



## Report on

- i) Assessment of Customer perception of Service and*
- ii) Implementation and Effectiveness of Various regulations, directions and orders issued by TRAI in the interest of consumers*

## **RAJASTHAN SERVICE AREA**

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Submitted to:

**Telecom Regulatory Authority of India**



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## EXECUTIVE SUMMARY

### 1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 21 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 through 11 questions. **Altogether four operators were covered in Rajasthan Service Area – Airtel, BSNL, MTS and Rel Com.** As regard to the performance, operators were not able to meet most of the prescribed benchmark. The findings with respect to major parameters on quality of service are as follows:

#### 1.1: Customer satisfaction with overall services (Benchmark >90%).

The customer perception of overall satisfaction level is poor in Rajasthan service area as **only two operators in urban** (Airtel and BSNL) **and two in rural** (Airtel and MTS) **areas could meet the benchmark of 90%.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 72.7% to 98.4% in rural area and 80% to 98.4% in urban area of Rajasthan.
- The **highest** percentages of **customers satisfied** were found with Airtel in rural as well as urban area.
- The lowest percentages of customers satisfied were found with Rel Com, both in rural as well as urban area.

#### 1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is critical in Rajasthan service area as none of the four operators **could meet the benchmark of 95% - both in urban as well as rural areas of Rajasthan**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 49.9% to 93.4% in rural area and 69.4% to 88.4% in urban area.
- The **highest** percentage of **customers satisfied** was found with Airtel in rural area and BSNL in urban area.
- The lowest percentages of customers satisfied were found with Rel Com in rural as well as urban area..

#### 1.3: Billing (Benchmark >95%)

None of the four operators covered in Rajasthan Service Area had prepaid customers. Hence, the survey was conducted only for post-paid customers. **None of these four operators could meet the benchmark of 95% both in rural and urban areas.**

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 50.6% to 93.2% in rural and 71.9% to 90.5% in urban areas.
- The **highest percentage of satisfied consumers** with billing services was achieved by MTS in rural area and BSNL in urban area.



- The **lowest percentage of satisfied consumers** with billing service in the **post-paid segment** was achieved by Rel Com, both in urban and rural areas.

#### **1.4: Maintainability (Benchmark >95%)**

The customer perception of the parameter maintainability is also critical for the basic services in Rajasthan as none of the four operators, in rural and urban areas, met the benchmark of 95%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 51.6% to 93.5% in rural area and 69.7% to 88.1% in urban area.
- The **highest percentage of customers satisfied** were found with MTS in rural and Airtel in urban areas.
- The lowest percentages of customers satisfied were found with Rel Com, both in rural and urban areas.

#### **1.5: Help Services/ Customer Care (Benchmark >90%)**

The customer perception of the parameter help service/ customer care is poor in Rajasthan. Only MTS could meet the benchmark of 90% in rural area. In urban area none of the four operators could meet the benchmark.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 52.6% to 93.8% in rural area and 66% to 87.7% in urban area.
- The **highest percentage of customers satisfied** were found with MTS in rural and Vodafone in urban area.
- The lowest percentages of customers satisfied were found again with Rel Com, in both the rural as well as urban areas of Rajasthan.

#### **1.6: Consumers Protection and Redressal of Grievances**

- In Rajasthan , awareness about the redressal mechanism is quite low as subscribers are only aware about the toll free number of customer care. Awareness about higher stage of redressal mechanism is almost negligent.
- Around 17% of consumers had lodged their complaint through toll free numbers – 20% in rural area and 16% in urban area. This was reported by over 2 out of 5 (43.5%) BSNL rural subscribers. In urban area also, 20% each of the BSNL and Airtel subscribers had used toll free numbers for deficiency of service. But the satisfaction level on ease of lodging complaint and redressal was noted to be quite low.

## **2 Customer Satisfaction Survey (Cellular Mobile)**

Subscribers' perception of cellular service was assessed for "7" defined parameters through 23 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 17 questions. **Altogether eight operators were covered in Rajasthan Service Area – Airtel, BSNL, MTS, Rel Com, Tatateleservices (TTSL), Idea Cellular, Vodafone**



**and Aircel.** As regard to the performance of operators in **Rajasthan service area**, very few of the operators were meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

### **2.1: Customer satisfaction with overall services (Benchmark >90%)**

The customer perception of overall satisfaction level is critical in rural area of Rajasthan service area as **none of the operators in rural areas could meet the benchmark of 90%**. In urban area **five** (Airtel, BSNL, MTS, Idea and Vodafone) **out of eight operators** covered had met the **benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 81.1% to 89.1% in rural areas and from 87.2% to 94% in urban areas.
- The **highest** percentages of customers satisfied were found with Airtel in both rural as well as urban areas.
- The lowest percentages of customers satisfied were found with BSNL in rural area and TTSL in urban areas.

### **2.2: Network Performance (Benchmark >95%)**

The customer perception of the network performance parameter is **poor in Rajasthan Service Area** as a whole as **none of the eight operators in rural area and only Airtel in urban area had met the benchmark of 95%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 75.5% to 90.1% in rural areas and from 81.9% to 96% in urban areas.
- The **highest** percentages of **customers satisfied** were found with MTS in rural area and Airtel in urban area.
- The lowest customer percentages of customers satisfied were found with BSNL in rural area and Aircel in urban area.

### **2.3: Billing (Benchmark >95%)**

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services none of the operators met the benchmark of 95% in rural area of Rajasthan. In Urban area, Airtel, Idea and Vodafone were the only three out of eight operators to meet the benchmark of >95%**. In the case of **post paid service, the situation is quite alarming as none of the eight operators had met the benchmark of >95% in rural as well as urban areas.**

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 80.3% to 92.6% in rural areas and from 90.9% to 95.3% in urban areas. Whereas in the case of **post-paid**, it ranged from 75.8% to 88.9% in rural areas and from 77.8% to 89.7% in urban areas.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by Airtel in rural areas and Idea Cellular in urban area. In the case of **post paid segment** the highest percentage of satisfied consumer was attained by two operators – TTSL and Idea Cellular in rural areas and Vodafone in urban areas.



- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by Aircel, both in rural and urban. In the case of **post-paid segment** the **lowest percentage of consumers** was attained Airtel in rural and Idea Cellular in urban area.

#### **2.4: Maintainability (Benchmark >95%)**

While recording the customer perception on maintainability (fault repair service) parameter in Rajasthan Service Area, it was found that **none of the eight operators were able to meet the benchmark of 95% in rural area.** In urban area the service condition was moderate as four of the eight operators surveyed had met the benchmark. **They are – Airtel, BSNL, Idea and Vodafone.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 89.2% to 94.8% in rural areas and 88.2% to 97.3% in urban areas.
- The **highest percentage of customer satisfied** was found with Airtel, both in rural as well as urban areas.
- The lowest percentages of customers satisfied were found with BSNL in rural area and Rel Com in Urban area.

#### **2.5: Help Services/ Customer Care (Benchmark >90%)**

The customer perception of the parameter help service/ customer care is also poor in the **rural areas** of Rajasthan as **none of the eight operators managed to meet the benchmark of 90%.** The situation in urban is fair as all except two – Rel Com and Aircel – were able to meet the benchmark

- In terms of **customers satisfied**, the achievement level of the operators ranged from 68% to 87.6% in rural areas and 86% to 92.2% in urban areas.
- The **highest percentage of customers satisfied** were found with MTS in rural areas and Vodafone in urban areas.
- The lowest percentages of customers satisfied were found with Rel Com in rural and Aircel in urban areas.

#### **2.6: Supplementary services (Benchmark >90%)**

The customer perception of the supplementary services parameter is somewhat poor in rural areas of Rajasthan only four operators (Airtel, BSNL, MTS and Vodafone) managed to **meet the benchmark of 90%.** In urban area, however, all except two (Rel Com and Aircel) managed to meet the benchmark.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 70.6% to 92.6% in rural areas and from 73% to 96.8% in urban areas
- The **highest percentages of customers satisfied** were found with Vodafone in rural area and BSNL in urban areas.
- The lowest percentages of customers satisfied were found with TTSL in rural and Rel Com in urban areas.

#### **2.7: Consumers Protection and Redressal of Grievances**

- Awareness level was found to be high in the case of toll free consumer care number as this was reported by almost all respondents in rural areas and 80.9% respondents in urban areas



- However, the awareness about contact detail of the Appellate Authority was found amongst 13.2% with almost no awareness in rural areas. Awareness was highest in case of Airtel in urban areas (33.0%) and lowest in MTS (0.2%)
- Highest number of complaints to the consumer care, was made by rural subscribers (75.5%).

### 3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Broadband service was assessed for "7" defined parameters through 21 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 through 7 questions. **Altogether only three operators were covered in Rajasthan Service Area – Airtel, BSNL and Rel Com.** As regard to the performance of operators in Rajasthan Service Area, these operators are meeting very few prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

#### 3.1: Customers satisfied with overall services (Benchmark >85%)

The customer perception of overall service is grim in Rajasthan Service Area as **only BSNL and that too in urban area had met the benchmark of 85%.**

- In terms of **customer satisfied**, the achievement level of the operators ranged from 49.7% to 84.0% in rural area and from 71.1% to 85.9% in urban area.
- The **highest** percentages of **customers satisfied** were found with BSNL in both rural (84.0%) and urban (85.9%) area
- The lowest percentages of customers satisfied were found with Rel Com in both rural (49.7%) and urban (71.1%) area.

#### 3.2: Network Performance (Benchmark >85%)

The customer perception of the parameter network performance is poor in Rajasthan Service Area as only Airtel in urban areas but none in rural area were meeting the **benchmark of 85%.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 45.0% to 84.8% in rural areas and 63.2% to 87.8% in urban area.
- The **highest customers satisfied** were found with BSNL (84.8%) in rural areas and Airtel (87.80%) in urban area
- The lowest customers satisfied were found with Rel Com – 45.0% in rural area and 63.2% in urban area

#### 3.3: Billing (Benchmark >90%)

None of the operators were providing prepaid services in Rajasthan Service Area. Hence survey was conducted for only postpaid consumers. In the case of **post paid, none of the three operators providing postpaid services met the benchmark of 90%.**





- In terms of **customers satisfied**, the achievement level of the operators, ranged from 41.8% (Rel Com) to 84.9% (BSNL) in rural area and 68.5% (Rel Com) to 89.8% (BSNL) in urban area
- The **highest percentage of satisfied consumers** with billing services was achieved by BSNL in both rural (84.9%) and urban area (89.8%).
- The **lowest percentage of satisfied consumers** with billing service was attained by Rel Com 41.8% in rural and 68.5% in urban area

### **3.4: Maintainability (Benchmark >85%)**

The customer perception of the parameter maintainability is poor in Rajasthan Service Area as out of three operators only BSNL in rural area was found to be meeting the benchmark of 85%.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 47.0% to 86.5% in rural area and 61.3% to 84.3% in urban areas.
- The **highest percentage of satisfied consumers** with maintainability was achieved by BSNL (86.5%) in rural area and Airtel (84.3%) in urban area
- The lowest percentages of customers satisfied were found with Rel Com in both rural (47.0%) and urban area (61.3%)

### **3.5: Help Services/ Customer Care (Benchmark >90%)**

The customer perception of the parameter help service/ customer care is critical in Rajasthan Service Area as **none of the three operators, both in rural as well as urban areas, could meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 43.1% to 81.4% in rural area and 66.5% to 85.9% in urban area.
- The **highest percentage of customers satisfied** were found with Bsnl in both rural (81.4%) and urban (85.9%) area
- The lowest percentages of customers satisfied were found with Rel Com- 43.1% in rural area and 66.5% in urban area.

### **3.6: Consumers Protection and Redressal of Grievances**

- Awareness level was found quite high in the case of toll free consumer care number as this was reported by almost all the consumers surveyed both in rural and urban areas
- Complaint to the toll free consumer care number for redressing grievances was found to be 26.0% in rural areas as against 13.0% in urban areas
- The awareness about the contact details of Appellate authority was low as this was reported by 4.5% of the broadband subscribers surveyed
- Around 79.0% had appealed to appellate authority for redressing their grievance



## 1. INTRODUCTION

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to customers through regulatory mechanism.

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament namely, the Telecom Regulatory Authority of India Act 1997 as amended by TRAI (Amendment) Act 2000. The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct the periodical survey of such service provided by the Operator so as to protect interest of the customers of telecommunication service”<sup>1</sup>.

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

In this concern, TRAI initiates study to assess the quality of telecom services every year. The study covers the whole India comprising four metros and three circles for Basic Wireline and Cellular services.

The main aim is to assess the quality of Basic service (Wireline) and Cellular Mobile services as per “**The Standard of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulation, 2009**”, notified by TRAI on 20<sup>th</sup> March 2009 and **Quality of Service of Broadband Service Regulation, 2006 (11 of 2006) dated 6<sup>th</sup> Oct 2006**.

In May 2007, TRAI had passed a regulation titled, “**Telecom Protection and Redressal of Grievances Regulation, 2007**”. The main objective of this regulation is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved customers.

The salient features of this regulation are listed below:

- I. Each Telecom Operators would be required:
  - a. To set up 24x7 Toll Free Call Centre
  - b. To appoint one or more Nodal Officer in each licensed service area
  - c. To appoint one or more Appellate Authority in each licensed service area.

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<sup>1</sup> [www.trai.gov.in](http://www.trai.gov.in)



- II. The information as above and also contact details of Nodal Officers and Appellate Authority to be widely publicized in national and local newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to customers.
- III. Each Operator will be required to publish abridged version of “Manual of Practices” for their customers and also make available the same on their web-sites.
- IV. The call centre, Nodal Officers and Appellate Authorities would follow the time lines as given in TRAI regulations for redressal of the complaints.

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **North Zone** comprising four circles – Delhi, Haryana, Rajasthan, Punjab, Jammu & Kashmir, Himachal Pradesh, UP (E) and UP (W) by Telecom Regulatory Authority of India (TRAI) on Jan 2013.

The present report covers the Rajasthan service Area for all the three services



## 2. OBJECTIVE OF THE STUDY

TRAI had laid down the Quality of Service standards for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service through the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March 2009. These regulations were amended by issuing the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone service (Amendment) Regulations, 2012 (10 of 2012) dated the 7th May, 2012. Likewise, TRAI had laid down the Quality of Service Standards for Broadband Service through the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th October, 2006. Keeping in view the need to ensure the Quality of Service provided by the service providers and to protect the interests of the consumers by making these regulations more effective, it is felt that the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6th October, 2006 need to be amended to introduce financial disincentive in relation to the performance of service providers with regard to the Quality of Service benchmarks. The draft amendments to the Standards of Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) on financial disincentives were released on 26.10.2012.

The regulations - The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) dated the 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated the 6<sup>th</sup> Oct. 2006 provide for benchmarks for the parameters on customer perception of service to be achieved by service providers. In order to monitor the compliance of prescribed standards/benchmarks, TRAI conducts periodic survey through independent agencies across the country.

Thus, the main objective of this customer satisfaction survey is to assess the:

- (i) implementation and effectiveness of the Telecom Consumers Complaint Redressal Regulations, 2012 (1 of 2012) dated 5th January 2012, the Telecom Consumer Protection Regulations 2012 dated 6th January 2012 and the Telecom Commercial Communications Customer Preference Regulation, 2010 dated 1st December 2010
- (ii) Customer's perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers in each of the telecom circles/ service areas under the respective Zone.

The scope of the survey also include assessment of implementation/ effectiveness of various orders/ directions/regulations issued by TRAI to protect the interest of consumers, particularly issues relating to tariff, billing including information to be included in the telephone bills, termination of service, redressal of grievances and provision of value added services and premium rate services.

The Zones comprise of the following Telecom Circle/ Service Areas:

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



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

**West Zone:** Delhi, Maharashtra (including Goa and excluding Delhi), Gujarat and 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, VOICE 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 and Broadband Service customers, in North Zone.

Of the eight service areas allotted to VOICE, VOICE carried out the survey in four telecom circles/service areas, namely, Delhi, Rajasthan, Haryana and Punjab in the first half year. The remaining four service areas, viz., Jammu and Kashmir, Himachal Pradesh and Uttar Pradesh-East and Uttar Pradesh - West (including Uttarakhand) will be treated in the second half year.

The Survey period extends from July 2013 to September 2013.

The report deals with the main objective of the study wherein we are assessing whether the service providers are meeting the benchmarks laid down by TRAI on different set of parameters and also assessing the implementation/ effectiveness of various orders/ directions/regulations issued by TRAI to protect the interest of consumers.





### 3. METHODOLOGY

#### 3.1 Questionnaire Building Process

The TRAI entrusted the task of developing the questionnaire to all the three successful bidders – VOICE for North Zone, IMRB for South and East Zone and Mott Mac Donald for West Zone. The objective was to design a questionnaire which will cover all the benchmark standards set up by the TRAI based on regulations mentioned above in the objectives of the study. . Hence, all three survey agencies submitted their draft questionnaires to TRAI in the month of March 2013. TRAI organised consultation with all the successful bidders and accordingly all three sets of questionnaires for the year 2013 were formed.

These set of questionnaires were based on SERVPERF model developed by Cronin and Taylor (1992), which is a refined version of SERVQUAL model developed by Parasuraman et al, (1988). The major difference between SERQUAL and Servperf is the exclusion of expectations portion in the SERPERF model. While developing the SERPERF model Cronin et al had argued that only the performance dimension can better predict the behavioural intention of the customers as against the ‘performance minus expectation’ model of SERVQUAL. The SERVPERF model is based on five dimensions which are used as the basis for service quality measurement tool. These dimensions are- Tangibility, Reliability, Responsiveness, Assurance and Empathy.

Keeping in mind the TRAI regulations, it was proposed by the survey agencies to include three more dimensions, namely, Network/technical quality, Economy and Convenience, in addition to the five dimensions (tangibles, reliability, responsiveness, assurance and empathy) used in the SERQUAL and SERVPERF models.

The table below shows the dimensions and corresponding variables which have been covered in the study:



<b>Dimensions (Parameters) and variables used in the study</b>		
<b>Tangibility (TA)</b>		
TA 1	Availability of suitable plans	Service Provision
TA 2	Provision of information on SIM Card, recharge cards etc.	Service Provision
TA 3	Provision of visually attractive material – starter pack, reload card	Service Provision
TA 4	Provision of variety of entertainment facility – apps etc.	Supplementary services
<b>Reliability (RL)</b>		
RL 1	Provision of service accuracy and dependable	Billing
RL 2	Transparent & Accuracy of bill/ charges	Billing
RL 3	Customer friendly staff	Help services
<b>Responsiveness (RS)</b>		
RS 1	Provision of timely service	Service Provision
RS 2	Effective handling of downtime (maintaining a service)	Maintainability
RS 3	Prompt handling of complaint	Grievance redress
RS 4	Effective grievance redressal mechanism, customer service	Grievance redress
<b>Assurance (AS)</b>		
AS 1	Competency of the staff/ services/ problem solving ability	Help services
AS 2	Feedback mechanism	Grievance redress
<b>Convenience (CV)</b>		
CV 1	Ease of access to Customer help line numbers	Help services
CV 2	Ease of activating & deactivating any service (VAS)/ any other	Supplementary services
CV 3	Ease of registering for unwanted calls/ SMS	Supplementary services
<b>Empathy (EM)</b>		
EM 1	Provision of service manual, complete tariff plan at the time of subscription	Service Provision
EM 2	Having convenient periods and terms for activation, recharge and account suspension , free call times	Billing
EM 3	Ease of taking a connection	Service Provision
EM 4	Ease of recharging process (pre paid)	Billing
EM 5	24 x 7 customer care service	Help services
<b>Network/ Technical Quality (NT)</b>		
NT 1	Availability of signal in your area (cell)/ working phone(basic)/ uptime (broadband)	Network Performance
NT 2	Ability to make and receive call / uninterrupted	Network Performance
NT 3	Clear Voice quality	Network Performance
<b>Economy (EC)</b>		
EC 1	Availability of recharging cards in various denomination	Billing
EC 2	Economical call charges per minute/ second	Billing
<b>Total variables = 26</b>		

Questionnaire: Based on the dimensions and corresponding variables, the Basic service (Wireline) questionnaire (**see Annexure 1.1**) is based on 7 broad parameters and 22 questions related to consumer





perception on quality of services and other 10 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Various regulations and directions issued by TRAI. The cellular mobile questionnaire contained 23 questions related to quality of service whereas 17 questions on Implementation and Effectiveness of Various regulations and directions issued by TRAI. In the case of Broadband, questionnaire was based on 7 broad parameters and 21 questions related to consumer perception on quality of service and 8 questions on Implementation and Effectiveness of Various regulations and directions issued by TRAI.

The parameters and benchmarks relating to customer perception of service for basic telephone service (wireline), cellular mobile telephone services and broadband service provided in the regulations are given below:

### 3.1.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 95%
(iii)	Customers satisfied with help services including customer grievance redressal	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 95%
(v)	Customers satisfied with maintainability	≥ 95%
(vi)	Customers satisfied with supplementary and value added services	≥ 90%
(vii)	Customers satisfied with overall service quality	≥ 90%

### 3.1.2 Broadband Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 90%
(iii)	Customers satisfied with help services	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 85%
(v)	Customers satisfied with maintainability	≥ 85%
(vi)	Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.	≥ 85%
(vii)	Customers satisfied Overall customer satisfaction	≥ 85%



### 3.1.1 Methodology to Calculate Customer Satisfaction on Broad Parameters.

On each of the above mentioned parameters, the respondents were asked to rate their satisfaction on a scale of 1 to 7, where 1 implies 'extremely dissatisfied' and 7 implies 'extremely satisfied'. To measure the percentage of consumers satisfied on various QoS parameters, top 4 box scores are taken into account thereby not considering the respondents who are actively dissatisfied with the services. The neutral score of 4 is therefore considered as not dissatisfied. Therefore, the proportion of sum total of consumers who had given a score of 4 (Not dissatisfied), 5 (Satisfied), 6 (Very Satisfied) and 7 (Extremely Satisfied) were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

$$CS = (A / N) * 100$$

Where:

CS = % of satisfied consumers

A = sum total of no. of subscribers who were "Not dissatisfied" + "Satisfied" + "Very Satisfied" + "Extremely Satisfied" on each of the broad parameter

N = Total sample size achieved

This implies that if all the customers are either "Not dissatisfied", "Satisfied", "Very Satisfied" or "Extremely Satisfied", the operator can get a rating of 100%. On the other hand, if all the customers are "Dissatisfied", "Very Dissatisfied" or "Extremely dissatisfied" the operator gets a score of 0%.

#### Comparison with the Benchmarking

During the consultation with the TRAI, it was agreed that comparison with the benchmarks will be done on the basis of percentage of customers satisfied as described above.

The survey in the Rajasthan Service Area, of all the three services, was done between July 2013 and September 2013.



## 3.2 Sampling Methodology

### 3.2.1 Basic Wire line Service

As per the tender document, survey agency was supposed to cover a total sample of 2,400 subscribers, to be divided among the four operators. This is shown in the table below.

Name of the Operators	Target Sample*	Covered Sample
Airtel	600	621
Bharat Sanchar Nigam Limited (BSNL)	600	615
Sistema Shyam (MTS)	600	614
Rel Communication (Rel Com)	600	609
<b>Total</b>	<b>2400</b>	<b>2459</b>

\*The above sample represents the total operator wise subscribers in Rajasthan Service Area with 95% confidence level and 4% interval.

As per the tender document, survey agencies with the help of TRAI officials would select 10% of the SDCAs and 5% of the total exchanges in a services area. Altogether, Rajasthan Service Area is divided in to 258 SDCAs and 2314 exchanges. Thus, 26 SDCAs and 116 exchanges were selected for the survey. Operator wise Target sample is shown in the table below:

Rajasthan Service Area: Basic (Wireline)											
SSA	SDCAs	Airtel		BSNL		MTS		Rel Com		Total	
		Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban
Ajmer	Ajmer	7	15	7	15	7	15	7	15	26	62
	Kishangarh(s)/Madanganj	7	15	7	15	7	15	7	15	26	62
Alwar	Alwar	9	22	9	22	9	22	9	22	37	87
	Rajgarh	9	22	9	22	9	22	9	22	37	87
Bharatpur	Dholpur	7	15	7	15	7	15	7	15	26	62
	Bharatpur	7	15	7	15	7	15	7	15	26	62
Bikaner	Bikaner (N) (chattargarh)	6	14	6	14	6	14	6	14	24	56
	Bikaner ( C ) (Jaimalsar)	6	14	6	14	6	14	6	14	24	56
Bundi	Bundi	3	6	3	6	3	6	3	6	11	25
	Hindoli	3	6	3	6	3	6	3	6	11	25
Chittorgarh	Rashmi	4	10	4	10	4	10	4	10	17	39
	Chittorgarh	4	10	4	10	4	10	4	10	17	39
Churu	Taranagar	5	12	5	12	5	12	5	12	20	48
	Churu	5	12	5	12	5	12	5	12	20	48
Jaipur	Jaipur	17	40	17	40	17	40	17	40	68	160
	Amber (Chomu)	17	40	17	40	17	40	17	40	68	160
Jaisalmer	JAISALMER-1 (RAMGARH)	2	4	2	4	2	4	2	4	7	17
	JAISALMER-11	2	4	2	4	2	4	2	4	7	17
Jodhpur	JODHPUR(E)	9	22	9	22	9	22	9	22	37	87
	JODHPUR(W) (JHANWAR)	9	22	9	22	9	22	9	22	37	87
Nagaur	NAGAUR(E)	8	20	8	20	8	20	8	20	34	78
	NAGAUR(W) (KHINWSAR)	8	20	8	20	8	20	8	20	34	78
Srigang-anagar	SRIGANGANAGAR	5	12	5	12	5	12	5	12	20	48
	ANUPGARH(E)	5	12	5	12	5	12	5	12	20	48
Udaipur	GIRWA (UDAIPUR)	8	18	8	18	8	18	8	18	31	73
	DEOGARH	8	18	8	18	8	18	8	18	31	73
<b>Total</b>		<b>180</b>	<b>420</b>	<b>180</b>	<b>420</b>	<b>180</b>	<b>420</b>	<b>180</b>	<b>420</b>	<b>720</b>	<b>1680</b>



### 3.2.1.1 Mode of interview

As discussed above, two modes of interview were selected to cover the entire sample. While in rural areas, only In-person interviews were conducted, in urban areas half of the survey was conducted through telephonic interviews and remaining half through face to face interviews. Hence, minimum 65% of the sample was to be covered through In-person (Face to Face) and rest 35% were to be covered through Computer Assisted Telephonic Interviews (CATI). The table below shows the actual sample breakup achieved with both the modes of interviews:

Rajasthan Service Area: Operator wise sample distribution with mode of interview						
Operator	Mode	In Person		CATI		Total
		Count	Row N %	Count	Row N %	Count
Airtel	Urban	219	50.8%	212	49.2%	431
	Rural	190	100.0%			190
	Total	409	65.9%	212	34.1%	621
BSNL	Urban	214	49.9%	215	50.1%	429
	Rural	186	100.0%			186
	Total	400	65.0%	215	35.0%	615
MTS	Urban	215	50.2%	213	49.8%	428
	Rural	186	100.0%			186
	Total	401	65.3%	213	34.7%	614
Rel Com	Urban	214	50.2%	212	49.8%	426
	Rural	183	100.0%			183
	Total	397	65.2%	212	34.8%	609
Total	Urban	862	50.3%	852	49.7%	1714
	Rural	745	100.0%			745
	Total	1607	65.4%	852	34.6%	2459

### 3.2.1.2 Type wise sample distribution

None of the Service Providers had prepaid customers for their Basic Wire-line service. Hence all the postpaid customers were covered during the survey for each of the service providers.

### 3.2.1.3 Area wise sample distribution

As per the discussions with TRAI document, survey agencies were required to cover at least 30% of the total sample rural areas. The following table shows the actual sample covered, based on that the operator wise rural sample exchanges:

Rajasthan: AREA wise sample distribution					
	Urban		Rural		Total
	Count	Row N %	Count	Row N %	Count
Airtel	431	69.4%	190	30.6%	621
BSNL	429	69.8%	186	30.2%	615
MTS	428	69.7%	186	30.3%	614
Rel Com	426	70.0%	183	30.0%	609
<b>Total</b>	<b>1714</b>	<b>69.7%</b>	<b>745</b>	<b>30.3%</b>	<b>2459</b>



### 3.2.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 4,800 subscribers, to be divided among the eight operators. This is shown in the table below:

Operators	Target Sample*	Covered Sample
Airtel	600	735
BSNL (Bharat Sanchar Nigam Limited)	600	607
Sistema Shyam (MTS)	600	602
Rel Com (Reliance Communication)	600	648
Tata Teleservices	600	612
Idea Cellular	600	627
Vodafone	600	643
Aircel	600	646
<b>Total</b>	<b>4,800</b>	<b>5120</b>

\*The target sample represents the total operator wise subscribers in Rajasthan Service Area 95% confidence level and 4% interval.

In Rajasthan service area, there are 33 districts and as per the tender document 10% of the district headquarters was considered for coverage area.

Therefore, operator wise sample was distributed in four districts of Rajasthan Service Area on the basis of proportionate population sample distribution basis.

The following table shows the district wise sample distribution that was achieved after carrying out the survey. The highest sample was covered in District of Jaipur (49.6%) followed by Udaipur (19.1%), Bharatpur (16.2%) and Bikaner (15.1%).

Rajasthan Service Area: Provider wise & areas wise sample distribution in to selected districts						
Operator	Area	District				Total
		Bharatpur	Bikaner	Jaipur	Udaipur	
Airtel	Rural	43	30	108	39	220
	Urban	61	55	360	39	515
BSNL	Rural	31	31	85	38	185
	Urban	72	70	192	88	422
MTS	Rural	31	29	82	39	181
	Urban	72	69	193	87	421
Rel Com	Rural	31	29	92	42	194
	Urban	88	71	211	84	454
TTSL	Rural	30	31	82	38	181
	Urban	75	75	196	85	431
Idea	Rural	13	30	126	21	190
	Urban	75	83	199	80	437
Vodafone	Rural	31	29	82	60	202
	Urban	72	42	219	108	441
Aircel	Rural	31	29	112	38	210
	Urban	75	70	201	90	436
<b>Total Rajasthan</b>	<b>Rural</b>	<b>241</b>	<b>238</b>	<b>769</b>	<b>315</b>	<b>1563</b>
	<b>Urban</b>	<b>590</b>	<b>535</b>	<b>1771</b>	<b>661</b>	<b>3557</b>
	<b>Total</b>	<b>831</b>	<b>773</b>	<b>2540</b>	<b>976</b>	<b>5120</b>



### 3.2.2.1 Mode of interview

As discussed above, two modes of interview were selected to cover the entire sample. While in rural areas, only In-person interviews were conducted, in urban areas half of the survey was conducted through telephonic interviews and remaining half through face to face interviews. Hence, minimum 65% of the sample was to be covered through In-person (Face to Face) and rest 35% were to be covered through Computer Assisted Telephonic Interviews (CATI). The table below shows the actual sample breakup achieved with both the modes of interviews:

Rajasthan Service Area: Operator wise sample distribution with mode of interview				
		In-Person	Telephonic	Total
Airtel	Count	525	210	735
	% age	71.4%	28.6%	100.0%
BSNL	Count	395	212	607
	% age	65.1%	34.9%	100.0%
MTS	Count	391	211	602
	% age	65.0%	35.0%	100.0%
Rel Com	Count	438	210	648
	% age	67.6%	32.4%	100.0%
TTSL	Count	399	213	612
	% age	65.2%	34.8%	100.0%
Idea	Count	414	213	627
	% age	66.0%	34.0%	100.0%
Vodafone	Count	433	210	643
	% age	67.3%	32.7%	100.0%
Aircel	Count	436	210	646
	% age	67.5%	32.5%	100.0%
<b>Total</b>	<b>Count</b>	<b>3431</b>	<b>1689</b>	<b>5120</b>
	<b>% age</b>	<b>67.0%</b>	<b>33.0%</b>	<b>100.0%</b>



### 3.2.2.2 Type wise sample distribution

The operator wise sample was further divided in to pre-paid and post paid segment. The operator wise ratio of pre paid and post paid subscriber base was organized with the help of nodal officer appointed for each of the operators. The following table shows the operator wise pre-paid and post-paid division of sample.

Rajasthan Service Area: Operator wise and user type wise sample distribution				
		Post-paid	Prepaid	Total
Airtel	Count	39	696	735
	% age	5.3%	94.7%	100.0%
BSNL	Count	48	559	607
	% age	7.9%	92.1%	100.0%
MTS	Count	0	602	602
	% age	0.0%	100.0%	100.0%
Rel Com	Count	59	589	648
	% age	9.1%	90.9%	100.0%
TTSL	Count	39	573	612
	% age	6.4%	93.6%	100.0%
Idea	Count	36	591	627
	% age	5.7%	94.3%	100.0%
Vodafone	Count	56	587	643
	% age	8.7%	91.3%	100.0%
Aircel	Count	42	604	646
	% age	6.5%	93.5%	100.0%
<b>Total</b>	<b>Count</b>	<b>319</b>	<b>4801</b>	<b>5120</b>
	<b>% age</b>	<b>6.2%</b>	<b>93.8%</b>	<b>100.0%</b>

### 3.2.2.3 Area wise distribution

As per the discussions with TRAI officials, rural areas within the radius of 20 km from the district headquarters were to be covered. Based on that the operator wise rural sample covered is shown in the table below:

Rajasthan service area: Operator wise and area wise sample distribution				
		Rural	Urban	Total
Airtel	Count	220	515	735
	% age	30.0%	70.0%	100.0%
BSNL	Count	185	422	607
	% age	30.5%	69.5%	100.0%
MTS	Count	181	421	602
	% age	30.1%	69.9%	100.0%
Rel Com	Count	194	454	648
	% age	30.0%	70.0%	100.0%
TTSL	Count	181	431	612
	% age	30.0%	70.0%	100.0%
Idea	Count	190	437	627
	% age	30.3%	69.7%	100.0%
Vodafone	Count	202	441	643
	% age	31.4%	68.6%	100.0%
Aircel	Count	210	436	646
	% age	32.5%	67.5%	100.0%
<b>Total</b>	<b>Count</b>	<b>1563</b>	<b>3557</b>	<b>5120</b>
	<b>% age</b>	<b>30.5%</b>	<b>69.5%</b>	<b>100.0%</b>



### 3.2.3 Broadband

In the case of Broadband, survey agency was required to obtain from Broadband operators, Central ISP Node and total number of subscribers in each circle and then work out the sample to be covered. Based on the number of subscribers the sample size was ascertained on the basis 95% confidence level and 3% confidence interval.

Operators	Target Sample*	Covered Sample
Airtel	600	602
Bharat Sanchar Nigam Ltd. (BSNL)	600	606
Tata Comm	600	0
Rel Communications (Rel Com)	600	606
<b>Total</b>	<b>2,400</b>	<b>1814</b>

\*The target sample represents the total operator wise subscribers in the Rajasthan with 95% confidence level and 3% confidence interval.

However, on interacting with the Tata Comm officials it was found that their subscriber base is only 103 in Rajasthan and amongst them the active base is almost negligible. Hence they have not been included in the survey. The same has been communicated to TRAI officials (Delhi and Jaipur) over the mail.

**3.2.3.1 Mode of Interview:** As per the tender document, in the urban areas at least 50% of the observations/ interviews shall be based on personal interview basis and up to 50% through email or by developing web based applications. VOICE, accordingly sent emails to the database of the operator wise subscribers received from few operators and also the VOICE internal data base. However, as the number of responses to the email sent was very low, it was mutually decided with the consultation of TRAI officials that instead of sending e-mails, CATI would be used for the remaining interviews. The following table shows the actual operators wise sample covered with the mode of interview.

Rajasthan Service Area: Operator wise sample distribution with mode of interviews				
		In Person	CATI/Web based	Total
Airtel	Count	392	210	602
	% age	65.1%	34.9%	100.0%
BSNL	Count	395	211	606
	% age	65.2%	34.8%	100.0%
Rel Com	Count	396	210	606
	% age	65.3%	34.7%	100.0%
Total	Count	1183	631	1814
	% age	65.2%	34.8%	100.0%

### 3.2.3.2 Type wise sample distribution

None of the operators in Rajasthan service area provided prepaid connection to their broadband subscribers. Hence all the subscribers are postpaid subscribers.





### 3.2.3.3 Area wise distribution

As per the discussions with TRAI document, survey agencies were required to cover at least 30% of the total sample rural areas. The following table shows the actual sample covered, based on that the operator wise rural sample exchanges:

Rajasthan service area: Operator wise and area wise sample distribution					
	Urban		Rural		Total
	Count	Row N %	Count	Row N %	Count
Airtel	421	69.9%	181	30.1%	602
BSNL	425	70.0%	181	30.0%	606
Rel Com	425	70.0%	181	30.0%	606
<b>Total</b>	<b>1271</b>	<b>70.0%</b>	<b>543</b>	<b>30.0%</b>	<b>1814</b>



### 3.3 Sample Characteristics

#### 3.3.1 Basic Wire-line Service

##### 3.3.1.1 Gender Profile

Rajasthan: Basic services: Gender Profile						
		Male		Female		Total
		Count	%	Count	%	Count
Airtel	Urban	307	71.2%	124	28.8%	431
	Rural	152	80.0%	38	20.0%	190
	Total	459	73.9%	162	26.10%	621
BSNL	Urban	323	75.3%	106	24.7%	429
	Rural	161	86.6%	25	13.4%	186
	Total	484	78.7%	131	21.3%	615
MTS	Urban	367	85.7%	61	14.3%	428
	Rural	165	88.7%	21	11.3%	186
	Total	532	86.6%	82	13.4%	614
Rel Com	Urban	310	72.8%	116	27.2%	426
	Rural	153	83.6%	30	16.4%	183
	Total	463	76.0%	146	24.0%	609
Total	Urban	1307	76.3%	407	23.7%	1714
	Rural	631	84.7%	114	15.3%	745
	Total	1938	78.8%	521	21.2%	2459

- Altogether 2459 basic wire-line subscribers were covered in Rajasthan Service Area – 1714 in urban and 745 in rural areas.
- Altogether 1938(78.8%) were males and remaining 521 (21.1%) were females.
- Highest percentage of females was from Airtel both in rural (20%) and urban (28.8%) areas.

##### 3.3.1.2 Age Profile

Rajasthan: Basic services: Age Structure (in years)										
		Less than 25		25-34		35-44		45 and above		Total
		Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	37	8.6%	62	14.4%	73	16.9%	259	60.1%	431
	Rural	34	17.9%	68	35.8%	47	24.7%	41	21.6%	190
	Total	71	11.4%	130	20.9%	120	19.3%	300	48.3%	621
BSNL	Urban	38	8.9%	56	13.1%	52	12.1%	283	66.0%	429
	Rural	25	13.4%	36	19.4%	52	28.0%	73	39.2%	186
	Total	63	10.2%	92	15.0%	104	16.9%	356	57.9%	615
MTS	Urban	60	14.0%	114	26.6%	50	11.7%	204	47.7%	428
	Rural	29	15.6%	96	51.6%	38	20.4%	23	12.4%	186
	Total	89	14.5%	210	34.2%	88	14.3%	227	37.0%	614
Rel Com	Urban	58	13.6%	59	13.8%	58	13.6%	251	58.9%	426
	Rural	31	16.9%	63	34.4%	42	23.0%	47	25.7%	183
	Total	89	14.6%	122	20.0%	100	16.4%	298	48.9%	609
Total	Urban	193	11.3%	291	17.0%	233	13.6%	997	58.2%	1714
	Rural	119	16.0%	263	35.3%	179	24.0%	184	24.7%	745
	Total	312	12.7%	554	22.5%	412	16.8%	1181	48.0%	2459



- Majority belonged to the age group of over 45 years (48%), followed by 25-34 years (12.7%).
- However in rural areas majority were in age group of 25-34 years (35.3%). In the case of Reliance half of total sample in rural areas were in the age group of 25-34 years. But in the case of Airtel 3 out of 5 were over 45 years.

