among rural customers (28%) as compared to urban customers.
- A higher percentage of Airtel customers were aware of the complaint centre number.
- 33% of the customers came to know about the toll free customer care number of their service provider through telephone bills while 13% became aware through display at complaint centre/ sales outlet.
- Approximately 21% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months.

- 37% of the basic telephone service customers were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 51% of the basic telephone service customers were informed by the complaint centre through SMS or by other means by the complaint centre.
- 71% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by complaint centre within 3 days.
- Only 16% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the complaint centre/ customer care within four weeks of lodging their complaints. A significantly lower proportion (8%) of the rural customers was satisfied as compared to urban customers.
- Only 4% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.
- Only 9% of the aware customers filed an appeal with the Appellate Authority.
- 15% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

1.2 Cellular Mobile Telephone Service

- 90% of all cellular mobile customers were satisfied with overall service quality.
- BSNL (90%), Vodafone (92%), Aircel (90%) & MTS (94%) met the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- Airtel, Reliance, Tata & MTS did not meet the benchmark set for prepaid billing performance. Only Airtel (95%) met the benchmark set for postpaid billing performance; Reliance (82%) scored lowest on this parameter.
- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark. MTS (71%) scored lowest among all the operators.
- None of the service providers met the benchmark set for network performance, reliability & availability. MTS (93%) and Vodafone (91%) scored highest among all the operators.
- None of the service providers met the benchmark set for maintainability. Aircel (80%) scored lowest on this parameter.
- 58% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among MTS (38%) & BSNL (41%) customers. A higher percentage of Idea customers (68%) were aware of the complaint centre number for making a complaint/query.
- 26% of all cellular mobile customers came to know about the customer care number through display at complaint centre/ sales outlets while 58% customers got the customer care number through other sources.
- 14% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Complaint centre/ Customer Care/ help-line telephone number. This was lower among Tata customers.
- 76% of all the cellular mobile customers who had complained said that they were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

- 74% of all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.
- 77% of all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre within 3 days.
- 38% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by complaint centre/customer care within four weeks after they lodged their complaint. A lower percentage of Reliance customers (8%) were satisfied.
- Only 5% of the mobile phone customers were aware of the contact details of appellate authority.
- Only 5% of the mobile phone customers filed an appeal with the appellate authority.
- 25% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among BSNL (53%) customers and lowest among MTS (8%) customers.
- 39% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among Tata customers.

1.3 Broadband Service

- 82% of all the broadband customers were satisfied with overall service quality. A higher percentage (91%) of Airtel customers was satisfied as compared to BSNL & Reliance.
- All the operators met the benchmark for provision of service.
- All the operators met the benchmark set for postpaid billing performance except Reliance (89%).
- None of the operators met the benchmark set for help services including customer grievance redressal. BSNL (62%) scored lowest on this parameter.
- None of the service provider met the benchmark set for network performance & maintainability.

- 94% of the customers got their working connection within 7 working days.
- 45% of broadband customers belonging to different service providers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. A higher percentage (59%) of Airtel customers was aware about the complaint centre number for making complaints.
- 29% of broadband customers who were aware of the complaint centre number came to know about the complaint centre number through telephone bills.
- 22% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months.
- 47% of all broadband customers who had complained said that they were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 53% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.
- 30% of the billing complaints were resolved satisfactorily by complaint centre within 4 weeks of lodging their complaints.
- Only 3% of the customers were aware of the Appellate Authority's contact details.
- 22% of the customers claimed to have got the Manual of Practice while taking the connection.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2012). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

- (i) **Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012**
- (ii) **Customer Perception of Service through Survey**

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

The current report presents the findings of the survey for Rajasthan circle. This survey was conducted in the period April - June, 2012.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

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

2.3 Survey Methodology

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

2.4 Coverage of the Survey

In the period 1st April to 30th June of 2012, we conducted the Customer Satisfaction Survey (CSS) in Rajasthan circle. The following service providers have been covered in the Rajasthan circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Systema Shyam Referred as (Referred as MTS in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Rajasthan Limited (Referred as TTSL in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)
7. Aircel Limited (Referred as Aircel in the report)
8. Systema Shyam (Referred as MTS in the report)

2.4.3 Broadband Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)

2.5 Geographical Coverage

| Geographical Coverage | Cities Covered |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rajasthan | AbuRoad,Banswara,Baran,Bari.Barmer,Chittorgarh,Churu,Dungarpur, Jaisalmer,Jalore ,Jhalawar ,Jhunjhunu, Kolayat, Nagaur, Nohar, Pali (Marwar),Raipur, Ratangarh, Sardarshahar, Sawaimadhopur, Sikar,Sirohi,Sridungargarh,Sriganganagar,Sujangarh,Tonk,Jaipur,Jodhpr, Kota,Bikaner, Ajmer, Alwar & Bharatpur |

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in both urban and rural areas of Rajasthan for this survey. Random sampling was done in the selected areas to select the respondents.

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

The sample for basic service customers was evenly spread across 5% of the exchanges of each BSO in the circle. These exchanges were covered in urban and rural areas. The stated 5% exchanges were evenly spread over 10% of SDCAs for each BSO.

Airtel: Airtel provides wireline service in Jaipur only; so we have covered Jaipur.

BSNL: In the Rajasthan circle, there are 2314 exchanges and 258 SDCAs. 5% of these exchanges can be approximated to 116 exchanges and 10% of these SDCAs are 26 SDCAs. We have covered 116 exchanges and 27 SDCAs across Rajasthan circle.

Reliance: Reliance wireline service is present in Jaipur only so we have covered Jaipur.

MTS: MTS provides basic wireline service in Jaipur, Jodhpur, Kota & Udaipur so we have covered all these cities.

| Service Provider | Sample Size | | | Cities Covered |
|------------------|-------------|------------|-------------|----------------|
| | Urban | Rural | Overall | |
| Airtel | 600 | 0 | 600 | 1 |
| BSNL | 396 | 204 | 600 | 27 |
| Reliance | 600 | 0 | 600 | 1 |
| MTS | 606 | 0 | 606 | 3 |
| Overall | 2202 | 204 | 2406 | |

| Geographical Coverage | Cities Covered |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rajasthan | AbuRoad,Banswara,Baran,Bari.Barmer,Chittorgarh,Churu,Dungarpur, Jaisalmer,Jalore ,Jhalawar ,Jhunjhunu, Kolayat, Nagaur, Nohar, Pali (Marwar),Raipur, Ratangarh, Sardarshahar, Sawaimadhopur, Sikar,Sirohi,Sridungargarh,Sriganganagar,Sujangarh,Tonk,Jaipur,Jodhpur, Kota, |

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

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out. The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all, there are 33 district headquarters in Rajasthan circle. We had selected 4 district headquarters on the basis of their geographical spread namely Ajmer, Alwar, Bhartapur & Bikaner. Rural areas falling within 20 km radius of the district headquarters were also covered.

| Service Provider | Sample Size | | | Cities Covered |
|------------------|-------------|-------------|-------------|----------------|
| | Urban | Rural | Overall | |
| Airtel | 458 | 419 | 877 | 4 |
| BSNL | 412 | 189 | 601 | 4 |
| TTSL | 412 | 188 | 600 | 4 |
| Reliance | 366 | 248 | 614 | 4 |
| Idea | 229 | 407 | 636 | 4 |
| Vodafone | 340 | 331 | 671 | 4 |
| Aircel | 310 | 295 | 605 | 4 |
| MTS | 432 | 185 | 617 | 4 |
| Overall | 2959 | 2262 | 5221 | |

| Geographical Coverage | Cities Covered |
|-----------------------|-----------------------------------|
| Rajasthan | Ajmer, Alwar, Bhartapur & Bikaner |

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

The sample for broadband service customers was evenly spread in the areas served by 10% of the Points of Presence (POPs) for each service provider in each service area.

Airtel: Airtel provides broadband service in Jaipur only; so we have covered Jaipur.

BSNL: There are 258 SDCAs/Point of Presence (where their broadband service is available) we covered more than 10% of these i.e. 26 SSAs.

Reliance: Reliance broadband service is present in Jaipur so we have covered Jaipur only.

| Service Provider | Sample Size | | | Cities Covered |
|------------------|-------------|------------|-------------|----------------|
| | Urban | Rural | Overall | |
| Airtel | 603 | 0 | 603 | 1 |
| BSNL | 415 | 185 | 600 | 26 |
| Reliance | 600 | 0 | 600 | 1 |
| Overall | 1618 | 185 | 1803 | |

| Geographical Coverage | Cities Covered |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rajasthan | AbuRoad, Banswara, Baran, Bari. Barmer, Chittorgarh,Churu,Dungarpur, Jaisalmer,Jalore ,Jhalawar ,Jhunjhunu, Kolayat, Nagaur, Nohar, Pali (Marwar),Raipur, Ratangarh, Sardarshahar, Sawaimadhopur, Sikar,Sirohi,Sridungargarh,Sriganganagar,Sujangarh,Tonk |

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

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

| Service Provider | Face to Face | | | Telephonic | Sample Size Covered |
|------------------|--------------|------------|-------------|-------------|---------------------|
| | Urban | Rural | Overall | | |
| Airtel | 303 | 0 | 303 | 297 | 600 |
| BSNL | 98 | 204 | 302 | 298 | 600 |
| Reliance | 300 | 0 | 300 | 300 | 600 |
| MTS | 302 | 0 | 302 | 304 | 606 |
| Overall | 1003 | 204 | 1207 | 1199 | 2406 |

2.8.2 Cellular Mobile Telephone Service

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

| Service Provider | Face to Face | | | Telephonic | | | Sample Size Covered |
|------------------|--------------|-------------|-------------|-------------|------------|-------------|---------------------|
| | Urban | Rural | Overall | Urban | Rural | Overall | |
| Airtel | 225 | 353 | 578 | 233 | 66 | 299 | 877 |
| BSNL | 110 | 189 | 299 | 302 | 0 | 302 | 601 |
| TTSL | 111 | 188 | 299 | 301 | 0 | 301 | 600 |
| Reliance | 127 | 187 | 314 | 239 | 61 | 300 | 614 |
| Idea | 143 | 192 | 335 | 86 | 215 | 301 | 636 |
| Vodafone | 167 | 206 | 373 | 173 | 125 | 298 | 671 |
| Aircel | 124 | 180 | 304 | 186 | 115 | 301 | 605 |
| MTS | 119 | 185 | 304 | 313 | 0 | 313 | 617 |
| Overall | 1126 | 1680 | 2806 | 1833 | 582 | 2415 | 5221 |

2.8.3 Broadband Service

For customer satisfaction survey of Broadband Service customer, approx. 51% of the sample was covered through face-to-face interviews and 49% through a CATI/ web-based survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow up phone calls were made to drive respondents to the survey.

| Service Provider | Face to Face | | | Telephonic | | | Sample Size Covered |
|------------------|--------------|------------|------------|------------|----------|------------|---------------------|
| | Urban | Rural | Overall | Urban | Rural | Overall | |
| Airtel | 300 | 0 | 300 | 303 | 0 | 303 | 603 |
| BSNL | 128 | 185 | 313 | 287 | 0 | 287 | 600 |
| Reliance | 300 | 0 | 300 | 300 | 0 | 300 | 600 |
| Overall | 728 | 185 | 913 | 890 | 0 | 890 | 1203 |

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

Airtel, BSNL, Reliance & MTS are the basic wire-line service provider present in the circle and have been covered. All the customers covered were postpaid.

| Service Provider | Prepaid | | | Postpaid | | | Sample Covered |
|------------------|---------|-------|---------|-------------|------------|-------------|----------------|
| | Urban | Rural | Overall | Urban | Rural | Overall | |
| Airtel | -- | -- | -- | 600 | -- | 600 | 600 |
| BSNL | -- | -- | -- | 396 | 204 | 600 | 600 |
| Reliance | -- | -- | -- | 600 | -- | 600 | 600 |
| MTS | -- | -- | -- | 606 | -- | 606 | 606 |
| Overall | -- | -- | -- | 2202 | 204 | 2406 | 2406 |

2.9.2 Cellular Mobile Telephone Service

A total of 8 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 5221, prepaid users were 4,387 with the balance being postpaid customers.

| Service Provider | Prepaid | | | Postpaid | | | Sample Covered |
|------------------|-------------|-------------|-------------|------------|------------|------------|----------------|
| | Urban | Rural | Overall | Urban | Rural | Overall | |
| Airtel | 343 | 417 | 760 | 115 | 2 | 117 | 877 |
| BSNL | 124 | 158 | 282 | 288 | 31 | 319 | 601 |
| TTSL | 393 | 166 | 559 | 19 | 22 | 41 | 600 |
| Reliance | 338 | 245 | 583 | 28 | 3 | 31 | 614 |
| Idea | 187 | 407 | 594 | 42 | 0 | 42 | 636 |
| Vodafone | 272 | 309 | 581 | 68 | 22 | 90 | 671 |
| Aircel | 269 | 292 | 561 | 41 | 3 | 44 | 605 |
| MTS | 329 | 138 | 467 | 103 | 47 | 150 | 617 |
| Overall | 2255 | 2132 | 4387 | 704 | 130 | 834 | 5221 |

2.9.3 Broadband Service

Broadband service providers present in the circle namely Airtel, BSNL & Reliance as of date have been covered. Across various Points of Presence of the Rajasthan circle, 1803 broadband service customers were covered. All the customers were postpaid customers.

| Service Provider | Prepaid | | | Postpaid | | | Sample Covered |
|------------------|---------|-------|---------|-------------|------------|-------------|----------------|
| | Urban | Rural | Overall | Urban | Rural | Overall | |
| Airtel | -- | -- | -- | 603 | -- | 603 | 603 |
| BSNL | -- | -- | -- | 415 | 185 | 600 | 600 |
| Reliance | -- | -- | -- | 600 | -- | 600 | 600 |
| Overall | -- | -- | -- | 1618 | 185 | 1803 | 1803 |

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

| Gender | % Customers | | Base |
|----------------|-------------|-----------|-------------|
| | Male | Female | |
| Urban | 83 | 17 | 2202 |
| Rural | 78 | 22 | 204 |
| Overall | 82 | 18 | 2406 |

- 2406 basic telephone service (Wire-line) customers were covered. Of this sample, 82% were male and the balance 18% were female respondents.

2.10.1.2 Age Profile

| Age Group | % Customers | | | | Base |
|----------------|--------------------|-------------|-------------|--------------------|-------------|
| | Less than 25 years | 25-34 years | 35-44 years | More than 45 years | |
| Urban | 23 | 32 | 20 | 26 | 2202 |
| Rural | 23 | 25 | 22 | 31 | 204 |
| Overall | 23 | 31 | 20 | 26 | 2406 |

- 51% of the customers were in the age group of 25 – 44 years while 23% were less than 25 years and 26% were more than 45 years old.

2.10.1.3 Occupation Profile

| Occupation | % Customers | | | | | | Base |
|----------------|-------------|--------------------------------------|----------|----------|-----------|----------|-------------|
| | Service | Business-man/ Self Employed/ Farmers | Farmer | Student | Housewife | Retired | |
| Urban | 47 | 31 | 0 | 8 | 10 | 4 | 2202 |
| Rural | 32 | 30 | 0 | 13 | 17 | 7 | 204 |
| Overall | 46 | 31 | 0 | 9 | 10 | 4 | 2406 |

- Out of 2406 basic telephone service customers, 31% of the customers were businessmen/ self-employed and 46% of them were salaried while 9% were students.

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

| Gender | % Customers | | | Base |
|----------------|-------------|----------|--|-------------|
| | Male | Female | | |
| Urban | 90 | 10 | | 2959 |
| Rural | 94 | 6 | | 2262 |
| Overall | 92 | 8 | | 5221 |

- 5221 cellular mobile telephone service customers were covered. Of this sample, 92% were male and 8% were female respondents.

2.11.2.2 Age Profile

| Age Group | % Customers | | | | Base |
|----------------|--------------------|-------------|-------------|--------------------|-------------|
| | Less than 25 years | 25-34 years | 35-44 years | More than 45 years | |
| Urban | 28 | 33 | 21 | 18 | 2959 |
| Rural | 35 | 35 | 19 | 12 | 2262 |
| Overall | 31 | 34 | 20 | 16 | 5221 |

- 54% of the customers were in the age group of 25 – 44 years while 31% were less than 25 years and the 16% were more than 45 years old.

2.11.2.3 Occupation Profile

| Occupation | % Customers | | | | | | Base |
|----------------|-------------|-------------------------------------|-----------|-----------|-----------|----------|-------------|
| | Service | Businessman/ Self Employed/ Farmers | Farmer | Student | Housewife | Retired | |
| Urban | 38 | 39 | 12 | 9 | 2 | 0 | 2959 |
| Rural | 28 | 40 | 16 | 14 | 1 | 0 | 2262 |
| Overall | 34 | 39 | 14 | 11 | 2 | 0 | 5221 |

- Out of 5221 cellular mobile telephone service customers, 39% of the customers were businessmen/ self-employed and 34% of them were salaried while 11% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

| Gender | % Customers | | Base |
|----------------|-------------|-----------|-------------|
| | Male | Female | |
| Urban | 83 | 17 | 1618 |
| Rural | 83 | 17 | 185 |
| Overall | 83 | 17 | 1803 |

- 1803 broadband service customers were covered. Of this sample, 17% were female respondents.

2.12.3.2 Age Profile

| Age Group | % Customers | | | | Base |
|----------------|--------------------|-------------|-------------|--------------------|-------------|
| | Less than 25 years | 25-34 years | 35-44 years | More than 45 years | |
| Urban | 22 | 32 | 22 | 24 | 1618 |
| Rural | 30 | 28 | 22 | 20 | 185 |
| Overall | 23 | 32 | 22 | 23 | 1803 |

- 54% of the customers were in the age group of 25 –44 years while 23% were less than 25 years and the 23% were more than 45 years old.

2.12.2.3 Occupation Profile

| Occupation | % Customers | | | | | | Base |
|----------------|-------------|-------------------------------------|----------|-----------|-----------|----------|-------------|
| | Service | Businessman/ Self Employed/ Farmers | Farmer | Student | Housewife | Retired | |
| Urban | 47 | 34 | 0 | 9 | 7 | 3 | 1618 |
| Rural | 51 | 22 | 0 | 16 | 9 | 2 | 185 |
| Overall | 47 | 32 | 0 | 10 | 8 | 3 | 1803 |

- Out of 1803 cellular mobile telephone service customers, 32% of the customers were businessmen/ self-employed and 47% of them were salaried while 10% were students.

2.13 Questionnaire Development Process

Three separate questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, revised 2012.

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

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

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

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

$$\text{Weighted Score for a parameter} = \frac{(Z_1 * N_1 + Z_2 * N_2 + \dots)}{(N_1 + N_2 + \dots)}$$

$$Z_1 = (X_1 + X_2)$$

$$Z_2 = (Y_1 + Y_2)$$

X_1 = Percentage respondents **Very Satisfied** with 1st sub parameter

X_2 = Percentage respondents **Satisfied** with 1st sub parameter

Y_1 = Percentage respondents **Very Satisfied** with 2nd sub parameter

Y_2 = Percentage respondents **Satisfied** with 2nd sub parameter

N_1 = Total number of responses for 1st sub parameter

N_2 = Total number of responses for 2nd sub parameter

2.15 Explanation of Benchmarks

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

2.15.1 Basic Wire-line Service

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

2.15.2 Cellular Mobile Telephone Service

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

2.15.3 Broadband Service

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

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

A. Basic Wire-line Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability

- Restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

2.16 Definition of Key Terms Used

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

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

Broadband Service: It means data connection....

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

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

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

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

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

Cellular Mobile Telephone Service: Means....

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

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

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

3.1 Basic Wire-line Service

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

| Sub Parameters | Type | Bench marks | % Customers | | | | |
|-----------------------------------------------------------------------|----------------|-------------|-------------|-----------|-----------|------------|-----------|
| | | | Airtel | BSNL | Reliance | MTS | Overall |
| % Satisfied with Provision of Service | Urban | ≥90% | 80 | 78 | 71 | 84 | 79 |
| | Rural | ≥90% | -- | 67 | -- | -- | 67 |
| | Overall | ≥90% | 80 | 75 | 71 | 84 | 78 |
| % Satisfied with Billing Performance Postpaid | Urban | ≥95% | 91 | 93 | 90 | 93 | 92 |
| | Rural | ≥95% | -- | 94 | -- | -- | 94 |
| | Overall | ≥95% | 91 | 93 | 90 | 93 | 92 |
| % Satisfied with Billing Performance Prepaid* | Urban | ≥95% | -- | -- | -- | -- | -- |
| | Rural | ≥95% | -- | -- | -- | -- | -- |
| | Overall | ≥95% | -- | -- | -- | -- | -- |
| % Satisfied with Help Services including customer grievance redressal | Urban | ≥90% | 75 | 77 | 74 | 84 | 77 |
| | Rural | ≥90% | -- | 66 | -- | -- | 66 |
| | Overall | ≥90% | 75 | 73 | 74 | 84 | 77 |
| % Satisfied with Network Performance, Reliability and Availability | Urban | ≥95% | 95 | 86 | 86 | 94 | 90 |
| | Rural | ≥95% | -- | 89 | -- | -- | 89 |
| | Overall | ≥95% | 95 | 87 | 86 | 94 | 90 |
| % Satisfied with Maintainability | Urban | ≥95% | 91 | 84 | 71 | 86 | 82 |
| | Rural | ≥95% | -- | 83 | -- | -- | 83 |
| | Overall | ≥95% | 91 | 83 | 71 | 86 | 82 |
| % Supplementary and Value Added Services | Urban | ≥90% | 96 | 58 | -- | 100 | 88 |
| | Rural | ≥90% | -- | -- | -- | -- | 0 |
| | Overall | ≥90% | 96 | 58 | 71 | 100 | 88 |
| % Satisfied with Overall Service Quality | Urban | ≥90% | 84 | 94 | 91 | 96 | 91 |
| | Rural | ≥90% | -- | 90 | -- | -- | 90 |
| | Overall | ≥90% | 84 | 93 | 91 | 96 | 91 |
| <i>Base</i> | | | 600 | 600 | 600 | 606 | 2406 |

*None of the operator provides prepaid wireline service in Rajasthan circle. Hence a corresponding sample was not covered.

- 91% of the basic wire-line service customers in Rajasthan circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Airtel (84%). MTS (96%) scored highest on overall service quality.
- None of the service providers met the benchmark set for provision of service & postpaid billing performance. Reliance (90%) scored lowest on postpaid billing performance.
- None of the service providers met the benchmark set for Help Services including customer grievance redressal.
- Only Airtel (95%) met the benchmark set for with network performance, reliability and availability while MTS (94%) scored slightly lower than the benchmark.
- None of the service providers met the benchmark set for maintainability. Reliance (71%) scored lowest on maintainability.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days. (Refer to Q30)

| Type | % Customers | | | | |
|----------------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 80 | 88 | 74 | 87 | 82 |
| Rural | 0 | 68 | 0 | 0 | 68 |
| Overall | 80 | 79 | 74 | 87 | 80 |
| <i>Base</i> | 107 | 216 | 154 | 125 | 602 |

- 80% of all customers reported that the fault was repaired within 3 days.
- This Incidence was lower among rural customers (68%).
- A higher percentage of MTS customers (87%) reported that their fault was repaired within 3 days. Reliance (79%) registered the lowest incidence.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request. (Refer to Q29)

| Type | %Customers | | | | |
|---------|------------|------|----------|-----|---------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 57 | 0 | 0 | 45 | 45 |
| Rural | 0 | 67 | 0 | 0 | 67 |
| Overall | 57 | 50 | 0 | 45 | 46 |
| Base | 21 | 4 | 5 | 51 | 81 |

- 46% of all customers reported that their telephone service was terminated within 7 days.

3.1.4 % of customers who reported that their billing complaints were resolved by complaint centre within 4 weeks.(Refer to Q40)

| Type | % Customers | | | | |
|---------|-------------|------|----------|-----|---------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 1 | 9 | 27 | 56 | 17 |
| Rural | 0 | 8 | 0 | 0 | 8 |
| Overall | 1 | 8 | 27 | 56 | 16 |
| Base | 213 | 85 | 144 | 61 | 503 |

- 16% of all customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. A lower percentage (8%) of rural customers reported complaint resolution within 4 weeks.

3.2 Cellular Mobile Telephone Service

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

| Sub Parameters | Type | Bench marks | % Customers | | | | | | | | |
|-----------------------------------------------------------------------|----------------|-------------|-------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| % Satisfied with Provision of Service | Urban | ≥90% | 95 | 99 | 95 | 94 | 96 | 97 | 95 | 93 | 96 |
| | Rural | ≥90% | 93 | 98 | 98 | 95 | 98 | 94 | 98 | 88 | 96 |
| | Overall | ≥90% | 94 | 99 | 96 | 95 | 98 | 96 | 97 | 92 | 96 |
| % Satisfied with Billing Performance Prepaid | Urban | ≥95% | 84 | 96 | 88 | 85 | 94 | 91 | 96 | 83 | 88 |
| | Rural | ≥95% | 76 | 94 | 88 | 84 | 89 | 89 | 91 | 85 | 86 |
| | Overall | ≥95% | 80 | 95 | 88 | 84 | 90 | 90 | 93 | 83 | 87 |
| % Satisfied with Billing Performance Postpaid | Urban | ≥95% | 95 | 89 | 81 | 88 | 86 | 92 | 91 | 95 | 91 |
| | Rural | ≥95% | 100 | 90 | 84 | 100 | 0 | 71 | 89 | 85 | 84 |
| | Overall | ≥95% | 95 | 89 | 82 | 89 | 86 | 86 | 91 | 92 | 90 |
| % Satisfied with Help Services including customer grievance redressal | Urban | ≥90% | 82 | 78 | 81 | 83 | 88 | 86 | 79 | 71 | 81 |
| | Rural | ≥90% | 90 | 91 | 80 | 87 | 82 | 88 | 83 | 72 | 84 |
| | Overall | ≥90% | 86 | 83 | 80 | 84 | 84 | 87 | 81 | 71 | 82 |
| % Satisfied with Network Performance, Reliability and Availability | Urban | ≥95% | 87 | 83 | 82 | 79 | 83 | 90 | 82 | 93 | 85 |
| | Rural | ≥95% | 88 | 85 | 81 | 85 | 82 | 91 | 75 | 94 | 85 |
| | Overall | ≥95% | 88 | 84 | 81 | 81 | 82 | 91 | 79 | 93 | 85 |
| % Satisfied with Maintainability | Urban | ≥95% | 89 | 85 | 85 | 84 | 81 | 89 | 85 | 91 | 87 |
| | Rural | ≥95% | 89 | 79 | 78 | 82 | 85 | 91 | 75 | 89 | 84 |
| | Overall | ≥95% | 89 | 83 | 83 | 83 | 84 | 90 | 80 | 91 | 86 |
| % Supplementary and Value Added Services | Urban | ≥90% | 93 | 99 | 80 | 100 | 92 | 98 | 91 | 81 | 93 |
| | Rural | ≥90% | 84 | 88 | 90 | 100 | 88 | 100 | 79 | 100 | 91 |
| | Overall | ≥90% | 90 | 97 | 84 | 100 | 90 | 99 | 89 | 84 | 93 |
| % Satisfied with Overall Service Quality | Urban | ≥90% | 90 | 88 | 91 | 87 | 88 | 93 | 91 | 94 | 90 |
| | Rural | ≥90% | 85 | 93 | 87 | 86 | 89 | 91 | 89 | 93 | 89 |
| | Overall | ≥90% | 88 | 90 | 89 | 86 | 89 | 92 | 90 | 94 | 90 |
| Base | | | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

- 90% of all cellular mobile customers were satisfied with overall service quality. BSNL (90%), Vodafone (92%), Airtel (90%) & MTS (94%) met the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- Airtel, Reliance, Tata & MTS did not meet the benchmark set for prepaid billing performance. Only Airtel (95%) met the benchmark set for postpaid billing performance; Reliance (82%) scored lowest on this parameter.
- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark. MTS (71%) scored lowest among all the operators.
- None of the service provider met the benchmark set for network performance, reliability & availability. MTS (93%) and Vodafone (91%) scored the highest among all the operators.
- None of the service providers met the benchmark set for maintainability. Airtel (80%) scored lowest on this parameter.

3.2.2 % customers who reported billing complaint resolution by complaint centre within 4 weeks. (Refer to Q43)

| Type | % Customers | | | | | | | | |
|---------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Airtel | MTS | Overall |
| Urban | 39 | 88 | 7 | 35 | 53 | 51 | 50 | 32 | 40 |
| Rural | 54 | 69 | 10 | 50 | 40 | 24 | 19 | 21 | 34 |
| Overall | 47 | 81 | 8 | 39 | 46 | 40 | 40 | 28 | 38 |
| Base | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |

- 38% of the cellular mobile customers who made billing complaints to the complaint centre reported that their complaints were resolved within 4 weeks of lodging. This was lowest for Reliance.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

| Sub Parameters | Type | Benchmarks | % Customers | | | |
|-----------------------------------------------------------------------|----------------|-------------|-------------|-----------|-----------|-----------|
| | | | Airtel | BSNL | Reliance | Overall |
| % Satisfied with Provision of Service | Urban | ≥90% | 99 | 95 | 95 | 97 |
| | Rural | ≥90% | -- | 96 | -- | 96 |
| | Overall | ≥90% | 99 | 95 | 95 | 96 |
| % Satisfied with Billing Performance Prepaid | Urban | ≥90% | -- | -- | -- | -- |
| | Rural | ≥90% | -- | -- | -- | -- |
| | Overall | ≥90% | -- | -- | -- | -- |
| % Satisfied with Billing Performance Postpaid | Urban | ≥90% | 93 | 90 | 89 | 91 |
| | Rural | ≥90% | -- | 91 | -- | 91 |
| | Overall | ≥90% | 93 | 90 | 89 | 91 |
| % Satisfied with Help Services including customer grievance redressal | Urban | ≥90% | 80 | 55 | 74 | 75 |
| | Rural | ≥90% | -- | 76 | -- | 76 |
| | Overall | ≥90% | 80 | 62 | 74 | 75 |
| % Satisfied with Network Performance, Reliability and Availability | Urban | ≥85% | 84 | 60 | 76 | 75 |
| | Rural | ≥85% | -- | 68 | -- | 68 |
| | Overall | ≥85% | 84 | 62 | 76 | 74 |
| % Satisfied with Maintainability | Urban | ≥85% | 82 | 81 | 72 | 78 |
| | Rural | ≥85% | -- | 83 | -- | 83 |
| | Overall | ≥85% | 82 | 81 | 72 | 78 |
| % Supplementary and Value Added Services | Urban | ≥85% | 90 | 89 | 88 | 89 |
| | Rural | ≥85% | -- | 100 | -- | 100 |
| | Overall | ≥85% | 90 | 93 | 88 | 91 |
| % Satisfied with Overall Service Quality | Urban | ≥85% | 91 | 68 | 82 | 82 |
| | Rural | ≥85% | -- | 80 | -- | 80 |
| | Overall | ≥85% | 91 | 72 | 82 | 82 |
| <i>Base</i> | | | 603 | 600 | 600 | 1803 |

- 82% of all the broadband customers were satisfied with overall service quality. A higher percentage (91%) of Airtel customers was satisfied as compared to BSNL & Reliance.
- All the operators met the benchmark for provision of service.
- All the operators met the benchmark set for postpaid billing performance except Reliance (89%).
- None of the operators met the benchmark set for help services including customer grievance redressal. BSNL (62%) scored lowest on this parameter.
- None of the service providers met the benchmark set for network performance & maintainability.

3.3.2 % of customers who reported getting a working connection with 7 days. (Refer to Q1b)

| Type | % Customers | | | |
|---------|-------------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 95 | 94 | 92 | 94 |
| Rural | 0 | 94 | 0 | 94 |
| Overall | 95 | 94 | 92 | 94 |
| Base | 603 | 600 | 600 | 1803 |

- 94% of the customers got their working connection within 7 working days.

3.3.3 % of customers who reported that their billing complaints were resolved by complaint centre within 4 weeks. (Refer to Q34)

| Type | % Customers | | | |
|---------|-------------|----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 38 | 9 | 32 | 32 |
| Rural | 0 | 4 | 0 | 4 |
| Overall | 38 | 8 | 32 | 30 |
| Base | 157 | 67 | 164 | 388 |

- Only 30% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – Rajasthan Circle

Customer Satisfaction Survey in the Rajasthan circle was done among 4 wire-line service customers, namely Airtel, BSNL, Reliance and MTS.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service (Refer to Q1b & Q3)

| Sub Parameters | Type | Airtel | BSNL | Reliance | MTS | Overall |
|------------------------------------------|----------------|-----------|-----------|-----------|-----------|-----------|
| Time taken to provide working connection | Urban | 65 | 56 | 46 | 80 | 64 |
| | Rural | 0 | 56 | 0 | 0 | 56 |
| | Overall | 65 | 56 | 46 | 80 | 64 |
| Ease of understanding | Urban | 94 | 100 | 96 | 88 | 94 |
| | Rural | 0 | 78 | 0 | 0 | 78 |
| | Overall | 94 | 94 | 96 | 88 | 93 |
| Overall Provision of service | Urban | 80 | 78 | 71 | 84 | 79 |
| | Rural | 0 | 67 | 0 | 0 | 67 |
| | Overall | 80 | 75 | 71 | 84 | 78 |
| Base | | 54 | 36 | 26 | 40 | 156 |

- 64% of the customers were satisfied with the time taken to provide a working telephone. A low proportion of rural customers (56%) were satisfied as compared to urban customers. A higher percentage of MTS (80%) & Airtel (65%) customers were satisfied among all operators.
- 93% of the urban customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance. (Refer to Q4,Q5a,Q7,Q8)

| Sub Parameters | Type | % Postpaid Customers | | | | |
|-------------------------------------------------------------------|----------------|----------------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Timely delivery of bills | Urban | 89 | 93 | 92 | 90 | 91 |
| | Rural | 0 | 92 | 0 | 0 | 92 |
| | Overall | 89 | 93 | 92 | 90 | 91 |
| Quality, Accuracy & Completeness of the bills | Urban | 94 | 93 | 87 | 97 | 93 |
| | Rural | 0 | 96 | 0 | 0 | 96 |
| | Overall | 94 | 94 | 87 | 97 | 93 |
| Process of resolution of billing complaints | Urban | 44 | 56 | 46 | 67 | 54 |
| | Rural | 0 | 60 | 0 | 0 | 60 |
| | Overall | 44 | 58 | 46 | 67 | 54 |
| Clarity of the bills in terms of transparency & understandability | Urban | 98 | 96 | 98 | 99 | 98 |
| | Rural | 0 | 97 | 0 | 0 | 97 |
| | Overall | 98 | 96 | 98 | 99 | 98 |
| Overall Billing performance postpaid | Urban | 91 | 93 | 90 | 93 | 92 |
| | Rural | 0 | 94 | 0 | 0 | 94 |
| | Overall | 91 | 93 | 90 | 93 | 92 |
| <i>Base</i> | | 600 | 600 | 600 | 606 | 2406 |

- All service providers registered high satisfaction scores on account of timely delivery of bills, quality, accuracy and completeness and Clarity of the bills in terms of transparency & understandability.
- All the operators registered low satisfaction scores on account of process of resolution of billing complaints. A very low percentage of Airtel customers (44%) were satisfied with resolution of billing complaints.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: None of the operators provide prepaid wire-line service in Rajasthan circle. Hence this table is not relevant.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

4.1.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal. (Refer to Q12a-Q15)

| Sub Parameters | Type | % Customers | | | | |
|----------------------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Ease of access of complaint centre/customer care or help-line | Urban | 70 | 85 | 76 | 87 | 78 |
| | Rural | 0 | 71 | 0 | 0 | 71 |
| | Overall | 70 | 79 | 76 | 87 | 77 |
| Ease of getting an option for “talking to a customer care executive” | Urban | 73 | 77 | 72 | 88 | 77 |
| | Rural | 0 | 71 | 0 | 0 | 71 |
| | Overall | 73 | 74 | 72 | 88 | 76 |
| Response time taken to answer the complaint | Urban | 79 | 67 | 70 | 84 | 76 |
| | Rural | 0 | 62 | 0 | 0 | 62 |
| | Overall | 79 | 65 | 70 | 84 | 76 |
| Problem solving ability of customer care executive | Urban | 78 | 75 | 84 | 82 | 81 |
| | Rural | 0 | 59 | 0 | 0 | 59 |
| | Overall | 78 | 69 | 84 | 82 | 80 |
| Time taken by complaint centre/customer care to resolve complaint | Urban | 77 | 83 | 67 | 79 | 74 |
| | Rural | 0 | 71 | 0 | 0 | 71 |
| | Overall | 77 | 78 | 67 | 79 | 74 |
| Overall Help service including customer grievance redressal | Urban | 75 | 77 | 74 | 84 | 77 |
| | Rural | 0 | 66 | 0 | 0 | 66 |
| | Overall | 75 | 73 | 74 | 84 | 77 |
| Base | | 262 | 86 | 294 | 224 | 866 |

- A lower percentage of customers were satisfied with the time taken by complaint centre/customer care /helpline to resolve complaint.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16-Q18)

| Sub Parameters | Type | % Customers | | | | |
|---------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Availability of working telephone (dial tone) | Urban | 96 | 87 | 85 | 96 | 92 |
| | Rural | 0 | 89 | 0 | 0 | 89 |
| | Overall | 96 | 88 | 85 | 96 | 91 |
| Ability to make or receive calls easily | Urban | 96 | 89 | 85 | 93 | 91 |
| | Rural | 0 | 91 | 0 | 0 | 91 |
| | Overall | 96 | 90 | 85 | 93 | 91 |
| Voice Quality | Urban | 92 | 82 | 86 | 92 | 89 |
| | Rural | 0 | 86 | 0 | 0 | 86 |
| | Overall | 92 | 83 | 86 | 92 | 88 |
| Overall Network Performance, reliability & availability | Urban | 95 | 86 | 86 | 94 | 90 |
| | Rural | 0 | 89 | 0 | 0 | 89 |
| | Overall | 95 | 87 | 86 | 94 | 90 |
| Base | | 600 | 600 | 600 | 606 | 2406 |

- All the service providers registered lower satisfaction on voice quality.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability. (Refer to Q21)

| Sub Parameters | Type | % Customers | | | | |
|----------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Fault repair service | Urban | 91 | 84 | 71 | 86 | 82 |
| | Rural | 0 | 83 | 0 | 0 | 83 |
| | Overall | 91 | 83 | 71 | 86 | 82 |
| Base | | 107 | 216 | 154 | 125 | 602 |

- 82% of the customers were satisfied with fault repair service.

- A higher percentage of Airtel (91%) and MTS (86%) customers were satisfied with the fault repair service as compared to other operators.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services. (Refer to Q23,Q24a,Q25a)

| Sub Parameters | Type | % Customers | | | | |
|----------------------------------------------------------------------------|----------------|-------------|-----------|----------|------------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Quality of the supplementary services / value added service provided | Urban | 100 | 67 | 0 | 100 | 92 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 100 | 67 | 0 | 100 | 92 |
| Process of activating value added services or the process of unsubscribing | Urban | 92 | 50 | 0 | 100 | 85 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 92 | 50 | 0 | 100 | 85 |
| Overall Supplementary Value added Service | Urban | 96 | 58 | 0 | 100 | 88 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 96 | 58 | 0 | 100 | 88 |
| <i>Base</i> | | 13 | 6 | 0 | 7 | 26 |

Note: The sample of responses on value added services for wire-line customers was very low to draw any statistically valid inference by operator.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality. (Refer to Q26a)

| Sub Parameters | Type | % Customers | | | | |
|--------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Overall quality of Telephone service | Urban | 84 | 94 | 91 | 96 | 91 |
| | Rural | 0 | 90 | 0 | 0 | 90 |
| | Overall | 84 | 93 | 91 | 96 | 91 |
| <i>Base</i> | | 600 | 600 | 600 | 606 | 2406 |

- 91% of the customers were satisfied with the overall quality of telephone.

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

4.2.1 Awareness and experience of Complaint Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query (Refer to Q34a)

| Type | % Customers | | | | |
|---------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 70 | 27 | 59 | 35 | 50 |
| Rural | 0 | 28 | 0 | 0 | 28 |
| Overall | 70 | 27 | 59 | 35 | 48 |
| Base | 600 | 600 | 600 | 606 | 2406 |

- 48% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query. Awareness was significantly lower among rural customers (28%) as compared to urban customers.
- A higher percentage of Airtel customers were aware of the complaint centre number.

4.2.1.2 The following table shows the percentage of customers who came to know about the toll free customer care number through various sources (Refer to Q34b)

| | Type of User | % Customers | | | | |
|---------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Newspaper | Urban | 2 | 4 | 0 | 1 | 1 |
| | Rural | 0 | 4 | 0 | 0 | 4 |
| | Overall | 2 | 4 | 0 | 1 | 1 |
| Website of the service provider | Urban | 11 | 1 | 13 | 6 | 10 |
| | Rural | 0 | 4 | 0 | 0 | 4 |
| | Overall | 11 | 2 | 13 | 6 | 9 |
| SMS from service provider | Urban | 0 | 0 | 0 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 0 | 0 | 0 |
| Display at complaint centres/ sales outlets | Urban | 9 | 18 | 15 | 14 | 13 |
| | Rural | 0 | 23 | 0 | 0 | 23 |
| | Overall | 9 | 20 | 15 | 14 | 13 |
| Telephone bills | Urban | 9 | 27 | 70 | 27 | 34 |
| | Rural | 0 | 14 | 0 | 0 | 14 |
| | Overall | 9 | 23 | 70 | 27 | 33 |
| Other | Urban | 69 | 50 | 3 | 53 | 43 |
| | Rural | 0 | 56 | 0 | 0 | 56 |
| | Overall | 69 | 52 | 3 | 53 | 43 |
| Base | | 418 | 164 | 357 | 211 | 1156 |

- 33% of the customers claimed to know about the toll free customer care number of their service providers through telephone bills while 13% through display at complaint centre/ sales outlet.

Table 4.2.1.3 The following table shows the percentage of customers who made a complaint on the complaint centre number of their service provider in the last 6 months (Refer to Q35)

| Type | % Customers | | | | |
|----------------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 36 | 15 | 24 | 10 | 22 |
| Rural | 0 | 13 | 0 | 0 | 13 |
| Overall | 36 | 15 | 24 | 10 | 21 |
| Base | 600 | 600 | 600 | 606 | 2406 |

- Approximately 21% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months.

4.2.1.4 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints. (Refer to Q36)

| Sub Parameters | Type | % Customers | | | | |
|------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Docket number received for most of the complaints | Urban | 91 | 89 | 94 | 87 | 91 |
| | Rural | 0 | 81 | 0 | 0 | 81 |
| | Overall | 91 | 86 | 94 | 87 | 91 |
| No docket number received for most of the complaints | Urban | 6 | 8 | 2 | 5 | 5 |
| | Rural | 0 | 15 | 0 | 0 | 15 |
| | Overall | 6 | 10 | 2 | 5 | 6 |
| It was received on request | Urban | 3 | 0 | 4 | 2 | 3 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 3 | 0 | 4 | 2 | 2 |
| No docket number received even on request | Urban | 0 | 0 | 0 | 3 | 0 |
| | Rural | 0 | 4 | 0 | 0 | 4 |
| | Overall | 0 | 1 | 0 | 3 | 1 |
| Refused to register the complaint | Urban | 0 | 3 | 0 | 3 | 1 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 0 | 2 | 0 | 3 | 1 |
| Base | | 213 | 87 | 144 | 63 | 507 |

- 91% of the customers who had complained said that they had received a docket number for most of their complaints.
- 6% of all customers who had complained said that they did not receive docket number for most of their complaints. A significantly higher percentage of rural customers (15%) did not receive the docket number for most of the complaints.

4.2.1.5 The following table shows the percentage of customers who were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved? (Refer to Q37)

| Type | % Customers | | | | |
|----------------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 45 | 32 | 19 | 59 | 38 |
| Rural | 0 | 31 | 0 | 0 | 31 |
| Overall | 45 | 32 | 19 | 59 | 37 |
| Base | 213 | 85 | 144 | 61 | 503 |

- 37% of the basic telephone service customers were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- The percentage was higher (59%) among MTS customers.

4.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means by the complaint centre. (Refer to Q38)

| Type | % Customers | | | | |
|----------------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 44 | 29 | 67 | 72 | 52 |
| Rural | 0 | 23 | 0 | 0 | 23 |
| Overall | 44 | 27 | 67 | 72 | 51 |
| <i>Base</i> | 213 | 85 | 144 | 61 | 503 |

- 51% of the basic telephone service customers were informed of the action taken by the complaint centre through SMS or by other means by the complaint centre.

4.2.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q39)

| Type | % Customers | | | | |
|----------------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 85 | 44 | 61 | 77 | 72 |
| Rural | 0 | 50 | 0 | 0 | 50 |
| Overall | 85 | 46 | 61 | 77 | 71 |
| <i>Base</i> | 213 | 85 | 144 | 61 | 503 |

- 71% of the basic telephone service customers who had complained said that their complaints were resolved by complaint centre within 3 days.
- A higher percentage of MTS customers (77%) were informed about the action taken on their complaints by the complaint centre.

4.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks. (Refer to Q40)

| Type | % Customers | | | | |
|-------------|-------------|------|----------|-----|---------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 1 | 9 | 27 | 56 | 17 |
| Rural | 0 | 8 | 0 | 0 | 8 |
| Overall | 1 | 8 | 27 | 56 | 16 |
| <i>Base</i> | 213 | 85 | 144 | 61 | 503 |

- 16% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the complaint centre/ customer care within four weeks of lodging their complaints. A significantly lower proportion (8%) of the rural customers was satisfied as compared to urban customers.

4.2.2 Awareness and experience of Appellate Authority

Table 4.2.2.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority. (Refer to Q41)

| Type | % Customers | | | | |
|---------|-------------|------|----------|-----|---------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 4 | 0 | 4 | 4 | 3 |
| Rural | 0 | 14 | 0 | 0 | 14 |
| Overall | 4 | 5 | 4 | 4 | 4 |
| Base | 600 | 600 | 600 | 606 | 2406 |

- Only 4% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

4.2.2.2 Percentage of % of customers who come to know about the Appellate Authority's contact details through various sources (Refer to Q42)

| | Type of User | % Customers | | | | |
|---------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Newspaper | Urban | 4 | 0 | 4 | 0 | 3 |
| | Rural | 0 | 14 | 0 | 0 | 14 |
| | Overall | 4 | 14 | 4 | 0 | 6 |
| Website of the service provider | Urban | 29 | 0 | 13 | 14 | 19 |
| | Rural | 0 | 4 | 0 | 0 | 4 |
| | Overall | 29 | 3 | 13 | 14 | 14 |
| Display at complaint centres/ sales outlets | Urban | 4 | 0 | 22 | 14 | 13 |
| | Rural | 0 | 18 | 0 | 0 | 18 |
| | Overall | 4 | 17 | 22 | 14 | 14 |
| Telephone bills | Urban | 13 | 0 | 39 | 29 | 26 |
| | Rural | 0 | 14 | 0 | 0 | 14 |
| | Overall | 13 | 14 | 39 | 29 | 23 |
| Other | Urban | 50 | 100 | 22 | 43 | 39 |
| | Rural | 0 | 54 | 0 | 0 | 54 |
| | Overall | 50 | 55 | 22 | 43 | 43 |
| Base | | 24 | 29 | 23 | 21 | 98 |

- 23% of the customers came to know about the toll free customer care number of their service provider through telephone bills.

4.2.2.3 Incidence of Appeal being filed in the prescribed form in the last 6 months (Refer to Q43)

| Type | % Customers | | | | |
|----------------|-------------|----------|----------|-----------|----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 17 | 0 | 9 | 14 | 13 |
| Rural | 0 | 0 | 0 | 0 | 0 |
| Overall | 17 | 0 | 9 | 14 | 9 |
| <i>Base</i> | 24 | 29 | 23 | 21 | 97 |

- Only 9% customers filed an appeal with the Appellate Authority.

4.2.2.4 The following table shows the percentage of customers who filed their appeal to the Appellate Authority (Refer to Q45)

| | Type of User | % Customers | | | | |
|------------------------|----------------|-------------|----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| E-mail | Urban | 75 | 0 | 0 | 33 | 44 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 75 | 0 | 0 | 33 | 44 |
| Fax | Urban | 0 | 0 | 0 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 0 | 0 | 0 |
| Letter (post/ courier) | Urban | 0 | 0 | 0 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 0 | 0 | 0 |
| In person (self) | Urban | 0 | 0 | 50 | 0 | 11 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 50 | 0 | 11 |
| Others | Urban | 25 | 0 | 50 | 67 | 44 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 25 | 0 | 50 | 67 | 44 |
| <i>Base</i> | | 4 | 0 | 2 | 3 | 9 |

* Base is too small for statistical inference.

