

Telecom Regulatory Authority of India

New Delhi



Report on Assessment of

1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
2. Customer Perception of Service through Survey
(Circle – Tamil Nadu)

April – June 2012



SPECTRUM PLANNING (INDIA) LIMITED

Corporate Office:

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

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

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

Web: www.spectrumplanningindia.com

Contents

Sl. No.	Chapters	Pg. No.
	Preface	
	Executive Summary	
1	Summary of the Survey Module for Basic Wireline	i
1.1	Consumer Protection and Grievance Redressal for the Basic Wireline	vi
1.2	Key Take Outs and Recommendations for Basic Wireline	vi
2	Summary of the Survey module for Cellular Mobile	ix
2.1	Consumer Protection and Grievance Redressal for Cellular Mobile	xv
2.2	Key Take Outs and Recommendations for Cellular Mobile	xv
3.0	Summary of the Survey Module for Broadband	xix
3.1	Consumer Protection and Grievance Redressal for the Broadband	xxiv
3.2	Key Takeouts & Recommendations for Broadband	xxiii
1.0	Background	1
2.0	Objective of the Study	3
3.0	Approach and Methodology	4
3.1	Assessment Parameters	4
3.2	Sample Plan	5
3.2.1.1	District/SSA, SDCA and Mode of Interview wise Distribution of Sample	7
3.3	Computation of Level of Customer Satisfaction and Benchmarking	12
4.0	Definition of Key Terms	14
5.1	Detailed Findings – Basic Wireline	14
5.1.1	Service Provision Sub-aspects	14
5.1.2	Billing Related Sub-aspects	16
5.1.3	Help Services Related Sub-aspects	21
5.1.4	Network Performance, Reliability and Availability Related Sub-Aspects	24
5.1.5	Maintainability Related Sub-Aspects	25
5.1.6	Supplementary Services	26
5.1.7	Overall Customer Satisfaction	28
5.1.8	Redressal Mechanism	29
5.1.9	Rating of Service Provider on a Scale of 1 – 10 Where 10 is Very Good and 1 is Very Poor	33

Sl. No.	Chapters	Pg. No.
5.2	Detailed Findings – Cellular Mobile Services	33
5.2.1	Service Provision	33
5.2.2	Billing Aspects	35
5.2.3	Help Services	39
5.2.4	Network Performance, Reliability & Availability	42
5.2.5	Maintainability	43
5.2.6	Supplementary services	44
5.2.7	Overall Percentage of Subscribers Satisfied	46
5.2.8	Three Stage Redressal Mechanism	47
5.2.9	Registering for Non Receipt of Telemarketing Call/SMS	52
5.2.10	Mobile Number Portability	55
5.2.11	Overall Rating	57
5.3	Detailed Findings – Broadband Services	57
5.3.1	Service Provision	57
5.3.2	Billing Performance	59
5.3.3	Help Services	65
5.3.4	Network Performance, Reliability and Availability	68
5.3.5	Maintainability	69
5.3.6	Supplementary Services	70
5.3.7	Satisfaction with Overall Quality of Broadband Service	73
5.3.8	Telecom Consumers Protection & Redressal of Grievance Regulations, 2007	73
5.3.9	Rating of Service Provider On a scale of 1 – 10 (where 10 is very good and 1 is very poor)	76
6.1	Key Take Outs and Recommendations – Basic (Wireline)	77
6.2	Key Take Outs and Recommendations – Mobile (Wireless)	79
6.3	Key Takeouts & Recommendations – Broadband	82

Sl. No.	Chapters	Pg. No.
7.0	Annexure (Question wise Responses)	84
7.1	Basic (Wireline)	84
7.2	Cellular Mobile (Wireless)	107
7.3	Broadband Services	176
7.4	Questionnaire – Wireline Survey	197
7.5	Questionnaire – Cellular mobile telephone service	203
7.6	Questionnaire – Broadband service	210

Preface

TRAI, the regulatory body of Government of India for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications.

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

The Study for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. Spectrum Planning (India) Limited conducted Survey in Chennai, Kerala and Tamil Nadu circles in the period April – June 2012 .

This report presents in details the **Quality of Services** findings for **Tamil Nadu Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services.**

Executive Summary

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

In pursuance of these objectives Telecom Regulatory Authority of India (TRAI), decided to assess the:

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

for wireline, mobile and broadband services in all the circle of the various zones in India. For Southern Zone covering the states of Andhra Pradesh, Karnataka, Tamil Nadu, Chennai and Kerala **TRAI** commissioned M/s **Spectrum Planning (India) Limited, (SPIL) New Delhi** to carry out this study in four quarters.

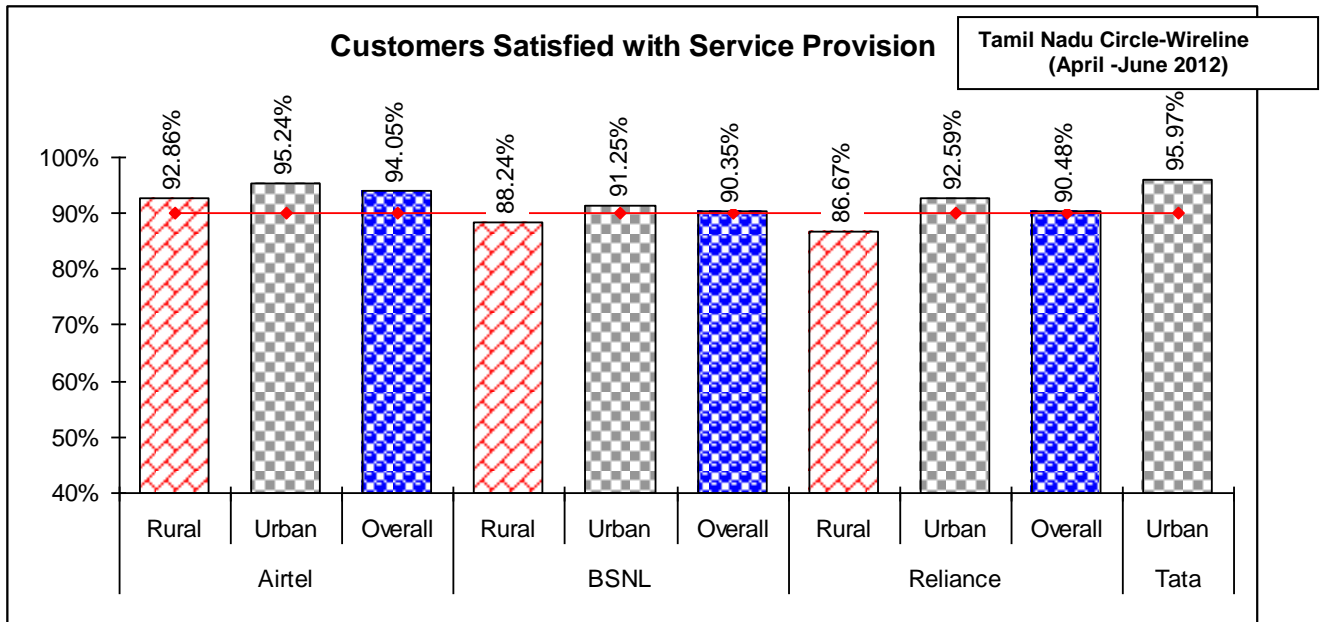
This report pertains to fourth quarter covering **Tamil Nadu Circle** for which detailed field study was carried out by SPIL team during the period April-June 2012 .by contacting various categories of respondent as per terms of reference. The feedback pertained to subscribers' perception of quality of services being provided by their respective service provider on eight select parameters of quality of service. This feedback was obtained through a structured questionnaires approved by TRAI. The active respondents list was obtained in advance from service providers. Respondents were selected from across all service providers currently operational in the respective circles.