### 3.3.1.3 Occupational Structure

Rajasthan: Basic services: occupation structure of subscribers														
		Service		Business/self employee		Student		Housewife		Retired		Other		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	162	37.6%	142	32.9%	27	6.3%	78	18.1%	21	4.9%	1	0.2%	431
	Rural	91	47.9%	67	35.3%	5	2.6%	17	8.9%	10	5.3%	0	0.0%	190
	Total	253	40.7%	209	33.7%	32	5.2%	95	15.3%	31	5.0%	1	0.2%	621
BSNL	Urban	105	24.5%	187	43.6%	32	7.5%	80	18.6%	25	5.8%			429
	Rural	41	22.0%	103	55.4%	11	5.9%	22	11.8%	9	4.8%			186
	Total	146	23.7%	290	47.2%	43	7.0%	102	16.6%	34	5.5%			615
MTS	Urban	217	50.7%	179	41.8%	7	1.6%	24	5.6%	1	0.2%			428
	Rural	91	48.9%	81	43.5%	6	3.2%	8	4.3%					186
	Total	308	50.2%	260	42.3%	13	2.1%	32	5.2%	1	0.2%			614
Rel Com	Urban	165	38.7%	127	29.8%	42	9.9%	67	15.7%	25	5.9%			426
	Rural	60	32.8%	74	40.4%	19	10.4%	22	12.0%	8	4.4%			183
	Total	225	36.9%	201	33.0%	61	10.0%	89	14.6%	33	5.4%			609
Total	Urban	649	37.9%	635	37.0%	108	6.3%	249	14.5%	72	4.2%	1	0.1%	1714
	Rural	283	38.0%	325	43.6%	41	5.5%	69	9.3%	27	3.6%			745
	Total	932	37.9%	960	39.0%	149	6.1%	318	12.9%	99	4.0%	1	0.0%	2459

- Majority of the covered respondents were in business (39%) and service (38%). Around 13% were housewives and 6% students.

### 3.3.1.4 Usage Type

Rajasthan: Basic services: Usage Type						
		Residential		Commercial		Total
		Count	%	Count	%	Count
Airtel	Urban	363	84.2%	68	15.8%	431
	Rural	67	35.3%	123	64.7%	190
	Total	430	69.2%	191	30.8%	621
BSNL	Urban	346	80.7%	83	19.3%	429
	Rural	107	57.5%	79	42.5%	186
	Total	453	73.7%	162	26.3%	615
MTS	Urban	412	96.3%	16	3.7%	428
	Rural	159	85.5%	27	14.5%	186
	Total	571	93.0%	43	7.0%	614
Rel Com	Urban	367	86.2%	59	13.8%	426
	Rural	112	61.2%	71	38.8%	183
	Total	479	78.7%	130	21.3%	609
Total	Urban	1488	86.8%	226	13.2%	1714
	Rural	445	59.7%	300	40.3%	745
	Total	1933	78.6%	526	21.4%	2459

- The use of basic wireline service was mainly used residential purpose in Rajasthan Service Area as it was reported by 78.6% of the total sample covered. However in rural areas over 40% reported its use for the commercial purpose. This was reported mainly Airtel subscribers (64.7%) in rural area.



### 3.3.2 Cellular Service

#### 3.3.2.1 Gender Profile

Rajasthan Cellular: Gender Profile						
		Male		Female		Total
		Count	%	Count	%	Count
Airtel	Rural	214	97.3%	6	2.7%	220
	Urban	484	94.0%	31	6.0%	515
	Total	698	95.0%	37	5.0%	735
BSNL	Rural	174	94.1%	11	5.9%	185
	Urban	367	87.0%	55	13.0%	422
	Total	541	89.1%	66	10.9%	607
MTS	Rural	149	82.3%	32	17.7%	181
	Urban	381	90.5%	40	9.5%	421
	Total	530	88.0%	72	12.0%	602
Rel Com	Rural	176	90.7%	18	9.3%	194
	Urban	394	86.8%	60	13.2%	454
	Total	570	88.0%	78	12.0%	648
TTSL	Rural	168	92.8%	13	7.2%	181
	Urban	375	87.0%	56	13.0%	431
	Total	543	88.7%	69	11.3%	612
Idea	Rural	185	97.4%	5	2.6%	190
	Urban	411	94.1%	26	5.9%	437
	Total	596	95.1%	31	4.9%	627
Vodafone	Rural	197	97.5%	5	2.5%	202
	Urban	411	93.2%	30	6.8%	441
	Total	608	94.6%	35	5.4%	643
Aircel	Rural	195	92.9%	15	7.1%	210
	Urban	381	87.4%	55	12.6%	436
	Total	576	89.2%	70	10.8%	646
<b>Total</b>	<b>Rural</b>	<b>1458</b>	<b>93.3%</b>	<b>105</b>	<b>6.7%</b>	<b>1563</b>
	<b>Urban</b>	<b>3204</b>	<b>90.1%</b>	<b>353</b>	<b>9.9%</b>	<b>3557</b>
	<b>Total</b>	<b>4662</b>	<b>91.1%</b>	<b>458</b>	<b>8.9%</b>	<b>5120</b>

- Altogether 5120 cellular customers were covered in Rajasthan Service Area.
- Of them 4662 (91.1%) were males and remaining 458 (8.9%) were females.
- Highest percentage of female sample was covered in the case of MTS and Rel Com (12.0%) for both
- In the case of rural area highest female sample came from Rel Com (13.2%) and in urban area from MTS (17.7%)



### 3.3.2.2 Age Profile

Age Structure (in years)										
		Less than 25		25-34		35-44		More than 45		Total
		Count	%	Count	%	Count	%	Count	%	Count
Airtel	Rural	62	28.2%	79	35.9%	59	26.8%	20	9.1%	62
	Urban	91	17.7%	188	36.5%	187	36.3%	49	9.5%	91
	Total	153	20.8%	267	36.3%	246	33.5%	69	9.4%	153
BSNL	Rural	24	13.0%	73	39.5%	63	34.1%	25	13.5%	24
	Urban	26	6.2%	106	25.1%	108	25.6%	182	43.1%	26
	Total	50	8.2%	179	29.5%	171	28.2%	207	34.1%	50
MTS	Rural	48	26.5%	70	38.7%	45	24.9%	18	9.9%	48
	Urban	33	7.8%	101	24.0%	123	29.2%	164	39.0%	33
	Total	81	13.5%	171	28.4%	168	27.9%	182	30.2%	81
Reliance Comm	Rural	43	22.2%	81	41.8%	59	30.4%	11	5.7%	43
	Urban	106	23.3%	152	33.5%	118	26.0%	78	17.2%	106
	Total	149	23.0%	233	36.0%	177	27.3%	89	13.7%	149
TTSL	Rural	40	22.1%	81	44.8%	45	24.9%	15	8.3%	40
	Urban	70	16.2%	115	26.7%	134	31.1%	112	26.0%	70
	Total	110	18.0%	196	32.0%	179	29.2%	127	20.8%	110
Idea Cellular	Rural	43	22.6%	83	43.7%	56	29.5%	8	4.2%	43
	Urban	124	28.4%	180	41.2%	92	21.1%	41	9.4%	124
	Total	167	26.6%	263	41.9%	148	23.6%	49	7.8%	167
Vodafone	Rural	48	23.8%	79	39.1%	56	27.7%	19	9.4%	48
	Urban	31	7.0%	106	24.0%	139	31.5%	165	37.4%	31
	Total	79	12.3%	185	28.8%	195	30.3%	184	28.6%	79
Aircel	Rural	71	33.8%	88	41.9%	48	22.9%	3	1.4%	71
	Urban	151	34.6%	169	38.8%	78	17.9%	38	8.7%	151
	Total	222	34.4%	257	39.8%	126	19.5%	41	6.3%	222
<b>Total</b>	<b>Rural</b>	<b>379</b>	<b>24.2%</b>	<b>634</b>	<b>40.6%</b>	<b>431</b>	<b>27.6%</b>	<b>119</b>	<b>7.6%</b>	<b>379</b>
	<b>Urban</b>	<b>632</b>	<b>17.8%</b>	<b>1117</b>	<b>31.4%</b>	<b>979</b>	<b>27.5%</b>	<b>829</b>	<b>23.3%</b>	<b>632</b>
	<b>Total</b>	<b>1011</b>	<b>19.7%</b>	<b>1751</b>	<b>34.2%</b>	<b>1410</b>	<b>27.5%</b>	<b>948</b>	<b>18.5%</b>	<b>1011</b>

- Majority of respondents belonged to the age group 25-34 years (34.2%), followed by 35-44 years (27.5%). Around one fifth (19.7%) below 25 years – maximum in the case of Aircel (around 34%) – both in rural and urban areas.



### 3.3.2.3 Occupational Structure

Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		others	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	64	29.1%	87	39.5%	39	17.7%	2	0.9%	2	0.9%	26	11.8%
	Urban	146	28.3%	308	59.8%	36	7.0%	17	3.3%	2	0.4%	6	1.2%
	Total	210	28.6%	395	53.7%	75	10.2%	19	2.6%	4	0.5%	32	4.4%
BSNL	Rural	39	21.1%	104	56.2%	11	5.9%	4	2.2%	1	0.5%	26	14.1%
	Urban	155	36.7%	186	44.1%	17	4.0%	36	8.5%	17	4.0%	11	2.6%
	Total	194	32.0%	290	47.8%	28	4.6%	40	6.6%	18	3.0%	37	6.1%
MTS	Rural	48	26.5%	57	31.5%	34	18.8%	23	12.7%	2	1.1%	17	9.4%
	Urban	187	44.4%	138	32.8%	58	13.8%	25	5.9%	1	0.2%	12	2.9%
	Total	235	39.0%	195	32.4%	92	15.3%	48	8.0%	3	0.5%	29	4.8%
Reliance Comm	Rural	50	25.8%	87	44.8%	30	15.5%	6	3.1%	1	0.5%	20	10.3%
	Urban	140	30.8%	199	43.8%	63	13.9%	32	7.0%	13	2.9%	7	1.5%
	Total	190	29.3%	286	44.1%	93	14.4%	38	5.9%	14	2.2%	27	4.2%
TTSL	Rural	54	29.8%	91	50.3%	22	12.2%	5	2.8%	0	0.0%	9	5.0%
	Urban	177	41.1%	155	36.0%	44	10.2%	40	9.3%	7	1.6%	8	1.9%
	Total	231	37.7%	246	40.2%	66	10.8%	45	7.4%	7	1.1%	17	2.8%
Idea Cellular	Rural	52	27.4%	72	37.9%	33	17.4%	1	0.5%	0	0.0%	32	16.8%
	Urban	131	30.0%	187	42.8%	73	16.7%	17	3.9%	1	0.2%	28	6.4%
	Total	183	29.2%	259	41.3%	106	16.9%	18	2.9%	1	0.2%	60	9.6%
Vodafone	Rural	72	35.6%	95	47.0%	28	13.9%	0	0.0%	2	1.0%	5	2.5%
	Urban	143	32.4%	226	51.2%	19	4.3%	17	3.9%	18	4.1%	18	4.1%
	Total	215	33.4%	321	49.9%	47	7.3%	17	2.6%	20	3.1%	23	3.6%
Aircel	Rural	43	20.5%	71	33.8%	50	23.8%	7	3.3%	0	0.0%	39	18.6%
	Urban	143	32.8%	136	31.2%	103	23.6%	25	5.7%	2	0.5%	27	6.2%
	Total	186	28.8%	207	32.0%	153	23.7%	32	5.0%	2	0.3%	66	10.2%
Total	Rural	422	27.0%	664	42.5%	247	15.8%	48	3.1%	8	0.5%	174	11.1%
	Urban	1222	34.4%	1535	43.2%	413	11.6%	209	5.9%	61	1.7%	117	3.3%
	Total	1644	32.1%	2199	42.9%	660	12.9%	257	5.0%	69	1.3%	291	5.7%

- Majority of the respondents had Business or self employed (43%), followed by service class(32%).
- Around 13% were students and 5% were housewives. The trend was found to be somewhat similar across operators and areas in terms of rural and urban



### 3.3.2.4 Usage Type

		Usage Type					
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	217	98.6%	3	1.4%	220	100.0%
	Urban	514	99.8%	1	0.2%	515	100.0%
	Total	731	99.5%	4	0.5%	735	100.0%
BSNL	Rural	184	99.5%	1	0.5%	185	100.0%
	Urban	413	97.9%	9	2.1%	422	100.0%
	Total	597	98.4%	10	1.6%	607	100.0%
MTS	Rural	179	98.9%	2	1.1%	181	100.0%
	Urban	406	96.4%	15	3.6%	421	100.0%
	Total	585	97.2%	17	2.8%	602	100.0%
Reliance Comm	Rural	191	98.5%	3	1.5%	194	100.0%
	Urban	449	98.9%	5	1.1%	454	100.0%
	Total	640	98.8%	8	1.2%	648	100.0%
TTSL	Rural	173	95.6%	8	4.4%	181	100.0%
	Urban	396	91.9%	35	8.1%	431	100.0%
	Total	569	93.0%	43	7.0%	612	100.0%
Idea Cellular	Rural	189	99.5%	1	0.5%	190	100.0%
	Urban	436	99.8%	1	0.2%	437	100.0%
	Total	625	99.7%	2	0.3%	627	100.0%
Vodafone	Rural	198	98.0%	4	2.0%	202	100.0%
	Urban	439	99.5%	2	0.5%	441	100.0%
	Total	637	99.1%	6	0.9%	643	100.0%
Aircel	Rural	206	98.1%	4	1.9%	210	100.0%
	Urban	434	99.5%	2	0.5%	436	100.0%
	Total	640	99.1%	6	0.9%	646	100.0%
<b>Total</b>	<b>Rural</b>	<b>1537</b>	<b>98.3%</b>	<b>26</b>	<b>1.7%</b>	<b>1563</b>	<b>100.0%</b>
	<b>Urban</b>	<b>3487</b>	<b>98.0%</b>	<b>70</b>	<b>2.0%</b>	<b>3557</b>	<b>100.0%</b>
	<b>Total</b>	<b>5024</b>	<b>98.1%</b>	<b>96</b>	<b>1.9%</b>	<b>5120</b>	<b>100.0%</b>

- Only 2% (96) were found to be using for commercial purpose (usage type). Maximum belong to MTS subscribers – (2.8%, 17).



### 3.3.3 Broadband service

#### 3.3.3.1 Gender Profile

Rajasthan Broadband: Gender Profile						
		Count	%	Count	%	Count
Airtel	Urban	316	75.1%	105	24.9%	421
	Rural	135	74.6%	46	25.4%	181
	Total	451	74.9%	151	25.1%	602
BSNL	Urban	317	74.6%	108	25.4%	425
	Rural	145	80.1%	36	19.9%	181
	Total	462	76.2%	144	23.8%	606
Rel Com	Urban	328	77.2%	97	22.8%	425
	Rural	140	77.3%	41	22.7%	181
	Total	468	77.2%	138	22.8%	606
<b>Total</b>	<b>Urban</b>	<b>961</b>	<b>75.6%</b>	<b>310</b>	<b>24.4%</b>	<b>1271</b>
	<b>Rural</b>	<b>420</b>	<b>77.3%</b>	<b>123</b>	<b>22.7%</b>	<b>543</b>
	<b>Total</b>	<b>1381</b>	<b>76.1%</b>	<b>433</b>	<b>23.9%</b>	<b>1814</b>

- Altogether 1814 broadband subscribers were covered in Rajasthan Service Area – 1271 in urban and 543 in rural areas.
- Altogether 1381 (76.1%) were males and remaining 433 (23.9%) were females.
- Highest percentages of females were from Airtel in rural (25.4%) areas and BSNL in urban (25.4%) areas.

#### 3.3.3.2 Age Profile

Rajasthan: Broadband services: Age Structure (in years)										
		Less than 25		25-34		35-44		45 and above		Total
		Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	73	17.3%	139	33.0%	116	27.6%	93	22.1%	421
	Rural	33	18.2%	52	28.7%	46	25.4%	50	27.6%	181
	Total	106	17.6%	191	31.7%	162	26.9%	143	23.8%	602
BSNL	Urban	76	17.9%	127	29.9%	105	24.7%	117	27.5%	425
	Rural	34	18.8%	55	30.4%	34	18.8%	58	32.0%	181
	Total	110	18.2%	182	30.0%	139	22.9%	175	28.9%	606
Rel Com	Urban	93	21.9%	145	34.1%	87	20.5%	100	23.5%	425
	Rural	35	19.3%	53	29.3%	35	19.3%	58	32.0%	181
	Total	128	21.1%	198	32.7%	122	20.1%	158	26.1%	606
<b>Total</b>	<b>Urban</b>	<b>242</b>	<b>19.0%</b>	<b>411</b>	<b>32.3%</b>	<b>308</b>	<b>24.2%</b>	<b>310</b>	<b>24.4%</b>	<b>1271</b>
	<b>Rural</b>	<b>102</b>	<b>18.8%</b>	<b>160</b>	<b>29.5%</b>	<b>115</b>	<b>21.2%</b>	<b>166</b>	<b>30.6%</b>	<b>543</b>
	<b>Total</b>	<b>344</b>	<b>19.0%</b>	<b>571</b>	<b>31.5%</b>	<b>423</b>	<b>23.3%</b>	<b>476</b>	<b>26.2%</b>	<b>1814</b>

- Majority belonged to the age group of 25-34 years (31.5%), followed by over 45 years (26.2%).
- However in rural areas majority were in age group of over 45 years (30.6%).





### 3.3.1.3 Occupational Structure

Rajasthan: broadband services: occupation structure of subscribers														
		Service		Business/self employee		Student		Housewife		Retired		Other		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Airtel	Urban	162	38.5%	147	34.9%	34	8.1%	58	13.8%	17	4.0%	3	0.7%	421
	Rural	73	40.3%	55	30.4%	11	6.1%	29	16.0%	13	7.2%	0	0.0%	181
	Total	235	39.0%	202	33.6%	45	7.5%	87	14.5%	30	5.0%	3	0.5%	602
BSNL	Urban	160	37.6%	134	31.5%	35	8.2%	72	16.9%	24	5.6%	0	0.0%	425
	Rural	80	44.2%	60	33.1%	10	5.5%	23	12.7%	8	4.4%	0	0.0%	181
	Total	240	39.6%	194	32.0%	45	7.4%	95	15.7%	32	5.3%	0	0.0%	606
Rel Com	Urban	188	44.2%	123	28.9%	52	12.2%	48	11.3%	14	3.3%	0	0.0%	425
	Rural	68	37.6%	55	30.4%	19	10.5%	25	13.8%	14	7.7%	0	0.0%	181
	Total	256	42.2%	178	29.4%	71	11.7%	73	12.0%	28	4.6%	0	0.0%	606
Total	Urban	510	40.1%	404	31.8%	121	9.5%	178	14.0%	55	4.3%	3	0.2%	1271
	Rural	221	40.7%	170	31.3%	40	7.4%	77	14.2%	35	6.4%	0	0.0%	543
	Total	731	40.3%	574	31.6%	161	8.9%	255	14.1%	90	5.0%	3	0.2%	1814

- Majority of the covered respondents were in service (40.3%) and business (31.6%). Around 14.1% were housewives and 8.9% students.

### 3.3.3.4 Usage Type

Rajasthan: Broadband services: Usage Type						
		Residential		Commercial		Total
		Count	%	Count	%	Count
Airtel	Urban	267	63.4%	154	36.6%	421
	Rural	135	74.6%	46	25.4%	181
	Total	402	66.8%	200	33.2%	602
BSNL	Urban	345	81.2%	80	18.8%	425
	Rural	114	63.0%	67	37.0%	181
	Total	459	75.7%	147	24.3%	606
Rel Com	Urban	381	89.6%	44	10.4%	425
	Rural	140	77.3%	41	22.7%	181
	Total	521	86.0%	85	14.0%	606
Total	Urban	993	78.1%	278	21.9%	1271
	Rural	389	71.6%	154	28.4%	543
	Total	1382	76.2%	432	23.8%	1814

- Overall, 76.2% of the respondents were using their broadband service for residential purpose in Rajasthan Service Area and 23.8% for commercial purpose.



# 4

## **CUSTOMER PERCEPTION OF TELECOM SERVICE DETAIL REPORT**



## 4.1 PERFORMANCE COMPLIANCE

### 4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Rajasthan Service Area

The following table shows the performance of Basic service operators in the service area of Rajasthan on various parameters.

CSS Wireline (SERVICE AREA - RAJASTHAN) - Parameter Based Performance Compliance										
Operator	Area	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
				Post-paid	Pre-paid					
BENCHMARK										
SERVICE AREA – RAJASTHAN										
Airtel	Urban	431	89.1%	89.1%		87.7%	87.2%	87.4%	86.3%	98.4%
	Rural	190	90.0%	80.9%		87.8%	88.4%	88.4%	85.7%	98.4%
	Overall	621	89.4%	86.6%		87.7%	87.6%	87.7%	86.1%	98.4%
BSNL	Urban	429	94.3%	90.5%		86.1%	88.4%	88.1%	71.4%	91.6%
	Rural	186	91.9%	88.7%		70.8%	83.2%	77.7%	100.0%	80.6%
	Overall	615	93.6%	90.0%		81.5%	86.8%	85.0%	72.5%	88.3%
MTS	Urban	428	87.9%	86.3%		81.8%	83.2%	81.3%	100.0%	86.2%
	Rural	186	94.1%	93.2%		93.8%	93.4%	93.5%	94.4%	96.2%
	Overall	614	89.7%	88.4%		85.5%	86.3%	85.0%	96.2%	89.3%
Rel Com	Urban	426	78.4%	71.9%		66.0%	69.1%	69.7%	50.0%	80.0%
	Rural	183	60.5%	50.6%		52.6%	49.9%	51.6%	40.0%	72.7%
	Overall	609	73.0%	65.5%		61.9%	63.3%	64.3%	47.8%	77.8%

**The Condition of basic telecom services, in terms of consumer perception is poor in Rajasthan. Most of the operators were not able to meet the TRAI prescribed benchmark on most of the parameters – in rural as well as urban areas.**

- Airtel was the only operators which met the benchmark of 90% on overall services. However its performance on all the parameters was below the benchmark standards.
- The performance of BSNL on **provision of services** had met the benchmark of 90%. However, on **overall services** it could meet the benchmark only in urban area.
- MTS had also met the benchmark on **provision of services and supplementary service. On overall services** it met the benchmark but only in the rural area.
- The performance of **Rel Com** is **critical** on most of the parameters

The analysis reveals that the quality of service of nearly all operators in Rajasthan service area is poor, as per the TRAI benchmark standards.



#### 4.1.2 PERFORMANCE COMPLIANCE (CSS) – Cellular Mobile, Rajasthan Service Area

The following table shows the performance of cellular operators in Rajasthan Service Area on various parameters.

CSS Cellular (SERVICE AREA - RAJASTHAN) - Parameter Based Performance Compliance										
Operator	Area	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performan	Customers satisfied with Maintainability	Customers Satisfied with Supplementary	Customers satisfied with overall services
				Postpaid	Prepaid					
				Benchmark	>90%					
SERVICE AREA – RAJASTHAN										
Airtel	Rural	220	94.7%	75.8%	92.6%	84.2%	90.0%	94.8%	91.6%	89.1%
	Urban	515	97.5%	83.3%	95.0%	91.4%	96.0%	97.3%	90.5%	94.0%
	Overall	735	96.7%	81.2%	94.3%	89.2%	94.2%	96.5%	90.8%	92.5%
BSNL	Rural	185	93.9%	76.7%	84.4%	70.3%	75.5%	89.2%	90.5%	81.1%
	Urban	422	98.5%	84.2%	94.2%	92.0%	89.1%	96.0%	96.8%	91.2%
	Overall	607	97.1%	82.6%	91.1%	85.4%	85.0%	93.9%	95.2%	88.1%
MTS	Rural	181	93.6%		90.1%	87.6%	90.1%	92.3%	91.3%	87.8%
	Urban	421	97.4%		93.3%	90.8%	92.9%	94.4%	90.7%	91.9%
	Overall	602	96.2%		92.3%	89.8%	92.0%	93.8%	90.9%	90.7%
Rel Comm	Rural	194	90.2%	77.8%	80.8%	68.0%	75.8%	90.2%	72.1%	81.4%
	Urban	454	95.0%	78.0%	93.2%	86.9%	85.0%	88.2%	73.0%	88.3%
	Overall	648	93.6%	78.0%	89.4%	81.3%	82.3%	88.8%	72.7%	86.3%
TTSL	Rural	181	91.5%	88.9%	87.0%	79.7%	87.7%	92.8%	70.6%	86.2%
	Urban	431	97.4%	85.2%	94.6%	90.5%	90.2%	92.5%	91.2%	87.2%
	Overall	612	95.7%	86.3%	92.4%	87.3%	89.4%	92.6%	87.1%	86.9%
Idea	Rural	190	91.1%	88.9%	87.6%	77.6%	86.1%	93.7%	85.9%	87.9%
	Urban	437	95.7%	77.8%	95.3%	90.3%	93.1%	96.5%	92.5%	91.1%
	Overall	627	94.3%	83.3%	93.1%	86.4%	91.0%	95.6%	90.0%	90.1%
Vodafone	Rural	202	91.7%	88.1%	87.2%	76.5%	87.3%	92.3%	92.6%	88.6%
	Urban	441	94.8%	89.7%	95.0%	92.2%	92.2%	95.4%	90.2%	92.3%
	Overall	643	93.8%	89.3%	92.5%	87.2%	90.7%	94.4%	91.3%	91.1%
Aircel	Rural	210	94.8%	77.8%	80.3%	72.0%	92.2%	89.8%	87.9%	85.7%
	Urban	436	93.8%	88.0%	90.9%	86.0%	90.7%	89.6%	88.2%	89.4%
	Overall	646	91.6%	87.3%	87.3%	81.5%	75.7%	89.6%	88.1%	88.2%

The analysis reveal that in terms of meeting the benchmark, none of the operators were able to meet the benchmark on all the standards prescribed by TRAI.

- All operators met the benchmark on provision of services.
- In Urban area Airtel and Vodafone were the only operators to meet the benchmark on six out of seven service standards. However, on post paid billing service, both could not meet the benchmark of 95% set by TRAI. But in the rural area both were able to meet the benchmark on only two parameters - provision of services and supplementary services.

**The analysis reveals that, Vodafone and Airtel are the only 2 operators whose services are apparently far better than other 6 operators in Rajasthan Service Area. The other operators were not able to meet performance benchmark on most of the parameters set by the TRAI.**



#### 4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Rajasthan Service Area

The following table shows the performance of broadband operators in Rajasthan Service Area on various parameters.

Broadband (SERVICE AREA-RAJASTHAN) - Parameter Based Performance Compliance										
Name of the Operator		Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services
				Postpaid	Prepaid					
Benchmark			90%	90%	90%	90%	85%	85%	85%	85%
SERVICE AREA-RAJASTHAN										
Airtel	Urban	421	90.4%	86.5%		85.2%	87.8%	84.3%	70.7%	83.8%
	Rural	181	79.0%	82.9%		79.3%	76.8%	76.5%	61.4%	77.9%
	Overall	602	87.0%	85.4%		83.4%	84.5%	82.0%	68.6%	82.1%
BSNL	Urban	425	90.5%	89.8%		85.9%	84.5%	83.2%	71.4%	85.9%
	Rural	181	86.9%	84.9%		81.4%	84.8%	86.5%	55.6%	84.0%
	Overall	606	89.4%	88.3%		84.5%	84.6%	84.2%	69.7%	85.3%
Rel Com	Urban	425	76.5%	68.5%		66.5%	63.2%	61.3%	55.6%	71.1%
	Rural	181	50.8%	41.8%		43.1%	45.0%	47.0%	20.0%	49.7%
	Overall	606	68.8%	60.6%		59.5%	57.8%	57.0%	55.0%	64.7%

The analysis reveal that in terms of meeting the benchmark, the performance of **BSNL** and **Airtel** were comparatively better as they were able to meet the benchmark in two parameters. **Rel Com was not to meet** benchmark criteria on any of the parameters.

- Airtel was able to meet the benchmark on two parameters namely, service provision and Network performance in urban areas. In rural areas it was not able to meet benchmark on any parameter.
- BSNL was able to meet benchmark on service provision in urban areas. Whereas, in rural areas it was able to meet benchmark in maintainability parameter.

The analysis reveals that, all the service providers need to improve their broadband services in Rajasthan. BSNL and Airtel was found to be comparatively better than Rel Com in Rajasthan Service Area.

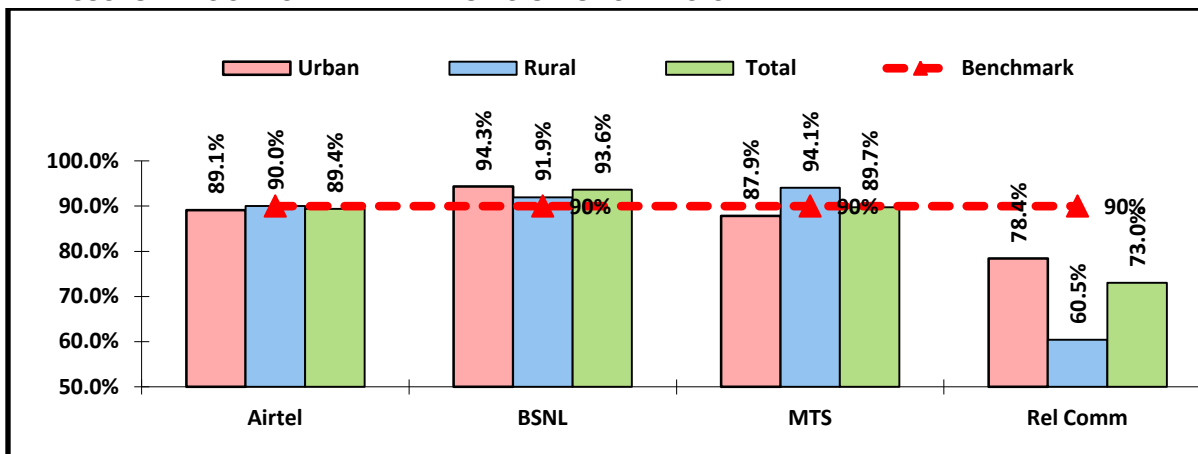


## **4.2 GRAPHICAL PRESENTATION**



## 4.2.1 BASIC WIRE LINE – Rajasthan Service Area

### 4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



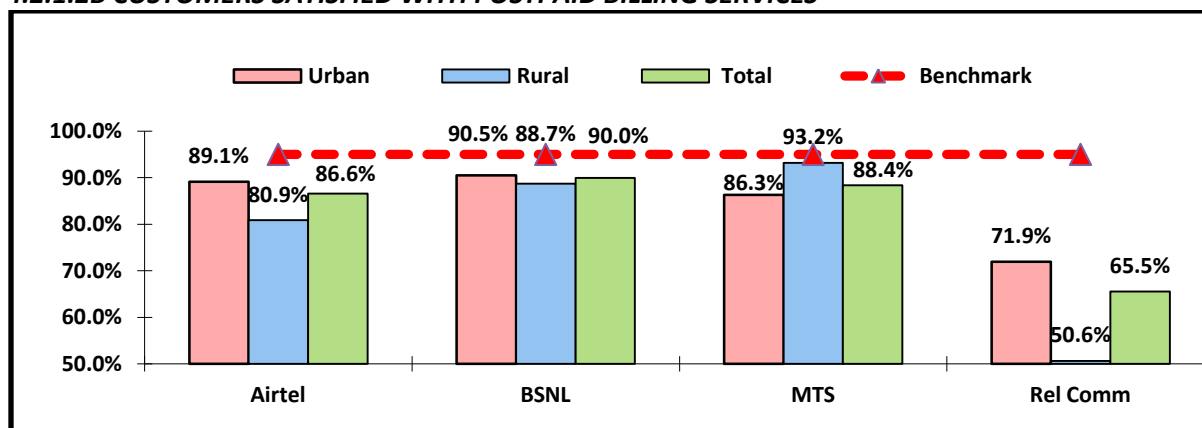
Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Audit was conducted for 4 operators providing basic wire-line services in Rajasthan Service Area
- Only BSNL was found meeting the benchmark of >90% in Urban area. However in rural area all except Rel Com had met the benchmark.
- Percentage of consumers satisfied with the provision of services attained by all the four operators ranged from 60.5% (Rel Com) to 94.1% (MTS) in rural areas and 78.4% (Rel Com) to 94.3% (BSNL) in urban areas.

### 4.2.1.2A CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

Out of the four service providers covered during the survey, none had prepaid customers for their basic wire-line service

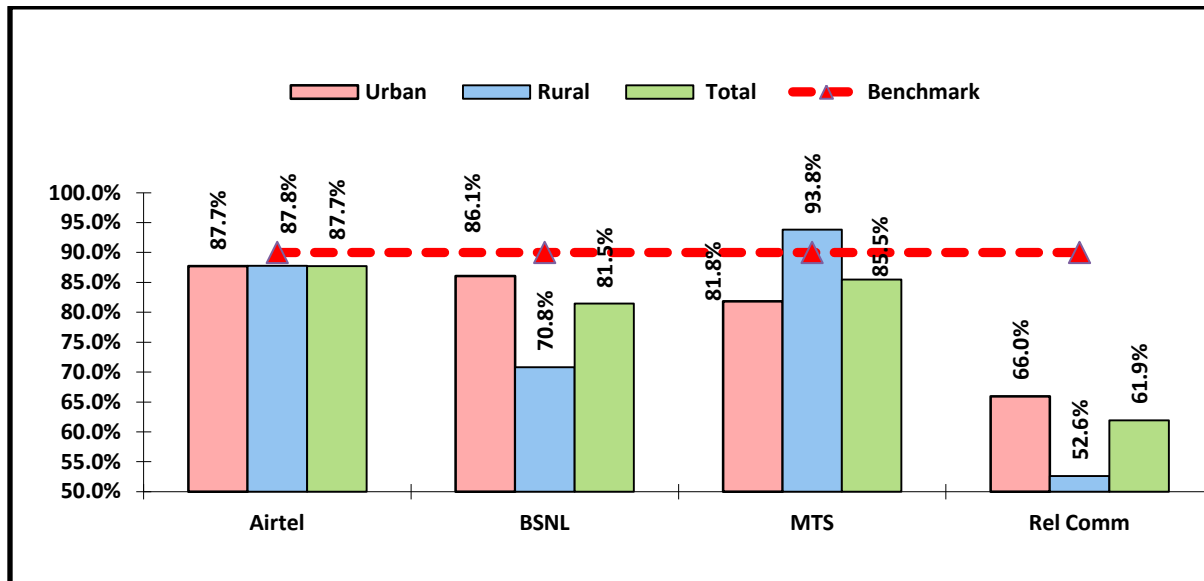
### 4.2.1.2B CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



Source: Q2.5, Q2.6 and Q2.7 of the qnr

- None of the operators in rural and urban area were found to be meeting the benchmark of >95%
- Percentage of satisfied consumers by all four operators ranged from 50.6% (Rel Com) to 93.2% (MTS) in rural area and 71.9% (Rel Com) to 90.5% (BSNL) in urban area.

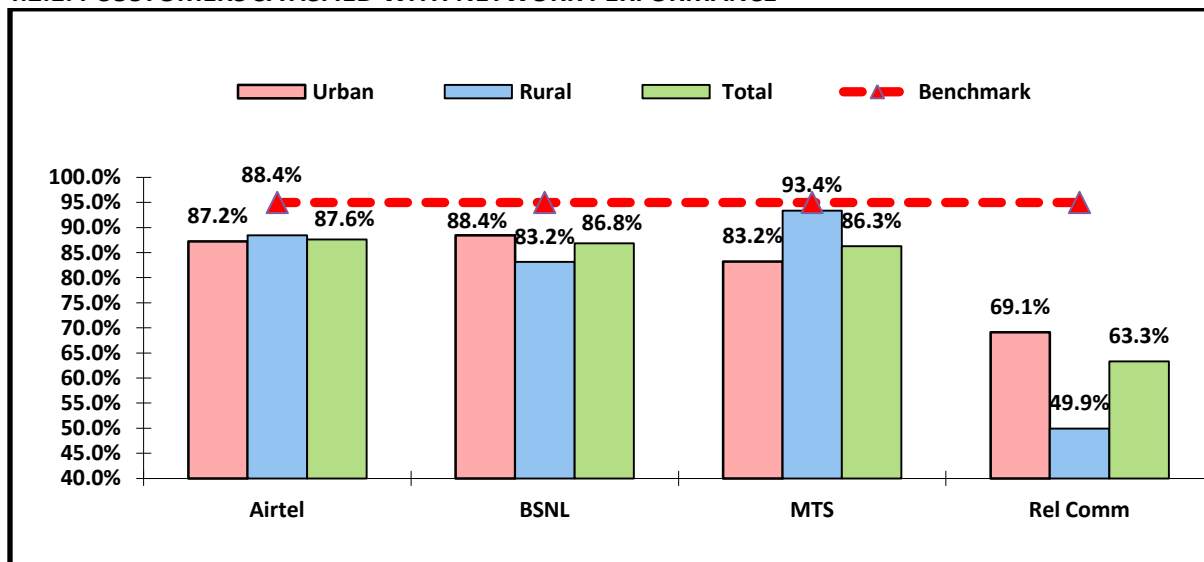
#### 4.2.1.3 CUSTOMERS SATISFIED WITH HELP SERVICES



Source: Q3.1, Q3.2, Q3.3 and Q3.4 of the qnr

- None of operators in urban area met the benchmark of >90%. In rural area only MTS had met benchmark of >90%.
- Percentage of consumer satisfied by all the eight operators ranged from 52.6% (Rel Com) to 93.8% (MTS) in rural area and 66.0% (Rel Com) to 87.7% (Vodafone) in urban area.

#### 4.2.1.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



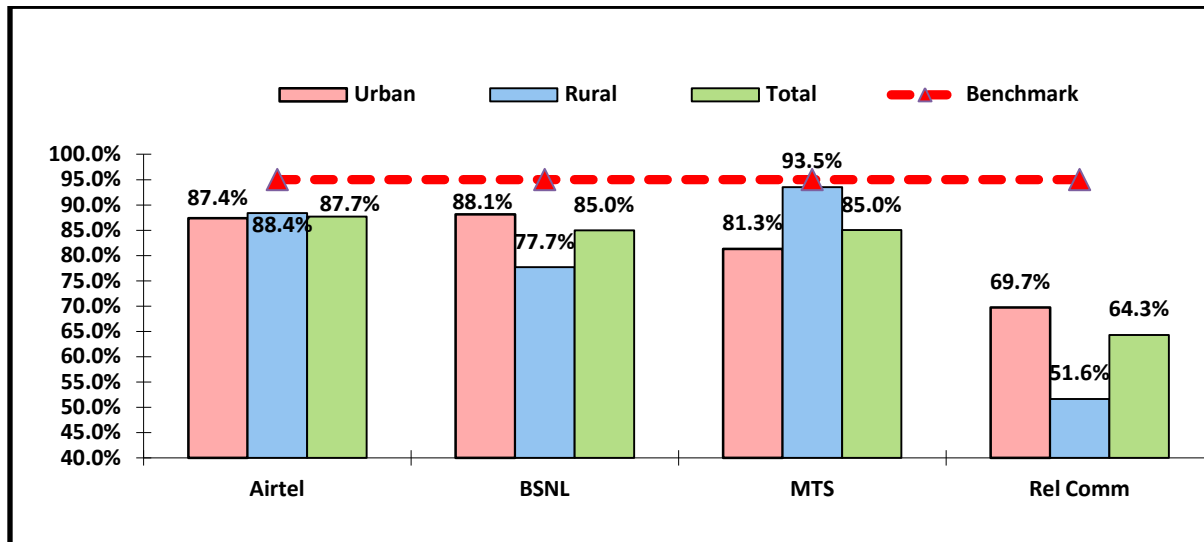
Source: Q4.1, Q4.2 and Q4.3 of the qnr

- None of the operators in met the benchmark of >95% - both in rural and urban Rajasthan.
- Percentages of customers satisfied by all the operators ranged from 49.9% (Rel Com) to 93.4% (MTS) in rural areas and 69.1% (Rel Com) to 88.4% (BSNL) in urban area.