4.2.2.5 Reported Incidence of Decision by the Appellate Authority within 39 days of filing the appeal (Refer to Q46)

| Type | % Customers | | | | |
|----------------|-------------|----------|-----------|------------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 50 | 0 | 50 | 100 | 67 |
| Rural | 0 | 0 | 0 | 0 | 0 |
| Overall | 50 | 0 | 50 | 100 | 67 |
| <i>Base</i> | 4 | 0 | 2 | 3 | 9 |

*Base is too small for statistical inference.

4.2.3 General Information

Table 4.2.3.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of complaint centre and contact details of Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection. (Refer to Q51)

| Type | % Customers | | | | |
|----------------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 11 | 9 | 24 | 13 | 15 |
| Rural | 0 | 14 | 0 | 0 | 14 |
| Overall | 11 | 11 | 24 | 13 | 15 |
| <i>Base</i> | 600 | 600 | 600 | 606 | 2406 |

- 15% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.3.2 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request. (Refer to Q48)

- No prepaid wire-line customer was interviewed; hence this table is not relevant.

4.2.3.3 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q49)

- No prepaid wire-line customer was interviewed; hence this table is not relevant.

Table 4.2.3.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied. (Refer to Q50)

- No prepaid wire-line customer was interviewed; hence this table is not relevant.

Table 4.2.3.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months. (Refer to Q28a)

| Type | % Customer | | | | |
|-------------|------------|------|----------|-----|---------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 4 | 0 | 1 | 8 | 4 |
| Rural | 0 | 2 | 0 | 0 | 2 |
| Overall | 4 | 1 | 1 | 8 | 3 |
| <i>Base</i> | 600 | 600 | 600 | 606 | 2406 |

- Only 3% of the customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.3.6 The following table shows the percentage of customers who are aware about getting rent rebate in case fault is not repaired within 3 days. (Refer to Q30)

| Type | % Customers | | | | |
|-------------|-------------|------|----------|-----|---------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 11 | 3 | 17 | 8 | 10 |
| Rural | 0 | 7 | 0 | 0 | 7 |
| Overall | 11 | 4 | 17 | 8 | 10 |
| <i>Base</i> | 600 | 600 | 600 | 606 | 2406 |

- 10% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.

4.2.3.7 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. (Refer to Q31)

| Type | % Customers | | | | |
|----------------|-------------|----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 38 | 8 | 40 | 28 | 30 |
| Rural | 0 | 8 | 0 | 0 | 8 |
| Overall | 38 | 8 | 40 | 28 | 29 |
| <i>Base</i> | 600 | 600 | 600 | 606 | 2406 |

- 29% of the customers were aware about the facility of registering a telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.8 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS. (Refer to Q32a)

| Type | % Customers | | | | |
|----------------|-------------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 28 | 10 | 21 | 10 | 20 |
| Rural | 0 | 29 | 0 | 0 | 29 |
| Overall | 28 | 17 | 21 | 10 | 20 |
| <i>Base</i> | 228 | 47 | 240 | 172 | 687 |

- Only 20% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.9 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering. (Refer to Q32b)

| Sub Parameters | Type | % Customers | | | | |
|-----------------------|----------------|-------------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| No change | Urban | 5 | 0 | 4 | 0 | 4 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 5 | 0 | 4 | 0 | 4 |
| Slight decrease | Urban | 2 | 0 | 0 | 29 | 4 |
| | Rural | 0 | 20 | 0 | 0 | 20 |
| | Overall | 2 | 13 | 0 | 29 | 5 |
| Considerable decrease | Urban | 2 | 0 | 6 | 0 | 3 |
| | Rural | 0 | 0 | 0 | 0 | 0 |
| | Overall | 2 | 0 | 6 | 0 | 3 |
| Stopped receiving | Urban | 92 | 100 | 90 | 71 | 89 |
| | Rural | 0 | 80 | 0 | 0 | 80 |
| | Overall | 92 | 88 | 90 | 71 | 89 |
| <i>Base</i> | | 64 | 8 | 51 | 17 | 140 |

4.2.3.10 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number. (Refer to Q32c)

| Type | % Customers | | | | |
|----------------|-------------|-----------|----------|-----------|-----------|
| | Airtel | BSNL | Reliance | MTS | Overall |
| Urban | 2 | -- | 2 | 20 | 33 |
| Rural | -- | -- | -- | -- | --- |
| Overall | 2 | -- | 2 | 20 | 31 |
| <i>Base</i> | 5 | 1 | 5 | 5 | 16 |

Note: Base is too small to draw any statistical reference

4.2.3.11 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor. (Refer to Q33)

| | Type | Customer Ranking | | | | |
|-------------------|----------------|------------------|-------------|-------------|-------------|-------------|
| | | Airtel | BSNL | Reliance | MTS | Overall |
| Mean Score | Urban | 7.47 | 7.53 | 7.30 | 8.11 | 7.61 |
| | Rural | 0 | 7.66 | 0 | 0 | 7.66 |
| | Overall | 7.47 | 7.57 | 7.30 | 8.11 | 7.61 |
| Base | | 600 | 600 | 600 | 606 | 2406 |

- MTS (8.11) scored highest, followed by BSNL (7.57).

4.3 Cellular Mobile Telephone Service – Rajasthan Circle

The survey of Customer Perception of Service in Rajasthan circle was done among customers of eight Cellular Mobile Telephone service providers i.e. Airtel, BSNL, TTSL, Reliance Idea, Vodafone, Aircel & MTS.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service. (Refer to Q1 & Q3)

| Sub Parameters | Type | % Customers | | | | | | | | |
|---------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Process & time taken to activate connection | Urban | 97 | 99 | 95 | 95 | 96 | 99 | 95 | 98 | 97 |
| | Rural | 95 | 98 | 98 | 95 | 99 | 98 | 98 | 95 | 97 |
| | Overall | 96 | 99 | 96 | 95 | 98 | 98 | 97 | 97 | 97 |
| Ease of understanding | Urban | 94 | 99 | 96 | 94 | 97 | 95 | 96 | 87 | 94 |
| | Rural | 92 | 98 | 98 | 96 | 98 | 89 | 97 | 77 | 94 |
| | Overall | 93 | 99 | 96 | 95 | 97 | 92 | 97 | 84 | 94 |
| Overall Provision of service | Urban | 95 | 99 | 95 | 94 | 96 | 97 | 95 | 93 | 96 |
| | Rural | 93 | 98 | 98 | 95 | 98 | 94 | 98 | 88 | 96 |
| | Overall | 94 | 99 | 96 | 95 | 98 | 96 | 97 | 92 | 96 |
| Base | | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

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

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q6,Q7a, Q8a & Q9b)

| Sub Parameters | Type | % Postpaid Customers | | | | | | | | |
|---------------------------------------------------------------------|----------------|----------------------|------------|-----------|------------|-----------|-----------|------------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Timely delivery of bills | Urban | 94 | 80 | 84 | 79 | 83 | 87 | 88 | 92 | 85 |
| | Rural | 100 | 81 | 86 | 100 | 0 | 82 | 67 | 72 | 79 |
| | Overall | 94 | 80 | 85 | 81 | 83 | 86 | 86 | 86 | 84 |
| Clarity of the bills in terms of transparency and understandability | Urban | 98 | 100 | 84 | 89 | 93 | 97 | 100 | 96 | 98 |
| | Rural | 100 | 100 | 86 | 100 | 0 | 82 | 100 | 98 | 94 |
| | Overall | 98 | 100 | 85 | 90 | 93 | 93 | 100 | 97 | 97 |
| Accuracy & completeness of the bills | Urban | 95 | 93 | 84 | 100 | 93 | 96 | 93 | 99 | 94 |
| | Rural | 100 | 94 | 86 | 100 | 0 | 68 | 100 | 100 | 91 |
| | Overall | 95 | 93 | 85 | 100 | 93 | 89 | 93 | 99 | 94 |
| Process of resolution of billing Complaints | Urban | 0 | 40 | 60 | 71 | 57 | 60 | 50 | 67 | 52 |
| | Rural | 0 | 0 | 50 | 0 | 0 | 14 | 0 | 38 | 32 |
| | Overall | 0 | 39 | 57 | 71 | 57 | 41 | 50 | 48 | 47 |
| Overall Billing performance postpaid | Urban | 95 | 89 | 81 | 88 | 86 | 92 | 91 | 95 | 91 |
| | Rural | 100 | 90 | 84 | 100 | 0 | 71 | 89 | 85 | 84 |
| | Overall | 95 | 89 | 82 | 89 | 86 | 86 | 91 | 92 | 90 |
| Base | | 117 | 319 | 41 | 31 | 42 | 90 | 44 | 150 | 834 |

- Process of billing complaint resolution registered the lowest satisfaction level on an aggregate level. Next, delivery of bills registered lower satisfaction.
- Higher % of all the cellular mobile customers were satisfied on account of clarity of the bills in terms of transparency and understandability; only Reliance received a low score.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance. (Refer to Q4a,Q5b & Q5c)

| Sub Parameters | Type | % Prepaid Customers | | | | | | | | |
|-------------------------------------------------------------|----------------|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Airtel | MTS | Overall |
| Accuracy of charges | Urban | 79 | 96 | 82 | 76 | 90 | 85 | 95 | 78 | 83 |
| | Rural | 57 | 89 | 86 | 70 | 83 | 80 | 83 | 85 | 77 |
| | Overall | 67 | 92 | 83 | 73 | 85 | 82 | 89 | 80 | 80 |
| Refund/Credit/Waiver of excess charges | Urban | 44 | 50 | 77 | 54 | 90 | 77 | 83 | 38 | 62 |
| | Rural | 56 | 89 | 56 | 79 | 65 | 92 | 64 | 59 | 67 |
| | Overall | 50 | 82 | 71 | 64 | 68 | 86 | 76 | 44 | 64 |
| Ease of recharging process & transparency of recharge offer | Urban | 93 | 98 | 98 | 97 | 98 | 98 | 98 | 96 | 97 |
| | Rural | 98 | 99 | 97 | 98 | 99 | 98 | 100 | 91 | 98 |
| | Overall | 95 | 98 | 98 | 97 | 99 | 98 | 99 | 95 | 97 |
| Overall Billing performance prepaid | Urban | 84 | 96 | 88 | 85 | 94 | 91 | 96 | 83 | 88 |
| | Rural | 76 | 94 | 88 | 84 | 89 | 89 | 91 | 85 | 86 |
| | Overall | 80 | 95 | 88 | 84 | 90 | 90 | 93 | 83 | 87 |
| Base | | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |

- All the operators had the highest % of prepaid customers satisfied on account of ease of recharging process & transparency of recharge offer.
- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers. MTS scored lowest on this parameter.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal. (Refer to Q11- Q15)

| Sub Parameters | Type | % Customers | | | | | | | | |
|-----------------------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Ease of access of complaint centre/customer care or help-line | Urban | 86 | 84 | 77 | 81 | 94 | 89 | 79 | 71 | 82 |
| | Rural | 85 | 96 | 82 | 83 | 89 | 93 | 86 | 71 | 86 |
| | Overall | 85 | 89 | 78 | 81 | 91 | 91 | 82 | 71 | 84 |
| Ease of getting an option for “ talking to a customer care executive” | Urban | 80 | 81 | 82 | 82 | 86 | 88 | 77 | 75 | 81 |
| | Rural | 88 | 92 | 79 | 84 | 83 | 92 | 84 | 78 | 85 |
| | Overall | 83 | 86 | 81 | 83 | 84 | 90 | 80 | 76 | 83 |
| Response time taken | Urban | 80 | 75 | 81 | 81 | 91 | 85 | 79 | 67 | 79 |
| | Rural | 89 | 88 | 78 | 84 | 82 | 86 | 81 | 65 | 82 |
| | Overall | 84 | 80 | 80 | 82 | 86 | 86 | 80 | 67 | 81 |
| Problem solving ability | Urban | 85 | 75 | 82 | 87 | 86 | 86 | 81 | 71 | 81 |
| | Rural | 93 | 89 | 81 | 92 | 79 | 86 | 84 | 73 | 84 |
| | Overall | 89 | 81 | 82 | 88 | 82 | 86 | 82 | 72 | 83 |
| Time taken to resolve complaint | Urban | 83 | 75 | 81 | 86 | 83 | 84 | 80 | 69 | 80 |
| | Rural | 92 | 90 | 81 | 91 | 78 | 86 | 80 | 71 | 83 |
| | Overall | 87 | 81 | 81 | 87 | 80 | 85 | 80 | 70 | 81 |
| Overall Help services including customer grievance redressal | Urban | 82 | 78 | 81 | 83 | 88 | 86 | 79 | 71 | 81 |
| | Rural | 90 | 91 | 80 | 87 | 82 | 88 | 83 | 72 | 84 |
| | Overall | 86 | 83 | 80 | 84 | 84 | 87 | 81 | 71 | 82 |
| Base | | 351 | 234 | 339 | 182 | 356 | 314 | 246 | 306 | 2328 |

- Lower satisfaction was registered with all aspects of Help Services including Grievance Redressal.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16,Q17 & Q19)

| Sub Parameters | Type | % Customers | | | | | | | | |
|------------------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Availability of signal of your service provider in your locality | Urban | 87 | 78 | 78 | 77 | 82 | 89 | 80 | 94 | 83 |
| | Rural | 88 | 83 | 79 | 80 | 82 | 90 | 71 | 90 | 83 |
| | Overall | 87 | 79 | 79 | 78 | 82 | 89 | 75 | 93 | 83 |
| Ability to make or receive calls easily | Urban | 88 | 88 | 84 | 81 | 84 | 92 | 84 | 95 | 87 |
| | Rural | 88 | 85 | 83 | 88 | 82 | 93 | 75 | 97 | 86 |
| | Overall | 88 | 87 | 84 | 83 | 83 | 92 | 80 | 96 | 87 |
| Voice quality | Urban | 87 | 84 | 83 | 79 | 83 | 89 | 84 | 89 | 85 |
| | Rural | 88 | 86 | 80 | 88 | 81 | 91 | 78 | 94 | 86 |
| | Overall | 88 | 85 | 82 | 83 | 82 | 90 | 81 | 91 | 85 |
| Overall Network performance, reliability & availability | Urban | 87 | 83 | 82 | 79 | 83 | 90 | 82 | 93 | 85 |
| | Rural | 88 | 85 | 81 | 85 | 82 | 91 | 75 | 94 | 85 |
| | Overall | 88 | 84 | 81 | 81 | 82 | 91 | 79 | 93 | 85 |
| <i>Base</i> | | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

- A higher percentage of customers were satisfied on account of ability to make or receive calls easily and voice quality.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability. (Refer to Q21 & Q22)

| Sub Parameters | Type | % Customers | | | | | | | | |
|---------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Availability of network (signal) | Urban | 89 | 79 | 89 | 84 | 82 | 88 | 86 | 91 | 86 |
| | Rural | 89 | 79 | 79 | 83 | 87 | 90 | 75 | 85 | 84 |
| | Overall | 89 | 79 | 86 | 84 | 85 | 89 | 81 | 89 | 85 |
| Restoration of network (signal) problems | Urban | 89 | 91 | 82 | 83 | 80 | 91 | 84 | 91 | 87 |
| | Rural | 88 | 79 | 76 | 81 | 83 | 92 | 75 | 93 | 84 |
| | Overall | 89 | 87 | 80 | 82 | 82 | 91 | 80 | 92 | 86 |
| Overall Maintainability | Urban | 89 | 85 | 85 | 84 | 81 | 89 | 85 | 91 | 87 |
| | Rural | 89 | 79 | 78 | 82 | 85 | 91 | 75 | 89 | 84 |
| | Overall | 89 | 83 | 83 | 83 | 84 | 90 | 80 | 91 | 86 |
| Base | | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

4.3.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services. (Refer to Q24 & Q25a)

| Sub Parameters | Type | % Customers | | | | | | | | |
|------------------------------------------------|----------------|-------------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Quality of supplementary service | Urban | 91 | 99 | 70 | 100 | 88 | 96 | 87 | 81 | 91 |
| | Rural | 81 | 86 | 81 | 100 | 88 | 100 | 86 | 100 | 89 |
| | Overall | 87 | 97 | 74 | 100 | 88 | 97 | 87 | 84 | 91 |
| Process of activating VAS | Urban | 96 | 99 | 90 | 100 | 96 | 100 | 95 | 81 | 96 |
| | Rural | 88 | 91 | 100 | 100 | 89 | 100 | 71 | 100 | 93 |
| | Overall | 92 | 98 | 94 | 100 | 92 | 100 | 91 | 84 | 95 |
| Overall Supplementary and Value Added Services | Urban | 93 | 99 | 80 | 100 | 92 | 98 | 91 | 81 | 93 |
| | Rural | 84 | 88 | 90 | 100 | 88 | 100 | 79 | 100 | 91 |
| | Overall | 90 | 97 | 84 | 100 | 90 | 99 | 89 | 84 | 93 |
| Base | | 78 | 162 | 61 | 33 | 50 | 77 | 45 | 31 | 537 |

- MTS & Reliance had lowest percentage of satisfied customers on quality of supplementary services as well as process of activating VAS.

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

4.4.1 Awareness and experience of Complaint Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query. (Refer to Q36)

| Type | % Customers | | | | | | | | |
|---------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 55 | 24 | 59 | 52 | 80 | 55 | 48 | 37 | 49 |
| Rural | 89 | 77 | 58 | 57 | 61 | 72 | 74 | 41 | 68 |
| Overall | 71 | 41 | 59 | 54 | 68 | 63 | 61 | 38 | 58 |
| Base | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

- 58% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query.
- Awareness was very low among MTS (38%) & BSNL (41%) customers. A higher percentage of Idea customers (68%) were aware of the complaint centre number for making a complaint/query.

4.4.1.2 The following table shows the percentage of customers who came to know about the toll free customer care number through various sources (Refer to Q37)

| | | % Customers | | | | | | | | |
|---------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Type | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Newspaper | Urban | 16 | 2 | 4 | 1 | 4 | 7 | 3 | 1 | 6 |
| | Rural | 1 | 3 | 2 | 2 | 0 | 2 | 1 | 0 | 1 |
| | Overall | 7 | 3 | 3 | 1 | 2 | 4 | 2 | 1 | 3 |
| Website of the service provider | Urban | 3 | 3 | 3 | 1 | 1 | 3 | 2 | 2 | 2 |
| | Rural | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 1 | 1 |
| | Overall | 1 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 1 |
| SMS from service provider | Urban | 19 | 30 | 12 | 11 | 18 | 19 | 7 | 4 | 14 |
| | Rural | 18 | 20 | 14 | 7 | 13 | 12 | 10 | 3 | 13 |
| | Overall | 18 | 24 | 12 | 9 | 15 | 15 | 9 | 3 | 14 |
| Display at complaint centres/ sales outlets | Urban | 16 | 42 | 40 | 11 | 53 | 21 | 35 | 8 | 27 |
| | Rural | 13 | 36 | 38 | 13 | 50 | 21 | 11 | 24 | 24 |
| | Overall | 14 | 39 | 39 | 12 | 51 | 21 | 21 | 13 | 26 |
| Telephone bills | Urban | 4 | 10 | 5 | 0 | 4 | 3 | 2 | 2 | 3 |
| | Rural | 1 | 1 | 4 | 0 | 4 | 5 | 1 | 3 | 2 |
| | Overall | 2 | 5 | 4 | 0 | 4 | 4 | 1 | 2 | 3 |
| Others | Urban | 48 | 26 | 43 | 77 | 30 | 52 | 53 | 85 | 52 |
| | Rural | 68 | 53 | 47 | 78 | 49 | 61 | 80 | 72 | 64 |
| | Overall | 60 | 42 | 44 | 78 | 41 | 57 | 69 | 81 | 58 |
| Base | | 625 | 245 | 351 | 330 | 431 | 424 | 369 | 235 | 3010 |

- 26% of all cellular mobile customers came to know about the customer care number through display at complaint centre/ sales outlets while 58% customers got the customer care number through other sources.

4.4.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free Complaint Centre/ Customer Care/ Help-line telephone number. (Refer to Q38)

| Type | % Customers | | | | | | | | |
|---------|-------------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 12 | 10 | 25 | 6 | 25 | 12 | 22 | 14 | 15 |
| Rural | 12 | 14 | 28 | 3 | 14 | 10 | 10 | 16 | 13 |
| Overall | 12 | 11 | 26 | 5 | 18 | 11 | 16 | 15 | 14 |
| Base | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

- 14% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Complaint Centre/ Customer Care/ help-line telephone number. This was lower among Tata customers.

4.4.1.4 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints. (Refer to Q39)

| | Type | % Customers | | | | | | | | |
|--------------------------------------------------------------------------------|----------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Complaint was registered and Docket number received | Urban | 69 | 93 | 69 | 70 | 82 | 63 | 68 | 79 | 74 |
| | Rural | 81 | 96 | 85 | 75 | 76 | 46 | 64 | 72 | 75 |
| | Overall | 75 | 94 | 74 | 71 | 79 | 55 | 67 | 77 | 74 |
| Complaint was registered and Docket number not received | Urban | 22 | 7 | 21 | 25 | 16 | 30 | 18 | 18 | 19 |
| | Rural | 15 | 4 | 12 | 25 | 20 | 42 | 32 | 24 | 21 |
| | Overall | 19 | 6 | 18 | 25 | 18 | 36 | 22 | 20 | 20 |
| Complaint was registered and docket number provided on request | Urban | 0 | 0 | 1 | 5 | 0 | 0 | 4 | 2 | 1 |
| | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 1 | 4 | 0 | 0 | 3 | 1 | 1 |
| Complaint was registered and docket number not provided even on request | Urban | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| | Overall | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Refused to register the complaint | Urban | 7 | 0 | 9 | 0 | 2 | 3 | 9 | 2 | 5 |
| | Rural | 4 | 0 | 4 | 0 | 4 | 12 | 4 | 0 | 4 |
| | Overall | 6 | 0 | 7 | 0 | 3 | 7 | 7 | 1 | 5 |
| Base | | 107 | 68 | 156 | 28 | 111 | 73 | 96 | 90 | 729 |

- 95% of the customers reported complaint registration.
- 74% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.

4.4.1.5 The following table shows the percentage of customers who were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved? (Refer to Q40)

| Type | % Customers | | | | | | | | |
|---------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Airtel | MTS | Overall |
| Urban | 78 | 88 | 87 | 50 | 82 | 69 | 90 | 70 | 80 |
| Rural | 62 | 73 | 82 | 75 | 85 | 48 | 56 | 59 | 69 |
| Overall | 70 | 82 | 86 | 57 | 83 | 60 | 80 | 66 | 76 |
| Base | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |

- 76% of all the cellular mobile customers who had complained said that they were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

4.4.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means by the complaint centre.(Refer to 41)

| Type | % Customers | | | | | | | | |
|---------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Airtel | MTS | Overall |
| Urban | 82 | 88 | 87 | 55 | 78 | 64 | 82 | 62 | 78 |
| Rural | 66 | 77 | 78 | 63 | 89 | 48 | 52 | 45 | 68 |
| Overall | 74 | 84 | 84 | 57 | 83 | 57 | 73 | 56 | 74 |
| Base | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |

- 74% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.

4.4.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q42)

| Type | % Customers | | | | | | | | |
|---------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 78 | 88 | 81 | 70 | 80 | 67 | 84 | 73 | 79 |
| Rural | 72 | 77 | 74 | 63 | 85 | 66 | 78 | 72 | 75 |
| Overall | 75 | 84 | 79 | 68 | 82 | 66 | 82 | 73 | 77 |
| Base | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |

- 77% all the cellular mobile customers who had complained said that their complaints were resolved by complaint centre within 3 days.

4.4.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks. (Refer to Q43)

| Type | % Customers | | | | | | | | |
|---------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 39 | 88 | 7 | 35 | 53 | 51 | 50 | 32 | 40 |
| Rural | 54 | 69 | 10 | 50 | 40 | 24 | 19 | 21 | 34 |
| Overall | 47 | 81 | 8 | 39 | 46 | 40 | 40 | 28 | 38 |
| Base | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |

- 38% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by complaint centre/customer care within four weeks after they lodged their complaint. A lower percentage of Reliance customers (8%) were satisfied.

4.4.2 Awareness and experiences with Appellate Authority

4.4.2.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority. (Refer to Q44)

| Type | % Customers | | | | | | | | |
|---------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 6 | 7 | 3 | 3 | 6 | 5 | 4 | 3 | 5 |
| Rural | 7 | 12 | 3 | 2 | 5 | 2 | 2 | 2 | 5 |
| Overall | 7 | 8 | 3 | 2 | 6 | 4 | 3 | 2 | 5 |
| Base | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

- Only 5% of the mobile phone customers were aware of the contact details of appellate authority.

4.4.2.2 % of customers who came to know about the Appellate Authority's contact details through various sources (Refer to Q45)

| | Type | % Customers | | | | | | | | |
|---------------------------------------------|----------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Newspaper | Urban | 36 | 0 | 9 | 43 | 0 | 20 | 33 | 0 | 17 |
| | Rural | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | Overall | 18 | 2 | 7 | 30 | 0 | 13 | 21 | 0 | 10 |
| Website of the service provider | Urban | 32 | 50 | 27 | 57 | 18 | 7 | 11 | 13 | 29 |
| | Rural | 4 | 30 | 0 | 0 | 10 | 0 | 0 | 0 | 11 |
| | Overall | 18 | 41 | 20 | 40 | 13 | 4 | 7 | 8 | 21 |
| SMS from service provider | Urban | 50 | 39 | 55 | 29 | 73 | 73 | 44 | 88 | 54 |
| | Rural | 87 | 57 | 50 | 67 | 65 | 100 | 40 | 75 | 70 |
| | Overall | 69 | 47 | 53 | 40 | 68 | 83 | 43 | 83 | 61 |
| Display at complaint centres/ sales outlets | Urban | 5 | 0 | 9 | 14 | 9 | 7 | 0 | 0 | 5 |
| | Rural | 4 | 0 | 0 | 0 | 5 | 0 | 0 | 25 | 3 |
| | Overall | 4 | 0 | 7 | 10 | 7 | 4 | 0 | 8 | 4 |
| Telephone bills | Urban | 0 | 65 | 9 | 0 | 0 | 13 | 22 | 38 | 23 |
| | Rural | 4 | 70 | 50 | 33 | 55 | 0 | 60 | 50 | 40 |
| | Overall | 2 | 67 | 20 | 10 | 36 | 9 | 36 | 42 | 31 |
| Others | Urban | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Base | | 45 | 49 | 15 | 10 | 31 | 23 | 14 | 12 | 199 |

- Only 31% of the mobile phone customers were aware of the contact details of appellate authority through Telephone bills.

4.4.2.3 Incidence of Appeal being filed in the prescribed form in last 6 months (Refer to Q46)

| Type | % Customers | | | | | | | | |
|-------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 7 | 4 | 15 | 22 | 0 | 6 | 17 | 0 | 8 |
| Rural | 0 | 4 | 17 | 0 | 0 | 0 | 0 | 0 | 2 |
| Overall | 4 | 4 | 16 | 15 | 0 | 4 | 11 | 0 | 5 |
| <i>Base</i> | 57 | 50 | 19 | 13 | 35 | 26 | 18 | 15 | 233 |

- Only 5% of the aware mobile phone customers filed an appeal with the appellate authority.

4.4.2.4 The following table shows the percentage of customers who filed their appeal to the Appellate Authority (Refer to Q47)

| | Type | % Customers | | | | | | | | Overall |
|--------------------------|----------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | |
| E-Mail | Urban | 50 | -- | -- | 100 | -- | -- | 50 | -- | 40 |
| | Rural | -- | 100 | -- | -- | -- | -- | -- | -- | 50 |
| | Overall | 50 | 50 | -- | 100 | -- | -- | 50 | -- | 42 |
| Fax | Urban | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Letter (Post/courier) | Urban | 50 | -- | -- | -- | -- | -- | -- | -- | 10 |
| | Rural | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | 50 | -- | -- | -- | -- | -- | -- | -- | 8 |
| In person (Self) | Urban | -- | -- | 50 | -- | -- | 100 | -- | -- | 20 |
| | Rural | -- | -- | 100 | -- | -- | -- | -- | -- | 50 |
| | Overall | -- | -- | 67 | -- | -- | 100 | -- | -- | 25 |
| Others | Urban | -- | 100 | 50 | -- | -- | -- | 50 | -- | 30 |
| | Rural | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | -- | 50 | 33 | -- | -- | -- | 50 | -- | 25 |
| Base | | 2 | 2 | 3 | 2 | -- | 1 | 2 | -- | 12 |

Note-The above base is too small for statistical inference.

4.4.2.5 % Customers who received an acknowledgement from Appellate Authority (Refer to Q48)

| Type | % Customers | | | | | | | | |
|-------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 100 | 100 | 100 | 100 | 0 | 100 | 50 | 0 | 90 |
| Rural | 0 | 100 | 100 | 0 | 0 | 0 | 0 | 0 | 100 |
| Overall | 100 | 100 | 100 | 100 | 0 | 100 | 50 | 0 | 92 |
| <i>Base</i> | 2 | 2 | 3 | 2 | 0 | 1 | 2 | 0 | 12 |

4.4.2.6 Reported Decisions by the Appellate Authority within 39 days of filing the appeal (Refer to Q49)

| Type | % Customers | | | | | | | | |
|-------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 100 | 0 | 100 | 100 | 0 | 100 | 50 | 0 | 80 |
| Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Overall | 100 | 0 | 67 | 100 | 0 | 100 | 50 | 0 | 67 |
| <i>Base</i> | 2 | 2 | 3 | 2 | 0 | 1 | 2 | 0 | 12 |

4.4.3 General Information

4.4.3.1 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request. (Refer to Q50)

| Type | % Customers | | | | | | | | |
|-------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Airtel | MTS | Overall |
| Urban | 34 | 61 | 15 | 13 | 57 | 35 | 23 | 8 | 26 |
| Rural | 25 | 48 | 20 | 14 | 26 | 26 | 18 | 10 | 23 |
| Overall | 29 | 53 | 17 | 14 | 36 | 30 | 20 | 8 | 25 |
| <i>Base</i> | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |

- 25% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among BSNL (53%) customers and lowest among MTS (8%) customers.

4.4.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q51)

| Type | % Customers | | | | | | | | |
|-------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Airtel | MTS | Overall |
| Urban | 7 | 0 | 1 | 2 | 4 | 6 | 3 | 0 | 3 |
| Rural | 1 | 6 | 1 | 0 | 1 | 2 | 4 | 0 | 2 |
| Overall | 3 | 4 | 1 | 1 | 2 | 3 | 4 | 0 | 2 |
| <i>Base</i> | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |

4.4.3.3 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection. (Refer to Q53)

| Type | Service Provider | | | | | | | | |
|---------|------------------|------|----------|------|------|----------|--------|-----|---------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Urban | 36 | 29 | 47 | 32 | 58 | 47 | 50 | 31 | 40 |
| Rural | 33 | 49 | 43 | 25 | 45 | 40 | 38 | 33 | 38 |
| Overall | 35 | 36 | 46 | 29 | 50 | 43 | 44 | 31 | 39 |
| Base | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

- 39% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among Tata customers.

4.4.3.4 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider. (Refer to Q35)

| Type | Customer ranking | | | | | | | | | |
|------------|------------------|------|----------|------|------|----------|--------|------|---------|------|
| | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall | |
| Mean Score | Urban | 7.97 | 8.06 | 7.68 | 7.71 | 7.67 | 8.14 | 7.92 | 8.2 | 7.93 |
| | Rural | 7.27 | 8.08 | 7.29 | 7.68 | 7.78 | 7.96 | 7.57 | 8.37 | 7.71 |
| | Overall | 7.64 | 8.07 | 7.56 | 7.70 | 7.74 | 8.05 | 7.75 | 8.25 | 7.84 |
| | Base | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

4.5 Broadband Service – Rajasthan circle

The survey of customer perception of service was done in Rajasthan circle among 3 service providers of Broadband Service, namely BSNL, Airtel and Reliance.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service. (Refer to Q2)

| Sub Parameters | Type | % Customers | | | |
|----------------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Time taken to provide connection | Urban | 99 | 95 | 95 | 97 |
| | Rural | 0 | 96 | 0 | 96 |
| | Overall | 99 | 95 | 95 | 96 |
| <i>Base</i> | | 603 | 600 | 600 | 1803 |

- 96% the customers were satisfied with the provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q4, Q5a, Q6a & Q8)

| Sub Parameters | Type | % Postpaid Customers | | | |
|---------------------------------------------------------------------|----------------|----------------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Timely delivery of bills | Urban | 90 | 89 | 91 | 90 |
| | Rural | 0 | 91 | 0 | 91 |
| | Overall | 90 | 90 | 91 | 90 |
| Clarity of the bills in terms of transparency and understandability | Urban | 97 | 92 | 96 | 95 |
| | Rural | 0 | 94 | 0 | 94 |
| | Overall | 97 | 92 | 96 | 95 |
| Accuracy of the bills | Urban | 98 | 94 | 91 | 94 |
| | Rural | 0 | 94 | 0 | 94 |
| | Overall | 98 | 94 | 91 | 94 |
| Process of resolution of billing Complaints | Urban | 47 | 48 | 38 | 43 |
| | Rural | 0 | 42 | 0 | 42 |
| | Overall | 47 | 46 | 38 | 43 |
| Overall Billing performance postpaid | Urban | 93 | 90 | 89 | 91 |
| | Rural | 0 | 91 | 0 | 91 |
| | Overall | 93 | 90 | 89 | 91 |
| <i>Base</i> | | 603 | 600 | 600 | 1803 |

- A higher percentage of all the customers were satisfied with the clarity of bills in terms of terms of transparency and understandability and accuracy of the bills.
- However, a lower proportion of customers were satisfied on process of resolution of billing complaints; only 43% were satisfied.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

Note: As none of the operators provide prepaid broadband service in Rajasthan Circle, a corresponding sample was not covered and hence this table is not relevant.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services. (Refer to Q11-Q14)

| Sub Parameters | Type | % Customers | | | |
|-------------------------------------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Ease of access of complaint centre/ customer care or helpline | Urban | 81 | 59 | 77 | 77 |
| | Rural | 0 | 78 | 0 | 78 |
| | Overall | 81 | 66 | 77 | 77 |
| Ease of getting an option for “ talking to customer care executive” | Urban | 80 | 55 | 78 | 77 |
| | Rural | 0 | 78 | 0 | 78 |
| | Overall | 80 | 63 | 78 | 77 |
| Response time taken by customer executive to answer customer call | Urban | 79 | 52 | 74 | 74 |
| | Rural | 0 | 78 | 0 | 78 |
| | Overall | 79 | 60 | 74 | 74 |
| Problem solving ability of customer care executive(s) | Urban | 81 | 56 | 74 | 75 |
| | Rural | 0 | 75 | 0 | 75 |
| | Overall | 81 | 63 | 74 | 75 |
| Time taken by complaint centre/ customer care / help-line to resolve your complaint | Urban | 79 | 55 | 67 | 70 |
| | Rural | 0 | 72 | 0 | 72 |
| | Overall | 79 | 61 | 67 | 70 |
| Overall Help service | Urban | 80 | 55 | 74 | 75 |
| | Rural | 0 | 76 | 0 | 76 |
| | Overall | 80 | 62 | 74 | 75 |
| Base | | 283 | 96 | 439 | 818 |

- A lower proportion of customers (70%) were satisfied with the the time taken by complaint centre/ customer care or helpline to resolve complaint. BSNL (61%) scored lowest on this parameter.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q15-Q16)

| Sub Parameters | Type | % Customers | | | |
|---------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Speed of broadband connection | Urban | 80 | 58 | 73 | 72 |
| | Rural | 0 | 68 | 0 | 68 |
| | Overall | 80 | 61 | 73 | 71 |
| Amount of time for which service is up and working | Urban | 88 | 62 | 79 | 78 |
| | Rural | 0 | 65 | 0 | 65 |
| | Overall | 88 | 63 | 79 | 76 |
| Overall Network performance, Reliability & availability | Urban | 84 | 60 | 76 | 75 |
| | Rural | 0 | 68 | 0 | 68 |
| | Overall | 84 | 62 | 76 | 74 |
| <i>Base</i> | | 603 | 600 | 600 | 1803 |

- 71% of BSNL customers were satisfied with the speed of broadband connection which was lowest among other operators.
- Airtel (88%) scored highest on the amount of time for which speed is up and working.
- Airtel performed better on both the parameters of network performance as compared to other service providers.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability (Refer to Q19)

| Sub Parameters | Type | %Customers | | | |
|----------------------------------------------------|----------------|------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Time taken for restoration of broadband connection | Urban | 82 | 81 | 72 | 78 |
| | Rural | 0 | 83 | 0 | 83 |
| | Overall | 82 | 81 | 72 | 78 |
| <i>Base</i> | | 275 | 246 | 277 | 798 |

- 78% of the customers were satisfied with the time taken for restoration of broadband connection. Higher proportion (83%) of rural customers was satisfied with the time taken for restoration of broadband connection.
- Reliance (72%) scored lowest among other service providers.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services. (Refer to Q20b)

| Sub Parameters | Type | % Customers | | | |
|-------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Process of activating VAS or process of unsubscribing | Urban | 90 | 89 | 88 | 89 |
| | Rural | 0 | 100 | 0 | 100 |
| | Overall | 90 | 93 | 88 | 91 |
| <i>Base</i> | | 40 | 41 | 25 | 106 |

- 91% of customers satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following table shows the % of customers satisfied with overall service. (Refer to Q23a)

| Sub Parameters | Type | % Customers | | | |
|-------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Overall service quality | Urban | 91 | 68 | 82 | 82 |
| | Rural | 0 | 80 | 0 | 80 |
| | Overall | 91 | 72 | 82 | 82 |
| <i>Base</i> | | 603 | 600 | 600 | 1803 |

- 82% of the customers were satisfied with the quality of overall service. A higher % of Airtel customers were satisfied.

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

4.6.1 Awareness and experience of Complaint Centre

4.6.1.1 % of customers aware about the complaint centre number for making a complaint/ query. (Refer to Q27)

| Type | % Customers | | | |
|---------|-------------|------|----------|---------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 59 | 23 | 53 | 48 |
| Rural | 0 | 23 | 0 | 23 |
| Overall | 59 | 23 | 53 | 45 |
| Base | 603 | 600 | 600 | 1803 |

- 45% of broadband customers belonging to different service providers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. A higher percentage (59%) of Airtel customers was aware about the complaint centre number for making a complaint.

4.6.1.2 The following table shows the percentage of customers who came to know about the toll free customer care number through various sources (Refer to Q28)

| | Type of User | % Customers | | | |
|------------------------------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Newspaper | Urban | 0 | 2 | 1 | 1 |
| | Rural | 0 | 5 | 0 | 5 |
| | Overall | 0 | 3 | 1 | 1 |
| Website of the service provider | Urban | 11 | 5 | 13 | 11 |
| | Rural | 0 | 9 | 0 | 9 |
| | Overall | 11 | 6 | 13 | 11 |
| SMS from service provider | Urban | 5 | 1 | 2 | 3 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 5 | 1 | 2 | 3 |
| Display at complaint centres/ sales outlets | Urban | 17 | 31 | 11 | 17 |
| | Rural | 0 | 12 | 0 | 12 |
| | Overall | 17 | 25 | 11 | 16 |
| Telephone bills | Urban | 21 | 29 | 38 | 29 |
| | Rural | 0 | 19 | 0 | 19 |
| | Overall | 21 | 26 | 38 | 29 |
| Other | Urban | 47 | 33 | 38 | 41 |
| | Rural | 0 | 56 | 0 | 56 |
| | Overall | 47 | 40 | 38 | 42 |
| Base | | 365 | 141 | 318 | 834 |

- 29% of broadband customers who were aware of the complaint centre number claimed to know about the complaint centre number through telephone bills.

4.6.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.(Refer to Q29)

| Type | % Customers | | | |
|----------------|-------------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 26 | 11 | 27 | 23 |
| Rural | 0 | 12 | 0 | 12 |
| Overall | 26 | 11 | 27 | 22 |
| Base | 603 | 600 | 600 | 1803 |

- 22% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months.

4.6.1.4 The following table shows the percentage of customers who received or did not receive the docket number for their complaints. (Refer to Q30)

| | Type of User | % Customers | | | |
|------------------------------------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Docket number received for most of the complaints | Urban | 94 | 75 | 95 | 92 |
| | Rural | 0 | 78 | 0 | 78 |
| | Overall | 94 | 76 | 95 | 91 |
| No Docket number received for most of the complaints | Urban | 3 | 25 | 4 | 6 |
| | Rural | 0 | 22 | 0 | 22 |
| | Overall | 3 | 24 | 4 | 7 |
| It was received on request | Urban | 1 | 0 | 1 | 1 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 1 | 0 | 1 | 1 |
| No Docket number received even on request | Urban | 3 | 0 | 1 | 1 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 3 | 0 | 1 | 1 |
| Base | | 157 | 67 | 164 | 388 |

- 91% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 7% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. Only 1% did not receive docket number even on request.

4.6.1.5 The following table shows the percentage of customers who were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved? (Refer to Q31)

| Type | % Customers | | | |
|-------------|-------------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 67 | 14 | 41 | 49 |
| Rural | 0 | 13 | 0 | 13 |
| Overall | 67 | 13 | 41 | 47 |
| <i>Base</i> | 157 | 67 | 164 | 388 |

- 47% of all broadband customers who had complained said that they were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

4.6.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means by the complaint centre. (Refer to Q32)

| Type | % Customers | | | |
|-------------|-------------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 68 | 30 | 48 | 55 |
| Rural | 0 | 30 | 0 | 30 |
| Overall | 68 | 30 | 48 | 53 |
| <i>Base</i> | 157 | 67 | 164 | 388 |

- 53% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.

4.6.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q33)

| Type | % Customers | | | |
|-------------|-------------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 76 | 39 | 65 | 67 |
| Rural | 0 | 61 | 0 | 61 |
| Overall | 76 | 46 | 65 | 66 |
| <i>Base</i> | 157 | 67 | 164 | 388 |

- 66% of all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre within three (3) days

4.6.1.8 % of customers who got their billing complaint resolved satisfactorily by complaint centre/ customer care within 4 weeks of lodging their complaints. (Refer to Q34)

| Type | % customers | | | |
|-------------|-------------|----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 38 | 9 | 32 | 32 |
| Rural | 0 | 4 | 0 | 4 |
| Overall | 38 | 8 | 32 | 30 |
| <i>Base</i> | 157 | 67 | 164 | 388 |

- 30% of the billing complaints were resolved satisfactorily by complaint centre within 4 weeks of lodging their complaints.

4.6.2 Awareness and experience of Appellate Authority

4.6.2.1 % of customers who were aware about Appellate Authority's contact details(Refer to Q35)

| Type | % Customers | | | |
|----------------|-------------|----------|----------|----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 5 | 1 | 4 | 4 |
| Rural | 0 | 0 | 0 | 0 |
| Overall | 5 | 1 | 4 | 3 |
| <i>Base</i> | 603 | 600 | 600 | 1803 |

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

4.6.2.2 % of customers who came to know about the Appellate Authority's contact details through various sources (Refer to Q36)

| | Type of User | % Customers | | | |
|---------------------------------------------|----------------|-------------|-----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| Newspaper | Urban | 0 | 0 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 0 | 0 |
| Website of the service provider | Urban | 16 | 0 | 23 | 16 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 16 | 0 | 23 | 18 |
| SMS from service provider | Urban | 32 | 25 | 12 | 0 |
| | Rural | 0 | 0 | 0 | 23 |
| | Overall | 32 | 25 | 12 | 23 |
| Display at complaint centres/ sales outlets | Urban | 23 | 25 | 54 | 36 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 23 | 25 | 54 | 36 |
| Telephone bills | Urban | 29 | 50 | 12 | 23 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 29 | 50 | 12 | 23 |
| Other | Urban | 0 | 0 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 0 | 0 |
| <i>Base</i> | | 31 | 4 | 26 | 61 |

4.6.2.3 % of customers who had filed an appeal in the last 6 months. (Refer to Q37)

| Type | % Customers | | | |
|----------------|-------------|----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 26 | 0 | 31 | 26 |
| Rural | 0 | 0 | 0 | 0 |
| Overall | 26 | 0 | 31 | 26 |
| <i>Base</i> | 31 | 4 | 26 | 61 |

- Of those who were aware, 26% of them had filed an appeal to the Appellate Authority.

4.6.2.4 The following table shows the percentage of customers who filed their appeal to the Appellate Authority (Refer to Q38)

| | Type of User | % Customers | | | |
|------------------------|----------------|-------------|----------|-----------|-----------|
| | | Airtel | BSNL | Reliance | Overall |
| E-mail | Urban | 25 | 0 | 50 | 38 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 25 | 0 | 50 | 38 |
| Fax | Urban | 0 | 0 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 0 | 0 |
| Letter (post/ courier) | Urban | 0 | 0 | 0 | 0 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 0 | 0 | 0 | 0 |
| In person (self) | Urban | 25 | 0 | 13 | 19 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 25 | 0 | 13 | 19 |
| Others | Urban | 50 | 0 | 38 | 44 |
| | Rural | 0 | 0 | 0 | 0 |
| | Overall | 50 | 0 | 38 | 44 |
| <i>Base</i> | | 8 | 0 | 8 | 16 |

Note : The above sample base is too small for statistical inference.

4.6.2.5 % customers received unique appeal number within three days from the Appellate Authority after they filed an appeal. (Refer to Q39)

| Type | % Customers | | | |
|-------------|-------------|----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 75 | 0 | 25 | 50 |
| Rural | 0 | 0 | 0 | 0 |
| Overall | 75 | 0 | 25 | 50 |
| <i>Base</i> | 8 | 0 | 8 | 16 |

Note : The above sample base is too small for statistical inference.

4.6.2.6 Reported Incidence of Decision by the Appellate Authority within 39 days of filing the appeal (Refer to Q40)

| Type | % Customers | | | |
|-------------|-------------|----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 63 | 0 | 50 | 56 |
| Rural | 0 | 0 | 0 | 0 |
| Overall | 63 | 0 | 50 | 56 |
| <i>Base</i> | 8 | 0 | 8 | 16 |

Note : The above sample base is too small for statistical inference.

4.6.3 General Information

4.6.3.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request. (Refer to Q41)

Note : None of the broadband operator provide prepaid service in Rajasthan circle .Hence a corresponding sample was not covered and this table is not relevant.

4.6.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details. (Refer to Q42)

Note : None of the broadband operator provide prepaid service in Rajasthan circle .Hence a corresponding sample was not covered and this table is not relevant.

4.6.3.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied. (Refer to Q43)

Note : None of the broadband operator provide prepaid service in Rajasthan circle .Hence a corresponding sample was not covered and this table is not relevant.

4.6.3.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection. (Refer to Q44)

| Type | % Customers | | | |
|---------|-------------|-----------|-----------|-----------|
| | Airtel | BSNL | Reliance | Overall |
| Urban | 27 | 20 | 19 | 22 |
| Rural | 0 | 20 | 0 | 20 |
| Overall | 27 | 20 | 19 | 22 |
| Base | 603 | 600 | 600 | 1803 |

- 22% of the customers claimed to have got the Manual of Practice while taking the connection.

4.6.3.5 The following table shows the percentage of new customers ranking of their service provider on a scale Of 1 to 10 where 1 is very poor & 10 is very good. (Refer to Q26)

| Type | Customer Ranking | | | | |
|------------|------------------|-------------|-------------|-------------|-------------|
| | Airtel | BSNL | Reliance | Overall | |
| Mean Score | Urban | 7.70 | 7.52 | 7.03 | 7.45 |
| | Rural | -- | 7.77 | -- | -- |
| | Overall | 7.70 | 7.60 | 7.03 | 7.45 |
| | Base | 603 | 600 | 600 | 1803 |

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- 91% of the basic wire-line service customers in Rajasthan circle were satisfied with overall service quality of their service providers. All the service providers met the benchmark set for overall service quality except Airtel (84%). MTS (96%) scored highest on overall service quality.
- None of the service providers met the benchmark set for the following:
 - Provision of service & postpaid billing performance.
 - Help Services including customer grievance redressal.
 - Maintainability
- Only Airtel (95%) met the benchmark set for with network performance, reliability and availability while MTS (94%) scored slightly lower than the benchmark.