The detailed responses obtained from field were fed into computerized format and have been cleaned after validation, collated, tabulated, analyzed and findings of the study have been summarized in the form of following report containing various tables and graphs.

1. Summary of the Survey Module for Basic Wireline

Wireline Operator		Airtel			BSNL			Reliance			Tata
Overall Performance→	Area→/ Benchmark↓	Rural	Urban	Overall	Rural	Urban	Overall	Rural	Urban	Overall	Urban
Customers satisfied with provisioning of service	≥ 90%	92.86%	95.24%	94.05%	88.24%	91.25%	90.35%	86.67%	92.59%	90.48%	95.97%
Customers satisfied with billing performance- Postpaid	≥ 95%	85.16%	96.30%	92.86%	95.76%	95.27%	95.42%	88.02%	93.18%	91.61%	96.42%
Customers satisfied with billing performance- Prepaid	≥ 95%	86.11%	93.02%	90.98%	NA	NA	NA	89.74%	88.76%	89.06%	84.62%
Customers satisfied with network performance, reliability and availability	≥ 95%	88.69%	98.45%	95.50%	95.52%	97.17%	96.66%	86.46%	96.05%	93.15%	96.56%
Customers satisfied with maintainability	≥ 95%	93.82%	95.62%	94.91%	91.33%	96.23%	94.34%	92.59%	97.84%	96.09%	91.24%
Customers satisfied with supplementary and value added services	≥ 90%	88.68%	92.80%	91.57%	89.47%	94.44%	93.29%	86.67%	92.68%	91.07%	92.20%
Customers satisfied with help services including grievance redressal	≥ 90%	93.69%	95.79%	94.97%	92.53%	94.89%	94.09%	92.72%	94.92%	94.15%	93.84%
Customers satisfied with overall service quality	≥ 90%	87.77%	93.50%	91.77%	90.75%	92.96%	92.28%	86.46%	91.21%	89.78%	91.34%

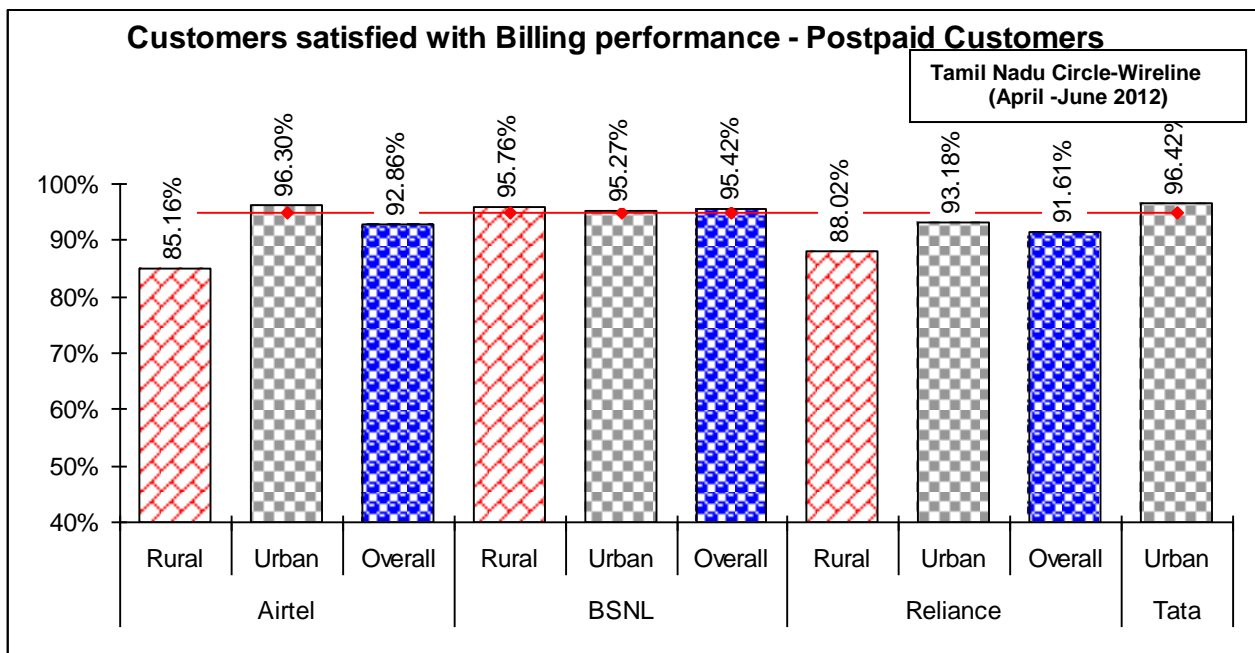
a. Service Provision (Benchmark-90%)



All four basic wire line operators were able to achieve benchmark level of satisfaction of 90% in the present round of survey with respect to provisioning of services in urban areas whereas in rural areas, only Airtel could achieve the benchmark level.