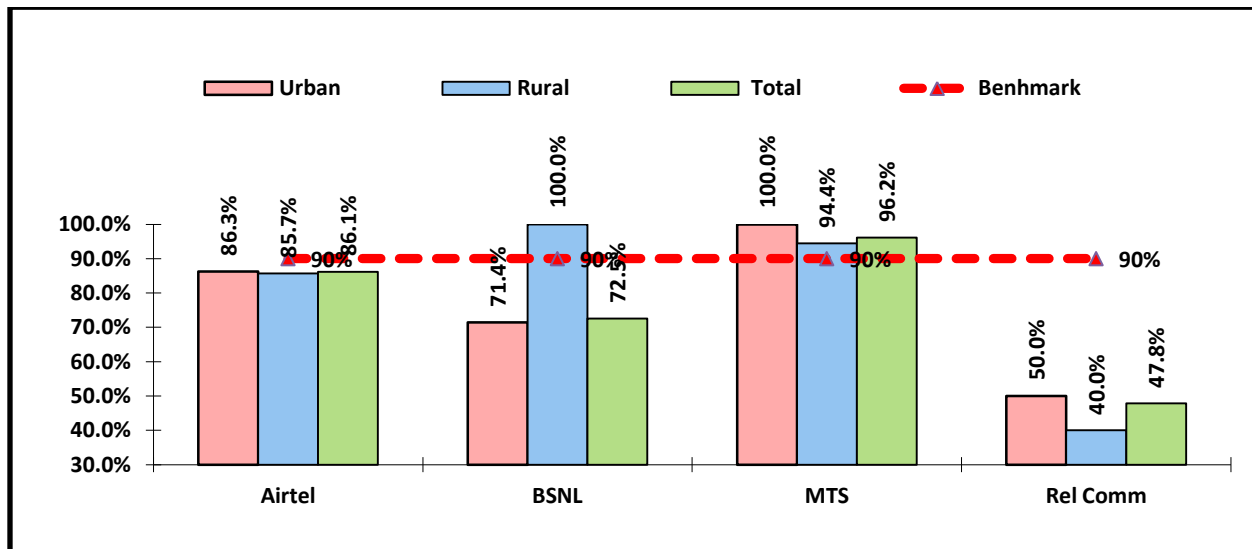
#### 4.2.1.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY



Source: Q5.1 and Q5.2 of the qnr

- None of the operators in rural and also in urban areas were found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the four operators ranged from 51.6% (Rel Com) to 93.5% (MTS) in rural area and 69.7% (Rel Com) to 88.1% (Airtel) in urban areas.

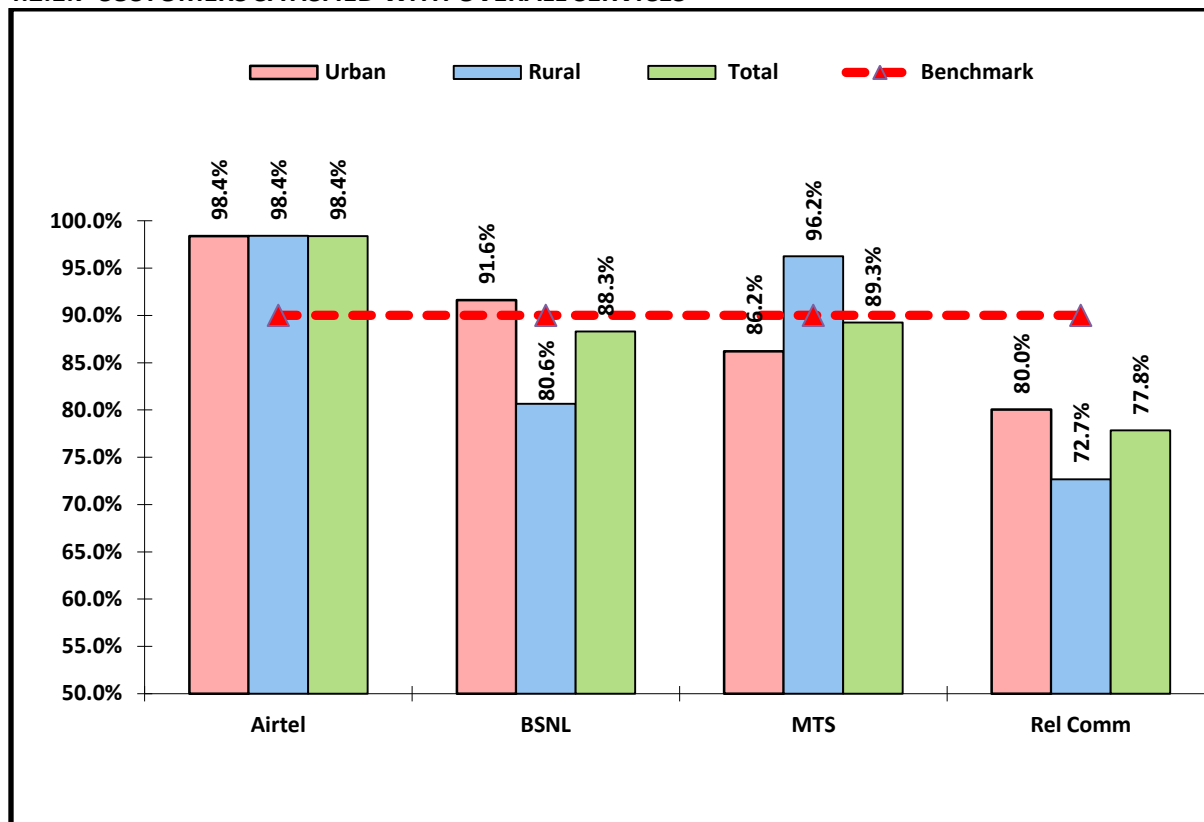
#### 4.2.1.6 CUSTOMERS SATISFIED WITH SUPPLEMENTRY SERVICES



Source: Q6.1 and Q6.2 of the qnr

- **Two** of the four operators in rural area and one in urban area had **met the benchmark of >90%**.
- Percentage of consumers satisfied by all the eight operators ranged from 50% (Rel Com) to 100% (MTS) in urban area and 40% (Rel Com) to 100% (BSNL) in rural area.

#### 4.2.1.7 CUSTOMERS SATISFIED WITH OVERALL SERVICES



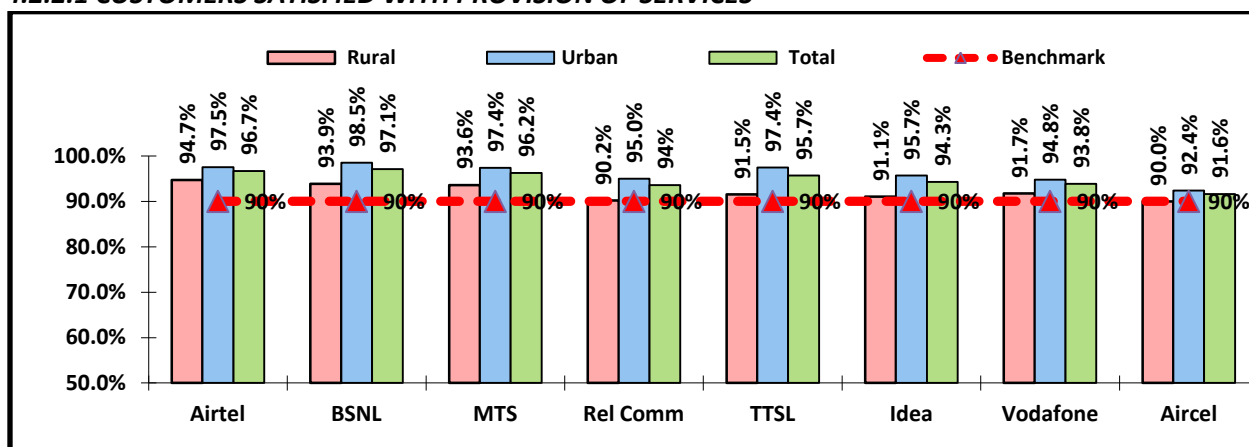
Source: Q7 of the qnr

- Two operator in rural area (Airtel and MTS) and two in urban area (Airtel and BSNL) had met the benchmark of >90%.
- Percentage of customers satisfied by all the operators ranged from 72.7% (Rel Com) to 98.4% (Airtel) in rural area and 80% (Rel Com) to 98.4% (Airtel) in urban area.
- **Overall, Highest percentage of Airtel subscribers (98.4%) were satisfied with quality of service followed by MTS (89.3%).**
- **Secondly Airtel was the only operator to meet the benchmark both in rural and urban areas.**



## 4.2.2 CELLULAR SERVICE - METRO CIRCLE (RAJASTHAN)

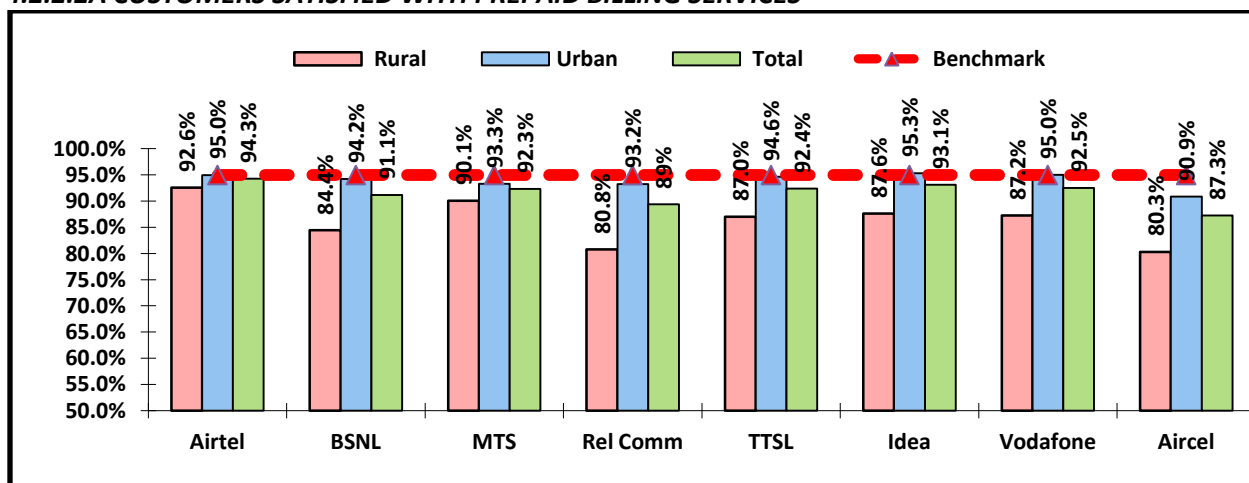
### 4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Audit was conducted for 8 operators providing cellular services in Rajasthan. All operators were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the eight operators ranged from 90.0% (Aircel) to 94.7% (Airtel) in rural areas and 92.4% (Aircel) to 98.5% (BSNL) in urban areas.

### 4.2.2.2A CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

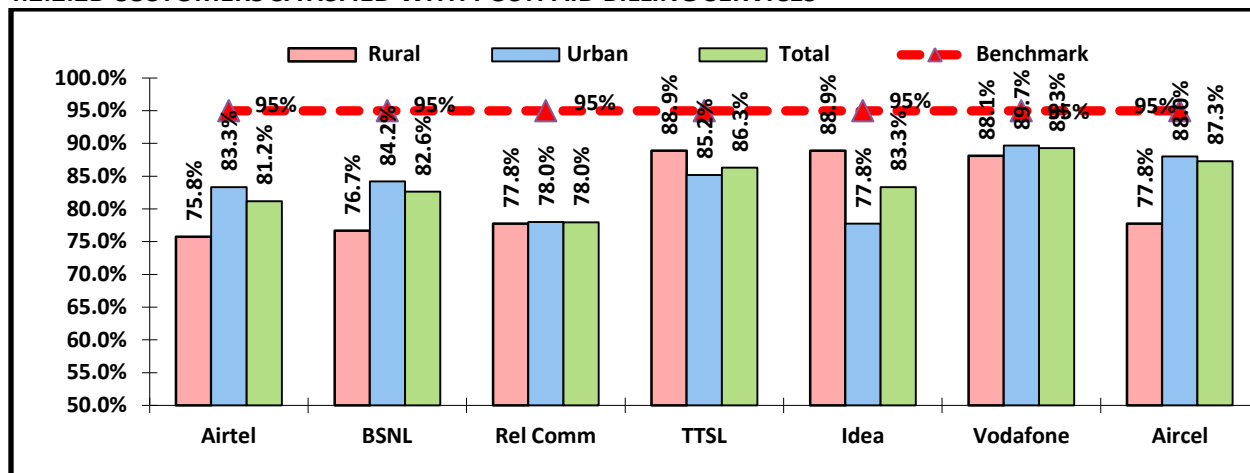


Source: Q2.1, Q2.2, Q2.3 and Q2.4 of the qnr

- In urban area only three operators were found to be meeting the benchmark of >95%. However, none of the operators were meeting the benchmark in rural area.
- Percentages of satisfied consumer by all the operators ranged from 80.3% (Aircel) to 92.6% (Airtel) in rural area and 90.9% (Aircel) to 95.3% (Idea) in urban area.



#### 4.2.2.2B CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES

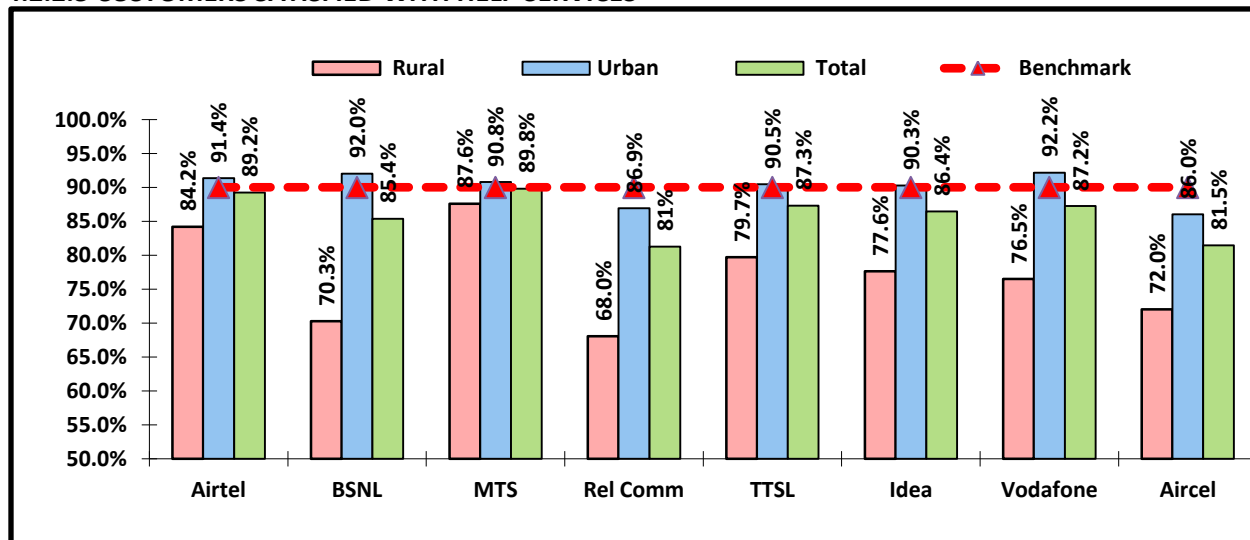


\*MTS does not provide postpaid cellular services

Source: Q2.5, Q2.6 and Q2.7 of the qnr

- None of the operators in rural and urban area were found to be meeting the benchmark of >95%
- Percentage of satisfied consumers by all the seven operators ranged from 75.8% (Airtel) to 88.9% (TTSL & Idea) in rural area and 77.8% (Idea) to 89.7% (Vodafone) in urban area.

#### 4.2.2.3 CUSTOMERS SATISFIED WITH HELP SERVICES

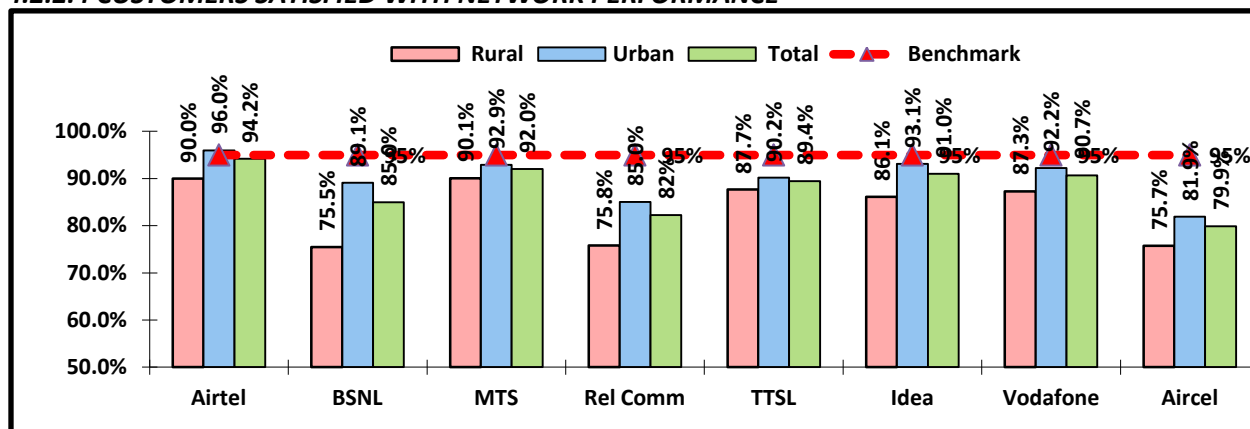


Source: Q3.1, Q3.2, Q3.3 and Q3.4 of the qnr

- None of operators in rural area met the benchmark of >90%. In Urban area all except two – Rel Com and Aircel - area had met benchmark of >90%.
- Percentage of consumer satisfied by all the eight operators ranged from 68.0% (Rel Com) to 87.6% (MTS) in rural area and 86.0% (Aircel) to 92.2% (Vodafone) in urban area.



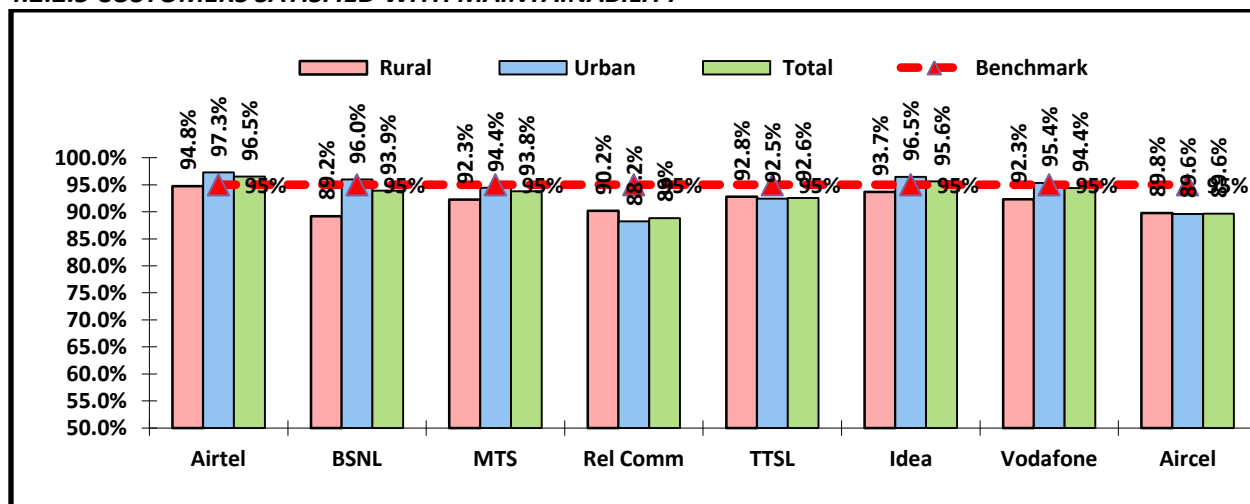
#### 4.2.2.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



Source: Q4.1, Q4.2 and Q4.3 of the qnr

- None of the operators in rural area and only Airtel from urban area were found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the operators ranged from 75.5% (BSNL) to 90.1% (MTS) in rural areas and 81.9% (Aircel) to 96.0% (Airtel) in urban area.

#### 4.2.2.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY

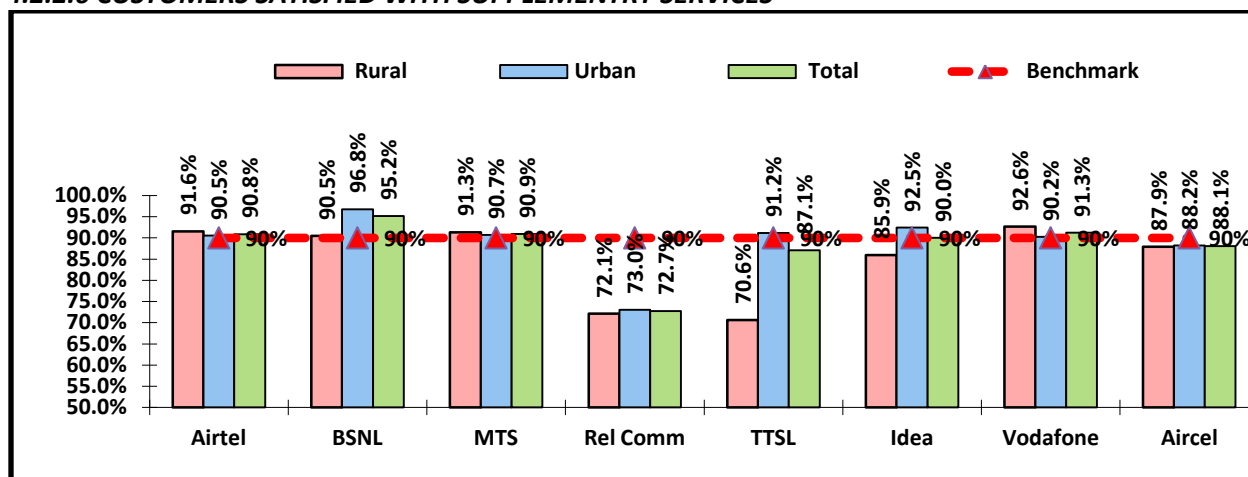


Source: Q5.1 and Q5.2 of the qnr

- None of the operators in rural area and four (Airtel, BSNL, Idea and Vodafone) out of eight in urban area were found to be meeting the benchmark of >95%.
- Percentage of satisfied consumers by all the eight operators ranged from 89.2% (BSNL) to 94.8% (Airtel) in rural area and 88.2% (Rel Com) to 97.3% (Airtel) in urban areas.
- **Therefore on the maintainability (fault repair services) Airtel has the highest percentage of satisfied customers in rural as well as urban area.**



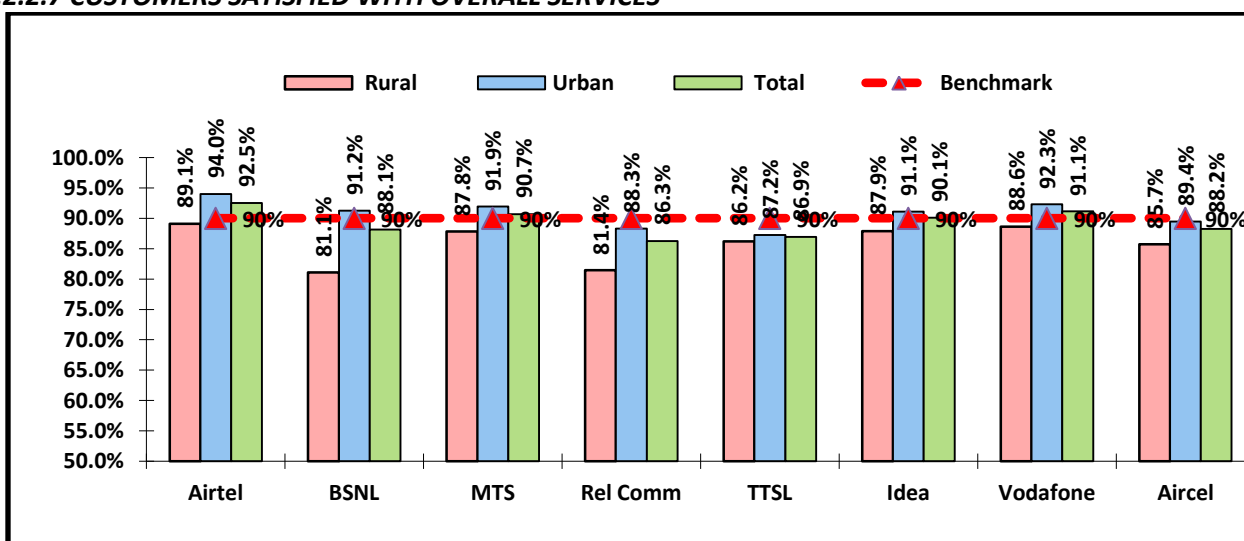
#### 4.2.2.6 CUSTOMERS SATISFIED WITH SUPPLEMENTRY SERVICES



Source: Q6.1 and Q6.2 of the qnr

- 4 out of eight operators in rural area (Rel Com, TTSL, Idea and Aircel) and 2 in urban area (Rel Com and Aircel) were found to be **not meeting the benchmark of >90%**.
- Percentage of consumers satisfied by all the eight operators ranged from 70.6% (TTSL) to 92.6% (Vodafone) in rural area and 73.0% (Rel Com) to 96.8% (BSNL) in urban area.

#### 4.2.2.7 CUSTOMERS SATISFIED WITH OVERALL SERVICES



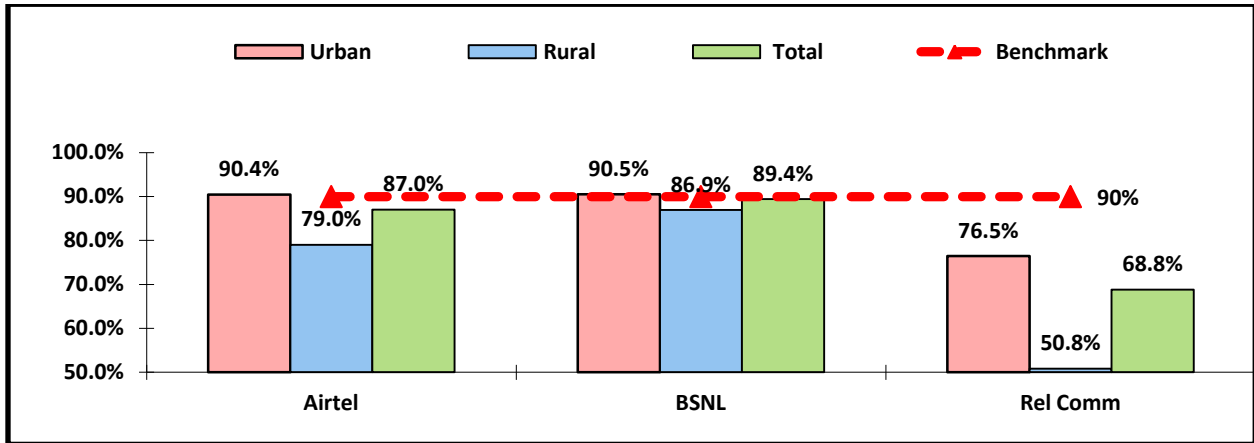
Source: Q7 of the qnr

- None of the operator in rural area and five in urban area were had met the benchmark of >90%.
- Percentage of customers satisfied by all the operators ranged from 81.1% (BSNL) to 89.1% (Airtel) in rural area and 87.2% (TTSL) to 94.0% (Airtel) in urban area.
- **Overall, Highest percentage of Airtel subscribers (92.5%) were satisfied with quality of service followed by Vodafone (91.1%).**



### 4.2.3 Broadband services – Rajasthan Service Area

#### 4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



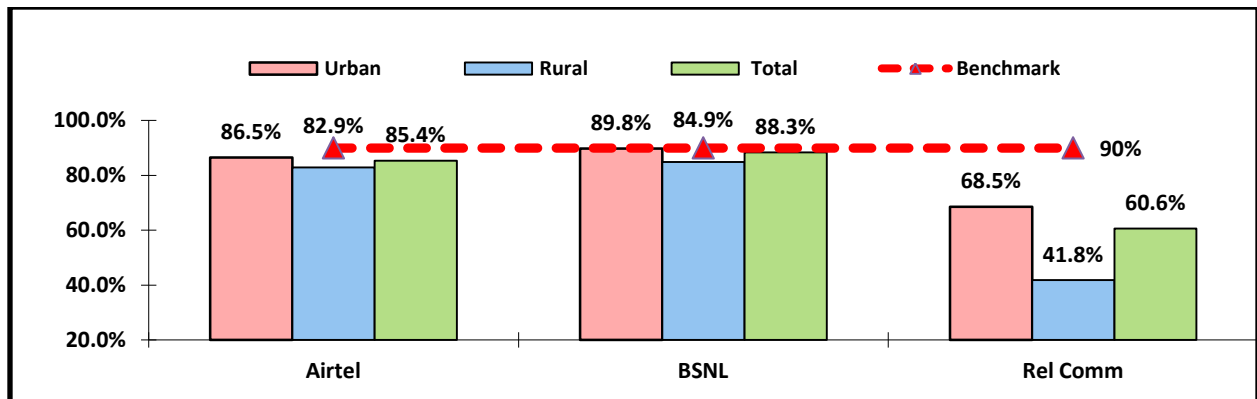
Source: Q1.1, Q1.2 and Q1.3 of the qnr

- Audit was conducted for 3 operators providing broadband services in Rajasthan
- Only Airtel and BSNL in urban areas were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the three operators ranged from 76.5% (Rel Com) to 90.5% (BSNL) in urban areas and 50.8% (Rel Com) to 86.9% (BSNL) in rural areas.

#### 4.2.3.2A CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

None of operators had prepaid subscribers in Rajasthan Service Area

#### 4.2.3.2B CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES

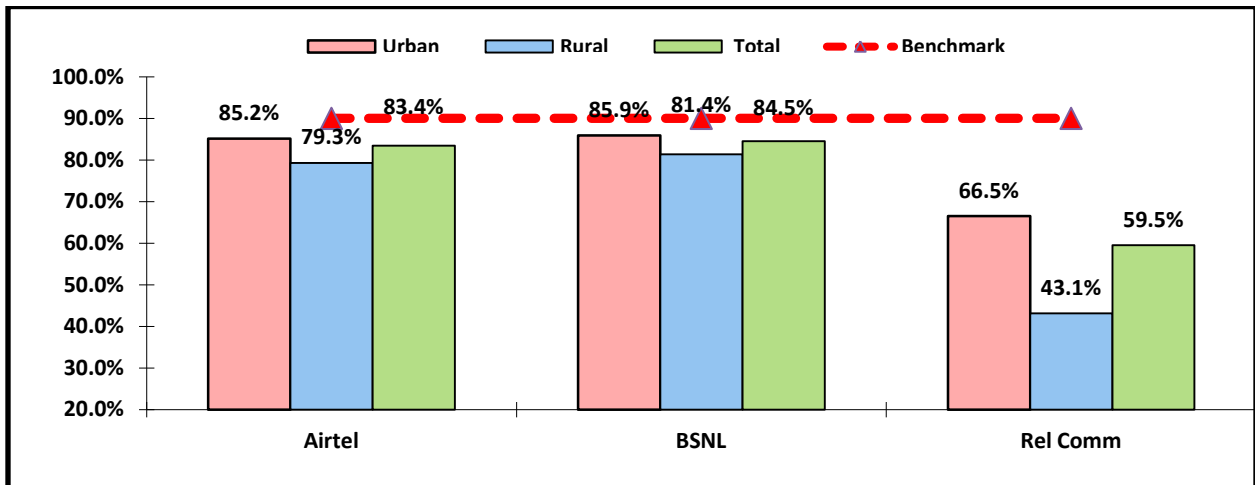


Source: Q2.5, Q2.6 and Q2.7 of the qnr

- None of the operators in rural and urban area were found to be meeting the benchmark of >90%
- Percentage of satisfied consumers by all three operators ranged from 41.8% (Rel Com) to 84.9% (BSNL) in rural area and 68.5% (Rel Com) to 89.8% (BSNL) in urban area.



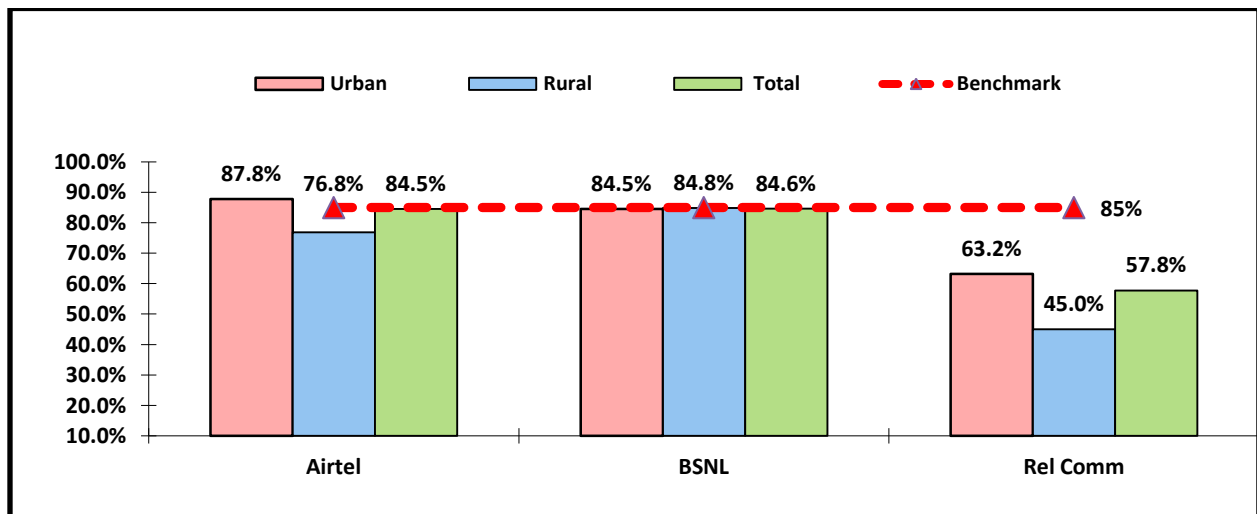
#### 4.2.3.3 CUSTOMERS SATISFIED WITH HELP SERVICES



Source: Q3.1, Q3.2, Q3.3 and Q3.4 of the qnr

- None of operators in urban as well as rural area met the benchmark of >90%.
- Percentage of consumer satisfied by all the three operators ranged from 43.1% (Rel Com) to 81.4% (BSNL) in rural area and 66.5% (Rel Com) to 85.9% (BSNL) in urban area.

#### 4.2.3.4 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE

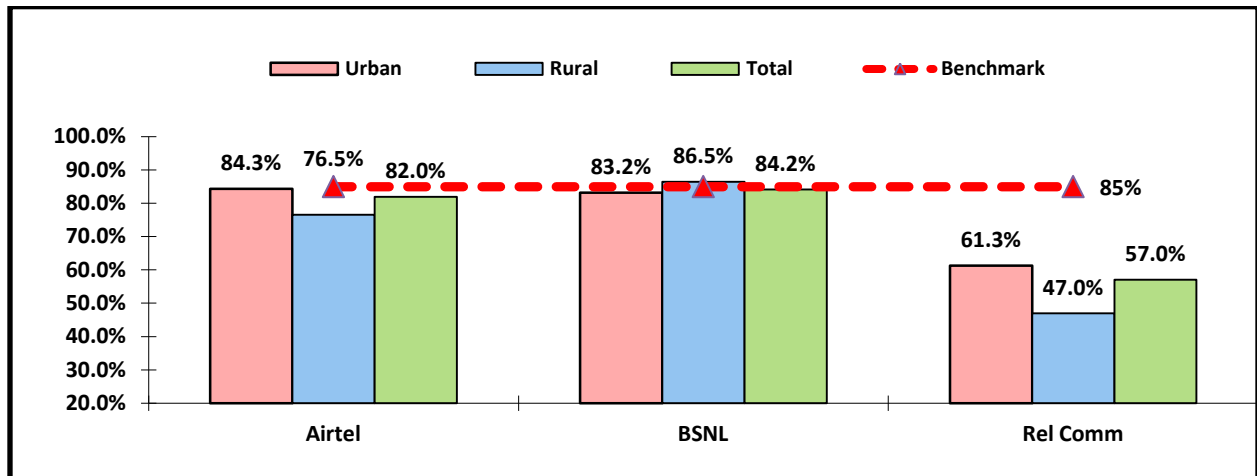


Source: Q4.1 and Q4.2 of the qnr

- Only Airtel in urban areas was able to meet the benchmark of >85%.
- Percentages of customers satisfied by all the operators ranged from 45.0% (Rel Com) to 84.8% (BSNL) in rural areas and 63.2% (Rel Com) to 87.8% (Airtel) in urban area.



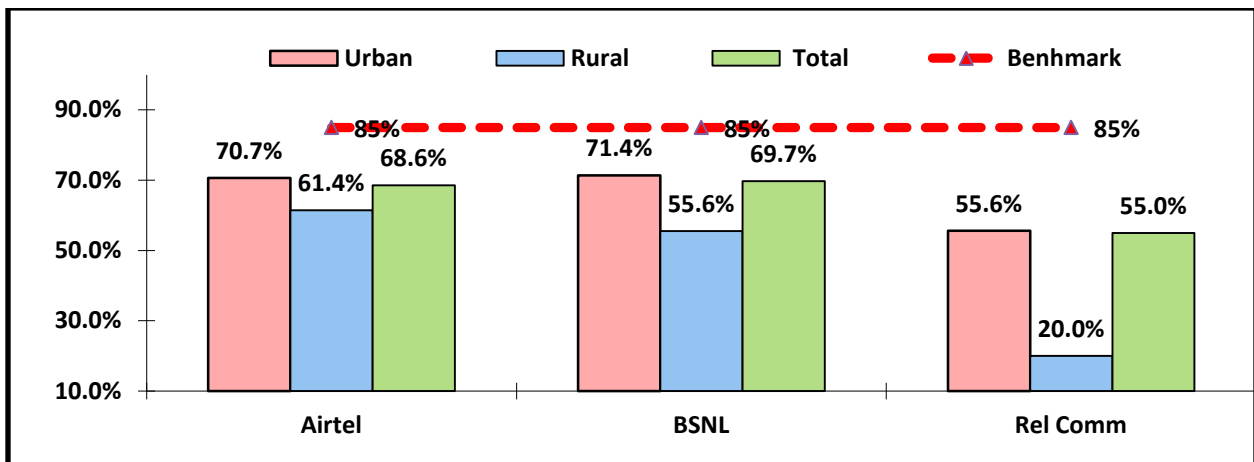
#### 4.2.3.5 CUSTOMERS SATISFIED WITH MAINTAINABILITY



Source: Q5.1 and Q5.2 of the qnr

- Only BSNL in rural areas was found to be meeting the benchmark of >85%.
- Percentage of satisfied consumers by all the three operators ranged from 47.0% (Rel Com) to 86.5% (BSNL) in rural area and 61.3% (Rel Com) to 84.3% (Airtel) in urban areas.