Grievance Redressal

- 48% of the customers were aware about the complaint centre number of their service provider for the purpose of making a complaint/ query. 33% of the customers came to know about the toll free customer care number of their service provider through telephone bills while 13% through display at complaint centre/ sales outlet.
- Approximately 21% of the customers claimed to have made a complaint in the last 6 months and 37% of those were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 51% of the customers were informed about the action taken on their complaint by the complaint centre through SMS or by other means
- Only 16% of the billing complaints were resolved satisfactorily within four weeks of lodging complaints.
- Only 4% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

5.2 Cellular Mobile Service

- 90% of all cellular mobile customers were satisfied with overall service quality. BSNL (90%), Vodafone (92%), Aircel (90%) & MTS (94%) met the benchmark set for overall service quality.
- All the service providers met the benchmark set for provision of service.
- Airtel, Reliance, Tata & MTS did not meet the benchmark set for prepaid billing performance. Only Airtel (95%) met the benchmark set for postpaid billing performance.
- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark. MTS (71%) scored lowest among all the operators.
- None of the service providers met the benchmark set for network performance, reliability & availability. MTS (93%) and Vodafone (91%) scored highest among all the operators.
- None of the service providers met the benchmark set for maintainability. Aircel (80%) scored lowest on this parameter.

Grievance Redressal

- 58% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query. 26% of all cellular mobile customers came to know about the customer care number through display at complaint centre/ sales outlets.
- 14% of all cellular mobile customers claimed that they had complained in the last 6 months and 76% of those were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 74% of those who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means
- Only 38% of the billing complaints were resolved within four weeks.
- Only 5% of customers were aware of the contact details of appellate authority.

5.3 Broadband Service

- 82% of all the broadband customers were satisfied with overall service quality. A higher percentage (91%) of Airtel customers was satisfied as compared to BSNL & Reliance.
- All the operators met the benchmark for provision of service.
- All the operators met the benchmark set for postpaid billing performance except Reliance (89%).
- None of the operators met the benchmark set for help services including customer grievance redressal. BSNL (62%) scored lowest on this parameter.
- None of the service provider met the benchmark set for network performance & maintainability.
- 94% of the customers got their working connection within 7 working days.

Grievance Redressal

- 45% of broadband customers belonging to different service providers said that they were aware about the complaint centre number of their service provider for making a complaint/ query and 29% of those got the complaint centre number through telephone bills.
- 22% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months.
- 47% of the customers were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.
- 53% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.
- 30% of the billing complaints were resolved satisfactorily by complaint centre within 4 weeks of lodging their complaints.
- Only 3% of the customers were aware of the Appellate Authority's contact details.

6. RECOMMENDATIONS

6.1.1 Basic Wire-line

- All the service providers need to improve the time taken to provide working telephone connection and postpaid billing performance especially the process of resolution of billing complaints.
- Time taken by complaint centre/customer care to resolve a complaint requires improvement to enhance the Help Services including customer grievance redressal.
- BSNL, Reliance and MTS need to improve their Network Performance.
- All the service providers need to improve their fault repair service.
- Airtel, BSNL & MTS need to improve their Supplementary & Value added services.
- Reliance & Airtel need to improve their overall quality of service.

6.1.2 Cellular Mobile

- Airtel, Reliance, Tata & MTS need to improve their prepaid billing performance.
- All the service providers need to improve help services including customer grievance redressal.
- Except Airtel, all the service providers need to improve their postpaid billing performance especially process of resolution of billing complaints.
- All the service providers need to improve their Network Performance, reliability and availability especially the availability of signal.
- All the service providers need to improve the time taken for restoration of network(signal) and the availability of signal.
- Airtel, Reliance, Tata & Idea need to improve their overall quality of service.

6.3 Broadband

- Reliance needs to improve the postpaid billing performance particularly process of resolution of billing complaints.
- All the service providers need to improve the time taken by complaint centre/customer care to resolve in complaints.
- All the service providers need to improve the speed of broadband connection and the time taken for restoration (maintainability) of broadband connection

6.2 Grievance Redressal Mechanism

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

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

A. Service Provision

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 54 | 27 | 26 | 40 | 147 |
| | | % | 9 | 7 | 4 | 7 | 7 |
| | Rural | Count | -- | 9 | -- | -- | 9 |
| | | % | 0 | 4 | 0 | 0 | 4 |
| | Overall | Count | 54 | 36 | 26 | 40 | 156 |
| | | % | 9 | 6 | 4 | 7 | 7 |
| No | Urban | Count | 546 | 369 | 574 | 566 | 2055 |
| | | % | 91 | 93 | 96 | 93 | 93 |
| | Rural | Count | -- | 195 | -- | -- | 195 |
| | | % | 0 | 96 | 0 | 0 | 96 |
| | Overall | Count | 546 | 564 | 574 | 566 | 2250 |
| | | % | 91 | 94 | 96 | 93 | 94 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q1(b) How satisfied are you with time taken to provide working phone connection?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 5 | 0 | 1 | 0 | 6 |
| | | % | 9 | 0 | 4 | 0 | 4 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 5 | 0 | 1 | 0 | 6 |
| | | % | 9 | 0 | 4 | 0 | 4 |
| Dissatisfied | Urban | Count | 14 | 12 | 13 | 8 | 47 |
| | | % | 26 | 44 | 50 | 20 | 32 |
| | Rural | Count | 0 | 4 | 0 | 0 | 4 |
| | | % | 0 | 44 | 0 | 0 | 44 |
| | Overall | Count | 14 | 16 | 13 | 8 | 51 |
| | | % | 26 | 44 | 50 | 20 | 33 |
| Satisfied | Urban | Count | 35 | 15 | 12 | 32 | 94 |
| | | % | 65 | 56 | 46 | 80 | 64 |
| | Rural | Count | 0 | 5 | 0 | 0 | 5 |
| | | % | 0 | 56 | 0 | 0 | 56 |
| | Overall | Count | 35 | 20 | 12 | 32 | 99 |
| | | % | 65 | 56 | 46 | 80 | 64 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 54 | 27 | 26 | 40 | 147 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 9 | 0 | 0 | 9 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 54 | 36 | 26 | 40 | 156 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q (2). Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 15 | 12 | 16 | 24 | 67 |
| | | % | 28 | 44 | 62 | 60 | 46 |
| | Rural | Count | -- | 5 | -- | -- | 5 |
| | | % | 0 | 56 | 0 | 0 | 56 |
| | Overall | Count | 15 | 17 | 16 | 24 | 72 |
| | | % | 28 | 47 | 62 | 60 | 46 |
| No | Urban | Count | 39 | 15 | 10 | 16 | 80 |
| | | % | 72 | 56 | 39 | 40 | 54 |
| | Rural | Count | -- | 4 | -- | -- | 4 |
| | | % | 0 | 44 | 0 | 0 | 44 |
| | Overall | Count | 39 | 19 | 10 | 16 | 84 |
| | | % | 72 | 53 | 39 | 40 | 54 |
| Total | Urban | Count | 54 | 27 | 26 | 40 | 147 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 9 | 0 | 0 | 9 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 54 | 36 | 26 | 40 | 156 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 2 | 0 | 0 | 1 | 3 |
| | | % | 4 | 0 | 0 | 3 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 0 | 1 | 3 |
| | | % | 4 | 0 | 0 | 3 | 2 |
| Dissatisfied | Urban | Count | 1 | 0 | 1 | 4 | 6 |
| | | % | 2 | 0 | 4 | 10 | 4 |
| | Rural | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 22 | 0 | 0 | 22 |
| | Overall | Count | 1 | 2 | 1 | 4 | 8 |
| | | % | 2 | 6 | 4 | 10 | 5 |
| Satisfied | Urban | Count | 51 | 27 | 25 | 35 | 138 |
| | | % | 94 | 100 | 96 | 88 | 94 |
| | Rural | Count | 0 | 7 | 0 | 0 | 7 |
| | | % | 0 | 78 | 0 | 0 | 78 |
| | Overall | Count | 51 | 34 | 25 | 35 | 145 |
| | | % | 94 | 94 | 96 | 88 | 93 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 54 | 27 | 26 | 40 | 147 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 9 | 0 | 0 | 9 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 54 | 36 | 26 | 40 | 156 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q4. How satisfied are you with the time taken to deliver your bills?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 21 | 2 | 5 | 4 | 32 |
| | | % | 4 | 1 | 1 | 1 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 21 | 2 | 5 | 4 | 32 |
| | | % | 4 | 0 | 1 | 1 | 1 |
| Dissatisfied | Urban | Count | 48 | 25 | 46 | 57 | 176 |
| | | % | 8 | 6 | 8 | 9 | 8 |
| | Rural | Count | 0 | 17 | 0 | 0 | 17 |
| | | % | 0 | 8 | 0 | 0 | 8 |
| | Overall | Count | 48 | 42 | 46 | 57 | 193 |
| | | % | 8 | 7 | 8 | 9 | 8 |
| Satisfied | Urban | Count | 531 | 369 | 549 | 545 | 1994 |
| | | % | 89 | 93 | 92 | 90 | 91 |
| | Rural | Count | 0 | 187 | 0 | 0 | 187 |
| | | % | 0 | 92 | 0 | 0 | 92 |
| | Overall | Count | 531 | 556 | 549 | 545 | 2181 |
| | | % | 89 | 93 | 92 | 90 | 91 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q5(a)How satisfied are you with the quality of your bills? accuracy & completeness of the bills?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|--------------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 6 | 0 | 0 | 2 | 8 |
| | | % | 1 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 6 | 0 | 0 | 2 | 8 |
| | | % | 1 | 0 | 0 | 0 | 0 |
| Dissatisfied | Urban | Count | 32 | 28 | 76 | 19 | 155 |
| | | % | 5 | 7 | 13 | 3 | 7 |
| | Rural | Count | 0 | 8 | 0 | 0 | 8 |
| | | % | 0 | 4 | 0 | 0 | 4 |
| | Overall | Count | 32 | 36 | 76 | 19 | 163 |
| | | % | 5 | 6 | 13 | 3 | 7 |
| Satisfied | Urban | Count | 562 | 367 | 524 | 585 | 2038 |
| | | % | 94 | 93 | 87 | 97 | 93 |
| | Rural | Count | 0 | 196 | 0 | 0 | 196 |
| | | % | 0 | 96 | 0 | 0 | 96 |
| | Overall | Count | 562 | 563 | 524 | 585 | 2234 |
| | | % | 94 | 94 | 87 | 97 | 93 |
| Very Satisfied | Urban | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------------------------------------|----------------|--------------|--------|------|----------|-----|---------|
| Charges not as per tariff plan | Urban | Count | 0 | 0 | 1 | 1 | 2 |
| | | % | 0 | 0 | 1 | 5 | 0 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 0 | 0 | 1 | 1 | 2 |
| | | % | 0 | 0 | 1 | 5 | 0 |
| Charged for calls/services not made | Urban | Count | 19 | 2 | 49 | 1 | 71 |
| | | % | 50 | 7 | 65 | 5 | 0 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 19 | 2 | 49 | 1 | 71 |
| | | % | 50 | 6 | 65 | 5 | 0 |
| Charge for Value added services not subscribed | Urban | Count | 1 | 6 | 1 | 2 | 10 |
| | | % | 3 | 21 | 1 | 10 | 0 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 1 | 6 | 1 | 2 | 10 |
| | | % | 3 | 17 | 1 | 10 | 0 |
| Details like item wise charges are not provided | Urban | Count | 2 | 0 | 0 | 1 | 3 |
| | | % | 5 | 0 | 0 | 5 | 0 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 2 | 0 | 0 | 1 | 3 |
| | | % | 5 | 0 | 0 | 5 | 0 |
| Calculation are not clear | Urban | Count | 13 | 12 | 2 | 1 | 28 |
| | | % | 34 | 43 | 3 | 5 | 0 |
| | Rural | Count | -- | 2 | -- | -- | 2 |
| | | % | 0 | 25 | 0 | 0 | 0 |
| | Overall | Count | 13 | 14 | 2 | 1 | 30 |
| | | % | 34 | 39 | 3 | 5 | 0 |
| Others | Urban | Count | 3 | 9 | 23 | 12 | 47 |
| | | % | 8 | 32 | 30 | 57 | 0 |
| | Rural | Count | -- | 5 | -- | -- | 5 |
| | | % | 0 | 63 | 0 | 0 | 0 |
| | Overall | Count | 3 | 14 | 23 | 12 | 52 |
| | | % | 8 | 39 | 30 | 57 | 0 |
| Tariff plan changed without information | Urban | Count | 2 | 0 | 0 | 3 | 5 |
| | | % | 5 | 0 | 0 | 14 | 0 |
| | Rural | Count | -- | 1 | -- | -- | 1 |
| | | % | 0 | 13 | 0 | 0 | 0 |
| | Overall | Count | 2 | 1 | 0 | 3 | 6 |
| | | % | 5 | 3 | 0 | 14 | 0 |
| Total | Urban | Count | 38 | 28 | 76 | 21 | 163 |
| | Rural | Count | 0 | 8 | 0 | 0 | 8 |
| | Overall | Count | 38 | 36 | 76 | 21 | 171 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 93 | 41 | 113 | 129 | 376 |
| | | % | 16 | 10 | 19 | 21 | 17 |
| | Rural | Count | -- | 25 | -- | -- | 25 |
| | | % | 0 | 12 | 0 | 0 | 12 |
| | Overall | Count | 93 | 66 | 113 | 129 | 401 |
| | | % | 16 | 11 | 19 | 21 | 17 |
| No | Urban | Count | 507 | 355 | 487 | 477 | 1826 |
| | | % | 85 | 90 | 81 | 79 | 83 |
| | Rural | Count | -- | 179 | -- | -- | 179 |
| | | % | 0 | 88 | 0 | 0 | 88 |
| | Overall | Count | 507 | 534 | 487 | 477 | 2005 |
| | | % | 85 | 89 | 81 | 79 | 83 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q7. How satisfied are you with the process of resolution of billing complaints?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 15 | 0 | 4 | 9 | 28 |
| | | % | 16 | 0 | 4 | 7 | 7 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 15 | 0 | 4 | 9 | 28 |
| | | % | 16 | 0 | 4 | 7 | 7 |
| Dissatisfied | Urban | Count | 37 | 18 | 57 | 33 | 145 |
| | | % | 40 | 44 | 50 | 26 | 39 |
| | Rural | Count | 0 | 10 | 0 | 0 | 10 |
| | | % | 0 | 40 | 0 | 0 | 40 |
| | Overall | Count | 37 | 28 | 57 | 33 | 155 |
| | | % | 40 | 42 | 50 | 26 | 39 |
| Satisfied | Urban | Count | 41 | 23 | 52 | 87 | 203 |
| | | % | 44 | 56 | 46 | 67 | 54 |
| | Rural | Count | 0 | 15 | 0 | 0 | 15 |
| | | % | 0 | 60 | 0 | 0 | 60 |
| | Overall | Count | 41 | 38 | 52 | 87 | 218 |
| | | % | 44 | 58 | 46 | 67 | 54 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 93 | 41 | 113 | 129 | 376 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 25 | 0 | 0 | 25 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 93 | 66 | 113 | 129 | 401 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 6 | 0 | 0 | 0 | 6 |
| | | % | 1 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 6 | 0 | 0 | 0 | 6 |
| | | % | 1 | 0 | 0 | 0 | 0 |
| Dissatisfied | Urban | Count | 7 | 18 | 10 | 5 | 40 |
| | | % | 1 | 5 | 2 | 1 | 2 |
| | Rural | Count | 0 | 6 | 0 | 0 | 6 |
| | | % | 0 | 3 | 0 | 0 | 3 |
| | Overall | Count | 7 | 24 | 10 | 5 | 46 |
| | | % | 1 | 4 | 2 | 1 | 2 |
| Satisfied | Urban | Count | 587 | 378 | 590 | 601 | 2156 |
| | | % | 98 | 96 | 98 | 99 | 98 |
| | Rural | Count | 0 | 198 | 0 | 0 | 198 |
| | | % | 0 | 97 | 0 | 0 | 97 |
| | Overall | Count | 587 | 576 | 590 | 601 | 2354 |
| | | % | 98 | 96 | 98 | 99 | 98 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|--------------------------------------|----------------|--------------|--------|------|----------|-----|---------|
| Difficult to read the bill | Urban | Count | 0 | 0 | 2 | 1 | 3 |
| | | % | 0 | 0 | 18 | 20 | 0 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 0 | 0 | 2 | 1 | 3 |
| | | % | 0 | 0 | 18 | 20 | 0 |
| Difficult to understand the language | Urban | Count | 0 | 1 | 0 | 1 | 2 |
| | | % | 0 | 6 | 0 | 20 | 0 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 0 | 1 | 0 | 1 | 2 |
| | | % | 0 | 4 | 0 | 20 | 0 |
| Calculations not clear | Urban | Count | 7 | 8 | 4 | 0 | 19 |
| | | % | 54 | 44 | 36 | 0 | 0 |
| | Rural | Count | -- | 2 | -- | -- | 2 |
| | | % | 0 | 33 | 0 | 0 | 0 |
| | Overall | Count | 7 | 10 | 4 | 0 | 21 |
| | | % | 54 | 42 | 36 | 0 | 0 |
| Item-wise charges not given | Urban | Count | 0 | 2 | 2 | 2 | 6 |
| | | % | 0 | 11 | 18 | 40 | 0 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 0 | 2 | 2 | 2 | 6 |
| | | % | 0 | 8 | 18 | 40 | 0 |
| Others | Urban | Count | 6 | 7 | 3 | 1 | 17 |
| | | % | 46 | 39 | 27 | 20 | 0 |
| | Rural | Count | -- | 4 | -- | -- | 4 |
| | | % | 0 | 67 | 0 | 0 | 0 |
| | Overall | Count | 6 | 11 | 3 | 1 | 21 |
| | | % | 46 | 46 | 27 | 20 | 0 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |

Q10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?

Note – None of the operator reported prepaid wire line service in Rajasthan circle hence a corresponding sample was not covered and this table is not relevant.

Q.10(b) Please specify the reason(s) for your dissatisfaction.

Note – None of the operator reported prepaid wire line service in Rajasthan circle hence a corresponding sample was not covered and this table is not relevant.

Q10(c) Have you made any complaint related to charging/ credit/waiver/validity/ adjustments in the last 6 months?

Note – None of the operator reported prepaid wire line service in Rajasthan circle hence a corresponding sample was not covered and this table is not relevant.

Q10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Note – None of the operator reported prepaid wire line service in Rajasthan circle hence a corresponding sample was not covered and this table is not relevant.

Q10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

Note – None of the operator reported prepaid wire line service in Rajasthan circle hence a corresponding sample was not covered and this table is not relevant.

Q10(f) Please specify the reason(s) for your dissatisfaction.

Note – None of the operator reported prepaid wire line service in Rajasthan circle hence a corresponding sample was not covered and this table is not relevant.

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 262 | 52 | 294 | 224 | 832 |
| | | % | 44 | 13 | 49 | 37 | 38 |
| | Rural | Count | -- | 34 | -- | -- | 34 |
| | | % | 0 | 17 | 0 | 0 | 17 |
| | Overall | Count | 262 | 86 | 294 | 224 | 866 |
| | | % | 44 | 14 | 49 | 37 | 36 |
| No | Urban | Count | 338 | 344 | 306 | 382 | 1370 |
| | | % | 56 | 87 | 51 | 63 | 62 |
| | Rural | Count | -- | 170 | -- | -- | 170 |
| | | % | 0 | 83 | 0 | 0 | 83 |
| | Overall | Count | 338 | 514 | 306 | 382 | 1540 |
| | | % | 56 | 86 | 51 | 63 | 64 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q12(a). How satisfied are you with the ease of access of customer care/ complaint centre or helpline?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 15 | 0 | 1 | 4 | 20 |
| | | % | 6 | 0 | 0 | 2 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 15 | 0 | 1 | 4 | 20 |
| | | % | 6 | 0 | 0 | 2 | 2 |
| Dissatisfied | Urban | Count | 63 | 8 | 71 | 25 | 167 |
| | | % | 24 | 15 | 24 | 11 | 20 |
| | Rural | Count | 0 | 10 | 0 | 0 | 10 |
| | | % | 0 | 29 | 0 | 0 | 29 |
| | Overall | Count | 63 | 18 | 71 | 25 | 177 |
| | | % | 24 | 21 | 24 | 11 | 20 |
| Satisfied | Urban | Count | 184 | 44 | 222 | 195 | 645 |
| | | % | 70 | 85 | 76 | 87 | 78 |
| | Rural | Count | 0 | 24 | 0 | 0 | 24 |
| | | % | 0 | 71 | 0 | 0 | 71 |
| | Overall | Count | 184 | 68 | 222 | 195 | 669 |
| | | % | 70 | 79 | 76 | 87 | 77 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 262 | 52 | 294 | 224 | 832 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 34 | 0 | 0 | 34 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 262 | 86 | 294 | 224 | 866 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|--------------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 14 | 0 | 1 | 4 | 19 |
| | | % | 5 | 0 | 0 | 2 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 14 | 0 | 1 | 4 | 19 |
| % | | 5 | 0 | 0 | 2 | 2 | |
| Dissatisfied | Urban | Count | 58 | 12 | 82 | 23 | 175 |
| | | % | 22 | 23 | 28 | 10 | 21 |
| | Rural | Count | 0 | 10 | 0 | 0 | 10 |
| | | % | 0 | 29 | 0 | 0 | 29 |
| | Overall | Count | 58 | 22 | 82 | 23 | 185 |
| % | | 22 | 26 | 28 | 10 | 21 | |
| Satisfied | Urban | Count | 190 | 40 | 211 | 197 | 638 |
| | | % | 73 | 77 | 72 | 88 | 77 |
| | Rural | Count | 0 | 24 | 0 | 0 | 24 |
| | | % | 0 | 71 | 0 | 0 | 71 |
| | Overall | Count | 190 | 64 | 211 | 197 | 662 |
| % | | 73 | 74 | 72 | 88 | 76 | |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| % | | 0 | 0 | 0 | 0 | 0 | |
| Total | Urban | Count | 262 | 52 | 294 | 224 | 832 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 34 | 0 | 0 | 34 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 262 | 86 | 294 | 224 | 866 |
| % | | 100 | 100 | 100 | 100 | 100 | |

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 9 | 0 | 1 | 4 | 14 |
| | | % | 3 | 0 | 0 | 2 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 9 | 0 | 1 | 4 | 14 |
| | | % | 3 | 0 | 0 | 2 | 2 |
| Dissatisfied | Urban | Count | 47 | 17 | 87 | 31 | 182 |
| | | % | 18 | 33 | 30 | 14 | 22 |
| | Rural | Count | 0 | 13 | 0 | 0 | 13 |
| | | % | 0 | 38 | 0 | 0 | 38 |
| | Overall | Count | 47 | 30 | 87 | 31 | 195 |
| | | % | 18 | 35 | 30 | 14 | 23 |
| Satisfied | Urban | Count | 206 | 35 | 206 | 189 | 636 |
| | | % | 79 | 67 | 70 | 84 | 76 |
| | Rural | Count | 0 | 21 | 0 | 0 | 21 |
| | | % | 0 | 62 | 0 | 0 | 62 |
| | Overall | Count | 206 | 56 | 206 | 189 | 657 |
| | | % | 79 | 65 | 70 | 84 | 76 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 262 | 52 | 294 | 224 | 832 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 34 | 0 | 0 | 34 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 262 | 86 | 294 | 224 | 866 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 8 | 0 | 1 | 4 | 13 |
| | | % | 3 | 0 | 0 | 2 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 8 | 0 | 1 | 4 | 13 |
| | | % | 3 | 0 | 0 | 2 | 2 |
| Dissatisfied | Urban | Count | 50 | 13 | 46 | 37 | 146 |
| | | % | 19 | 25 | 16 | 17 | 18 |
| | Rural | Count | 0 | 14 | 0 | 0 | 14 |
| | | % | 0 | 41 | 0 | 0 | 41 |
| | Overall | Count | 50 | 27 | 46 | 37 | 160 |
| | | % | 19 | 31 | 16 | 17 | 19 |
| Satisfied | Urban | Count | 204 | 39 | 247 | 183 | 673 |
| | | % | 78 | 75 | 84 | 82 | 81 |
| | Rural | Count | 0 | 20 | 0 | 0 | 20 |
| | | % | 0 | 59 | 0 | 0 | 59 |
| | Overall | Count | 204 | 59 | 247 | 183 | 693 |
| | | % | 78 | 69 | 84 | 82 | 80 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 262 | 52 | 294 | 224 | 832 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 34 | 0 | 0 | 34 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 262 | 86 | 294 | 224 | 866 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q15. How satisfied are you with the time taken by complaint centre /customer care /helpline to resolve your complaint?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 11 | 0 | 5 | 4 | 20 |
| | | % | 4 | 0 | 2 | 2 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 11 | 0 | 5 | 4 | 20 |
| | | % | 4 | 0 | 2 | 2 | 2 |
| Dissatisfied | Urban | Count | 50 | 9 | 93 | 43 | 195 |
| | | % | 19 | 17 | 32 | 19 | 23 |
| | Rural | Count | 0 | 10 | 0 | 0 | 10 |
| | | % | 0 | 29 | 0 | 0 | 29 |
| | Overall | Count | 50 | 19 | 93 | 43 | 205 |
| | | % | 19 | 22 | 32 | 19 | 24 |
| Satisfied | Urban | Count | 201 | 43 | 196 | 177 | 617 |
| | | % | 77 | 83 | 67 | 79 | 74 |
| | Rural | Count | 0 | 24 | 0 | 0 | 24 |
| | | % | 0 | 71 | 0 | 0 | 71 |
| | Overall | Count | 201 | 67 | 196 | 177 | 641 |
| | | % | 77 | 78 | 67 | 79 | 74 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 262 | 52 | 294 | 224 | 832 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 34 | 0 | 0 | 34 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 262 | 86 | 294 | 224 | 866 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q16. How satisfied are you with the availability of working telephone (dial tone)?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 5 | 0 | 3 | 4 | 12 |
| | | % | 1 | 0 | 1 | 1 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 5 | 0 | 3 | 4 | 12 |
| | | % | 1 | 0 | 1 | 1 | 1 |
| Dissatisfied | Urban | Count | 19 | 50 | 86 | 20 | 175 |
| | | % | 3 | 13 | 14 | 3 | 8 |
| | Rural | Count | 0 | 23 | 0 | 0 | 23 |
| | | % | 0 | 11 | 0 | 0 | 11 |
| | Overall | Count | 19 | 73 | 86 | 20 | 198 |
| | | % | 3 | 12 | 14 | 3 | 8 |
| Satisfied | Urban | Count | 576 | 346 | 511 | 582 | 2015 |
| | | % | 96 | 87 | 85 | 96 | 92 |
| | Rural | Count | 0 | 181 | 0 | 0 | 181 |
| | | % | 0 | 89 | 0 | 0 | 89 |
| | Overall | Count | 576 | 527 | 511 | 582 | 2196 |
| | | % | 96 | 88 | 85 | 96 | 91 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q17. How satisfied are you with the ability to make or receive calls easily?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 5 | 0 | 2 | 3 | 10 |
| | | % | 1 | 0 | 0 | 1 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 5 | 0 | 2 | 3 | 10 |
| | | % | 1 | 0 | 0 | 1 | 0 |
| Dissatisfied | Urban | Count | 18 | 44 | 86 | 38 | 186 |
| | | % | 3 | 11 | 14 | 6 | 8 |
| | Rural | Count | 0 | 18 | 0 | 0 | 18 |
| | | % | 0 | 9 | 0 | 0 | 9 |
| | Overall | Count | 18 | 62 | 86 | 38 | 204 |
| | | % | 3 | 10 | 14 | 6 | 9 |
| Satisfied | Urban | Count | 577 | 348 | 510 | 565 | 2000 |
| | | % | 96 | 88 | 85 | 93 | 91 |
| | Rural | Count | 0 | 182 | 0 | 0 | 182 |
| | | % | 0 | 89 | 0 | 0 | 89 |
| | Overall | Count | 577 | 530 | 510 | 565 | 2182 |
| | | % | 96 | 88 | 85 | 93 | 91 |
| Very Satisfied | Urban | Count | 0 | 4 | 2 | 0 | 6 |
| | | % | 0 | 1 | 0 | 0 | 0 |
| | Rural | Count | 0 | 4 | 0 | 0 | 4 |
| | | % | 0 | 2 | 0 | 0 | 2 |
| | Overall | Count | 0 | 8 | 2 | 0 | 10 |
| | | % | 0 | 1 | 0 | 0 | 0 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q18. How satisfied are you with the voice quality?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 1 | 0 | 2 | 3 | 6 |
| | | % | 0 | 0 | 0 | 1 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 2 | 3 | 6 |
| | | % | 0 | 0 | 0 | 1 | 0 |
| Dissatisfied | Urban | Count | 48 | 73 | 80 | 43 | 244 |
| | | % | 8 | 18 | 13 | 7 | 11 |
| | Rural | Count | 0 | 29 | 0 | 0 | 29 |
| | | % | 0 | 14 | 0 | 0 | 14 |
| | Overall | Count | 48 | 102 | 80 | 43 | 273 |
| | | % | 8 | 17 | 13 | 7 | 11 |
| Satisfied | Urban | Count | 548 | 319 | 513 | 556 | 1936 |
| | | % | 91 | 81 | 86 | 92 | 88 |
| | Rural | Count | 0 | 172 | 0 | 0 | 172 |
| | | % | 0 | 84 | 0 | 0 | 84 |
| | Overall | Count | 548 | 491 | 513 | 556 | 2108 |
| | | % | 91 | 82 | 86 | 92 | 88 |
| Very Satisfied | Urban | Count | 3 | 4 | 5 | 4 | 16 |
| | | % | 1 | 1 | 1 | 1 | 1 |
| | Rural | Count | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 2 | 0 | 0 | 2 |
| | Overall | Count | 3 | 7 | 5 | 4 | 19 |
| | | % | 1 | 1 | 1 | 1 | 1 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Nil | Urban | Count | 493 | 280 | 446 | 481 | 1700 |
| | | % | 82 | 71 | 74 | 79 | 77 |
| | Rural | Count | -- | 104 | -- | -- | 104 |
| | | % | 0 | 51 | 0 | 0 | 51 |
| | Overall | Count | 493 | 384 | 446 | 481 | 1804 |
| | | % | 82 | 64 | 74 | 79 | 75 |
| Once | Urban | Count | 91 | 45 | 43 | 54 | 233 |
| | | % | 15 | 11 | 7 | 9 | 11 |
| | Rural | Count | -- | 50 | -- | -- | 50 |
| | | % | 0 | 25 | 0 | 0 | 25 |
| | Overall | Count | 91 | 95 | 43 | 54 | 283 |
| | | % | 15 | 16 | 7 | 9 | 12 |
| 2-3 times | Urban | Count | 9 | 40 | 54 | 53 | 156 |
| | | % | 2 | 10 | 9 | 9 | 7 |
| | Rural | Count | -- | 33 | -- | -- | 33 |
| | | % | 0 | 16 | 0 | 0 | 16 |
| | Overall | Count | 9 | 73 | 54 | 53 | 189 |
| | | % | 2 | 12 | 9 | 9 | 8 |
| More than 3 times | Urban | Count | 7 | 31 | 57 | 18 | 113 |
| | | % | 1 | 8 | 10 | 3 | 5 |
| | Rural | Count | -- | 17 | -- | -- | 17 |
| | | % | 0 | 8 | 0 | 0 | 8 |
| | Overall | Count | 7 | 48 | 57 | 18 | 130 |
| | | % | 1 | 8 | 10 | 3 | 5 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q20. How long did it take generally for repairing the fault after lodging a complaint?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------------|---------|-------|--------|------|----------|-----|---------|
| 1 day | Urban | Count | 63 | 54 | 66 | 82 | 265 |
| | | % | 59 | 47 | 43 | 66 | 53 |
| | Rural | Count | 0 | 16 | 0 | 0 | 16 |
| | | % | 0 | 16 | 0 | 0 | 16 |
| | Overall | Count | 63 | 70 | 66 | 82 | 281 |
| | | % | 59 | 32 | 43 | 66 | 47 |
| 2-3 days | Urban | Count | 23 | 48 | 48 | 27 | 146 |
| | | % | 22 | 41 | 31 | 22 | 29 |
| | Rural | Count | 0 | 52 | 0 | 0 | 52 |
| | | % | 0 | 52 | 0 | 0 | 52 |
| | Overall | Count | 23 | 100 | 48 | 27 | 198 |
| | | % | 22 | 46 | 31 | 22 | 33 |
| 4 - 7 days | Urban | Count | 18 | 2 | 10 | 13 | 43 |
| | | % | 17 | 2 | 7 | 10 | 9 |
| | Rural | Count | 0 | 15 | 0 | 0 | 15 |
| | | % | 0 | 15 | 0 | 0 | 15 |
| | Overall | Count | 18 | 17 | 10 | 13 | 58 |
| | | % | 17 | 8 | 7 | 10 | 10 |
| more than 7 days | Urban | Count | 3 | 12 | 30 | 3 | 48 |
| | | % | 3 | 10 | 20 | 2 | 10 |
| | Rural | Count | 0 | 17 | 0 | 0 | 17 |
| | | % | 0 | 17 | 0 | 0 | 17 |
| | Overall | Count | 3 | 29 | 30 | 3 | 65 |
| | | % | 3 | 13 | 20 | 2 | 11 |
| Total | Urban | Count | 107 | 116 | 154 | 125 | 502 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 100 | 0 | 0 | 100 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 107 | 216 | 154 | 125 | 602 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q21. How satisfied are you with the fault repair service?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 2 | 0 | 6 | 4 | 12 |
| | | % | 2 | 0 | 4 | 3 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 6 | 4 | 12 |
| | | % | 2 | 0 | 4 | 3 | 2 |
| Dissatisfied | Urban | Count | 8 | 19 | 38 | 14 | 79 |
| | | % | 8 | 16 | 25 | 11 | 16 |
| | Rural | Count | 0 | 17 | 0 | 0 | 17 |
| | | % | 0 | 17 | 0 | 0 | 17 |
| | Overall | Count | 8 | 36 | 38 | 14 | 96 |
| | | % | 8 | 17 | 25 | 11 | 16 |
| Satisfied | Urban | Count | 97 | 95 | 110 | 106 | 408 |
| | | % | 91 | 82 | 71 | 85 | 81 |
| | Rural | Count | 0 | 83 | 0 | 0 | 83 |
| | | % | 0 | 83 | 0 | 0 | 83 |
| | Overall | Count | 97 | 178 | 110 | 106 | 491 |
| | | % | 91 | 82 | 71 | 85 | 82 |
| Very Satisfied | Urban | Count | 0 | 2 | 0 | 1 | 3 |
| | | % | 0 | 2 | 0 | 1 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 2 | 0 | 1 | 3 |
| | | % | 0 | 1 | 0 | 1 | 1 |
| Total | Urban | Count | 107 | 116 | 154 | 125 | 502 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 100 | 0 | 0 | 100 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 107 | 216 | 154 | 125 | 602 |
| | | % | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|--------------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 13 | 6 | 0 | 7 | 26 |
| | | % | 2 | 2 | 0 | 1 | 1 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 13 | 6 | 0 | 7 | 26 |
| | | % | 2 | 1 | 0 | 1 | 1 |
| No | Urban | Count | 587 | 390 | 600 | 599 | 2176 |
| | | % | 98 | 99 | 100 | 99 | 99 |
| | Rural | Count | -- | 204 | -- | -- | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 587 | 594 | 600 | 599 | 2380 |
| | | % | 98 | 99 | 100 | 99 | 99 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q23. How satisfied are you with the quality of the supplementary services / value added service provided?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Dissatisfied | Urban | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 33 | 0 | 0 | 8 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 33 | 0 | 0 | 8 |
| Satisfied | Urban | Count | 13 | 4 | 0 | 7 | 24 |
| | | % | 100 | 67 | 0 | 100 | 92 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 13 | 4 | 0 | 7 | 24 |
| | | % | 100 | 67 | 0 | 100 | 92 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 13 | 6 | 0 | 7 | 26 |
| | | % | 100 | 100 | 0 | 100 | 100 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 13 | 6 | 0 | 7 | 26 |
| | | % | 100 | 100 | 0 | 100 | 100 |

Q24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 1 | 3 | 0 | 0 | 4 |
| | | % | 8 | 50 | 0 | 0 | 15 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 3 | 0 | 0 | 4 |
| | | % | 8 | 50 | 0 | 0 | 15 |
| Dissatisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Satisfied | Urban | Count | 12 | 3 | 0 | 7 | 22 |
| | | % | 92 | 50 | 0 | 100 | 85 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 12 | 3 | 0 | 7 | 22 |
| | | % | 92 | 50 | 0 | 100 | 85 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 13 | 6 | 0 | 7 | 26 |
| | | % | 100 | 100 | 0 | 100 | 100 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 13 | 6 | 0 | 7 | 26 |
| | | % | 100 | 100 | 0 | 100 | 100 |

Qus 24(b) Tell the reasons for your dissatisfaction.

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------------------------------------------|---------|--------------|--------|------|----------|-----|---------|
| Not informed of charges | Urban | Count | 1 | 3 | -- | -- | 4 |
| | | % | 100 | 100 | -- | -- | 100 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 1 | 3 | -- | -- | 4 |
| | | % | 100 | 100 | -- | -- | 100 |
| Activated without consent | Urban | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| Not informed about toll free number for unsubscribing | Urban | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| If any other reasons, please specify | Urban | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| Total | Urban | Count | 1 | 3 | -- | -- | 4 |
| | | % | 100 | 100 | -- | -- | 100 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 1 | 3 | -- | -- | 4 |
| | | % | 100 | 100 | -- | -- | 100 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 44 | 2 | 5 | 5 | 56 |
| | | % | 7 | 1 | 1 | 1 | 3 |
| | Rural | Count | -- | 3 | -- | -- | 3 |
| | | % | -- | 1 | -- | -- | 1 |
| | Overall | Count | 44 | 5 | 5 | 5 | 59 |
| | | % | 7 | 1 | 1 | 1 | 2 |
| No | Urban | Count | 556 | 394 | 595 | 601 | 2146 |
| | | % | 93 | 99 | 99 | 99 | 97 |
| | Rural | Count | -- | 201 | -- | -- | 201 |
| | | % | -- | 99 | -- | -- | 99 |
| | Overall | Count | 556 | 595 | 595 | 601 | 2347 |
| | | % | 93 | 99 | 99 | 99 | 98 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|-------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 3 | 0 | 0 | 1 | 4 |
| | | % | 7 | 0 | 0 | 20 | 7 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 3 | 0 | 0 | 1 | 4 |
| | | % | 7 | 0 | 0 | 20 | 7 |
| Dissatisfied | Urban | Count | 27 | 1 | 2 | 3 | 33 |
| | | % | 61 | 50 | 40 | 60 | 59 |
| | Rural | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 33 | 0 | 0 | 33 |
| | Overall | Count | 27 | 2 | 2 | 3 | 34 |
| | | % | 61 | 40 | 40 | 60 | 58 |
| Satisfied | Urban | Count | 14 | 1 | 3 | 1 | 19 |
| | | % | 32 | 50 | 60 | 20 | 34 |
| | Rural | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 67 | 0 | 0 | 67 |
| | Overall | Count | 14 | 3 | 3 | 1 | 21 |
| | | % | 32 | 60 | 60 | 20 | 36 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 44 | 2 | 5 | 5 | 56 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 44 | 5 | 5 | 5 | 59 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q26(a). How satisfied are you with the overall quality of your telephone service?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------|---------|--------------|--------|------|----------|-----|---------|
| Very Dissatisfied | Urban | Count | 14 | 1 | 9 | 3 | 27 |
| | | % | 2 | 0 | 2 | 1 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 14 | 1 | 9 | 3 | 27 |
| | | % | 2 | 0 | 2 | 1 | 1 |
| Dissatisfied | Urban | Count | 83 | 24 | 46 | 21 | 174 |
| | | % | 14 | 6 | 8 | 4 | 8 |
| | Rural | Count | 0 | 20 | 0 | 0 | 20 |
| | | % | 0 | 10 | 0 | 0 | 10 |
| | Overall | Count | 83 | 44 | 46 | 21 | 194 |
| | | % | 14 | 7 | 8 | 4 | 8 |
| Satisfied | Urban | Count | 503 | 357 | 540 | 574 | 1974 |
| | | % | 84 | 90 | 90 | 95 | 90 |
| | Rural | Count | 0 | 179 | 0 | 0 | 179 |
| | | % | 0 | 88 | 0 | 0 | 88 |
| | Overall | Count | 503 | 536 | 540 | 574 | 2153 |
| | | % | 84 | 89 | 90 | 95 | 90 |
| Very Satisfied | Urban | Count | 0 | 14 | 5 | 8 | 27 |
| | | % | 0 | 4 | 1 | 1 | 1 |
| | Rural | Count | 0 | 5 | 0 | 0 | 5 |
| | | % | 0 | 3 | 0 | 0 | 3 |
| | Overall | Count | 0 | 19 | 5 | 8 | 32 |
| | | % | 0 | 3 | 1 | 1 | 1 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|--------------|----------------|--------------|--------|------|----------|-----|---------|
| Broadband | Urban | Count | 412 | 79 | 473 | 146 | 1110 |
| | | % | 69 | 20 | 79 | 24 | 0 |
| | Rural | Count | -- | 55 | -- | -- | 55 |
| | | % | 0 | 27 | 0 | 0 | 0 |
| | Overall | Count | 412 | 134 | 473 | 146 | 1165 |
| | | % | 69 | 22 | 79 | 24 | 0 |
| Mobile | Urban | Count | 112 | 157 | 36 | 40 | 345 |
| | | % | 19 | 40 | 6 | 7 | 0 |
| | Rural | Count | -- | 88 | -- | -- | 88 |
| | | % | 0 | 43 | 0 | 0 | 0 |
| | Overall | Count | 112 | 245 | 36 | 40 | 433 |
| | | % | 19 | 41 | 6 | 7 | 0 |
| Others | Urban | Count | 1 | 2 | 1 | 14 | 18 |
| | | % | 0 | 1 | 0 | 2 | 0 |
| | Rural | Count | -- | 1 | -- | -- | 1 |
| | | % | 0 | 1 | 0 | 0 | 0 |
| | Overall | Count | 1 | 3 | 1 | 14 | 19 |
| | | % | 0 | 1 | 0 | 2 | 0 |
| None | Urban | Count | 131 | 195 | 113 | 416 | 855 |
| | | % | 22 | 49 | 19 | 69 | 0 |
| | Rural | Count | -- | 69 | -- | -- | 69 |
| | | % | 0 | 34 | 0 | 0 | 0 |
| | Overall | Count | 131 | 264 | 113 | 416 | 924 |
| | | % | 22 | 44 | 19 | 69 | 0 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |

Qus.28(a) . Have you terminated a telephone connection that you had in the last 6 month?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 21 | 1 | 5 | 51 | 78 |
| | | % | 4 | 0 | 1 | 8 | 4 |
| | Rural | Count | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 2 | 0 | 0 | 2 |
| | Overall | Count | 21 | 4 | 5 | 51 | 81 |
| | | % | 4 | 1 | 1 | 8 | 3 |
| No | Urban | Count | 579 | 395 | 595 | 555 | 2124 |
| | | % | 97 | 100 | 99 | 92 | 97 |
| | Rural | Count | 0 | 201 | 0 | 0 | 201 |
| | | % | 0 | 99 | 0 | 0 | 99 |
| | Overall | Count | 579 | 596 | 595 | 555 | 2325 |
| | | % | 97 | 99 | 99 | 92 | 97 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

**Q28(b) Have you terminated a telephone connection that you had in the last 6 month ?
If Yes, Please name your service provider?**

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|----------|----------------|--------------|--------|------|----------|-----|---------|
| Airtel | Urban | Count | 12 | 0 | 1 | 5 | 18 |
| | | % | 57 | 0 | 20 | 10 | 23 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 12 | 0 | 1 | 5 | 18 |
| | | % | 57 | 0 | 20 | 10 | 22 |
| BSNL | Urban | Count | 7 | 1 | 0 | 5 | 13 |
| | | % | 33 | 100 | 0 | 10 | 17 |
| | Rural | Count | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 7 | 4 | 0 | 5 | 16 |
| | | % | 33 | 100 | 0 | 10 | 20 |
| Reliance | Urban | Count | 2 | 0 | 3 | 1 | 6 |
| | | % | 10 | 0 | 60 | 2 | 8 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 3 | 1 | 6 |
| | | % | 10 | 0 | 60 | 2 | 7 |
| MTS | Urban | Count | 0 | 0 | 1 | 40 | 41 |
| | | % | 0 | 0 | 20 | 78 | 53 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 1 | 40 | 41 |
| | | % | 0 | 0 | 20 | 78 | 51 |
| Total | Urban | Count | 21 | 1 | 5 | 51 | 78 |
| | Rural | Count | 0 | 3 | 0 | 0 | 3 |
| | Overall | Count | 21 | 4 | 5 | 51 | 81 |

Q29. How many days were taken for termination of your telephone connection?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|------------|---------|-------|--------|------|----------|-----|---------|
| 1 day | Urban | Count | 1 | 0 | 1 | 12 | 14 |
| | | % | 5 | 0 | 20 | 24 | 18 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 1 | 12 | 14 |
| | | % | 5 | 0 | 20 | 24 | 17 |
| 2-3 days | Urban | Count | 8 | 1 | 4 | 16 | 29 |
| | | % | 38 | 100 | 80 | 31 | 37 |
| | Rural | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 33 | 0 | 0 | 33 |
| | Overall | Count | 8 | 2 | 4 | 16 | 30 |
| | | % | 38 | 50 | 80 | 31 | 37 |
| 4 - 7 days | Urban | Count | 12 | 0 | 0 | 23 | 35 |
| | | % | 57 | 0 | 0 | 45 | 45 |
| | Rural | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 67 | 0 | 0 | 67 |
| | Overall | Count | 12 | 2 | 0 | 23 | 37 |
| | | % | 57 | 50 | 0 | 45 | 46 |
| Total | Urban | Count | 21 | 1 | 5 | 51 | 78 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 21 | 4 | 5 | 51 | 81 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 63 | 11 | 102 | 50 | 226 |
| | | % | 11 | 3 | 17 | 8 | 10 |
| | Rural | Count | 0 | 15 | 0 | 0 | 15 |
| | | % | 0 | 7 | 0 | 0 | 7 |
| | Overall | Count | 63 | 26 | 102 | 50 | 241 |
| | | % | 11 | 4 | 17 | 8 | 10 |
| No | Urban | Count | 537 | 385 | 498 | 556 | 1976 |
| | | % | 90 | 97 | 83 | 92 | 90 |
| | Rural | Count | 0 | 189 | 0 | 0 | 189 |
| | | % | 0 | 93 | 0 | 0 | 93 |
| | Overall | Count | 537 | 574 | 498 | 556 | 2165 |
| | | % | 90 | 96 | 83 | 92 | 90 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 228 | 30 | 240 | 172 | 670 |
| | | % | 38 | 8 | 40 | 28 | 30 |
| | Rural | Count | 0 | 17 | 0 | 0 | 17 |
| | | % | 0 | 8 | 0 | 0 | 8 |
| | Overall | Count | 228 | 47 | 240 | 172 | 687 |
| | | % | 38 | 8 | 40 | 28 | 29 |
| No | Urban | Count | 372 | 366 | 360 | 434 | 1532 |
| | | % | 62 | 92 | 60 | 72 | 70 |
| | Rural | Count | 0 | 187 | 0 | 0 | 187 |
| | | % | 0 | 92 | 0 | 0 | 92 |
| | Overall | Count | 372 | 553 | 360 | 434 | 1719 |
| | | % | 62 | 92 | 60 | 72 | 71 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 64 | 3 | 51 | 17 | 135 |
| | | % | 28 | 10 | 21 | 10 | 20 |
| | Rural | Count | 0 | 5 | 0 | 0 | 5 |
| | | % | 0 | 29 | 0 | 0 | 29 |
| | Overall | Count | 64 | 8 | 51 | 17 | 140 |
| | | % | 28 | 17 | 21 | 10 | 20 |
| No | Urban | Count | 164 | 27 | 189 | 155 | 535 |
| | | % | 72 | 90 | 79 | 90 | 80 |
| | Rural | Count | 0 | 12 | 0 | 0 | 12 |
| | | % | 0 | 71 | 0 | 0 | 71 |
| | Overall | Count | 164 | 39 | 189 | 155 | 547 |
| | | % | 72 | 83 | 79 | 90 | 80 |
| Total | Urban | Count | 228 | 30 | 240 | 172 | 670 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 17 | 0 | 0 | 17 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 228 | 47 | 240 | 172 | 687 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-----------------------|---------|-------|--------|------|----------|-----|---------|
| No change | Urban | Count | 3 | 0 | 2 | 0 | 5 |
| | | % | 5 | 0 | 4 | 0 | 4 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 3 | 0 | 2 | 0 | 5 |
| | | % | 5 | 0 | 4 | 0 | 4 |
| Slight decrease | Urban | Count | 1 | 0 | 0 | 5 | 6 |
| | | % | 2 | 0 | 0 | 29 | 4 |
| | Rural | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 20 | 0 | 0 | 20 |
| | Overall | Count | 1 | 1 | 0 | 5 | 7 |
| | | % | 2 | 13 | 0 | 29 | 5 |
| Considerable decrease | Urban | Count | 1 | 0 | 3 | 0 | 4 |
| | | % | 2 | 0 | 6 | 0 | 3 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 3 | 0 | 4 |
| | | % | 2 | 0 | 6 | 0 | 3 |
| Stopped receiving | Urban | Count | 59 | 3 | 46 | 12 | 120 |
| | | % | 92 | 100 | 90 | 71 | 89 |
| | Rural | Count | 0 | 4 | 0 | 0 | 4 |
| | | % | 0 | 80 | 0 | 0 | 80 |
| | Overall | Count | 59 | 7 | 46 | 12 | 124 |
| | | % | 92 | 88 | 90 | 71 | 89 |
| Total | Urban | Count | 64 | 3 | 51 | 17 | 135 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 5 | 0 | 0 | 5 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 64 | 8 | 51 | 17 | 140 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Qus.32c . Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 2 | 0 | 2 | 1 | 5 |
| | | % | 40 | 0 | 40 | 20 | 33 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 2 | 1 | 5 |
| | | % | 40 | 0 | 40 | 20 | 31 |
| No | Urban | Count | 3 | 0 | 3 | 4 | 10 |
| | | % | 60 | 0 | 60 | 80 | 67 |
| | Rural | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 3 | 1 | 3 | 4 | 11 |
| | | % | 60 | 100 | 60 | 80 | 69 |
| Total | Urban | Count | 5 | 0 | 5 | 5 | 15 |
| | | % | 100 | 0 | 100 | 100 | 100 |
| | Rural | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 5 | 1 | 5 | 5 | 16 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q32.(d) Please indicate if you have made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|--------------------------------------------------------------------------------------------|---------|-------|--------|------|----------|-----|---------|
| Complaint was registered by the service provider and informed about the action taken | Urban | Count | 0 | 0 | 1 | 1 | 0 |
| | | % | 0 | 0 | 100 | 20 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 1 | 1 | 0 |
| | | % | 0 | 0 | 100 | 20 | 0 |
| Complaint was registered by the service provider and did not inform about the action taken | Urban | Count | 2 | 1 | 0 | 3 | 2 |
| | | % | 100 | 50 | 0 | 60 | 100 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 1 | 0 | 3 | 2 |
| | | % | 100 | 50 | 0 | 60 | 100 |
| Service Provider refused to register the complaint | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Difficult to lodge the complaint | Urban | Count | 0 | 1 | 0 | 1 | 0 |
| | | % | 0 | 50 | 0 | 20 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 1 | 0 | 1 | 0 |
| | | % | 0 | 50 | 0 | 20 | 0 |
| Total | Urban | Count | 2 | 2 | 1 | 5 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 2 | 1 | 5 | 2 |