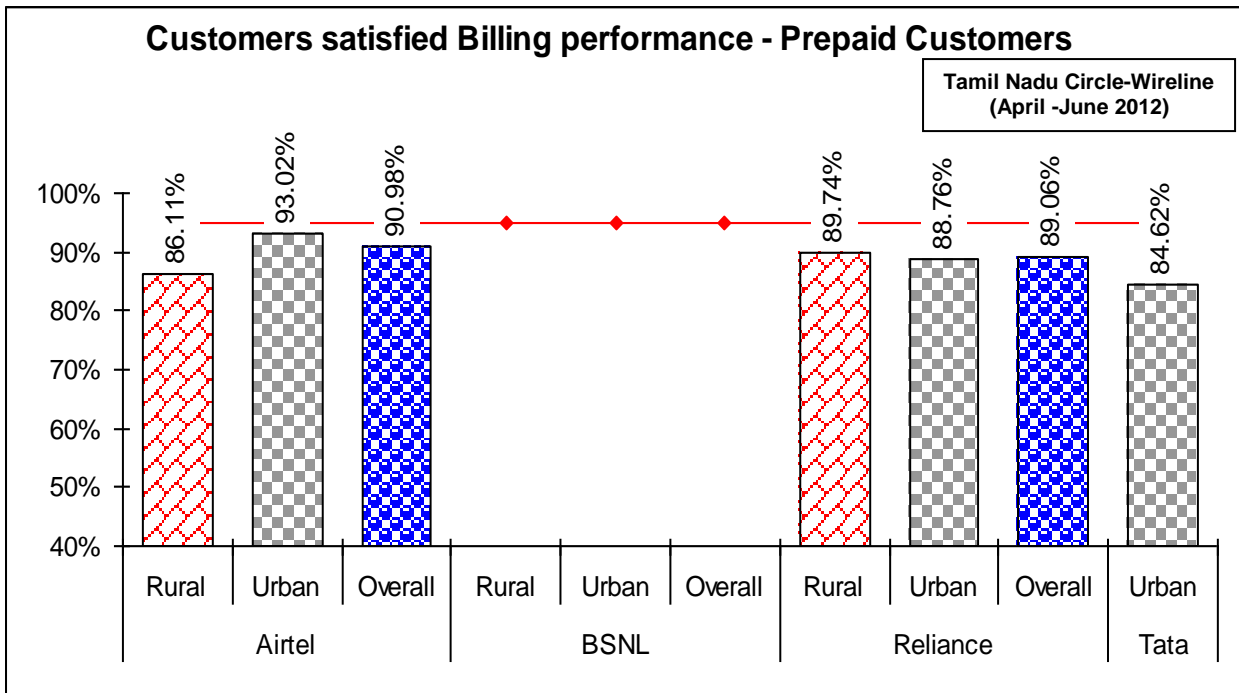
b. Billing Performance

Post-paid Customers (Benchmark-95%)



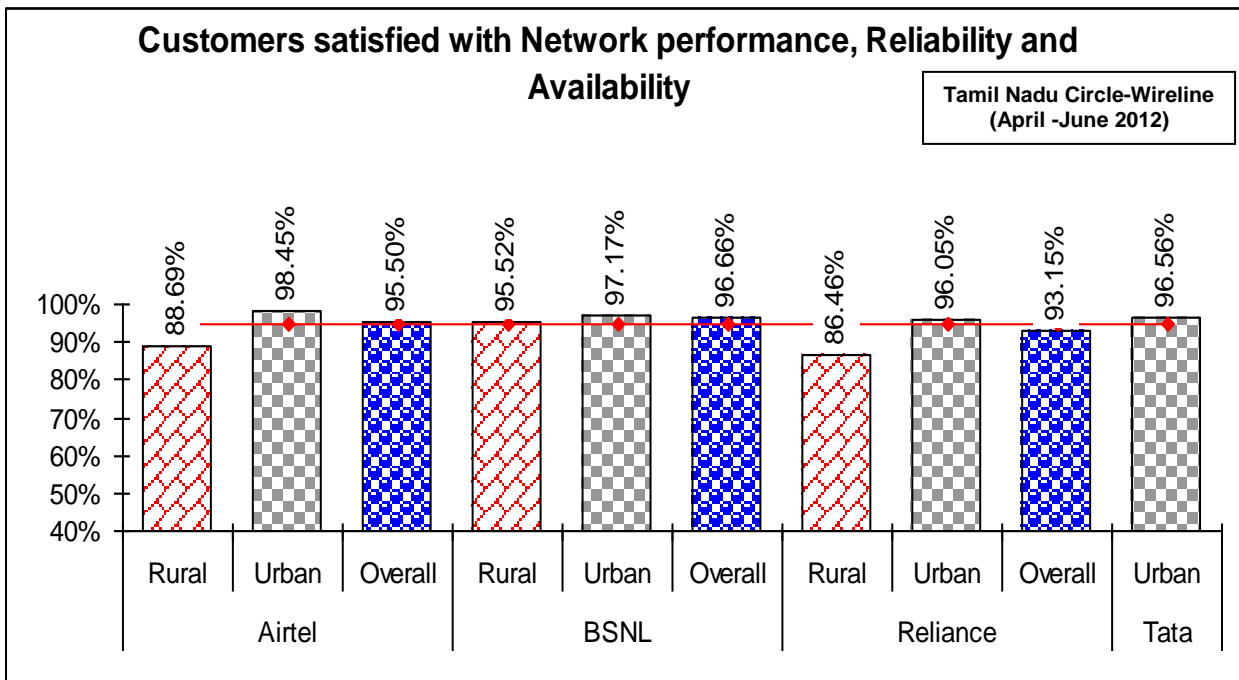
In billing performance out of four Operators, three (except Reliance) could achieve the benchmark satisfaction level of 95% in urban area whereas only BSNL could achieve benchmark level in rural area for post paid customers in the present round of survey.

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



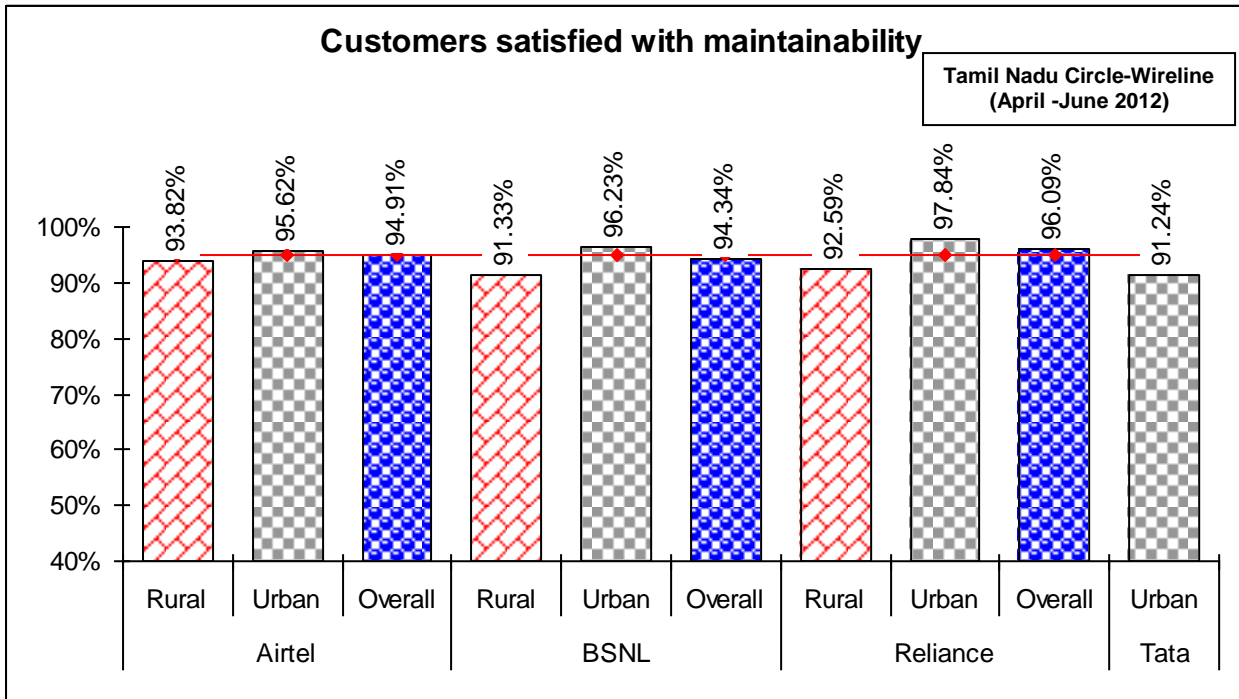
In pre-paid customer services, the billing performance of all the service operators in the circle is below the benchmark level of 95% in the present round of survey.