#### 4.2.3.6 SATISFIED WITH SUPPLEMENTRY SERVICES

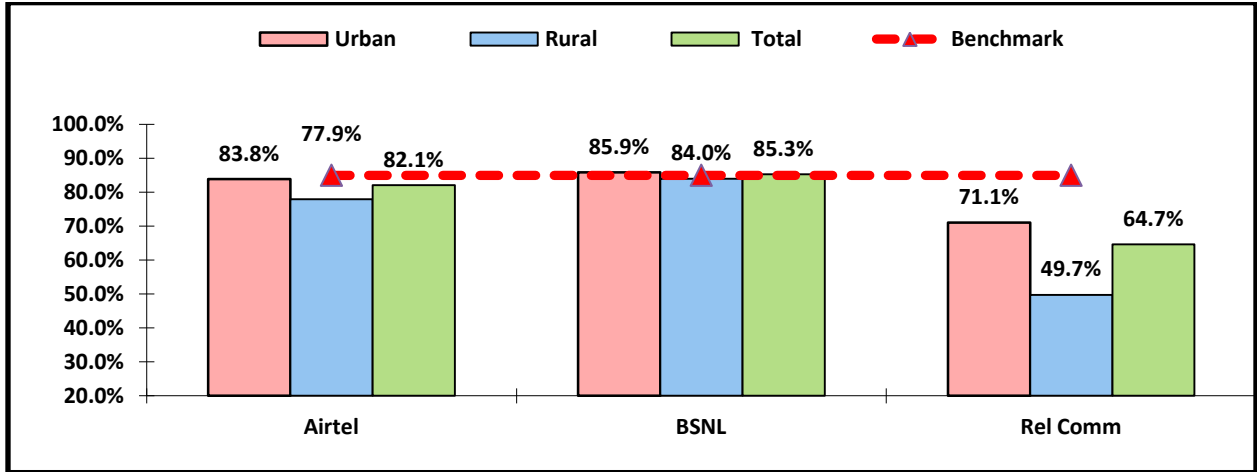


Source: Q6.1 and Q6.2 of the qnr

- **None** of the three operators in rural area and urban area had met the benchmark of >90%.
- Percentage of consumers satisfied by all the three operators ranged from 20.0% (Rel Com) to 61.4% (Airtel) in rural area and 55.6% (Rel Com) to 71.4% (BSNL) in urban area.



#### 4.2.3.7 CUSTOMERS SATISFIED WITH OVERALL SERVICES



Source: Q7 of the qnr

- Only BSNL in urban area had met the benchmark of >85%.
- Percentage of customers satisfied by all the operators ranged from 49.7% (Rel Com) to 84.0% (BSNL) in rural area and 71.1% (Rel Com) to 85.9% (BSNL) in urban area.



## **5. ASSESSMENT OF TRAI REGULATIONS & DIRECTIONS**



## 5.1 BASIC (WIRES) SERVICE – RAJASTHAN SERVICE AREA

**5.1.1: Registration for blocking unsolicited commercial calls/SMSs:** Altogether 2459 wireline subscribers of 4 operators in Rajasthan were targeted and of them only 96 (3.9%) had registered for not receiving or blocking unsolicited commercial calls/SMSs. Altogether 8.7% of Airtel subscribers used this service – 10% in urban area and 5.8% in rural area.

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	43	10.0%	388	90.0%	431
	Rural	11	5.8%	179	94.2%	190
	Total	54	8.7%	567	91.3%	621
BSNL	Urban	12	2.8%	417	97.2%	429
	Rural	8	4.3%	178	95.7%	186
	Total	20	3.3%	595	96.7%	615
MTS	Urban	2	0.5%	426	99.5%	428
	Rural	9	4.8%	177	95.2%	186
	Total	11	1.8%	603	98.2%	614
Rel Com	Urban	6	1.4%	420	98.6%	426
	Rural	5	2.7%	178	97.3%	183
	Total	11	1.8%	598	98.2%	609
<b>Total</b>	<b>Urban</b>	<b>63</b>	<b>3.7%</b>	<b>1651</b>	<b>96.3%</b>	<b>1714</b>
	<b>Rural</b>	<b>33</b>	<b>4.4%</b>	<b>712</b>	<b>95.6%</b>	<b>745</b>
	<b>Total</b>	<b>96</b>	<b>3.9%</b>	<b>2363</b>	<b>96.1%</b>	<b>2459</b>

Source: Q1 of the Implementation and Effectiveness part of the qnr

**5.1.2: Satisfaction on effectiveness of blocking of unsolicited commercial calls on your number:** The average satisfaction level attained by 96 subscribers who had registered their number for not receiving or blocking unsolicited commercial calls / SMSs, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was as low as 3.39 in rural areas and 1.86 in urban area. It was highest in the case of MTS (5.44) in rural area and BSNL (3.42) in urban area.

2. Satisfaction with the effectiveness of blocking											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	40	0	0	1	2	0	0	43	54	1.26
	Rural	5	0	1	5	0	0	0	11	28	2.55
	Total	45	0	1	6	2	0	0	54	82	1.52
BSNL	Urban	3	0	4	1	2	2	0	12	41	3.42
	Rural	4	1	1	1	0	1	0	8	19	2.38
	Total	7	1	5	2	2	3	0	20	60	3.00
MTS	Urban	1	0	0	0	1	0	0	2	6	3.00
	Rural	0	0	0	0	5	4	0	9	49	5.44
	Total	1	0	0	0	6	4	0	11	55	5.00
Rel com	Urban	2	0	2	2	0	0	0	6	16	2.67
	Rural	0	1	2	2	0	0	0	5	16	3.20
	Total	2	1	4	4	0	0	0	11	32	2.91
<b>Total</b>	<b>Urban</b>	<b>46</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>63</b>	<b>117</b>	<b>1.86</b>
	<b>Rural</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>33</b>	<b>112</b>	<b>3.39</b>
	<b>Total</b>	<b>55</b>	<b>2</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>0</b>	<b>96</b>	<b>229</b>	<b>2.39</b>

Source: Q2 of the Implementation and Effectiveness part



**5.1.3 Consumers' complaints about services:** Of the 96 subscribers who had registered for not receiving or blocking the unsolicited commercial calls, only 8 (8.3%) had made complaints as the unsolicited call/SMS had not stopped in spite of registration for the same.

3. Have you ever registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	0	0.0%	43	100.0%	43
	Rural	0	0.0%	11	100.0%	11
	Total	0	0.0%	54	100.0%	54
BSNL	Urban	1	8.3%	11	91.7%	12
	Rural	2	25.0%	6	75.0%	8
	Total	3	15.0%	17	85.0%	20
MTS	Urban	2	100.0%	0	0.0%	2
	Rural	0	0.0%	9	100.0%	9
	Total	2	18.2%	10	81.8%	11
Rel Com	Urban	2	33.3%	4	66.7%	6
	Rural	1	20.0%	4	80.0%	5
	Total	3	27.3%	8	72.7%	11
<b>Total</b>	<b>Urban</b>	<b>5</b>	<b>7.9%</b>	<b>58</b>	<b>92.1%</b>	<b>63</b>
	<b>Rural</b>	<b>3</b>	<b>9.1%</b>	<b>30</b>	<b>90.9%</b>	<b>33</b>
	<b>Total</b>	<b>8</b>	<b>8.3%</b>	<b>88</b>	<b>91.7%</b>	<b>96</b>

Source: Q3 of the Implementation and Effectiveness

**5.1.4 Satisfaction on ease of lodging the complaint:** Since only 8 subscribers had lodged complaint satisfaction level on ease of lodging complaint not be qualitatively compared. The average satisfaction level was 3.00 – higher in urban area (3.40) as compared to the rural area (2.33).

4. Satisfaction on ease of lodging complaint											
Service Provider		1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
Airtel	Urban	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Rural	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
BSNL	Urban	0	1	0	0	0	0	0	1	2	2.00
	Rural	1	1	0	0	0	0	0	2	3	1.50
	Total	1	2	0	0	0	0	0	3	5	1.67
MTS	Urban	0	0	1	1	0	0	0	2	7	3.50
	Rural	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Total	0	0	1	1	0	0	0	2	7	3.50
Rel com	Urban	0	0	0	2	0	0	0	2	8	4.00
	Rural	0	0	0	1	0	0	0	1	4	4.00
	Total	0	0	0	3	0	0	0	3	12	4.00
<b>Total</b>	<b>Urban</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>17</b>	<b>3.40</b>
	<b>Rural</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>2.33</b>
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>24</b>	<b>3.00</b>

Source: Q4 of the Implementation and Effectiveness part of the qnr



**5.1.5 Satisfaction on action taken on the complaint lodged:** Only eight subscribers had lodged complaint therefore satisfaction level should not be qualitatively compared. The average satisfaction level was 3.13 – higher in urban area (3.80) as compared to the rural area (2.00).

5 Satisfaction on action taken on the complaint lodged											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Rural	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
BSNL	Urban	0	0	1	0	0	0	0	1	3	3.00
	Rural	2	0	0	0	0	0	0	2	2	1.00
	Total	2	0	1	0	0	0	0	3	5	1.67
MTS	Urban	0	1	0	0	1	0	0	2	7	3.50
	Rural	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Total	0	1	0	0	1	0	0	2	7	3.50
Rel com	Urban	0	0	1	0	0	1	0	2	9	4.50
	Rural	0	0	0	1	0	0	0	1	4	4.00
	Total	0	0	1	1	0	1	0	3	13	4.33
<b>Total</b>	<b>Urban</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>19</b>	<b>3.80</b>
	<b>Rural</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>2.00</b>
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>25</b>	<b>3.13</b>

Source: Q5 of the Implementation and Effectiveness part of the qnr

**5.1.6 Awareness about the grievance redressal mechanisms:** Of the three different modes of grievance redressal mechanisms set up by different service providers, it was found that in Rajasthan out of 2379 consumers surveyed almost were aware of toll free consumer care number. But they were hardly aware of Appellate Authority and web based complaint monitoring system. Only 3 of BSNL rural and 2 of the Rel Com urban subscribers were aware of Appellate Authority.

6. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?								
Service Provider		Toll Free Consumer Care Number		Appellate Authority		Web based complaint monitoring system		Total
		Count	%age	Count	%age	Count	%age	Count
Airtel	Urban	414	99.8%	0	0.0%	1	0.2%	415
	Rural	188	99.5%	0	0.0%	1	0.5%	189
	Total	602	99.7%	0	0.0%	2	0.3%	604
BSNL	Urban	401	99.5%	0	0.0%	2	0.5%	403
	Rural	154	98.1%	3	1.9%	0	0.0%	157
	Total	555	99.1%	3	0.5%	2	0.4%	560
MTS	Urban	427	100.0%	0	0.0%	0	0.0%	427
	Rural	180	100.0%	0	0.0%	0	0.0%	180
	Total	607	100.0%	0	0.0%	0	0.0%	607
Rel Com	Urban	423	99.5%	2	0.5%	0	0.0%	425
	Rural	183	100.0%	0	0.0%	0	0.0%	183
	Total	606	99.7%	2	0.3%	0	0.0%	608
<b>Total</b>	<b>Urban</b>	<b>1665</b>	<b>99.7%</b>	<b>2</b>	<b>0.1%</b>	<b>3</b>	<b>0.2%</b>	<b>1670</b>
	<b>Rural</b>	<b>705</b>	<b>99.4%</b>	<b>3</b>	<b>0.4%</b>	<b>1</b>	<b>0.1%</b>	<b>709</b>
	<b>Total</b>	<b>2370</b>	<b>99.6%</b>	<b>5</b>	<b>0.2%</b>	<b>4</b>	<b>0.2%</b>	<b>2379</b>

\* Multiple response answers, percentages may not add up to 100

Source: Q6 of the Implementation and Effectiveness part of the qnr



**5.1.7 Consumers' complaints to toll free consumer care number:** Around 17.4% had reported they had made complaint to toll free consumer care number - 20.5% by rural subscribers 16% in urban subscribers. In urban area it was reported by fifth of the Airtel (20.2%) and BSNL (20.5%) subscribers contacted during the survey. In the case of BSNL, over 2 out of 5 (43.5%) rural subscribers also reported to have put their complaints to toll free number.

7. Have you made any complaint to the toll free Consumer Care Number?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	87	20.2%	344	79.8%	431
	Rural	25	13.2%	165	86.8%	190
	Total	112	18.0%	509	82.0%	621
BSNL	Urban	88	20.5%	341	79.5%	429
	Rural	81	43.5%	105	56.5%	186
	Total	169	27.5%	446	72.5%	615
MTS	Urban	65	15.2%	363	84.8%	428
	Rural	24	12.9%	162	87.1%	186
	Total	89	14.5%	525	85.5%	614
Rel Com	Urban	34	8.0%	392	92.0%	426
	Rural	23	12.6%	160	87.4%	183
	Total	57	9.4%	552	90.6%	609
<b>Total</b>	<b>Urban</b>	<b>274</b>	<b>16.0%</b>	<b>1440</b>	<b>84.0%</b>	<b>1714</b>
	<b>Rural</b>	<b>153</b>	<b>20.5%</b>	<b>592</b>	<b>79.5%</b>	<b>745</b>
	<b>Total</b>	<b>427</b>	<b>17.4%</b>	<b>2032</b>	<b>82.6%</b>	<b>2459</b>

Source: Q7 of the Implementation and Effectiveness part of the qnr

**5.1.8 Satisfaction with manner in which the complaint was handled in consumer care:** 427 customers who had lodged their complaints at the toll free consumer care number, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.96 in the urban and 4.14 in the rural area of Rajasthan. Therefore the difference in the satisfaction level was not much in rural and urban area. It was recorded highest in the case of Idea Airtel (4.72) in the urban areas and MTS (5.08) in the rural area.

8: Satisfaction on the manner of addressing the complaint such as docket number, redressal etc											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	0	1	13	22	24	27	0	87	411	4.72
	Rural	0	0	3	15	5	2	0	25	106	4.24
	Total	0	1	16	37	29	29	0	112	517	4.62
BSNL	Urban	8	3	11	15	31	18	2	88	384	4.36
	Rural	11	12	9	12	25	12	0	81	307	3.79
	Total	19	15	20	27	56	30	2	169	691	4.09
MTS	Urban	0	4	26	24	8	3	0	65	240	3.69
	Rural	0	0	2	2	12	8	0	24	122	5.08
	Total	0	4	28	26	20	11	0	89	362	4.07
Rel com	Urban	8	5	11	3	6	1	0	34	99	2.91
	Rural	3	3	9	5	3	0	0	23	71	3.09
	Total	11	8	20	8	9	1	0	57	170	2.98
<b>Total</b>	<b>Urban</b>	<b>16</b>	<b>13</b>	<b>61</b>	<b>64</b>	<b>69</b>	<b>49</b>	<b>2</b>	<b>274</b>	<b>1134</b>	<b>4.14</b>
	<b>Rural</b>	<b>14</b>	<b>15</b>	<b>23</b>	<b>34</b>	<b>45</b>	<b>22</b>	<b>0</b>	<b>153</b>	<b>606</b>	<b>3.96</b>
	<b>Total</b>	<b>30</b>	<b>28</b>	<b>84</b>	<b>98</b>	<b>114</b>	<b>71</b>	<b>2</b>	<b>427</b>	<b>1740</b>	<b>4.07</b>

Source: Q8 of the Implementation and Effectiveness part of the qnr



**5.2.9&10 Consumers' appeal to Appellate Authority and Satisfaction with manner in which your appeal was addressed:** None of the complainants who were aware of the TRAI regulation on Appellate Authority had filed the appeal at the time of the survey. Therefore satisfaction level on this aspect could not be ascertained.





### 5.1.11: OVERALL SCORE - BASIC

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameters		All SPs	Airtel	BSNL	MTS	Rel Com
1	Registration for blocking unsolicited commercial calls/SMSs	Urban	3.7%	10.0%	2.8%	0.5%	1.4%
		Rural	4.4%	5.8%	4.3%	4.8%	2.7%
		Total	3.9%	8.7%	3.3%	1.8%	1.8%
2	Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for the same	Urban	6.3%	0.0%	8.3%	50.0%	33.3%
		Rural	9.1%	0.0%	25.0%	0.0%	20.0%
		Total	7.3%	0.0%	15.0%	9.1%	27.3%
3	Awareness about toll free Consumer Care Number	Urban	99.7%	99.8%	99.5%	100.0%	99.5%
		Rural	99.4%	99.5%	98.1%	100.0%	100.0%
		Total	99.6%	99.7%	99.1%	100.0%	99.7%
4	Complaint to toll free Consumer Care Number for redressing grievances	Urban	16.0%	20.2%	20.5%	15.2%	8.0%
		Rural	20.5%	13.2%	43.5%	12.9%	12.6%
		Total	17.4%	18.0%	27.5%	14.5%	9.4%
5	Awareness about appellate authority	Urban	0.1%	0.0%	0.0%	0.0%	0.5%
		Rural	0.4%	0.0%	1.9%	0.0%	0.0%
		Total	0.2%	0.0%	0.5%	0.0%	0.3%
6	Appeal to the appellate authority for redressing grievances	Urban	0.0%	0.0%	0.0%	0.0%	0.0%
		Rural	0.0%	0.0%	0.0%	0.0%	0.0%
		Total	0.0%	0.0%	0.0%	0.0%	0.0%

- Registration for blocking unsolicited commercial calls/SMSs was found high in the case of rural areas- highest in the case of Airtel (5.8%).
- Lodging complaint in case unsolicited call/SMS have not stopped in spite of registration for the same was highest in the case of BSNL in rural areas (25.0%) and MTS in urban areas (50.0%).
- Almost all the respondents were found to be aware of the toll free consumer care number.
- Complaint to the toll free consumer care number for redressing grievances was to be highest in case of BSNL in rural areas (43.5%) and urban areas (20.5%).
- Overall awareness of the appellate authority was found to be low (0.2%). Only about 2% of rural subscribers of BSNL and 0.5% of urban subscribers of Rel Com were aware of the same.
- None of those who were aware of the appellate authority had appealed to him about their grievances.



## 5.2 CELLULAR – Rajasthan Service Area

**5.2.1: Registration for blocking unsolicited commercial calls/SMSs:** Altogether 5120 cellular consumers of 8 operators in Rajasthan were targeted and of them only 982 (19.2%) had registered for not receiving or blocking unsolicited commercial calls/SMSs. The highest percentages of registered subscribers were found in the case of Airtel (36.4%). In rural area it was highest in the case of Rel Com (24.2%) where as in urban are it was in the case of Airtel (45.2%).

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Airtel	Rural	51	23.2%	169	76.8%	220	100.0%
	Urban	132	25.6%	383	74.4%	515	100.0%
	Total	183	24.9%	552	75.1%	735	100.0%
BSNL	Rural	32	17.3%	153	82.7%	185	100.0%
	Urban	116	27.5%	306	72.5%	422	100.0%
	Total	148	24.4%	459	75.6%	607	100.0%
MTS	Rural	11	6.1%	170	93.9%	181	100.0%
	Urban	18	4.3%	403	95.7%	421	100.0%
	Total	29	4.8%	573	95.2%	602	100.0%
Rel Com	Rural	47	24.2%	147	75.8%	194	100.0%
	Urban	77	17.0%	377	83.0%	454	100.0%
	Total	124	19.1%	524	80.9%	648	100.0%
TTSL	Rural	20	11.0%	161	89.0%	181	100.0%
	Urban	24	5.6%	407	94.4%	431	100.0%
	Total	44	7.2%	568	92.8%	612	100.0%
Idea	Rural	29	15.3%	161	84.7%	190	100.0%
	Urban	81	18.5%	356	81.5%	437	100.0%
	Total	110	17.5%	517	82.5%	627	100.0%
Vodafone	Rural	45	22.3%	157	77.7%	202	100.0%
	Urban	64	14.5%	377	85.5%	441	100.0%
	Total	109	17.0%	534	83.0%	643	100.0%
Airtel	Rural	38	18.1%	172	81.9%	210	100.0%
	Urban	197	45.2%	239	54.8%	436	100.0%
	Total	235	36.4%	411	63.6%	646	100.0%
<b>Total</b>	<b>Rural</b>	<b>273</b>	<b>17.5%</b>	<b>1290</b>	<b>82.5%</b>	<b>1563</b>	<b>100.0%</b>
	<b>Urban</b>	<b>709</b>	<b>19.9%</b>	<b>2848</b>	<b>80.1%</b>	<b>3557</b>	<b>100.0%</b>
	<b>Total</b>	<b>982</b>	<b>19.2%</b>	<b>4138</b>	<b>80.8%</b>	<b>5120</b>	<b>100.0%</b>

Source: Q1 of the Implementation and Effectiveness part of the qnr



**5.2.2: Satisfaction on effectiveness of blocking of unsolicited commercial calls on your number:** The average satisfaction level attained by 982 subscribers, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.26 in urban areas and 3.52 in rural area. It was highest in the case of Vodafone (3.73) in rural area and BSNL (4.72) in urban area.

2. Satisfaction with the effectiveness of blocking of unsolicited commercial calls on your number.											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Rural	15	5	5	5	16	5	0	51	170	3.33
	Urban	11	4	6	21	77	12	1	132	585	4.43
	Total	26	9	11	26	93	17	1	183	755	4.13
BSNL	Rural	4	7	8	1	8	4	0	32	110	3.44
	Urban	0	3	5	21	80	7	0	116	547	4.72
	Total	4	10	13	22	88	11	0	148	657	4.44
MTS	Rural	4	0	1	2	4	0	0	11	35	3.18
	Urban	2	6	2	4	4	0	0	18	56	3.11
	Total	6	6	3	6	8	0	0	29	91	3.14
Rel com	Rural	8	4	8	11	13	3	0	47	167	3.55
	Urban	10	7	2	14	35	9	0	77	315	4.09
	Total	18	11	10	25	48	12	0	124	482	3.89
TTSL	Rural	4	2	0	3	9	1	1	20	78	3.90
	Urban	1	2	1	4	15	1	0	24	105	4.38
	Total	5	4	1	7	24	2	1	44	183	4.16
IDEA	Rural	8	1	4	1	9	5	1	29	108	3.72
	Urban	4	1	2	28	45	1	0	81	355	4.38
	Total	12	2	6	29	54	6	1	110	463	4.21
VODAFONE	Rural	4	10	6	4	16	5	0	45	168	3.73
	Urban	5	7	2	15	28	7	0	64	267	4.17
	Total	9	17	8	19	44	12	0	109	435	3.99
Aircel	Rural	6	7	3	15	5	2	0	38	126	3.32
	Urban	16	2	10	109	54	6	0	197	792	4.02
	Total	22	9	13	124	59	8	0	235	918	3.91
<b>Total</b>	<b>Rural</b>	<b>53</b>	<b>36</b>	<b>35</b>	<b>42</b>	<b>80</b>	<b>25</b>	<b>2</b>	<b>273</b>	<b>962</b>	<b>3.52</b>
	<b>Urban</b>	<b>49</b>	<b>32</b>	<b>30</b>	<b>216</b>	<b>338</b>	<b>43</b>	<b>1</b>	<b>709</b>	<b>3022</b>	<b>4.26</b>
	<b>Total</b>	<b>102</b>	<b>68</b>	<b>65</b>	<b>258</b>	<b>418</b>	<b>68</b>	<b>3</b>	<b>982</b>	<b>3984</b>	<b>4.06</b>

Source: Q2 of the Implementation and Effectiveness part of the qnr



**5.2.3 Consumers' complaints about services:** Of the 982 customers who had registered for not receiving or blocking the unsolicited commercial calls, around three out of five (57.5%) had made complaints as the unsolicited call/SMS had not stopped in spite of registration for the same. In rural area it was 29.3% whereas in urban area it was over 68.4%. In rural areas maximum complaints were reported by the subscribers of Rel Com (48.9%), where as in urban it was by Idea subscribers (90.1%).

<b>3. Have you ever registered a complaint, in case unsolicited call/SMS have not stopped in spite of registration for same?</b>							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Airtel	Rural	7	13.7%	44	86.3%	51	100.0%
	Urban	81	61.4%	51	38.6%	132	100.0%
	Total	88	48.1%	95	51.9%	183	100.0%
BSNL	Rural	12	37.5%	20	62.5%	32	100.0%
	Urban	99	85.3%	17	14.7%	116	100.0%
	Total	111	75.0%	37	25.0%	148	100.0%
MTS	Rural	4	36.4%	7	63.6%	11	100.0%
	Urban	12	66.7%	6	33.3%	18	100.0%
	Total	16	55.2%	13	44.8%	29	100.0%
Rel Com	Rural	23	48.9%	24	51.1%	47	100.0%
	Urban	33	42.9%	44	57.1%	77	100.0%
	Total	56	45.2%	68	54.8%	124	100.0%
TTSL	Rural	4	20.0%	16	80.0%	20	100.0%
	Urban	6	25.0%	18	75.0%	24	100.0%
	Total	10	22.7%	34	77.3%	44	100.0%
Idea	Rural	4	13.8%	25	86.2%	29	100.0%
	Urban	73	90.1%	8	9.9%	81	100.0%
	Total	77	70.0%	33	30.0%	110	100.0%
Vodafone	Rural	15	33.3%	30	66.7%	45	100.0%
	Urban	35	54.7%	29	45.3%	64	100.0%
	Total	50	45.9%	59	54.1%	109	100.0%
Aircel	Rural	11	28.9%	27	71.1%	38	100.0%
	Urban	146	74.1%	51	25.9%	197	100.0%
	Total	157	66.8%	78	33.2%	235	100.0%
<b>Total</b>	<b>Rural</b>	<b>80</b>	<b>29.3%</b>	<b>193</b>	<b>70.7%</b>	<b>273</b>	<b>100.0%</b>
	<b>Urban</b>	<b>485</b>	<b>68.4%</b>	<b>224</b>	<b>31.6%</b>	<b>709</b>	<b>100.0%</b>
	<b>Total</b>	<b>565</b>	<b>57.5%</b>	<b>417</b>	<b>42.5%</b>	<b>982</b>	<b>100.0%</b>

Source: Q3 of the Implementation and Effectiveness part of the qnr



**5.2.4 Satisfaction on ease of lodging the complaint and action thereupon:** The average satisfaction level of 565 complainants on ease of lodging complaint after non stoppage of unsolicited calls/ SMSes, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.48 in urban areas and 3.71 in rural area. It was recorded highest in the case of MTS (4.75) in the rural areas and Vodafone (4.83) in the urban area.

4: Satisfaction on ease of lodging complaint											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Rural	1	1	2	0	3	0	0	7	24	3.43
	Urban	0	1	4	14	55	7	0	81	387	4.78
	Total	1	2	6	14	58	7	0	88	411	4.67
BSNL	Rural	2	3	0	4	2	1	0	12	40	3.33
	Urban	0	1	2	28	65	3	0	99	463	4.68
	Total	2	4	2	32	67	4	0	111	503	4.53
MTS	Rural	0	0	0	2	1	1	0	4	19	4.75
	Urban	2	6	1	1	2	0	0	12	31	2.58
	Total	2	6	1	3	3	1	0	16	50	3.13
Rel com	Rural	2	1	7	7	4	2	0	23	85	3.70
	Urban	0	2	0	6	22	3	0	33	156	4.73
	Total	2	3	7	13	26	5	0	56	241	4.30
TTSL	Rural	0	2	1	1	0	0	0	4	11	2.75
	Urban	0	0	1	2	3	0	0	6	26	4.33
	Total	0	2	2	3	3	0	0	10	37	3.70
IDEA	Rural	0	1	0	0	2	1	0	4	18	4.50
	Urban	1	1	1	30	40	0	0	73	326	4.47
	Total	1	2	1	30	42	1	0	77	344	4.47
VODAFONE	Rural	0	4	3	4	3	1	0	15	54	3.60
	Urban	0	1	1	6	22	5	0	35	169	4.83
	Total	0	5	4	10	25	6	0	50	223	4.46
Aircel	Rural	0	1	1	4	5	0	0	11	46	4.18
	Urban	2	2	7	91	42	2	0	146	613	4.20
	Total	2	3	8	95	47	2	0	157	659	4.20
<b>Total</b>	<b>Rural</b>	<b>5</b>	<b>13</b>	<b>14</b>	<b>22</b>	<b>20</b>	<b>6</b>	<b>0</b>	<b>80</b>	<b>297</b>	<b>3.71</b>
	<b>Urban</b>	<b>5</b>	<b>14</b>	<b>17</b>	<b>178</b>	<b>251</b>	<b>20</b>	<b>0</b>	<b>485</b>	<b>2171</b>	<b>4.48</b>
	<b>Total</b>	<b>10</b>	<b>27</b>	<b>31</b>	<b>200</b>	<b>271</b>	<b>26</b>	<b>0</b>	<b>565</b>	<b>2468</b>	<b>4.37</b>

Source: Q4 of the Implementation and Effectiveness part of the qnr



**5.2.5 Satisfaction on action taken after lodging complaint:** The average satisfaction level of 565 complainants on action taken after lodging complaint after non stoppage of unsolicited calls/ SMSes, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.52 in urban areas and 3.85 in rural area. Airtel attained highest score (5.00) on complainants satisfaction level on action taken on their complaint lodged for non stoppage of unsolicited calls/ SMSes in urban areas. In rural area this was attained by Idea Cellular (5.25).

5: Satisfaction on ease of action thereupon											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Rural	1	1	1	2	2	0	0	7	24	3.43
	Urban	0	1	2	10	51	17	0	81	405	5.00
	Total	1	2	3	12	53	17	0	88	429	4.88
BSNL	Rural	2	3	0	3	3	1	0	12	41	3.42
	Urban	0	1	2	25	63	8	0	99	471	4.76
	Total	2	4	2	28	66	9	0	111	512	4.61
MTS	Rural	0	1	1	1	1	0	0	4	14	3.50
	Urban	8	0	0	2	1	1	0	12	27	2.25
	Total	8	1	1	3	2	1	0	16	41	2.56
Rel com	Rural	2	0	6	4	10	1	0	23	92	4.00
	Urban	0	2	0	7	22	2	0	33	154	4.67
	Total	2	2	6	11	32	3	0	56	246	4.39
TTSL	Rural	0	1	1	1	0	1	0	4	15	3.75
	Urban	0	1	0	1	4	0	0	6	26	4.33
	Total	0	2	1	2	4	1	0	10	41	4.10
IDEA	Rural	0	0	0	0	3	1	0	4	21	5.25
	Urban	1	1	1	24	45	1	0	73	333	4.56
	Total	1	1	1	24	48	2	0	77	354	4.60
VODAFONE	Rural	0	4	1	4	6	0	0	15	57	3.80
	Urban	0	1	1	1	28	3	1	35	174	4.97
	Total	0	5	2	5	34	3	1	50	231	4.62
Aircel	Rural	0	1	2	4	4	0	0	11	44	4.00
	Urban	2	2	11	93	35	3	0	146	604	4.14
	Total	2	3	13	97	39	3	0	157	648	4.13
<b>Total</b>	<b>Rural</b>	<b>5</b>	<b>11</b>	<b>12</b>	<b>19</b>	<b>29</b>	<b>4</b>	<b>0</b>	<b>80</b>	<b>308</b>	<b>3.85</b>
	<b>Urban</b>	<b>11</b>	<b>9</b>	<b>17</b>	<b>163</b>	<b>249</b>	<b>35</b>	<b>1</b>	<b>485</b>	<b>2194</b>	<b>4.52</b>
	<b>Total</b>	<b>16</b>	<b>20</b>	<b>29</b>	<b>182</b>	<b>278</b>	<b>39</b>	<b>1</b>	<b>565</b>	<b>2502</b>	<b>4.43</b>

Source: Q5 of the Implementation and Effectiveness part of the qnr



**5.2.6 Satisfaction with the information received at the time of activation of various vouchers:** The average satisfaction level of 1483 rural prepaid subscribers with the information, received through SMS at the time of activation of various vouchers,, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.92 in urban areas and in rural area it was 4.98. Therefore the difference in the satisfaction level was not much in rural and urban area. It was recorded highest in the case of Airtel 5.09 in the urban areas and Airtel (5.12) in the rural area.

6. How satisfied are you with the information, received through SMS at the time of activation of various vouchers, such as amount charged, processing fee, taxes deducted, title of the plan, validity etc?											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Rural	0	0	6	38	90	75	0	209	1070	5.12
	Urban	0	2	9	46	317	111	2	487	2480	5.09
	Total	0	2	15	84	407	186	2	696	3550	5.10
BSNL	Rural	0	0	5	28	96	45	1	175	884	5.05
	Urban	0	7	10	91	224	52	0	384	1840	4.79
	Total	0	7	15	119	320	97	1	559	2724	4.87
MTS	Rural	0	3	7	31	80	57	3	181	914	5.05
	Urban	0	6	19	44	230	115	7	421	2134	5.07
	Total	0	9	26	75	310	172	10	602	3048	5.06
Rel com	Rural	0	4	21	51	78	28	0	182	833	4.58
	Urban	0	1	31	98	206	70	1	407	1944	4.78
	Total	0	5	52	149	284	98	1	589	2777	4.71
TTSL	Rural	0	5	7	32	67	57	1	169	843	4.99
	Urban	0	6	8	43	281	60	6	404	2015	4.99
	Total	0	11	15	75	348	117	7	573	2858	4.99
IDEA	Rural	0	0	4	23	112	33	0	172	862	5.01
	Urban	0	1	9	75	265	65	4	419	2072	4.95
	Total	0	1	13	98	377	98	4	591	2934	4.96
VODAFONE	Rural	0	0	7	34	93	53	1	188	947	5.04
	Urban	0	5	4	113	206	70	1	399	1931	4.84
	Total	0	5	11	147	299	123	2	587	2878	4.90
Aircel	Rural	0	1	10	32	116	48	0	207	1028	4.97
	Urban	0	8	19	119	155	87	9	397	1909	4.81
	Total	0	9	29	151	271	135	9	604	2937	4.86
Total	Rural	0	13	67	269	732	396	6	1483	7381	4.98
	Urban	0	36	109	629	1884	630	30	3318	16325	4.92
	Total	0	49	176	898	2616	1026	36	4801	23706	4.94

Source: Q6 of the Implementation and Effectiveness part of the qnr



**5.2.7 Satisfaction with the information provided after every usage:** Overall the prepaid subscribers' satisfaction with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.72 in rural as well as urban areas. It was recorded highest in the case of MTS (4.96) in the rural areas and TTSL (5.16) in the urban area.

7. How satisfied are you with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc?											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Rural	4	13	21	55	57	50	9	209	961	4.60
	Urban	1	8	30	102	277	67	2	487	2316	4.76
	Total	5	21	51	157	334	117	11	696	3277	4.71
BSNL	Rural	0	7	14	57	67	28	2	175	801	4.58
	Urban	0	2	87	81	126	88	0	384	1747	4.55
	Total	0	9	101	138	193	116	2	559	2548	4.56
MTS	Rural	0	6	10	35	69	56	5	181	898	4.96
	Urban	1	12	22	95	167	118	6	421	2056	4.88
	Total	1	18	32	130	236	174	11	602	2954	4.91
Rel com	Rural	0	8	19	64	66	24	1	182	810	4.45
	Urban	0	6	80	111	156	51	3	407	1803	4.43
	Total	0	14	99	175	222	75	4	589	2613	4.44
TTSL	Rural	0	8	14	49	55	42	1	169	788	4.66
	Urban	0	3	16	78	130	172	5	404	2083	5.16
	Total	0	11	30	127	185	214	6	573	2871	5.01
IDEA	Rural	0	3	10	47	62	40	10	172	844	4.91
	Urban	0	3	8	108	210	86	4	419	2056	4.91
	Total	0	6	18	155	272	126	14	591	2900	4.91
VODAFONE	Rural	0	4	10	48	82	41	3	188	907	4.82
	Urban	3	10	35	123	163	65	0	399	1825	4.57
	Total	3	14	45	171	245	106	3	587	2732	4.65
Aircel	Rural	0	4	11	70	68	47	7	207	992	4.79
	Urban	0	13	53	125	149	55	2	397	1774	4.47
	Total	0	17	64	195	217	102	9	604	2766	4.58
<b>Total</b>	<b>Rural</b>	<b>4</b>	<b>53</b>	<b>109</b>	<b>425</b>	<b>526</b>	<b>328</b>	<b>38</b>	<b>1483</b>	<b>7001</b>	<b>4.72</b>
	<b>Urban</b>	<b>5</b>	<b>57</b>	<b>331</b>	<b>823</b>	<b>1378</b>	<b>702</b>	<b>22</b>	<b>3318</b>	<b>15660</b>	<b>4.72</b>
	<b>Total</b>	<b>9</b>	<b>110</b>	<b>440</b>	<b>1248</b>	<b>1904</b>	<b>1030</b>	<b>60</b>	<b>4801</b>	<b>22661</b>	<b>4.72</b>

Source: Q7 of the Implementation and Effectiveness part of the qnr





**5.2.8 Request for item wise charges of prepaid services:** All the prepaid customers were asked whether they have requested for the item wise usage charges details. Out of 4801 prepaid customers of 8 providers targeted, only 1704 (35.5%) reported that they had requested for it. This was mostly found in the urban area where ever second consumer (49.8%) had used this service.

<b>8. A prepaid customer request can get an item-wise usage bill within 45 days of making such request. Have you ever requested for it?</b>						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Rural	6	2.9%	203	97.1%	209
	Urban	206	42.3%	281	57.7%	487
	Total	212	30.5%	484	69.5%	696
BSNL	Rural	9	5.1%	166	94.9%	175
	Urban	219	57.0%	165	43.0%	384
	Total	228	40.8%	331	59.2%	559
MTS	Rural	4	2.2%	177	97.8%	181
	Urban	215	51.1%	206	48.9%	421
	Total	219	36.4%	383	63.6%	602
Rel Com	Rural	8	4.4%	174	95.6%	182
	Urban	205	50.4%	202	49.6%	407
	Total	213	36.2%	376	63.8%	589
TTSL	Rural	0	0.0%	169	100.0%	169
	Urban	208	51.5%	196	48.5%	404
	Total	208	36.3%	365	63.7%	573
Idea	Rural	1	0.6%	171	99.4%	172
	Urban	202	48.2%	217	51.8%	419
	Total	203	34.3%	388	65.7%	591
Vodafone	Rural	12	6.4%	176	93.6%	188
	Urban	197	49.4%	202	50.6%	399
	Total	209	35.6%	378	64.4%	587
Aircel	Rural	10	4.8%	197	95.2%	207
	Urban	202	50.9%	195	49.1%	397
	Total	212	35.1%	392	64.9%	604
<b>Total</b>	<b>Rural</b>	<b>50</b>	<b>3.4%</b>	<b>1433</b>	<b>96.6%</b>	<b>1483</b>
	<b>Urban</b>	<b>1654</b>	<b>49.8%</b>	<b>1664</b>	<b>50.2%</b>	<b>3318</b>
	<b>Total</b>	<b>1704</b>	<b>35.5%</b>	<b>3097</b>	<b>64.5%</b>	<b>4801</b>

Source: Q8 of the Implementation and Effectiveness part of the qnr



### 5.2.9 Satisfaction with the timely receipt and completeness of the item-wise usage bill on request:

Overall 1704 prepaid subscribers had made request for item-wise usage bill – 50 in the rural area and 1654 in urban area. Overall the satisfaction on this aspect was 4.05 on a scale of 1 to 7, where 1 is highly dissatisfied and 7 is highly satisfied. In rural areas the satisfaction level was bit higher at 4.24 as compared to urban area (4.04).