Q33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|------------|---------|-------|--------|------|----------|------|---------|
| Mean Score | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | Mean | 7.47 | 7.53 | 7.3 | 8.11 | 7.61 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | Mean | 0 | 7.66 | 0 | 0 | 7.66 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | Mean | 7.47 | 7.57 | 7.3 | 8.11 | 7.61 |

Q34(a) Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 417 | 107 | 356 | 210 | 1090 |
| | | % | 70 | 27 | 59 | 35 | 50 |
| | Rural | Count | 0 | 56 | 0 | 0 | 56 |
| | | % | 0 | 28 | 0 | 0 | 28 |
| | Overall | Count | 417 | 163 | 356 | 210 | 1146 |
| | | % | 70 | 27 | 59 | 35 | 48 |
| No | Urban | Count | 183 | 289 | 244 | 396 | 1112 |
| | | % | 31 | 73 | 41 | 65 | 51 |
| | Rural | Count | 0 | 148 | 0 | 0 | 148 |
| | | % | 0 | 73 | 0 | 0 | 73 |
| | Overall | Count | 183 | 437 | 244 | 396 | 1260 |
| | | % | 31 | 73 | 41 | 65 | 52 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

**Q34(b). How did you come to know about the toll free customer care number?
[MULTIPLE CODE]**

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------------------|----------------|--------------|--------|------|----------|-----|---------|
| Newspaper | Urban | Count | 8 | 4 | 1 | 1 | 14 |
| | | % | 2 | 4 | 0 | 1 | 1 |
| | Rural | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 4 | 0 | 0 | 4 |
| | Overall | Count | 8 | 6 | 1 | 1 | 16 |
| | | % | 2 | 4 | 0 | 1 | 1 |
| Website of the service | Urban | Count | 44 | 1 | 46 | 13 | 104 |
| | | % | 11 | 1 | 13 | 6 | 10 |
| | Rural | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 4 | 0 | 0 | 4 |
| | Overall | Count | 44 | 3 | 46 | 13 | 106 |
| | | % | 11 | 2 | 13 | 6 | 9 |
| Display at complaint | Urban | Count | 39 | 19 | 53 | 29 | 140 |
| | | % | 9 | 18 | 15 | 14 | 13 |
| | Rural | Count | 0 | 13 | 0 | 0 | 13 |
| | | % | 0 | 23 | 0 | 0 | 23 |
| | Overall | Count | 39 | 32 | 53 | 29 | 153 |
| | | % | 9 | 20 | 15 | 14 | 13 |
| Telephone bills | Urban | Count | 37 | 29 | 251 | 57 | 374 |
| | | % | 9 | 27 | 70 | 27 | 34 |
| | Rural | Count | 0 | 8 | 0 | 0 | 8 |
| | | % | 0 | 14 | 0 | 0 | 14 |
| | Overall | Count | 37 | 37 | 251 | 57 | 382 |
| | | % | 9 | 23 | 70 | 27 | 33 |
| Others | Urban | Count | 290 | 54 | 12 | 111 | 467 |
| | | % | 69 | 51 | 3 | 53 | 43 |
| | Rural | Count | 0 | 32 | 0 | 0 | 32 |
| | | % | 0 | 56 | 0 | 0 | 56 |
| | Overall | Count | 290 | 86 | 12 | 111 | 499 |
| | | % | 69 | 52 | 3 | 53 | 43 |
| Total | Urban | Count | 418 | 107 | 357 | 211 | 1093 |
| | Rural | Count | 0 | 57 | 0 | 0 | 57 |
| | Overall | Count | 418 | 164 | 357 | 211 | 1150 |

Q35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 213 | 61 | 144 | 63 | 481 |
| | | % | 36 | 15 | 24 | 10 | 22 |
| | Rural | Count | 0 | 26 | 0 | 0 | 26 |
| | | % | 0 | 13 | 0 | 0 | 13 |
| | Overall | Count | 213 | 87 | 144 | 63 | 507 |
| | | % | 36 | 15 | 24 | 10 | 21 |
| No | Urban | Count | 387 | 335 | 456 | 543 | 1721 |
| | | % | 65 | 85 | 76 | 90 | 78 |
| | Rural | Count | 0 | 178 | 0 | 0 | 178 |
| | | % | 0 | 87 | 0 | 0 | 87 |
| | Overall | Count | 387 | 513 | 456 | 543 | 1899 |
| | | % | 65 | 86 | 76 | 90 | 79 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?(SINGLE CODE)

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------------------------------------------------------------------------|---------|--------------|--------|------|----------|-----|---------|
| Complaint was registered and docket number received | Urban | Count | 194 | 54 | 136 | 55 | 439 |
| | | % | 91 | 89 | 94 | 87 | 91 |
| | Rural | Count | 0 | 21 | 0 | 0 | 21 |
| | | % | 0 | 81 | 0 | 0 | 81 |
| | Overall | Count | 194 | 75 | 136 | 55 | 460 |
| | | % | 91 | 86 | 94 | 87 | 91 |
| Complaint was registered and docket number not received | Urban | Count | 13 | 5 | 3 | 3 | 24 |
| | | % | 6 | 8 | 2 | 5 | 5 |
| | Rural | Count | 0 | 4 | 0 | 0 | 4 |
| | | % | 0 | 15 | 0 | 0 | 15 |
| | Overall | Count | 13 | 9 | 3 | 3 | 28 |
| | | % | 6 | 10 | 2 | 5 | 6 |
| Complaint was registered and docket number provided on request | Urban | Count | 6 | 0 | 5 | 1 | 12 |
| | | % | 3 | 0 | 4 | 2 | 3 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 6 | 0 | 5 | 1 | 12 |
| | | % | 3 | 0 | 4 | 2 | 2 |
| Complaint was registered and docket number not provided even on request | Urban | Count | 0 | 0 | 0 | 2 | 2 |
| | | % | 0 | 0 | 0 | 3 | 0 |
| | Rural | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 4 | 0 | 0 | 4 |
| | Overall | Count | 0 | 1 | 0 | 2 | 3 |
| | | % | 0 | 1 | 0 | 3 | 1 |
| Refused to register the complaint | Urban | Count | 0 | 2 | 0 | 2 | 4 |
| | | % | 0 | 3 | 0 | 3 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 2 | 0 | 2 | 4 |
| | | % | 0 | 2 | 0 | 3 | 1 |
| Total | Urban | Count | 213 | 61 | 144 | 63 | 481 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 26 | 0 | 0 | 26 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 213 | 87 | 144 | 63 | 507 |
| | | % | 100 | 100 | 100 | 100 | 100 |

[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36]

Q37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 96 | 19 | 28 | 36 | 179 |
| | | % | 45 | 32 | 19 | 59 | 38 |
| | Rural | Count | 0 | 8 | 0 | 0 | 8 |
| | | % | 0 | 31 | 0 | 0 | 31 |
| | Overall | Count | 96 | 27 | 28 | 36 | 187 |
| | | % | 45 | 32 | 19 | 59 | 37 |
| No | Urban | Count | 117 | 40 | 116 | 25 | 298 |
| | | % | 55 | 68 | 81 | 41 | 63 |
| | Rural | Count | 0 | 18 | 0 | 0 | 18 |
| | | % | 0 | 69 | 0 | 0 | 69 |
| | Overall | Count | 117 | 58 | 116 | 25 | 316 |
| | | % | 55 | 68 | 81 | 41 | 63 |
| Total | Urban | Count | 213 | 59 | 144 | 61 | 477 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 26 | 0 | 0 | 26 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 213 | 85 | 144 | 61 | 503 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 93 | 17 | 96 | 44 | 250 |
| | | % | 44 | 29 | 67 | 72 | 52 |
| | Rural | Count | 0 | 6 | 0 | 0 | 6 |
| | | % | 0 | 23 | 0 | 0 | 23 |
| | Overall | Count | 93 | 23 | 96 | 44 | 256 |
| | | % | 44 | 27 | 67 | 72 | 51 |
| No | Urban | Count | 120 | 42 | 48 | 17 | 227 |
| | | % | 56 | 71 | 33 | 28 | 48 |
| | Rural | Count | 0 | 20 | 0 | 0 | 20 |
| | | % | 0 | 77 | 0 | 0 | 77 |
| | Overall | Count | 120 | 62 | 48 | 17 | 247 |
| | | % | 56 | 73 | 33 | 28 | 49 |
| Total | Urban | Count | 213 | 59 | 144 | 61 | 477 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 26 | 0 | 0 | 26 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 213 | 85 | 144 | 61 | 503 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q39(a). Was your complaint resolved by the complaint centre within three (3) days?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 181 | 26 | 88 | 47 | 342 |
| | | % | 85 | 44 | 61 | 77 | 72 |
| | Rural | Count | 0 | 13 | 0 | 0 | 13 |
| | | % | 0 | 50 | 0 | 0 | 50 |
| | Overall | Count | 181 | 39 | 88 | 47 | 355 |
| | | % | 85 | 46 | 61 | 77 | 71 |
| No | Urban | Count | 32 | 33 | 56 | 14 | 135 |
| | | % | 15 | 56 | 39 | 23 | 28 |
| | Rural | Count | 0 | 13 | 0 | 0 | 13 |
| | | % | 0 | 50 | 0 | 0 | 50 |
| | Overall | Count | 32 | 46 | 56 | 14 | 148 |
| | | % | 15 | 54 | 39 | 23 | 29 |
| Total | Urban | Count | 213 | 59 | 144 | 61 | 477 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 26 | 0 | 0 | 26 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 213 | 85 | 144 | 61 | 503 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q40 . Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four(4) weeks after lodging of the complaint?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 1 | 5 | 39 | 34 | 79 |
| | | % | 1 | 9 | 27 | 56 | 17 |
| | Rural | Count | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 8 | 0 | 0 | 8 |
| | Overall | Count | 1 | 7 | 39 | 34 | 81 |
| | | % | 1 | 8 | 27 | 56 | 16 |
| No | Urban | Count | 32 | 29 | 52 | 14 | 127 |
| | | % | 15 | 49 | 36 | 23 | 27 |
| | Rural | Count | 0 | 11 | 0 | 0 | 11 |
| | | % | 0 | 42 | 0 | 0 | 42 |
| | Overall | Count | 32 | 40 | 52 | 14 | 138 |
| | | % | 15 | 47 | 36 | 23 | 27 |
| Total | Urban | Count | 213 | 59 | 144 | 61 | 477 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 26 | 0 | 0 | 26 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 213 | 85 | 144 | 61 | 503 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 24 | 1 | 23 | 21 | 69 |
| | | % | 4 | 0 | 4 | 4 | 3 |
| | Rural | Count | 0 | 28 | 0 | 0 | 28 |
| | | % | 0 | 14 | 0 | 0 | 14 |
| | Overall | Count | 24 | 29 | 23 | 21 | 97 |
| | | % | 4 | 5 | 4 | 4 | 4 |
| No | Urban | Count | 576 | 395 | 577 | 585 | 2133 |
| | | % | 96 | 100 | 96 | 97 | 97 |
| | Rural | Count | 0 | 176 | 0 | 0 | 176 |
| | | % | 0 | 86 | 0 | 0 | 86 |
| | Overall | Count | 576 | 571 | 577 | 585 | 2309 |
| | | % | 96 | 95 | 96 | 97 | 96 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Qus.42. How dis you come to know about the contact details of the Appellate Authority?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|------------------------|---------|-------|--------|------|----------|-----|---------|
| Newspaper | Urban | Count | 1 | 0 | 1 | 0 | 2 |
| | | % | 4 | 0 | 4 | 0 | 0 |
| | Rural | Count | 0 | 4 | 0 | 0 | 4 |
| | | % | 0 | 14 | 0 | 0 | 0 |
| | Overall | Count | 1 | 4 | 1 | 0 | 6 |
| | | % | 4 | 14 | 4 | 0 | 6 |
| Website of the service | Urban | Count | 7 | 0 | 3 | 3 | 13 |
| | | % | 29 | 0 | 13 | 14 | 0 |
| | Rural | Count | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 4 | 0 | 0 | 0 |
| | Overall | Count | 7 | 1 | 3 | 3 | 14 |
| | | % | 29 | 3 | 13 | 14 | 14 |
| Display at complaint | Urban | Count | 1 | 0 | 5 | 3 | 9 |
| | | % | 4 | 0 | 22 | 14 | 0 |
| | Rural | Count | 0 | 5 | 0 | 0 | 5 |
| | | % | 0 | 18 | 0 | 0 | 0 |
| | Overall | Count | 1 | 5 | 5 | 3 | 14 |
| | | % | 4 | 17 | 22 | 14 | 14 |
| Telephone bills | Urban | Count | 3 | 0 | 9 | 6 | 18 |
| | | % | 13 | 0 | 39 | 29 | 0 |
| | Rural | Count | 0 | 4 | 0 | 0 | 4 |
| | | % | 0 | 14 | 0 | 0 | 0 |
| | Overall | Count | 3 | 4 | 9 | 6 | 22 |
| | | % | 13 | 14 | 39 | 29 | 23 |
| Others | Urban | Count | 12 | 1 | 5 | 9 | 27 |
| | | % | 50 | 100 | 22 | 43 | 0 |
| | Rural | Count | 0 | 15 | 0 | 0 | 15 |
| | | % | 0 | 54 | 0 | 0 | 0 |
| | Overall | Count | 12 | 16 | 5 | 9 | 42 |
| | | % | 50 | 55 | 22 | 43 | 43 |
| Total | Urban | Count | 24 | 1 | 23 | 21 | 69 |
| | Rural | Count | 0 | 28 | 0 | 0 | 28 |
| | Overall | Count | 24 | 29 | 23 | 21 | 97 |

Q43. Have you filed any appeal in last 6 months?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 4 | 0 | 2 | 3 | 9 |
| | | % | 17 | 0 | 9 | 14 | 13 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 4 | 0 | 2 | 3 | 9 |
| | | % | 17 | 0 | 9 | 14 | 9 |
| No | Urban | Count | 20 | 1 | 21 | 18 | 60 |
| | | % | 83 | 100 | 91 | 86 | 87 |
| | Rural | Count | 0 | 28 | 0 | 0 | 28 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 20 | 29 | 21 | 18 | 88 |
| | | % | 83 | 100 | 91 | 86 | 91 |
| Total | Urban | Count | 24 | 1 | 23 | 21 | 69 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 28 | 0 | 0 | 28 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 24 | 29 | 23 | 21 | 97 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q45. How did you file your appeal to the Appellate Authority??

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|---------------------------|---------|-------|--------|------|----------|-----|---------|
| E-mail | Urban | Count | 3 | 0 | 1 | 4 | 3 |
| | | % | 75 | 0 | 33 | 0 | 75 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 3 | 0 | 1 | 4 | 3 |
| | | % | 75 | 0 | 33 | 44 | 75 |
| Fax | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| Letter (post/ courier) | Urban | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| In person (self) | Urban | Count | 0 | 1 | 0 | 1 | 0 |
| | | % | 0 | 50 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 1 | 0 | 1 | 0 |
| | | % | 0 | 50 | 0 | 11 | 0 |
| Others | Urban | Count | 1 | 1 | 2 | 4 | 1 |
| | | % | 25 | 50 | 67 | 0 | 25 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 1 | 2 | 4 | 1 |
| | | % | 25 | 50 | 67 | 44 | 25 |
| Total | Urban | Count | 4 | 2 | 3 | 9 | 4 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 4 | 2 | 3 | 9 | 4 |

Q46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 3 | 0 | 0 | 2 | 5 |
| | | % | 75 | 0 | 0 | 67 | 56 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 3 | 0 | 0 | 2 | 5 |
| | | % | 75 | 0 | 0 | 67 | 56 |
| No | Urban | Count | 1 | 0 | 2 | 1 | 4 |
| | | % | 25 | 0 | 100 | 33 | 44 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 1 | 0 | 2 | 1 | 4 |
| | | % | 25 | 0 | 100 | 33 | 44 |
| Total | Urban | Count | 4 | 0 | 2 | 3 | 9 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- |
| | Overall | Count | 4 | 0 | 2 | 3 | 9 |
| | | % | 100 | 100 | 100 | 100 | 100 |

Q47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 2 | 0 | 1 | 3 | 6 |
| | | % | 50 | 0 | 50 | 100 | 67 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 1 | 3 | 6 |
| | | % | 50 | 0 | 50 | 100 | 67 |
| No | Urban | Count | 2 | 0 | 1 | 0 | 3 |
| | | % | 50 | 0 | 50 | 0 | 33 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 1 | 0 | 3 |
| | | % | 50 | 0 | 50 | 0 | 33 |
| Total | Urban | Count | 4 | 0 | 2 | 3 | 9 |
| | | % | 100 | 0 | 100 | 100 | 100 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 4 | 0 | 2 | 3 | 9 |
| | | % | 100 | 0 | 100 | 100 | 100 |

(Q48 to Q50 are for Prepaid Customers only)

Q48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note- None of the service provider reported prepaid wire line service in Rajasthan circle, hence this table is not relevant.

Q49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Note- None of the service provider reported prepaid wire line service in Rajasthan circle, hence this table is not relevant

Q50. What were the reason(s) for denying your request?

Note- None of the service provider reported prepaid wire line service in Rajasthan circle, hence this table is not relevant

Q51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"

| | Type | | Airtel | BSNL | Reliance | MTS | Overall |
|-------|---------|-------|--------|------|----------|-----|---------|
| Yes | Urban | Count | 68 | 37 | 146 | 78 | 329 |
| | | % | 11 | 9 | 24 | 13 | 15 |
| | Rural | Count | 0 | 29 | 0 | 0 | 29 |
| | | % | 0 | 14 | 0 | 0 | 14 |
| | Overall | Count | 68 | 66 | 146 | 78 | 358 |
| | | % | 11 | 11 | 24 | 13 | 15 |
| No | Urban | Count | 532 | 359 | 454 | 528 | 1873 |
| | | % | 89 | 91 | 76 | 87 | 85 |
| | Rural | Count | 0 | 175 | 0 | 0 | 175 |
| | | % | 0 | 86 | 0 | 0 | 86 |
| | Overall | Count | 532 | 534 | 454 | 528 | 2048 |
| | | % | 89 | 89 | 76 | 87 | 85 |
| Total | Urban | Count | 600 | 396 | 600 | 606 | 2202 |
| | | % | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 204 | 0 | 0 | 204 |
| | | % | 0 | 100 | 0 | 0 | 100 |
| | Overall | Count | 600 | 600 | 600 | 606 | 2406 |
| | | % | 100 | 100 | 100 | 100 | 100 |

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

A. Service Provision

Q 1) 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?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 1 | 0 | 2 | 3 | 1 | 0 | 1 | 1 | 9 |
| | | % | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 5 | 2 | 0 | 1 | 0 | 1 | 0 | 2 | 11 |
| | | % | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | Overall | Count | 6 | 2 | 2 | 4 | 1 | 1 | 1 | 3 | 20 |
| | | % | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 |
| Dissatisfied | Urban | Count | 15 | 5 | 20 | 17 | 8 | 5 | 15 | 10 | 95 |
| | | % | 3 | 1 | 5 | 5 | 4 | 2 | 5 | 2 | 3 |
| | Rural | Count | 16 | 1 | 3 | 11 | 6 | 7 | 5 | 7 | 56 |
| | | % | 4 | 1 | 2 | 4 | 2 | 2 | 2 | 4 | 3 |
| | Overall | Count | 31 | 6 | 23 | 28 | 14 | 12 | 20 | 17 | 151 |
| | | % | 4 | 1 | 4 | 5 | 2 | 2 | 3 | 3 | 3 |
| Satisfied | Urban | Count | 389 | 407 | 364 | 327 | 204 | 315 | 288 | 421 | 2715 |
| | | % | 85 | 99 | 88 | 89 | 89 | 93 | 93 | 98 | 92 |
| | Rural | Count | 365 | 165 | 169 | 222 | 377 | 304 | 270 | 176 | 2048 |
| | | % | 87 | 87 | 90 | 90 | 93 | 92 | 92 | 95 | 91 |
| | Overall | Count | 754 | 572 | 533 | 549 | 581 | 619 | 558 | 597 | 4763 |
| | | % | 86 | 95 | 89 | 89 | 91 | 92 | 92 | 97 | 91 |
| Very Satisfied | Urban | Count | 53 | 0 | 26 | 19 | 16 | 20 | 6 | 0 | 140 |
| | | % | 12 | 0 | 6 | 5 | 7 | 6 | 2 | 0 | 5 |
| | Rural | Count | 33 | 21 | 16 | 14 | 24 | 19 | 20 | 0 | 147 |
| | | % | 8 | 11 | 9 | 6 | 6 | 6 | 7 | 0 | 7 |
| | Overall | Count | 86 | 21 | 42 | 33 | 40 | 39 | 26 | 0 | 287 |
| | | % | 10 | 4 | 7 | 5 | 6 | 6 | 4 | 0 | 6 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q 2 Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

| | Type | | % Customers | | | | | | | | |
|-------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 230 | 208 | 243 | 242 | 169 | 262 | 169 | 262 | 1785 |
| | | % | 50 | 51 | 59 | 66 | 74 | 77 | 55 | 61 | 60 |
| | Rural | Count | 322 | 151 | 99 | 160 | 244 | 211 | 192 | 86 | 1465 |
| | | % | 77 | 80 | 53 | 65 | 60 | 64 | 65 | 47 | 65 |
| | Overall | Count | 552 | 359 | 342 | 402 | 413 | 473 | 361 | 348 | 3250 |
| | | % | 63 | 60 | 57 | 66 | 65 | 71 | 60 | 56 | 62 |
| No | Urban | Count | 228 | 204 | 169 | 124 | 60 | 78 | 141 | 170 | 1174 |
| | | % | 50 | 50 | 41 | 34 | 26 | 23 | 46 | 39 | 40 |
| | Rural | Count | 96 | 38 | 89 | 88 | 163 | 119 | 103 | 99 | 795 |
| | | % | 23 | 20 | 47 | 36 | 40 | 36 | 35 | 54 | 35 |
| | Overall | Count | 324 | 242 | 258 | 212 | 223 | 197 | 244 | 269 | 1969 |
| | | % | 37 | 40 | 43 | 35 | 35 | 29 | 40 | 44 | 38 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 0 | 3 | 1 | 0 | 2 | 1 | 2 | 0 | 9 |
| | | % | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| | Rural | Count | 2 | 1 | 0 | 0 | 4 | 3 | 1 | 1 | 12 |
| | | % | 1 | 1 | 0 | 0 | 2 | 1 | 0 | 1 | 1 |
| | Overall | Count | 2 | 4 | 1 | 0 | 6 | 4 | 3 | 1 | 21 |
| % | | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | |
| Dissatisfied | Urban | Count | 22 | 0 | 11 | 18 | 4 | 13 | 7 | 40 | 115 |
| | | % | 6 | 0 | 4 | 6 | 2 | 5 | 3 | 13 | 5 |
| | Rural | Count | 30 | 2 | 3 | 7 | 2 | 25 | 7 | 25 | 101 |
| | | % | 8 | 1 | 2 | 4 | 1 | 10 | 3 | 22 | 6 |
| | Overall | Count | 52 | 2 | 14 | 25 | 6 | 38 | 14 | 65 | 216 |
| % | | 7 | 1 | 3 | 5 | 1 | 7 | 3 | 16 | 5 | |
| Satisfied | Urban | Count | 293 | 221 | 258 | 239 | 171 | 250 | 227 | 263 | 1922 |
| | | % | 80 | 98 | 91 | 82 | 91 | 87 | 93 | 87 | 88 |
| | Rural | Count | 312 | 142 | 115 | 151 | 236 | 202 | 228 | 86 | 1472 |
| | | % | 79 | 84 | 89 | 85 | 88 | 78 | 86 | 75 | 83 |
| | Overall | Count | 605 | 363 | 373 | 390 | 407 | 452 | 455 | 349 | 3394 |
| % | | 79 | 92 | 91 | 83 | 89 | 83 | 90 | 84 | 86 | |
| Very Satisfied | Urban | Count | 53 | 2 | 13 | 33 | 12 | 25 | 7 | 0 | 145 |
| | | % | 14 | 1 | 5 | 11 | 6 | 9 | 3 | 0 | 7 |
| | Rural | Count | 51 | 25 | 11 | 20 | 25 | 29 | 29 | 2 | 192 |
| | | % | 13 | 15 | 9 | 11 | 9 | 11 | 11 | 2 | 11 |
| | Overall | Count | 104 | 27 | 24 | 53 | 37 | 54 | 36 | 2 | 337 |
| % | | 14 | 7 | 6 | 11 | 8 | 10 | 7 | 1 | 9 | |
| Total | Urban | Count | 368 | 226 | 283 | 290 | 189 | 289 | 243 | 303 | 2191 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 395 | 170 | 129 | 178 | 267 | 259 | 265 | 114 | 1777 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 763 | 396 | 412 | 468 | 456 | 548 | 508 | 417 | 3968 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

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

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 2 | 3 | 1 | 0 | 3 | 2 | 3 | 0 | 14 |
| | | % | 1 | 2 | 0 | 0 | 2 | 1 | 1 | 0 | 1 |
| | Rural | Count | 10 | 1 | 2 | 0 | 4 | 1 | 1 | 0 | 19 |
| | | % | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| | Overall | Count | 12 | 4 | 3 | 0 | 7 | 3 | 4 | 0 | 33 |
| % | | 2 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 1 | |
| Dissatisfied | Urban | Count | 69 | 2 | 70 | 82 | 15 | 39 | 10 | 72 | 359 |
| | | % | 20 | 2 | 18 | 24 | 8 | 14 | 4 | 22 | 16 |
| | Rural | Count | 169 | 16 | 21 | 74 | 65 | 60 | 49 | 21 | 475 |
| | | % | 41 | 10 | 13 | 30 | 16 | 19 | 17 | 15 | 22 |
| | Overall | Count | 238 | 18 | 91 | 156 | 80 | 99 | 59 | 93 | 834 |
| % | | 31 | 6 | 16 | 27 | 14 | 17 | 11 | 20 | 19 | |
| Satisfied | Urban | Count | 235 | 117 | 306 | 240 | 163 | 218 | 253 | 257 | 1789 |
| | | % | 69 | 94 | 78 | 71 | 87 | 80 | 94 | 78 | 79 |
| | Rural | Count | 228 | 132 | 135 | 160 | 326 | 233 | 223 | 116 | 1553 |
| | | % | 55 | 84 | 81 | 65 | 80 | 75 | 76 | 84 | 73 |
| | Overall | Count | 463 | 249 | 441 | 400 | 489 | 451 | 476 | 373 | 3342 |
| % | | 61 | 88 | 79 | 69 | 82 | 78 | 85 | 80 | 76 | |
| Very Satisfied | Urban | Count | 37 | 2 | 16 | 16 | 6 | 13 | 3 | 0 | 93 |
| | | % | 11 | 2 | 4 | 5 | 3 | 5 | 1 | 0 | 4 |
| | Rural | Count | 10 | 9 | 8 | 11 | 12 | 15 | 19 | 1 | 85 |
| | | % | 2 | 6 | 5 | 5 | 3 | 5 | 7 | 1 | 4 |
| | Overall | Count | 47 | 11 | 24 | 27 | 18 | 28 | 22 | 1 | 178 |
| % | | 6 | 4 | 4 | 5 | 3 | 5 | 4 | 0 | 4 | |
| Total | Urban | Count | 343 | 124 | 393 | 338 | 187 | 272 | 269 | 329 | 2255 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 417 | 158 | 166 | 245 | 407 | 309 | 292 | 138 | 2132 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

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

| Sub Parameters | Type | | % Customers | | | | | | | | |
|------------------------------------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Charges not as per tariff plan subscribed | Urban | Count | 41 | 0 | 9 | 22 | 4 | 18 | 2 | 15 | 111 |
| | | % | 58 | 0 | 13 | 27 | 22 | 44 | 15 | 21 | 30 |
| | Rural | Count | 76 | 7 | 7 | 30 | 15 | 19 | 7 | 12 | 173 |
| | | % | 43 | 41 | 30 | 41 | 22 | 31 | 14 | 57 | 35 |
| | Overall | Count | 117 | 7 | 16 | 52 | 19 | 37 | 9 | 27 | 284 |
| | | % | 47 | 32 | 17 | 33 | 22 | 36 | 14 | 29 | 33 |
| Tariff plan changed without information | Urban | Count | 26 | 5 | 24 | 46 | 10 | 26 | 6 | 7 | 150 |
| | | % | 37 | 100 | 34 | 56 | 56 | 63 | 46 | 10 | 40 |
| | Rural | Count | 107 | 9 | 4 | 40 | 31 | 28 | 40 | 3 | 262 |
| | | % | 60 | 53 | 17 | 54 | 45 | 46 | 80 | 14 | 53 |
| | Overall | Count | 133 | 14 | 28 | 86 | 41 | 54 | 46 | 10 | 412 |
| | | % | 53 | 64 | 30 | 55 | 47 | 53 | 73 | 11 | 48 |
| Charged for value added services not requested | Urban | Count | 8 | 0 | 12 | 11 | 8 | 6 | 2 | 2 | 49 |
| | | % | 11 | 0 | 17 | 13 | 44 | 15 | 15 | 3 | 13 |
| | Rural | Count | 39 | 6 | 4 | 7 | 8 | 16 | 7 | 0 | 87 |
| | | % | 22 | 35 | 17 | 10 | 12 | 26 | 14 | 0 | 18 |
| | Overall | Count | 47 | 6 | 16 | 18 | 16 | 22 | 9 | 2 | 136 |
| | | % | 19 | 27 | 17 | 12 | 18 | 22 | 14 | 2 | 16 |
| Charged for call/services not made | Urban | Count | 3 | 0 | 9 | 11 | 1 | 3 | 1 | 38 | 66 |
| | | % | 4 | 0 | 13 | 13 | 6 | 7 | 8 | 53 | 18 |
| | Rural | Count | 3 | 0 | 3 | 7 | 2 | 9 | 0 | 0 | 24 |
| | | % | 2 | 0 | 13 | 10 | 3 | 15 | 0 | 0 | 5 |
| | Overall | Count | 6 | 0 | 12 | 18 | 3 | 12 | 1 | 38 | 90 |
| | | % | 2 | 0 | 13 | 12 | 3 | 12 | 2 | 41 | 10 |
| Others | Urban | Count | 4 | 0 | 21 | 6 | 1 | 3 | 3 | 11 | 49 |
| | | % | 6 | 0 | 30 | 7 | 6 | 7 | 23 | 15 | 13 |
| | Rural | Count | 4 | 0 | 8 | 4 | 23 | 3 | 0 | 6 | 48 |
| | | % | 2 | 0 | 35 | 5 | 33 | 5 | 0 | 29 | 10 |
| | Overall | Count | 8 | 0 | 29 | 10 | 24 | 6 | 3 | 17 | 97 |
| | | % | 3 | 0 | 31 | 6 | 28 | 6 | 5 | 18 | 11 |
| Total | Urban | Count | 71 | 5 | 71 | 82 | 18 | 41 | 13 | 72 | 373 |
| | Rural | Count | 179 | 17 | 23 | 74 | 69 | 61 | 50 | 21 | 494 |
| | Overall | Count | 250 | 22 | 94 | 156 | 87 | 102 | 63 | 93 | 867 |

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

| | Type | | % Customers | | | | | | | | |
|--------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 34 | 2 | 100 | 37 | 10 | 17 | 24 | 69 | 293 |
| | | % | 10 | 2 | 25 | 11 | 5 | 6 | 9 | 21 | 13 |
| | Rural | Count | 36 | 9 | 39 | 24 | 75 | 26 | 14 | 27 | 250 |
| | | % | 9 | 6 | 24 | 10 | 18 | 8 | 5 | 20 | 12 |
| | Overall | Count | 70 | 11 | 139 | 61 | 85 | 43 | 38 | 96 | 543 |
| | | % | 9 | 4 | 25 | 11 | 14 | 7 | 7 | 21 | 12 |
| No | Urban | Count | 309 | 122 | 293 | 301 | 177 | 255 | 245 | 260 | 1962 |
| | | % | 90 | 98 | 75 | 89 | 95 | 94 | 91 | 79 | 87 |
| | Rural | Count | 381 | 149 | 127 | 221 | 332 | 283 | 278 | 111 | 1882 |
| | | % | 91 | 94 | 77 | 90 | 82 | 92 | 95 | 80 | 88 |
| | Overall | Count | 690 | 271 | 420 | 522 | 509 | 538 | 523 | 371 | 3844 |
| | | % | 91 | 96 | 75 | 90 | 86 | 93 | 93 | 79 | 88 |
| Total | Urban | Count | 343 | 124 | 393 | 338 | 187 | 272 | 269 | 329 | 2255 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 417 | 158 | 166 | 245 | 407 | 309 | 292 | 138 | 2132 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q 5b ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 8 |
| | | % | 15 | 0 | 0 | 0 | 0 | 0 | 4 | 3 | 3 |
| | Rural | Count | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 |
| | | % | 6 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| | Overall | Count | 7 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 11 |
| % | | 10 | 0 | 0 | 0 | 1 | 0 | 3 | 2 | 2 | |
| Dissatisfied | Urban | Count | 14 | 1 | 23 | 17 | 1 | 4 | 3 | 41 | 104 |
| | | % | 41 | 50 | 23 | 46 | 10 | 24 | 13 | 59 | 36 |
| | Rural | Count | 14 | 1 | 17 | 5 | 25 | 2 | 5 | 11 | 80 |
| | | % | 39 | 11 | 44 | 21 | 33 | 8 | 36 | 41 | 32 |
| | Overall | Count | 28 | 2 | 40 | 22 | 26 | 6 | 8 | 52 | 184 |
| % | | 40 | 18 | 29 | 36 | 31 | 14 | 21 | 54 | 34 | |
| Satisfied | Urban | Count | 13 | 1 | 77 | 19 | 7 | 13 | 20 | 26 | 176 |
| | | % | 38 | 50 | 77 | 51 | 70 | 77 | 83 | 38 | 60 |
| | Rural | Count | 19 | 8 | 21 | 19 | 47 | 24 | 9 | 16 | 163 |
| | | % | 53 | 89 | 54 | 79 | 63 | 92 | 64 | 59 | 65 |
| | Overall | Count | 32 | 9 | 98 | 38 | 54 | 37 | 29 | 42 | 339 |
| % | | 46 | 82 | 71 | 62 | 64 | 86 | 76 | 44 | 62 | |
| Very Satisfied | Urban | Count | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 5 |
| | | % | 6 | 0 | 0 | 3 | 20 | 0 | 0 | 0 | 2 |
| | Rural | Count | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 4 |
| | | % | 3 | 0 | 3 | 0 | 3 | 0 | 0 | 0 | 2 |
| | Overall | Count | 3 | 0 | 1 | 1 | 4 | 0 | 0 | 0 | 9 |
| % | | 4 | 0 | 1 | 2 | 5 | 0 | 0 | 0 | 2 | |
| Total | Urban | Count | 34 | 2 | 100 | 37 | 10 | 17 | 24 | 69 | 293 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 36 | 9 | 39 | 24 | 75 | 26 | 14 | 27 | 250 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 70 | 11 | 139 | 61 | 85 | 43 | 38 | 96 | 543 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 5 |
| | | % | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| | Rural | Count | 4 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 7 |
| | | % | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| | Overall | Count | 4 | 3 | 0 | 0 | 2 | 1 | 2 | 0 | 12 |
| % | | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Dissatisfied | Urban | Count | 25 | 1 | 9 | 11 | 3 | 5 | 3 | 12 | 69 |
| | | % | 7 | 1 | 2 | 3 | 2 | 2 | 1 | 4 | 3 |
| | Rural | Count | 6 | 1 | 5 | 5 | 2 | 5 | 0 | 13 | 37 |
| | | % | 1 | 1 | 3 | 2 | 1 | 2 | 0 | 9 | 2 |
| | Overall | Count | 31 | 2 | 14 | 16 | 5 | 10 | 3 | 25 | 106 |
| % | | 4 | 1 | 3 | 3 | 1 | 2 | 1 | 5 | 2 | |
| Satisfied | Urban | Count | 296 | 115 | 352 | 321 | 174 | 258 | 255 | 317 | 2088 |
| | | % | 86 | 93 | 90 | 95 | 93 | 95 | 95 | 96 | 93 |
| | Rural | Count | 395 | 148 | 150 | 229 | 394 | 286 | 273 | 125 | 2000 |
| | | % | 95 | 94 | 90 | 94 | 97 | 93 | 94 | 91 | 94 |
| | Overall | Count | 691 | 263 | 502 | 550 | 568 | 544 | 528 | 442 | 4088 |
| % | | 91 | 93 | 90 | 94 | 96 | 94 | 94 | 95 | 93 | |
| Very Satisfied | Urban | Count | 22 | 6 | 32 | 6 | 10 | 8 | 9 | 0 | 93 |
| | | % | 6 | 5 | 8 | 2 | 5 | 3 | 3 | 0 | 4 |
| | Rural | Count | 12 | 8 | 11 | 11 | 9 | 18 | 19 | 0 | 88 |
| | | % | 3 | 5 | 7 | 5 | 2 | 6 | 7 | 0 | 4 |
| | Overall | Count | 34 | 14 | 43 | 17 | 19 | 26 | 28 | 0 | 181 |
| % | | 5 | 5 | 8 | 3 | 3 | 5 | 5 | 0 | 4 | |
| Total | Urban | Count | 343 | 124 | 393 | 338 | 187 | 272 | 269 | 329 | 2255 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 417 | 158 | 166 | 245 | 407 | 309 | 292 | 138 | 2132 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

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

| | Type | | % Customers | | | | | | | | |
|-------------------------------------------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Lack of complete information about the offer | Urban | Count | 8 | 0 | 1 | 3 | 0 | 2 | 1 | 2 | 17 |
| | | % | 32 | 0 | 11 | 27 | 0 | 33 | 20 | 17 | 23 |
| | Rural | Count | 3 | 0 | 0 | 1 | 1 | 1 | | 4 | 10 |
| | | % | 30 | 0 | 0 | 20 | 25 | 20 | 0 | 31 | 23 |
| | Overall | Count | 11 | 0 | 1 | 4 | 1 | 3 | 1 | 6 | 27 |
| | | % | 31 | 0 | 7 | 25 | 14 | 27 | 20 | 24 | 23 |
| Charges/Services not as per the offer | Urban | Count | 15 | 2 | 5 | 3 | 1 | 5 | 1 | 0 | 32 |
| | | % | 60 | 67 | 56 | 27 | 33 | 83 | 20 | 0 | 43 |
| | Rural | Count | 1 | 0 | 0 | 0 | 1 | 1 | | 1 | 4 |
| | | % | 10 | 0 | 0 | 0 | 25 | 20 | 0 | 8 | 9 |
| | Overall | Count | 16 | 2 | 5 | 3 | 2 | 6 | 1 | 1 | 36 |
| | | % | 46 | 40 | 36 | 19 | 29 | 55 | 20 | 4 | 31 |
| Delay in activation of recharge | Urban | Count | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 4 |
| | | % | 0 | 33 | 0 | 9 | 33 | 17 | 0 | 0 | 5 |
| | Rural | Count | 1 | 0 | 0 | 0 | 1 | 0 | | 0 | 2 |
| | | % | 10 | 0 | 0 | 0 | 25 | 0 | 0 | 0 | 5 |
| | Overall | Count | 1 | 1 | 0 | 1 | 2 | 1 | 0 | 0 | 6 |
| | | % | 3 | 20 | 0 | 6 | 29 | 9 | 0 | 0 | 5 |
| Non availability of all denomination recharge coupons | Urban | Count | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 10 | 14 |
| | | % | 0 | 33 | 22 | 0 | 0 | 17 | 0 | 83 | 19 |
| | Rural | Count | 0 | 0 | 4 | 3 | 1 | 4 | | 7 | 19 |
| | | % | 0 | 0 | 80 | 60 | 25 | 80 | 0 | 54 | 43 |
| | Overall | Count | 0 | 1 | 6 | 3 | 1 | 5 | 0 | 17 | 33 |
| | | % | 0 | 20 | 43 | 19 | 14 | 46 | 0 | 68 | 28 |
| Others | Urban | Count | 2 | 0 | 1 | 4 | 1 | 0 | 3 | 0 | 11 |
| | | % | 8 | 0 | 11 | 36 | 33 | 0 | 60 | 0 | 15 |
| | Rural | Count | 6 | 2 | 1 | 1 | 1 | 0 | | 1 | 12 |
| | | % | 60 | 100 | 20 | 20 | 25 | 0 | 0 | 8 | 27 |
| | Overall | Count | 8 | 2 | 2 | 5 | 2 | 0 | 3 | 1 | 23 |
| | | % | 23 | 40 | 14 | 31 | 29 | 0 | 60 | 4 | 20 |
| Total | Urban | Count | 25 | 3 | 9 | 11 | 3 | 6 | 5 | 12 | 74 |
| | Rural | Count | 10 | 2 | 5 | 5 | 4 | 5 | 0 | 13 | 44 |
| | Overall | Count | 35 | 5 | 14 | 16 | 7 | 11 | 5 | 25 | 118 |

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

| | Type | | % Customers | | | | | | | | |
|-------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 327 | 123 | 355 | 315 | 177 | 260 | 258 | 238 | 2053 |
| | | % | 95 | 99 | 90 | 93 | 95 | 96 | 96 | 72 | 91 |
| | Rural | Count | 410 | 157 | 150 | 222 | 383 | 282 | 288 | 94 | 1986 |
| | | % | 98 | 99 | 90 | 91 | 94 | 91 | 99 | 68 | 93 |
| | Overall | Count | 737 | 280 | 505 | 537 | 560 | 542 | 546 | 332 | 4039 |
| | | % | 97 | 99 | 90 | 92 | 94 | 93 | 97 | 71 | 92 |
| No | Urban | Count | 16 | 1 | 38 | 23 | 10 | 12 | 11 | 91 | 202 |
| | | % | 5 | 1 | 10 | 7 | 5 | 4 | 4 | 28 | 9 |
| | Rural | Count | 7 | 1 | 16 | 23 | 24 | 27 | 4 | 44 | 146 |
| | | % | 2 | 1 | 10 | 9 | 6 | 9 | 1 | 32 | 7 |
| | Overall | Count | 23 | 2 | 54 | 46 | 34 | 39 | 15 | 135 | 348 |
| | | % | 3 | 1 | 10 | 8 | 6 | 7 | 3 | 29 | 8 |
| Total | Urban | Count | 343 | 124 | 393 | 338 | 187 | 272 | 269 | 329 | 2255 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 417 | 158 | 166 | 245 | 407 | 309 | 292 | 138 | 2132 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q6. How satisfied are you with the time taken to deliver your bills?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 1 | 5 | 0 | 3 | 2 | 0 | 0 | 0 | 11 |
| | | % | 1 | 2 | 0 | 11 | 5 | 0 | 0 | 0 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 4 |
| | | % | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 2 | 3 |
| | Overall | Count | 1 | 5 | 0 | 3 | 2 | 3 | 0 | 1 | 15 |
| | | % | 1 | 2 | 0 | 10 | 5 | 3 | 0 | 1 | 2 |
| Dissatisfied | Urban | Count | 6 | 54 | 3 | 3 | 5 | 9 | 5 | 8 | 93 |
| | | % | 5 | 19 | 16 | 11 | 12 | 13 | 12 | 8 | 13 |
| | Rural | Count | 0 | 6 | 3 | 0 | 0 | 1 | 1 | 12 | 23 |
| | | % | 0 | 19 | 14 | 0 | 0 | 5 | 33 | 26 | 18 |
| | Overall | Count | 6 | 60 | 6 | 3 | 5 | 10 | 6 | 20 | 116 |
| | | % | 5 | 19 | 15 | 10 | 12 | 11 | 14 | 13 | 14 |
| Satisfied | Urban | Count | 108 | 229 | 14 | 22 | 35 | 59 | 36 | 95 | 598 |
| | | % | 94 | 80 | 74 | 79 | 83 | 87 | 88 | 92 | 85 |
| | Rural | Count | 2 | 24 | 19 | 3 | 0 | 16 | 2 | 34 | 100 |
| | | % | 100 | 77 | 86 | 100 | 0 | 73 | 67 | 72 | 77 |
| | Overall | Count | 110 | 253 | 33 | 25 | 35 | 75 | 38 | 129 | 698 |
| | | % | 94 | 79 | 81 | 81 | 83 | 83 | 86 | 86 | 84 |
| Very Satisfied | Urban | Count | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | % | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |
| | | % | 0 | 3 | 0 | 0 | 0 | 9 | 0 | 0 | 2 |
| | Overall | Count | 0 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 5 |
| | | % | 0 | 0 | 5 | 0 | 0 | 2 | 0 | 0 | 1 |
| Total | Urban | Count | 115 | 288 | 19 | 28 | 42 | 68 | 41 | 103 | 704 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 2 | 31 | 22 | 3 | 0 | 22 | 3 | 47 | 130 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 100 |
| | Overall | Count | 117 | 319 | 41 | 31 | 42 | 90 | 44 | 150 | 834 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 4 |
| | | % | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 1 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 0 | 2 |
| | Overall | Count | 1 | 0 | 0 | 0 | 1 | 4 | 0 | 1 | 7 |
| | | % | 1 | 0 | 0 | 0 | 2 | 4 | 0 | 1 | 1 |
| Dissatisfied | Urban | Count | 1 | 0 | 3 | 3 | 2 | 1 | 0 | 3 | 13 |
| | | % | 1 | 0 | 16 | 11 | 5 | 2 | 0 | 3 | 2 |
| | Rural | Count | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 1 | 5 |
| | | % | 0 | 0 | 14 | 0 | 0 | 5 | 0 | 2 | 4 |
| | Overall | Count | 1 | 0 | 6 | 3 | 2 | 2 | 0 | 4 | 18 |
| | | % | 1 | 0 | 15 | 10 | 5 | 2 | 0 | 3 | 2 |
| Satisfied | Urban | Count | 111 | 288 | 15 | 25 | 39 | 66 | 39 | 99 | 682 |
| | | % | 97 | 100 | 79 | 89 | 93 | 97 | 95 | 96 | 97 |
| | Rural | Count | 2 | 31 | 19 | 3 | 0 | 16 | 3 | 46 | 120 |
| | | % | 100 | 100 | 86 | 100 | 0 | 73 | 100 | 98 | 92 |
| | Overall | Count | 113 | 319 | 34 | 28 | 39 | 82 | 42 | 145 | 802 |
| | | % | 97 | 100 | 83 | 90 | 93 | 91 | 96 | 97 | 96 |
| Very Satisfied | Urban | Count | 2 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 5 |
| | | % | 2 | 0 | 5 | 0 | 0 | 0 | 5 | 0 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| | | % | 0 | 0 | 0 | 0 | 0 | 9 | 0 | 0 | 2 |
| | Overall | Count | 2 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 7 |
| | | % | 2 | 0 | 2 | 0 | 0 | 2 | 5 | 0 | 1 |
| Total | Urban | Count | 115 | 288 | 19 | 28 | 42 | 68 | 41 | 103 | 704 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 2 | 31 | 22 | 3 | 0 | 22 | 3 | 47 | 130 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 100 |
| | Overall | Count | 117 | 319 | 41 | 31 | 42 | 90 | 44 | 150 | 834 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
|-------------------------------------------------------------------------------------------------------------|---------|-------|--------|------|----------|------|------|----------|--------|-----|---------|
| Difficult to read the bill | Urban | Count | -- | 0 | 1 | -- | 1 | 3 | 0 | 1 | 6 |
| | | % | -- | -- | 33 | -- | 33 | 150 | -- | 25 | 35 |
| | Rural | Count | 0 | 0 | 1 | 0 | 0 | 2 | 0 | -- | 3 |
| | | % | -- | -- | 33 | -- | -- | 50 | -- | -- | 38 |
| | Overall | Count | -- | 0 | 2 | -- | 1 | 5 | 0 | 1 | 9 |
| | | % | -- | -- | 33 | -- | 33 | 83 | -- | 20 | 36 |
| Difficult to understand the language | Urban | Count | -- | 0 | -- | 1 | -- | 1 | 0 | 2 | 4 |
| | | % | -- | -- | -- | 33 | -- | 50 | -- | 50 | 24 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | Count | -- | 0 | -- | 1 | -- | 1 | 0 | 2 | 4 |
| | | % | -- | -- | -- | 33 | -- | 17 | -- | 40 | 16 |
| Calculations not clear | Urban | Count | -- | 0 | -- | -- | -- | 1 | 0 | -- | 1 |
| | | % | -- | -- | -- | -- | -- | 50 | -- | -- | 6 |
| | Rural | Count | 0 | 0 | 1 | 0 | 0 | 3 | 0 | -- | 4 |
| | | % | -- | -- | 33 | -- | -- | 75 | -- | -- | 50 |
| | Overall | Count | -- | 0 | 1 | -- | -- | 4 | 0 | -- | 5 |
| | | % | -- | -- | 17 | -- | -- | 67 | -- | -- | 20 |
| Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given | Urban | Count | 2 | 0 | 2 | -- | -- | -- | 0 | -- | 4 |
| | | % | 100 | -- | 67 | -- | -- | -- | -- | -- | 24 |
| | Rural | Count | 0 | 0 | -- | 0 | 0 | 1 | 0 | 1 | 2 |
| | | % | -- | -- | -- | -- | -- | 25 | -- | 100 | 25 |
| | Overall | Count | 2 | 0 | 2 | -- | -- | 1 | 0 | 1 | 6 |
| | | % | 100 | -- | 33 | -- | -- | 17 | -- | 20 | 24 |
| Others | Urban | Count | -- | 0 | -- | 2 | 2 | -- | 0 | 2 | 6 |
| | | % | -- | -- | -- | 67 | 67 | -- | -- | 50 | 35 |
| | Rural | Count | 0 | 0 | 2 | 0 | 0 | -- | 0 | -- | 2 |
| | | % | -- | -- | 67 | -- | -- | -- | -- | -- | 25 |
| | Overall | Count | -- | 0 | 2 | 2 | 2 | -- | 0 | 2 | 8 |
| | | % | -- | -- | 33 | 67 | 67 | -- | -- | 40 | 32 |
| Total | Urban | Count | 2 | 0 | 3 | 3 | 3 | 2 | 0 | 4 | 17 |
| | Rural | Count | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 1 | 8 |
| | Overall | Count | 2 | 0 | 6 | 3 | 3 | 6 | 0 | 5 | 25 |