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



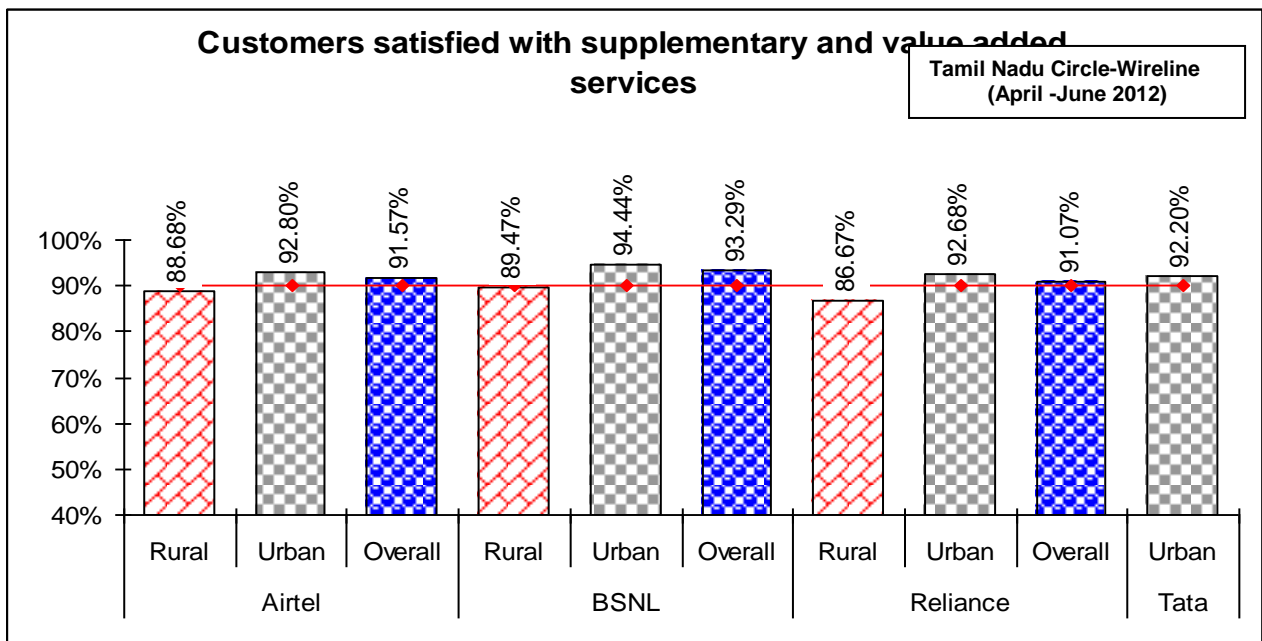
In terms of network performance, reliability and availability of services all of the operators in the circle could achieve the benchmark satisfaction level of 95% in urban areas whereas only BSNL could achieve benchmark level in rural area in the present round of survey.

e. Maintainability (Benchmark-95%)



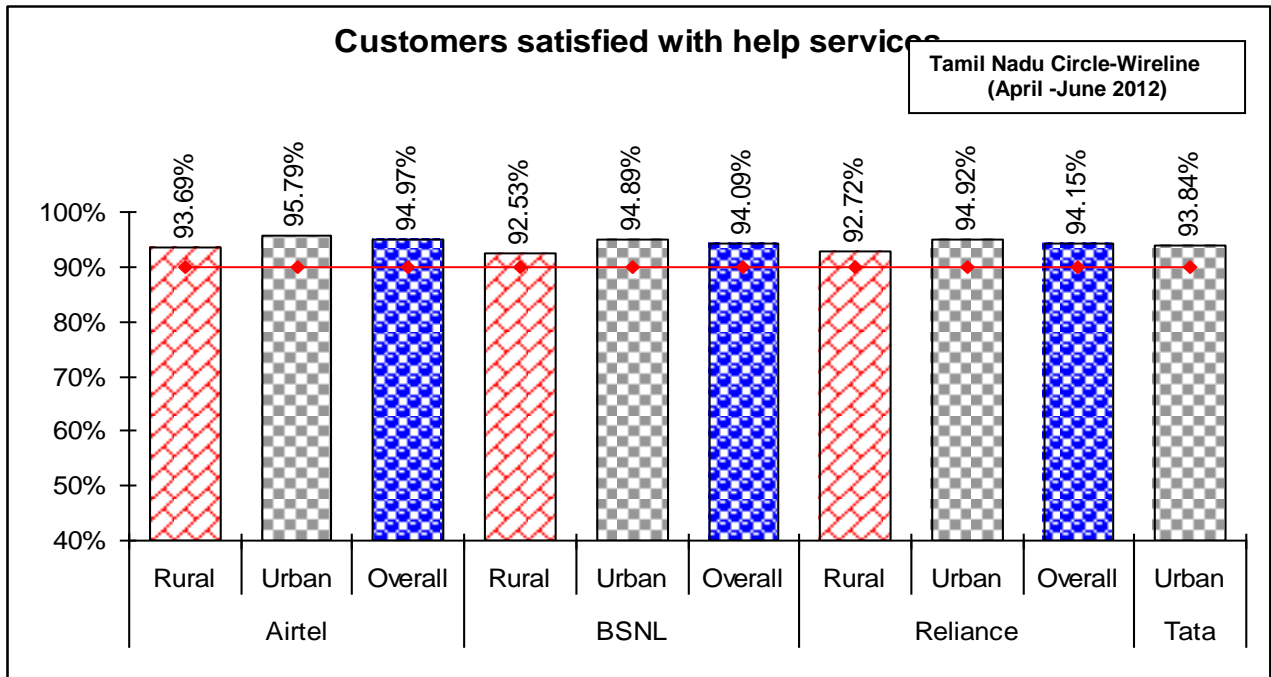
Benchmark satisfaction level of 95 % with respect to Customer satisfaction on maintainability has not been achieved by any of the operators in rural area but in urban area all Operators except Tata achieved benchmark level in the present round of survey.