9. If Yes how satisfied are you with the timely receipts and completeness of the item-wise usage bill on request?											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Rural	0	0	1	1	4	0	0	6	27	4.50
	Urban	0	2	3	41	153	7	0	206	984	4.78
	Total	0	2	4	42	157	7	0	212	1011	4.77
BSNL	Rural	0	0	4	1	4	0	0	9	36	4.00
	Urban	0	38	65	28	73	15	0	219	838	3.83
	Total	0	38	69	29	77	15	0	228	874	3.83
MTS	Rural	0	0	1	0	3	0	0	4	18	4.50
	Urban	0	105	0	12	20	78	0	215	826	3.84
	Total	0	105	1	12	23	78	0	219	844	3.85
Rel com	Rural	0	0	1	3	2	2	0	8	37	4.63
	Urban	0	25	35	59	68	18	0	205	839	4.09
	Total	0	25	36	62	70	20	0	213	876	4.11
TTSL	Rural	0	0	0	0	0	0	0	0	0	NA
	Urban	1	2	171	27	7	0	0	208	661	3.18
	Total	1	2	171	27	7	0	0	208	661	3.18
IDEA	Rural	0	0	0	1	0	0	0	1	4	4.00
	Urban	0	35	0	63	103	1	0	202	843	4.17
	Total	0	35	0	64	103	1	0	203	847	4.17
VODAFONE	Rural	0	1	1	3	7	0	0	12	52	4.33
	Urban	0	73	7	15	52	50	0	197	787	3.99
	Total	0	74	8	18	59	50	0	209	839	4.01
Aircel	Rural	0	1	4	1	4	0	0	10	38	3.80
	Urban	0	7	14	62	115	3	1	202	904	4.48
	Total	0	8	18	63	119	3	1	212	942	4.44
<b>Total</b>	<b>Rural</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>24</b>	<b>2</b>	<b>0</b>	<b>50</b>	<b>212</b>	<b>4.24</b>
	<b>Urban</b>	<b>1</b>	<b>287</b>	<b>295</b>	<b>307</b>	<b>591</b>	<b>172</b>	<b>1</b>	<b>1654</b>	<b>6682</b>	<b>4.04</b>
	<b>Total</b>	<b>1</b>	<b>289</b>	<b>307</b>	<b>317</b>	<b>615</b>	<b>174</b>	<b>1</b>	<b>1704</b>	<b>6894</b>	<b>4.05</b>

Source: Q9 of the Implementation and Effectiveness part of the qnr



**5.2.10 Awareness about the grievance redressal mechanisms:** Of the three different modes of grievance redressal mechanisms set up by different service providers, it was found that in Rajasthan out of 5120 consumers surveyed only 92% of consumers were aware these modes. Around 86% were of Toll free number, 13.2% were also aware of Appellate Authority – almost all were urban consumers. . Awareness about Appellate Authority was found highest amongst Airtel (23.5%) and Aircel (22%) subscribers.

10. Which all grievance redressal mechanisms set up by your service provider based on TRAI regulations are you aware of?								
Service Provider		Toll Free Consumer Care Number		Appellate Authority		Web based complaint monitoring system		Total
		Count	%age	Count	%age	Count	%age	Count
Airtel	Rural	192	100.0%	0	0.0%	0	0.0%	192
	Urban	316	66.8%	156	33.0%	1	0.2%	473
	Total	508	76.4%	156	23.5%	1	0.2%	665
BSNL	Rural	159	99.4%			1	0.6%	160
	Urban	316	79.6%	79	19.9%	2	0.5%	397
	Total	475	85.3%	79	14.2%	3	0.5%	557
MTS	Rural	163	100.0%	0	0.0%	0	0.0%	163
	Urban	417	99.5%	1	0.2%	1	0.2%	419
	Total	580	99.7%	1	0.2%	1	0.2%	582
Rel Com	Rural	150	100.0%	0	0.0%	0	0.0%	150
	Urban	337	79.1%	89	20.9%	0	0.0%	426
	Total	487	84.5%	89	15.5%	0	0.0%	576
TTSL	Rural	166	100.0%	0	0.0%	0	0.0%	166
	Urban	394	94.0%	21	5.0%	4	1.0%	419
	Total	560	95.7%	21	3.6%	4	0.7%	585
Idea	Rural	165	98.8%	0	0.0%	2	1.2%	167
	Urban	287	69.3%	117	28.3%	10	2.4%	414
	Total	452	77.8%	117	20.1%	12	2.1%	581
Vodafone	Rural	165	98.2%	0	0.0%	3	1.8%	168
	Urban	391	90.9%	32	7.4%	7	1.6%	430
	Total	556	93.0%	32	5.4%	10	1.7%	598
Aircel	Rural	178	99.4%	1	0.6%	0	0.0%	179
	Urban	283	68.7%	129	31.3%	0	0.0%	412
	Total	461	78.0%	130	22.0%	0	0.0%	591
<b>Total</b>	<b>Rural</b>	<b>1338</b>	<b>99.5%</b>	<b>1</b>	<b>0.1%</b>	<b>6</b>	<b>0.4%</b>	<b>1345</b>
	<b>Urban</b>	<b>2741</b>	<b>80.9%</b>	<b>624</b>	<b>18.4%</b>	<b>25</b>	<b>0.7%</b>	<b>3390</b>
	<b>Total</b>	<b>4079</b>	<b>86.1%</b>	<b>625</b>	<b>13.2%</b>	<b>31</b>	<b>0.7%</b>	<b>4735</b>

\* Multiple response answers, percentages may not add up to 100  
Source: Q10 of the Implementation and Effectiveness part of the qnr



**5.2.11 Consumers' complaints to toll free consumer care number:** Every second consumer (52%) had made complaints to the toll free consumer care number of their operators. In rural areas this was reported by three out of four (75.5%) respondents contacted during the survey – reported very high in the case of Airtel subscribers in rural areas (nine out of ten) and also in urban area (55.7%).

11. Have you made any complaint to the toll free Consumer Care Number?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Rural	197	89.5%	23	10.5%	220
	Urban	287	55.7%	228	44.3%	515
	Total	484	65.9%	251	34.1%	735
BSNL	Rural	136	73.5%	49	26.5%	185
	Urban	135	32.0%	287	68.0%	422
	Total	271	44.6%	336	55.4%	607
MTS	Rural	90	49.7%	91	50.3%	181
	Urban	114	27.1%	307	72.9%	421
	Total	204	33.9%	398	66.1%	602
Rel Com	Rural	154	79.4%	40	20.6%	194
	Urban	231	50.9%	223	49.1%	454
	Total	385	59.4%	263	40.6%	648
TTSL	Rural	144	79.6%	37	20.4%	181
	Urban	154	35.7%	277	64.3%	431
	Total	298	48.7%	314	51.3%	612
Idea	Rural	145	76.3%	45	23.7%	190
	Urban	180	41.2%	257	58.8%	437
	Total	325	51.8%	302	48.2%	627
Vodafone	Rural	169	83.7%	33	16.3%	202
	Urban	186	42.2%	255	57.8%	441
	Total	355	55.2%	288	44.8%	643
Aircel	Rural	145	69.0%	65	31.0%	210
	Urban	194	44.5%	242	55.5%	436
	Total	339	52.5%	307	47.5%	646
<b>Total</b>	<b>Rural</b>	<b>1180</b>	<b>75.5%</b>	<b>383</b>	<b>24.5%</b>	<b>1563</b>
	<b>Urban</b>	<b>1481</b>	<b>41.6%</b>	<b>2076</b>	<b>58.4%</b>	<b>3557</b>
	<b>Total</b>	<b>2661</b>	<b>52.0%</b>	<b>2459</b>	<b>48.0%</b>	<b>5120</b>

Source: Q11 of the Implementation and Effectiveness part of the qnr



**5.2.12 Satisfaction with manner in which the complaint was handled in consumer care:** 2661 customers who had made lodged their complaints at the toll free consumer care no, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.45 in the urban and 4.62 in the rural area of Rajasthan. Therefore the difference in the satisfaction level was not much in rural and urban area. It was recorded highest in the case of Idea MTS (4.80) in the rural areas and Airtel (4.91) in the urban area.

12: Satisfaction on the manner of addressing the complaint such as docket number, redressal etc.											
Service Provider		1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
Airtel	Rural	0	3	12	31	104	47	0	197	968	4.91
	Urban	13	12	18	57	149	37	1	287	1293	4.51
	Total	13	15	30	88	253	84	1	484	2261	4.67
BSNL	Rural	2	7	14	20	69	23	1	136	628	4.62
	Urban	0	9	8	29	78	11	0	135	614	4.55
	Total	2	16	22	49	147	34	1	271	1242	4.58
MTS	Rural	1	4	4	22	48	11	0	90	415	4.61
	Urban	0	1	5	17	84	7	0	114	547	4.80
	Total	1	5	9	39	132	18	0	204	962	4.72
Rel com	Rural	3	9	27	44	58	13	0	154	646	4.19
	Urban	11	13	26	58	93	28	2	231	994	4.30
	Total	14	22	53	102	151	41	2	385	1640	4.26
TTSL	Rural	4	5	12	22	92	9	0	144	652	4.53
	Urban	0	8	18	33	85	10	0	154	687	4.46
	Total	4	13	30	55	177	19	0	298	1339	4.49
IDEA	Rural	0	4	16	38	54	32	1	145	677	4.67
	Urban	3	8	28	60	65	16	0	180	764	4.24
	Total	3	12	44	98	119	48	1	325	1441	4.43
VODAFONE	Rural	4	11	16	16	84	37	1	169	787	4.66
	Urban	6	4	10	26	121	19	0	186	867	4.66
	Total	10	15	26	42	205	56	1	355	1654	4.66
Aircel	Rural	1	3	20	30	57	34	0	145	676	4.66
	Urban	7	21	24	36	75	31	0	194	826	4.26
	Total	8	24	44	66	132	65	0	339	1502	4.43
<b>Total</b>	<b>Rural</b>	<b>15</b>	<b>46</b>	<b>121</b>	<b>223</b>	<b>566</b>	<b>206</b>	<b>3</b>	<b>1180</b>	<b>5449</b>	<b>4.62</b>
	<b>Urban</b>	<b>40</b>	<b>76</b>	<b>137</b>	<b>316</b>	<b>750</b>	<b>159</b>	<b>3</b>	<b>1481</b>	<b>6592</b>	<b>4.45</b>
	<b>Total</b>	<b>55</b>	<b>122</b>	<b>258</b>	<b>539</b>	<b>1316</b>	<b>365</b>	<b>6</b>	<b>2661</b>	<b>12041</b>	<b>4.52</b>

Source: Q12 of the Implementation and Effectiveness part of the qnr



**5.2.13 & 14 Consumers' appeal to Appellate Authority and Satisfaction with manner in which your appeal was addressed:** None of the complainant who was aware of the TRAI regulation on Appellate authority had filed the appeal at the time of the survey Therefore satisfaction level on this aspect could not be ascertained.

**5.2.15 Utilization of Mobile Number Portability service:** Of the total 5120 consumers contacted during the survey in Rajasthan Service Area, altogether 205 (4%) had utilized the MNP service of their service providers – 7% in the rural area and 2.7% in the urban area. Usage of MNP was reported highest by the current subscribers of Aircel in the rural (13.8%) as well as urban (11.5%).

15. Have you utilized the service of Mobile number portability for changing your operator?						
Operator	Area	Yes		No		Total
		Count	Row N %	Count	Row N %	Count
Airtel	Rural	14	6.4%	206	93.6%	220
	Urban	10	1.9%	505	98.1%	515
	Total	24	3.3%	711	96.7%	735
BSNL	Rural	7	3.8%	178	96.2%	185
	Urban	7	1.7%	415	98.3%	422
	Total	14	2.3%	593	97.7%	607
MTS	Rural	1	0.6%	180	99.4%	181
	Urban	2	0.5%	419	99.5%	421
	Total	3	0.5%	599	99.5%	602
Rel Com	Rural	14	7.2%	180	92.8%	194
	Urban	9	2.0%	445	98.0%	454
	Total	23	3.5%	625	96.5%	648
TTSL	Rural	12	6.6%	169	93.4%	181
	Urban	2	0.5%	429	99.5%	431
	Total	14	2.3%	598	97.7%	612
Idea	Rural	13	6.8%	177	93.2%	190
	Urban	13	3.0%	424	97.0%	437
	Total	26	4.1%	601	95.9%	627
Vodafone	Rural	19	9.4%	183	90.6%	202
	Urban	3	0.7%	438	99.3%	441
	Total	22	3.4%	621	96.6%	643
Aircel	Rural	29	13.8%	181	86.2%	210
	Urban	50	11.5%	386	88.5%	436
	Total	79	12.2%	567	87.8%	646
<b>Total</b>	<b>Rural</b>	<b>109</b>	<b>7.0%</b>	<b>1454</b>	<b>93.0%</b>	<b>1563</b>
	<b>Urban</b>	<b>96</b>	<b>2.7%</b>	<b>3461</b>	<b>97.3%</b>	<b>3557</b>
	<b>Total</b>	<b>205</b>	<b>4.0%</b>	<b>4915</b>	<b>96.0%</b>	<b>5120</b>

Source: Q15 of the Implementation and Effectiveness part of the qnr



**5.2.16 Satisfaction with the process of porting to another operator: The average satisfaction level of the 109 subscribers who used MNP, on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.93 in the rural area. In the urban it was bit higher at 5.34 (for the 96 users).**

16: Satisfaction with process of porting to another number											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Rural	0	2	2	2	5	3	0	14	61	4.36
	Urban	0	0	1	2	3	3	1	10	51	5.10
	Total	0	2	3	4	8	6	1	24	112	4.67
BSNL	Rural	0	1	0	1	2	0	3	7	37	5.29
	Urban	0	0	0	0	5	2	0	7	37	5.29
	Total	0	1	0	1	7	2	3	14	74	5.29
MTS	Rural	0	0	0	0	1	0	0	1	5	5.00
	Urban	0	0	0	1	1	0	0	2	9	4.50
	Total	0	0	0	1	2	0	0	3	14	4.67
Rel com	Rural	0	0	2	5	6	1	0	14	62	4.43
	Urban	0	0	1	0	5	3	0	9	46	5.11
	Total	0	0	3	5	11	4	0	23	108	4.70
TTSL	Rural	0	0	1	2	5	3	1	12	61	5.08
	Urban	0	0	0	0	1	0	1	2	12	6.00
	Total	0	0	1	2	6	3	2	14	73	5.21
IDEA	Rural	0	0	0	3	3	2	5	13	74	5.69
	Urban	1	0	0	3	6	2	1	13	62	4.77
	Total	1	0	0	6	9	4	6	26	136	5.23
VODAFONE	Rural	0	0	0	2	15	2	0	19	95	5.00
	Urban	0	0	0	1	1	0	1	3	16	5.33
	Total	0	0	0	3	16	2	1	22	111	5.05
Aircel	Rural	0	0	4	6	10	7	2	29	142	4.90
	Urban	0	0	2	5	14	19	10	50	280	5.60
	Total	0	0	6	11	24	26	12	79	422	5.34
<b>Total</b>	<b>Rural</b>	<b>0</b>	<b>3</b>	<b>9</b>	<b>21</b>	<b>47</b>	<b>18</b>	<b>11</b>	<b>109</b>	<b>537</b>	<b>4.93</b>
	<b>Urban</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>12</b>	<b>36</b>	<b>29</b>	<b>14</b>	<b>96</b>	<b>513</b>	<b>5.34</b>
	<b>Total</b>	<b>1</b>	<b>3</b>	<b>13</b>	<b>33</b>	<b>83</b>	<b>47</b>	<b>25</b>	<b>205</b>	<b>1050</b>	<b>5.12</b>

Source: Q16 of the Implementation and Effectiveness part of the qnr



## 5.2.17: OVERALL SCORE - CELLULAR (MOBILE)

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameters		All SPs	Airtel	BSNL	MTS	Rel Com	TTSL	Idea	Vodafone	Aircel
1	Registration for blocking unsolicited commercial calls/SMSs	Rural	17.5%	23.2%	17.3%	6.1%	24.2%	11.0%	15.3%	22.3%	18.1%
		Urban	19.9%	25.6%	27.5%	4.3%	17.0%	5.6%	18.5%	14.5%	45.2%
		Total	19.2%	24.9%	24.4%	4.8%	19.1%	7.2%	17.5%	17.0%	36.4%
2	Complaint lodged in case unsolicited call/SMS have not stopped	Rural	29.3%	13.7%	37.5%	36.4%	48.9%	20.0%	13.8%	33.3%	28.9%
		Urban	68.4%	61.4%	85.3%	66.7%	42.9%	25.0%	90.1%	54.7%	74.1%
		Total	57.5%	48.1%	75.0%	55.2%	45.2%	22.7%	70.0%	45.9%	66.8%
4	Awareness about toll free Consumer Care Number	Rural	99.5%	100.0%	99.4%	100.0%	100.0%	100.0%	98.8%	98.2%	99.4%
		Urban	80.9%	66.8%	79.6%	99.5%	79.1%	94.0%	69.3%	90.9%	68.7%
		Total	86.1%	76.4%	85.3%	99.7%	84.5%	95.7%	77.8%	93.0%	78.0%
5	Complaint to toll free Consumer Care Number for redressing grievances	Rural	75.5%	89.5%	73.5%	49.7%	79.4%	79.6%	76.3%	83.7%	69.0%
		Urban	41.6%	55.7%	32.0%	27.1%	50.9%	35.7%	41.2%	42.2%	44.5%
		Total	52.0%	65.9%	44.6%	33.9%	59.4%	48.7%	51.8%	55.2%	52.5%
6	Awareness about appellate authority	Rural	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
		Urban	18.4%	33.0%	19.9%	0.2%	20.9%	5.0%	28.3%	7.4%	31.3%
		Total	13.2%	23.5%	14.2%	0.2%	15.5%	3.6%	20.1%	5.4%	22.0%
7	Appeal to the appellate authority for redressing grievances	Rural	0.0%	NA	NA	NA	NA	NA	NA	NA	NA
		Urban	0.0%	NA	NA	NA	NA	NA	NA	NA	NA
		Total	0.0%	NA	NA	NA	NA	NA	NA	NA	NA
8	MNP utilized	Rural	7.0%	6.4%	3.8%	0.6%	7.2%	6.6%	6.8%	9.4%	13.8%
		Urban	2.7%	1.9%	1.7%	0.5%	2.0%	0.5%	3.0%	0.7%	11.5%
		Total	4.0%	3.3%	2.3%	0.5%	3.5%	2.3%	4.1%	3.4%	12.2%

- Overall registration for blocking unsolicited commercial calls/SMSs was 19.2%- 175% in rural areas and 19.9% in urban areas. This shows that there was no difference in the rural and urban areas.
- Lodging complaint in case unsolicited call/SMS have not stopped in spite of registration for the same was found to be higher in urban areas-68.4% as against 29.3% in rural areas.
- Overall 86.1% respondents were aware of the toll free consumer care number. Almost all the respondents were found to be aware of the toll free consumer care number in rural areas as compared to 80.9% in urban areas.
- Complaint to the toll free consumer care number for redressing grievances higher in rural areas.
- Overall awareness of the appellate authority was found to be higher (13.8%) than the basic and broadband services. However it was negligible in rural areas.
- Overall, 48.0% of those who were aware of the appellate authority had appealed to him about their grievances- 58.4% in urban areas and 24.5% in rural areas.





### 5.3 BROADBAND – Rajasthan Service Area

**5.3.1 Awareness about the grievance redressal mechanisms:** Of the three different modes of grievance redressal mechanisms set up by the service provider, it was found that almost everyone was aware of the toll free consumer care number, as 99.7% revealed the same. Of the other two modes, appellate authority was known by 4.5% of the customers and web based complaint monitoring mechanism was acknowledged by 0.4% subscribers. Amongst the customers of three SPs who knew about the appellate authority highest were the subscribers of BSNL in both rural and urban area.

1. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?								
Service Provider		Toll Free Consumer Care Number		Appellate Authority		Web based complaint monitoring system		Total
		Count	%age	Count	%age	Count	%age	Count
Airtel	Urban	418	99.3%	5	1.2%	7	1.7%	421
	Rural	181	100.0%	1	0.6%	0	0.0%	181
	Total	599	99.5%	6	1.0%	7	1.2%	602
BSNL	Urban	423	99.5%	45	10.6%	0	0.0%	425
	Rural	181	100.0%	13	7.2%	0	0.0%	181
	Total	604	99.7%	58	9.6%	0	0.0%	606
Rel Com	Urban	425	100.0%	15	3.5%	0	0.0%	425
	Rural	181	100.0%	2	1.1%	0	0.0%	181
	Total	606	100.0%	17	2.8%	0	0.0%	606
<b>Total</b>	<b>Urban</b>	<b>1266</b>	<b>99.6%</b>	<b>65</b>	<b>5.1%</b>	<b>7</b>	<b>0.6%</b>	<b>1271</b>
	<b>Rural</b>	<b>543</b>	<b>100.0%</b>	<b>16</b>	<b>2.9%</b>	<b>0</b>	<b>0.0%</b>	<b>543</b>
	<b>Total</b>	<b>1809</b>	<b>99.7%</b>	<b>81</b>	<b>4.5%</b>	<b>7</b>	<b>0.4%</b>	<b>1814</b>

\* Multiple response answers, percentages may not add up to 100  
Source: Q1 of the Implementation and Effectiveness part of the qnr

**5.3.2 Consumers' complaints to toll free consumer care number:** Altogether 306 (16.9%) consumers had made complaints to the toll free consumer care number of their operators. This was found highest in the case of Airtel in rural (46.4%) areas and lowest in the case of Rel Com (5.5%) in rural areas.

2. Have you made any complaint to the toll free Consumer Care Number?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	43	10.30%	375	89.70%	418
	Rural	84	46.40%	97	53.60%	181
	Total	127	21.20%	472	78.80%	599
BSNL	Urban	82	19.40%	341	80.60%	423
	Rural	47	26.00%	134	74.00%	181
	Total	129	21.40%	475	78.60%	604
Rel Com	Urban	40	9.40%	385	90.60%	425
	Rural	10	5.50%	171	94.50%	181
	Total	50	8.30%	556	91.70%	606
<b>Total</b>	<b>Urban</b>	<b>165</b>	<b>13.00%</b>	<b>1101</b>	<b>87.00%</b>	<b>1266</b>
	<b>Rural</b>	<b>141</b>	<b>26.00%</b>	<b>402</b>	<b>74.00%</b>	<b>543</b>
	<b>Total</b>	<b>306</b>	<b>16.90%</b>	<b>1503</b>	<b>83.10%</b>	<b>1809</b>

Source: Q2 of the Implementation and Effectiveness part of the qnr



**5.3.3 Satisfaction with manner in which the complaint was handled in consumer care:** 306 customers who had made lodged their complaints at the toll free consumer care no, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.07 in the rural and 3.67 in the urban area of Rajasthan. It was recorded highest in the case of Idea Airtel in both rural (4.54) and urban (4.72) areas.

<b>3: Satisfaction on on the manner of addressing the complaint such as docket number, redressal etc.</b>											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	0	3	3	8	19	9	1	43	203	4.72
	Rural	0	1	13	26	29	14	1	84	381	4.54
	Total	0	4	16	34	48	23	2	127	584	4.60
BSNL	Urban	5	37	6	7	19	6	2	82	270	3.29
	Rural	0	19	4	7	13	4	0	47	167	3.55
	Total	5	56	10	14	32	10	2	129	437	3.39
Rel com	Urban	7	6	8	6	12	1	0	40	133	3.33
	Rural	2	2	4	2	0	0	0	10	26	2.60
	Total	9	8	12	8	12	1	0	50	159	3.18
<b>Total</b>	<b>Urban</b>	<b>12</b>	<b>46</b>	<b>17</b>	<b>21</b>	<b>50</b>	<b>16</b>	<b>3</b>	<b>165</b>	<b>606</b>	<b>3.67</b>
	<b>Rural</b>	<b>2</b>	<b>22</b>	<b>21</b>	<b>35</b>	<b>42</b>	<b>18</b>	<b>1</b>	<b>141</b>	<b>574</b>	<b>4.07</b>
	<b>Total</b>	<b>14</b>	<b>68</b>	<b>38</b>	<b>56</b>	<b>92</b>	<b>34</b>	<b>4</b>	<b>306</b>	<b>1180</b>	<b>3.86</b>

Source: Q3 of the Implementation and Effectiveness part of the qnr

**5.3.4 Consumers' appeal to Appellate Authority:** Of the 81 consumers who were aware of the appellate authority, overall 64 (79.0%) consumers had appealed to the appellate authority set up by their operators. This was found highest in the case of BSNL in both rural and urban areas.

<b>4. Have you filed any appeal with the appellate authority?</b>							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Airtel	Urban	2	40.0%	3	60.0%	5	100.0%
	Rural	1	100.0%	0	0.0%	1	100.0%
	Total	3	50.0%	3	50.0%	6	100.0%
BSNL	Urban	39	86.7%	6	13.3%	45	100.0%
	Rural	13	100.0%	0	0.0%	13	100.0%
	Total	52	89.7%	6	10.3%	58	100.0%
Rel Com	Urban	9	60.0%	6	40.0%	15	100.0%
	Rural	0	0.0%	2	100.0%	2	100.0%
	Total	9	52.9%	8	47.1%	17	100.0%
<b>Total</b>	<b>Urban</b>	<b>50</b>	<b>76.9%</b>	<b>15</b>	<b>23.1%</b>	<b>65</b>	<b>100.0%</b>
	<b>Rural</b>	<b>14</b>	<b>87.5%</b>	<b>2</b>	<b>12.5%</b>	<b>16</b>	<b>100.0%</b>
	<b>Total</b>	<b>64</b>	<b>79.0%</b>	<b>17</b>	<b>21.0%</b>	<b>81</b>	<b>100.0%</b>

Source: Q4 of the Implementation and Effectiveness part of the qnr



**5.3.5 Satisfaction with manner in which your appeal was addressed:** 64 customers who had lodged their complaints at the toll free consumer care no, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 4.50 in the rural and 4.04 in the urban area of Rajasthan. Therefore the difference in the satisfaction level was not much in rural and urban area. It was recorded highest in the case of Airtel (5.0) in the rural areas and BSNL (4.21) in the urban area.

<b>5: Satisfaction with Appellate authority</b>											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	0	2	0	0	0	0	0	2	4	2.00
	Rural	0	0	0	0	1	0	0	1	5	5.00
	Total	0	2	0	0	1	0	0	3	9	3.00
BSNL	Urban	1	0	5	18	14	1	0	39	164	4.21
	Rural	0	0	0	7	6	0	0	13	58	4.46
	Total	1	0	5	25	20	1	0	52	222	4.27
Rel com	Urban	1	1	0	5	1	1	0	9	34	3.78
	Rural	0	0	0	0	0	0	0	0	0	NA
	Total	1	1	0	5	1	1	0	9	34	3.78
<b>Total</b>	<b>Urban</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>23</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>50</b>	<b>202</b>	<b>4.04</b>
	<b>Rural</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>63</b>	<b>4.50</b>
	<b>Total</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>30</b>	<b>22</b>	<b>2</b>	<b>0</b>	<b>64</b>	<b>265</b>	<b>4.14</b>

Source: Q5 of the Implementation and Effectiveness part of the qnr

**5.3.6 Satisfaction under Fair Usage Policy (FUP):** Of the total 1814 consumers, average satisfaction level on a scale of 1 to 7 where 1 is highly dissatisfied and 7 is highly satisfied, was 3.95 in the rural and 3.52 in the urban area of Rajasthan. Therefore the difference in the satisfaction level was not much in rural and urban area. It was recorded highest in the case of Rel Com in the rural (4.07) and urban (3.55) areas.

<b>6: Satisfaction with information provided under FUP</b>											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	10	24	259	43	45	40	0	421	1472	3.50
	Rural	8	20	44	40	47	22	0	181	707	3.91
	Total	18	44	303	83	92	62	0	602	2179	3.62
BSNL	Urban	8	17	239	89	51	21	0	425	1496	3.52
	Rural	7	16	43	57	41	17	0	181	703	3.88
	Total	15	33	282	146	92	38	0	606	2199	3.63
Rel com	Urban	7	22	254	52	53	37	0	425	1508	3.55
	Rural	6	18	44	38	39	36	0	181	737	4.07
	Total	13	40	298	90	92	73	0	606	2245	3.70
<b>Total</b>	<b>Urban</b>	<b>25</b>	<b>63</b>	<b>752</b>	<b>184</b>	<b>149</b>	<b>98</b>	<b>0</b>	<b>1271</b>	<b>4476</b>	<b>3.52</b>
	<b>Rural</b>	<b>21</b>	<b>54</b>	<b>131</b>	<b>135</b>	<b>127</b>	<b>75</b>	<b>0</b>	<b>543</b>	<b>2147</b>	<b>3.95</b>
	<b>Total</b>	<b>46</b>	<b>117</b>	<b>883</b>	<b>319</b>	<b>276</b>	<b>173</b>	<b>0</b>	<b>1814</b>	<b>6623</b>	<b>3.65</b>

Source: Q6 of the Implementation and Effectiveness part of the qnr



**5.3.7 Satisfaction with the facility to measure the broadband connection speed:** Average satisfaction level with the facility to measure was found to 3.70 – higher in rural area (4.11) then in urban area (3.53). Satisfaction level was reported highest by rural subscribers of BSNL (4.17). In urban area it was found highest in the case of Rel Com (3.58).

<b>7: Satisfaction with facility provided to measure broadband speed</b>											
Service Provider		1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
Airtel	Urban	7	25	260	50	50	29	0	421	1461	3.47
	Rural	5	16	47	37	42	34	0	181	740	4.09
	Total	12	41	307	87	92	63	0	602	2201	3.66
BSNL	Urban	6	21	232	89	58	19	0	425	1504	3.54
	Rural	1	10	39	64	42	25	0	181	754	4.17
	Total	7	31	271	153	100	44	0	606	2258	3.73
Rel com	Urban	8	20	254	48	51	44	0	425	1521	3.58
	Rural	8	17	38	42	41	35	0	181	739	4.08
	Total	16	37	292	90	92	79	0	606	2260	3.73
<b>Total</b>	<b>Urban</b>	<b>21</b>	<b>66</b>	<b>746</b>	<b>187</b>	<b>159</b>	<b>92</b>	<b>0</b>	<b>1271</b>	<b>4486</b>	<b>3.53</b>
	<b>Rural</b>	<b>14</b>	<b>43</b>	<b>124</b>	<b>143</b>	<b>125</b>	<b>94</b>	<b>0</b>	<b>543</b>	<b>2233</b>	<b>4.11</b>
	<b>Total</b>	<b>35</b>	<b>109</b>	<b>870</b>	<b>330</b>	<b>284</b>	<b>186</b>	<b>0</b>	<b>1814</b>	<b>6719</b>	<b>3.70</b>

Source: Q7 of the Implementation and Effectiveness part of the qnr



### 5.3.8: OVERALL SCORE - BROADBAND

The following table shows the provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act.

S.N.	Sub Parameters		All SPs	Airtel	BSNL	Rel Com
1	Awareness about toll free Consumer Care Number	Urban	99.6%	99.3%	99.5%	100.0%
		Rural	100.0%	100.0%	100.0%	100.0%
		Total	99.7%	99.5%	99.7%	100.0%
2	Complaint to toll free Consumer Care Number for redressing grievances	Urban	13.0%	10.3%	19.4%	9.4%
		Rural	26.0%	46.4%	26.0%	5.5%
		Total	16.9%	21.2%	21.4%	8.3%
3	Awareness about appellate authority	Urban	5.1%	1.2%	10.6%	3.5%
		Rural	2.9%	0.6%	7.2%	1.1%
		Total	4.5%	1.0%	9.6%	2.8%
4	Appeal to the appellate authority for redressing grievances	Urban	76.9%	40.0%	86.7%	60.0%
		Rural	87.5%	100.0%	100.0%	0.0%
		Total	79.0%	50.0%	89.7%	52.9%

- Almost all the respondents were found to be aware of the toll free consumer care number.
- Complaint to the toll free consumer care number for redressing grievances was higher in rural areas (26.0%) in comparison to urban areas (13.0%).
- Overall awareness of the appellate authority was found to be low (4.5%).
- Of those who were aware of the appellate authority around 79% had appealed to him about their grievances.



## **6. CONCLUSION AND RECOMMENDATIONS**



## 6. Conclusion and Recommendations

As discussed in Chapter 1 of the report, the main objective of the study was to:

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic, Cellular and Broadband Service*.

Therefore, the present report deals with the subject matter as listed above of the three services – Basic service (Wireline), Cellular Mobile and Broadband – in Rajasthan Service Area.

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 7, where, 7 means extremely satisfied and 1 means extremely dissatisfied. To measure the percentage of consumers satisfied on various QoS parameters, top 4 box scores are taken into account thereby not considering the respondents who are actively dissatisfied with the services. The neutral score of 4 is therefore considered as not dissatisfied. Therefore, the proportion of sum total of “Not dissatisfied”, “Satisfied”, “Very Satisfied” and “Extremely Satisfied” consumers were taken out from the total number of valid responses on the all questions of each of the broad parameter.

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

$$CS = (A / N) * 100$$

Where:

CS = % of satisfied consumers

A = sum total of no. of subscribers who were “Not dissatisfied” + “Satisfied” + “Very Satisfied” + “Extremely Satisfied” on each of the broad parameter

N = Total sample size achieved

### 6.1 Key Takeout

#### 6.1.1 Basic Service (Wireline):

- 1) The quality of Basic telecom service in Rajasthan is quite low. Almost all operators performed badly on most of the parameters, therefore, could not meet the benchmarks prescribed by TRAI on seven defined parameters.
- 2) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only call centre. Awareness Satisfaction level on registration for blocking or not receiving unsolicited call/SMS were found to be too low.



### 6.1.2 Cellular Mobile

- 1) Overall, the performance of all the operators was quite low and none could meet the benchmark on all the parameters. However, the performance of only 2 operators, Airtel and Vodafone, was found to be better than others as they were able to achieve the benchmark on most of the parameters in urban areas.
- 2) Again in rural areas, all the operators need to improve as the performance level is critical in rural areas.
- 3) Aircel and Rel Com were not able to achieve the benchmark on any of the parameter.
- 4) **With regard to the implementation and effectiveness of grievance redressal**, 86.1% of the consumers are aware of the call centre- higher in rural areas as compared to urban areas. Awareness of and approach to Appellate Authority was found to be lower. However, it was highest in the case of Airtel (33.0%) in urban areas. Only 0.6% of the rural subscribers of Aircel were aware of the appellate authority. Complaint lodged in case unsolicited call/SMS have not stopped in spite of registration for the same was found to be high- highest in case of Rel Com (48.9%) in rural areas and Idea (90.1%) in urban areas.

### 6.1.3 Broadband

1. In the case of broadband, the performance of BSNL was found to be slightly better as compared to other operators.
2. None of the service providers could meet the benchmark on billing, help services and supplementary services.
3. The performance of Rel Com was found to be gloomy as it was not able to meet the benchmark on any of the parameter.
4. **With regard to the implementation and effectiveness of grievance redressal mechanism**, almost all the consumers are aware of the call centre. Awareness of and approach to Appellate Authority was found to be low.





## 6.2 Recommendations

### 6.2.1 Basic Service (Wireline):

- 1) All operators should improve their services on all the parameters. TRAI should monitor their performance in more stringent way with time bound results.
- 2) Rel Com should strengthen its network and billing standards where the performance level is highly critical.
- 3) ISO standards for maintain the Quality of service such as ISO 10,000 or others should be explored for desired result.
- 4) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. Although the awareness of toll free consumer number is found to be high, all the service providers need to work for spreading the awareness about appellate authority.

### 6.2.2 Cellular Mobile

- 1) Maintainability is a serious concern for almost all the service providers. All of them should adopt effective mechanism to deal with this issue as very few were able to meet the benchmark and were far below the benchmark.
- 2) Also Billing and Network performance needs to be taken care of. With the tremendous growth in number of subscribers, the operators should introduce more effective customer care service. This will take care of more effective mechanism to handle the concerns of their customers. Also they need to improve their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. The operators should do investment on skilled man power in order to avoid the repeat complaints on the same issue.
- 3) Rel Com and Aircel needs to improve their performance on all the parameters as they were below benchmark on all the satisfaction parameters.
- 4) ISO standards for maintain the Quality of service such as ISO 10,000 or others should be explored for desired result.

### 6.2.3 Broadband

- 1) All the three service providers need to improve their services. Billing, Help services and Supplementary services are a cause of concern as none were able to achieve the benchmark on any of the satisfaction parameter. The accounting system related to charges should be made more transparent.
- 2) They should also work on their network performance as only Airtel in urban areas was able to meet the benchmark.
- 3) Maintainability also needs to be taken care of by almost all the operators.
- 4) ISO standards for maintain the Quality of service such as ISO 10,000 or others should be explored for desired result.