Q8(a). How satisfied are you with the accuracy & completeness of the bills?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 3 |
| | | % | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 0 | 0 | 0 | 0 | 14 | 0 | 0 | 2 |
| | Overall | Count | 0 | 1 | 0 | 0 | 1 | 4 | 0 | 0 | 6 |
| % | | 0 | 0 | 0 | 0 | 2 | 4 | 0 | 0 | 1 | |
| Dissatisfied | Urban | Count | 6 | 20 | 3 | 0 | 2 | 2 | 3 | 1 | 37 |
| | | % | 5 | 7 | 16 | 0 | 5 | 3 | 7 | 1 | 5 |
| | Rural | Count | 0 | 2 | 3 | 0 | 0 | 4 | 0 | 0 | 9 |
| | | % | 0 | 7 | 14 | 0 | 0 | 18 | 0 | 0 | 7 |
| | Overall | Count | 6 | 22 | 6 | 0 | 2 | 6 | 3 | 1 | 46 |
| % | | 5 | 7 | 15 | 0 | 5 | 7 | 7 | 1 | 6 | |
| Satisfied | Urban | Count | 106 | 267 | 15 | 28 | 39 | 65 | 36 | 102 | 658 |
| | | % | 92 | 93 | 79 | 100 | 93 | 96 | 88 | 99 | 94 |
| | Rural | Count | 2 | 29 | 19 | 3 | 0 | 14 | 3 | 47 | 117 |
| | | % | 100 | 94 | 86 | 100 | 0 | 64 | 100 | 100 | 90 |
| | Overall | Count | 108 | 296 | 34 | 31 | 39 | 79 | 39 | 149 | 775 |
| % | | 92 | 93 | 83 | 100 | 93 | 88 | 89 | 99 | 93 | |
| Very Satisfied | Urban | Count | 3 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 6 |
| | | % | 3 | 0 | 5 | 0 | 0 | 0 | 5 | 0 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 1 |
| | Overall | Count | 3 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 7 |
| % | | 3 | 0 | 2 | 0 | 0 | 1 | 5 | 0 | 1 | |
| Total | Urban | Count | 115 | 288 | 19 | 28 | 42 | 68 | 41 | 103 | 704 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 2 | 31 | 22 | 3 | 0 | 22 | 3 | 47 | 130 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 100 |
| | Overall | Count | 117 | 319 | 41 | 31 | 42 | 90 | 44 | 150 | 834 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

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

| | Type | | % Customers | | | | | | | | |
|-------------------------------------------------|----------------|--------------|-------------|-----------|----------|----------|----------|-----------|----------|----------|-----------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Charges not as per tariff plan subscribed r | Urban | Count | 1 | 20 | 1 | -- | 1 | 2 | 0 | 0 | 25 |
| | | % | 17 | 95 | 33 | 0 | 33 | 67 | 0 | 0 | 63 |
| | Rural | Count | -- | 2 | 0 | -- | -- | 4 | -- | -- | 6 |
| | | % | 0 | 100 | 0 | 0 | 0 | 57 | 0 | 0 | 50 |
| | Overall | Count | 1 | 22 | 1 | -- | 1 | 6 | 0 | 0 | 31 |
| | | % | 17 | 96 | 17 | 0 | 33 | 60 | 0 | 0 | 60 |
| Tariff Plan changed without information | Urban | Count | 0 | 14 | 0 | -- | 1 | 2 | 1 | 1 | 19 |
| | | % | 0 | 67 | 0 | 0 | 33 | 67 | 33 | 100 | 48 |
| | Rural | Count | -- | 2 | 1 | -- | -- | 4 | -- | -- | 7 |
| | | % | 0 | 100 | 33 | 0 | 0 | 57 | 0 | 0 | 58 |
| | Overall | Count | 0 | 16 | 1 | -- | 1 | 6 | 1 | 1 | 26 |
| | | % | 0 | 70 | 17 | 0 | 33 | 60 | 33 | 100 | 50 |
| Charged for value added services not subscribed | Urban | Count | 0 | 0 | 1 | -- | 0 | 1 | 0 | 0 | 2 |
| | | % | 0 | 0 | 33 | 0 | 0 | 33 | 0 | 0 | 5 |
| | Rural | Count | -- | 2 | 0 | -- | -- | 2 | -- | -- | 4 |
| | | % | 0 | 100 | 0 | 0 | 0 | 29 | 0 | 0 | 33 |
| | Overall | Count | 0 | 2 | 1 | -- | 0 | 3 | 0 | 0 | 6 |
| | | % | 0 | 9 | 17 | 0 | 0 | 30 | 0 | 0 | 12 |
| Charged for calls/services not made/used | Urban | Count | 6 | 0 | 1 | -- | 0 | 1 | 1 | 0 | 9 |
| | | % | 100 | 0 | 33 | 0 | 0 | 33 | 33 | 0 | 23 |
| | Rural | Count | -- | 0 | 0 | -- | -- | 2 | -- | -- | 2 |
| | | % | 0 | 0 | 0 | 0 | 0 | 29 | 0 | 0 | 17 |
| | Overall | Count | 6 | 0 | 1 | -- | 0 | 3 | 1 | 0 | 11 |
| | | % | 100 | 0 | 17 | 0 | 0 | 30 | 33 | 0 | 21 |
| Calculations are not clear | Urban | Count | 0 | 1 | 0 | -- | 1 | 1 | 1 | 0 | 4 |
| | | % | 0 | 5 | 0 | 0 | 33 | 33 | 33 | 0 | 10 |
| | Rural | Count | -- | 0 | 2 | -- | -- | 0 | -- | -- | 2 |
| | | % | 0 | 0 | 67 | 0 | 0 | 0 | 0 | 0 | 17 |
| | Overall | Count | 0 | 1 | 2 | -- | 1 | 1 | 1 | 0 | 6 |
| | | % | 0 | 4 | 33 | 0 | 33 | 10 | 33 | 0 | 12 |
| Total | Urban | Count | 6 | 21 | 3 | 0 | 3 | 3 | 3 | 1 | 40 |
| | Rural | Count | 0 | 2 | 3 | 0 | 0 | 7 | 0 | 0 | 12 |
| | Overall | Count | 6 | 23 | 6 | 0 | 3 | 10 | 3 | 1 | 52 |

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

| | Type | | % Customers | | | | | | | | |
|-------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 4 | 25 | 10 | 7 | 14 | 10 | 6 | 9 | 85 |
| | | % | 4 | 9 | 53 | 25 | 33 | 15 | 15 | 9 | 12 |
| | Rural | Count | 0 | 1 | 4 | 0 | -- | 7 | 0 | 16 | 28 |
| | | % | 0 | 3 | 18 | 0 | 0 | 32 | 0 | 34 | 22 |
| | Overall | Count | 4 | 26 | 14 | 7 | 14 | 17 | 6 | 25 | 113 |
| | | % | 3 | 8 | 34 | 23 | 33 | 19 | 14 | 17 | 14 |
| No | Urban | Count | 111 | 263 | 9 | 21 | 28 | 58 | 35 | 94 | 619 |
| | | % | 97 | 91 | 47 | 75 | 67 | 85 | 85 | 91 | 88 |
| | Rural | Count | 2 | 30 | 18 | 3 | -- | 15 | 3 | 31 | 102 |
| | | % | 100 | 97 | 82 | 100 | 0 | 68 | 100 | 66 | 79 |
| | Overall | Count | 113 | 293 | 27 | 24 | 28 | 73 | 38 | 125 | 721 |
| | | % | 97 | 92 | 66 | 77 | 67 | 81 | 86 | 83 | 87 |
| Total | Urban | Count | 115 | 288 | 19 | 28 | 42 | 68 | 41 | 103 | 704 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 2 | 31 | 22 | 3 | 0 | 22 | 3 | 47 | 130 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 100 |
| | Overall | Count | 117 | 319 | 41 | 31 | 42 | 90 | 44 | 150 | 834 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q9(b). How satisfied are you with the process of resolution of billing complaints?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 1 | 2 | 0 | 0 | 0 | 1 | 1 | 2 | 7 |
| | | % | 25 | 8 | 0 | 0 | 0 | 10 | 17 | 22 | 8 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 |
| | | % | 0 | 0 | 0 | 0 | 0 | 43 | 0 | 0 | 11 |
| | Overall | Count | 1 | 2 | 0 | 0 | 0 | 4 | 1 | 2 | 10 |
| | | % | 25 | 8 | 0 | 0 | 0 | 24 | 17 | 8 | 9 |
| Dissatisfied | Urban | Count | 3 | 13 | 4 | 2 | 6 | 3 | 2 | 1 | 34 |
| | | % | 75 | 52 | 40 | 29 | 43 | 30 | 33 | 11 | 40 |
| | Rural | Count | 0 | 1 | 2 | 0 | 0 | 3 | 0 | 10 | 16 |
| | | % | 0 | 100 | 50 | 0 | 0 | 43 | 0 | 63 | 57 |
| | Overall | Count | 3 | 14 | 6 | 2 | 6 | 6 | 2 | 11 | 50 |
| | | % | 75 | 54 | 43 | 29 | 43 | 35 | 33 | 44 | 44 |
| Satisfied | Urban | Count | 0 | 10 | 6 | 5 | 8 | 6 | 3 | 6 | 44 |
| | | % | 0 | 40 | 60 | 71 | 57 | 60 | 50 | 67 | 52 |
| | Rural | Count | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 6 | 9 |
| | | % | 0 | 0 | 50 | 0 | 0 | 14 | 0 | 38 | 32 |
| | Overall | Count | 0 | 10 | 8 | 5 | 8 | 7 | 3 | 12 | 53 |
| | | % | 0 | 39 | 57 | 71 | 57 | 41 | 50 | 48 | 47 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 115 | 288 | 19 | 28 | 42 | 68 | 41 | 103 | 704 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 2 | 31 | 22 | 3 | 0 | 22 | 3 | 47 | 130 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 100 |
| | Overall | Count | 117 | 319 | 41 | 31 | 42 | 90 | 44 | 150 | 834 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | % Customers | | | | | | | | |
|-------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 191 | 136 | 226 | 118 | 143 | 158 | 136 | 205 | 1313 |
| | | % | 42 | 33 | 55 | 32 | 62 | 47 | 44 | 48 | 44 |
| | Rural | Count | 160 | 98 | 113 | 64 | 213 | 156 | 110 | 101 | 1015 |
| | | % | 38 | 52 | 60 | 26 | 52 | 47 | 37 | 55 | 45 |
| | Overall | Count | 351 | 234 | 339 | 182 | 356 | 314 | 246 | 306 | 2328 |
| % | | 40 | 39 | 57 | 30 | 56 | 47 | 41 | 50 | 45 | |
| No | Urban | Count | 267 | 276 | 186 | 248 | 86 | 182 | 174 | 227 | 1646 |
| | | % | 58 | 67 | 45 | 68 | 38 | 54 | 56 | 53 | 56 |
| | Rural | Count | 259 | 91 | 75 | 184 | 194 | 175 | 185 | 84 | 1247 |
| | | % | 62 | 48 | 40 | 74 | 48 | 53 | 63 | 45 | 55 |
| | Overall | Count | 526 | 367 | 261 | 432 | 280 | 357 | 359 | 311 | 2893 |
| % | | 60 | 61 | 44 | 70 | 44 | 53 | 59 | 50 | 55 | |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 2 | 2 | 1 | 0 | 2 | 1 | 6 | 3 | 17 |
| | | % | 1 | 2 | 0 | 0 | 1 | 1 | 4 | 2 | 1 |
| | Rural | Count | 2 | 1 | 1 | 2 | 4 | 1 | 0 | 1 | 12 |
| | | % | 1 | 1 | 1 | 3 | 2 | 1 | 0 | 1 | 1 |
| | Overall | Count | 4 | 3 | 2 | 2 | 6 | 2 | 6 | 4 | 29 |
| | | % | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 1 | 1 |
| Dissatisfied | Urban | Count | 25 | 20 | 52 | 23 | 7 | 16 | 22 | 56 | 221 |
| | | % | 13 | 15 | 23 | 20 | 5 | 10 | 16 | 27 | 17 |
| | Rural | Count | 22 | 3 | 20 | 9 | 20 | 10 | 16 | 28 | 128 |
| | | % | 14 | 3 | 18 | 14 | 9 | 6 | 15 | 28 | 13 |
| | Overall | Count | 47 | 23 | 72 | 32 | 27 | 26 | 38 | 84 | 349 |
| | | % | 13 | 10 | 21 | 18 | 8 | 8 | 15 | 28 | 15 |
| Satisfied | Urban | Count | 155 | 113 | 173 | 94 | 133 | 139 | 105 | 146 | 1058 |
| | | % | 81 | 83 | 77 | 80 | 93 | 88 | 77 | 71 | 81 |
| | Rural | Count | 135 | 92 | 89 | 52 | 188 | 143 | 94 | 72 | 865 |
| | | % | 84 | 94 | 79 | 81 | 88 | 92 | 86 | 71 | 85 |
| | Overall | Count | 290 | 205 | 262 | 146 | 321 | 282 | 199 | 218 | 1923 |
| | | % | 83 | 88 | 77 | 80 | 90 | 90 | 81 | 71 | 83 |
| Very Satisfied | Urban | Count | 9 | 1 | 0 | 1 | 1 | 2 | 3 | 0 | 17 |
| | | % | 5 | 1 | 0 | 1 | 1 | 1 | 2 | 0 | 1 |
| | Rural | Count | 1 | 2 | 3 | 1 | 1 | 2 | 0 | 0 | 10 |
| | | % | 1 | 2 | 3 | 2 | 1 | 1 | 0 | 0 | 1 |
| | Overall | Count | 10 | 3 | 3 | 2 | 2 | 4 | 3 | 0 | 27 |
| | | % | 3 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 |
| Total | Urban | Count | 191 | 136 | 226 | 118 | 143 | 158 | 136 | 205 | 1313 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 160 | 98 | 113 | 64 | 213 | 156 | 110 | 101 | 1015 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 351 | 234 | 339 | 182 | 356 | 314 | 246 | 306 | 2328 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 8 | 3 | 4 | 1 | 10 | 1 | 4 | 3 | 34 |
| | | % | 4 | 2 | 2 | 1 | 7 | 1 | 3 | 2 | 3 |
| | Rural | Count | 6 | 5 | 3 | 2 | 13 | 5 | 1 | 2 | 37 |
| | | % | 4 | 5 | 3 | 3 | 6 | 3 | 1 | 2 | 4 |
| | Overall | Count | 14 | 8 | 7 | 3 | 23 | 6 | 5 | 5 | 71 |
| | | % | 4 | 3 | 2 | 2 | 7 | 2 | 2 | 2 | 3 |
| Dissatisfied | Urban | Count | 31 | 23 | 36 | 20 | 10 | 18 | 28 | 48 | 214 |
| | | % | 16 | 17 | 16 | 17 | 7 | 11 | 21 | 23 | 16 |
| | Rural | Count | 13 | 3 | 21 | 8 | 24 | 8 | 17 | 20 | 114 |
| | | % | 8 | 3 | 19 | 13 | 11 | 5 | 16 | 20 | 11 |
| | Overall | Count | 44 | 26 | 57 | 28 | 34 | 26 | 45 | 68 | 328 |
| | | % | 13 | 11 | 17 | 15 | 10 | 8 | 18 | 22 | 14 |
| Satisfied | Urban | Count | 146 | 109 | 185 | 96 | 121 | 136 | 102 | 154 | 1049 |
| | | % | 76 | 80 | 82 | 81 | 85 | 86 | 75 | 75 | 80 |
| | Rural | Count | 137 | 89 | 85 | 54 | 170 | 135 | 90 | 79 | 839 |
| | | % | 86 | 91 | 75 | 84 | 80 | 87 | 82 | 78 | 83 |
| | Overall | Count | 283 | 198 | 270 | 150 | 291 | 271 | 192 | 233 | 1888 |
| | | % | 81 | 85 | 80 | 82 | 82 | 86 | 78 | 76 | 81 |
| Very Satisfied | Urban | Count | 6 | 1 | 1 | 1 | 2 | 3 | 2 | 0 | 16 |
| | | % | 3 | 1 | 0 | 1 | 1 | 2 | 2 | 0 | 1 |
| | Rural | Count | 4 | 1 | 4 | 0 | 6 | 8 | 2 | 0 | 25 |
| | | % | 3 | 1 | 4 | 0 | 3 | 5 | 2 | 0 | 3 |
| | Overall | Count | 10 | 2 | 5 | 1 | 8 | 11 | 4 | 0 | 41 |
| | | % | 3 | 1 | 2 | 1 | 2 | 4 | 2 | 0 | 2 |
| Total | Urban | Count | 191 | 136 | 226 | 118 | 143 | 158 | 136 | 205 | 1313 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 160 | 98 | 113 | 64 | 213 | 156 | 110 | 101 | 1015 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 351 | 234 | 339 | 182 | 356 | 314 | 246 | 306 | 2328 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 8 | 2 | 3 | 4 | 7 | 2 | 5 | 4 | 35 |
| | | % | 4 | 2 | 1 | 3 | 5 | 1 | 4 | 2 | 3 |
| | Rural | Count | 4 | 6 | 2 | 1 | 10 | 6 | 3 | 2 | 34 |
| | | % | 3 | 6 | 2 | 2 | 5 | 4 | 3 | 2 | 3 |
| | Overall | Count | 12 | 8 | 5 | 5 | 17 | 8 | 8 | 6 | 69 |
| | | % | 3 | 3 | 2 | 3 | 5 | 3 | 3 | 2 | 3 |
| Dissatisfied | Urban | Count | 31 | 32 | 40 | 19 | 6 | 21 | 23 | 63 | 235 |
| | | % | 16 | 24 | 18 | 16 | 4 | 13 | 17 | 31 | 18 |
| | Rural | Count | 13 | 6 | 23 | 9 | 28 | 16 | 18 | 33 | 146 |
| | | % | 8 | 6 | 20 | 14 | 13 | 10 | 16 | 33 | 14 |
| | Overall | Count | 44 | 38 | 63 | 28 | 34 | 37 | 41 | 96 | 381 |
| | | % | 13 | 16 | 19 | 15 | 10 | 12 | 17 | 31 | 16 |
| Satisfied | Urban | Count | 133 | 90 | 174 | 85 | 103 | 119 | 99 | 137 | 940 |
| | | % | 70 | 66 | 77 | 72 | 72 | 75 | 73 | 67 | 72 |
| | Rural | Count | 129 | 76 | 81 | 50 | 162 | 116 | 82 | 65 | 761 |
| | | % | 81 | 78 | 72 | 78 | 76 | 74 | 75 | 64 | 75 |
| | Overall | Count | 262 | 166 | 255 | 135 | 265 | 235 | 181 | 202 | 1701 |
| | | % | 75 | 71 | 75 | 74 | 74 | 75 | 74 | 66 | 73 |
| Very Satisfied | Urban | Count | 19 | 12 | 9 | 10 | 27 | 16 | 9 | 1 | 103 |
| | | % | 10 | 9 | 4 | 9 | 19 | 10 | 7 | 1 | 8 |
| | Rural | Count | 14 | 10 | 7 | 4 | 13 | 18 | 7 | 1 | 74 |
| | | % | 9 | 10 | 6 | 6 | 6 | 12 | 6 | 1 | 7 |
| | Overall | Count | 33 | 22 | 16 | 14 | 40 | 34 | 16 | 2 | 177 |
| | | % | 9 | 9 | 5 | 8 | 11 | 11 | 7 | 1 | 8 |
| Total | Urban | Count | 191 | 136 | 226 | 118 | 143 | 158 | 136 | 205 | 1313 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 160 | 98 | 113 | 64 | 213 | 156 | 110 | 101 | 1015 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 351 | 234 | 339 | 182 | 356 | 314 | 246 | 306 | 2328 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 6 | 4 | 3 | 3 | 6 | 4 | 2 | 4 | 32 |
| | | % | 3 | 3 | 1 | 3 | 4 | 3 | 2 | 2 | 2 |
| | Rural | Count | 6 | 7 | 3 | 0 | 15 | 5 | 1 | 2 | 39 |
| | | % | 4 | 7 | 3 | 0 | 7 | 3 | 1 | 2 | 4 |
| | Overall | Count | 12 | 11 | 6 | 3 | 21 | 9 | 3 | 6 | 71 |
| | | % | 3 | 5 | 2 | 2 | 6 | 3 | 1 | 2 | 3 |
| Dissatisfied | Urban | Count | 23 | 30 | 37 | 13 | 14 | 18 | 24 | 56 | 215 |
| | | % | 12 | 22 | 16 | 11 | 10 | 11 | 18 | 27 | 16 |
| | Rural | Count | 5 | 4 | 19 | 5 | 30 | 17 | 17 | 25 | 122 |
| | | % | 3 | 4 | 17 | 8 | 14 | 11 | 16 | 25 | 12 |
| | Overall | Count | 28 | 34 | 56 | 18 | 44 | 35 | 41 | 81 | 337 |
| | | % | 8 | 15 | 17 | 10 | 12 | 11 | 17 | 27 | 15 |
| Satisfied | Urban | Count | 133 | 86 | 175 | 90 | 84 | 111 | 93 | 143 | 915 |
| | | % | 70 | 63 | 77 | 76 | 59 | 70 | 68 | 70 | 70 |
| | Rural | Count | 102 | 66 | 80 | 48 | 125 | 96 | 69 | 70 | 656 |
| | | % | 64 | 67 | 71 | 75 | 59 | 62 | 63 | 69 | 65 |
| | Overall | Count | 235 | 152 | 255 | 138 | 209 | 207 | 162 | 213 | 1571 |
| | | % | 67 | 65 | 75 | 76 | 59 | 66 | 66 | 70 | 68 |
| Very Satisfied | Urban | Count | 29 | 16 | 11 | 12 | 39 | 25 | 17 | 2 | 151 |
| | | % | 15 | 12 | 5 | 10 | 27 | 16 | 13 | 1 | 12 |
| | Rural | Count | 47 | 21 | 11 | 11 | 43 | 38 | 23 | 4 | 198 |
| | | % | 29 | 21 | 10 | 17 | 20 | 24 | 21 | 4 | 20 |
| | Overall | Count | 76 | 37 | 22 | 23 | 82 | 63 | 40 | 6 | 349 |
| | | % | 22 | 16 | 7 | 13 | 23 | 20 | 16 | 2 | 15 |
| Total | Urban | Count | 191 | 136 | 226 | 118 | 143 | 158 | 136 | 205 | 1313 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 160 | 98 | 113 | 64 | 213 | 156 | 110 | 101 | 1015 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 351 | 234 | 339 | 182 | 356 | 314 | 246 | 306 | 2328 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q15. How satisfied are you with the problem solving ability of the customer care executive(s)?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 10 | 3 | 4 | 4 | 10 | 4 | 5 | 5 | 45 |
| | | % | 5 | 2 | 2 | 3 | 7 | 3 | 4 | 2 | 3 |
| | Rural | Count | 5 | 5 | 3 | 2 | 17 | 6 | 6 | 3 | 47 |
| | | % | 3 | 5 | 3 | 3 | 8 | 4 | 6 | 3 | 5 |
| | Overall | Count | 15 | 8 | 7 | 6 | 27 | 10 | 11 | 8 | 92 |
| | | % | 4 | 3 | 2 | 3 | 8 | 3 | 5 | 3 | 4 |
| Dissatisfied | Urban | Count | 23 | 31 | 38 | 13 | 14 | 22 | 22 | 59 | 222 |
| | | % | 12 | 23 | 17 | 11 | 10 | 14 | 16 | 29 | 17 |
| | Rural | Count | 8 | 5 | 19 | 4 | 31 | 16 | 16 | 26 | 125 |
| | | % | 5 | 5 | 17 | 6 | 15 | 10 | 15 | 26 | 12 |
| | Overall | Count | 31 | 36 | 57 | 17 | 45 | 38 | 38 | 85 | 347 |
| | | % | 9 | 15 | 17 | 9 | 13 | 12 | 15 | 28 | 15 |
| Satisfied | Urban | Count | 150 | 92 | 181 | 99 | 110 | 125 | 100 | 139 | 996 |
| | | % | 79 | 68 | 80 | 84 | 77 | 79 | 74 | 68 | 76 |
| | Rural | Count | 137 | 82 | 86 | 56 | 154 | 121 | 86 | 71 | 793 |
| | | % | 86 | 84 | 76 | 88 | 72 | 78 | 78 | 70 | 78 |
| | Overall | Count | 287 | 174 | 267 | 155 | 264 | 246 | 186 | 210 | 1789 |
| | | % | 82 | 74 | 79 | 85 | 74 | 78 | 76 | 69 | 77 |
| Very Satisfied | Urban | Count | 8 | 10 | 3 | 2 | 9 | 7 | 9 | 2 | 50 |
| | | % | 4 | 7 | 1 | 2 | 6 | 4 | 7 | 1 | 4 |
| | Rural | Count | 10 | 6 | 5 | 2 | 11 | 13 | 2 | 1 | 50 |
| | | % | 6 | 6 | 4 | 3 | 5 | 8 | 2 | 1 | 5 |
| | Overall | Count | 18 | 16 | 8 | 4 | 20 | 20 | 11 | 3 | 100 |
| | | % | 5 | 7 | 2 | 2 | 6 | 6 | 5 | 1 | 4 |
| Total | Urban | Count | 191 | 136 | 226 | 118 | 143 | 158 | 136 | 205 | 1313 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 160 | 98 | 113 | 64 | 213 | 156 | 110 | 101 | 1015 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 351 | 234 | 339 | 182 | 356 | 314 | 246 | 306 | 2328 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q16. How satisfied are you with the availability of signal of your service provider in your locality?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 14 | 6 | 11 | 2 | 19 | 12 | 6 | 2 | 72 |
| | | % | 3 | 2 | 3 | 1 | 8 | 4 | 2 | 1 | 2 |
| | Rural | Count | 12 | 15 | 7 | 4 | 19 | 9 | 7 | 1 | 74 |
| | | % | 3 | 8 | 4 | 2 | 5 | 3 | 2 | 1 | 3 |
| | Overall | Count | 26 | 21 | 18 | 6 | 38 | 21 | 13 | 3 | 146 |
| | | % | 3 | 4 | 3 | 1 | 6 | 3 | 2 | 1 | 3 |
| Dissatisfied | Urban | Count | 47 | 85 | 79 | 82 | 23 | 25 | 56 | 23 | 420 |
| | | % | 10 | 21 | 19 | 22 | 10 | 7 | 18 | 5 | 14 |
| | Rural | Count | 40 | 18 | 32 | 47 | 54 | 25 | 80 | 17 | 313 |
| | | % | 10 | 10 | 17 | 19 | 13 | 8 | 27 | 9 | 14 |
| | Overall | Count | 87 | 103 | 111 | 129 | 77 | 50 | 136 | 40 | 733 |
| | | % | 10 | 17 | 19 | 21 | 12 | 8 | 23 | 7 | 14 |
| Satisfied | Urban | Count | 299 | 311 | 291 | 265 | 177 | 272 | 222 | 405 | 2242 |
| | | % | 65 | 76 | 71 | 72 | 77 | 80 | 72 | 94 | 76 |
| | Rural | Count | 314 | 140 | 139 | 179 | 317 | 276 | 173 | 166 | 1704 |
| | | % | 75 | 74 | 74 | 72 | 78 | 83 | 59 | 90 | 75 |
| | Overall | Count | 613 | 451 | 430 | 444 | 494 | 548 | 395 | 571 | 3946 |
| | | % | 70 | 75 | 72 | 72 | 78 | 82 | 65 | 93 | 76 |
| Very Satisfied | Urban | Count | 98 | 10 | 31 | 17 | 10 | 31 | 26 | 2 | 225 |
| | | % | 21 | 2 | 8 | 5 | 4 | 9 | 8 | 1 | 8 |
| | Rural | Count | 53 | 16 | 10 | 18 | 17 | 21 | 35 | 1 | 171 |
| | | % | 13 | 9 | 5 | 7 | 4 | 6 | 12 | 1 | 8 |
| | Overall | Count | 151 | 26 | 41 | 35 | 27 | 52 | 61 | 3 | 396 |
| | | % | 17 | 4 | 7 | 6 | 4 | 8 | 10 | 1 | 8 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q17. How satisfied are you with the ability to make or receive calls easily?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 4 | 4 | 7 | 3 | 14 | 5 | 8 | 2 | 47 |
| | | % | 1 | 1 | 2 | 1 | 6 | 2 | 3 | 1 | 2 |
| | Rural | Count | 9 | 13 | 8 | 4 | 11 | 10 | 6 | 1 | 62 |
| | | % | 2 | 7 | 4 | 2 | 3 | 3 | 2 | 1 | 3 |
| | Overall | Count | 13 | 17 | 15 | 7 | 25 | 15 | 14 | 3 | 109 |
| | | % | 2 | 3 | 3 | 1 | 4 | 2 | 2 | 1 | 2 |
| Dissatisfied | Urban | Count | 51 | 47 | 59 | 68 | 23 | 24 | 43 | 20 | 335 |
| | | % | 11 | 11 | 14 | 19 | 10 | 7 | 14 | 5 | 11 |
| | Rural | Count | 40 | 15 | 24 | 27 | 61 | 12 | 67 | 4 | 250 |
| | | % | 10 | 8 | 13 | 11 | 15 | 4 | 23 | 2 | 11 |
| | Overall | Count | 91 | 62 | 83 | 95 | 84 | 36 | 110 | 24 | 585 |
| | | % | 10 | 10 | 14 | 16 | 13 | 5 | 18 | 4 | 11 |
| Satisfied | Urban | Count | 290 | 333 | 309 | 264 | 137 | 262 | 217 | 408 | 2220 |
| | | % | 63 | 81 | 75 | 72 | 60 | 77 | 70 | 94 | 75 |
| | Rural | Count | 282 | 118 | 133 | 188 | 293 | 231 | 171 | 177 | 1593 |
| | | % | 67 | 62 | 71 | 76 | 72 | 70 | 58 | 96 | 70 |
| | Overall | Count | 572 | 451 | 442 | 452 | 430 | 493 | 388 | 585 | 3813 |
| | | % | 65 | 75 | 74 | 74 | 68 | 74 | 64 | 95 | 73 |
| Very Satisfied | Urban | Count | 113 | 28 | 37 | 31 | 55 | 49 | 42 | 2 | 357 |
| | | % | 25 | 7 | 9 | 9 | 24 | 14 | 14 | 1 | 12 |
| | Rural | Count | 88 | 43 | 23 | 29 | 42 | 78 | 51 | 3 | 357 |
| | | % | 21 | 23 | 12 | 12 | 10 | 24 | 17 | 2 | 16 |
| | Overall | Count | 201 | 71 | 60 | 60 | 97 | 127 | 93 | 5 | 714 |
| | | % | 23 | 12 | 10 | 10 | 15 | 19 | 15 | 1 | 14 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q 18 How often does your call drops during conversation?

| | Type | | % Customers | | | | | | | | |
|------------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Frequently | Urban | Count | 27 | 11 | 16 | 10 | 27 | 29 | 11 | 7 | 138 |
| | | % | 6 | 3 | 4 | 3 | 12 | 9 | 4 | 2 | 5 |
| | Rural | Count | 24 | 14 | 6 | 5 | 17 | 13 | 11 | 2 | 92 |
| | | % | 6 | 7 | 3 | 2 | 4 | 4 | 4 | 1 | 4 |
| | Overall | Count | 51 | 25 | 22 | 15 | 44 | 42 | 22 | 9 | 230 |
| % | | 6 | 4 | 4 | 2 | 7 | 6 | 4 | 2 | 4 | |
| Frequently | Urban | Count | 29 | 77 | 53 | 31 | 15 | 19 | 33 | 24 | 281 |
| | | % | 6 | 19 | 13 | 9 | 7 | 6 | 11 | 6 | 10 |
| | Rural | Count | 16 | 22 | 27 | 22 | 63 | 21 | 36 | 10 | 217 |
| | | % | 4 | 12 | 14 | 9 | 16 | 6 | 12 | 5 | 10 |
| | Overall | Count | 45 | 99 | 80 | 53 | 78 | 40 | 69 | 34 | 498 |
| % | | 5 | 17 | 13 | 9 | 12 | 6 | 11 | 6 | 10 | |
| Occasionally | Urban | Count | 254 | 52 | 127 | 138 | 71 | 82 | 128 | 67 | 919 |
| | | % | 56 | 13 | 31 | 38 | 31 | 24 | 41 | 16 | 31 |
| | Rural | Count | 247 | 86 | 85 | 111 | 101 | 124 | 177 | 21 | 952 |
| | | % | 59 | 46 | 45 | 45 | 25 | 38 | 60 | 11 | 42 |
| | Overall | Count | 501 | 138 | 212 | 249 | 172 | 206 | 305 | 88 | 1871 |
| % | | 57 | 23 | 35 | 41 | 27 | 31 | 50 | 14 | 36 | |
| Never | Urban | Count | 148 | 272 | 216 | 187 | 116 | 210 | 138 | 334 | 1621 |
| | | % | 32 | 66 | 52 | 51 | 51 | 62 | 45 | 77 | 55 |
| | Rural | Count | 132 | 67 | 70 | 110 | 226 | 173 | 71 | 152 | 1001 |
| | | % | 32 | 35 | 37 | 44 | 56 | 52 | 24 | 82 | 44 |
| | Overall | Count | 280 | 339 | 286 | 297 | 342 | 383 | 209 | 486 | 2622 |
| % | | 32 | 56 | 48 | 48 | 54 | 57 | 35 | 79 | 50 | |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q 19. How satisfied are you with the voice quality?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 17 | 10 | 11 | 3 | 21 | 11 | 12 | 2 | 87 |
| | | % | 4 | 2 | 3 | 1 | 9 | 3 | 4 | 1 | 3 |
| | Rural | Count | 13 | 12 | 7 | 6 | 18 | 13 | 10 | 1 | 80 |
| | | % | 3 | 6 | 4 | 2 | 4 | 4 | 3 | 1 | 4 |
| | Overall | Count | 30 | 22 | 18 | 9 | 39 | 24 | 22 | 3 | 167 |
| | | % | 3 | 4 | 3 | 2 | 6 | 4 | 4 | 1 | 3 |
| Dissatisfied | Urban | Count | 42 | 55 | 60 | 74 | 18 | 26 | 39 | 46 | 360 |
| | | % | 9 | 13 | 15 | 20 | 8 | 8 | 13 | 11 | 12 |
| | Rural | Count | 36 | 14 | 30 | 24 | 58 | 18 | 54 | 10 | 244 |
| | | % | 9 | 7 | 16 | 10 | 14 | 5 | 18 | 5 | 11 |
| | Overall | Count | 78 | 69 | 90 | 98 | 76 | 44 | 93 | 56 | 604 |
| | | % | 9 | 12 | 15 | 16 | 12 | 7 | 15 | 9 | 12 |
| Satisfied | Urban | Count | 288 | 329 | 311 | 254 | 152 | 269 | 223 | 383 | 2209 |
| | | % | 63 | 80 | 76 | 69 | 66 | 79 | 72 | 89 | 75 |
| | Rural | Count | 309 | 136 | 137 | 192 | 305 | 253 | 193 | 172 | 1697 |
| | | % | 74 | 72 | 73 | 77 | 75 | 76 | 65 | 93 | 75 |
| | Overall | Count | 597 | 465 | 448 | 446 | 457 | 522 | 416 | 555 | 3906 |
| | | % | 68 | 77 | 75 | 73 | 72 | 78 | 69 | 90 | 75 |
| Very Satisfied | Urban | Count | 111 | 18 | 30 | 35 | 38 | 34 | 36 | 1 | 303 |
| | | % | 24 | 4 | 7 | 10 | 17 | 10 | 12 | 0 | 10 |
| | Rural | Count | 61 | 27 | 14 | 26 | 26 | 47 | 38 | 2 | 241 |
| | | % | 15 | 14 | 7 | 11 | 6 | 14 | 13 | 1 | 11 |
| | Overall | Count | 172 | 45 | 44 | 61 | 64 | 81 | 74 | 3 | 544 |
| | | % | 20 | 8 | 7 | 10 | 10 | 12 | 12 | 1 | 10 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | % Customers | | | | | | | | |
|-----------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Frequently | Urban | Count | 19 | 12 | 17 | 5 | 30 | 20 | 11 | 4 | 118 |
| | | % | 4 | 3 | 4 | 1 | 13 | 6 | 4 | 1 | 4 |
| | Rural | Count | 14 | 24 | 11 | 6 | 22 | 14 | 24 | 1 | 116 |
| | | % | 3 | 13 | 6 | 2 | 5 | 4 | 8 | 1 | 5 |
| | Overall | Count | 33 | 36 | 28 | 11 | 52 | 34 | 35 | 5 | 234 |
| | | % | 4 | 6 | 5 | 2 | 8 | 5 | 6 | 1 | 5 |
| Frequently | Urban | Count | 28 | 74 | 27 | 33 | 10 | 13 | 28 | 28 | 241 |
| | | % | 6 | 18 | 7 | 9 | 4 | 4 | 9 | 7 | 8 |
| | Rural | Count | 25 | 15 | 21 | 30 | 33 | 14 | 36 | 7 | 181 |
| | | % | 6 | 8 | 11 | 12 | 8 | 4 | 12 | 4 | 8 |
| | Overall | Count | 53 | 89 | 48 | 63 | 43 | 27 | 64 | 35 | 422 |
| | | % | 6 | 15 | 8 | 10 | 7 | 4 | 11 | 6 | 8 |
| Occasionally | Urban | Count | 289 | 144 | 176 | 177 | 95 | 117 | 167 | 70 | 1235 |
| | | % | 63 | 35 | 43 | 48 | 42 | 34 | 54 | 16 | 42 |
| | Rural | Count | 328 | 107 | 101 | 132 | 148 | 173 | 187 | 31 | 1207 |
| | | % | 78 | 57 | 54 | 53 | 36 | 52 | 63 | 17 | 53 |
| | Overall | Count | 617 | 251 | 277 | 309 | 243 | 290 | 354 | 101 | 2442 |
| | | % | 70 | 42 | 46 | 50 | 38 | 43 | 59 | 16 | 47 |
| Never | Urban | Count | 122 | 182 | 192 | 151 | 94 | 190 | 104 | 330 | 1365 |
| | | % | 27 | 44 | 47 | 41 | 41 | 56 | 34 | 76 | 46 |
| | Rural | Count | 52 | 43 | 55 | 80 | 204 | 130 | 48 | 146 | 758 |
| | | % | 12 | 23 | 29 | 32 | 50 | 39 | 16 | 79 | 34 |
| | Overall | Count | 174 | 225 | 247 | 231 | 298 | 320 | 152 | 476 | 2123 |
| | | % | 20 | 37 | 41 | 38 | 47 | 48 | 25 | 77 | 41 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q21. How satisfied are you with the availability of signal in your area?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 8 | 10 | 9 | 5 | 16 | 6 | 8 | 1 | 63 |
| | | % | 2 | 2 | 2 | 1 | 7 | 2 | 3 | 0 | 2 |
| | Rural | Count | 13 | 14 | 6 | 4 | 11 | 7 | 14 | 1 | 70 |
| | | % | 3 | 7 | 3 | 2 | 3 | 2 | 5 | 1 | 3 |
| | Overall | Count | 21 | 24 | 15 | 9 | 27 | 13 | 22 | 2 | 133 |
| | | % | 2 | 4 | 3 | 2 | 4 | 2 | 4 | 0 | 3 |
| Dissatisfied | Urban | Count | 41 | 77 | 38 | 53 | 25 | 35 | 35 | 37 | 341 |
| | | % | 9 | 19 | 9 | 15 | 11 | 10 | 11 | 9 | 12 |
| | Rural | Count | 32 | 26 | 33 | 39 | 41 | 26 | 60 | 27 | 284 |
| | | % | 8 | 14 | 18 | 16 | 10 | 8 | 20 | 15 | 13 |
| | Overall | Count | 73 | 103 | 71 | 92 | 66 | 61 | 95 | 64 | 625 |
| | | % | 8 | 17 | 12 | 15 | 10 | 9 | 16 | 10 | 12 |
| Satisfied | Urban | Count | 293 | 307 | 327 | 278 | 146 | 253 | 217 | 390 | 2211 |
| | | % | 64 | 75 | 79 | 76 | 64 | 74 | 70 | 90 | 75 |
| | Rural | Count | 269 | 115 | 133 | 173 | 307 | 223 | 184 | 151 | 1555 |
| | | % | 64 | 61 | 71 | 70 | 75 | 67 | 62 | 82 | 69 |
| | Overall | Count | 562 | 422 | 460 | 451 | 453 | 476 | 401 | 541 | 3766 |
| | | % | 64 | 70 | 77 | 74 | 71 | 71 | 66 | 88 | 72 |
| Very Satisfied | Urban | Count | 116 | 18 | 38 | 30 | 42 | 46 | 50 | 4 | 344 |
| | | % | 25 | 4 | 9 | 8 | 18 | 14 | 16 | 1 | 12 |
| | Rural | Count | 105 | 34 | 16 | 32 | 48 | 75 | 37 | 6 | 353 |
| | | % | 25 | 18 | 9 | 13 | 12 | 23 | 13 | 3 | 16 |
| | Overall | Count | 221 | 52 | 54 | 62 | 90 | 121 | 87 | 10 | 697 |
| | | % | 25 | 9 | 9 | 10 | 14 | 18 | 14 | 2 | 13 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q22 How satisfied are you with the restoration of network (signal) problems?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 16 | 6 | 13 | 6 | 28 | 18 | 8 | 2 | 97 |
| | | % | 4 | 2 | 3 | 2 | 12 | 5 | 3 | 1 | 3 |
| | Rural | Count | 21 | 20 | 9 | 4 | 21 | 11 | 19 | 1 | 106 |
| | | % | 5 | 11 | 5 | 2 | 5 | 3 | 6 | 1 | 5 |
| | Overall | Count | 37 | 26 | 22 | 10 | 49 | 29 | 27 | 3 | 203 |
| | | % | 4 | 4 | 4 | 2 | 8 | 4 | 5 | 1 | 4 |
| Dissatisfied | Urban | Count | 34 | 32 | 60 | 57 | 18 | 14 | 42 | 35 | 292 |
| | | % | 7 | 8 | 15 | 16 | 8 | 4 | 14 | 8 | 10 |
| | Rural | Count | 29 | 19 | 36 | 43 | 47 | 16 | 54 | 12 | 256 |
| | | % | 7 | 10 | 19 | 17 | 12 | 5 | 18 | 7 | 11 |
| | Overall | Count | 63 | 51 | 96 | 100 | 65 | 30 | 96 | 47 | 548 |
| | | % | 7 | 9 | 16 | 16 | 10 | 5 | 16 | 8 | 11 |
| Satisfied | Urban | Count | 310 | 364 | 310 | 287 | 150 | 279 | 220 | 394 | 2314 |
| | | % | 68 | 88 | 75 | 78 | 66 | 82 | 71 | 91 | 78 |
| | Rural | Count | 317 | 136 | 128 | 185 | 316 | 268 | 191 | 167 | 1708 |
| | | % | 76 | 72 | 68 | 75 | 78 | 81 | 65 | 90 | 76 |
| | Overall | Count | 627 | 500 | 438 | 472 | 466 | 547 | 411 | 561 | 4022 |
| | | % | 72 | 83 | 73 | 77 | 73 | 82 | 68 | 91 | 77 |
| Very Satisfied | Urban | Count | 98 | 10 | 29 | 16 | 33 | 29 | 40 | 1 | 256 |
| | | % | 21 | 2 | 7 | 4 | 14 | 9 | 13 | 0 | 9 |
| | Rural | Count | 52 | 14 | 15 | 16 | 23 | 36 | 31 | 5 | 192 |
| | | % | 12 | 7 | 8 | 7 | 6 | 11 | 11 | 3 | 9 |
| | Overall | Count | 150 | 24 | 44 | 32 | 56 | 65 | 71 | 6 | 448 |
| | | % | 17 | 4 | 7 | 5 | 9 | 10 | 12 | 1 | 9 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q 23 Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