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



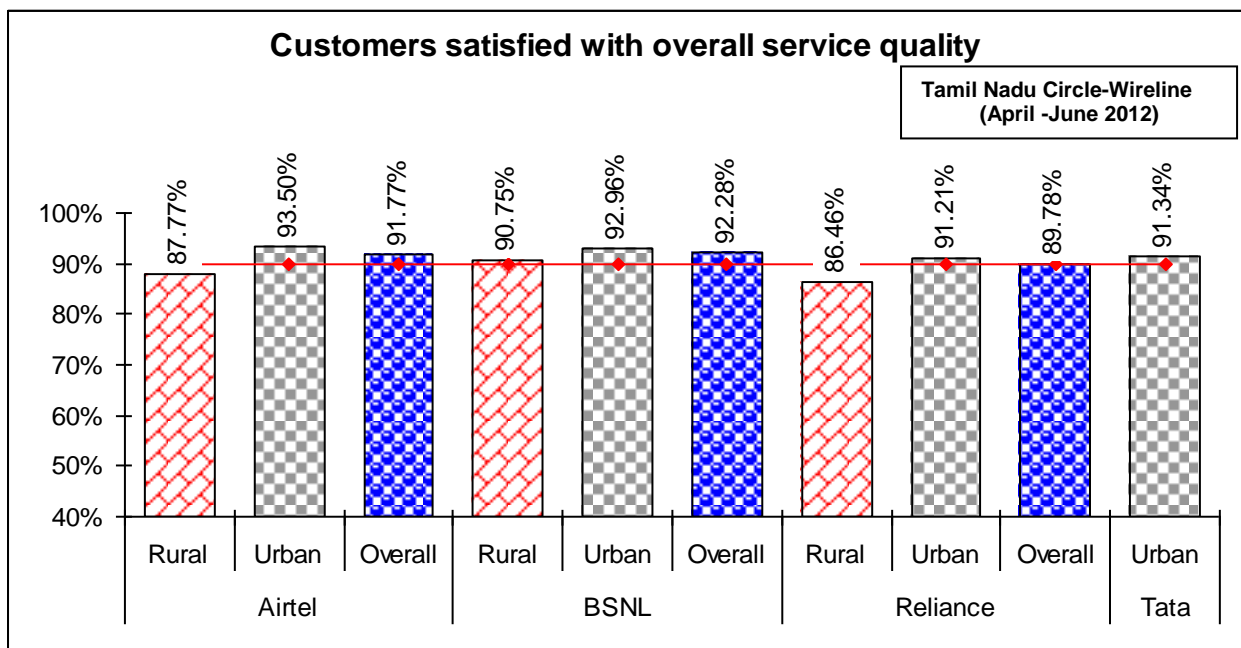
In terms of customer satisfaction with respect to supplementary and value added services, none of the operators could achieve benchmark satisfaction level of 90% in rural area but in urban area all Operators achieved benchmark level in the present round of survey.

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



Benchmark satisfaction level of 90% could be achieved by all of the service providers both in rural and urban area with respect to help services including grievance redressal in the present round of survey.

h. Overall Service Quality (Benchmark-90%)



The overall service quality of all operators in the circle has been above the benchmark satisfaction level of 90% in urban area whereas in rural area only BSNL overall service quality has been above benchmark level in the present round of survey.

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

Wireline Operator	Area	Awareness of the	
		Customer Care	Appellate Authority
Airtel	Rural	92.05%	4.89%
	Urban	93.63%	10.61%
	Overall	93.15%	8.88%
BSNL	Rural	93.43%	6.27%
	Urban	95.09%	13.41%
	Overall	94.58%	11.21%
Reliance	Rural	91.38%	8.00%
	Urban	95.61%	14.38%
	Overall	94.33%	12.45%
Tata	Urban	94.75%	13.17%

1.2 Key Takeouts & Recommendations – Basic Wireline

Key Takeouts: Overall

There are only 4 Operators present in Tamil Nadu providing Basic Wireline services. Considering 4 Operators and 8 parameters, around 3% provider-parameters cells in rural area and over 81% provider-parameters cells in urban areas could manage to achieve Bench Mark levels. Except Tata's presence in urban area, all other Operators are providing Wireline services in rural areas as well as urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel in rural areas has maximum (93%) satisfied customers for 'provisioning of services' parameter. Reliance in rural areas has least (87%) satisfied customers on this parameter among all Operators. In urban area, Tata has maximum (96%) satisfied customers and BSNL has least (91%) satisfied customers for 'provisioning of services'.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, BSNL scored maximum satisfaction from rural customers on billing performance parameter. Airtel rural customers have low level of satisfaction on post-paid billing performance, hence this aspect needs further improvement. In urban area, except Reliance, all other three service providers have crossed performance beyond benchmark (95%) levels for post-paid billing.

Customers Satisfied With Billing Performance-Prepaid

Airtel's billing performance for urban pre-paid customers is rated best amongst all wireline service providers.

Customers Satisfied With Network Performance, Reliability and Availability

The network performance, reliability and availability of service is maximum for Airtel in urban area while that of BSNL is best in rural areas. Customers are least satisfied on this parameter with services of Reliance in both rural and urban areas.

Customers Satisfied With Maintainability

Airtel scored highest (94%) on account this parameter in rural segment whereas Reliance has maximum (98%) satisfied customers in urban area. BSNL in rural areas and Airtel in urban areas scored least on this parameter. None could achieve benchmark (95%) level performance in rural area but in urban area three service providers (except Tata) could achieve benchmark level performance on maintainability.

Customers Satisfied With Supplementary and Value Added Services

Among the 4 Operators of Wireline services in Tamil Nadu, BSNL has topped in providing supplementary & value-added services both in rural and urban area whereas. None of the Operators could achieve benchmark level (90%) in rural area whereas all operators could cross benchmark level in urban area.

Customers Satisfied With Help Services Including Grievance Redressal

Though Help services including grievance redressal is above benchmark level (90%) by all operators both in rural and urban area but such services are best in case of Airtel.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 86 % to 91% in rural area and 91% to 93% (very small range) in urban area as perceived by customers. Therefore, it can be concluded that perception of customers about overall quality of service is more or less same for all 4 Basic Wireline services Operators.

Key Takeouts: Operator Level

Airtel

Airtel is rated as best performer (ranked one) in terms of billing performance-Prepaid and help services including grievance redressal. On all other parameters, however, its performance has been above average among all operators.

BSNL

BSNL performance has been best among all operators in terms of network performance, reliability and availability, supplementary & value added service and overall service quality. It needs to improve upon 'provisioning of services' currently having least satisfied customers among all operators.

Reliance

Reliance wire-line service performance has been best in terms of maintainability. Significant improvements are required for network performance, reliability & availability, supplementary services & VAS and overall service quality where it scored least among all operators.

Tata

Tata's performance has to be improved in terms of billing performance pre-paid, maintainability and help services including grievance redressal where it scored least among all service providers in the Tamilnadu circle in this round of study.