## **ANNEXURES**



## ANNEXURE A. OUTPUT TABLES

### A1. BASIC WIRELINE

#### 1. Provision of Services

1.1 How satisfied are you with the ease of taking a connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	7	39	88	181	105	11	431
	Rural	0	0	23	59	85	22	1	190
	Total	0	7	62	147	266	127	12	621
BSNL	Urban	2	7	17	56	196	106	45	429
	Rural	4	8	7	20	56	74	17	186
	Total	6	15	24	76	252	180	62	615
MTS	Urban	0	4	37	89	72	195	31	428
	Rural	0	3	12	34	80	47	10	186
	Total	0	7	49	123	152	242	41	614
Rel Com	Urban	4	20	63	119	130	83	7	426
	Rural	0	16	59	81	25	2	0	183
	Total	4	36	122	200	155	85	7	609
<b>Total</b>	<b>Urban</b>	<b>6</b>	<b>38</b>	<b>156</b>	<b>352</b>	<b>579</b>	<b>489</b>	<b>94</b>	<b>1714</b>
	<b>Rural</b>	<b>4</b>	<b>27</b>	<b>101</b>	<b>194</b>	<b>246</b>	<b>145</b>	<b>28</b>	<b>745</b>
	<b>Total</b>	<b>10</b>	<b>65</b>	<b>257</b>	<b>546</b>	<b>825</b>	<b>634</b>	<b>122</b>	<b>2459</b>

1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	27	27	88	190	91	8	431
	Rural	0	5	10	67	86	22	0	190
	Total	0	32	37	155	276	113	8	621
BSNL	Urban	2	4	15	96	148	132	32	429
	Rural	4	0	9	26	70	67	10	186
	Total	6	4	24	122	218	199	42	615
MTS	Urban	0	7	56	72	198	75	20	428
	Rural	0	0	9	32	52	81	12	186
	Total	0	7	65	104	250	156	32	614
Rel Com	Urban	2	17	64	138	136	63	6	426
	Rural	2	13	62	61	39	6	0	183
	Total	4	30	126	199	175	69	6	609
<b>Total</b>	<b>Urban</b>	<b>4</b>	<b>55</b>	<b>162</b>	<b>394</b>	<b>672</b>	<b>361</b>	<b>66</b>	<b>1714</b>
	<b>Rural</b>	<b>6</b>	<b>18</b>	<b>90</b>	<b>186</b>	<b>247</b>	<b>176</b>	<b>22</b>	<b>745</b>
	<b>Total</b>	<b>10</b>	<b>73</b>	<b>252</b>	<b>580</b>	<b>919</b>	<b>537</b>	<b>88</b>	<b>2459</b>

1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	9	31	94	183	98	15	431
	Rural	0	3	16	46	91	34	0	190
	Total	1	12	47	140	274	132	15	621
BSNL	Urban	2	7	17	85	200	79	39	429
	Rural	4	2	7	40	57	64	12	186
	Total	6	9	24	125	257	143	51	615
MTS	Urban	0	1	51	124	132	110	10	428
	Rural	0	1	8	25	82	56	14	186
	Total	0	2	59	149	214	166	24	614
Rel Com	Urban	6	22	78	142	112	57	9	426
	Rural	3	10	52	89	26	3	0	183
	Total	9	32	130	231	138	60	9	609
<b>Total</b>	<b>Urban</b>	<b>9</b>	<b>39</b>	<b>177</b>	<b>445</b>	<b>627</b>	<b>344</b>	<b>73</b>	<b>1714</b>
	<b>Rural</b>	<b>7</b>	<b>16</b>	<b>83</b>	<b>200</b>	<b>256</b>	<b>157</b>	<b>26</b>	<b>745</b>
	<b>Total</b>	<b>16</b>	<b>55</b>	<b>260</b>	<b>645</b>	<b>883</b>	<b>501</b>	<b>99</b>	<b>2459</b>



Provision of Services: Calculation of satisfaction Score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	1	43	97	270	554	294	34	1293	90%	89.1%
	Rural	0	8	49	172	262	78	1	570	90%	90.0%
	Total	1	51	146	442	816	372	35	1863	90%	89.4%
BSNL	Urban	6	18	49	237	544	317	116	1287	90%	94.3%
	Rural	12	10	23	86	183	205	39	558	90%	91.9%
	Total	18	28	72	323	727	522	155	1845	90%	93.6%
MTS	Urban	0	12	144	285	402	380	61	1284	90%	87.9%
	Rural	0	4	29	91	214	184	36	558	90%	94.1%
	Total	0	16	173	376	616	564	97	1842	90%	89.7%
Rel Com	Urban	12	59	205	399	378	203	22	1278	90%	78.4%
	Rural	5	39	173	231	90	11	0	549	90%	60.5%
	Total	17	98	378	630	468	214	22	1827	90%	73.0%
Total	Urban	19	132	495	1191	1878	1194	233	5142	90%	87.4%
	Rural	17	61	274	580	749	478	76	2235	90%	84.3%
	Total	36	193	769	1771	2627	1672	309	7377	90%	86.5%

## 2. Billing Related (only for postpaid customers)

2.5 How satisfied are you with the charges levied per call?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	5	34	162	151	70	9	431
	Rural	0	1	39	84	56	10	0	190
	Total	0	6	73	246	207	80	9	621
BSNL	Urban	1	9	23	83	178	111	24	429
	Rural	3	11	17	40	62	40	13	186
	Total	4	20	40	123	240	151	37	615
MTS	Urban	5	5	39	102	95	162	20	428
	Rural	0	3	13	32	53	74	11	186
	Total	5	8	52	134	148	236	31	614
Rel Comm	Urban	12	31	68	109	131	72	3	426
	Rural	8	13	71	75	14	2	0	183
	Total	20	44	139	184	145	74	3	609
Total	Urban	18	50	164	456	555	415	56	1714
	Rural	11	28	140	231	185	126	24	745
	Total	29	78	304	687	740	541	80	2459

2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	25	27	80	207	86	6	431
	Rural	0	13	22	49	71	31	4	190
	Total	0	38	49	129	278	117	10	621
BSNL	Urban	3	12	32	89	167	99	27	429
	Rural	2	4	8	31	64	69	8	186
	Total	5	16	40	120	231	168	35	615
MTS	Urban	8	8	58	75	169	100	10	428
	Rural	0	0	10	26	69	66	15	186
	Total	8	8	68	101	238	166	25	614
Rel Comm	Urban	7	41	70	102	120	80	6	426
	Rural	5	28	51	71	21	7	0	183
	Total	12	69	121	173	141	87	6	609
Total	Urban	18	86	187	346	663	365	49	1714
	Rural	7	45	91	177	225	173	27	745
	Total	25	131	278	523	888	538	76	2459



2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	18	32	123	153	98	7	431
	Rural	0	12	22	71	67	17	1	190
	Total	0	30	54	194	220	115	8	621
BSNL	Urban	3	10	29	89	178	99	21	429
	Rural	1	4	13	29	73	55	11	186
	Total	4	14	42	118	251	154	32	615
MTS	Urban	11	5	37	140	129	95	11	428
	Rural	0	3	9	28	47	89	10	186
	Total	11	8	46	168	176	184	21	614
Rel Comm	Urban	14	38	78	134	100	52	10	426
	Rural	9	16	70	76	12	0	0	183
	Total	23	54	148	210	112	52	10	609
Total	Urban	28	71	176	486	560	344	49	1714
	Rural	10	35	114	204	199	161	22	745
	Total	38	106	290	690	759	505	71	2459

Billing service (Postpaid): Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	48	93	365	511	254	22	1293	95%	89.1%
	Rural	0	26	83	204	194	58	5	570	95%	80.9%
	Total	0	74	176	569	705	312	27	1863	95%	86.6%
BSNL	Urban	7	31	84	261	523	309	72	1287	95%	90.5%
	Rural	6	19	38	100	199	164	32	558	95%	88.7%
	Total	13	50	122	361	722	473	104	1845	95%	90.0%
MTS	Urban	24	18	134	317	393	357	41	1284	95%	86.3%
	Rural	0	6	32	86	169	229	36	558	95%	93.2%
	Total	24	24	166	403	562	586	77	1842	95%	88.4%
Rel Com	Urban	33	110	216	345	351	204	19	1278	95%	71.9%
	Rural	22	57	192	222	47	9	0	549	95%	50.6%
	Total	55	167	408	567	398	213	19	1827	95%	65.5%
Total	Urban	64	207	527	1288	1778	1124	154	5142	95%	84.5%
	Rural	28	108	345	612	609	460	73	2235	95%	78.5%
	Total	92	315	872	1900	2387	1584	227	7377	95%	82.7%

### 3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	19	39	104	189	75	5	431
	Rural	0	4	28	63	85	10	0	190
	Total	0	23	67	167	274	85	5	621
BSNL	Urban	9	16	32	83	200	72	17	429
	Rural	9	15	45	25	57	32	3	186
	Total	18	31	77	108	257	104	20	615
MTS	Urban	0	2	46	116	136	116	12	428
	Rural	0	0	12	39	66	64	5	186
	Total	0	2	58	155	202	180	17	614
Rel Com	Urban	14	44	56	133	118	57	4	426
	Rural	9	13	54	91	14	2	0	183
	Total	23	57	110	224	132	59	4	609
Total	Urban	23	81	173	436	643	320	38	1714
	Rural	18	32	139	218	222	108	8	745
	Total	41	113	312	654	865	428	46	2459



3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	15	33	132	175	68	8	431
	Rural	0	6	20	75	69	20	0	190
	Total	0	21	53	207	244	88	8	621
BSNL	Urban	8	30	40	85	150	96	20	429
	Rural	17	33	13	34	48	37	4	186
	Total	25	63	53	119	198	133	24	615
MTS	Urban	3	13	83	90	143	80	16	428
	Rural	0	3	7	25	53	82	16	186
	Total	3	16	90	115	196	162	32	614
Rel Com	Urban	18	37	116	107	82	59	7	426
	Rural	8	22	64	74	12	3	0	183
	Total	26	59	180	181	94	62	7	609
Total	Urban	29	95	272	414	550	303	51	1714
	Rural	25	64	104	208	182	142	20	745
	Total	54	159	376	622	732	445	71	2459

3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	26	27	110	184	78	6	431
	Rural	0	10	9	57	83	31	0	190
	Total	0	36	36	167	267	109	6	621
BSNL	Urban	7	12	28	95	200	74	13	429
	Rural	11	13	15	27	77	37	6	186
	Total	18	25	43	122	277	111	19	615
MTS	Urban	3	7	28	105	127	138	20	428
	Rural	0	0	16	32	70	59	9	186
	Total	3	7	44	137	197	197	29	614
Rel Com	Urban	9	32	96	118	99	67	5	426
	Rural	3	16	86	65	9	4	0	183
	Total	12	48	182	183	108	71	5	609
Total	Urban	19	77	179	428	610	357	44	1714
	Rural	14	39	126	181	239	131	15	745
	Total	33	116	305	609	849	488	59	2459

3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	16	37	133	174	61	10	431
	Rural	0	3	13	58	79	36	1	190
	Total	0	19	50	191	253	97	11	621
BSNL	Urban	7	18	32	102	140	111	19	429
	Rural	16	17	13	42	51	46	1	186
	Total	23	35	45	144	191	157	20	615
MTS	Urban	17	17	92	103	125	65	9	428
	Rural	0	3	5	25	48	87	18	186
	Total	17	20	97	128	173	152	27	614
Rel Com	Urban	24	49	85	135	91	37	5	426
	Rural	6	19	47	98	10	3	0	183
	Total	30	68	132	233	101	40	5	609
Total	Urban	48	100	246	473	530	274	43	1714
	Rural	22	42	78	223	188	172	20	745
	Total	70	142	324	696	718	446	63	2459



Help service: Calculation of satisfaction score											
Service Provider	Area	1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	76	136	479	722	282	29	1724	90%	87.7%
	Rural	0	23	70	253	316	97	1	760	90%	87.8%
	Total	0	99	206	732	1038	379	30	2484	90%	87.7%
BSNL	Urban	31	76	132	365	690	353	69	1716	90%	86.1%
	Rural	53	78	86	128	233	152	14	744	90%	70.8%
	Total	84	154	218	493	923	505	83	2460	90%	81.5%
MTS	Urban	23	39	249	414	531	399	57	1712	90%	81.8%
	Rural	0	6	40	121	237	292	48	744	90%	93.8%
	Total	23	45	289	535	768	691	105	2456	90%	85.5%
Rel Com	Urban	65	162	353	493	390	220	21	1704	90%	66.0%
	Rural	26	70	251	328	45	12	0	732	90%	52.6%
	Total	91	232	604	821	435	232	21	2436	90%	61.9%
Total	Urban	119	353	870	1751	2333	1254	176	6856	90%	80.4%
	Rural	79	177	447	830	831	553	63	2980	90%	76.4%
	Total	198	530	1317	2581	3164	1807	239	9836	90%	79.2%

#### 4. Network performance, Reliability and Availability

4.1 How satisfied are you with the dial tone availability on your phone?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	22	28	110	190	72	9	431
	Rural	0	18	16	57	87	12	0	190
	Total	0	40	44	167	277	84	9	621
BSNL	Urban	4	15	26	71	197	89	27	429
	Rural	7	7	17	30	73	40	12	186
	Total	11	22	43	101	270	129	39	615
MTS	Urban	2	5	38	105	111	157	10	428
	Rural	0	2	11	36	62	66	9	186
	Total	2	7	49	141	173	223	19	614
Rel Com	Urban	18	28	63	125	130	58	4	426
	Rural	5	12	80	60	24	2	0	183
	Total	23	40	143	185	154	60	4	609
Total	Urban	24	70	155	411	628	376	50	1714
	Rural	12	39	124	183	246	120	21	745
	Total	36	109	279	594	874	496	71	2459

4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	26	28	127	168	70	12	431
	Rural	1	4	2	52	94	36	1	190
	Total	1	30	30	179	262	106	13	621
BSNL	Urban	3	16	36	100	171	84	19	429
	Rural	10	10	12	39	60	47	8	186
	Total	13	26	48	139	231	131	27	615
MTS	Urban	5	13	80	78	157	83	12	428
	Rural	0	1	11	27	65	64	18	186
	Total	5	14	91	105	222	147	30	614
Rel Com	Urban	21	23	99	115	108	59	1	426
	Rural	5	18	61	81	12	6	0	183
	Total	26	41	160	196	120	65	1	609
Total	Urban	29	78	243	420	604	296	44	1714
	Rural	16	33	86	199	231	153	27	745
	Total	45	111	329	619	835	449	71	2459



4.3 How satisfied are you with the voice quality on your phone during calls?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	25	36	112	189	63	6	431
	Rural	0	16	9	75	54	35	1	190
	Total	0	41	45	187	243	98	7	621
BSNL	Urban	6	11	32	97	178	85	20	429
	Rural	13	5	13	32	73	44	6	186
	Total	19	16	45	129	251	129	26	615
MTS	Urban	8	15	50	146	109	96	4	428
	Rural	0	1	11	30	66	66	12	186
	Total	8	16	61	176	175	162	16	614
Rel Com	Urban	25	31	87	151	81	48	3	426
	Rural	9	17	68	66	17	6	0	183
	Total	34	48	155	217	98	54	3	609
Total	Urban	39	82	205	506	557	292	33	1714
	Rural	22	39	101	203	210	151	19	745
	Total	61	121	306	709	767	443	52	2459

Network performance: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	73	92	349	547	205	27	1293	90%	87.2%
	Rural	1	38	27	184	235	83	2	570	90%	88.4%
	Total	1	111	119	533	782	288	29	1863	90%	87.6%
BSNL	Urban	13	42	94	268	546	258	66	1287	90%	88.4%
	Rural	30	22	42	101	206	131	26	558	90%	83.2%
	Total	43	64	136	369	752	389	92	1845	90%	86.8%
MTS	Urban	15	33	168	329	377	336	26	1284	90%	83.2%
	Rural	0	4	33	93	193	196	39	558	90%	93.4%
	Total	15	37	201	422	570	532	65	1842	90%	86.3%
Rel Comm	Urban	64	82	249	391	319	165	8	1278	90%	69.1%
	Rural	19	47	209	207	53	14	0	549	90%	49.9%
	Total	83	129	458	598	372	179	8	1827	90%	63.3%
Total	Urban	92	230	603	1337	1789	964	127	5142	90%	82.0%
	Rural	50	111	311	585	687	424	67	2235	90%	78.9%
	Total	142	341	914	1922	2476	1388	194	7377	90%	81.1%

## 5. Maintainability

5.1 How satisfied are you with the overall availability of fault free connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	20	37	123	169	71	10	431
	Rural	0	19	16	58	82	14	1	190
	Total	1	39	53	181	251	85	11	621
BSNL	Urban	6	11	33	91	183	86	19	429
	Rural	10	15	17	29	65	47	3	186
	Total	16	26	50	120	248	133	22	615
MTS	Urban	6	8	37	137	129	102	9	428
	Rural	1	1	9	27	86	54	8	186
	Total	7	9	46	164	215	156	17	614
Rel Com	Urban	17	22	64	128	130	62	3	426
	Rural	5	14	79	64	19	2	0	183
	Total	22	36	143	192	149	64	3	609
Total	Urban	30	61	171	479	611	321	41	1714
	Rural	16	49	121	178	252	117	12	745
	Total	46	110	292	657	863	438	53	2459





5.2 How satisfied are you with the timely repair of faults of your phone connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	19	31	123	177	74	6	431
	Rural	0	2	7	52	96	32	1	190
	Total	1	21	38	175	273	106	7	621
BSNL	Urban	6	10	36	83	186	95	13	429
	Rural	13	15	13	37	60	44	4	186
	Total	19	25	49	120	246	139	17	615
MTS	Urban	8	23	78	123	133	58	5	428
	Rural	1	1	11	27	48	82	16	186
	Total	9	24	89	150	181	140	21	614
Rel Com	Urban	23	36	96	134	87	43	7	426
	Rural	9	13	57	82	15	7	0	183
	Total	32	49	153	216	102	50	7	609
Total	Urban	38	88	241	463	583	270	31	1714
	Rural	23	31	88	198	219	165	21	745
	Total	61	119	329	661	802	435	52	2459

Maintainability: Calculation of Satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	2	39	68	246	346	145	16	862	95%	87.4%
	Rural	0	21	23	110	178	46	2	380	95%	88.4%
	Total	2	60	91	356	524	191	18	1242	95%	87.7%
BSNL	Urban	12	21	69	174	369	181	32	858	95%	88.1%
	Rural	23	30	30	66	125	91	7	372	95%	77.7%
	Total	35	51	99	240	494	272	39	1230	95%	85.0%
MTS	Urban	14	31	115	260	262	160	14	856	95%	81.3%
	Rural	2	2	20	54	134	136	24	372	95%	93.5%
	Total	16	33	135	314	396	296	38	1228	95%	85.0%
Rel Com	Urban	40	58	160	262	217	105	10	852	95%	69.7%
	Rural	14	27	136	146	34	9	0	366	95%	51.6%
	Total	54	85	296	408	251	114	10	1218	95%	64.3%
Total	Urban	68	149	412	942	1194	591	72	3428	95%	81.7%
	Rural	39	80	209	376	471	282	33	1490	95%	78.0%
	Total	107	229	621	1318	1665	873	105	4918	95%	80.5%

## 6. Supplementary services and Value Added services

6.1 Have you ever subscribed to any supplementary services like call waiting/forwarding, voice mail / Value added services?						
Service Provider		Yes		No		Total
		Count	%age	Count	%age	Count
Airtel	Urban	73	16.9%	358	83.1%	431
	Rural	28	14.7%	162	85.3%	190
	Total	101	16.3%	520	83.7%	621
BSNL	Urban	49	11.4%	380	88.6%	429
	Rural	2	1.1%	184	98.9%	186
	Total	51	8.3%	564	91.7%	615
MTS	Urban	8	1.9%	420	98.1%	428
	Rural	18	9.7%	168	90.3%	186
	Total	26	4.2%	588	95.8%	614
Rel Com	Urban	18	4.2%	408	95.8%	426
	Rural	5	2.7%	178	97.3%	183
	Total	23	3.8%	586	96.2%	609
Total	Urban	148	8.6%	1566	91.4%	1714
	Rural	53	7.1%	692	92.9%	745
	Total	201	8.2%	2258	91.8%	2459



6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	2	8	30	28	5	0	73
	Rural	0	0	4	20	4	0	0	28
	Total	0	2	12	50	32	5	0	101
BSNL	Urban	0	1	13	26	7	2	0	49
	Rural	0	0	0	1	1	0	0	2
	Total	0	1	13	27	8	2	0	51
MTS	Urban	0	0	0	5	1	2	0	8
	Rural	0	0	1	4	6	7	0	18
	Total	0	0	1	9	7	9	0	26
Rel Comm	Urban	0	1	8	4	4	1	0	18
	Rural	0	0	3	1	0	1	0	5
	Total	0	1	11	5	4	2	0	23
Total	Rural	0	4	29	65	40	10	0	148
	Urban	0	0	8	26	11	8	0	53
	Total	0	4	37	91	51	18	0	201

Supplementary Serices: Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	2	8	30	28	5	0	73	90%	86.3%
	Rural	0	0	4	20	4	0	0	28	90%	85.7%
	Total	0	2	12	50	32	5	0	101	90%	86.1%
BSNL	Urban	0	1	13	26	7	2	0	49	90%	71.4%
	Rural	0	0	0	1	1	0	0	2	90%	100.0%
	Total	0	1	13	27	8	2	0	51	90%	72.5%
MTS	Urban	0	0	0	5	1	2	0	8	90%	100.0%
	Rural	0	0	1	4	6	7	0	18	90%	94.4%
	Total	0	0	1	9	7	9	0	26	90%	96.2%
Rel Comm	Urban	0	1	8	4	4	1	0	18	90%	50.0%
	Rural	0	0	3	1	0	1	0	5	90%	40.0%
	Total	0	1	11	5	4	2	0	23	90%	47.8%
Total	Urban	0	4	29	65	40	10	0	148	90%	77.7%
	Rural	0	0	8	26	11	8	0	53	90%	84.9%
	Total	0	4	37	91	51	18	0	201	90%	79.6%

## 7. Overall Quality of Services

7. How satisfied are you with the overall Quality of the Basic Wire line Service									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	2	5	100	182	118	24	431
	Rural	0	1	2	61	89	36	1	190
	Total	0	3	7	161	271	154	25	621
BSNL	Urban	5	6	25	69	141	138	45	429
	Rural	8	15	13	31	72	42	5	186
	Total	13	21	38	100	213	180	50	615
MTS	Urban	4	5	50	103	135	122	9	428
	Rural	1	0	6	14	56	91	18	186
	Total	5	5	56	117	191	213	27	614
Rel Com	Urban	19	15	51	110	153	66	12	426
	Rural	4	8	38	92	34	7	0	183
	Total	23	23	89	202	187	73	12	609
Total	Urban	28	28	131	382	611	444	90	1714
	Rural	13	24	59	198	251	176	24	745
	Total	41	52	190	580	862	620	114	2459



Overall quality of service: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	2	5	100	182	118	24	431	90%	98.4%
	Rural	0	1	2	61	89	36	1	190	90%	98.4%
	Total	0	3	7	161	271	154	25	621	90%	98.4%
BSNL	Urban	5	6	25	69	141	138	45	429	90%	91.6%
	Rural	8	15	13	31	72	42	5	186	90%	80.6%
	Total	13	21	38	100	213	180	50	615	90%	88.3%
MTS	Urban	4	5	50	103	135	122	9	428	90%	86.2%
	Rural	1	0	6	14	56	91	18	186	90%	96.2%
	Total	5	5	56	117	191	213	27	614	90%	89.3%
Rel Com	Urban	19	15	51	110	153	66	12	426	90%	80.0%
	Rural	4	8	38	92	34	7	0	183	90%	72.7%
	Total	23	23	89	202	187	73	12	609	90%	77.8%
Total	Urban	28	28	131	382	611	444	90	1714	90%	89.1%
	Rural	13	24	59	198	251	176	24	745	90%	87.1%
	Total	41	52	190	580	862	620	114	2459	90%	88.5%



## A2. CELLULAR SERVICES

### 1. Provision of Services

1.1 How satisfied are you with the ease of activating a connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural		2	1	35	86	63	33	220
	Urban		2	9	35	256	148	65	515
	Total		4	10	70	342	211	98	735
BSNL	Rural		4	4	43	41	57	36	185
	Urban		0	5	51	195	140	31	422
	Total		4	9	94	236	197	67	607
MTS	Rural		1	9	29	73	52	17	181
	Urban		3	5	19	166	174	54	421
	Total		4	14	48	239	226	71	602
Rel Com	Rural		19	9	39	67	39	21	194
	Urban		12	10	59	192	153	28	454
	Total		31	19	98	259	192	49	648
TTSL	Rural		1	5	36	43	67	29	181
	Urban		2	9	20	128	216	56	431
	Total		3	14	56	171	283	85	612
Idea	Rural		11	6	34	75	49	15	190
	Urban		12	13	32	237	96	47	437
	Total		23	19	66	312	145	62	627
Vodafone	Rural		1	7	34	66	65	29	202
	Urban	2	3	14	95	171	146	10	441
	Total	2	4	21	129	237	211	39	643
Aircel	Rural		6	10	76	56	46	16	210
	Urban		28	5	89	204	72	38	436
	Total		34	15	165	260	118	54	646
Total	Rural		45	51	326	507	438	196	1563
	Urban	2	62	70	400	1549	1145	329	3557
	Total	2	107	121	726	2056	1583	525	5120

1.2 How satisfied are you with the understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural		5	23	13	56	113	10	220
	Urban		7	8	49	294	139	18	515
	Total		12	31	62	350	252	28	735
BSNL	Rural		0	12	40	55	64	14	185
	Urban		0	8	81	230	91	12	422
	Total		0	20	121	285	155	26	607
MTS	Rural		3	11	29	55	72	11	181
	Urban		2	11	56	202	132	18	421
	Total		5	22	85	257	204	29	602
Rel Com	Rural		1	17	45	64	62	5	194
	Urban		2	17	59	238	118	20	454
	Total		3	34	104	302	180	25	648
TTSL	Rural		10	5	13	78	68	7	181
	Urban		0	11	48	226	120	26	431
	Total		10	16	61	304	188	33	612
Idea	Rural		2	15	28	44	85	16	190
	Urban		6	6	46	222	140	17	437
	Total		8	21	74	266	225	33	627
Vodafone	Rural		9	24	19	55	81	14	202
	Urban	1	6	23	70	269	71	1	441
	Total	1	15	47	89	324	152	15	643
Aircel	Rural		2	20	51	53	67	17	210
	Urban		25	13	92	158	134	14	436
	Total		27	33	143	211	201	31	646
Total	Rural		32	127	238	460	612	94	1563
	Urban	1	48	97	501	1839	945	126	3557
	Total	1	80	224	739	2299	1557	220	5120



1.3 How satisfied are you with the availability of suitable plans/ recharge vouchers such as top-up, special tariff voucher, combo voucher, plan voucher as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural		2	2	22	101	70	23	220
	Urban		1	11	43	261	180	19	515
	Total		3	13	65	362	250	42	735
BSNL	Rural		4	10	25	56	71	19	185
	Urban		0	6	71	202	124	19	422
	Total		4	16	96	258	195	38	607
MTS	Rural		0	11	32	82	46	10	181
	Urban		1	11	73	181	141	14	421
	Total		1	22	105	263	187	24	602
Rel Com	Rural		9	2	39	75	62	7	194
	Urban		9	18	55	226	128	18	454
	Total		18	20	94	301	190	25	648
TTSL	Rural		14	11	15	61	71	9	181
	Urban		3	8	53	213	137	17	431
	Total		17	19	68	274	208	26	612
Idea	Rural		4	13	18	87	59	9	190
	Urban		4	15	45	244	112	17	437
	Total		8	28	63	331	171	26	627
Vodafone	Rural		1	8	21	88	62	22	202
	Urban		4	16	104	194	121	2	441
	Total		5	24	125	282	183	24	643
Aircel	Rural		2	23	37	84	54	10	210
	Urban		9	20	90	222	82	13	436
	Total		11	43	127	306	136	23	646
Total	Rural		36	80	209	634	495	109	1563
	Urban		31	105	534	1743	1025	119	3557
	Total		67	185	743	2377	1520	228	5120

Provision of services: calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Rural	0	9	26	70	243	246	66	660	90%	94.7%
	Urban	0	10	28	127	811	467	102	1545	90%	97.5%
	Total	0	19	54	197	1054	713	168	2205	90%	96.7%
BSNL	Rural	0	8	26	108	152	192	69	555	90%	93.9%
	Urban	0	0	19	203	627	355	62	1266	90%	98.5%
	Total	0	8	45	311	779	547	131	1821	90%	97.1%
MTS	Rural	0	4	31	90	210	170	38	543	90%	93.6%
	Urban	0	6	27	148	549	447	86	1263	90%	97.4%
	Total	0	10	58	238	759	617	124	1806	90%	96.2%
Rel Com	Rural	0	29	28	123	206	163	33	582	90%	90.2%
	Urban	0	23	45	173	656	399	66	1362	90%	95.0%
	Total	0	52	73	296	862	562	99	1944	90%	93.6%
TTSL	Rural	0	25	21	64	182	206	45	543	90%	91.5%
	Urban	0	5	28	121	567	473	99	1293	90%	97.4%
	Total	0	30	49	185	749	679	144	1836	90%	95.7%
Idea	Rural	0	17	34	80	206	193	40	570	90%	91.1%
	Urban	0	22	34	123	703	348	81	1311	90%	95.7%
	Total	0	39	68	203	909	541	121	1881	90%	94.3%
Vodafone	Rural	0	11	39	74	209	208	65	606	90%	91.7%
	Urban	3	13	53	269	634	338	13	1323	90%	94.8%
	Total	3	24	92	343	843	546	78	1929	90%	93.8%
Aircel	Rural	0	10	53	164	193	167	43	630	90%	90.0%
	Urban	0	62	38	271	584	288	65	1308	90%	92.4%
	Total	0	72	91	435	777	455	108	1938	90%	91.6%
Total	Rural	0	113	258	773	1601	1545	399	4689	90%	92.1%
	Urban	3	141	272	1435	5131	3115	574	10671	90%	96.1%
	Total	3	254	530	2208	6732	4660	973	15360	90%	94.9%



## 2. Billing Related for prepaid customers

2.1 How satisfied are you with ease of activation of vouchers (recharging process)									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	2	2	30	87	68	20	209
	Urban	1	3	13	69	176	169	56	487
	Total	1	5	15	99	263	237	76	696
BSNL	Rural	0	0	3	36	58	59	19	175
	Urban	5	5	10	56	150	143	15	384
	Total	5	5	13	92	208	202	34	559
MTS	Rural	0	1	11	31	59	65	14	181
	Urban	0	6	21	59	162	153	20	421
	Total	0	7	32	90	221	218	34	602
Rel Com	Rural	1	4	22	35	61	53	6	182
	Urban	0	5	24	79	174	98	27	407
	Total	1	9	46	114	235	151	33	589
TTSL	Rural	0	16	10	12	58	54	19	169
	Urban	0	7	12	75	168	108	34	404
	Total	0	23	22	87	226	162	53	573
Idea	Rural	0	6	5	31	63	57	10	172
	Urban	3	7	8	42	182	151	26	419
	Total	3	13	13	73	245	208	36	591
Vodafone	Rural	0	0	8	30	83	56	11	188
	Urban	1	0	9	83	225	71	10	399
	Total	1	0	17	113	308	127	21	587
Aircel	Rural	0	10	12	38	71	64	12	207
	Urban	0	12	15	58	195	109	8	397
	Total	0	22	27	96	266	173	20	604
Total	Rural	1	39	73	243	540	476	111	1483
	Urban	10	45	112	521	1432	1002	196	3318
	Total	11	84	185	764	1972	1478	307	4801

2.2 How satisfied are you with the availability of vouchers (recharge coupons) of various denominations?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	7	16	24	48	95	19	209
	Urban	1	9	26	86	213	131	21	487
	Total	1	16	42	110	261	226	40	696
BSNL	Rural	1	29	11	15	57	52	10	175
	Urban	5	10	9	69	173	107	11	384
	Total	6	39	20	84	230	159	21	559
MTS	Rural	0	5	16	31	62	56	11	181
	Urban	0	7	23	59	207	116	9	421
	Total	0	12	39	90	269	172	20	602
Rel Com	Rural	0	22	19	23	59	52	7	182
	Urban	0	5	24	80	183	97	18	407
	Total	0	27	43	103	242	149	25	589
TTSL	Rural	0	12	7	20	71	54	5	169
	Urban	0	6	14	65	179	128	12	404
	Total	0	18	21	85	250	182	17	573
Idea	Rural	1	19	8	8	69	57	10	172
	Urban	0	8	14	53	235	92	17	419
	Total	1	27	22	61	304	149	27	591
Vodafone	Rural	0	8	27	17	63	59	14	188
	Urban	0	5	18	103	179	89	5	399
	Total	0	13	45	120	242	148	19	587
Aircel	Rural	0	34	23	21	60	55	14	207
	Urban	0	26	10	80	153	106	22	397
	Total	0	60	33	101	213	161	36	604
Total	Rural	2	136	127	159	489	480	90	1483
	Urban	6	76	138	595	1522	866	115	3318
	Total	8	212	265	754	2011	1346	205	4801



2.3 How satisfied are you with the transparency of information provided on vouchers i.e. talk time available on the vouchers and restrictions if any?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	5	3	22	96	72	11	209
	Urban	1	6	22	76	204	146	32	487
	Total	1	11	25	98	300	218	43	696
BSNL	Rural	0	6	10	20	60	65	14	175
	Urban	8	7	13	53	177	116	10	384
	Total	8	13	23	73	237	181	24	559
MTS	Rural	1	8	12	27	77	51	5	181
	Urban	0	15	17	72	181	126	10	421
	Total	1	23	29	99	258	177	15	602
Rel Com	Rural	0	8	18	35	67	47	7	182
	Urban	0	9	17	94	176	96	15	407
	Total	0	17	35	129	243	143	22	589
TTSL	Rural	0	13	12	21	49	68	6	169
	Urban	0	4	16	87	194	99	4	404
	Total	0	17	28	108	243	167	10	573
Idea	Rural	0	7	9	20	67	62	7	172
	Urban	3	2	17	43	185	149	20	419
	Total	3	9	26	63	252	211	27	591
Vodafone	Rural	0	2	12	26	76	57	15	188
	Urban	3	4	9	81	203	93	6	399
	Total	3	6	21	107	279	150	21	587
Aircel	Rural	0	9	20	27	75	67	9	207
	Urban	0	12	25	84	171	92	13	397
	Total	0	21	45	111	246	159	22	604
Total	Rural	1	58	96	198	567	489	74	1483
	Urban	15	59	136	590	1491	917	110	3318
	Total	16	117	232	788	2058	1406	184	4801

2.4 How satisfied are you with the charges deducted after every usage?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	7	20	16	45	101	20	209
	Urban	0	3	13	78	212	153	28	487
	Total	0	10	33	94	257	254	48	696
BSNL	Rural	0	23	26	16	36	64	10	175
	Urban	0	7	10	69	185	104	9	384
	Total	0	30	36	85	221	168	19	559
MTS	Rural	0	2	16	30	62	60	11	181
	Urban	0	9	15	71	177	138	11	421
	Total	0	11	31	101	239	198	22	602
Rel Com	Rural	1	13	32	25	58	42	11	182
	Urban	0	3	23	74	188	101	18	407
	Total	1	16	55	99	246	143	29	589
TTSL	Rural	0	10	8	15	64	67	5	169
	Urban	0	9	19	72	202	95	7	404
	Total	0	19	27	87	266	162	12	573
Idea	Rural	0	6	24	15	66	57	4	172
	Urban	0	2	14	57	250	89	7	419
	Total	0	8	38	72	316	146	11	591
Vodafone	Rural	0	9	30	17	59	64	9	188
	Urban	6	5	20	93	181	88	6	399
	Total	6	14	50	110	240	152	15	587
Aircel	Rural	0	16	39	24	51	68	9	207
	Urban	0	11	34	85	151	95	21	397
	Total	0	27	73	109	202	163	30	604
Total	Rural	1	86	195	158	441	523	79	1483
	Urban	6	49	148	599	1546	863	107	3318
	Total	7	135	343	757	1987	1386	186	4801



Billing services, prepaid customers: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Rural	0	21	41	92	276	336	70	836	90%	92.6%
	Urban	3	21	74	309	805	599	137	1948	90%	95.0%
	Total	3	42	115	401	1081	935	207	2784	90%	94.3%
BSNL	Rural	1	58	50	87	211	240	53	700	90%	84.4%
	Urban	18	29	42	247	685	470	45	1536	90%	94.2%
	Total	19	87	92	334	896	710	98	2236	90%	91.1%
MTS	Rural	1	16	55	119	260	232	41	724	90%	90.1%
	Urban	0	37	76	261	727	533	50	1684	90%	93.3%
	Total	1	53	131	380	987	765	91	2408	90%	92.3%
Rel Com	Rural	2	47	91	118	245	194	31	728	90%	80.8%
	Urban	0	22	88	327	721	392	78	1628	90%	93.2%
	Total	2	69	179	445	966	586	109	2356	90%	89.4%
TTSL	Rural	0	51	37	68	242	243	35	676	90%	87.0%
	Urban	0	26	61	299	743	430	57	1616	90%	94.6%
	Total	0	77	98	367	985	673	92	2292	90%	92.4%
Idea	Rural	1	38	46	74	265	233	31	688	90%	87.6%
	Urban	6	19	53	195	852	481	70	1676	90%	95.3%
	Total	7	57	99	269	1117	714	101	2364	90%	93.1%
Vodafone	Rural	0	19	77	90	281	236	49	752	90%	87.2%
	Urban	10	14	56	360	788	341	27	1596	90%	95.0%
	Total	10	33	133	450	1069	577	76	2348	90%	92.5%
Aircel	Rural	0	69	94	110	257	254	44	828	90%	80.3%
	Urban	0	61	84	307	670	402	64	1588	90%	90.9%
	Total	0	130	178	417	927	656	108	2416	90%	87.3%
Total	Rural	5	319	491	758	2037	1968	354	5932	90%	86.3%
	Urban	37	229	534	2305	5991	3648	528	13272	90%	94.0%
	Total	42	548	1025	3063	8028	5616	882	19204	90%	91.6%

for postpaid customers

2.5 How satisfied are you with the charges levied per call?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	0	0	4	5	2	0	11
	Urban	1	0	0	8	9	10	0	28
	Total	1	0	0	12	14	12	0	39
BSNL	Rural	0	1	0	1	4	4	0	10
	Urban	2	3	3	5	17	8	0	38
	Total	2	4	3	6	21	12	0	48
MTS	Rural	NA	NA	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA	NA	NA
Rel Com	Rural	1	0	1	3	3	4	0	12
	Urban	1	2	3	15	8	17	1	47
	Total	2	2	4	18	11	21	1	59
TTSL	Rural	0	0	2	2	5	1	2	12
	Urban	1	0	2	3	11	10	0	27
	Total	1	0	4	5	16	11	2	39
Idea	Rural	1	0	0	6	5	6	0	18
	Urban	2	2	3	5	2	4	0	18
	Total	3	2	3	11	7	10	0	36
Vodafone	Rural	0	0	1	1	6	5	1	14
	Urban	0	0	1	10	20	11	0	42
	Total	0	0	2	11	26	16	1	56
Aircel	Rural	0	0	1	0	0	2	0	3
	Urban	1	2	3	14	14	5	0	39
	Total	1	2	4	14	14	7	0	42
Total	Rural	2	1	5	17	28	24	3	80
	Urban	8	9	15	60	81	65	1	239
	Total	10	10	20	77	109	89	4	319





2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	0	3	3	4	1	0	11
	Urban	1	2	2	7	6	9	1	28
	Total	1	2	5	10	10	10	1	39
BSNL	Rural	0	2	2	0	2	4	0	10
	Urban	1	2	1	17	11	6	0	38
	Total	1	4	3	17	13	10	0	48
MTS	Rural	NA	NA	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA	NA	NA
Rel Com	Rural	0	4	1	2	1	4	0	12
	Urban	0	6	2	11	12	12	4	47
	Total	0	10	3	13	13	16	4	59
TTSL	Rural	0	0	0	3	1	5	3	12
	Urban	0	2	1	4	10	10	0	27
	Total	0	2	1	7	11	15	3	39
Idea	Rural	0	0	1	4	5	7	1	18
	Urban	0	0	1	4	5	8	0	18
	Total	0	0	2	8	10	15	1	36
Vodafone	Rural	0	0	1	1	2	9	1	14
	Urban	0	0	1	21	15	5	0	42
	Total	0	0	2	22	17	14	1	56
Aircel	Rural	0	0	1	0	0	2	0	3
	Urban	0	0	1	10	18	10	0	39
	Total	0	0	2	10	18	12	0	42
Total	Rural	0	6	9	13	15	32	5	80
	Urban	2	12	9	74	77	60	5	239
	Total	2	18	18	87	92	92	10	319

2.7 How satisfied are you with the clarity of bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	2	3	2	2	2	0	11
	Urban	1	4	3	2	9	8	1	28
	Total	1	6	6	4	11	10	1	39
BSNL	Rural	0	1	1	1	5	2	0	10
	Urban	1	2	3	7	17	6	2	38
	Total	1	3	4	8	22	8	2	48
MTS	Rural	NA	NA	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA	NA	NA
Rel Com	Rural	0	0	1	3	5	2	1	12
	Urban	4	7	6	7	14	7	2	47
	Total	4	7	7	10	19	9	3	59
TTSL	Rural	0	0	2	1	5	2	2	12
	Urban	1	3	2	1	15	5	0	27
	Total	1	3	4	2	20	7	2	39
Idea	Rural	0	2	2	4	4	6	0	18
	Urban	1	2	1	2	6	6	0	18
	Total	1	4	3	6	10	12	0	36
Vodafone	Rural	0	0	3	0	4	6	1	14
	Urban	0	1	10	6	18	7	0	42
	Total	0	1	13	6	22	13	1	56
Aircel	Rural	0	0	0	0	1	1	1	3
	Urban	1	3	3	13	13	6	0	39
	Total	1	3	3	13	14	7	1	42
Total	Rural	0	5	12	11	26	21	5	80
	Urban	9	22	28	38	92	45	5	239
	Total	9	27	40	49	118	66	10	319