| | Type | | % Customers | | | | | | | | |
|--------------|----------------|--------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 46 | 141 | 40 | 14 | 24 | 47 | 38 | 26 | 376 |
| | | % | 10 | 34 | 10 | 4 | 11 | 14 | 12 | 6 | 13 |
| | Rural | Count | 32 | 21 | 21 | 19 | 26 | 30 | 7 | 5 | 161 |
| | | % | 8 | 11 | 11 | 8 | 6 | 9 | 2 | 3 | 7 |
| | Overall | Count | 78 | 162 | 61 | 33 | 50 | 77 | 45 | 31 | 537 |
| | | % | 9 | 27 | 10 | 5 | 8 | 12 | 7 | 5 | 10 |
| No | Urban | Count | 412 | 271 | 372 | 352 | 205 | 293 | 272 | 406 | 2583 |
| | | % | 90 | 66 | 90 | 96 | 90 | 86 | 88 | 94 | 87 |
| | Rural | Count | 387 | 168 | 167 | 229 | 381 | 301 | 288 | 180 | 2101 |
| | | % | 92 | 89 | 89 | 92 | 94 | 91 | 98 | 97 | 93 |
| | Overall | Count | 799 | 439 | 539 | 581 | 586 | 594 | 560 | 586 | 4684 |
| | | % | 91 | 73 | 90 | 95 | 92 | 89 | 93 | 95 | 90 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q24. How satisfied are you with the quality of the supplementary / value added services provided?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 3 |
| | | % | 2 | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 1 |
| | Rural | Count | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| | | % | 0 | 10 | 0 | 0 | 0 | 0 | 14 | 0 | 2 |
| | Overall | Count | 1 | 2 | 0 | 0 | 0 | 0 | 2 | 1 | 6 |
| % | | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 3 | 1 | |
| Dissatisfied | Urban | Count | 3 | 2 | 12 | 0 | 3 | 2 | 4 | 4 | 30 |
| | | % | 7 | 1 | 30 | 0 | 13 | 4 | 11 | 15 | 8 |
| | Rural | Count | 6 | 1 | 4 | 0 | 3 | 0 | 0 | 0 | 14 |
| | | % | 19 | 5 | 19 | 0 | 12 | 0 | 0 | 0 | 9 |
| | Overall | Count | 9 | 3 | 16 | 0 | 6 | 2 | 4 | 4 | 44 |
| % | | 12 | 2 | 26 | 0 | 12 | 3 | 9 | 13 | 8 | |
| Satisfied | Urban | Count | 35 | 137 | 26 | 12 | 20 | 45 | 32 | 21 | 328 |
| | | % | 76 | 97 | 65 | 86 | 83 | 96 | 84 | 81 | 87 |
| | Rural | Count | 25 | 17 | 15 | 18 | 22 | 30 | 6 | 5 | 138 |
| | | % | 78 | 81 | 71 | 95 | 85 | 100 | 86 | 100 | 86 |
| | Overall | Count | 60 | 154 | 41 | 30 | 42 | 75 | 38 | 26 | 466 |
| % | | 77 | 95 | 67 | 91 | 84 | 97 | 84 | 84 | 87 | |
| Very Satisfied | Urban | Count | 7 | 2 | 2 | 2 | 1 | 0 | 1 | 0 | 15 |
| | | % | 15 | 1 | 5 | 14 | 4 | 0 | 3 | 0 | 4 |
| | Rural | Count | 1 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 6 |
| | | % | 3 | 5 | 10 | 5 | 4 | 0 | 0 | 0 | 4 |
| | Overall | Count | 8 | 3 | 4 | 3 | 2 | 0 | 1 | 0 | 21 |
| % | | 10 | 2 | 7 | 9 | 4 | 0 | 2 | 0 | 4 | |
| Total | Urban | Count | 46 | 141 | 40 | 14 | 24 | 47 | 38 | 26 | 376 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 32 | 21 | 21 | 19 | 26 | 30 | 7 | 5 | 161 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 78 | 162 | 61 | 33 | 50 | 77 | 45 | 31 | 537 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 3 |
| | | % | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 8 | 1 |
| | Rural | Count | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 3 |
| | | % | 0 | 5 | 0 | 0 | 0 | 0 | 29 | 0 | 2 |
| | Overall | Count | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 6 |
| | | % | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 7 | 1 |
| Dissatisfied | Urban | Count | 2 | 1 | 4 | 0 | 1 | 0 | 2 | 3 | 13 |
| | | % | 4 | 1 | 10 | 0 | 4 | 0 | 5 | 12 | 4 |
| | Rural | Count | 4 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 8 |
| | | % | 13 | 5 | 0 | 0 | 12 | 0 | 0 | 0 | 5 |
| | Overall | Count | 6 | 2 | 4 | 0 | 4 | 0 | 2 | 3 | 21 |
| | | % | 8 | 1 | 7 | 0 | 8 | 0 | 4 | 10 | 4 |
| Satisfied | Urban | Count | 37 | 138 | 34 | 14 | 23 | 47 | 35 | 21 | 349 |
| | | % | 80 | 98 | 85 | 100 | 96 | 100 | 92 | 81 | 93 |
| | Rural | Count | 27 | 18 | 19 | 18 | 23 | 28 | 5 | 5 | 143 |
| | | % | 84 | 86 | 91 | 95 | 89 | 93 | 71 | 100 | 89 |
| | Overall | Count | 64 | 156 | 53 | 32 | 46 | 75 | 40 | 26 | 492 |
| | | % | 82 | 96 | 87 | 97 | 92 | 97 | 89 | 84 | 92 |
| Very Satisfied | Urban | Count | 7 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 11 |
| | | % | 15 | 1 | 5 | 0 | 0 | 0 | 3 | 0 | 3 |
| | Rural | Count | 1 | 1 | 2 | 1 | 0 | 2 | 0 | 0 | 7 |
| | | % | 3 | 5 | 10 | 5 | 0 | 7 | 0 | 0 | 4 |
| | Overall | Count | 8 | 2 | 4 | 1 | 0 | 2 | 1 | 0 | 18 |
| | | % | 10 | 1 | 7 | 3 | 0 | 3 | 2 | 0 | 3 |
| Total | Urban | Count | 46 | 141 | 40 | 14 | 24 | 47 | 38 | 26 | 376 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 32 | 21 | 21 | 19 | 26 | 30 | 7 | 5 | 161 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 78 | 162 | 61 | 33 | 50 | 77 | 45 | 31 | 537 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | % Customers | | | | | | | | |
|--------------------------------------------------------------|----------------|--------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Not informed of charges | Urban | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | Count | 1 | -- | -- | -- | 2 | -- | -- | -- | 3 |
| | | % | 25 | -- | -- | -- | 67 | -- | -- | -- | 27 |
| | Overall | Count | 1 | -- | -- | -- | 2 | -- | -- | -- | 3 |
| | | % | 17 | -- | -- | -- | 50 | -- | -- | -- | 11 |
| Activated without consent | Urban | Count | 2 | -- | 2 | -- | -- | -- | -- | 1 | 5 |
| | | % | 100 | -- | 50 | -- | -- | -- | -- | 20 | 31 |
| | Rural | Count | 2 | -- | -- | -- | 1 | -- | -- | -- | 3 |
| | | % | 50 | -- | -- | -- | 33 | -- | -- | -- | 27 |
| | Overall | Count | 4 | -- | 2 | -- | 1 | -- | -- | 1 | 8 |
| | | % | 67 | -- | 50 | -- | 25 | -- | -- | 20 | 30 |
| Not informed about toll free number for unsubscribing | Urban | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | Count | 1 | 1 | -- | -- | -- | -- | -- | -- | 2 |
| | | % | 25 | 50 | -- | -- | -- | -- | -- | -- | 18 |
| | Overall | Count | 1 | 1 | -- | -- | -- | -- | -- | -- | 2 |
| | | % | 17 | 25 | -- | -- | -- | -- | -- | -- | 7 |
| Others | Urban | Count | -- | 2 | 2 | -- | 1 | -- | 2 | 4 | 11 |
| | | % | -- | 100 | 50 | -- | 100 | -- | 100 | 80 | 69 |
| | Rural | Count | 1 | 1 | -- | -- | -- | -- | 2 | -- | 4 |
| | | % | 25 | 50 | -- | -- | -- | -- | 100 | -- | 36 |
| | Overall | Count | 1 | 3 | 2 | -- | 1 | -- | 4 | 4 | 15 |
| | | % | 17 | 75 | 50 | -- | 25 | -- | 100 | 80 | 56 |
| Total | Urban | Count | 2 | 2 | 4 | 0 | 1 | 0 | 2 | 5 | 16 |
| | Rural | Count | 4 | 2 | 0 | 0 | 3 | 0 | 2 | 0 | 11 |
| | Overall | Count | 6 | 4 | 4 | 0 | 4 | 0 | 4 | 5 | 27 |

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

| | Type | | % Customers | | | | | | | | |
|-------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 57 | 42 | 142 | 57 | 26 | 35 | 48 | 79 | 486 |
| | | % | 12 | 10 | 35 | 16 | 11 | 10 | 16 | 18 | 16 |
| | Rural | Count | 48 | 10 | 55 | 27 | 71 | 27 | 27 | 31 | 296 |
| | | % | 12 | 5 | 29 | 11 | 17 | 8 | 9 | 17 | 13 |
| | Overall | Count | 105 | 52 | 197 | 84 | 97 | 62 | 75 | 110 | 782 |
| | | % | 12 | 9 | 33 | 14 | 15 | 9 | 12 | 18 | 15 |
| No | Urban | Count | 401 | 370 | 270 | 309 | 203 | 305 | 262 | 353 | 2473 |
| | | % | 88 | 90 | 66 | 84 | 89 | 90 | 85 | 82 | 84 |
| | Rural | Count | 371 | 179 | 133 | 221 | 336 | 304 | 268 | 154 | 1966 |
| | | % | 89 | 95 | 71 | 89 | 83 | 92 | 91 | 83 | 87 |
| | Overall | Count | 772 | 549 | 403 | 530 | 539 | 609 | 530 | 507 | 4439 |
| | | % | 88 | 91 | 67 | 86 | 85 | 91 | 88 | 82 | 85 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q 27 Have you complained to your service provider for deactivation of such services and refund of charges levied?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 47 | 30 | 125 | 32 | 14 | 21 | 34 | 51 | 354 |
| | | % | 83 | 71 | 88 | 56 | 54 | 60 | 71 | 65 | 73 |
| | Rural | Count | 37 | 6 | 48 | 17 | 62 | 15 | 21 | 24 | 230 |
| | | % | 77 | 60 | 87 | 63 | 87 | 56 | 78 | 77 | 78 |
| | Overall | Count | 84 | 36 | 173 | 49 | 76 | 36 | 55 | 75 | 584 |
| | | % | 80 | 69 | 88 | 58 | 78 | 58 | 73 | 68 | 75 |
| No | Urban | Count | 10 | 12 | 17 | 25 | 12 | 14 | 14 | 28 | 132 |
| | | % | 18 | 29 | 12 | 44 | 46 | 40 | 29 | 35 | 27 |
| | Rural | Count | 11 | 4 | 7 | 10 | 9 | 12 | 6 | 7 | 66 |
| | | % | 23 | 40 | 13 | 37 | 13 | 44 | 22 | 23 | 22 |
| | Overall | Count | 21 | 16 | 24 | 35 | 21 | 26 | 20 | 35 | 198 |
| | | % | 20 | 31 | 12 | 42 | 22 | 42 | 27 | 32 | 25 |
| Total | Urban | Count | 57 | 42 | 142 | 57 | 26 | 35 | 48 | 79 | 486 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 48 | 10 | 55 | 27 | 71 | 27 | 27 | 31 | 296 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 105 | 52 | 197 | 84 | 97 | 62 | 75 | 110 | 782 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q 28 a What difficulties have you faced while deactivating of such services and refund of charges levied?

| | Type | | % Customers | | | | | | | | |
|-------------------------------------------------------------|----------------|--------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| None | Urban | Count | 37 | 30 | 64 | 17 | 12 | 14 | 31 | 43 | 248 |
| | | % | 79 | 100 | 51 | 53 | 86 | 67 | 91 | 84 | 70 |
| | Rural | Count | 34 | 5 | 25 | 12 | 25 | 13 | 19 | 19 | 152 |
| | | % | 92 | 83 | 52 | 71 | 40 | 87 | 91 | 79 | 66 |
| | Overall | Count | 71 | 35 | 89 | 29 | 37 | 27 | 50 | 62 | 400 |
| | | % | 85 | 97 | 51 | 59 | 49 | 75 | 91 | 83 | 69 |
| Delay in deactivation resulting in repeat complaints | Urban | Count | 5 | 0 | 58 | 12 | 2 | 5 | 1 | 6 | 89 |
| | | % | 11 | 0 | 46 | 38 | 14 | 24 | 3 | 12 | 25 |
| | Rural | Count | 2 | 1 | 20 | 5 | 37 | 1 | 0 | 3 | 69 |
| | | % | 5 | 17 | 42 | 29 | 60 | 7 | 0 | 13 | 30 |
| | Overall | Count | 7 | 1 | 78 | 17 | 39 | 6 | 1 | 9 | 158 |
| | | % | 8 | 3 | 45 | 35 | 51 | 17 | 2 | 12 | 27 |
| Customer care refused to register the complaint | Urban | Count | 2 | 0 | 3 | 1 | 0 | 2 | 0 | 1 | 9 |
| | | % | 4 | 0 | 2 | 3 | 0 | 10 | 0 | 2 | 3 |
| | Rural | Count | 1 | 0 | 2 | 0 | 0 | 1 | 1 | 2 | 7 |
| | | % | 3 | 0 | 4 | 0 | 0 | 7 | 5 | 8 | 3 |
| | Overall | Count | 3 | 0 | 5 | 1 | 0 | 3 | 1 | 3 | 16 |
| | | % | 4 | 0 | 3 | 2 | 0 | 8 | 2 | 4 | 3 |
| Not aware of whom to contact | Urban | Count | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 4 |
| | | % | 4 | 0 | 0 | 3 | 0 | 0 | 0 | 2 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 4 |
| | | % | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 1 |
| Total | Urban | Count | 47 | 30 | 125 | 32 | 14 | 21 | 34 | 51 | 354 |
| | Rural | Count | 37 | 6 | 48 | 17 | 62 | 15 | 21 | 24 | 230 |
| | Overall | Count | 84 | 36 | 173 | 49 | 76 | 36 | 55 | 75 | 584 |

Q 28 b What difficulties have you faced while deactivating of such services and refund of charges levied?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 10 | 1 | 2 | 2 | 0 | 0 | 4 | 0 | 19 |
| | | % | 21 | 3 | 2 | 6 | 0 | 0 | 12 | 0 | 5 |
| | Rural | Count | 8 | 1 | 0 | 1 | 0 | 1 | 5 | 1 | 17 |
| | | % | 22 | 17 | 0 | 6 | 0 | 7 | 24 | 4 | 7 |
| | Overall | Count | 18 | 2 | 2 | 3 | 0 | 1 | 9 | 1 | 36 |
| % | | 21 | 6 | 1 | 6 | 0 | 3 | 16 | 1 | 6 | |
| Dissatisfied | Urban | Count | 29 | 5 | 27 | 15 | 10 | 6 | 15 | 32 | 139 |
| | | % | 62 | 17 | 22 | 47 | 71 | 29 | 44 | 63 | 39 |
| | Rural | Count | 24 | 2 | 12 | 8 | 21 | 7 | 6 | 16 | 96 |
| | | % | 65 | 33 | 25 | 47 | 34 | 47 | 29 | 67 | 42 |
| | Overall | Count | 53 | 7 | 39 | 23 | 31 | 13 | 21 | 48 | 235 |
| % | | 63 | 19 | 23 | 47 | 41 | 36 | 38 | 64 | 40 | |
| Satisfied | Urban | Count | 7 | 24 | 86 | 15 | 4 | 15 | 15 | 19 | 185 |
| | | % | 15 | 80 | 69 | 47 | 29 | 71 | 44 | 37 | 52 |
| | Rural | Count | 5 | 3 | 33 | 8 | 41 | 7 | 8 | 7 | 112 |
| | | % | 14 | 50 | 69 | 47 | 66 | 47 | 38 | 29 | 49 |
| | Overall | Count | 12 | 27 | 119 | 23 | 45 | 22 | 23 | 26 | 297 |
| % | | 14 | 75 | 69 | 47 | 59 | 61 | 42 | 35 | 51 | |
| Very Satisfied | Urban | Count | 1 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 11 |
| | | % | 2 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 3 |
| | Rural | Count | 0 | 0 | 3 | 0 | 0 | 0 | 2 | 0 | 5 |
| | | % | 0 | 0 | 6 | 0 | 0 | 0 | 10 | 0 | 2 |
| | Overall | Count | 1 | 0 | 13 | 0 | 0 | 0 | 2 | 0 | 16 |
| % | | 1 | 0 | 8 | 0 | 0 | 0 | 4 | 0 | 3 | |
| Total | Urban | Count | 47 | 30 | 125 | 32 | 14 | 21 | 34 | 51 | 354 |
| | Rural | Count | 37 | 6 | 48 | 17 | 62 | 15 | 21 | 24 | 230 |
| | Overall | Count | 84 | 36 | 173 | 49 | 76 | 36 | 55 | 75 | 584 |

Q29(a).How satisfied are you with the overall quality of your mobile service?

| | Type | | % Customers | | | | | | | | |
|-------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very Dissatisfied | Urban | Count | 6 | 4 | 2 | 1 | 5 | 1 | 3 | 0 | 22 |
| | | % | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 0 | 1 |
| | Rural | Count | 5 | 5 | 1 | 0 | 7 | 4 | 2 | 0 | 24 |
| | | % | 1 | 3 | 1 | 0 | 2 | 1 | 1 | 0 | 1 |
| | Overall | Count | 11 | 9 | 3 | 1 | 12 | 5 | 5 | 0 | 46 |
| | | % | 1 | 2 | 1 | 0 | 2 | 1 | 1 | 0 | 1 |
| Dissatisfied | Urban | Count | 41 | 44 | 37 | 47 | 23 | 22 | 24 | 25 | 263 |
| | | % | 9 | 11 | 9 | 13 | 10 | 7 | 8 | 6 | 9 |
| | Rural | Count | 56 | 8 | 24 | 36 | 38 | 25 | 30 | 13 | 230 |
| | | % | 13 | 4 | 13 | 15 | 9 | 8 | 10 | 7 | 10 |
| | Overall | Count | 97 | 52 | 61 | 83 | 61 | 47 | 54 | 38 | 493 |
| | | % | 11 | 9 | 10 | 14 | 10 | 7 | 9 | 6 | 9 |
| Satisfied | Urban | Count | 310 | 310 | 337 | 259 | 168 | 182 | 223 | 406 | 2195 |
| | | % | 68 | 75 | 82 | 71 | 73 | 54 | 72 | 94 | 74 |
| | Rural | Count | 285 | 141 | 136 | 178 | 323 | 245 | 221 | 170 | 1699 |
| | | % | 68 | 75 | 72 | 72 | 79 | 74 | 75 | 92 | 75 |
| | Overall | Count | 595 | 451 | 473 | 437 | 491 | 427 | 444 | 576 | 3894 |
| | | % | 68 | 75 | 79 | 71 | 77 | 64 | 73 | 93 | 75 |
| Very Satisfied | Urban | Count | 101 | 54 | 36 | 59 | 33 | 135 | 60 | 1 | 479 |
| | | % | 22 | 13 | 9 | 16 | 14 | 40 | 19 | 0 | 16 |
| | Rural | Count | 73 | 35 | 27 | 34 | 39 | 57 | 42 | 2 | 309 |
| | | % | 17 | 19 | 14 | 14 | 10 | 17 | 14 | 1 | 14 |
| | Overall | Count | 174 | 89 | 63 | 93 | 72 | 192 | 102 | 3 | 788 |
| | | % | 20 | 15 | 11 | 15 | 11 | 29 | 17 | 1 | 15 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q 30 What kind of other services are you also taking from this service provider?

| | Type | | % Customers | | | | | | | | |
|------------------|----------------|--------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Broadband | Urban | Count | 6 | 52 | 34 | 3 | 12 | 6 | 7 | 15 | 135 |
| | | % | 1 | 13 | 8 | 1 | 5 | 2 | 2 | 4 | 5 |
| | Rural | Count | 0 | 1 | 4 | 1 | 6 | 3 | 0 | 8 | 23 |
| | | % | 0 | 1 | 2 | 0 | 2 | 1 | 0 | 4 | 1 |
| | Overall | Count | 6 | 53 | 38 | 4 | 18 | 9 | 7 | 23 | 158 |
| | | % | 1 | 9 | 6 | 1 | 3 | 1 | 1 | 4 | 3 |
| Wireline | Urban | Count | 10 | 54 | 2 | 7 | 1 | 8 | 3 | 4 | 89 |
| | | % | 2 | 13 | 1 | 2 | 0 | 2 | 1 | 1 | 3 |
| | Rural | Count | 4 | 7 | 2 | 1 | 1 | 2 | 1 | 2 | 20 |
| | | % | 1 | 4 | 1 | 0 | 0 | 1 | 0 | 1 | 1 |
| | Overall | Count | 14 | 61 | 4 | 8 | 2 | 10 | 4 | 6 | 109 |
| | | % | 2 | 10 | 1 | 1 | 0 | 2 | 1 | 1 | 2 |
| Others | Urban | Count | 38 | 65 | 20 | 16 | 1 | 39 | 25 | 4 | 208 |
| | | % | 8 | 16 | 5 | 4 | 0 | 12 | 8 | 1 | 7 |
| | Rural | Count | 11 | 8 | 12 | 6 | 34 | 13 | 15 | 7 | 106 |
| | | % | 3 | 4 | 6 | 2 | 8 | 4 | 5 | 4 | 5 |
| | Overall | Count | 49 | 73 | 32 | 22 | 35 | 52 | 40 | 11 | 314 |
| | | % | 6 | 12 | 5 | 4 | 6 | 8 | 7 | 2 | 6 |
| None | Urban | Count | 406 | 257 | 356 | 341 | 216 | 287 | 275 | 409 | 2547 |
| | | % | 89 | 62 | 86 | 93 | 94 | 84 | 89 | 95 | 86 |
| | Rural | Count | 404 | 173 | 170 | 240 | 366 | 313 | 279 | 169 | 2114 |
| | | % | 96 | 92 | 90 | 97 | 90 | 95 | 95 | 91 | 94 |
| | Overall | Count | 810 | 430 | 526 | 581 | 582 | 600 | 554 | 578 | 4661 |
| | | % | 92 | 72 | 88 | 95 | 92 | 89 | 92 | 94 | 89 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |

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

| | Type | | % Customers | | | | | | | | |
|--------------|----------------|--------------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 109 | 84 | 162 | 91 | 47 | 90 | 100 | 175 | 858 |
| | | % | 24 | 20 | 39 | 25 | 21 | 27 | 32 | 41 | 29 |
| | Rural | Count | 94 | 37 | 73 | 67 | 60 | 102 | 84 | 74 | 591 |
| | | % | 22 | 20 | 39 | 27 | 15 | 31 | 29 | 40 | 26 |
| | Overall | Count | 203 | 121 | 235 | 158 | 107 | 192 | 184 | 249 | 1449 |
| | | % | 23 | 20 | 39 | 26 | 17 | 29 | 30 | 40 | 28 |
| No | Urban | Count | 349 | 328 | 250 | 275 | 182 | 250 | 210 | 257 | 2101 |
| | | % | 76 | 80 | 61 | 75 | 80 | 74 | 68 | 60 | 71 |
| | Rural | Count | 325 | 152 | 115 | 181 | 347 | 229 | 211 | 111 | 1671 |
| | | % | 78 | 80 | 61 | 73 | 85 | 69 | 72 | 60 | 74 |
| | Overall | Count | 674 | 480 | 365 | 456 | 529 | 479 | 421 | 368 | 3772 |
| | | % | 77 | 80 | 61 | 74 | 83 | 71 | 70 | 60 | 72 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | % Customers | | | | | | | | |
|--------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 42 | 28 | 81 | 38 | 13 | 29 | 32 | 63 | 326 |
| | | % | 39 | 33 | 50 | 42 | 28 | 32 | 32 | 36 | 38 |
| | Rural | Count | 27 | 14 | 40 | 15 | 20 | 17 | 22 | 21 | 176 |
| | | % | 29 | 38 | 55 | 22 | 33 | 17 | 26 | 28 | 30 |
| | Overall | Count | 69 | 42 | 121 | 53 | 33 | 46 | 54 | 84 | 502 |
| | | % | 34 | 35 | 52 | 34 | 31 | 24 | 29 | 34 | 35 |
| No | Urban | Count | 67 | 56 | 81 | 53 | 34 | 61 | 68 | 112 | 532 |
| | | % | 62 | 67 | 50 | 58 | 72 | 68 | 68 | 64 | 62 |
| | Rural | Count | 67 | 23 | 33 | 52 | 40 | 85 | 62 | 53 | 415 |
| | | % | 71 | 62 | 45 | 78 | 67 | 83 | 74 | 72 | 70 |
| | Overall | Count | 134 | 79 | 114 | 105 | 74 | 146 | 130 | 165 | 947 |
| | | % | 66 | 65 | 49 | 67 | 69 | 76 | 71 | 66 | 65 |
| Total | Urban | Count | 109 | 84 | 162 | 91 | 47 | 90 | 100 | 175 | 858 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 94 | 37 | 73 | 67 | 60 | 102 | 84 | 74 | 591 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 203 | 121 | 235 | 158 | 107 | 192 | 184 | 249 | 1449 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | % Customers | | | | | | | | |
|------------------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| No change | Urban | Count | 7 | 24 | 2 | 5 | 1 | 19 | 6 | 4 | 68 |
| | | % | 17 | 86 | 3 | 13 | 8 | 66 | 19 | 6 | 21 |
| | Rural | Count | 8 | 5 | 2 | 1 | 0 | 4 | 8 | 1 | 29 |
| | | % | 30 | 36 | 5 | 7 | 0 | 24 | 36 | 5 | 17 |
| | Overall | Count | 15 | 29 | 4 | 6 | 1 | 23 | 14 | 5 | 97 |
| % | 22 | 69 | 3 | 11 | 3 | 50 | 26 | 6 | 19 | | |
| Slight decrease | Urban | Count | 2 | 1 | 4 | 1 | 0 | 3 | 1 | 3 | 15 |
| | | % | 5 | 4 | 5 | 3 | 0 | 10 | 3 | 5 | 5 |
| | Rural | Count | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 2 | 5 |
| | | % | 0 | 7 | 5 | 0 | 0 | 0 | 0 | 10 | 3 |
| | Overall | Count | 2 | 2 | 6 | 1 | 0 | 3 | 1 | 5 | 20 |
| % | | 3 | 5 | 5 | 2 | 0 | 7 | 2 | 6 | 4 | |
| Considerable decrease | Urban | Count | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 2 | 5 |
| | | % | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 3 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 1 |
| | Overall | Count | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 2 | 6 |
| % | | 0 | 0 | 0 | 6 | 0 | 2 | 0 | 2 | 1 | |
| Stopped receiving | Urban | Count | 33 | 3 | 75 | 29 | 12 | 7 | 25 | 54 | 238 |
| | | % | 79 | 11 | 93 | 76 | 92 | 24 | 78 | 86 | 73 |
| | Rural | Count | 19 | 8 | 36 | 14 | 20 | 12 | 14 | 18 | 141 |
| | | % | 70 | 57 | 90 | 93 | 100 | 71 | 64 | 86 | 80 |
| | Overall | Count | 52 | 11 | 111 | 43 | 32 | 19 | 39 | 72 | 379 |
| % | | 75 | 26 | 92 | 81 | 97 | 41 | 72 | 86 | 76 | |
| Total | Urban | Count | 42 | 28 | 81 | 38 | 13 | 29 | 32 | 63 | 326 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 27 | 14 | 40 | 15 | 20 | 17 | 22 | 21 | 176 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 69 | 42 | 121 | 53 | 33 | 46 | 54 | 84 | 502 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

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

| | Type | % Customers | | | | | | | | | |
|--------------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 3 |
| | | % | 0 | 0 | 17 | 0 | 0 | 5 | 14 | 0 | 3 |
| | Rural | Count | 2 | 0 | 2 | 0 | | 0 | 0 | 0 | 4 |
| | | % | 25 | 0 | 50 | 0 | 0 | 0 | 0 | 0 | 11 |
| | Overall | Count | 2 | 0 | 3 | 0 | 0 | 1 | 1 | 0 | 7 |
| % | | 12 | 0 | 30 | 0 | 0 | 4 | 7 | 0 | 6 | |
| No | Urban | Count | 9 | 25 | 5 | 9 | 1 | 21 | 6 | 9 | 85 |
| | | % | 100 | 100 | 83 | 100 | 100 | 96 | 86 | 100 | 97 |
| | Rural | Count | 6 | 6 | 2 | 1 | | 5 | 8 | 3 | 31 |
| | | % | 75 | 100 | 50 | 100 | 0 | 100 | 100 | 100 | 89 |
| | Overall | Count | 15 | 31 | 7 | 10 | 1 | 26 | 14 | 12 | 116 |
| % | | 88 | 100 | 70 | 100 | 100 | 96 | 93 | 100 | 94 | |
| Total | Urban | Count | 9 | 25 | 6 | 9 | 1 | 22 | 7 | 9 | 88 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 8 | 6 | 4 | 1 | 0 | 5 | 8 | 3 | 35 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 100 |
| | Overall | Count | 17 | 31 | 10 | 10 | 1 | 27 | 15 | 12 | 123 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

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

| | Type | % Customers | | | | | | | | | |
|---------------------------------------------------------------------------------------------------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Complaint was registered by the service provider and informed about the action taken | Urban | Count | -- | -- | -- | -- | -- | -- | 1 | -- | 1 |
| | | % | -- | -- | -- | -- | -- | -- | 100 | -- | 100 |
| | Rural | Count | 1 | -- | -- | -- | -- | -- | -- | -- | 1 |
| | | % | 100 | -- | -- | -- | -- | -- | -- | -- | 13 |
| | Overall | Count | 1 | -- | -- | -- | -- | -- | -- | -- | 1 |
| | | % | 100 | -- | -- | -- | -- | -- | -- | -- | 11 |
| Complaint was registered by the service provider and did not inform about the action taken | Urban | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Service Provider refused to register the complaint | Urban | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Difficult to lodge the complaint | Urban | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | Count | -- | -- | 1 | -- | -- | -- | -- | -- | 1 |
| | | % | -- | -- | 100 | -- | -- | -- | -- | -- | 13 |
| | Overall | Count | -- | -- | 1 | -- | -- | -- | -- | -- | 1 |
| | | % | -- | -- | 100 | -- | -- | -- | -- | -- | 11 |
| Total | Urban | Count | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 | 100 |
| | Rural | Count | 1 | 0 | 1 | 4 | 0 | 0 | 1 | 1 | 8 |
| | | % | 13 | 0 | 13 | 50 | 0 | 0 | 13 | 13 | 100 |
| | Overall | Count | 1 | | 1 | 4 | | | 2 | 1 | 9 |
| | | % | 11 | | 11 | 44 | | | 22 | 11 | 100 |

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

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 178 | 179 | 178 | 105 | 67 | 139 | 156 | 131 | 1133 |
| | | % | 39 | 43 | 43 | 29 | 29 | 41 | 50 | 30 | 38 |
| | Rural | Count | 169 | 91 | 91 | 81 | 104 | 127 | 132 | 45 | 840 |
| | | % | 40 | 48 | 48 | 33 | 26 | 38 | 45 | 24 | 37 |
| | Overall | Count | 347 | 270 | 269 | 186 | 171 | 266 | 288 | 176 | 1973 |
| | | % | 40 | 45 | 45 | 30 | 27 | 40 | 48 | 29 | 38 |
| No | Urban | Count | 280 | 233 | 234 | 261 | 162 | 201 | 154 | 301 | 1826 |
| | | % | 61 | 57 | 57 | 71 | 71 | 59 | 50 | 70 | 62 |
| | Rural | Count | 250 | 98 | 97 | 167 | 303 | 204 | 163 | 140 | 1422 |
| | | % | 60 | 52 | 52 | 67 | 74 | 62 | 55 | 76 | 63 |
| | Overall | Count | 530 | 331 | 331 | 428 | 465 | 405 | 317 | 441 | 3248 |
| | | % | 60 | 55 | 55 | 70 | 73 | 60 | 52 | 72 | 62 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | % Customers | | | | | | | | | |
|--------------|---------|--------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 22 | 7 | 20 | 7 | 6 | 20 | 83 | 13 | 178 |
| | | % | 12 | 4 | 11 | 7 | 9 | 14 | 53 | 10 | 16 |
| | Rural | Count | 9 | 5 | 11 | 9 | 8 | 4 | 53 | 10 | 109 |
| | | % | 5 | 6 | 12 | 11 | 8 | 3 | 40 | 22 | 13 |
| | Overall | Count | 31 | 12 | 31 | 16 | 14 | 24 | 136 | 23 | 287 |
| | | % | 9 | 4 | 12 | 9 | 8 | 9 | 47 | 13 | 15 |
| No | Urban | Count | 156 | 172 | 158 | 98 | 61 | 119 | 73 | 118 | 955 |
| | | % | 88 | 96 | 89 | 93 | 91 | 86 | 47 | 90 | 84 |
| | Rural | Count | 160 | 86 | 80 | 72 | 96 | 123 | 79 | 35 | 731 |
| | | % | 95 | 95 | 88 | 89 | 92 | 97 | 60 | 78 | 87 |
| | Overall | Count | 316 | 258 | 238 | 170 | 157 | 242 | 152 | 153 | 1686 |
| | | % | 91 | 96 | 89 | 91 | 92 | 91 | 53 | 87 | 86 |
| Total | Urban | Count | 178 | 179 | 178 | 105 | 67 | 139 | 156 | 131 | 1133 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 169 | 91 | 91 | 81 | 104 | 127 | 132 | 45 | 840 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 347 | 270 | 269 | 186 | 171 | 266 | 288 | 176 | 1973 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q34 (C) When did you get 'Unique Porting Code' from your existing service provider

| | Type | | % Customers | | | | | | | | |
|------------------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Within 5 minutes | Urban | Count | 16 | 7 | 12 | 3 | 1 | 13 | 50 | 8 | 110 |
| | | % | 73 | 100 | 60 | 43 | 17 | 65 | 60 | 62 | 62 |
| | Rural | Count | 2 | 3 | 10 | 7 | 3 | 2 | 41 | 6 | 74 |
| | | % | 22 | 60 | 91 | 78 | 38 | 50 | 77 | 60 | 68 |
| | Overall | Count | 18 | 10 | 22 | 10 | 4 | 15 | 91 | 14 | 184 |
| | | % | 58 | 83 | 71 | 63 | 29 | 63 | 67 | 61 | 64 |
| After 5 to 10 minutes | Urban | Count | 4 | 0 | 4 | 2 | 1 | 2 | 4 | 1 | 18 |
| | | % | 18 | 0 | 20 | 29 | 17 | 10 | 5 | 8 | 10 |
| | Rural | Count | 4 | 0 | 0 | 0 | 1 | 0 | 6 | 0 | 11 |
| | | % | 44 | 0 | 0 | 0 | 13 | 0 | 11 | 0 | 10 |
| | Overall | Count | 8 | 0 | 4 | 2 | 2 | 2 | 10 | 1 | 29 |
| | | % | 26 | 0 | 13 | 13 | 14 | 8 | 7 | 4 | 10 |
| After 10 minutes | Urban | Count | 2 | 0 | 3 | 1 | 4 | 5 | 29 | 3 | 47 |
| | | % | 9 | 0 | 15 | 14 | 67 | 25 | 35 | 23 | 26 |
| | Rural | Count | 3 | 2 | 1 | 1 | 4 | 2 | 5 | 3 | 21 |
| | | % | 33 | 40 | 9 | 11 | 50 | 50 | 9 | 30 | 19 |
| | Overall | Count | 5 | 2 | 4 | 2 | 8 | 7 | 34 | 6 | 68 |
| | | % | 16 | 17 | 13 | 13 | 57 | 29 | 25 | 26 | 24 |
| Never | Urban | Count | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 3 |
| | | % | 0 | 0 | 5 | 14 | 0 | 0 | 0 | 8 | 2 |
| | Rural | Count | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 3 |
| | | % | 0 | 0 | 0 | 11 | 0 | 0 | 2 | 10 | 3 |
| | Overall | Count | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 2 | 6 |
| | | % | 0 | 0 | 3 | 13 | 0 | 0 | 1 | 9 | 2 |
| Total | Urban | Count | 22 | 7 | 20 | 7 | 6 | 20 | 83 | 13 | 178 |
| | | % | 12 | 4 | 11 | 4 | 3 | 11 | 47 | 7 | 100 |
| | Rural | Count | 9 | 5 | 11 | 9 | 8 | 4 | 53 | 10 | 109 |
| | | % | 8 | 5 | 10 | 8 | 7 | 4 | 49 | 9 | 100 |
| | Overall | Count | 31 | 12 | 31 | 16 | 14 | 24 | 136 | 23 | 287 |
| | | % | 11 | 4 | 11 | 6 | 5 | 8 | 47 | 8 | 100 |

Q34d The following table shows the percentage of customers If they have utilized the service of MNP, you satisfied with its entire process

| | Type | | % Customers | | | | | | | | |
|--------------------------|----------------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Very dissatisfied | Urban | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| Dissatisfied | Urban | Count | 3 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 5 |
| | | % | 14 | 0 | 0 | 14 | 0 | 0 | 1 | 0 | 3 |
| | Rural | Count | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 4 |
| | | % | 0 | 0 | 0 | 11 | 13 | 0 | 2 | 10 | 4 |
| | Overall | Count | 3 | 0 | 0 | 2 | 1 | 0 | 2 | 1 | 9 |
| | | % | 10 | 0 | 0 | 13 | 7 | 0 | 2 | 4 | 3 |
| Satisfied | Urban | Count | 8 | 7 | 14 | 6 | 6 | 19 | 61 | 13 | 134 |
| | | % | 36 | 100 | 70 | 86 | 100 | 95 | 74 | 100 | 75 |
| | Rural | Count | 8 | 5 | 6 | 8 | 7 | 4 | 27 | 9 | 74 |
| | | % | 89 | 100 | 55 | 89 | 88 | 100 | 51 | 90 | 68 |
| | Overall | Count | 16 | 12 | 20 | 14 | 13 | 23 | 88 | 22 | 208 |
| | | % | 52 | 100 | 65 | 88 | 93 | 96 | 65 | 96 | 73 |
| Very satisfied | Urban | Count | 11 | 0 | 6 | 0 | 0 | 1 | 21 | 0 | 39 |
| | | % | 50 | 0 | 30 | 0 | 0 | 5 | 25 | 0 | 22 |
| | Rural | Count | 1 | 0 | 5 | 0 | 0 | 0 | 25 | 0 | 31 |
| | | % | 11 | 0 | 46 | 0 | 0 | 0 | 47 | 0 | 28 |
| | Overall | Count | 12 | 0 | 11 | 0 | 0 | 1 | 46 | 0 | 70 |
| | | % | 39 | 0 | 36 | 0 | 0 | 4 | 34 | 0 | 24 |
| Total | Urban | Count | 22 | 7 | 20 | 7 | 6 | 20 | 83 | 13 | 178 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 9 | 5 | 11 | 9 | 8 | 4 | 53 | 10 | 109 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 31 | 12 | 31 | 16 | 14 | 24 | 136 | 23 | 287 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

| | Type | | Customer Ranking | | | | | | | | |
|----------------------|---------|-------|------------------|------|----------|------|------|----------|--------|------|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Average score | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | Mean | 7.97 | 8.06 | 7.68 | 7.71 | 7.67 | 8.14 | 7.92 | 8.2 | 7.93 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | Mean | 7.27 | 8.08 | 7.29 | 7.68 | 7.78 | 7.96 | 7.57 | 8.37 | 7.71 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | Mean | 7.64 | 8.07 | 7.56 | 7.7 | 7.74 | 8.05 | 7.75 | 8.25 | 7.84 |

Q36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 252 | 99 | 242 | 190 | 183 | 187 | 150 | 159 | 1462 |
| | | % | 55 | 24 | 59 | 52 | 80 | 55 | 48 | 37 | 49 |
| | Rural | Count | 373 | 146 | 109 | 140 | 248 | 237 | 219 | 76 | 1548 |
| | | % | 89 | 77 | 58 | 57 | 61 | 72 | 74 | 41 | 68 |
| | Overall | Count | 625 | 245 | 351 | 330 | 431 | 424 | 369 | 235 | 3010 |
| % | | 71 | 41 | 59 | 54 | 68 | 63 | 61 | 38 | 58 | |
| No | Urban | Count | 206 | 313 | 170 | 176 | 46 | 153 | 160 | 273 | 1497 |
| | | % | 45 | 76 | 41 | 48 | 20 | 45 | 52 | 63 | 51 |
| | Rural | Count | 46 | 43 | 79 | 108 | 159 | 94 | 76 | 109 | 714 |
| | | % | 11 | 23 | 42 | 44 | 39 | 28 | 26 | 59 | 32 |
| | Overall | Count | 252 | 356 | 249 | 284 | 205 | 247 | 236 | 382 | 2211 |
| % | | 29 | 59 | 42 | 46 | 32 | 37 | 39 | 62 | 42 | |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q37. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
|---------------------------------------------|---------|-------|--------|------|----------|------|------|----------|--------|-----|---------|
| Newspaper | Urban | Count | 41 | 2 | 10 | 1 | 7 | 13 | 5 | 2 | 81 |
| | | % | 16 | 2 | 4 | 1 | 4 | 7 | 3 | 1 | 6 |
| | Rural | Count | 2 | 5 | 2 | 3 | 0 | 4 | 3 | 0 | 19 |
| | | % | 1 | 3 | 2 | 2 | 0 | 2 | 1 | 0 | 1 |
| | Overall | Count | 43 | 7 | 12 | 4 | 7 | 17 | 8 | 2 | 100 |
| | | % | 7 | 3 | 3 | 1 | 2 | 4 | 2 | 1 | 3 |
| Website of the service provider | Urban | Count | 8 | 3 | 6 | 2 | 2 | 6 | 3 | 3 | 33 |
| | | % | 3 | 3 | 3 | 1 | 1 | 3 | 2 | 2 | 2 |
| | Rural | Count | 1 | 3 | 0 | 0 | 2 | 2 | 1 | 1 | 10 |
| | | % | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 1 | 1 |
| | Overall | Count | 9 | 6 | 6 | 2 | 4 | 8 | 4 | 4 | 43 |
| | | % | 1 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 1 |
| SMS from service provider | Urban | Count | 47 | 30 | 28 | 21 | 32 | 35 | 11 | 6 | 210 |
| | | % | 19 | 30 | 12 | 11 | 18 | 19 | 7 | 4 | 14 |
| | Rural | Count | 67 | 29 | 15 | 10 | 32 | 28 | 22 | 2 | 205 |
| | | % | 18 | 20 | 14 | 7 | 13 | 12 | 10 | 3 | 13 |
| | Overall | Count | 114 | 59 | 43 | 31 | 64 | 63 | 33 | 8 | 415 |
| | | % | 18 | 24 | 12 | 9 | 15 | 15 | 9 | 3 | 14 |
| Display at complaint centres/ sales outlets | Urban | Count | 39 | 42 | 96 | 21 | 96 | 39 | 53 | 12 | 398 |
| | | % | 16 | 42 | 40 | 11 | 53 | 21 | 35 | 8 | 27 |
| | Rural | Count | 49 | 53 | 41 | 18 | 124 | 49 | 24 | 18 | 376 |
| | | % | 13 | 36 | 38 | 13 | 50 | 21 | 11 | 24 | 24 |
| | Overall | Count | 88 | 95 | 137 | 39 | 220 | 88 | 77 | 30 | 774 |
| | | % | 14 | 39 | 39 | 12 | 51 | 21 | 21 | 13 | 26 |
| Telephone bills | Urban | Count | 9 | 10 | 11 | 0 | 7 | 5 | 3 | 3 | 48 |
| | | % | 4 | 10 | 5 | 0 | 4 | 3 | 2 | 2 | 3 |
| | Rural | Count | 4 | 2 | 4 | 0 | 10 | 12 | 2 | 2 | 36 |
| | | % | 1 | 1 | 4 | 0 | 4 | 5 | 1 | 3 | 2 |
| | Overall | Count | 13 | 12 | 15 | 0 | 17 | 17 | 5 | 5 | 84 |
| | | % | 2 | 5 | 4 | 0 | 4 | 4 | 1 | 2 | 3 |
| Others | Urban | Count | 120 | 26 | 103 | 147 | 55 | 97 | 79 | 135 | 762 |
| | | % | 48 | 26 | 43 | 77 | 30 | 52 | 53 | 85 | 52 |
| | Rural | Count | 255 | 78 | 51 | 109 | 122 | 144 | 176 | 55 | 990 |
| | | % | 68 | 53 | 47 | 78 | 49 | 61 | 80 | 72 | 64 |
| | Overall | Count | 375 | 104 | 154 | 256 | 177 | 241 | 255 | 190 | 1752 |
| | | % | 60 | 42 | 44 | 78 | 41 | 57 | 69 | 81 | 58 |
| Total | Urban | Count | 252 | 99 | 242 | 190 | 183 | 187 | 150 | 159 | 1462 |
| | Rural | Count | 373 | 146 | 109 | 140 | 248 | 237 | 219 | 76 | 1548 |

| | | | | | | | | | | | |
|--|----------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|------|
| | Overall | Count | 625 | 245 | 351 | 330 | 431 | 424 | 369 | 235 | 3010 |
|--|----------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|------|

Q38 Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 55 | 42 | 104 | 20 | 56 | 40 | 68 | 61 | 446 |
| | | % | 12 | 10 | 25 | 6 | 25 | 12 | 22 | 14 | 15 |
| | Rural | Count | 52 | 26 | 52 | 8 | 55 | 33 | 28 | 29 | 283 |
| | | % | 12 | 14 | 28 | 3 | 14 | 10 | 10 | 16 | 13 |
| | Overall | Count | 107 | 68 | 156 | 28 | 111 | 73 | 96 | 90 | 729 |
| % | | 12 | 11 | 26 | 5 | 18 | 11 | 16 | 15 | 14 | |
| No | Urban | Count | 403 | 370 | 308 | 346 | 173 | 300 | 242 | 371 | 2513 |
| | | % | 88 | 90 | 75 | 95 | 76 | 88 | 78 | 86 | 85 |
| | Rural | Count | 367 | 163 | 136 | 240 | 352 | 298 | 267 | 156 | 1979 |
| | | % | 88 | 86 | 72 | 97 | 87 | 90 | 91 | 84 | 88 |
| | Overall | Count | 770 | 533 | 444 | 586 | 525 | 598 | 509 | 527 | 4492 |
| % | | 88 | 89 | 74 | 95 | 83 | 89 | 84 | 85 | 86 | |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?