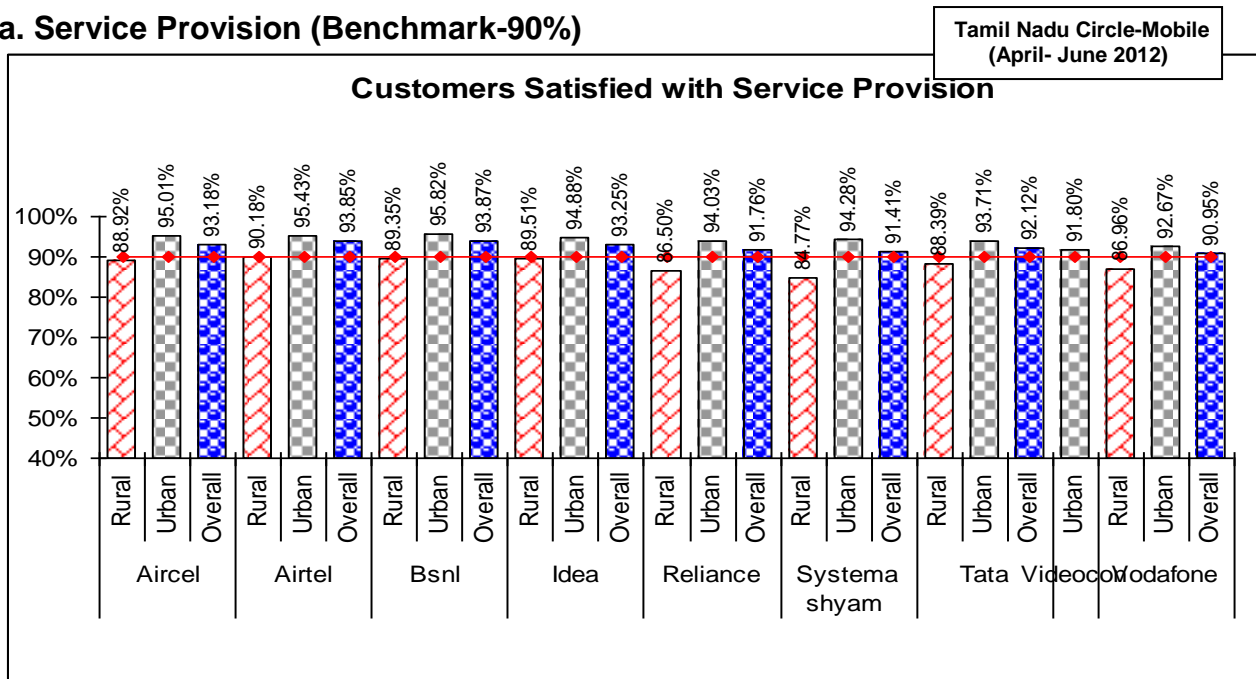
2.0 Summary of the Survey Module for Cellular Mobile

	Overall Performance→	Customers satisfied with							
		Provisioning of service	Billing performance-Prepaid	Billing performance-Postpaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services including grievance redressal	Overall service quality
Mobile Operator	Area↓/Benchmark →	≥ 90%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 90%	≥ 90%	≥ 90%
Aircel	Rural	88.92%	96.09%	90.70%	96.62%	93.85%	80.22%	91.46%	91.38%
	Urban	95.01%	96.71%	96.17%	97.94%	96.54%	93.75%	93.51%	93.22%
	Overall	93.18%	96.52%	94.42%	97.54%	95.73%	88.84%	92.90%	92.66%
Airtel	Rural	90.18%	95.92%	90.63%	94.63%	93.15%	85.34%	92.32%	92.33%
	Urban	95.43%	96.63%	97.32%	98.08%	96.73%	95.99%	94.72%	96.03%
	Overall	93.85%	96.40%	95.95%	97.04%	95.65%	93.01%	94.05%	94.91%
Bsnl	Rural	89.35%	92.01%	91.75%	95.99%	94.65%	84.87%	90.78%	91.67%
	Urban	95.82%	95.50%	96.59%	95.32%	97.34%	97.56%	90.22%	92.83%
	Overall	93.87%	94.38%	95.72%	95.52%	96.53%	93.84%	90.37%	92.48%
Idea	Rural	89.51%	91.95%	NA	89.59%	92.60%	77.65%	81.97%	87.84%
	Urban	94.88%	95.35%	94.29%	97.31%	97.38%	93.01%	90.95%	91.36%
	Overall	93.25%	94.28%	94.29%	94.96%	95.93%	88.85%	88.29%	90.29%
Reliance	Rural	86.50%	90.00%	90.09%	92.79%	87.63%	86.36%	82.11%	85.89%
	Urban	94.03%	95.18%	92.27%	96.52%	95.18%	93.72%	92.98%	94.16%
	Overall	91.76%	93.55%	91.75%	95.39%	92.90%	92.29%	89.87%	91.67%
Systema shyam	Rural	84.77%	89.33%	NA	86.77%	82.87%	77.27%	76.55%	80.62%
	Urban	94.28%	91.43%	NA	91.22%	89.72%	83.59%	86.86%	87.37%
	Overall	91.41%	90.80%	NA	89.88%	87.65%	81.99%	84.07%	85.33%
Tata	Rural	88.39%	91.93%	92.86%	93.27%	86.89%	78.05%	91.04%	84.52%

Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

	Urban	93.71%	96.38%	97.26%	98.21%	96.95%	92.88%	93.58%	91.26%
	Overall	92.12%	94.98%	96.20%	96.73%	93.94%	89.66%	92.92%	89.24%
Videocon	Urban	91.80%	92.24%	NA	92.82%	89.06%	71.34%	87.68%	86.10%
Vodafone	Rural	86.96%	94.44%	89.42%	94.48%	94.79%	74.76%	91.47%	92.64%
	Urban	92.67%	96.49%	95.70%	96.86%	96.92%	93.53%	92.37%	95.38%
	Overall	90.95%	95.82%	94.55%	96.14%	96.28%	88.45%	92.06%	94.55%