Billing services, post paid customers: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Rural	0	2	6	9	11	5	0	33	90%	75.8%
	Urban	3	6	5	17	24	27	2	84	90%	83.3%
	Total	3	8	11	26	35	32	2	117	90%	81.2%
BSNL	Rural	0	4	3	2	11	10	0	30	90%	76.7%
	Urban	4	7	7	29	45	20	2	114	90%	84.2%
	Total	4	11	10	31	56	30	2	144	90%	82.6%
MTS	Rural	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Rel Com	Rural	1	4	3	8	9	10	1	36	90%	77.8%
	Urban	5	15	11	33	34	36	7	141	90%	78.0%
	Total	6	19	14	41	43	46	8	177	90%	78.0%
TTSL	Rural	0	0	4	6	11	8	7	36	90%	88.9%
	Urban	2	5	5	8	36	25	0	81	90%	85.2%
	Total	2	5	9	14	47	33	7	117	90%	86.3%
Idea	Rural	1	2	3	14	14	19	1	54	90%	88.9%
	Urban	3	4	5	11	13	18	0	54	90%	77.8%
	Total	4	6	8	25	27	37	1	108	90%	83.3%
Vodafone	Rural	0	0	5	2	12	20	3	42	90%	88.1%
	Urban	0	1	12	37	53	23	0	126	90%	89.7%
	Total	0	1	17	39	65	43	3	168	90%	89.3%
Aircel	Rural	0	0	2	0	1	5	1	9	90%	77.8%
	Urban	2	5	7	37	45	21	0	117	90%	88.0%
	Total	2	5	9	37	46	26	1	126	90%	87.3%
Total	Rural	2	12	26	41	69	77	13	240	90%	83.3%
	Urban	19	43	52	172	250	170	11	717	90%	84.1%
	Total	21	55	78	213	319	247	24	957	90%	83.9%

### 3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	2	4	10	49	90	62	3	220
	Urban	3	10	22	100	252	117	11	515
	Total	5	14	32	149	342	179	14	735
BSNL	Rural	1	20	17	53	47	45	2	185
	Urban	0	3	18	76	190	125	10	422
	Total	1	23	35	129	237	170	12	607
MTS	Rural	0	4	16	37	64	53	7	181
	Urban	1	3	18	41	208	133	17	421
	Total	1	7	34	78	272	186	24	602
Rel Com	Rural	8	13	36	58	53	24	2	194
	Urban	7	11	44	104	202	75	11	454
	Total	15	24	80	162	255	99	13	648
TTSL	Rural	1	25	12	33	55	45	10	181
	Urban	5	8	17	67	150	160	24	431
	Total	6	33	29	100	205	205	34	612
Idea	Rural	2	12	25	41	76	31	3	190
	Urban	0	8	19	120	188	70	32	437
	Total	2	20	44	161	264	101	35	627
Vodafone	Rural	2	9	16	46	82	44	3	202
	Urban	3	1	14	114	195	108	6	441
	Total	5	10	30	160	277	152	9	643
Aircel	Rural	5	18	22	42	73	47	3	210
	Urban	3	28	30	147	172	44	12	436
	Total	8	46	52	189	245	91	15	646
Total	Rural	21	105	154	359	540	351	33	1563
	Urban	22	72	182	769	1557	832	123	3557
	Total	43	177	336	1128	2097	1183	156	5120



3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	6	20	43	27	47	65	12	220
	Urban	4	18	56	120	212	95	10	515
	Total	10	38	99	147	259	160	22	735
BSNL	Rural	0	41	67	14	39	18	6	185
	Urban	1	8	52	82	192	72	15	422
	Total	1	49	119	96	231	90	21	607
MTS	Rural	1	2	34	34	64	44	2	181
	Urban	3	10	38	89	172	97	12	421
	Total	4	12	72	123	236	141	14	602
Rel Com	Rural	11	32	47	36	42	25	1	194
	Urban	6	11	48	108	194	81	6	454
	Total	17	43	95	144	236	106	7	648
TTSL	Rural	2	17	24	27	68	43	0	181
	Urban	7	11	37	80	186	102	8	431
	Total	9	28	61	107	254	145	8	612
Idea	Rural	3	26	34	31	45	46	5	190
	Urban	0	12	61	94	182	77	11	437
	Total	3	38	95	125	227	123	16	627
Vodafone	Rural	4	21	70	23	34	48	2	202
	Urban	3	9	38	79	218	93	1	441
	Total	7	30	108	102	252	141	3	643
Aircel	Rural	1	34	61	28	49	28	9	210
	Urban	4	27	59	135	138	64	9	436
	Total	5	61	120	163	187	92	18	646
Total	Rural	28	193	380	220	388	317	37	1563
	Urban	28	106	389	787	1494	681	72	3557
	Total	56	299	769	1007	1882	998	109	5120

3.3 How satisfied are you with the customer friendly approach of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	3	4	13	40	88	63	9	220
	Urban	4	9	20	109	247	102	24	515
	Total	7	13	33	149	335	165	33	735
BSNL	Rural	1	6	15	47	83	29	4	185
	Urban	0	5	20	94	215	73	15	422
	Total	1	11	35	141	298	102	19	607
MTS	Rural	0	5	6	39	81	41	9	181
	Urban	2	3	23	77	178	119	19	421
	Total	2	8	29	116	259	160	28	602
Rel Com	Rural	7	12	30	42	75	23	5	194
	Urban	4	10	41	117	210	59	13	454
	Total	11	22	71	159	285	82	18	648
TTSL	Rural	1	22	16	24	69	37	12	181
	Urban	4	8	23	99	196	88	13	431
	Total	5	30	39	123	265	125	25	612
Idea	Rural	4	11	17	36	84	34	4	190
	Urban	0	12	22	106	231	53	13	437
	Total	4	23	39	142	315	87	17	627
Vodafone	Rural	2	6	14	34	99	39	8	202
	Urban	4	8	16	130	189	90	4	441
	Total	6	14	30	164	288	129	12	643
Aircel	Rural	2	16	20	37	85	43	7	210
	Urban	2	15	31	160	181	39	8	436
	Total	4	31	51	197	266	82	15	646
Total	Rural	20	82	131	299	664	309	58	1563
	Urban	20	70	196	892	1647	623	109	3557
	Total	40	152	327	1191	2311	932	167	5120



3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	2	10	22	25	68	81	12	220
	Urban	4	7	21	108	235	124	16	515
	Total	6	17	43	133	303	205	28	735
BSNL	Rural	1	28	23	18	49	64	2	185
	Urban	1	11	16	103	190	81	20	422
	Total	2	39	39	121	239	145	22	607
MTS	Rural	1	2	19	44	54	59	2	181
	Urban	5	22	27	90	141	120	16	421
	Total	6	24	46	134	195	179	18	602
Rel Com	Rural	7	15	30	32	57	50	3	194
	Urban	6	11	38	107	193	88	11	454
	Total	13	26	68	139	250	138	14	648
TTSL	Rural	1	14	12	18	80	52	4	181
	Urban	9	16	19	77	193	107	10	431
	Total	10	30	31	95	273	159	14	612
Idea	Rural	3	9	24	34	56	60	4	190
	Urban	0	5	31	101	211	75	14	437
	Total	3	14	55	135	267	135	18	627
Vodafone	Rural	4	8	34	27	59	67	3	202
	Urban	7	8	27	88	229	79	3	441
	Total	11	16	61	115	288	146	6	643
Aircel	Rural	2	19	35	32	60	55	7	210
	Urban	1	13	31	150	162	72	7	436
	Total	3	32	66	182	222	127	14	646
Total	Rural	21	105	199	230	483	488	37	1563
	Urban	33	93	210	824	1554	746	97	3557
	Total	54	198	409	1054	2037	1234	134	5120

Help Services: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Rural	13	38	88	141	293	271	36	880	90%	84.2%
	Urban	15	44	119	437	946	438	61	2060	90%	91.4%
	Total	28	82	207	578	1239	709	97	2940	90%	89.2%
BSNL	Rural	3	95	122	132	218	156	14	740	90%	70.3%
	Urban	2	27	106	355	787	351	60	1688	90%	92.0%
	Total	5	122	228	487	1005	507	74	2428	90%	85.4%
MTS	Rural	2	13	75	154	263	197	20	724	90%	87.6%
	Urban	11	38	106	297	699	469	64	1684	90%	90.8%
	Total	13	51	181	451	962	666	84	2408	90%	89.8%
Rel Com	Rural	33	72	143	168	227	122	11	776	90%	68.0%
	Urban	23	43	171	436	799	303	41	1816	90%	86.9%
	Total	56	115	314	604	1026	425	52	2592	90%	81.3%
TTSL	Rural	5	78	64	102	272	177	26	724	90%	79.7%
	Urban	25	43	96	323	725	457	55	1724	90%	90.5%
	Total	30	121	160	425	997	634	81	2448	90%	87.3%
Idea	Rural	12	58	100	142	261	171	16	760	90%	77.6%
	Urban	0	37	133	421	812	275	70	1748	90%	90.3%
	Total	12	95	233	563	1073	446	86	2508	90%	86.4%
Vodafone	Rural	12	44	134	130	274	198	16	808	90%	76.5%
	Urban	17	26	95	411	831	370	14	1764	90%	92.2%
	Total	29	70	229	541	1105	568	30	2572	90%	87.2%
Aircel	Rural	10	87	138	139	267	173	26	840	90%	72.0%
	Urban	10	83	151	592	653	219	36	1744	90%	86.0%
	Total	20	170	289	731	920	392	62	2584	90%	81.5%
Total	Rural	90	485	864	1108	2075	1465	165	6252	90%	77.0%
	Urban	103	341	977	3272	6252	2882	401	14228	90%	90.0%
	Total	193	826	1841	4380	8327	4347	566	20480	90%	86.0%



#### 4. Network performance, Reliability and Availability

4.1 How satisfied are you with the availability of signal of your service provided?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	2	13	38	63	84	20	220
	Urban	1	3	12	77	249	138	35	515
	Total	1	5	25	115	312	222	55	735
BSNL	Rural	6	12	21	38	50	46	12	185
	Urban	5	9	30	85	166	109	18	422
	Total	11	21	51	123	216	155	30	607
MTS	Rural	0	0	13	33	82	49	4	181
	Urban	0	7	20	41	158	186	9	421
	Total	0	7	33	74	240	235	13	602
Rel Com	Rural	2	14	32	43	53	42	8	194
	Urban	4	12	50	100	178	93	17	454
	Total	6	26	82	143	231	135	25	648
TTSL	Rural	1	13	17	24	56	52	18	181
	Urban	2	11	29	72	156	147	14	431
	Total	3	24	46	96	212	199	32	612
Idea	Rural	1	8	10	44	81	39	7	190
	Urban	1	8	27	90	217	85	9	437
	Total	2	16	37	134	298	124	16	627
Vodafone	Rural	1	5	11	26	71	73	15	202
	Urban	3	1	25	77	197	135	3	441
	Total	4	6	36	103	268	208	18	643
Aircel	Rural	2	16	28	49	63	47	5	210
	Urban	7	23	51	149	152	43	11	436
	Total	9	39	79	198	215	90	16	646
Total	Rural	13	70	145	295	519	432	89	1563
	Urban	23	74	244	691	1473	936	116	3557
	Total	36	144	389	986	1992	1368	205	5120

4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	7	23	28	59	87	16	220
	Urban	2	7	20	81	270	123	12	515
	Total	2	14	43	109	329	210	28	735
BSNL	Rural	4	20	50	21	40	44	6	185
	Urban	2	22	30	81	196	71	20	422
	Total	6	42	80	102	236	115	26	607
MTS	Rural	0	2	17	32	71	50	9	181
	Urban	3	6	16	55	186	118	37	421
	Total	3	8	33	87	257	168	46	602
Rel Com	Rural	3	20	35	29	60	43	4	194
	Urban	4	14	51	105	186	84	10	454
	Total	7	34	86	134	246	127	14	648
TTSL	Rural	1	10	14	18	70	58	10	181
	Urban	7	13	34	62	170	118	27	431
	Total	8	23	48	80	240	176	37	612
Idea	Rural	1	11	32	27	54	60	5	190
	Urban	0	4	22	115	205	81	10	437
	Total	1	15	54	142	259	141	15	627
Vodafone	Rural	1	9	31	19	58	75	9	202
	Urban	2	7	26	94	200	109	3	441
	Total	3	16	57	113	258	184	12	643
Aircel	Rural	0	25	48	18	64	44	11	210
	Urban	3	22	55	147	145	63	1	436
	Total	3	47	103	165	209	107	12	646
Total	Rural	10	104	250	192	476	461	70	1563
	Urban	23	95	254	740	1558	767	120	3557
	Total	33	199	504	932	2034	1228	190	5120



4.3 How satisfied are you with the voice quality on your phone during calls?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	1	2	18	49	71	72	7	220
	Urban	0	2	15	83	264	140	11	515
	Total	1	4	33	132	335	212	18	735
BSNL	Rural	3	5	15	41	74	41	6	185
	Urban	3	19	18	97	188	95	2	422
	Total	6	24	33	138	262	136	8	607
MTS	Rural	3	2	17	27	73	58	1	181
	Urban	2	7	29	98	162	111	12	421
	Total	5	9	46	125	235	169	13	602
Rel Com	Rural	1	10	24	45	80	29	5	194
	Urban	1	14	54	107	180	89	9	454
	Total	2	24	78	152	260	118	14	648
TTSL	Rural	0	3	8	37	75	50	8	181
	Urban	1	11	19	65	161	153	21	431
	Total	1	14	27	102	236	203	29	612
Idea	Rural	0	2	14	34	86	49	5	190
	Urban	0	5	23	99	232	65	13	437
	Total	0	7	37	133	318	114	18	627
Vodafone	Rural	0	3	16	37	81	62	3	202
	Urban	2	4	33	112	202	88	0	441
	Total	2	7	49	149	283	150	3	643
Aircel	Rural	2	8	24	36	79	59	2	210
	Urban	10	26	40	148	161	45	6	436
	Total	12	34	64	184	240	104	8	646
Total	Rural	10	35	136	306	619	420	37	1563
	Urban	19	88	231	809	1550	786	74	3557
	Total	29	123	367	1115	2169	1206	111	5120

Network performance, Reliability and Availability: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Rural	1	11	54	115	193	243	43	660	90%	90.0%
	Urban	3	12	47	241	783	401	58	1545	90%	96.0%
	Total	4	23	101	356	976	644	101	2205	90%	94.2%
BSNL	Rural	13	37	86	100	164	131	24	555	90%	75.5%
	Urban	10	50	78	263	550	275	40	1266	90%	89.1%
	Total	23	87	164	363	714	406	64	1821	90%	85.0%
MTS	Rural	3	4	47	92	226	157	14	543	90%	90.1%
	Urban	5	20	65	194	506	415	58	1263	90%	92.9%
	Total	8	24	112	286	732	572	72	1806	90%	92.0%
Rel Com	Rural	6	44	91	117	193	114	17	582	90%	75.8%
	Urban	9	40	155	312	544	266	36	1362	90%	85.0%
	Total	15	84	246	429	737	380	53	1944	90%	82.3%
TTSL	Rural	2	26	39	79	201	160	36	543	90%	87.7%
	Urban	10	35	82	199	487	418	62	1293	90%	90.2%
	Total	12	61	121	278	688	578	98	1836	90%	89.4%
Idea	Rural	2	21	56	105	221	148	17	570	90%	86.1%
	Urban	1	17	72	304	654	231	32	1311	90%	93.1%
	Total	3	38	128	409	875	379	49	1881	90%	91.0%
Vodafone	Rural	2	17	58	82	210	210	27	606	90%	87.3%
	Urban	7	12	84	283	599	332	6	1323	90%	92.2%
	Total	9	29	142	365	809	542	33	1929	90%	90.7%
Aircel	Rural	4	49	100	103	206	150	18	630	90%	75.7%
	Urban	20	71	146	444	458	151	18	1308	90%	81.9%
	Total	24	120	246	547	664	301	36	1938	90%	79.9%
Total	Rural	33	209	531	793	1614	1313	196	4689	90%	83.5%
	Urban	65	257	729	2240	4581	2489	310	10671	90%	90.2%
	Total	98	466	1260	3033	6195	3802	506	15360	90%	88.1%



## 5. Maintainability

5.1 How satisfied are you with the availability of fault free connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	2	10	33	86	79	10	220
	Urban	0	1	13	93	266	138	4	515
	Total	0	3	23	126	352	217	14	735
BSNL	Rural	3	4	8	45	75	49	1	185
	Urban	4	5	17	95	224	76	1	422
	Total	7	9	25	140	299	125	2	607
MTS	Rural	3	1	9	24	91	43	10	181
	Urban	1	3	15	65	243	88	6	421
	Total	4	4	24	89	334	131	16	602
Rel Com	Rural	0	8	11	46	95	32	2	194
	Urban	4	10	55	102	197	81	5	454
	Total	4	18	66	148	292	113	7	648
TTSL	Rural	0	5	8	35	69	64	0	181
	Urban	2	12	31	85	208	89	4	431
	Total	2	17	39	120	277	153	4	612
Idea	Rural	0	2	10	42	88	40	8	190
	Urban	1	1	16	103	243	62	11	437
	Total	1	3	26	145	331	102	19	627
Vodafone	Rural	0	1	14	34	92	58	3	202
	Urban	2	4	20	110	229	75	1	441
	Total	2	5	34	144	321	133	4	643
Aircel	Rural	2	3	16	51	92	34	12	210
	Urban	7	8	41	148	183	44	5	436
	Total	9	11	57	199	275	78	17	646
Total	Rural	8	26	86	310	688	399	46	1563
	Urban	21	44	208	801	1793	653	37	3557
	Total	29	70	294	1111	2481	1052	83	5120

5.2 How satisfied are you with the timely repair of faults of your phone connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	1	10	41	103	56	9	220
	Urban	1	2	11	255	145	99	2	515
	Total	1	3	21	296	248	155	11	735
BSNL	Rural	1	10	14	38	88	33	1	185
	Urban	0	1	7	154	186	72	2	422
	Total	1	11	21	192	274	105	3	607
MTS	Rural	1	2	12	27	95	39	5	181
	Urban	1	2	25	74	229	83	7	421
	Total	2	4	37	101	324	122	12	602
Rel Com	Rural	1	9	9	48	101	24	2	194
	Urban	3	8	27	202	150	60	4	454
	Total	4	17	36	250	251	84	6	648
TTSL	Rural	0	3	10	31	87	50	0	181
	Urban	0	2	18	85	220	101	5	431
	Total	0	5	28	116	307	151	5	612
Idea	Rural	0	2	10	54	91	31	2	190
	Urban	0	2	11	225	159	40	0	437
	Total	0	4	21	279	250	71	2	627
Vodafone	Rural	0	3	13	33	103	50	0	202
	Urban	2	3	10	179	196	51	0	441
	Total	2	6	23	212	299	101	0	643
Aircel	Rural	2	5	15	51	91	34	12	210
	Urban	5	7	23	256	112	33	0	436
	Total	7	12	38	307	203	67	12	646
Total	Rural	5	35	93	323	759	317	31	1563
	Urban	12	27	132	1430	1397	539	20	3557
	Total	17	62	225	1753	2156	856	51	5120



Maintainability: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Rural	0	3	20	74	189	135	19	440	95%	94.8%
	Urban	1	3	24	348	411	237	6	1030	95%	97.3%
	Total	1	6	44	422	600	372	25	1470	95%	96.5%
BSNL	Rural	4	14	22	83	163	82	2	370	95%	89.2%
	Urban	4	6	24	249	410	148	3	844	95%	96.0%
	Total	8	20	46	332	573	230	5	1214	95%	93.9%
MTS	Rural	4	3	21	51	186	82	15	362	95%	92.3%
	Urban	2	5	40	139	472	171	13	842	95%	94.4%
	Total	6	8	61	190	658	253	28	1204	95%	93.8%
Rel Com	Rural	1	17	20	94	196	56	4	388	95%	90.2%
	Urban	7	18	82	304	347	141	9	908	95%	88.2%
	Total	8	35	102	398	543	197	13	1296	95%	88.8%
TTSL	Rural	0	8	18	66	156	114	0	362	95%	92.8%
	Urban	2	14	49	170	428	190	9	862	95%	92.5%
	Total	2	22	67	236	584	304	9	1224	95%	92.6%
Idea	Rural	0	4	20	96	179	71	10	380	95%	93.7%
	Urban	1	3	27	328	402	102	11	874	95%	96.5%
	Total	1	7	47	424	581	173	21	1254	95%	95.6%
Vodafone	Rural	0	4	27	67	195	108	3	404	95%	92.3%
	Urban	4	7	30	289	425	126	1	882	95%	95.4%
	Total	4	11	57	356	620	234	4	1286	95%	94.4%
Aircel	Rural	4	8	31	102	183	68	24	420	95%	89.8%
	Urban	12	15	64	404	295	77	5	872	95%	89.6%
	Total	16	23	95	506	478	145	29	1292	95%	89.6%
Total	Rural	13	61	179	633	1447	716	77	3126	95%	91.9%
	Urban	33	71	340	2231	3190	1192	57	7114	95%	93.8%
	Total	46	132	519	2864	4637	1908	134	10240	95%	93.2%

## 6. Supplementary services and Value Added services

6.1 Have you subscribed to any supplementary services like call forwarding, call diverting and value added services						
Service Provider		Yes		No		Total Count
		Count	%age	Count	%age	
Airtel	Rural	83	37.7%	137	62.3%	220
	Urban	190	36.9%	325	63.1%	515
	Total	273	37.1%	462	62.9%	735
BSNL	Rural	42	22.7%	143	77.3%	185
	Urban	124	29.4%	298	70.6%	422
	Total	166	27.3%	441	72.7%	607
MTS	Rural	23	12.7%	158	87.3%	181
	Urban	43	10.2%	378	89.8%	421
	Total	66	11.0%	536	89.0%	602
Rel Com	Rural	61	31.4%	133	68.6%	194
	Urban	126	27.8%	328	72.2%	454
	Total	187	28.9%	461	71.1%	648
TTSL	Rural	17	9.4%	164	90.6%	181
	Urban	68	15.8%	363	84.2%	431
	Total	85	13.9%	527	86.1%	612
Idea	Rural	64	33.7%	126	66.3%	190
	Urban	106	24.3%	331	75.7%	437
	Total	170	27.1%	457	72.9%	627
Vodafone	Rural	68	33.7%	134	66.3%	202
	Urban	92	20.9%	349	79.1%	441
	Total	160	24.9%	483	75.1%	643
Aircel	Rural	91	43.3%	119	56.7%	210
	Urban	127	29.1%	309	70.9%	436
	Total	218	33.7%	428	66.3%	646
Total	Rural	449	28.7%	1114	71.3%	1563
	Urban	876	24.6%	2681	75.4%	3557
	Total	1325	25.9%	3795	74.1%	5120





6.2 How satisfied are you with the supplementary services / value added service provided									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	1	6	5	33	37	1	83
	Urban	0	14	4	42	86	41	3	190
	Total	0	15	10	47	119	78	4	273
BSNL	Rural	0	1	3	8	20	10	0	42
	Urban	0	0	4	23	64	31	2	124
	Total	0	1	7	31	84	41	2	166
MTS	Rural	1	0	1	4	11	6	0	23
	Urban	0	0	4	16	17	6	0	43
	Total	1	0	5	20	28	12	0	66
Rel Com	Rural	0	4	13	12	22	10	0	61
	Urban	1	11	22	25	53	14	0	126
	Total	1	15	35	37	75	24	0	187
TTSL	Rural	1	1	3	5	6	1	0	17
	Urban	1	1	4	17	37	8	0	68
	Total	2	2	7	22	43	9	0	85
Idea	Rural	1	1	7	5	30	19	1	64
	Urban	0	3	5	15	50	31	2	106
	Total	1	4	12	20	80	50	3	170
Vodafone	Rural	0	1	4	14	33	16	0	68
	Urban	1	6	2	22	45	16	0	92
	Total	1	7	6	36	78	32	0	160
Aircel	Rural	1	3	7	13	46	21	0	91
	Urban	3	8	4	31	60	21	0	127
	Total	4	11	11	44	106	42	0	218
Total	Rural	4	12	44	66	201	120	2	449
	Urban	6	43	49	191	412	168	7	876
	Total	10	55	93	257	613	288	9	1325

Supplementary services and Value Added services: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted
Airtel	Rural		1	6	5	33	37	1	83	90%	91.6%
	Urban		14	4	42	86	41	3	190	90%	90.5%
	Total		15	10	47	119	78	4	273	90%	90.8%
BSNL	Rural		1	3	8	20	10	0	42	90%	90.5%
	Urban		0	4	23	64	31	2	124	90%	96.8%
	Total		1	7	31	84	41	2	166	90%	95.2%
MTS	Rural	1	0	1	4	11	6	0	23	90%	91.3%
	Urban		0	4	16	17	6	0	43	90%	90.7%
	Total	1	0	5	20	28	12	0	66	90%	90.9%
Rel Com	Rural		4	13	12	22	10	0	61	90%	72.1%
	Urban	1	11	22	25	53	14	0	126	90%	73.0%
	Total	1	15	35	37	75	24	0	187	90%	72.7%
TTSL	Rural	1	1	3	5	6	1	0	17	90%	70.6%
	Urban	1	1	4	17	37	8	0	68	90%	91.2%
	Total	2	2	7	22	43	9	0	85	90%	87.1%
Idea	Rural	1	1	7	5	30	19	1	64	90%	85.9%
	Urban		3	5	15	50	31	2	106	90%	92.5%
	Total	1	4	12	20	80	50	3	170	90%	90.0%
Vodafone	Rural		1	4	14	33	16	0	68	90%	92.6%
	Urban	1	6	2	22	45	16	0	92	90%	90.2%
	Total	1	7	6	36	78	32	0	160	90%	91.3%
Aircel	Rural	1	3	7	13	46	21	0	91	90%	87.9%
	Urban	3	8	4	31	60	21	0	127	90%	88.2%
	Total	4	11	11	44	106	42	0	218	90%	88.1%
Total	Rural	4	12	44	66	201	120	2	449	90%	86.6%
	Urban	6	43	49	191	412	168	7	876	90%	88.8%
	Total	10	55	93	257	613	288	9	1325	90%	88.1%



## 7. Overall Quality of Services

7. How satisfied are you with the overall Quality of the Cellular Service?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Rural	0	1	23	15	115	64	2	220
	Urban	0	4	27	16	277	168	23	515
	Total	0	5	50	31	392	232	25	735
BSNL	Rural	0	7	28	26	78	40	6	185
	Urban	0	5	32	46	164	134	41	422
	Total	0	12	60	72	242	174	47	607
MTS	Rural	1	2	19	17	97	40	5	181
	Urban	1	6	27	45	189	139	14	421
	Total	2	8	46	62	286	179	19	602
Rel Com	Rural	0	20	16	29	98	29	2	194
	Urban	1	26	26	67	183	114	37	454
	Total	1	46	42	96	281	143	39	648
TTSL	Rural	2	3	20	17	110	26	3	181
	Urban	1	4	50	63	174	130	9	431
	Total	3	7	70	80	284	156	12	612
Idea	Rural	0	19	4	9	109	44	5	190
	Urban	0	1	38	31	190	119	58	437
	Total	0	20	42	40	299	163	63	627
Vodafone	Rural	1	3	19	14	104	59	2	202
	Urban	4	6	24	85	186	127	9	441
	Total	5	9	43	99	290	186	11	643
Aircel	Rural	0	8	22	22	103	52	3	210
	Urban	2	9	35	71	209	77	33	436
	Total	2	17	57	93	312	129	36	646
Total	Rural	4	63	151	149	814	354	28	1563
	Urban	9	61	259	424	1572	1008	224	3557
	Total	13	124	410	573	2386	1362	252	5120

Overall Quality of Services: Calculation of satisfaction score											
Service Provider		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Rural	0	1	23	15	115	64	2	220	90%	89.1%
	Urban	0	4	27	16	277	168	23	515	90%	94.0%
	Total	0	5	50	31	392	232	25	735	90%	92.5%
BSNL	Rural	0	7	28	26	78	40	6	185	90%	81.1%
	Urban	0	5	32	46	164	134	41	422	90%	91.2%
	Total	0	12	60	72	242	174	47	607	90%	88.1%
MTS	Rural	1	2	19	17	97	40	5	181	90%	87.8%
	Urban	1	6	27	45	189	139	14	421	90%	91.9%
	Total	2	8	46	62	286	179	19	602	90%	90.7%
Rel Com	Rural	0	20	16	29	98	29	2	194	90%	81.4%
	Urban	1	26	26	67	183	114	37	454	90%	88.3%
	Total	1	46	42	96	281	143	39	648	90%	86.3%
TTSL	Rural	2	3	20	17	110	26	3	181	90%	86.2%
	Urban	1	4	50	63	174	130	9	431	90%	87.2%
	Total	3	7	70	80	284	156	12	612	90%	86.9%
Idea	Rural	0	19	4	9	109	44	5	190	90%	87.9%
	Urban	0	1	38	31	190	119	58	437	90%	91.1%
	Total	0	20	42	40	299	163	63	627	90%	90.1%
Vodafone	Rural	1	3	19	14	104	59	2	202	90%	88.6%
	Urban	4	6	24	85	186	127	9	441	90%	92.3%
	Total	5	9	43	99	290	186	11	643	90%	91.1%
Aircel	Rural	0	8	22	22	103	52	3	210	90%	85.7%
	Urban	2	9	35	71	209	77	33	436	90%	89.4%
	Total	2	17	57	93	312	129	36	646	90%	88.2%
Total	Rural	4	63	151	149	814	354	28	1563	90%	86.1%
	Urban	9	61	259	424	1572	1008	224	3557	90%	90.8%
	Total	13	124	410	573	2386	1362	252	5120	90%	89.3%



### A3. BROADBAND SERVICES

#### 1. Provision of Service

1.1 How satisfied are you with the ease of taking a connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	7	30	81	188	97	17	421
	Rural	0	5	33	53	56	30	4	181
	Total	1	12	63	134	244	127	21	602
BSNL	Urban	3	13	22	94	157	107	29	425
	Rural	2	3	23	49	57	30	17	181
	Total	5	16	45	143	214	137	46	606
Rel Com	Urban	12	7	66	104	90	130	16	425
	Rural	11	18	74	67	10	1	0	181
	Total	23	25	140	171	100	131	16	606
Total	Urban	16	27	118	279	435	334	62	1271
	Rural	13	26	130	169	123	61	21	543
	Total	29	53	248	448	558	395	83	1814

1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	12	30	140	158	74	7	421
	Rural	0	12	36	36	60	32	5	181
	Total	0	24	66	176	218	106	12	602
BSNL	Urban	2	4	35	105	174	70	35	425
	Rural	1	4	15	52	63	35	11	181
	Total	3	8	50	157	237	105	46	606
Rel Com	Urban	2	32	86	81	141	77	6	425
	Rural	5	26	43	72	33	2	0	181
	Total	7	58	129	153	174	79	6	606
Total	Urban	4	48	151	326	473	221	48	1271
	Rural	6	42	94	160	156	69	16	543
	Total	10	90	245	486	629	290	64	1814

1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	1	15	25	131	149	88	12	421
	Rural	0	1	27	53	74	22	4	181
	Total	1	16	52	184	223	110	16	602
BSNL	Urban	3	13	26	117	124	99	43	425
	Rural	3	2	18	48	58	39	13	181
	Total	6	15	44	165	182	138	56	606
Rel Com	Urban	4	10	81	118	125	82	5	425
	Rural	9	15	66	72	18	1	0	181
	Total	13	25	147	190	143	83	5	606
Total	Urban	8	38	132	366	398	269	60	1271
	Rural	12	18	111	173	150	62	17	543
	Total	20	56	243	539	548	331	77	1814



Service Provision- Calculation of Satisfaction parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	2	34	85	352	495	259	36	1263	90%	90.4%
	Rural	0	18	96	142	190	84	13	543	90%	79.0%
	Total	2	52	181	494	685	343	49	1806	90%	87.0%
BSNL	Urban	8	30	83	316	455	276	107	1275	90%	90.5%
	Rural	6	9	56	149	178	104	41	543	90%	86.9%
	Total	14	39	139	465	633	380	148	1818	90%	89.4%
Rel Com	Urban	18	49	233	303	356	289	27	1275	90%	76.5%
	Rural	25	59	183	211	61	4	0	543	90%	50.8%
	Total	43	108	416	514	417	293	27	1818	90%	68.8%
Total	Urban	28	113	401	971	1306	824	170	3813	90%	85.8%
	Rural	31	86	335	502	429	192	54	1629	90%	72.3%
	Total	59	199	736	1473	1735	1016	224	5442	90%	81.7%

## 2. Billing related: Postpaid

2.5 How satisfied are you with the charges levied for every internet usage?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	8	39	113	177	77	7	421
	Rural	0	1	25	72	57	25	1	181
	Total	0	9	64	185	234	102	8	602
BSNL	Urban	5	7	14	117	160	100	22	425
	Rural	1	8	15	53	59	35	10	181
	Total	6	15	29	170	219	135	32	606
Rel Com	Urban	13	24	100	84	119	78	7	425
	Rural	15	26	73	52	15	0	0	181
	Total	28	50	173	136	134	78	7	606
Total	Urban	18	39	153	314	456	255	36	1271
	Rural	16	35	113	177	131	60	11	543
	Total	34	74	266	491	587	315	47	1814

2.6 How satisfied are you with the overall accuracy & completeness of the bills?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	20	46	133	128	82	12	421
	Rural	0	13	27	26	81	31	3	181
	Total	0	33	73	159	209	113	15	602
BSNL	Urban	3	11	45	118	153	71	24	425
	Rural	6	5	18	46	62	39	5	181
	Total	9	16	63	164	215	110	29	606
Rel Com	Urban	14	41	73	104	113	77	3	425
	Rural	9	35	47	63	25	2	0	181
	Total	23	76	120	167	138	79	3	606
Total	Urban	17	72	164	355	394	230	39	1271
	Rural	15	53	92	135	168	72	8	543
	Total	32	125	256	490	562	302	47	1814



2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	19	39	150	142	60	11	421
	Rural	0	7	20	65	65	23	1	181
	Total	0	26	59	215	207	83	12	602
BSNL	Urban	7	7	31	120	163	70	27	425
	Rural	1	6	22	52	64	32	4	181
	Total	8	13	53	172	227	102	31	606
Rel Com	Urban	17	20	99	96	122	65	6	425
	Rural	14	27	70	52	14	4	0	181
	Total	31	47	169	148	136	69	6	606
Total	Urban	24	46	169	366	427	195	44	1271
	Rural	15	40	112	169	143	59	5	543
	Total	39	86	281	535	570	254	49	1814

Postpaid Billing services: Calculation of satisfaction parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	47	124	396	447	219	30	1263	90%	86.5%
	Rural	0	21	72	163	203	79	5	543	90%	82.9%
	Total	0	68	196	559	650	298	35	1806	90%	85.4%
BSNL	Urban	15	25	90	355	476	241	73	1275	90%	89.8%
	Rural	8	19	55	151	185	106	19	543	90%	84.9%
	Total	23	44	145	506	661	347	92	1818	90%	88.3%
Rel Com	Urban	44	85	272	284	354	220	16	1275	90%	68.5%
	Rural	38	88	190	167	54	6	0	543	90%	41.8%
	Total	82	173	462	451	408	226	16	1818	90%	60.6%
Total	Urban	59	157	486	1035	1277	680	119	3813	90%	81.6%
	Rural	46	128	317	481	442	191	24	1629	90%	69.9%
	Total	105	285	803	1516	1719	871	143	5442	90%	78.1%

### 3. Help Services

3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)?										
Service Provider		1	2	3	4	5	6	7	Total	
		Count	Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	13	43	107	179	74	5	421	100.00%
	Rural	1	9	35	47	73	16	0	181	100.00%
	Total	1	22	78	154	252	90	5	602	100.00%
BSNL	Urban	9	8	35	96	191	71	15	425	100.00%
	Rural	3	8	25	48	68	24	5	181	100.00%
	Total	12	16	60	144	259	95	20	606	100.00%
Rel Com	Urban	12	25	96	118	107	62	5	425	100.00%
	Rural	11	27	62	71	10	0	0	181	100.00%
	Total	23	52	158	189	117	62	5	606	100.00%
Total	Urban	21	46	174	321	477	207	25	1271	100.00%
	Rural	15	44	122	166	151	40	5	543	100.00%
	Total	36	90	296	487	628	247	30	1814	100.00%



3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu?										
Service Provider		1	2	3	4	5	6	7	Total	
		Count	Count	Count	Count	Count	Count	Count	Count	%age
Airtel	Urban	0	15	67	142	133	59	5	421	100.00%
	Rural	0	11	21	69	59	21	0	181	100.00%
	Total	0	26	88	211	192	80	5	602	100.00%
BSNL	Urban	8	15	49	122	132	76	23	425	100.00%
	Rural	2	7	29	58	54	28	3	181	100.00%
	Total	10	22	78	180	186	104	26	606	100.00%
Rel Com	Urban	14	49	93	107	86	69	7	425	100.00%
	Rural	14	27	71	55	13	1	0	181	100.00%
	Total	28	76	164	162	99	70	7	606	100.00%
Total	Urban	22	79	209	371	351	204	35	1271	100.00%
	Rural	16	45	121	182	126	50	3	543	100.00%
	Total	38	124	330	553	477	254	38	1814	100.00%

3.3 How satisfied are you with the customer friendly approach of the customer care executive?										
Service Provider		1	2	3	4	5	6	7	Total	
		Count	Count	Count	Count	Count	Count	Count	Count	%age
Airtel	Urban	2	18	40	80	190	85	6	421	100.00%
	Rural	0	12	33	40	76	18	2	181	100.00%
	Total	2	30	73	120	266	103	8	602	100.00%
BSNL	Urban	4	7	37	114	180	67	16	425	100.00%
	Rural	1	11	19	52	68	29	1	181	100.00%
	Total	5	18	56	166	248	96	17	606	100.00%
Rel Com	Urban	6	12	92	128	77	81	29	425	100.00%
	Rural	10	22	79	55	12	3	0	181	100.00%
	Total	16	34	171	183	89	84	29	606	100.00%
Total	Urban	12	37	169	322	447	233	51	1271	100.00%
	Rural	11	45	131	147	156	50	3	543	100.00%
	Total	23	82	300	469	603	283	54	1814	100.00%

Help Services- Calculation of satisfaction parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	2	69	179	466	664	282	22	1684	90%	85.2%
	Rural	1	41	108	226	270	76	2	724	90%	79.3%
	Total	3	110	287	692	934	358	24	2408	90%	83.4%
BSNL	Urban	31	47	162	463	653	279	65	1700	90%	85.9%
	Rural	11	29	95	217	250	110	12	724	90%	81.4%
	Total	42	76	257	680	903	389	77	2424	90%	84.5%
Rel Com	Urban	65	129	376	456	358	273	43	1700	90%	66.5%
	Rural	40	103	269	261	45	6	0	724	90%	43.1%
	Total	105	232	645	717	403	279	43	2424	90%	59.5%
Total	Urban	98	245	717	1385	1675	834	130	5084	90%	79.2%
	Rural	52	173	472	704	565	192	14	2172	90%	67.9%
	Total	150	418	1189	2089	2240	1026	144	7256	90%	75.8%



#### 4. Network Services

4.1 How satisfied are you with the availability of signal of your service provider?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	3	20	27	132	165	67	7	421
	Rural	0	14	31	39	77	18	2	181
	Total	3	34	58	171	242	85	9	602
BSNL	Urban	17	10	32	119	177	62	8	425
	Rural	4	6	17	45	76	26	7	181
	Total	21	16	49	164	253	88	15	606
Rel Com	Urban	36	14	101	102	124	48	0	425
	Rural	9	20	63	70	18	1	0	181
	Total	45	34	164	172	142	49	0	606
Total	Urban	56	44	160	353	466	177	15	1271
	Rural	13	40	111	154	171	45	9	543
	Total	69	84	271	507	637	222	24	1814

4.2 How satisfied are you with the network of your service provider in terms of speed of broadband connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	2	27	24	128	180	50	10	421
	Rural	0	13	26	64	61	14	3	181
	Total	2	40	50	192	241	64	13	602
BSNL	Urban	19	10	44	149	136	58	9	425
	Rural	5	3	20	58	69	25	1	181
	Total	24	13	64	207	205	83	10	606
Rel Com	Urban	33	35	94	99	82	81	1	425
	Rural	11	27	69	61	10	3	0	181
	Total	44	62	163	160	92	84	1	606
Total	Urban	54	72	162	376	398	189	20	1271
	Rural	16	43	115	183	140	42	4	543
	Total	70	115	277	559	538	231	24	1814