| | Type | | % Customers | | | | | | | | |
|--------------------------------------------------------------------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Complaint was registered and Docket number received | Urban | Count | 38 | 39 | 72 | 14 | 46 | 25 | 46 | 48 | 328 |
| | | % | 69 | 93 | 69 | 70 | 82 | 63 | 68 | 79 | 74 |
| | Rural | Count | 42 | 25 | 44 | 6 | 42 | 15 | 18 | 21 | 213 |
| | | % | 81 | 96 | 85 | 75 | 76 | 46 | 64 | 72 | 75 |
| | Overall | Count | 80 | 64 | 116 | 20 | 88 | 40 | 64 | 69 | 541 |
| % | | 75 | 94 | 74 | 71 | 79 | 55 | 67 | 77 | 74 | |
| Complaint was registered and Docket number not received | Urban | Count | 12 | 3 | 22 | 5 | 9 | 12 | 12 | 11 | 86 |
| | | % | 22 | 7 | 21 | 25 | 16 | 30 | 18 | 18 | 19 |
| | Rural | Count | 8 | 1 | 6 | 2 | 11 | 14 | 9 | 7 | 58 |
| | | % | 15 | 4 | 12 | 25 | 20 | 42 | 32 | 24 | 21 |
| | Overall | Count | 20 | 4 | 28 | 7 | 20 | 26 | 21 | 18 | 144 |
| % | | 19 | 6 | 18 | 25 | 18 | 36 | 22 | 20 | 20 | |
| Complaint was registered and docket number provided on request | Urban | Count | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 1 | 6 |
| | | % | 0 | 0 | 1 | 5 | 0 | 0 | 4 | 2 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 1 | 6 |
| % | | 0 | 0 | 1 | 4 | 0 | 0 | 3 | 1 | 1 | |
| Complaint was registered and docket number not provided even on request | Urban | Count | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| | | % | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| | Overall | Count | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 3 |
| % | | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | |
| Refused to register the complaint | Urban | Count | 4 | 0 | 9 | 0 | 1 | 1 | 6 | 1 | 22 |
| | | % | 7 | 0 | 9 | 0 | 2 | 3 | 9 | 2 | 5 |
| | Rural | Count | 2 | 0 | 2 | 0 | 2 | 4 | 1 | 0 | 11 |
| | | % | 4 | 0 | 4 | 0 | 4 | 12 | 4 | 0 | 4 |
| | Overall | Count | 6 | 0 | 11 | 0 | 3 | 5 | 7 | 1 | 33 |
| % | | 6 | 0 | 7 | 0 | 3 | 7 | 7 | 1 | 5 | |
| Total | Urban | Count | 55 | 42 | 104 | 20 | 56 | 40 | 68 | 61 | 446 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 52 | 26 | 52 | 8 | 55 | 33 | 28 | 29 | 283 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 107 | 68 | 156 | 28 | 111 | 73 | 96 | 90 | 729 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 40 | 37 | 83 | 10 | 45 | 27 | 56 | 42 | 340 |
| | | % | 78 | 88 | 87 | 50 | 82 | 69 | 90 | 70 | 80 |
| | Rural | Count | 31 | 19 | 41 | 6 | 45 | 14 | 15 | 17 | 188 |
| | | % | 62 | 73 | 82 | 75 | 85 | 48 | 56 | 59 | 69 |
| | Overall | Count | 71 | 56 | 124 | 16 | 90 | 41 | 71 | 59 | 528 |
| % | | 70 | 82 | 86 | 57 | 83 | 60 | 80 | 66 | 76 | |
| No | Urban | Count | 11 | 5 | 12 | 10 | 10 | 12 | 6 | 18 | 84 |
| | | % | 22 | 12 | 13 | 50 | 18 | 31 | 10 | 30 | 20 |
| | Rural | Count | 19 | 7 | 9 | 2 | 8 | 15 | 12 | 12 | 84 |
| | | % | 38 | 27 | 18 | 25 | 15 | 52 | 44 | 41 | 31 |
| | Overall | Count | 30 | 12 | 21 | 12 | 18 | 27 | 18 | 30 | 168 |
| % | | 30 | 18 | 15 | 43 | 17 | 40 | 20 | 34 | 24 | |
| Total | Urban | Count | 51 | 42 | 95 | 20 | 55 | 39 | 62 | 60 | 424 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 50 | 26 | 50 | 8 | 53 | 29 | 27 | 29 | 272 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 42 | 37 | 83 | 11 | 43 | 25 | 51 | 37 | 329 |
| | | % | 82 | 88 | 87 | 55 | 78 | 64 | 82 | 62 | 78 |
| | Rural | Count | 33 | 20 | 39 | 5 | 47 | 14 | 14 | 13 | 185 |
| | | % | 66 | 77 | 78 | 63 | 89 | 48 | 52 | 45 | 68 |
| | Overall | Count | 75 | 57 | 122 | 16 | 90 | 39 | 65 | 50 | 514 |
| | | % | 74 | 84 | 84 | 57 | 83 | 57 | 73 | 56 | 74 |
| No | Urban | Count | 9 | 5 | 12 | 9 | 12 | 14 | 11 | 23 | 95 |
| | | % | 18 | 12 | 13 | 45 | 22 | 36 | 18 | 38 | 22 |
| | Rural | Count | 17 | 6 | 11 | 3 | 6 | 15 | 13 | 16 | 87 |
| | | % | 34 | 23 | 22 | 38 | 11 | 52 | 48 | 55 | 32 |
| | Overall | Count | 26 | 11 | 23 | 12 | 18 | 29 | 24 | 39 | 182 |
| | | % | 26 | 16 | 16 | 43 | 17 | 43 | 27 | 44 | 26 |
| Total | Urban | Count | 51 | 42 | 95 | 20 | 55 | 39 | 62 | 60 | 424 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 50 | 26 | 50 | 8 | 53 | 29 | 27 | 29 | 272 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q42. Was your complaint resolved by the complaint centre within three (3) days?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 40 | 37 | 77 | 14 | 44 | 26 | 52 | 44 | 334 |
| | | % | 78 | 88 | 81 | 70 | 80 | 67 | 84 | 73 | 79 |
| | Rural | Count | 36 | 20 | 37 | 5 | 45 | 19 | 21 | 21 | 204 |
| | | % | 72 | 77 | 74 | 63 | 85 | 66 | 78 | 72 | 75 |
| | Overall | Count | 76 | 57 | 114 | 19 | 89 | 45 | 73 | 65 | 538 |
| % | | 75 | 84 | 79 | 68 | 82 | 66 | 82 | 73 | 77 | |
| No | Urban | Count | 11 | 5 | 18 | 6 | 11 | 13 | 10 | 16 | 90 |
| | | % | 22 | 12 | 19 | 30 | 20 | 33 | 16 | 27 | 21 |
| | Rural | Count | 14 | 6 | 13 | 3 | 8 | 10 | 6 | 8 | 68 |
| | | % | 28 | 23 | 26 | 38 | 15 | 35 | 22 | 28 | 25 |
| | Overall | Count | 25 | 11 | 31 | 9 | 19 | 23 | 16 | 24 | 158 |
| % | | 25 | 16 | 21 | 32 | 18 | 34 | 18 | 27 | 23 | |
| Total | Urban | Count | 51 | 42 | 95 | 20 | 55 | 39 | 62 | 60 | 424 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 50 | 26 | 50 | 8 | 53 | 29 | 27 | 29 | 272 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint?

| | Type | % Customers | | | | | | | | | |
|----------------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 20 | 37 | 7 | 7 | 29 | 20 | 31 | 19 | 170 |
| | | % | 39 | 88 | 7 | 35 | 53 | 51 | 50 | 32 | 40 |
| | Rural | Count | 27 | 18 | 5 | 4 | 21 | 7 | 5 | 6 | 93 |
| | | % | 54 | 69 | 10 | 50 | 40 | 24 | 19 | 21 | 34 |
| | Overall | Count | 47 | 55 | 12 | 11 | 50 | 27 | 36 | 25 | 263 |
| | | % | 47 | 81 | 8 | 39 | 46 | 40 | 40 | 28 | 38 |
| No | Urban | Count | 27 | 5 | 69 | 12 | 26 | 19 | 24 | 33 | 215 |
| | | % | 53 | 12 | 73 | 60 | 47 | 49 | 39 | 55 | 51 |
| | Rural | Count | 19 | 6 | 45 | 3 | 27 | 16 | 7 | 16 | 139 |
| | | % | 38 | 23 | 90 | 38 | 51 | 55 | 26 | 55 | 51 |
| | Overall | Count | 46 | 11 | 114 | 15 | 53 | 35 | 31 | 49 | 354 |
| | | % | 46 | 16 | 79 | 54 | 49 | 52 | 35 | 55 | 51 |
| Not applicable | Urban | Count | 4 | 0 | 19 | 1 | 0 | 0 | 7 | 8 | 39 |
| | | % | 8 | 0 | 20 | 5 | 0 | 0 | 11 | 13 | 9 |
| | Rural | Count | 4 | 2 | 0 | 1 | 5 | 6 | 15 | 7 | 40 |
| | | % | 8 | 8 | 0 | 13 | 9 | 21 | 56 | 24 | 15 |
| | Overall | Count | 8 | 2 | 19 | 2 | 5 | 6 | 22 | 15 | 79 |
| | | % | 8 | 3 | 13 | 7 | 5 | 9 | 25 | 17 | 11 |
| Total | Urban | Count | 51 | 42 | 95 | 20 | 55 | 39 | 62 | 60 | 424 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 50 | 26 | 50 | 8 | 53 | 29 | 27 | 29 | 272 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 101 | 68 | 145 | 28 | 108 | 68 | 89 | 89 | 696 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the Complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 28 | 27 | 13 | 9 | 14 | 18 | 12 | 11 | 132 |
| | | % | 6 | 7 | 3 | 3 | 6 | 5 | 4 | 3 | 5 |
| | Rural | Count | 29 | 23 | 6 | 4 | 21 | 8 | 6 | 4 | 101 |
| | | % | 7 | 12 | 3 | 2 | 5 | 2 | 2 | 2 | 5 |
| | Overall | Count | 57 | 50 | 19 | 13 | 35 | 26 | 18 | 15 | 233 |
| | | % | 7 | 8 | 3 | 2 | 6 | 4 | 3 | 2 | 5 |
| No | Urban | Count | 430 | 385 | 399 | 357 | 215 | 322 | 298 | 421 | 2827 |
| | | % | 94 | 93 | 97 | 98 | 94 | 95 | 96 | 98 | 96 |
| | Rural | Count | 390 | 166 | 182 | 244 | 386 | 323 | 289 | 181 | 2161 |
| | | % | 93 | 88 | 97 | 98 | 95 | 98 | 98 | 98 | 96 |
| | Overall | Count | 820 | 551 | 581 | 601 | 601 | 645 | 587 | 602 | 4988 |
| | | % | 94 | 92 | 97 | 98 | 95 | 96 | 97 | 98 | 96 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Q45. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

| | Type | | % Customers | | | | | | | | |
|---------------------------------------------|---------|-------|-------------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Newspaper | Urban | Count | 8 | 0 | 1 | 3 | 0 | 3 | 3 | 0 | 18 |
| | | % | 36 | 0 | 9 | 43 | 0 | 20 | 33 | 0 | 17 |
| | Rural | Count | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | % | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | Overall | Count | 8 | 1 | 1 | 3 | 0 | 3 | 3 | 0 | 19 |
| % | | 18 | 2 | 7 | 30 | 0 | 13 | 21 | 0 | 10 | |
| Website of the service provider | Urban | Count | 7 | 13 | 3 | 4 | 2 | 1 | 1 | 1 | 32 |
| | | % | 32 | 50 | 27 | 57 | 18 | 7 | 11 | 13 | 29 |
| | Rural | Count | 1 | 7 | 0 | 0 | 2 | 0 | 0 | 0 | 10 |
| | | % | 4 | 30 | 0 | 0 | 10 | 0 | 0 | 0 | 11 |
| | Overall | Count | 8 | 20 | 3 | 4 | 4 | 1 | 1 | 1 | 42 |
| % | | 18 | 41 | 20 | 40 | 13 | 4 | 7 | 8 | 21 | |
| SMS from service provider | Urban | Count | 11 | 10 | 6 | 2 | 8 | 11 | 4 | 7 | 59 |
| | | % | 50 | 39 | 55 | 29 | 73 | 73 | 44 | 88 | 54 |
| | Rural | Count | 20 | 13 | 2 | 2 | 13 | 8 | 2 | 3 | 63 |
| | | % | 87 | 57 | 50 | 67 | 65 | 100 | 40 | 75 | 70 |
| | Overall | Count | 31 | 23 | 8 | 4 | 21 | 19 | 6 | 10 | 122 |
| % | | 69 | 47 | 53 | 40 | 68 | 83 | 43 | 83 | 61 | |
| Display at complaint centres/ sales outlets | Urban | Count | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 5 |
| | | % | 5 | 0 | 9 | 14 | 9 | 7 | 0 | 0 | 5 |
| | Rural | Count | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 3 |
| | | % | 4 | 0 | 0 | 0 | 5 | 0 | 0 | 25 | 3 |
| | Overall | Count | 2 | 0 | 1 | 1 | 2 | 1 | 0 | 1 | 8 |
| % | | 4 | 0 | 7 | 10 | 7 | 4 | 0 | 8 | 4 | |
| Telephone bills | Urban | Count | 0 | 17 | 1 | 0 | 0 | 2 | 2 | 3 | 25 |
| | | % | 0 | 65 | 9 | 0 | 0 | 13 | 22 | 38 | 23 |
| | Rural | Count | 1 | 16 | 2 | 1 | 11 | 0 | 3 | 2 | 36 |
| | | % | 4 | 70 | 50 | 33 | 55 | 0 | 60 | 50 | 40 |
| | Overall | Count | 1 | 33 | 3 | 1 | 11 | 2 | 5 | 5 | 61 |
| % | | 2 | 67 | 20 | 10 | 36 | 9 | 36 | 42 | 31 | |
| Total | Urban | Count | 22 | 26 | 11 | 7 | 11 | 15 | 9 | 8 | 109 |
| | Rural | Count | 23 | 23 | 4 | 3 | 20 | 8 | 5 | 4 | 90 |
| | Overall | Count | 45 | 49 | 15 | 10 | 31 | 23 | 14 | 12 | 199 |

Q46 Have you filed any appeal in last 6 months?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 2 | 1 | 2 | 2 | 0 | 1 | 2 | 0 | 10 |
| | | % | 7 | 4 | 15 | 22 | 0 | 6 | 17 | 0 | 8 |
| | Rural | Count | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | % | 0 | 4 | 17 | 0 | 0 | 0 | 0 | 0 | 2 |
| | Overall | Count | 2 | 2 | 3 | 2 | 0 | 1 | 2 | 0 | 12 |
| % | | 4 | 4 | 16 | 15 | 0 | 4 | 11 | 0 | 5 | |
| No | Urban | Count | 26 | 26 | 11 | 7 | 14 | 17 | 10 | 11 | 122 |
| | | % | 93 | 96 | 85 | 78 | 100 | 94 | 83 | 100 | 92 |
| | Rural | Count | 29 | 22 | 5 | 4 | 21 | 8 | 6 | 4 | 99 |
| | | % | 100 | 96 | 83 | 100 | 100 | 100 | 100 | 100 | 98 |
| | Overall | Count | 55 | 48 | 16 | 11 | 35 | 25 | 16 | 15 | 221 |
| % | | 97 | 96 | 84 | 85 | 100 | 96 | 89 | 100 | 95 | |
| Total | Urban | Count | 28 | 27 | 13 | 9 | 14 | 18 | 12 | 11 | 132 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 29 | 23 | 6 | 4 | 21 | 8 | 6 | 4 | 101 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 57 | 50 | 19 | 13 | 35 | 26 | 18 | 15 | 233 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q47. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall | |
|-----------------------|---------|-------|--------|------|----------|------|------|----------|--------|-----|---------|----|
| E-mail | Urban | Count | 1 | 0 | 0 | 2 | 0 | 0 | 1 | -- | 4 | |
| | | % | 50 | 0 | 0 | 100 | -- | 0 | 50 | -- | 40 | |
| | Rural | Count | 0 | 1 | 0 | 0 | -- | 0 | 0 | -- | 1 | |
| | | % | 0 | 100 | 0 | 0 | -- | 0 | 0 | -- | 50 | |
| | Overall | Count | 1 | 1 | 0 | 2 | -- | 0 | 1 | -- | 5 | |
| | | % | 50 | 50 | 0 | 100 | -- | 0 | 50 | -- | 42 | |
| Fax | Urban | Count | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | | % | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | Rural | Count | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | | % | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | Overall | Count | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | | % | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| Letter(post/ courier) | Urban | Count | 1 | 0 | 0 | 0 | -- | 0 | 0 | -- | 1 | |
| | | % | 50 | 0 | 0 | 0 | -- | 0 | 0 | -- | 10 | |
| | Rural | Count | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | | % | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | Overall | Count | 1 | 0 | 0 | 0 | -- | 0 | 0 | -- | 1 | |
| | | % | 50 | 0 | 0 | 0 | -- | 0 | 0 | -- | 8 | |
| In person(self) | Urban | Count | 0 | 0 | 1 | 0 | -- | 1 | 0 | -- | 2 | |
| | | % | 0 | 0 | 50 | 0 | -- | 100 | 0 | -- | 20 | |
| | Rural | Count | 0 | 0 | 1 | 0 | -- | 0 | 0 | -- | 1 | |
| | | % | 0 | 0 | 100 | 0 | -- | 0 | 0 | -- | 50 | |
| | Overall | Count | 0 | 0 | 2 | 0 | -- | 1 | 0 | -- | 3 | |
| | | % | 0 | 0 | 67 | 0 | -- | 100 | 0 | -- | 25 | |
| Telephone bills | Urban | Count | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | | % | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | Rural | Count | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | | % | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | Overall | Count | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| | | % | 0 | 0 | 0 | 0 | -- | 0 | 0 | -- | 0 | |
| Other | Urban | Count | 0 | 1 | 1 | 0 | -- | 0 | 1 | -- | 3 | |
| | | % | 0 | 100 | 50 | 0 | -- | 0 | 50 | -- | 30 | |
| | Rural | Count | -- | -- | -- | -- | -- | -- | -- | -- | -- | |
| | | % | -- | -- | -- | -- | -- | -- | -- | -- | -- | |
| | Overall | Count | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| | | % | 0 | 50 | 33 | 0 | 0 | 0 | 0 | 50 | 0 | 25 |
| Total | Urban | Count | 2 | 1 | 2 | 2 | 0 | 1 | 2 | 0 | 10 | |

| | | | | | | | | | | | |
|--|---------|-------|----|----|----|----|---|----|----|---|-----|
| | | % | 20 | 10 | 20 | 20 | 0 | 10 | 20 | 0 | 100 |
| | Rural | Count | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | % | 0 | 50 | 50 | 0 | 0 | 0 | 0 | 0 | 100 |
| | Overall | Count | 2 | 2 | 3 | 2 | 0 | 1 | 2 | 0 | 12 |
| | | % | 17 | 17 | 25 | 17 | 0 | 8 | 17 | 0 | 100 |

Q48. Did you receive any acknowledgement?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 2 | 1 | 2 | 2 | 0 | 1 | 1 | 0 | 9 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 50 | 0 | 90 |
| | Rural | Count | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | % | 0 | 100 | 100 | 0 | 0 | 0 | 0 | 0 | 100 |
| | Overall | Count | 2 | 2 | 3 | 2 | 0 | 1 | 1 | 0 | 11 |
| % | | 100 | 100 | 100 | 100 | 0 | 100 | 50 | 0 | 92 | |
| No | Urban | Count | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 50 | 0 | 10 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| % | | 0 | 0 | 0 | 0 | 0 | 0 | 50 | 0 | 8 | |
| Total | Urban | Count | 2 | 1 | 2 | 2 | 0 | 1 | 2 | 0 | 10 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 0 | 100 |
| | Rural | Count | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | % | 0 | 100 | 100 | 0 | 0 | 0 | 0 | 0 | 100 |
| | Overall | Count | 2 | 2 | 3 | 2 | 0 | 1 | 2 | 0 | 12 |
| % | | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 0 | 100 | |

Q49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

| | Type | % Customers | | | | | | | | | |
|----------------------------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 2 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 8 |
| | | % | 100 | 0 | 100 | 100 | 0 | 100 | 50 | 0 | 80 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 8 |
| % | | 100 | 0 | 67 | 100 | 0 | 100 | 50 | 0 | 67 | |
| No | Urban | Count | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| | | % | 0 | 100 | 0 | 0 | 0 | 0 | 50 | 0 | 20 |
| | Rural | Count | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | % | 0 | 100 | 100 | 0 | 0 | 0 | 0 | 0 | 100 |
| | Overall | Count | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 4 |
| % | | 0 | 100 | 33 | 0 | 0 | 0 | 50 | 0 | 33 | |
| Appeal filed only recently | Urban | Count | 2 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 8 |
| | | % | 100 | 0 | 100 | 100 | 0 | 100 | 50 | 0 | 80 |
| | Rural | Count | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 8 |
| % | | 100 | 0 | 67 | 100 | 0 | 100 | 50 | 0 | 67 | |
| Total | Urban | Count | 2 | 1 | 2 | 2 | 0 | 1 | 2 | 0 | 10 |
| | | % | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 0 | 100 |
| | Rural | Count | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | % | 0 | 100 | 100 | 0 | 0 | 0 | 0 | 0 | 100 |
| | Overall | Count | 2 | 2 | 3 | 2 | 0 | 1 | 2 | 0 | 12 |
| % | | 100 | 100 | 100 | 100 | 0 | 100 | 100 | 0 | 100 | |

(Q50 to Q52 are for prepaid customers only)

Q50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 117 | 75 | 60 | 45 | 106 | 95 | 62 | 25 | 585 |
| | | % | 34 | 61 | 15 | 13 | 57 | 35 | 23 | 8 | 26 |
| | Rural | Count | 102 | 75 | 33 | 34 | 105 | 79 | 51 | 14 | 493 |
| | | % | 25 | 48 | 20 | 14 | 26 | 26 | 18 | 10 | 23 |
| | Overall | Count | 219 | 150 | 93 | 79 | 211 | 174 | 113 | 39 | 1078 |
| % | | 29 | 53 | 17 | 14 | 36 | 30 | 20 | 8 | 25 | |
| No | Urban | Count | 226 | 49 | 333 | 293 | 81 | 177 | 207 | 304 | 1670 |
| | | % | 66 | 40 | 85 | 87 | 43 | 65 | 77 | 92 | 74 |
| | Rural | Count | 315 | 83 | 133 | 211 | 302 | 230 | 241 | 124 | 1639 |
| | | % | 76 | 53 | 80 | 86 | 74 | 74 | 83 | 90 | 77 |
| | Overall | Count | 541 | 132 | 466 | 504 | 383 | 407 | 448 | 428 | 3309 |
| % | | 71 | 47 | 83 | 86 | 65 | 70 | 80 | 92 | 75 | |
| Total | Urban | Count | 343 | 124 | 393 | 338 | 187 | 272 | 269 | 329 | 2255 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 417 | 158 | 166 | 245 | 407 | 309 | 292 | 138 | 2132 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 23 | 0 | 4 | 6 | 7 | 15 | 9 | 1 | 65 |
| | | % | 7 | 0 | 1 | 2 | 4 | 6 | 3 | 0 | 3 |
| | Rural | Count | 3 | 10 | 1 | 0 | 3 | 5 | 12 | 0 | 34 |
| | | % | 1 | 6 | 1 | 0 | 1 | 2 | 4 | 0 | 2 |
| | Overall | Count | 26 | 10 | 5 | 6 | 10 | 20 | 21 | 1 | 99 |
| % | | 3 | 4 | 1 | 1 | 2 | 3 | 4 | 0 | 2 | |
| No | Urban | Count | 320 | 124 | 389 | 332 | 180 | 257 | 260 | 328 | 2190 |
| | | % | 93 | 100 | 99 | 98 | 96 | 95 | 97 | 100 | 97 |
| | Rural | Count | 414 | 148 | 165 | 245 | 404 | 304 | 280 | 138 | 2098 |
| | | % | 99 | 94 | 99 | 100 | 99 | 98 | 96 | 100 | 98 |
| | Overall | Count | 734 | 272 | 554 | 577 | 584 | 561 | 540 | 466 | 4288 |
| % | | 97 | 97 | 99 | 99 | 98 | 97 | 96 | 100 | 98 | |
| Total | Urban | Count | 343 | 124 | 393 | 338 | 187 | 272 | 269 | 329 | 2255 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 417 | 158 | 166 | 245 | 407 | 309 | 292 | 138 | 2132 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 760 | 282 | 559 | 583 | 594 | 581 | 561 | 467 | 4387 |
| % | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

Q52. What were the reason(s) for denying your request??

| | Type | % Customers | | | | | | | | | |
|--------------------------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| No reason given | Urban | Count | 7 | 0 | 1 | 0 | 4 | 6 | 6 | 0 | 24 |
| | | % | 30 | 0 | 25 | 0 | 57 | 40 | 67 | 0 | 37 |
| | Rural | Count | 2 | 8 | 0 | 0 | 2 | 2 | 9 | 0 | 23 |
| | | % | 67 | 80 | 0 | 0 | 67 | 40 | 75 | 0 | 68 |
| | Overall | Count | 9 | 8 | 1 | 0 | 6 | 8 | 15 | 0 | 47 |
| | | % | 35 | 80 | 20 | 0 | 60 | 40 | 71 | 0 | 48 |
| Technical problem | Urban | Count | 16 | 0 | 3 | 6 | 3 | 9 | 3 | 1 | 41 |
| | | % | 70 | 0 | 75 | 100 | 43 | 60 | 33 | 100 | 63 |
| | Rural | Count | 1 | 2 | 1 | 0 | 1 | 3 | 3 | 0 | 11 |
| | | % | 33 | 20 | 100 | 0 | 33 | 60 | 25 | 0 | 32 |
| | Overall | Count | 17 | 2 | 4 | 6 | 4 | 12 | 6 | 1 | 52 |
| | | % | 65 | 20 | 80 | 100 | 40 | 60 | 29 | 100 | 53 |
| Total | Urban | Count | 23 | 0 | 4 | 6 | 7 | 15 | 9 | 1 | 65 |
| | | % | 100 | 0 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 3 | 10 | 1 | 0 | 3 | 5 | 12 | 0 | 34 |
| | | % | 100 | 100 | 100 | 0 | 100 | 100 | 100 | 0 | 100 |
| | Overall | Count | 26 | 10 | 5 | 6 | 10 | 20 | 21 | 1 | 99 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"

| | Type | % Customers | | | | | | | | | |
|-------|---------|-------------|--------|------|----------|------|------|----------|--------|-----|---------|
| | | | Airtel | BSNL | Reliance | Tata | Idea | Vodafone | Aircel | MTS | Overall |
| Yes | Urban | Count | 164 | 121 | 193 | 117 | 132 | 159 | 154 | 132 | 1172 |
| | | % | 36 | 29 | 47 | 32 | 58 | 47 | 50 | 31 | 40 |
| | Rural | Count | 139 | 93 | 80 | 61 | 184 | 131 | 112 | 61 | 861 |
| | | % | 33 | 49 | 43 | 25 | 45 | 40 | 38 | 33 | 38 |
| | Overall | Count | 303 | 214 | 273 | 178 | 316 | 290 | 266 | 193 | 2033 |
| | | % | 35 | 36 | 46 | 29 | 50 | 43 | 44 | 31 | 39 |
| No | Urban | Count | 294 | 291 | 219 | 249 | 97 | 181 | 156 | 300 | 1787 |
| | | % | 64 | 71 | 53 | 68 | 42 | 53 | 50 | 69 | 60 |
| | Rural | Count | 280 | 96 | 108 | 187 | 223 | 200 | 183 | 124 | 1401 |
| | | % | 67 | 51 | 57 | 75 | 55 | 60 | 62 | 67 | 62 |
| | Overall | Count | 574 | 387 | 327 | 436 | 320 | 381 | 339 | 424 | 3188 |
| | | % | 66 | 64 | 55 | 71 | 50 | 57 | 56 | 69 | 61 |
| Total | Urban | Count | 458 | 412 | 412 | 366 | 229 | 340 | 310 | 432 | 2959 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Rural | Count | 419 | 189 | 188 | 248 | 407 | 331 | 295 | 185 | 2262 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | Overall | Count | 877 | 601 | 600 | 614 | 636 | 671 | 605 | 617 | 5221 |
| | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Annexure 3: Detailed Tables (Broadband Customers Survey)

Q 1a When did you last apply for a broadband connection?

| | Type | | Airtel | BSNL | Reliance | Overall |
|---------------------------------|---------|-------|--------|------|----------|---------|
| More than 7 to 15 days ago | Urban | Count | 14 | 26 | 2 | 42 |
| | | % | 2 | 6 | 0 | 3 |
| | Rural | Count | -- | 19 | -- | 19 |
| | | % | 0 | 10 | 0 | 10 |
| | Overall | Count | 14 | 45 | 2 | 61 |
| | | % | 2 | 8 | 0 | 3 |
| More than 15 day to 30 days ago | Urban | Count | 1 | 4 | 1 | 6 |
| | | % | 0 | 1 | 0 | 0 |
| | Rural | Count | -- | 1 | -- | 1 |
| | | % | 0 | 1 | 0 | 1 |
| | Overall | Count | 1 | 5 | 1 | 7 |
| | | % | 0 | 1 | 0 | 0 |
| More than 30 days ago | Urban | Count | 588 | 385 | 597 | 1570 |
| | | % | 98 | 93 | 100 | 97 |
| | Rural | Count | -- | 165 | -- | 165 |
| | | % | 0 | 89 | 0 | 89 |
| | Overall | Count | 588 | 550 | 597 | 1735 |
| | | % | 98 | 92 | 100 | 96 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?

| | Type | | Airtel | BSNL | Reliance | Overall |
|--------------------------|---------|-------|--------|------|----------|---------|
| Within 7 working days | Urban | Count | 575 | 389 | 554 | 1518 |
| | | % | 95 | 94 | 92 | 94 |
| | Rural | Count | 0 | 174 | 0 | 174 |
| | | % | 0 | 94 | 0 | 94 |
| | Overall | Count | 575 | 563 | 554 | 1692 |
| | | % | 95 | 94 | 92 | 94 |
| More than 7 working Days | Urban | Count | 28 | 26 | 46 | 100 |
| | | % | 5 | 6 | 8 | 6 |
| | Rural | Count | 0 | 11 | 0 | 11 |
| | | % | 0 | 6 | 0 | 6 |
| | Overall | Count | 28 | 37 | 46 | 111 |
| | | % | 5 | 6 | 8 | 6 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 1 | 4 | 2 | 7 |
| | | % | 0 | 1 | 0 | 0 |
| | Rural | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 1 | 0 | 1 |
| | Overall | Count | 1 | 5 | 2 | 8 |
| | | % | 0 | 1 | 0 | 0 |
| Dissatisfied | Urban | Count | 4 | 17 | 28 | 49 |
| | | % | 1 | 4 | 5 | 3 |
| | Rural | Count | 0 | 7 | 0 | 7 |
| | | % | 0 | 4 | 0 | 4 |
| | Overall | Count | 4 | 24 | 28 | 56 |
| | | % | 1 | 4 | 5 | 3 |
| Satisfied | Urban | Count | 597 | 394 | 569 | 1560 |
| | | % | 99 | 95 | 95 | 96 |
| | Rural | Count | 0 | 177 | 0 | 177 |
| | | % | 0 | 96 | 0 | 96 |
| | Overall | Count | 597 | 571 | 569 | 1737 |
| | | % | 99 | 95 | 95 | 96 |
| Very Satisfied | Urban | Count | 1 | 0 | 1 | 2 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 1 | 2 |
| | | % | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q3 . In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

| | Type | | Airtel | BSNL | Reliance | Overall |
|------------------|---------|-------|--------|------|----------|---------|
| Within 24 hrs | Urban | Count | 10 | 5 | 33 | 48 |
| | | % | 2 | 1 | 6 | 3 |
| | Rural | Count | -- | 3 | -- | 3 |
| | | % | 0 | 2 | 0 | 2 |
| | Overall | Count | 10 | 8 | 33 | 51 |
| | | % | 2 | 1 | 6 | 3 |
| 2-3 days | Urban | Count | 1 | 10 | 8 | 19 |
| | | % | 0 | 2 | 1 | 1 |
| | Rural | Count | -- | 3 | -- | 3 |
| | | % | 0 | 2 | 0 | 2 |
| | Overall | Count | 1 | 13 | 8 | 22 |
| | | % | 0 | 2 | 1 | 1 |
| 4-7 days | Urban | Count | 13 | 33 | 42 | 88 |
| | | % | 2 | 8 | 7 | 5 |
| | Rural | Count | -- | 18 | -- | 18 |
| | | % | 0 | 10 | 0 | 10 |
| | Overall | Count | 13 | 51 | 42 | 106 |
| | | % | 2 | 9 | 7 | 6 |
| More than 7 days | Urban | Count | 75 | 47 | 109 | 231 |
| | | % | 12 | 11 | 18 | 14 |
| | Rural | Count | -- | 10 | -- | 10 |
| | | % | 0 | 5 | 0 | 5 |
| | Overall | Count | 75 | 57 | 109 | 241 |
| | | % | 12 | 10 | 18 | 13 |
| Not applicable | Urban | Count | 504 | 320 | 408 | 1232 |
| | | % | 84 | 77 | 68 | 76 |
| | Rural | Count | -- | 151 | -- | 151 |
| | | % | 0 | 82 | 0 | 82 |
| | Overall | Count | 504 | 471 | 408 | 1383 |
| | | % | 84 | 79 | 68 | 77 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q4. How satisfied are you with the timely delivery of bills?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 5 | 18 | 3 | 26 |
| | | % | 1 | 4 | 1 | 2 |
| | Rural | Count | 0 | 4 | 0 | 4 |
| | | % | 0 | 2 | 0 | 2 |
| | Overall | Count | 5 | 22 | 3 | 30 |
| | | % | 1 | 4 | 1 | 2 |
| Dissatisfied | Urban | Count | 57 | 28 | 54 | 139 |
| | | % | 10 | 7 | 9 | 9 |
| | Rural | Count | 0 | 12 | 0 | 12 |
| | | % | 0 | 7 | 0 | 7 |
| | Overall | Count | 57 | 40 | 54 | 151 |
| | | % | 10 | 7 | 9 | 8 |
| Satisfied | Urban | Count | 541 | 368 | 543 | 1452 |
| | | % | 90 | 89 | 91 | 90 |
| | Rural | Count | 0 | 169 | 0 | 169 |
| | | % | 0 | 91 | 0 | 91 |
| | Overall | Count | 541 | 537 | 543 | 1621 |
| | | % | 90 | 90 | 91 | 90 |
| Very Satisfied | Urban | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 3 | 3 | 1 | 7 |
| | | % | 1 | 1 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 3 | 3 | 1 | 7 |
| | | % | 1 | 1 | 0 | 0 |
| Dissatisfied | Urban | Count | 14 | 32 | 25 | 71 |
| | | % | 2 | 8 | 4 | 4 |
| | Rural | Count | 0 | 12 | 0 | 12 |
| | | % | 0 | 7 | 0 | 7 |
| | Overall | Count | 14 | 44 | 25 | 83 |
| | | % | 2 | 7 | 4 | 5 |
| Satisfied | Urban | Count | 586 | 380 | 574 | 1540 |
| | | % | 97 | 92 | 96 | 95 |
| | Rural | Count | 0 | 173 | 0 | 173 |
| | | % | 0 | 94 | 0 | 94 |
| | Overall | Count | 586 | 553 | 574 | 1713 |
| | | % | 97 | 92 | 96 | 95 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|--------------------------------------|---------|-------|--------|------|----------|---------|
| Difficult to read the bill | Urban | Count | 2 | 0 | 3 | 5 |
| | | % | 11 | 0 | 11 | 0 |
| | Rural | Count | -- | -- | -- | -- |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 3 | 5 |
| | | % | 11 | 0 | 11 | 0 |
| Difficult to understand the language | Urban | Count | 1 | 0 | 2 | 3 |
| | | % | 6 | 0 | 7 | 0 |
| | Rural | Count | -- | -- | -- | -- |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 2 | 3 |
| | | % | 6 | 0 | 7 | 0 |
| Calculation-on not clear | Urban | Count | 0 | 1 | 2 | 3 |
| | | % | 0 | 3 | 7 | 0 |
| | Rural | Count | -- | -- | -- | -- |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 1 | 2 | 3 |
| | | % | 0 | 2 | 7 | 0 |
| Item-wise charges not given | Urban | Count | 1 | 4 | 0 | 5 |
| | | % | 6 | 11 | 0 | 0 |
| | Rural | Count | -- | 3 | -- | 3 |
| | | % | 0 | 25 | 0 | 0 |
| | Overall | Count | 1 | 7 | 0 | 8 |
| | | % | 6 | 15 | 0 | 0 |
| Others | Urban | Count | 15 | 31 | 22 | 68 |
| | | % | 83 | 86 | 79 | 0 |
| | Rural | Count | -- | 9 | -- | 9 |
| | | % | 0 | 75 | 0 | 0 |
| | Overall | Count | 15 | 40 | 22 | 77 |
| | | % | 83 | 83 | 79 | 0 |
| Total | Urban | Count | 18 | 36 | 28 | 82 |
| | Rural | Count | 0 | 12 | 0 | 12 |
| | Overall | Count | 18 | 48 | 28 | 94 |

6(a). How satisfied are you with the accuracy/completeness of the bills?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 0 | 0 | 1 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 1 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| Dissatisfied | Urban | Count | 15 | 26 | 52 | 93 |
| | | % | 3 | 6 | 9 | 6 |
| | Rural | Count | 0 | 12 | 0 | 12 |
| | | % | 0 | 7 | 0 | 7 |
| | Overall | Count | 15 | 38 | 52 | 105 |
| | | % | 3 | 6 | 9 | 6 |
| Satisfied | Urban | Count | 588 | 388 | 547 | 1523 |
| | | % | 98 | 94 | 91 | 94 |
| | Rural | Count | 0 | 173 | 0 | 173 |
| | | % | 0 | 94 | 0 | 94 |
| | Overall | Count | 588 | 561 | 547 | 1696 |
| | | % | 98 | 94 | 91 | 94 |
| Very Satisfied | Urban | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|------------------------------------------------|---------|-------|--------|------|----------|---------|
| Charges not as per tariff plan subscribed | Urban | Count | 4 | 4 | 14 | 22 |
| | | % | 25 | 15 | 25 | 0 |
| | Rural | Count | -- | 1 | -- | 1 |
| | | % | 0 | 8 | 0 | 0 |
| | Overall | Count | 4 | 5 | 14 | 23 |
| | | % | 25 | 13 | 25 | 0 |
| Tariff plan changed without information | Urban | Count | 0 | 1 | 2 | 3 |
| | | % | 0 | 4 | 4 | 0 |
| | Rural | Count | -- | 1 | -- | 1 |
| | | % | 0 | 8 | 0 | 0 |
| | Overall | Count | 0 | 2 | 2 | 4 |
| | | % | 0 | 5 | 4 | 0 |
| Charged for value added services not requested | Urban | Count | 3 | 0 | 0 | 3 |
| | | % | 19 | 0 | 0 | 0 |
| | Rural | Count | -- | -- | -- | -- |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 3 | 0 | 0 | 3 |
| | | % | 19 | 0 | 0 | 0 |
| Charged for calls not made | Urban | Count | 2 | 14 | 17 | 33 |
| | | % | 13 | 52 | 30 | 0 |
| | Rural | Count | -- | 8 | -- | 8 |
| | | % | 0 | 67 | 0 | 0 |
| | Overall | Count | 2 | 22 | 17 | 41 |
| | | % | 13 | 56 | 30 | 0 |
| Others | Urban | Count | 7 | 9 | 25 | 41 |
| | | % | 44 | 33 | 45 | 0 |
| | Rural | Count | -- | 3 | -- | 3 |
| | | % | 0 | 25 | 0 | 0 |
| | Overall | Count | 7 | 12 | 25 | 44 |
| | | % | 44 | 31 | 45 | 0 |
| Total | Urban | Count | 16 | 27 | 56 | 99 |
| | Rural | Count | 0 | 12 | 0 | 12 |
| | Overall | Count | 16 | 39 | 56 | 111 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 81 | 40 | 131 | 252 |
| | | % | 13 | 10 | 22 | 16 |
| | Rural | Count | -- | 19 | -- | 19 |
| | | % | 0 | 10 | 0 | 10 |
| | Overall | Count | 81 | 59 | 131 | 271 |
| | | % | 13 | 10 | 22 | 15 |
| No | Urban | Count | 522 | 375 | 469 | 1366 |
| | | % | 87 | 90 | 78 | 84 |
| | Rural | Count | -- | 166 | -- | 166 |
| | | % | 0 | 90 | 0 | 90 |
| | Overall | Count | 522 | 541 | 469 | 1532 |
| | | % | 87 | 90 | 78 | 85 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 3 | 4 | 5 | 12 |
| | | % | 4 | 10 | 4 | 5 |
| | Rural | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 5 | 0 | 5 |
| | Overall | Count | 3 | 5 | 5 | 13 |
| | | % | 4 | 9 | 4 | 5 |
| Dissatisfied | Urban | Count | 38 | 17 | 74 | 129 |
| | | % | 49 | 43 | 58 | 52 |
| | Rural | Count | 0 | 10 | 0 | 10 |
| | | % | 0 | 53 | 0 | 53 |
| | Overall | Count | 38 | 27 | 74 | 139 |
| | | % | 49 | 46 | 58 | 53 |
| Satisfied | Urban | Count | 37 | 19 | 49 | 105 |
| | | % | 47 | 48 | 38 | 43 |
| | Rural | Count | 0 | 8 | 0 | 8 |
| | | % | 0 | 42 | 0 | 42 |
| | Overall | Count | 37 | 27 | 49 | 113 |
| | | % | 47 | 46 | 38 | 43 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 78 | 40 | 128 | 246 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 19 | 0 | 19 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 78 | 59 | 128 | 265 |
| | | % | 100 | 100 | 100 | 100 |

Q9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Note – None of the service provider reported prepaid broadband service in Rajasthan circle, hence a corresponding sample was not covered and this table is not relevant.

Q9(b) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage

Please specify the reason(s) for your dissatisfaction

Note – None of the service provider reported prepaid broadband service in Rajasthan circle, hence a corresponding sample was not covered and this table is not relevant.

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

Note – None of the service provider reported prepaid broadband service in Rajasthan circle, hence a corresponding sample was not covered and this table is not relevant.

Q9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?

Note – None of the service provider reported prepaid broadband service in Rajasthan circle, hence a corresponding sample was not covered and this table is not relevant.

Q10 In the last 6 months, have you contacted customer care/helpline/ complaint centre of your service provider?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 283 | 64 | 439 | 786 |
| | | % | 47 | 15 | 73 | 49 |
| | Rural | Count | -- | 32 | -- | 32 |
| | | % | 0 | 17 | 0 | 17 |
| | Overall | Count | 283 | 96 | 439 | 818 |
| | | % | 47 | 16 | 73 | 45 |
| No | Urban | Count | 320 | 351 | 161 | 832 |
| | | % | 53 | 85 | 27 | 51 |
| | Rural | Count | -- | 153 | -- | 153 |
| | | % | 0 | 83 | 0 | 83 |
| | Overall | Count | 320 | 504 | 161 | 985 |
| | | % | 53 | 84 | 27 | 55 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q11(a). How satisfied are you with the ease of access of customer care or helpline?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 0 | 13 | 0 | 13 |
| | | % | 0 | 20 | 0 | 2 |
| | Rural | Count | 0 | 2 | 0 | 2 |
| | | % | 0 | 6 | 0 | 6 |
| | Overall | Count | 0 | 15 | 0 | 15 |
| | | % | 0 | 16 | 0 | 2 |
| Dissatisfied | Urban | Count | 55 | 13 | 100 | 168 |
| | | % | 19 | 20 | 23 | 21 |
| | Rural | Count | 0 | 5 | 0 | 5 |
| | | % | 0 | 16 | 0 | 16 |
| | Overall | Count | 55 | 18 | 100 | 173 |
| | | % | 19 | 19 | 23 | 21 |
| Satisfied | Urban | Count | 227 | 38 | 339 | 604 |
| | | % | 80 | 59 | 77 | 77 |
| | Rural | Count | 0 | 25 | 0 | 25 |
| | | % | 0 | 78 | 0 | 78 |
| | Overall | Count | 227 | 63 | 339 | 629 |
| | | % | 80 | 66 | 77 | 77 |
| Very Satisfied | Urban | Count | 1 | 0 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 0 | 1 |
| | | % | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 283 | 64 | 439 | 786 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 32 | 0 | 32 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 283 | 96 | 439 | 818 |
| | | % | 100 | 100 | 100 | 100 |

Q11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 0 | 12 | 0 | 12 |
| | | % | 0 | 19 | 0 | 2 |
| | Rural | Count | 0 | 2 | 0 | 2 |
| | | % | 0 | 6 | 0 | 6 |
| | Overall | Count | 0 | 14 | 0 | 14 |
| | | % | 0 | 15 | 0 | 2 |
| Dissatisfied | Urban | Count | 58 | 17 | 97 | 172 |
| | | % | 21 | 27 | 22 | 22 |
| | Rural | Count | 0 | 5 | 0 | 5 |
| | | % | 0 | 16 | 0 | 16 |
| | Overall | Count | 58 | 22 | 97 | 177 |
| | | % | 21 | 23 | 22 | 22 |
| Satisfied | Urban | Count | 223 | 35 | 341 | 599 |
| | | % | 79 | 55 | 78 | 76 |
| | Rural | Count | 0 | 25 | 0 | 25 |
| | | % | 0 | 78 | 0 | 78 |
| | Overall | Count | 223 | 60 | 341 | 624 |
| | | % | 79 | 63 | 78 | 76 |
| Very Satisfied | Urban | Count | 2 | 0 | 1 | 3 |
| | | % | 1 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 1 | 3 |
| | | % | 1 | 0 | 0 | 0 |
| Total | Urban | Count | 283 | 64 | 439 | 786 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 32 | 0 | 32 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 283 | 96 | 439 | 818 |
| | | % | 100 | 100 | 100 | 100 |

Q12. How satisfied are you with the response time taken to answer your call by a customer care executive?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 0 | 8 | 0 | 8 |
| | | % | 0 | 13 | 0 | 1 |
| | Rural | Count | 0 | 2 | 0 | 2 |
| | | % | 0 | 6 | 0 | 6 |
| | Overall | Count | 0 | 10 | 0 | 10 |
| | | % | 0 | 10 | 0 | 1 |
| Dissatisfied | Urban | Count | 60 | 23 | 113 | 196 |
| | | % | 21 | 36 | 26 | 25 |
| | Rural | Count | 0 | 5 | 0 | 5 |
| | | % | 0 | 16 | 0 | 16 |
| | Overall | Count | 60 | 28 | 113 | 201 |
| | | % | 21 | 29 | 26 | 25 |
| Satisfied | Urban | Count | 218 | 32 | 320 | 570 |
| | | % | 77 | 50 | 73 | 73 |
| | Rural | Count | 0 | 25 | 0 | 25 |
| | | % | 0 | 78 | 0 | 78 |
| | Overall | Count | 218 | 57 | 320 | 595 |
| | | % | 77 | 59 | 73 | 73 |
| Very Satisfied | Urban | Count | 5 | 1 | 6 | 12 |
| | | % | 2 | 2 | 1 | 2 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 5 | 1 | 6 | 12 |
| | | % | 2 | 1 | 1 | 2 |
| Total | Urban | Count | 283 | 64 | 439 | 786 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 32 | 0 | 32 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 283 | 96 | 439 | 818 |
| | | % | 100 | 100 | 100 | 100 |

Q13. How satisfied are you with the problem solving ability of the customer care executive(s)?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 0 | 7 | 0 | 7 |
| | | % | 0 | 11 | 0 | 1 |
| | Rural | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 3 | 0 | 3 |
| | Overall | Count | 0 | 8 | 0 | 8 |
| | | % | 0 | 8 | 0 | 1 |
| Dissatisfied | Urban | Count | 53 | 21 | 115 | 189 |
| | | % | 19 | 33 | 26 | 24 |
| | Rural | Count | 0 | 7 | 0 | 7 |
| | | % | 0 | 22 | 0 | 22 |
| | Overall | Count | 53 | 28 | 115 | 196 |
| | | % | 19 | 29 | 26 | 24 |
| Satisfied | Urban | Count | 226 | 35 | 319 | 580 |
| | | % | 80 | 55 | 73 | 74 |
| | Rural | Count | 0 | 23 | 0 | 23 |
| | | % | 0 | 72 | 0 | 72 |
| | Overall | Count | 226 | 58 | 319 | 603 |
| | | % | 80 | 60 | 73 | 74 |
| Very Satisfied | Urban | Count | 4 | 1 | 5 | 10 |
| | | % | 1 | 2 | 1 | 1 |
| | Rural | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 3 | 0 | 3 |
| | Overall | Count | 4 | 2 | 5 | 11 |
| | | % | 1 | 2 | 1 | 1 |
| Total | Urban | Count | 283 | 64 | 439 | 786 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 32 | 0 | 32 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 283 | 96 | 439 | 818 |
| | | % | 100 | 100 | 100 | 100 |

Q14. How satisfied are you with the time taken by complaint centre/customer care /helpdesk to resolve your complaint?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 0 | 7 | 2 | 9 |
| | | % | 0 | 11 | 1 | 1 |
| | Rural | Count | 0 | 2 | 0 | 2 |
| | | % | 0 | 6 | 0 | 6 |
| | Overall | Count | 0 | 9 | 2 | 11 |
| | | % | 0 | 9 | 1 | 1 |
| Dissatisfied | Urban | Count | 60 | 22 | 142 | 224 |
| | | % | 21 | 34 | 32 | 29 |
| | Rural | Count | 0 | 7 | 0 | 7 |
| | | % | 0 | 22 | 0 | 22 |
| | Overall | Count | 60 | 29 | 142 | 231 |
| | | % | 21 | 30 | 32 | 28 |
| Satisfied | Urban | Count | 221 | 32 | 291 | 544 |
| | | % | 78 | 50 | 66 | 69 |
| | Rural | Count | 0 | 22 | 0 | 22 |
| | | % | 0 | 69 | 0 | 69 |
| | Overall | Count | 221 | 54 | 291 | 566 |
| | | % | 78 | 56 | 66 | 69 |
| Very Satisfied | Urban | Count | 2 | 3 | 4 | 9 |
| | | % | 1 | 5 | 1 | 1 |
| | Rural | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 3 | 0 | 3 |
| | Overall | Count | 2 | 4 | 4 | 10 |
| | | % | 1 | 4 | 1 | 1 |
| Total | Urban | Count | 283 | 64 | 439 | 786 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 32 | 0 | 32 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 283 | 96 | 439 | 818 |
| | | % | 100 | 100 | 100 | 100 |