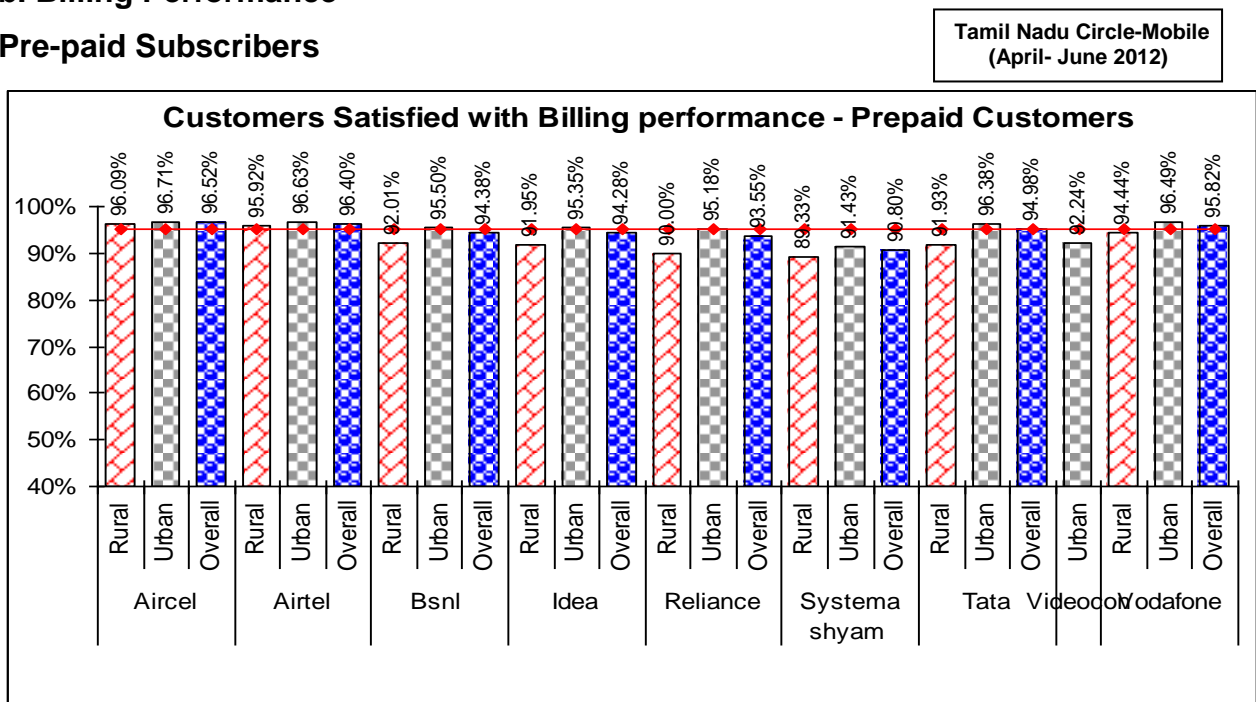
a. Service Provision (Benchmark-90%)



In the present round of survey, while in urban areas all of the service providers meet the benchmark level of satisfaction with service provisioning (i.e. 90%), in rural areas, only Airtel could meet the benchmark level of satisfaction.

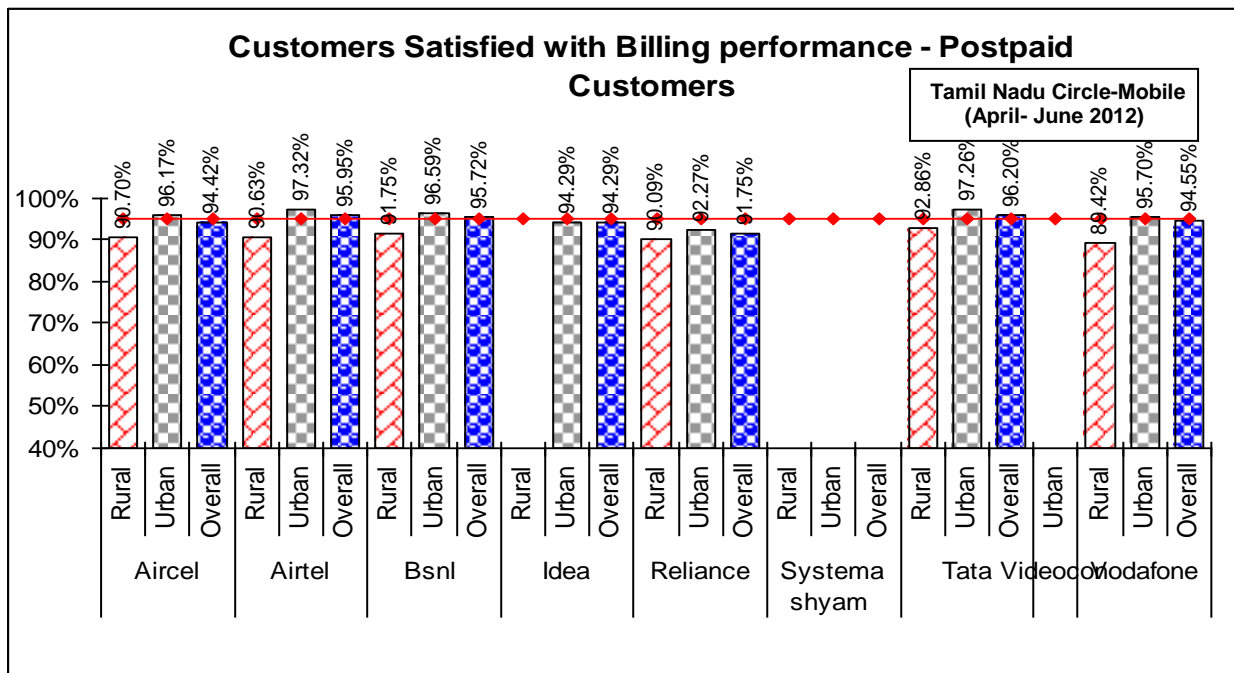
b. Billing Performance

Pre-paid Subscribers



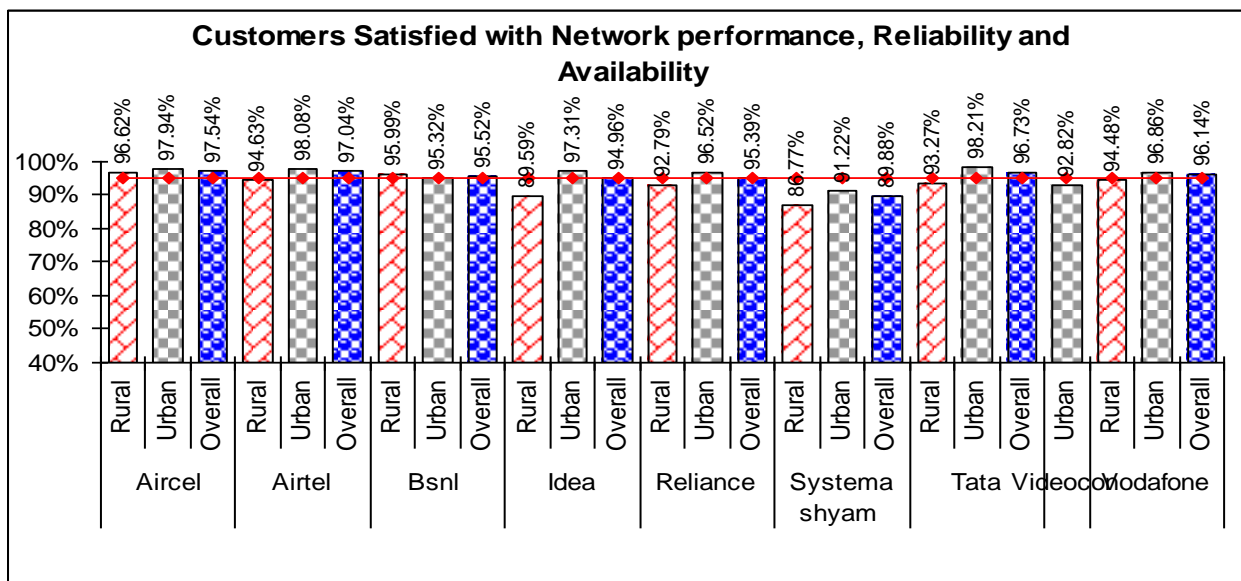
All of operators except two (Sistema Shyam and Videocan) in urban areas meet the benchmark level of satisfaction (i.e. 95%) whereas none of the operators except two (Aircel and Airtel) in rural areas meet the benchmark level of satisfaction (i.e. 95%) with respect to billing performance of pre-paid subscribers.