Network services-Calculation of satisfaction parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	5	47	51	260	345	117	17	842	85%	87.8%
	Rural	0	27	57	103	138	32	5	362	85%	76.8%
	Total	5	74	108	363	483	149	22	1204	85%	84.5%
BSNL	Urban	36	20	76	268	313	120	17	850	85%	84.5%
	Rural	9	9	37	103	145	51	8	362	85%	84.8%
	Total	45	29	113	371	458	171	25	1212	85%	84.6%
Rel Com	Urban	69	49	195	201	206	129	1	850	85%	63.2%
	Rural	20	47	132	131	28	4	0	362	85%	45.0%
	Total	89	96	327	332	234	133	1	1212	85%	57.8%
Total	Urban	110	116	322	729	864	366	35	2542	85%	78.4%
	Rural	29	83	226	337	311	87	13	1086	85%	68.9%
	Total	139	199	548	1066	1175	453	48	3628	85%	75.6%



## 5. Maintainability

5.1 How satisfied are you with the time for which service is up and working?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	2	11	39	140	161	67	1	421
	Rural	0	17	27	44	75	17	1	181
	Total	2	28	66	184	236	84	2	602
BSNL	Urban	12	11	39	108	188	57	10	425
	Rural	1	6	16	41	86	30	1	181
	Total	13	17	55	149	274	87	11	606
Rel Com	Urban	25	33	107	103	59	92	6	425
	Rural	8	21	65	62	23	1	1	181
	Total	33	54	172	165	82	93	7	606
Total	Urban	39	55	185	351	408	216	17	1271
	Rural	9	44	108	147	184	48	3	543
	Total	48	99	293	498	592	264	20	1814

5.2 How satisfied are you with the timely repair of faults of your connection?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	4	23	53	115	143	81	2	421
	Rural	0	18	23	67	60	12	1	181
	Total	4	41	76	182	203	93	3	602
BSNL	Urban	14	18	49	124	133	79	8	425
	Rural	4	7	15	64	61	29	1	181
	Total	18	25	64	188	194	108	9	606
Rel Com	Urban	36	35	93	130	97	33	1	425
	Rural	14	24	60	60	18	5	0	181
	Total	50	59	153	190	115	38	1	606
Total	Urban	54	76	195	369	373	193	11	1271
	Rural	18	49	98	191	139	46	2	543
	Total	72	125	293	560	512	239	13	1814

Maintainability-Calculation of satisfaction score											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	6	34	92	255	304	148	3	842	85%	84.3%
	Rural	0	35	50	111	135	29	2	362	85%	76.5%
	Total	6	69	142	366	439	177	5	1204	85%	82.0%
BSNL	Urban	26	29	88	232	321	136	18	850	85%	83.2%
	Rural	5	13	31	105	147	59	2	362	85%	86.5%
	Total	31	42	119	337	468	195	20	1212	85%	84.2%
Rel Com	Urban	61	68	200	233	156	125	7	850	85%	61.3%
	Rural	22	45	125	122	41	6	1	362	85%	47.0%
	Total	83	113	325	355	197	131	8	1212	85%	57.0%
Total	Urban	93	131	380	720	781	409	28	2542	85%	76.2%
	Rural	27	93	206	338	323	94	5	1086	85%	70.0%
	Total	120	224	586	1058	1104	503	33	3628	85%	74.4%





## 6. Supplementary services

6.1 Have you ever subscribed to any supplementary services such as Static/fixed IP addresses, e-mail id's etc.?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Airtel	Urban	242	57.50%	179	42.50%	421	100.00%
	Rural	70	38.70%	111	61.30%	181	100.00%
	Total	312	51.80%	290	48.20%	602	100.00%
BSNL	Urban	234	55.10%	191	44.90%	425	100.00%
	Rural	27	14.90%	154	85.10%	181	100.00%
	Total	261	43.10%	345	56.90%	606	100.00%
Rel Com	Urban	266	62.60%	159	37.40%	425	100.00%
	Rural	5	2.80%	176	97.20%	181	100.00%
	Total	271	44.70%	335	55.30%	606	100.00%
Total	Urban	742	58.40%	529	41.60%	1271	100.00%
	Rural	102	18.80%	441	81.20%	543	100.00%
	Total	844	46.50%	970	53.50%	1814	100.00%

6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc?								
Service Provider		1	2	3	4	5	6	Total
		Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	53	11	7	87	76	8	242
	Rural	0	2	25	7	34	2	70
	Total	53	13	32	94	110	10	312
BSNL	Urban	44	8	15	81	77	9	234
	Rural	1	2	9	10	5	0	27
	Total	45	10	24	91	82	9	261
Rel Com	Urban	53	60	5	59	78	11	266
	Rural	0	1	3	0	1	0	5
	Total	53	61	8	59	79	11	271
Total	Rural	150	79	27	227	231	28	742
	Urban	1	5	37	17	40	2	102
	Total	151	84	64	244	271	30	844

Supplementary services-calculation of satisfaction parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	53	11	7	87	76	8	0	242	85%	70.7%
	Rural	0	2	25	7	34	2	0	70	85%	61.4%
	Total	53	13	32	94	110	10	0	312	85%	68.6%
BSNL	Urban	44	8	15	81	77	9	0	234	85%	71.4%
	Rural	1	2	9	10	5	0	0	27	85%	55.6%
	Total	45	10	24	91	82	9	0	261	85%	69.7%
Rel Com	Urban	53	60	5	59	78	11	0	266	85%	55.6%
	Rural	0	1	3	0	1	0	0	5	85%	20.0%
	Total	53	61	8	59	79	11	0	271	85%	55.0%
Total	Urban	150	79	27	227	231	28	0	742	85%	65.5%
	Rural	1	5	37	17	40	2	0	102	85%	57.8%
	Total	151	84	64	244	271	30	0	844	85%	64.6%



## 7. Overall services

7. How satisfied are you with the overall Quality of the Broadband Service?									
Service Provider		1	2	3	4	5	6	7	Total
		Count	Count	Count	Count	Count	Count	Count	Count
Airtel	Urban	0	4	64	109	208	33	3	421
	Rural	0	0	40	50	83	7	1	181
	Total	0	4	104	159	291	40	4	602
BSNL	Urban	3	4	53	95	220	48	2	425
	Rural	0	4	25	40	88	23	1	181
	Total	3	8	78	135	308	71	3	606
Rel Com	Urban	3	13	107	132	145	25	0	425
	Rural	7	18	66	80	10	0	0	181
	Total	10	31	173	212	155	25	0	606
Total	Urban	6	21	224	336	573	106	5	1271
	Rural	7	22	131	170	181	30	2	543
	Total	13	43	355	506	754	136	7	1814

Overall services-Calculation of satisfaction parameter											
code		1	2	3	4	5	6	7	Total, N	Benchmark	Overall Weighted Satisfaction
Airtel	Urban	0	4	64	109	208	33	3	421	85%	83.8%
	Rural	0	0	40	50	83	7	1	181	85%	77.9%
	Total	0	4	104	159	291	40	4	602	85%	82.1%
BSNL	Urban	3	4	53	95	220	48	2	425	85%	85.9%
	Rural	0	4	25	40	88	23	1	181	85%	84.0%
	Total	3	8	78	135	308	71	3	606	85%	85.3%
Rel Com	Urban	3	13	107	132	145	25	0	425	85%	71.1%
	Rural	7	18	66	80	10	0	0	181	85%	49.7%
	Total	10	31	173	212	155	25	0	606	85%	64.7%
Total	Urban	6	21	224	336	573	106	5	1271	85%	80.3%
	Rural	7	22	131	170	181	30	2	543	85%	70.5%
	Total	13	43	355	506	754	136	7	1814	85%	77.3%



**ANNEXURE B:**  
**Comparison of telecom operators on various satisfaction parameters: Calculation of Mean**



## B1: Basic Services

7.1.1 Overall Satisfaction										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	3	7	161	271	154	25	621	3125	5.03
BSNL	13	21	38	100	213	180	50	615	3064	4.98
MTS	5	5	56	117	191	213	27	614	3073	5.00
Rel Com	23	23	89	202	187	73	12	609	2601	4.27
<b>Total</b>	<b>41</b>	<b>52</b>	<b>190</b>	<b>580</b>	<b>862</b>	<b>620</b>	<b>114</b>	<b>2459</b>	<b>11863</b>	<b>4.82</b>

7.1.2 Emaphy										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	9	54	140	347	68	3	621	2904	4.68
BSNL	1	10	23	114	325	128	14	615	3037	4.94
MTS	0	1	44	131	228	198	12	614	3070	5.00
Rel Com	6	27	106	261	163	43	3	609	2516	4.13
<b>Total</b>	<b>7</b>	<b>47</b>	<b>227</b>	<b>646</b>	<b>1063</b>	<b>437</b>	<b>32</b>	<b>2459</b>	<b>11527</b>	<b>4.69</b>

7.1.3 Tangibility										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	1	12	47	140	274	132	15	621	2993	4.82
BSNL	6	9	24	125	257	143	51	615	3096	5.03
MTS	0	2	59	149	214	166	24	614	3011	4.90
Rel Com	9	32	130	231	138	60	9	609	2500	4.11
<b>Total</b>	<b>16</b>	<b>55</b>	<b>260</b>	<b>645</b>	<b>883</b>	<b>501</b>	<b>99</b>	<b>2459</b>	<b>11600</b>	<b>4.72</b>

7.1.4 Economy										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	6	73	246	207	80	9	621	2793	4.50
BSNL	4	20	40	123	240	151	37	615	3021	4.91
MTS	5	8	52	134	148	236	31	614	3086	5.03
Rel Com	20	44	139	184	145	74	3	609	2451	4.02
<b>Total</b>	<b>29</b>	<b>78</b>	<b>304</b>	<b>687</b>	<b>740</b>	<b>541</b>	<b>80</b>	<b>2459</b>	<b>11351</b>	<b>4.62</b>

7.1.5 Reliability										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	12	63	164	283	97	2	621	2880	4.64
BSNL	2	10	36	147	293	116	11	615	2956	4.81
MTS	1	11	44	128	241	182	7	614	3013	4.91
Rel Com	9	48	163	195	146	46	2	609	2394	3.93
<b>Total</b>	<b>12</b>	<b>81</b>	<b>306</b>	<b>634</b>	<b>963</b>	<b>441</b>	<b>22</b>	<b>2459</b>	<b>11243</b>	<b>4.57</b>



7.1.6 Convenience										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	21	54	205	246	87	8	621	2832	4.56
BSNL	24	62	54	128	191	132	24	615	2737	4.45
MTS	3	16	90	114	196	164	31	614	2942	4.79
Rel Com	26	58	179	181	97	61	7	609	2303	3.78
<b>Total</b>	<b>53</b>	<b>157</b>	<b>377</b>	<b>628</b>	<b>730</b>	<b>444</b>	<b>70</b>	<b>2459</b>	<b>10814</b>	<b>4.40</b>

7.1.7 Assurance										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	19	50	191	253	97	11	621	2876	4.63
BSNL	23	35	45	144	191	157	20	615	2841	4.62
MTS	17	20	97	128	173	152	27	614	2826	4.60
Rel Com	30	68	132	233	101	40	5	609	2274	3.73
<b>Total</b>	<b>70</b>	<b>142</b>	<b>324</b>	<b>696</b>	<b>718</b>	<b>446</b>	<b>63</b>	<b>2459</b>	<b>10817</b>	<b>4.40</b>

7.1.8 Network										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	18	51	153	339	60	0	621	2856	4.60
BSNL	12	20	43	107	300	122	11	615	2918	4.74
MTS	4	8	62	149	211	169	11	614	2948	4.80
Rel Com	25	39	153	200	154	36	2	609	2362	3.88
<b>Total</b>	<b>41</b>	<b>85</b>	<b>309</b>	<b>609</b>	<b>1004</b>	<b>387</b>	<b>24</b>	<b>2459</b>	<b>11084</b>	<b>4.51</b>

7.1.9 Responsiveness										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	5	54	93	314	147	8	621	3052	4.91
BSNL	14	16	35	99	216	208	27	615	3064	4.98
MTS	5	7	38	119	208	205	32	614	3103	5.05
Rel Com	16	29	77	242	146	93	6	609	2603	4.27
<b>Total</b>	<b>35</b>	<b>57</b>	<b>204</b>	<b>553</b>	<b>884</b>	<b>653</b>	<b>73</b>	<b>2459</b>	<b>11822</b>	<b>4.81</b>



## B2: Cellular Service

7.2.1 Overall Satisfaction										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	5	50	31	392	232	25	735	3811	5.19
BSNL	0	12	60	72	242	174	47	607	3075	5.07
MTS	2	8	46	62	286	179	19	602	3041	5.05
Rel Com	1	46	42	96	281	143	39	648	3139	4.84
TTSL	3	7	70	80	284	156	12	612	2987	4.88
IDEA	0	20	42	40	299	163	63	627	3240	5.17
Vodafone	5	9	43	99	290	186	11	643	3191	4.96
Aircel	2	17	57	93	312	129	36	646	3165	4.90
Total	13	124	410	573	2386	1362	252	5120	25649	5.01

7.2.2 Emaphthy										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	0	4	84	357	260	30	735	3903	5.31
BSNL	0	0	3	84	312	194	14	607	3167	5.22
MTS	0	0	6	53	275	249	19	602	3232	5.37
Rel Com	0	1	33	106	338	160	10	648	3245	5.01
TTSL	0	1	21	56	248	257	29	612	3274	5.35
IDEA	0	0	23	75	313	203	13	627	3243	5.17
Vodafone	0	2	9	109	328	187	8	643	3285	5.11
Aircel	0	2	30	161	303	135	15	646	3168	4.90
Total	0	6	129	728	2474	1645	138	5120	26517	5.18

7.2.3 Tangibility										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	3	13	65	362	250	42	735	3909	5.32
BSNL	0	4	16	96	258	195	38	607	3166	5.22
MTS	0	1	22	105	263	187	24	602	3093	5.14
Rel Com	0	18	20	94	301	190	25	648	3292	5.08
TTSL	0	17	19	68	274	208	26	612	3163	5.17
IDEA	0	8	28	63	331	171	26	627	3215	5.13
Vodafone	0	5	24	125	282	183	24	643	3258	5.07
Aircel	0	11	43	127	306	136	23	646	3166	4.90
Total	0	67	185	743	2377	1520	228	5120	26262	5.13

7.2.4 Economy										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	1	2	32	92	245	305	58	735	3930	5.35
BSNL	2	22	38	83	227	207	28	607	3065	5.05
MTS	0	4	22	78	266	205	27	602	3135	5.21
Rel Com	2	12	52	86	258	209	29	648	3273	5.05
TTSL	1	9	26	79	250	226	21	612	3166	5.17
IDEA	3	6	34	63	273	226	22	627	3244	5.17
Vodafone	0	7	45	133	229	205	24	643	3224	5.01
Aircel	1	19	67	111	206	201	41	646	3207	4.96
Total	10	81	316	725	1954	1784	250	5120	26244	5.13

7.2.5 Reliability										
	1	2	3	4	5	6	7	Total	Σfx	Mean = Σfx/N
AIRTEL	0	0	28	85	336	247	39	735	3859	5.25
BSNL	0	4	19	88	289	191	16	607	3120	5.14
MTS	0	1	16	73	279	212	21	602	3156	5.24
Rel Com	0	9	45	143	280	157	14	648	3165	4.88
TTSL	1	12	25	75	287	197	15	612	3122	5.10
IDEA	0	6	22	87	278	218	16	627	3236	5.16
Vodafone	1	3	16	99	323	187	14	643	3286	5.11
Aircel	0	9	37	139	296	149	16	646	3171	4.91
Total	2	44	208	789	2368	1558	151	5120	26115	5.10



7.2.6 Convenience										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	7	29	89	128	283	177	22	735	3475	4.73
BSNL	1	41	102	102	236	109	16	607	2743	4.52
MTS	2	12	69	121	245	139	14	602	2874	4.77
Rel Com	9	37	84	164	242	106	6	648	2879	4.44
TTSL	6	24	60	107	262	145	8	612	2898	4.74
IDEA	1	29	88	128	226	139	16	627	2911	4.64
Vodafone	5	20	84	123	261	147	3	643	2997	4.66
Aircel	5	48	99	175	204	100	15	646	2823	4.37
<b>Total</b>	<b>36</b>	<b>240</b>	<b>675</b>	<b>1048</b>	<b>1959</b>	<b>1062</b>	<b>100</b>	<b>5120</b>	<b>23600</b>	<b>4.61</b>

7.2.7 Assurance										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	6	17	43	133	303	205	28	735	3642	4.96
BSNL	2	39	39	121	239	145	22	607	2900	4.78
MTS	6	24	46	134	195	179	18	602	2903	4.82
Rel Com	13	26	68	139	250	138	14	648	3001	4.63
TTSL	10	30	31	95	273	159	14	612	2960	4.84
IDEA	3	14	55	135	267	135	18	627	3007	4.80
Vodafone	11	16	61	115	288	146	6	643	3044	4.73
Aircel	3	32	66	182	222	127	14	646	2963	4.59
<b>Total</b>	<b>54</b>	<b>198</b>	<b>409</b>	<b>1054</b>	<b>2037</b>	<b>1234</b>	<b>134</b>	<b>5120</b>	<b>24420</b>	<b>4.77</b>

7.2.8 Network										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	2	28	119	357	211	18	735	3741	5.09
BSNL	6	22	47	140	252	132	8	607	2859	4.71
MTS	1	3	29	76	320	169	4	602	3040	5.05
Rel Com	3	18	80	159	267	114	7	648	2983	4.60
TTSL	3	9	34	109	254	189	14	612	3061	5.00
IDEA	0	5	31	165	300	120	6	627	3025	4.82
Vodafone	3	5	43	115	312	161	4	643	3156	4.91
Aircel	6	17	71	267	209	74	2	646	2824	4.37
<b>Total</b>	<b>22</b>	<b>81</b>	<b>363</b>	<b>1150</b>	<b>2271</b>	<b>1170</b>	<b>63</b>	<b>5120</b>	<b>24689</b>	<b>4.82</b>

7.2.9 Responsiveness										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	2	20	128	382	191	12	735	3716	5.06
BSNL	0	6	17	126	328	128	2	607	2989	4.92
MTS	2	5	23	88	328	139	17	602	3026	5.03
Rel Com	2	14	33	152	340	101	6	648	3085	4.76
TTSL	0	5	22	107	306	168	4	612	3070	5.02
IDEA	0	4	16	148	343	109	7	627	3066	4.89
Vodafone	0	1	22	104	400	114	2	643	3182	4.95
Aircel	7	10	39	204	298	76	12	646	2990	4.63
<b>Total</b>	<b>11</b>	<b>47</b>	<b>192</b>	<b>1057</b>	<b>2725</b>	<b>1026</b>	<b>62</b>	<b>5120</b>	<b>25124</b>	<b>4.91</b>



### B3: Broadband services

7.3.1 Overall Satisfaction										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	4	104	159	291	40	4	602	2679	4.45
BSNL	3	8	78	135	308	71	3	606	2780	4.59
Rel Com	10	31	173	212	155	25	0	606	2364	3.90
<b>Total</b>	<b>13</b>	<b>43</b>	<b>355</b>	<b>506</b>	<b>754</b>	<b>136</b>	<b>7</b>	<b>1814</b>	<b>7823</b>	<b>4.31</b>

7.3.2 Emaphy										
X=	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	10	71	128	316	69	8	602	2795	4.64
BSNL	2	8	44	154	271	114	13	606	2896	4.78
Rel Com	11	27	160	185	145	75	3	606	2481	4.09
<b>Total</b>	<b>13</b>	<b>45</b>	<b>275</b>	<b>467</b>	<b>732</b>	<b>258</b>	<b>24</b>	<b>1814</b>	<b>8172</b>	<b>4.50</b>

7.3.3 Tangibility										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	1	16	52	184	223	110	16	602	2812	4.67
BSNL	6	15	44	165	182	138	56	606	2958	4.88
Rel Com	13	25	147	190	143	83	5	606	2512	4.15
<b>Total</b>	<b>20</b>	<b>56</b>	<b>243</b>	<b>539</b>	<b>548</b>	<b>331</b>	<b>77</b>	<b>1814</b>	<b>8282</b>	<b>4.57</b>

7.3.4 Economy										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	9	64	185	234	102	8	602	2788	4.63
BSNL	6	15	29	170	219	135	32	606	2932	4.84
Rel Com	28	50	173	136	134	78	7	606	2378	3.92
<b>Total</b>	<b>34</b>	<b>74</b>	<b>266</b>	<b>491</b>	<b>587</b>	<b>315</b>	<b>47</b>	<b>1814</b>	<b>8098</b>	<b>4.46</b>

7.3.5 Reliability										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	14	67	182	250	85	4	602	2745	4.56
BSNL	5	10	49	180	254	96	12	606	2822	4.66
Rel Com	19	28	187	161	129	80	2	606	2419	3.99
<b>Total</b>	<b>24</b>	<b>52</b>	<b>303</b>	<b>523</b>	<b>633</b>	<b>261</b>	<b>18</b>	<b>1814</b>	<b>7986</b>	<b>4.40</b>

7.3.6 Convenience										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	28	97	208	208	61	0	602	2585	4.29
BSNL	7	25	74	202	208	83	7	606	2674	4.41
Rel Com	24	71	188	194	97	32	0	606	2183	3.60
<b>Total</b>	<b>31</b>	<b>124</b>	<b>359</b>	<b>604</b>	<b>513</b>	<b>176</b>	<b>7</b>	<b>1814</b>	<b>7442</b>	<b>4.10</b>





7.3.7 Assurance										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	32	48	207	224	85	6	602	2708	4.50
BSNL	15	20	63	190	210	94	14	606	2716	4.48
Rel Com	38	70	152	183	98	63	2	606	2248	3.71
<b>Total</b>	<b>53</b>	<b>122</b>	<b>263</b>	<b>580</b>	<b>532</b>	<b>242</b>	<b>22</b>	<b>1814</b>	<b>7672</b>	<b>4.23</b>

7.3.8 Network										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	0	15	47	108	304	115	13	602	2904	4.82
BSNL	13	19	29	95	289	146	15	606	2944	4.86
Rel Com	30	36	88	232	92	127	1	606	2523	4.16
<b>Total</b>	<b>43</b>	<b>70</b>	<b>164</b>	<b>435</b>	<b>685</b>	<b>388</b>	<b>29</b>	<b>1814</b>	<b>8371</b>	<b>4.61</b>

7.3.9 Responsiveness										
	1	2	3	4	5	6	7	Total	$\Sigma fx$	Mean = $\Sigma fx/N$
AIRTEL	1	11	62	130	270	125	3	602	2850	4.73
BSNL	6	22	32	108	260	164	14	606	2960	4.88
Rel Com	23	39	100	244	106	86	8	606	2479	4.09
<b>Total</b>	<b>30</b>	<b>72</b>	<b>194</b>	<b>482</b>	<b>636</b>	<b>375</b>	<b>25</b>	<b>1814</b>	<b>8289</b>	<b>4.57</b>



## **Annexure C: Questionnaire**





**TELECOM REGULATORY AUTHORITY OF INDIA**  
**CUSTOMER PERCEPTION STUDY (North Zone)**  
 (Basic Wire line Service)



REF No.	CC	S. No.	Interview Date	Interviewer's Name
SDCA	Exchange			
Mode of Interview	1	In Person	2	Telephonic

*Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among Basic wire line users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.*

CUSTOMER DETAILS															
Respondent's Name									Gender	1	Male	2	Female		
Age:	1	<25	2	25-34	3	35-44	4	>45	Area	1	Urban	2	Rural		
Occupation	1	Service	2	Business/Self Employed	3	Student	4	Housewife	5	Retired	6	Others			
Registered Customer's Name (If different from respondent)															
Address	District								State						
	Mobile no.				STD Code				Tel No.						
Service Provider	1	BSNL			2	MTNL			3	Tata Teleservices			4	Reliance Comm	
	5	IDEA			6	Vodafone			7	Bharti Airtel			8	HFCL	
Usage Type	1	Residential			2	Commercial			User Type	1	Post Paid		2	Pre Paid	

PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS											
In your opinion, how satisfied are you with your basic services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)											
Parameters and Attributes	Ratings										

1. Provision of Service											
1.1 How satisfied are you with the ease of taking a connection? (EM 3)	1	2	3	4	5	6	7				
1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges? (EM 1)	1	2	3	4	5	6	7				
1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement? (TA 1)	1	2	3	4	5	6	7				

2. Billing Related (Only for Prepaid Customers)											
2.1 How satisfied are you with ease of recharging process/activation of vouchers? (EM 4)	1	2	3	4	5	6	7				
2.2 How satisfied are you with the availability of recharging cards/vouchers of various denominations? (EC 1)	1	2	3	4	5	6	7				
2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. talk time available on the recharge card/voucher? (RL 2)	1	2	3	4	5	6	7				
2.4 How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage? (EC 2)	1	2	3	4	5	6	7				

Billing Related (Only for Postpaid Customers)											
2.5 How satisfied are you with the charges levied per call? (EC2)	1	2	3	4	5	6	7				
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1	2	3	4	5	6	7				
2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability? (RL2)	1	2	3	4	5	6	7				

3. Help Services											
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7				
3.2 How satisfied are you with the ease of access to a consumer care executive through the IVR menu? (CV1)	1	2	3	4	5	6	7				

3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7

<b>4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY</b>							
4.1 How satisfied are you with the dial tone availability on your phone? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive calls easily? (NT2)	1	2	3	4	5	6	7
4.3 How satisfied are you with the voice quality on your phone during calls? (NT3)	1	2	3	4	5	6	7

<b>5. Maintainability</b>							
5.1 How satisfied are you with the overall availability of fault free connection? (RS 2)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your phone connection? (RS 2)	1	2	3	4	5	6	7

<b>6. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES</b>							
6.1 Have you ever subscribed to any supplementary services like call waiting/forwarding, voice mail / Value added services?	1	Yes		2	No		
6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7

<b>7. How satisfied are you with the overall Quality of the Basic Wire line Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
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**IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI**

1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?	1	Yes		2	No		
2. If Yes, how satisfied are you with the effectiveness of blocking of unsolicited commercial calls on your number?	1	2	3	4	5	6	7
3. Have you ever registered a complaint, in case the unsolicited call/SMS have not had not stopped in spite of registration for the same?	1	Yes		2	No		
4. If Yes, how satisfied are you with the ease of lodging the complaint?	1	2	3	4	5	6	7
5. If Yes, how satisfied are you with the action taken on your complaint?	1	2	3	4	5	6	7

6. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?

1	Toll Free Consumer Care Number for making complaints	2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint	3	Web based complaint monitoring system
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7. Have you made any complaint to the toll free Consumer Care Number?	1	Yes		2	No		
8. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?	1	2	3	4	5	6	7
9. Have you filed any appeal with the appellate authority?	1	Yes		2	No		
10. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?	1	2	3	4	5	6	7

11. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means 'Extremely Likely' & 0 means 'Not At All Likely')	0	1	2	3	4	5	6	7	8	9	10
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\*\*\*\*\* Thank You \*\*\*\*\*

Name of the interviewer: \_\_\_\_\_ Date: \_\_\_\_\_

Name of the scrutinizer: \_\_\_\_\_ Date: \_\_\_\_\_

Back-check done by: \_\_\_\_\_ Date of back-check: \_\_\_\_\_

Name of Operation Manager: \_\_\_\_\_



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**CUSTOMER PERCEPTION STUDY (North Zone)**  
 (Cellular Mobile)



<b>REF No.</b>	<b>CC</b>	<b>SR.No.</b>	<b>Interview Date</b>	<b>Interviewer's Name</b>
<b>Mode of Interview</b>	1	In Person	2	Telephonic

*Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among Cellular users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.*

**CUSTOMER DETAILS**

<b>Respondent's Name</b>											<b>Gender</b>	1	Male	2	Female
<b>Age:</b>	1	<25	2	25-34	3	35-44	4	>45	<b>Area</b>	1	Urban	2	Rural		
<b>Occupation</b>	1	Service	2	Business/Self Employed	3	Student	4	Housewife	5	Retired	6	Other			
<b>Address</b>															
	District			State			Mobile Number								
<b>Service Provider</b>	1	BSNL	2	MTNL	3	TTSL	4	Reliance Comm	5	IDEA					
	6	Vodafone	7	Bharti Airtel	8	Uninor	9	Sistema Shyam	10	Videocon					
	11	S. Tel	12	HFCL	13	Aircel									
<b>Usage Type</b>	1	Residential	2	Commercial	<b>User Type</b>	1	Post Paid	2	Pre Paid						

**PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS**

**In your opinion, how satisfied are you with your cellular services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)**

Parameters and Attributes	Ratings						
<b>1. Provision of Service</b>							
1.1 How satisfied are you with the ease of activating a connection? (EM 3)	1	2	3	4	5	6	7
1.2 How satisfied are you with the understanding of all relevant information related to tariff plans & charges? (EM 1)	1	2	3	4	5	6	7
1.3 How satisfied are you with the availability of suitable plans/ recharge vouchers such as top-up, special tariff voucher, combo voucher, plan voucher as per your requirement? (TA 1)	1	2	3	4	5	6	7
<b>2. Billing Related (Only for Prepaid Customers)</b>							
2.1 How satisfied are you with ease of activation of vouchers (recharging process)? (EM 4)	1	2	3	4	5	6	7
2.2 How satisfied are you with the availability of vouchers (recharge coupons) of various denominations? (EC 1)	1	2	3	4	5	6	7
2.3 How satisfied are you with the transparency of information provided on vouchers i.e. talk time available on the vouchers and restrictions if any? (RL 2)	1	2	3	4	5	6	7
2.4 How satisfied are you with the charges deducted after every usage? (EC 2)	1	2	3	4	5	6	7
<b>Billing Related (Only for Postpaid Customers)</b>							
2.5 How satisfied are you with the charges levied per call? (EC2)	1	2	3	4	5	6	7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1	2	3	4	5	6	7
2.7 How satisfied are you with the clarity of bills in terms of transparency and understandability? (RL2)	1	2	3	4	5	6	7
<b>3. Help Services</b>							
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7
3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu? (CV1)	1	2	3	4	5	6	7
3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7
3.5 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7
<b>4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY</b>							
4.1 How satisfied are you with the availability of signal of your service provided? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms of ability to make or receive	1	2	3	4	5	6	7

calls easily? (NT2)											
4.3 How satisfied are you with the voice quality on your phone during calls? (NT3)	1	2	3	4	5	6	7				
<b>5. Maintainability</b>											
5.1 How satisfied are you with the availability of fault free connection? (RS 2)	1	2	3	4	5	6	7				
5.2 How satisfied are you with the timely repair of faults of your phone connection? (RS 2)											
<b>6. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES</b>											
6.1 Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	1	Yes		2	No						
6.2 How satisfied are you with the supplementary services / value added service provided including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7				
<b>7. How satisfied are you with the overall Quality of the Cellular Service?</b>											
<b>IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI</b>											
1. Have you registered your number for not receiving/blocking unsolicited commercial calls / SMSs?	1	Yes		2	No						
2. If Yes, how satisfied are you with the effectiveness of blocking of unsolicited commercial calls on your number?	1	2	3	4	5	6	7				
3. Have you ever registered a complaint, in case the unsolicited call/SMS have not stopped in spite of registration for the same?	1	Yes		2	No						
4. If Yes, how satisfied are you with the ease of lodging the complaint?	1	2	3	4	5	6	7				
5. If Yes, how satisfied are you with the action taken on your complaint?	1	2	3	4	5	6	7				
<b>Question Number 6-9 are for Prepaid Customers Only</b>											
6. How satisfied are you with the information, received through SMS at the time of activation of various vouchers, such as amount charged, processing fee, taxes deducted, title of the plan, validity etc?	1	2	3	4	5	6	7				
7. How satisfied are you with the information provided to you after every usage, such as duration of call, charges deducted, balance in account etc?	1	2	3	4	5	6	7				
8. A pre paid customer can get an item-wise usage bill within 45 days of making such request. Have you ever requested for it?	1	Yes		2	No						
9. If Yes, how satisfied are you with the timely receipt and completeness of the item-wise usage bill on request?	1	2	3	4	5	6	7				
10. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?											
1	Toll Free Consumer Care Number for making complaints	2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint	3	Web based complaint monitoring system						
11. Have you made any complaint to the toll free Consumer Care Number?											
12. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?											
13. Have you filed any appeal with the appellate authority?											
14. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?											
15. Have you utilized the service of Mobile number portability for changing your operator?											
16. If, yes are you satisfied with the process of porting to another operator?											
17. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means 'Extremely Likely' & 0 means 'Not At All Likely')											
	0	1	2	3	4	5	6	7	8	9	10

\*\*\*\*\* Thank You \*\*\*\*\*

Name of the interviewer: \_\_\_\_\_

Date: \_\_\_\_\_

Name of the scrutinizer: \_\_\_\_\_

Date: \_\_\_\_\_

Back-check done by: \_\_\_\_\_

Date of back-check: \_\_\_\_\_

Name of Operation Manager: \_\_\_\_\_



**TELECOM REGULATORY AUTHORITY OF INDIA**  
**CUSTOMER PERCEPTION STUDY (North Zone)**  
 (Broadband)



<b>REF No.</b>	<b>CC</b>	<b>SR.No.</b>	<b>Interview Date</b>	<b>Interviewer's Name</b>						
<b>POP</b>	<b>Mode of Interview</b>		1	In Person	2	Telephonic	3	E-mail	4	Web/Online

*Good morning/ afternoon/ evening. We are currently doing a survey on satisfaction among broadband users. This survey is being carried out on behalf of Telecom Regulatory Authority Of India (TRAI), a body set up by the government so that customers like you get better services in future. We would appreciate if you could spare some of your valuable time to answer a few questions. Thank you.*

**CUSTOMER DETAILS**

<b>Respondent's Name</b>										<b>Gender</b>		1	Male	2	Female		
<b>Age:</b>	1	<25	2	25-34	3	35-44	4	>45	<b>Area</b>	1	Urban	2	Rural				
<b>Occupation</b>	1	Service	2	Business/Self Employed			3	Student	4	Housewife	5	Retired	6	Others			
<b>Registered Customer's Name (If different from respondent)</b>																	
<b>Address</b>																	
District												State					
<b>STD Code</b>				<b>Tel No.</b>				<b>Mobile</b>									
<b>Service Provider</b>	1	BSNL			6	MTNL			11	Five Network							
	2	Hath way			7	You Broadband			12	Tata Communication							
	3	Reliance Comm			8	Spectra Net			13	Bharti Airtel							
	4	Reliance			9	Tikona			14	HFCL							
	5	Sify			10	Tata Teleservices											
<b>Usage Type</b>		1	Residential			2	Commercial			<b>User Type</b>		1	Post Paid		2	Pre Paid	

**PERFORMANCE PERCEPTION OF ATTRIBUTES RELATED TO SERVICE QUALITY PARAMETERS**

**In your opinion, how satisfied are you with your broadband services in terms of following dimensions, on a scale of 1 to 7 (1 = Extremely Dissatisfied, 7 = Extremely Satisfied)**

Parameters and Attributes	Ratings						
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<b>1. Provision of Service</b>							
1.1 How satisfied are you with the ease of taking a connection? (EM 3)	1	2	3	4	5	6	7
1.2 How satisfied are you with the provision and understanding of all relevant information related to tariff plans & charges? (EM 1)	1	2	3	4	5	6	7
1.3 How satisfied are you with the availability of suitable plans/recharge vouchers as per your requirement? (TA 1)	1	2	3	4	5	6	7

<b>2. Billing Related (Only for Prepaid Customers)</b>							
2.1 How satisfied are you with ease of recharging process/activation of vouchers? (EM 4)	1	2	3	4	5	6	7
2.2 How satisfied are you with the availability of recharging cards/voucher of various denominations? (EC 1)	1	2	3	4	5	6	7
2.3 How satisfied are you with the transparency of recharge offer/voucher i.e. internet usage available on the recharge card? (RL 2)	1	2	3	4	5	6	7
2.4 How satisfied are you with the charges deducted for internet usage? (EC 2)	1	2	3	4	5	6	7

<b>Billing Related (Only for Postpaid Customers)</b>							
2.5 How satisfied are you with the charges levied for every internet usage? (EC2)	1	2	3	4	5	6	7
2.6 How satisfied are you with the overall accuracy & completeness of the bills? (RL 1)	1	2	3	4	5	6	7
2.7 How satisfied are you with the clarity of the bills in terms of transparency and understandability? (RL2)	1	2	3	4	5	6	7

<b>3. Help Services</b>							
3.1 How satisfied are you with the availability of customer care services (consumer care number and general information number)? (EM 5)	1	2	3	4	5	6	7
3.2 How satisfied are you with the ease of access to a customer care executive through the IVR menu?	1	2	3	4	5	6	7

(CV1)							
3.3 How satisfied are you with the customer friendly approach of the customer care executive? (RL 3)	1	2	3	4	5	6	7
3.4 How satisfied are you with the competency level/problem solving ability of the customer care executive? (AS 1)	1	2	3	4	5	6	7

<b>4. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY</b>							
4.1 How satisfied are you with the availability of signal of your service provider? (NT 1)	1	2	3	4	5	6	7
4.2 How satisfied are you with the network of your service provider in terms speed of broadband connection? (NT2)	1	2	3	4	5	6	7

<b>5. Maintainability</b>							
5.1 How satisfied are you with the time for which service is up and working? (NT3)	1	2	3	4	5	6	7
5.2 How satisfied are you with the timely repair of faults of your connection? (RS 2)	1	2	3	4	5	6	7

<b>6. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES</b>							
6.1 Have you ever subscribed to any supplementary services such as Static/fixed IP addresses, e-mail id's etc.?	1	Yes		2	No		
6.2 If Yes, how satisfied are you with quality of these supplementary services including activation, deactivation, charges etc? (CV 2)	1	2	3	4	5	6	7

<b>7. How satisfied are you with the overall Quality of the Broadband Service?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
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**IMPLEMENTATION AND EFFECTIVENESS OF VARIOUS REGULATIONS AND DIRECTIONS ISSUED BY TRAI**

1. Which all grievance redressal mechanisms set up by your telecom service provider based on the TRAI regulations are you aware of?								
1	Toll Free Consumer Care Number for making complaints	2	Appellate Authority for filing appeal in case not satisfied with redressal of complaint	3	Web based complaint monitoring system			
2. Have you made any complaint to the toll free Consumer Care Number?								
		1	Yes		2	No		
3. If yes, how satisfied are you with the manner in which your complaint was addressed to such intimation of docket number and likely time for redressal of complaint, intimation of action taken on the complaint?								
		1	2	3	4	5	6	7
4. Have you filed any appeal with the appellate authority?								
		1	Yes		2	No		
5. If yes, how satisfied are you with the manner in which your appeal was addressed to such as acknowledgement of appeal, intimation of decision taken etc..?								
		1	2	3	4	5	6	7
6. How satisfied are you with the information, provided by your service provider under the fair usage policy (FUP) such as data usage limit with higher speed and speed of connection up to or beyond data usage limit?								
		1	2	3	4	5	6	7
7. How satisfied are you with the facility to measure the broadband connection speed provided by your service provider?								
		1	2	3	4	5	6	7

8. How likely is it that you would recommend your service provider to your relatives or friends? (On scale of 0 to 10, where 10 means 'Extremely Likely' & 0 means 'Not At All Likely')	0	1	2	3	4	5	6	7	8	9	10
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\*\*\*\*\* Thank You \*\*\*\*\*

Name of the interviewer: \_\_\_\_\_ Date: \_\_\_\_\_

Name of the scrutinizer: \_\_\_\_\_ Date: \_\_\_\_\_

Back-check done by: \_\_\_\_\_ Date of back-check: \_\_\_\_\_

Name of Operation Manager: \_\_\_\_\_