Q15. How satisfied are you with the speed of Broadband connection?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 1 | 30 | 10 | 41 |
| | | % | 0 | 7 | 2 | 3 |
| | Rural | Count | 0 | 7 | 0 | 7 |
| | | % | 0 | 4 | 0 | 4 |
| | Overall | Count | 1 | 37 | 10 | 48 |
| | | % | 0 | 6 | 2 | 3 |
| Dissatisfied | Urban | Count | 119 | 145 | 155 | 419 |
| | | % | 20 | 35 | 26 | 26 |
| | Rural | Count | 0 | 53 | 0 | 53 |
| | | % | 0 | 29 | 0 | 29 |
| | Overall | Count | 119 | 198 | 155 | 472 |
| | | % | 20 | 33 | 26 | 26 |
| Satisfied | Urban | Count | 481 | 237 | 435 | 1153 |
| | | % | 80 | 57 | 73 | 71 |
| | Rural | Count | 0 | 125 | 0 | 125 |
| | | % | 0 | 68 | 0 | 68 |
| | Overall | Count | 481 | 362 | 435 | 1278 |
| | | % | 80 | 60 | 73 | 71 |
| Very Satisfied | Urban | Count | 2 | 3 | 0 | 5 |
| | | % | 0 | 1 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 3 | 0 | 5 |
| | | % | 0 | 1 | 0 | 0 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q16. How satisfied are you with the amount of time for which service is up and working?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 1 | 35 | 2 | 38 |
| | | % | 0 | 8 | 0 | 2 |
| | Rural | Count | 0 | 7 | 0 | 7 |
| | | % | 0 | 4 | 0 | 4 |
| | Overall | Count | 1 | 42 | 2 | 45 |
| | | % | 0 | 7 | 0 | 3 |
| Dissatisfied | Urban | Count | 74 | 124 | 126 | 324 |
| | | % | 12 | 30 | 21 | 20 |
| | Rural | Count | 0 | 57 | 0 | 57 |
| | | % | 0 | 31 | 0 | 31 |
| | Overall | Count | 74 | 181 | 126 | 381 |
| | | % | 12 | 30 | 21 | 21 |
| Satisfied | Urban | Count | 526 | 253 | 472 | 1251 |
| | | % | 87 | 61 | 79 | 77 |
| | Rural | Count | 0 | 121 | 0 | 121 |
| | | % | 0 | 65 | 0 | 65 |
| | Overall | Count | 526 | 374 | 472 | 1372 |
| | | % | 87 | 62 | 79 | 76 |
| Very Satisfied | Urban | Count | 2 | 3 | 0 | 5 |
| | | % | 0 | 1 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 3 | 0 | 5 |
| | | % | 0 | 1 | 0 | 0 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|-----------------|---------|-------|--------|------|----------|---------|
| Very frequently | Urban | Count | 18 | 10 | 16 | 44 |
| | | % | 3 | 2 | 3 | 3 |
| | Rural | Count | -- | 2 | -- | 2 |
| | | % | 0 | 1 | 0 | 1 |
| | Overall | Count | 18 | 12 | 16 | 46 |
| | | % | 3 | 2 | 3 | 3 |
| Frequently | Urban | Count | 257 | 173 | 261 | 691 |
| | | % | 43 | 42 | 44 | 43 |
| | Rural | Count | | 61 | | 61 |
| | | % | | 33 | | 33 |
| | Overall | Count | 257 | 234 | 261 | 752 |
| | | % | 43 | 39 | 44 | 42 |
| Occasionally | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| Never | Urban | Count | 328 | 232 | 323 | 883 |
| | | % | 54 | 56 | 54 | 55 |
| | Rural | Count | -- | 122 | -- | 122 |
| | | % | 0 | 66 | 0 | 66 |
| | Overall | Count | 328 | 354 | 323 | 1005 |
| | | % | 54 | 59 | 54 | 56 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|------------------------------------------------------------------------------|---------|-------|--------|------|----------|---------|
| Problem was related to my computer Hardware/software | Urban | Count | 10 | 5 | 8 | 23 |
| | | % | 4 | 3 | 3 | 3 |
| | Rural | Count | -- | -- | -- | -- |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 10 | 5 | 8 | 23 |
| | | % | 4 | 2 | 3 | 3 |
| Problem was related to broad band and modem provided by the service operator | Urban | Count | 265 | 178 | 269 | 712 |
| | | % | 96 | 97 | 97 | 97 |
| | Rural | Count | 0 | 63 | 0 | 63 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 265 | 241 | 269 | 775 |
| | | % | 96 | 98 | 97 | 97 |
| Total | Urban | Count | 89 | 76 | 102 | 267 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 27 | 0 | 27 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 89 | 103 | 102 | 294 |
| | | % | 100 | 100 | 100 | 100 |

Q19. How satisfied are you with the time taken for restoration of Broadband connection?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 3 | 18 | 2 | 23 |
| | | % | 1 | 10 | 1 | 3 |
| | Rural | Count | 0 | 8 | 0 | 8 |
| | | % | 0 | 13 | 0 | 13 |
| | Overall | Count | 3 | 26 | 2 | 31 |
| | | % | 1 | 11 | 1 | 4 |
| Dissatisfied | Urban | Count | 47 | 17 | 77 | 141 |
| | | % | 17 | 9 | 28 | 19 |
| | Rural | Count | 0 | 3 | 0 | 3 |
| | | % | 0 | 5 | 0 | 5 |
| | Overall | Count | 47 | 20 | 77 | 144 |
| | | % | 17 | 8 | 28 | 18 |
| Satisfied | Urban | Count | 223 | 146 | 197 | 566 |
| | | % | 81 | 80 | 71 | 77 |
| | Rural | Count | 0 | 52 | 0 | 52 |
| | | % | 0 | 83 | 0 | 83 |
| | Overall | Count | 223 | 198 | 197 | 618 |
| | | % | 81 | 81 | 71 | 77 |
| Very Satisfied | Urban | Count | 2 | 2 | 1 | 5 |
| | | % | 1 | 1 | 0 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 2 | 1 | 5 |
| | | % | 1 | 1 | 0 | 1 |
| Total | Urban | Count | 275 | 183 | 277 | 735 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 63 | 0 | 63 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 275 | 246 | 277 | 798 |
| | | % | 100 | 100 | 100 | 100 |

Q20(a) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 40 | 26 | 25 | 91 |
| | | % | 7 | 6 | 4 | 6 |
| | Rural | Count | -- | 15 | -- | 15 |
| | | % | 0 | 8 | 0 | 8 |
| | Overall | Count | 40 | 41 | 25 | 106 |
| | | % | 7 | 7 | 4 | 6 |
| No | Urban | Count | 563 | 389 | 575 | 1527 |
| | | % | 93 | 94 | 96 | 94 |
| | Rural | Count | -- | 170 | -- | 170 |
| | | % | 0 | 92 | 0 | 92 |
| | Overall | Count | 563 | 559 | 575 | 1697 |
| | | % | 93 | 93 | 96 | 94 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| Dissatisfied | Urban | Count | 4 | 3 | 3 | 10 |
| | | % | 10 | 12 | 12 | 11 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 4 | 3 | 3 | 10 |
| | | % | 10 | 7 | 12 | 9 |
| Satisfied | Urban | Count | 36 | 23 | 22 | 81 |
| | | % | 90 | 89 | 88 | 89 |
| | Rural | Count | 0 | 15 | 0 | 15 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 36 | 38 | 22 | 96 |
| | | % | 90 | 93 | 88 | 91 |
| Very Satisfied | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| Total | Urban | Count | 40 | 26 | 25 | 91 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 15 | 0 | 15 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 40 | 41 | 25 | 106 |
| | | % | 100 | 100 | 100 | 100 |

Q20(c) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing.

| | Type | | Airtel | BSNL | Reliance | Overall |
|----------------------------------------------------|---------|-------|--------|------|----------|---------|
| Not informed of charges | Urban | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| Activated without consent | Urban | Count | 4 | 3 | 3 | 10 |
| | | % | 100 | 100 | 100 | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | 4 | 3 | 3 | 10 |
| | | % | 100 | 100 | 100 | -- |
| Not informed about toll free no. for unsubscribing | Urban | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| Others | Urban | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| Total | Urban | Count | 4 | 3 | 3 | 10 |
| | Rural | Count | -- | -- | -- | -- |
| | Overall | Count | 4 | 3 | 3 | 10 |

Q 21(a) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 26 | 1 | 13 | 40 |
| | | % | 4 | 0 | 2 | 3 |
| | Rural | Count | -- | 2 | -- | 2 |
| | | % | 0 | 1 | 0 | 1 |
| | Overall | Count | 26 | 3 | 13 | 42 |
| | | % | 4 | 1 | 2 | 2 |
| No | Urban | Count | 577 | 414 | 587 | 1578 |
| | | % | 96 | 100 | 98 | 98 |
| | Rural | Count | -- | 183 | -- | 183 |
| | | % | 0 | 99 | 0 | 99 |
| | Overall | Count | 577 | 597 | 587 | 1761 |
| | | % | 96 | 100 | 98 | 98 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 19 | 1 | 12 | 32 |
| | | % | 73 | 100 | 92 | 80 |
| | Rural | Count | -- | 1 | -- | 1 |
| | | % | 0 | 50 | 0 | 50 |
| | Overall | Count | 19 | 2 | 12 | 33 |
| | | % | 73 | 67 | 92 | 79 |
| No | Urban | Count | 7 | 0 | 1 | 8 |
| | | % | 27 | 0 | 8 | 20 |
| | Rural | Count | -- | 1 | -- | 1 |
| | | % | 0 | 50 | 0 | 50 |
| | Overall | Count | 7 | 1 | 1 | 9 |
| | | % | 27 | 33 | 8 | 21 |
| Total | Urban | Count | 26 | 1 | 13 | 40 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 2 | 0 | 2 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 26 | 3 | 13 | 42 |
| | | % | 100 | 100 | 100 | 100 |

Q21(c) What difficulties you have faced while deactivating of such services and refund of charges levied?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-----------------------------------|---------|-------|--------|------|----------|---------|
| None | Urban | Count | 9 | 3 | -- | 12 |
| | | % | 41 | 30 | -- | -- |
| | Rural | Count | -- | -- | 1 | 1 |
| | | % | -- | -- | 100 | -- |
| | Overall | Count | 9 | 1 | 3 | 13 |
| | | % | 41 | 100 | 30 | -- |
| Delay in deactivation | Urban | Count | 11 | 6 | -- | 17 |
| | | % | 50 | 60 | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | 11 | -- | 6 | 17 |
| | | % | 50 | -- | 60 | -- |
| Customer care refused to register | Urban | Count | 2 | 1 | -- | 3 |
| | | % | 9 | 10 | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | 2 | -- | 1 | 3 |
| | | % | 9 | -- | 10 | -- |
| Not aware of whom to be contacted | Urban | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| Others | Urban | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| Total | Urban | Count | 22 | 10 | 0 | 32 |
| | Rural | Count | 0 | 0 | 1 | 1 |
| | Overall | Count | 22 | 1 | 10 | 33 |

Q22 How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| Dissatisfied | Urban | Count | 9 | 0 | 5 | 14 |
| | | % | 47 | 0 | 42 | 44 |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | 9 | 0 | 5 | 14 |
| | | % | 47 | 0 | 42 | 42 |
| Satisfied | Urban | Count | 10 | 1 | 7 | 18 |
| | | % | 53 | 100 | 58 | 56 |
| | Rural | Count | 19 | 1 | 12 | 32 |
| | | % | 100 | 100 | 100 | 100 |
| | Overall | Count | 10 | 2 | 7 | 19 |
| | | % | 53 | 100 | 58 | 58 |
| Very Satisfied | Urban | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Rural | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| | Overall | Count | -- | -- | -- | -- |
| | | % | -- | -- | -- | -- |
| Total | Urban | Count | 19 | 1 | 12 | 32 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 19 | 2 | 12 | 33 |
| | | % | 100 | 100 | 100 | 100 |

Q23(a). How satisfied are you with the overall quality of your Broadband service?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------------------|---------|-------|--------|------|----------|---------|
| Very Dissatisfied | Urban | Count | 3 | 40 | 12 | 55 |
| | | % | 1 | 10 | 2 | 3 |
| | Rural | Count | 0 | 9 | 0 | 9 |
| | | % | 0 | 5 | 0 | 5 |
| | Overall | Count | 3 | 49 | 12 | 64 |
| | | % | 1 | 8 | 2 | 4 |
| Dissatisfied | Urban | Count | 52 | 92 | 94 | 238 |
| | | % | 9 | 22 | 16 | 15 |
| | Rural | Count | 0 | 29 | 0 | 29 |
| | | % | 0 | 16 | 0 | 16 |
| | Overall | Count | 52 | 121 | 94 | 267 |
| | | % | 9 | 20 | 16 | 15 |
| Satisfied | Urban | Count | 544 | 269 | 492 | 1305 |
| | | % | 90 | 65 | 82 | 81 |
| | Rural | Count | 0 | 135 | 0 | 135 |
| | | % | 0 | 73 | 0 | 73 |
| | Overall | Count | 544 | 404 | 492 | 1440 |
| | | % | 90 | 67 | 82 | 80 |
| Very Satisfied | Urban | Count | 4 | 14 | 2 | 20 |
| | | % | 1 | 3 | 0 | 1 |
| | Rural | Count | 0 | 12 | 0 | 12 |
| | | % | 0 | 7 | 0 | 7 |
| | Overall | Count | 4 | 26 | 2 | 32 |
| | | % | 1 | 4 | 0 | 2 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|---------------|---------|-------|--------|------|----------|---------|
| Average score | Urban | Count | 603 | 415 | 600 | 1618 |
| | | Mean | 3 | 3 | 2 | 3 |
| | Rural | Count | 0 | 185 | 0 | 0 |
| | | Mean | 0 | 4 | 0 | 0 |
| | Overall | Count | 603 | 185 | 600 | 1618 |
| | | Mean | 3 | 4 | 2 | 3 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|----------|---------|-------|--------|------|----------|---------|
| Mobile | Urban | Count | 169 | 165 | 82 | 416 |
| | | % | 28 | 40 | 14 | 0 |
| | Rural | Count | -- | 68 | -- | 68 |
| | | % | 0 | 37 | 0 | 0 |
| | Overall | Count | 169 | 233 | 82 | 484 |
| | | % | 28 | 39 | 14 | 0 |
| Wireline | Urban | Count | 139 | 225 | 173 | 537 |
| | | % | 23 | 54 | 29 | 0 |
| | Rural | Count | -- | 81 | -- | 81 |
| | | % | 0 | 44 | 0 | 0 |
| | Overall | Count | 139 | 306 | 173 | 618 |
| | | % | 23 | 51 | 29 | 0 |
| Others | Urban | Count | 12 | 1 | 9 | 22 |
| | | % | 2 | 0 | 2 | 0 |
| | Rural | Count | -- | 1 | -- | 1 |
| | | % | 0 | 1 | 0 | 0 |
| | Overall | Count | 12 | 2 | 9 | 23 |
| | | % | 2 | 0 | 2 | 0 |
| None | Urban | Count | 307 | 100 | 345 | 752 |
| | | % | 51 | 24 | 58 | 0 |
| | Rural | Count | -- | 54 | -- | 54 |
| | | % | 0 | 29 | 0 | 0 |
| | Overall | Count | 307 | 154 | 345 | 806 |
| | | % | 51 | 26 | 58 | 0 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | Overall | Count | 603 | 600 | 600 | 1803 |

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

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 230 | 138 | 322 | 690 |
| | | % | 38 | 33 | 54 | 43 |
| | Rural | Count | -- | 45 | -- | 45 |
| | | % | 0 | 24 | 0 | 24 |
| | Overall | Count | 230 | 183 | 322 | 735 |
| | | % | 38 | 31 | 54 | 41 |
| No | Urban | Count | 373 | 277 | 278 | 928 |
| | | % | 62 | 67 | 46 | 57 |
| | Rural | Count | -- | 140 | -- | 140 |
| | | % | 0 | 76 | 0 | 76 |
| | Overall | Count | 373 | 417 | 278 | 1068 |
| | | % | 62 | 70 | 46 | 59 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?

| | Type | | Airtel | BSNL | Reliance | Total |
|---------------|---------|-------|--------|------|----------|-------|
| Average score | Urban | Count | 603 | 415 | 600 | 1618 |
| | | Mean | 7.70 | 7.52 | 7.03 | 7.45 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | Mean | 0 | 7.77 | 0 | 7.77 |
| | Overall | Count | 603 | 415 | 600 | 1618 |
| | | Mean | 7.70 | 7.60 | 7.03 | 7.45 |

Q27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/ query?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 356 | 97 | 315 | 768 |
| | | % | 59 | 23 | 53 | 48 |
| | Rural | Count | 0 | 42 | 0 | 42 |
| | | % | 0 | 23 | 0 | 23 |
| | Overall | Count | 356 | 139 | 315 | 810 |
| | | % | 59 | 23 | 53 | 45 |
| No | Urban | Count | 247 | 318 | 285 | 850 |
| | | % | 41 | 77 | 48 | 53 |
| | Rural | Count | 0 | 143 | 0 | 143 |
| | | % | 0 | 77 | 0 | 77 |
| | Overall | Count | 247 | 461 | 285 | 993 |
| | | % | 41 | 77 | 48 | 55 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q28. How did you come to know about the toll free customer care number?[**MULTIPLE CODEJ**]

| | Type | | Airtel | BSNL | Reliance | Overall |
|---------------------------------------------|---------|-------|--------|------|----------|---------|
| Newspaper | Urban | Count | 1 | 2 | 2 | 5 |
| | | % | 0 | 2 | 1 | 0 |
| | Rural | Count | 0 | 2 | 0 | 2 |
| | | % | 0 | 5 | 0 | 0 |
| | Overall | Count | 1 | 4 | 2 | 7 |
| | | % | 0 | 3 | 1 | 1 |
| Website of the service provider | Urban | Count | 39 | 5 | 41 | 85 |
| | | % | 11 | 5 | 13 | 0 |
| | Rural | Count | 0 | 4 | 0 | 4 |
| | | % | 0 | 9 | 0 | 0 |
| | Overall | Count | 39 | 9 | 41 | 89 |
| | | % | 11 | 6 | 13 | 11 |
| SMS from service provider | Urban | Count | 17 | 1 | 5 | 23 |
| | | % | 5 | 1 | 2 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 17 | 1 | 5 | 23 |
| | | % | 5 | 1 | 2 | 3 |
| Display at complaint centres/ sales outlets | Urban | Count | 63 | 30 | 36 | 129 |
| | | % | 17 | 31 | 11 | 0 |
| | Rural | Count | 0 | 5 | 0 | 5 |
| | | % | 0 | 12 | 0 | 0 |
| | Overall | Count | 63 | 35 | 36 | 134 |
| | | % | 17 | 25 | 11 | 16 |
| Telephone bills | Urban | Count | 77 | 28 | 122 | 227 |
| | | % | 21 | 29 | 38 | 0 |
| | Rural | Count | 0 | 8 | 0 | 8 |
| | | % | 0 | 19 | 0 | 0 |
| | Overall | Count | 77 | 36 | 122 | 235 |
| | | % | 21 | 26 | 38 | 29 |
| Others | Urban | Count | 170 | 32 | 120 | 322 |
| | | % | 47 | 33 | 38 | 0 |
| | Rural | Count | 0 | 24 | 0 | 24 |
| | | % | 0 | 56 | 0 | 0 |
| | Overall | Count | 170 | 56 | 120 | 346 |
| | | % | 47 | 40 | 38 | 42 |
| Total | Urban | Count | 365 | 98 | 318 | 781 |
| | Rural | Count | 0 | 43 | 0 | 43 |
| | Overall | Count | 365 | 141 | 318 | 824 |

Q29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/Helpline telephone number?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 157 | 44 | 164 | 365 |
| | | % | 26 | 11 | 27 | 23 |
| | Rural | Count | 0 | 23 | 0 | 23 |
| | | % | 0 | 12 | 0 | 12 |
| | Overall | Count | 157 | 67 | 164 | 388 |
| | | % | 26 | 11 | 27 | 22 |
| No | Urban | Count | 446 | 371 | 436 | 1253 |
| | | % | 74 | 89 | 73 | 77 |
| | Rural | Count | 0 | 162 | 0 | 162 |
| | | % | 0 | 88 | 0 | 88 |
| | Overall | Count | 446 | 533 | 436 | 1415 |
| | | % | 74 | 89 | 73 | 79 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? **(Single Code)**

| | Type | | Airtel | BSNL | Reliance | Overall |
|------------------------------------------------------|---------|-------|--------|------|----------|---------|
| Docket number received for most of the complaints | Urban | Count | 148 | 33 | 155 | 336 |
| | | % | 94 | 75 | 95 | 92 |
| | Rural | Count | 0 | 18 | 0 | 18 |
| | | % | 0 | 78 | 0 | 78 |
| | Overall | Count | 148 | 51 | 155 | 354 |
| | | % | 94 | 76 | 95 | 91 |
| No Docket number received for most of the complaints | Urban | Count | 4 | 11 | 7 | 22 |
| | | % | 3 | 25 | 4 | 6 |
| | Rural | Count | 0 | 5 | 0 | 5 |
| | | % | 0 | 22 | 0 | 22 |
| | Overall | Count | 4 | 16 | 7 | 27 |
| | | % | 3 | 24 | 4 | 7 |
| It was received on request | Urban | Count | 1 | 0 | 1 | 2 |
| | | % | 1 | 0 | 1 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 1 | 2 |
| | | % | 1 | 0 | 1 | 1 |
| No docket number received even on request | Urban | Count | 4 | 0 | 1 | 5 |
| | | % | 3 | 0 | 1 | 1 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 4 | 0 | 1 | 5 |
| | | % | 3 | 0 | 1 | 1 |
| Total | Urban | Count | 157 | 44 | 164 | 365 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 23 | 0 | 23 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |

Q31 Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 105 | 6 | 67 | 178 |
| | | % | 67 | 14 | 41 | 49 |
| | Rural | Count | 0 | 3 | 0 | 3 |
| | | % | 0 | 13 | 0 | 13 |
| | Overall | Count | 105 | 9 | 67 | 181 |
| | | % | 67 | 13 | 41 | 47 |
| No | Urban | Count | 52 | 38 | 97 | 187 |
| | | % | 33 | 86 | 59 | 51 |
| | Rural | Count | 0 | 20 | 0 | 20 |
| | | % | 0 | 87 | 0 | 87 |
| | Overall | Count | 52 | 58 | 97 | 207 |
| | | % | 33 | 87 | 59 | 53 |
| Total | Urban | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Overall | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |

Q32 Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 107 | 13 | 79 | 199 |
| | | % | 68 | 30 | 48 | 55 |
| | Rural | Count | 0 | 7 | 0 | 7 |
| | | % | 0 | 30 | 0 | 30 |
| | Overall | Count | 107 | 20 | 79 | 206 |
| | | % | 68 | 30 | 48 | 53 |
| No | Urban | Count | 50 | 31 | 85 | 166 |
| | | % | 32 | 71 | 52 | 46 |
| | Rural | Count | 0 | 16 | 0 | 16 |
| | | % | 0 | 70 | 0 | 70 |
| | Overall | Count | 50 | 47 | 85 | 182 |
| | | % | 32 | 70 | 52 | 47 |
| Total | Urban | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Overall | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |

Q33. Was your complaint resolved by the complain centre within three (3) days?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 120 | 17 | 106 | 243 |
| | | % | 76 | 39 | 65 | 67 |
| | Rural | Count | 0 | 14 | 0 | 14 |
| | | % | 0 | 61 | 0 | 61 |
| | Overall | Count | 120 | 31 | 106 | 257 |
| | | % | 76 | 46 | 65 | 66 |
| No | Urban | Count | 37 | 27 | 58 | 122 |
| | | % | 24 | 61 | 35 | 33 |
| | Rural | Count | 0 | 9 | 0 | 9 |
| | | % | 0 | 39 | 0 | 39 |
| | Overall | Count | 37 | 36 | 58 | 131 |
| | | % | 24 | 54 | 35 | 34 |
| Total | Urban | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Overall | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |

Q34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?

| | Type | | Airtel | BSNL | Reliance | Overall |
|----------------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 60 | 4 | 52 | 116 |
| | | % | 38 | 9 | 32 | 32 |
| | Rural | Count | 0 | 1 | 0 | 1 |
| | | % | 0 | 4 | 0 | 4 |
| | Overall | Count | 60 | 5 | 52 | 117 |
| | | % | 38 | 8 | 32 | 30 |
| No | Urban | Count | 18 | 9 | 39 | 66 |
| | | % | 12 | 21 | 24 | 18 |
| | Rural | Count | 0 | 8 | 0 | 8 |
| | | % | 0 | 35 | 0 | 35 |
| | Overall | Count | 18 | 17 | 39 | 74 |
| | | % | 12 | 25 | 24 | 19 |
| Not Applicable | Urban | Count | 79 | 31 | 73 | 183 |
| | | % | 50 | 71 | 45 | 50 |
| | Rural | Count | 0 | 14 | 0 | 14 |
| | | % | 0 | 61 | 0 | 61 |
| | Overall | Count | 79 | 45 | 73 | 197 |
| | | % | 50 | 67 | 45 | 51 |
| Total | Urban | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |
| | Overall | Count | 157 | 67 | 164 | 388 |
| | | % | 100 | 100 | 100 | 100 |

Q35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 31 | 4 | 26 | 61 |
| | | % | 5 | 1 | 4 | 4 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 31 | 4 | 26 | 61 |
| | | % | 5 | 1 | 4 | 3 |
| No | Urban | Count | 572 | 411 | 574 | 1557 |
| | | % | 95 | 99 | 96 | 96 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 572 | 596 | 574 | 1742 |
| | | % | 95 | 99 | 96 | 97 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q36. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

| | Type | | Airtel | BSNL | Reliance | Overall |
|---------------------------------------------|---------|-------|--------|------|----------|---------|
| Newspaper | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| Website of the service provider | Urban | Count | 5 | 0 | 6 | 11 |
| | | % | 16 | 0 | 23 | 18 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 5 | 0 | 6 | 11 |
| | | % | 16 | 0 | 23 | 18 |
| Display at complaint centres/ sales outlets | Urban | Count | 7 | 1 | 14 | 22 |
| | | % | 23 | 25 | 54 | 36 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 7 | 1 | 14 | 22 |
| | | % | 23 | 25 | 54 | 36 |
| Telephone bills | Urban | Count | 9 | 2 | 3 | 14 |
| | | % | 29 | 50 | 12 | 23 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 9 | 2 | 3 | 14 |
| | | % | 29 | 50 | 12 | 23 |
| SMS fro service provider | Urban | Count | 10 | 1 | 3 | 14 |
| | | % | 32 | 25 | 12 | 23 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 10 | 1 | 3 | 14 |
| | | % | 32 | 25 | 12 | 23 |
| Total | Urban | Count | 31 | 4 | 26 | 61 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | Overall | Count | 31 | 4 | 26 | 61 |

Q37. Have you filed any appeal in last 6 month?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 8 | 16 | 8 | 16 |
| | | % | 26 | 26 | 26 | 26 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 8 | 16 | 8 | 16 |
| | | % | 26 | 26 | 26 | 26 |
| No | Urban | Count | 23 | 45 | 23 | 45 |
| | | % | 74 | 74 | 74 | 74 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 23 | 45 | 23 | 45 |
| | | % | 74 | 74 | 74 | 74 |
| Total | Urban | Count | 31 | 4 | 26 | 61 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 31 | 4 | 26 | 61 |
| | | % | 100 | 100 | 100 | 100 |

Q38. How did you file your appeal to the Appellate Authority?

| | Type | | Airtel | BSNL | Reliance | Overall |
|---------------------------|---------|-------|--------|------|----------|---------|
| E-mail | Urban | Count | 2 | 0 | 4 | 6 |
| | | % | 25 | 0 | 50 | 38 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 4 | 6 |
| | | % | 25 | 0 | 50 | 38 |
| Fax | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| Letter (post/ courier) | Urban | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| In person (self) | Urban | Count | 2 | 0 | 1 | 3 |
| | | % | 25 | 0 | 13 | 19 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 1 | 3 |
| | | % | 25 | 0 | 13 | 19 |
| Others | Urban | Count | 4 | 0 | 3 | 7 |
| | | % | 50 | 0 | 38 | 44 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 4 | 0 | 3 | 7 |
| | | % | 50 | 0 | 38 | 44 |
| Total | Urban | Count | 8 | 0 | 8 | 16 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | Overall | Count | 8 | 0 | 8 | 16 |

Q39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 6 | 0 | 2 | 8 |
| | | % | 75 | 0 | 25 | 50 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 6 | 0 | 2 | 8 |
| | | % | 75 | 0 | 25 | 50 |
| No | Urban | Count | 2 | 0 | 6 | 8 |
| | | % | 25 | 0 | 75 | 50 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 6 | 8 |
| | | % | 25 | 0 | 75 | 50 |
| Total | Urban | Count | 8 | 0 | 8 | 16 |
| | | % | 100 | 0 | 100 | 100 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 8 | 0 | 8 | 16 |
| | | % | 100 | 0 | 100 | 100 |

Q40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

| | Type | | Airtel | BSNL | Reliance | Overall |
|----------------------------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 5 | 0 | 4 | 9 |
| | | % | 63 | 0 | 50 | 56 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 5 | 0 | 4 | 9 |
| | | % | 63 | 0 | 50 | 56 |
| No | Urban | Count | 1 | 0 | 4 | 5 |
| | | % | 13 | 0 | 50 | 31 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 1 | 0 | 4 | 5 |
| | | % | 13 | 0 | 50 | 31 |
| Appeal filed only recently | Urban | Count | 2 | 0 | 0 | 2 |
| | | % | 25 | 0 | 0 | 13 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 2 | 0 | 0 | 2 |
| | | % | 25 | 0 | 0 | 13 |
| Total | Urban | Count | 8 | 0 | 8 | 16 |
| | | % | 100 | 0 | 100 | 100 |
| | Rural | Count | 0 | 0 | 0 | 0 |
| | | % | 0 | 0 | 0 | 0 |
| | Overall | Count | 8 | 0 | 8 | 16 |
| | | % | 100 | 0 | 100 | 100 |

(Q41 to Q43 are for prepaid customers only)

Q41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note – None of the operator reported prepaid broadband service in Rajasthan circle, hence a corresponding sample was not covered and this table is not relevant.

Q42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Note – None of the operator reported prepaid broadband service in Rajasthan circle, hence a corresponding sample was not covered and this table is not relevant.

Q43. What were the reason(s) for denying your request?

Note – None of the operator reported prepaid broadband service in Rajasthan circle, hence a corresponding sample was not covered and this table is not relevant.

Q44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"

| | Type | | Airtel | BSNL | Reliance | Overall |
|-------|---------|-------|--------|------|----------|---------|
| Yes | Urban | Count | 161 | 81 | 114 | 356 |
| | | % | 27 | 20 | 19 | 22 |
| | Rural | Count | 0 | 37 | 0 | 37 |
| | | % | 0 | 20 | 0 | 20 |
| | Overall | Count | 161 | 118 | 114 | 393 |
| | | % | 27 | 20 | 19 | 22 |
| No | Urban | Count | 442 | 334 | 486 | 1262 |
| | | % | 73 | 81 | 81 | 78 |
| | Rural | Count | 0 | 148 | 0 | 148 |
| | | % | 0 | 80 | 0 | 80 |
| | Overall | Count | 442 | 482 | 486 | 1410 |
| | | % | 73 | 80 | 81 | 78 |
| Total | Urban | Count | 603 | 415 | 600 | 1618 |
| | | % | 100 | 100 | 100 | 100 |
| | Rural | Count | 0 | 185 | 0 | 185 |
| | | % | 0 | 100 | 0 | 100 |
| | Overall | Count | 603 | 600 | 600 | 1803 |
| | | % | 100 | 100 | 100 | 100 |

Q4/11/12 SURVEY A: Basic Service (WireLine)

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

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

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

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

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

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

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

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

| STD Code | Telephone Number |
|----------|------------------|
| | |

S1.6 Please tell us your Occupation: Service Business/self employed [3] Farmer
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

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

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

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

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

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| 4. How satisfied are you with the time taken to deliver your bills? | <input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied |
| 5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills? | <input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded) |
| (Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code) | <input type="checkbox"/> [1] Charges not as per tariff plan subscribed <input type="checkbox"/> [2] Tariff plan changed without information <input type="checkbox"/> [3] Charged for value added services not subscribed <input type="checkbox"/> [4] Charged for calls/services not made/used <input type="checkbox"/> [5] Details like item-wise charges are not provided <input type="checkbox"/> [6] Calculations are not clear <input type="checkbox"/> [7] Others (please specify) _____ |
| 6. Have you made any billing related complaints in the last 6 months? | <input type="checkbox"/> [1] Yes <input type="checkbox"/> [2] No —————> (If No, go to Q 8) |
| 7. How satisfied are you with the process of resolution of billing complaints? | <input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied |
| 8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability? | <input type="checkbox"/> [4] Very Satisfied <input type="checkbox"/> [3] Satisfied <input type="checkbox"/> [2] Dissatisfied <input type="checkbox"/> [1] Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded) |

| | |
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| <p>(Ask this question only if 1 OR 2 is coded in Q 9(a))</p> <p>9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p> | <p><input type="checkbox"/> 1 Difficult to read the bill</p> <p><input type="checkbox"/> 2 Difficult to understand the language</p> <p><input type="checkbox"/> 3 Calculations not clear</p> <p><input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p> |
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For Prepaid Customers only

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| <p>10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p> | <p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> |
| <p>(Ask this question only if 1 OR 2 is coded in Q10(a))</p> <p>10(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p> | <p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed</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>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p> | <p><input type="checkbox"/> 1 Yes → (If Yes, go to Q 10(d)) else 10e</p> <p><input type="checkbox"/> 2 No</p> |
| <p>10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p> | <p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> |
| <p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p> | <p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 10(f) only if 1 OR 2 is coded)</p> |
| <p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p> | <p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p> |

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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|----------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------|-----------------------------------------|----------------------------------------------|
| 19. How many times has your telephone connection required repair in the last 6 months? | <input type="checkbox"/> 1 Nil [go to q22] | <input type="checkbox"/> 2 One time | <input type="checkbox"/> 3 2-3 times | <input type="checkbox"/> 4 More than 3 times |
| 20. How long did it take generally for repairing the fault after lodging a complaint? | <input type="checkbox"/> 1 1 day | <input type="checkbox"/> 2 2-3 days | <input type="checkbox"/> 3 4 - 7 days | <input type="checkbox"/> 4 more than 7 days |
| 21. How satisfied are you with the fault repair service? | <input type="checkbox"/> 4 Very Satisfied | <input type="checkbox"/> 3 Satisfied | <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 1 Very Dissatisfied |

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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| 22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 25) |
| 23. How satisfied are you with the quality of the supplementary services / value added service provided? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 24(b) Please tell me the reasons for your dissatisfaction. | <input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify |
| 25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 26(a)) |
| (Ask only If Yes in Q25) 25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |

G. OVERALL CUSTOMER SATISFACTION

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| 26(a). How satisfied are you with the overall quality of your telephone service? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 26(b) only if 1 OR 2 is coded) |
| (Ask this question only if 1 OR 2 is coded in Q25(a)) 26(b) Please specify the reason(s) for your dissatisfaction | 1. _____ _____ 2. _____ _____ |

H. GENERAL INFORMATION

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| 27. What kind of other services are you also taking from this service provider? | <input type="checkbox"/> Broadband <input type="checkbox"/> Mobile <input type="checkbox"/> Others <input type="checkbox"/> None |
| 28(a) Have you terminated a telephone connection that you had in the last 6 month? | <input type="checkbox"/> Yes <input type="checkbox"/> No → go to q30 |
| 28(b) If Yes, Please name your service provider? | <input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom <input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL <input type="checkbox"/> Shyam/MTS |
| 29. How many days were taken for termination of your telephone connection? | <input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days <input type="checkbox"/> 4-7 days <input type="checkbox"/> more than 7 days |
| 30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS? | <input type="checkbox"/> Yes <input type="checkbox"/> No Go to q33 |
| 32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS? | <input type="checkbox"/> Yes → (If Yes, go to Q 32(b)) <input type="checkbox"/> No → (If No, go to Q33) |
| (Ask only if Yes in Q 32(a)) 32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering? | <input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease <input type="checkbox"/> Slight decrease <input type="checkbox"/> No change (Ask Q 32(b) only if 3 OR 2 OR 1 is coded) |
| (Ask only if 3 OR 2 OR 1 coded in Q 32 (b)) 32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number? | <input type="checkbox"/> Yes → (If Yes, go to Q 32(d)) <input type="checkbox"/> No → (If no, go to Q33) |
| (Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether - | <input type="checkbox"/> Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> Service Provider refused to register the complaint <input type="checkbox"/> Difficult to lodge the complaint |
| 33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider? | |

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 34(a) Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 34(b). How did you come to know about the toll free customer care number? [MULTIPLE CODE] | <input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider <input type="checkbox"/> 3 SMS from service provider <input type="checkbox"/> 4 Display at complaint centres/ sales outlets <input type="checkbox"/> 5 Telephone bills <input type="checkbox"/> 6 Other, specify _____ |
| 35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/ Helpline telephone number? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No [IF NO, GO TO Q 41] |
| 36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (SINGLE CODE) | <input type="checkbox"/> 1 Complaint was registered and docket number received <input type="checkbox"/> 2 Complaint was registered and docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint |
| [ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36] 37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 39(a). Was your complaint resolved by the complaint centre within three (3) days? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 40. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four(4) weeks after lodging of the complaint? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not Applicable |

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| <p>41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No [IF NO, GO TO Q47]</p> |
| <p>42. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]</p> | <p><input type="checkbox"/> Newspaper <input type="checkbox"/> Website of the service provider <input type="checkbox"/> Display at complaint centres/ sales outlets <input type="checkbox"/> Telephone bills <input type="checkbox"/> Other, specify _____</p> |
| <p>43. Have you filed any appeal in last 6 months?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 47)</p> |
| <p>45. How did you file your appeal to the Appellate Authority??</p> | <p><input type="checkbox"/> E-mail <input type="checkbox"/> Fax <input type="checkbox"/> Letter (post/ courier) <input type="checkbox"/> In person (self) <input type="checkbox"/> Other, specify _____</p> |
| <p>46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| <p>47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently</p> |
| <p>(Q48 to Q50 are for Prepaid Customers only) 48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| <p>49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No —————▶(If No, go to Q 50)</p> |
| <p>50. What were the reason(s) for denying your request?</p> | <p><input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____</p> |
| <p>51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |

THANKS & PROCEED TO CELLULAR & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____ Date: _____
 Name of the scrutinizer: _____ Date: _____
 Back-check done by: _____ Date of back-check: _____

Q4/11/12 SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

| | | |
|------------|--|--|
| Serial No. | | |
|------------|--|--|

Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

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

- [1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
[5] Reliance Telecom [6] Idea [7] Vodafone [8] Aircel [9] S Tel
[10] MTS [11] Spice Comm [12] MTNL [13] Uninor [14] Cheers [15] Videocon

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

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

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

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

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

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

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

S1.8. RECORD Area: 1 Rural 2 Urban

S1.9. User Type: 1 Postpaid 2 Prepaid

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

S1.11. RECORD District _____ Address: _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

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| 4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.? | <input type="checkbox"/> 4 Very Satisfied | <input type="checkbox"/> 3 Satisfied |
| | <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 1 Very Dissatisfied |
| 4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code) | <input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ | |
| 5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months? | <input type="checkbox"/> 1 Yes | <input type="checkbox"/> 2 No → (if no, go to 5c) |
| | (If Yes go to 5(b)) | |
| 5(b).ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/waiver of excess charges on account of such resolution of complaints? | <input type="checkbox"/> 4 Very Satisfied | <input type="checkbox"/> 3 Satisfied |
| | <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 1 Very Dissatisfied |
| 5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer? | <input type="checkbox"/> 4 Very Satisfied | <input type="checkbox"/> 3 Satisfied |
| | <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 1 Very Dissatisfied |
| | (Ask Q 5(d) only if 1 OR 2 is coded) | |
| 5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code) | <input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____ | |

| | | |
|-----------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| 5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|-----------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|

C. BILLING RELATED – POSTPAID CUSTOMER

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

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

| | | | |
|------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|-----------------------|
| 10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | → (If No, go to Q 16) |
|------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|-----------------------|

| | | |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 11. How satisfied are you with the ease of access of complaint centre/customer care or helpline? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 13. How satisfied are you with the response time taken to answer your call by a customer care executive? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 14. How satisfied are you with the problem solving ability of the customer care executive(s)? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied |

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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| 23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 26) |
| 24. How satisfied are you with the quality of the supplementary / value added services provided? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 25(b) Please tell me the reasons for your dissatisfaction. | <input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify |
| 26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → Go to q 29(a) |
| 27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → Go to q 29(a) |
| 28(a). What difficulties have you faced while deactivating of such services and refund of charges levied? | <input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____ |
| 28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |

G. OVERALL CUSTOMER SATISFACTION

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| 29(a).How satisfied are you with the overall quality of your mobile service? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | |
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| <p>(Ask this question only if 1 OR 2 is coded in Q29(a))</p> <p>29(b) Please specify the reason(s) for your dissatisfaction</p> | <p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> |
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H. GENERAL INFORMATION

| | |
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| <p>30. What kind of other telecom services are you using?</p> | <p><input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line</p> <p><input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None</p> |
| <p>31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p> |
| <p>32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p> |
| <p>(Ask only if Yes in Q 32)</p> <p>33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p> | <p><input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease</p> <p><input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change</p> <p>(Ask Q 33(b) only if 3 OR 2 OR 1 is coded)</p> |
| <p>(Ask only if 3 OR 2 OR 1 coded in Q 33 (a))</p> <p>33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?</p> | <p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 34(a))</p> |
| <p>(Ask only if Yes in Q33 (b))</p> <p>33.(c) If Yes, please indicate the following -</p> | <p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p> |
| <p>34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q35)</p> |
| <p>34(b). Have you utilized SMS based mechanism for getting unique porting code?</p> | <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If No, go to Q 35)</p> |

| | |
|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider? | <input type="checkbox"/> 1 Within 5 minutes <input type="checkbox"/> 2 After 5 to 10 minutes <input type="checkbox"/> 3 After 10 minutes <input type="checkbox"/> 4 Never |
| 34 (d) If you have utilized the service of MNP, are you satisfied with its entire process? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider? | |

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2012

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 37. How did you come to know about the toll free customer care number? [MULTIPLE CODE] | <input type="checkbox"/> [1] Newspaper <input type="checkbox"/> [2] Website of the service provider <input type="checkbox"/> [3] SMS from service provider <input type="checkbox"/> [4] Display at complaint centres/ sales outlets <input type="checkbox"/> [5] Telephone bills <input type="checkbox"/> [6] Other, specify |
| 38. Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 44) |
| 39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (SINGLE CODE) | <input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint |
| [ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 39] 40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 42. Was your complaint resolved by the complaint centre within three (3) days? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable |
| 44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals? | <input type="checkbox"/> Yes <input type="checkbox"/> No —————▶ (If No, go to Q 50) |
| 45. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE] | [1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____ |
| 46. Have you filed any appeal in last 6 months? | <input type="checkbox"/> Yes <input type="checkbox"/> No —————▶ (If No, go to Q 50) |
| 47. How did you file your appeal to the Appellate Authority? | [1] E-mail [2] Fax [3] Letter(post/ courier) [4] In person(self) [5] Other specify |
| 48. Did you receive any acknowledgement? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently |
| (Q50 to Q52 are for prepaid customers only) | |
| 50. Are you aware that a prepaid customer can get item-wise usage charge details, on request? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection? | <input type="checkbox"/> Yes <input type="checkbox"/> No —————▶ (If No, go to Q 53) |
| 52. What were the reason(s) for denying your request? | <input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) |
| 53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?" | <input type="checkbox"/> Yes <input type="checkbox"/> No |

THANKS & PROCEED TO BASIC WIRELINE & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____ Date: _____
Name of the scrutinizer: _____ Date: _____
Back-check done by: _____ Date of back-check: _____

Q4/11/12 SURVEY C: BROADBAND SERVICE

| | | |
|------------|--|--|
| Serial No. | | |
|------------|--|--|

Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of TRAI – Telecom Regulatory Authority of India a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

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

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL [11] Tikona

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

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

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

S1.4 Tel: _____

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

| STD Code | Telephone Number |
|----------|------------------|
| | |

S1.5a. RECORD Usage Type: Residential Commercial

S1.6 Please tell us your Occupation: Service Business/self employed [3] Farmer
 Student Housewife Retired

S1.7. RECORD Area: Rural Urban

S1.8. User Type: Postpaid Prepaid

S1.9 E-mail

| |
|--|
| |
|--|

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

S1.11. RECORD District _____

S1.12. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.13 RECORD Name of POP: _____

S1.14 RECORD Mode of interview: Telephonic In-person E-mail Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED - POSTPAID CUSTOMER

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. How satisfied are you with the timely delivery of bills? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded) |
| (Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code) | <input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____ |
| 6(a). How satisfied are you with the accuracy/completeness of the bills? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded) |
| (Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code) | <input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <input type="checkbox"/> 5 Others (please specify) _____ |
| 7. Have you made any billing related complaints in last 6 months? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10) |
| 8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded) |
| (Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction | <input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____ |
| 9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10) |
| 9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |

D. HELP SERVICE

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

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

| | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc. | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 21(a)) | |
| 20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied | <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied |
| 20(c) Please tell me the reasons for your dissatisfaction. | <input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify | |
| 21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc) | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a)) | |
| 21(b). ASK IF YES IN Q26. Have you complained to your | <input type="checkbox"/> 1 Yes | |

| | |
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| service provider for deactivation of such services and refund of charges levied? | <input type="checkbox"/> 2 No → (If No, go to Q 23(a)) |
| 21(c). What difficulties you have faced while deactivating of such services and refund of charges levied? | <input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to be contacted <input type="checkbox"/> 5 Others please specify _____ |
| 22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |

G. OVERALL CUSTOMER SATISFACTION

| | |
|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 23(a). How satisfied are you with the overall quality of your Broadband service? | <input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied |
| (Ask this question only if 1 OR 2 is coded in Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction | 1. _____ _____ 2. _____ _____ 3. _____ _____ |

H. GENERAL

| | |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 24. How many persons in your house are using this Broadband connection? | ----- |
| 24(a). What kind of other telecom services are you also taking from your service provider? | <input type="checkbox"/> 1 Mobile <input type="checkbox"/> 2 Wireline <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None |
| 25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider? | ----- |

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/query? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 28. How did you come to know about the toll free customer care number? [MULTIPLE CODE] | <input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider <input type="checkbox"/> 3 SMS from service provider <input type="checkbox"/> 4 Display at complaint centres/ sales outlets <input type="checkbox"/> 5 Telephone bills <input type="checkbox"/> 6 Other, specify _____ |
| 29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/ Helpline telephone number? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 35) |
| 30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code) | <input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request |
| 31. ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30 Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 32. Did the complaint centre inform you about the action Taken on your complaint through SMS or by other means? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 33. Was your complaint resolved by the complaint centre within three (3) days? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No |
| 34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not Applicable |
| 35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals? | <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 41) |
| 36. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE] | <input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>[3] Display at complaint centres/ sales outlets</p> <p>[4] Telephone bills</p> <p>[5] Other, specify_____</p> |
| 37. Have you filed any appeal in last 6 month? | <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → (if no go to Q 41)</p> |
| 38. How did you file your appeal to the Appellate Authority? | <p>[1] E-mail</p> <p>[2] Fax</p> <p>[3] Letter (post/ courier) [4] In person (self)</p> <p>[5] Other, specify_____</p> |
| 39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it? | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| 40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal? | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Appeal filed only recently</p> |
| (Q41 to Q43 are for prepaid customers only) | |
| 41. Are you aware that a prepaid customer can get item-wise usage charge details, on request? | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| 42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection? | <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No → (if no go to Q 44)</p> |
| 43. What were the reason(s) for denying your request? | <p><input type="checkbox"/> No reason given</p> <p><input type="checkbox"/> technical problem</p> <p><input type="checkbox"/> Others (please specify)</p> |
| 44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new Broadband connection?" | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> |

THANKS & PROCEED TO CELLULAR & WIRELINE QUESTIONNAIRE

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