c. Post-paid Subscribers



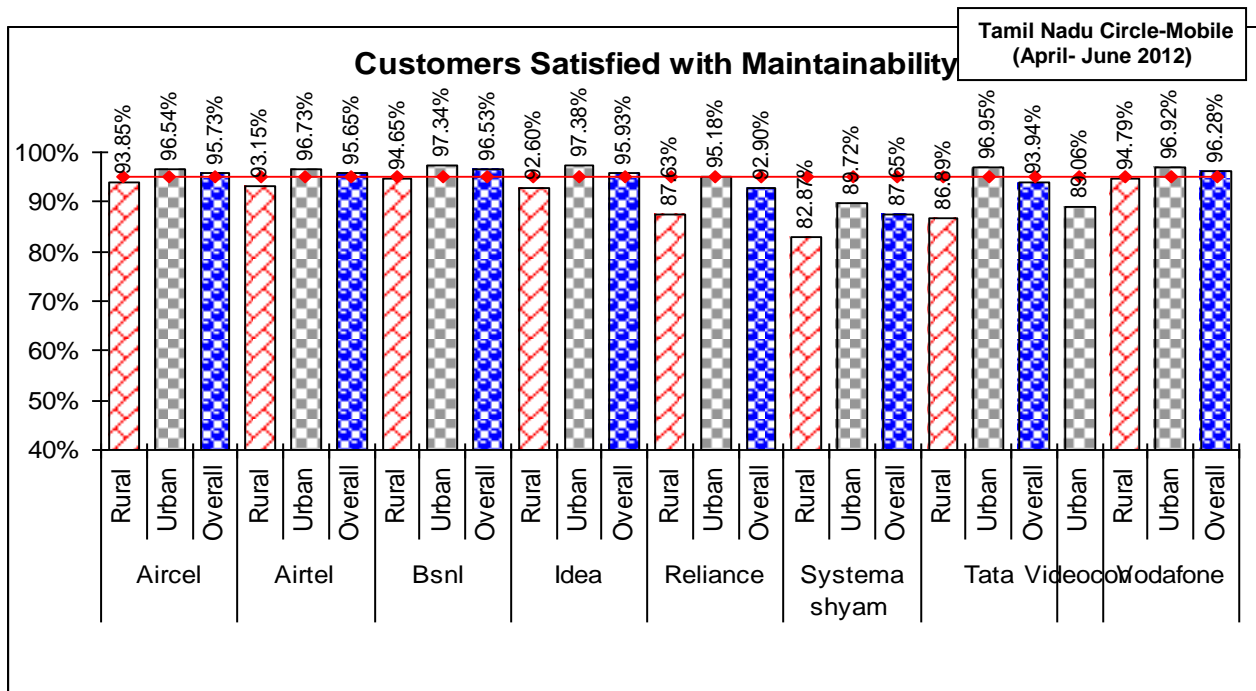
All of operators except two (Idea and Reliance) in urban areas meet the benchmark level of satisfaction (i.e. 95%) whereas none of the operators in rural areas meet the benchmark level of satisfaction (i.e. 95%) with respect to billing performance of post-paid subscribers.

d. Network Performance, Reliability and Availability



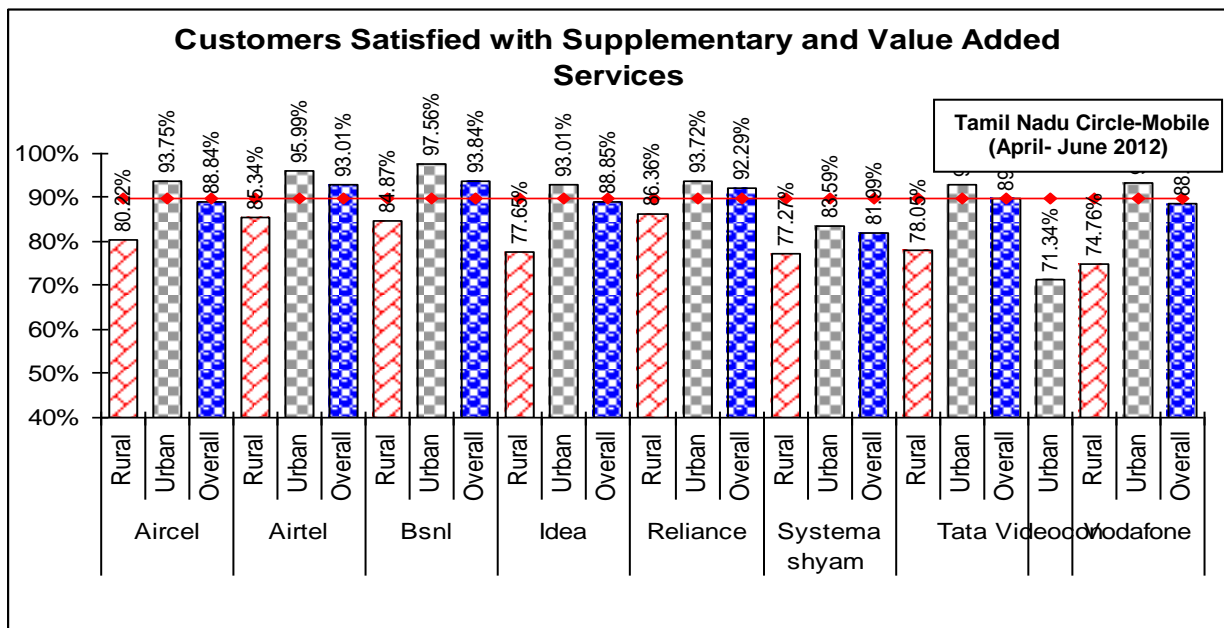
In the present round of survey, in urban areas, all operators except two (Sistema Shyam and Videocon) meet the benchmark level of satisfaction with respect to Network Performance, Reliability and Availability (i.e. 95%). In rural areas none except two (Aircel and BSNL) could reach benchmark level on this parameter.

e. Maintainability



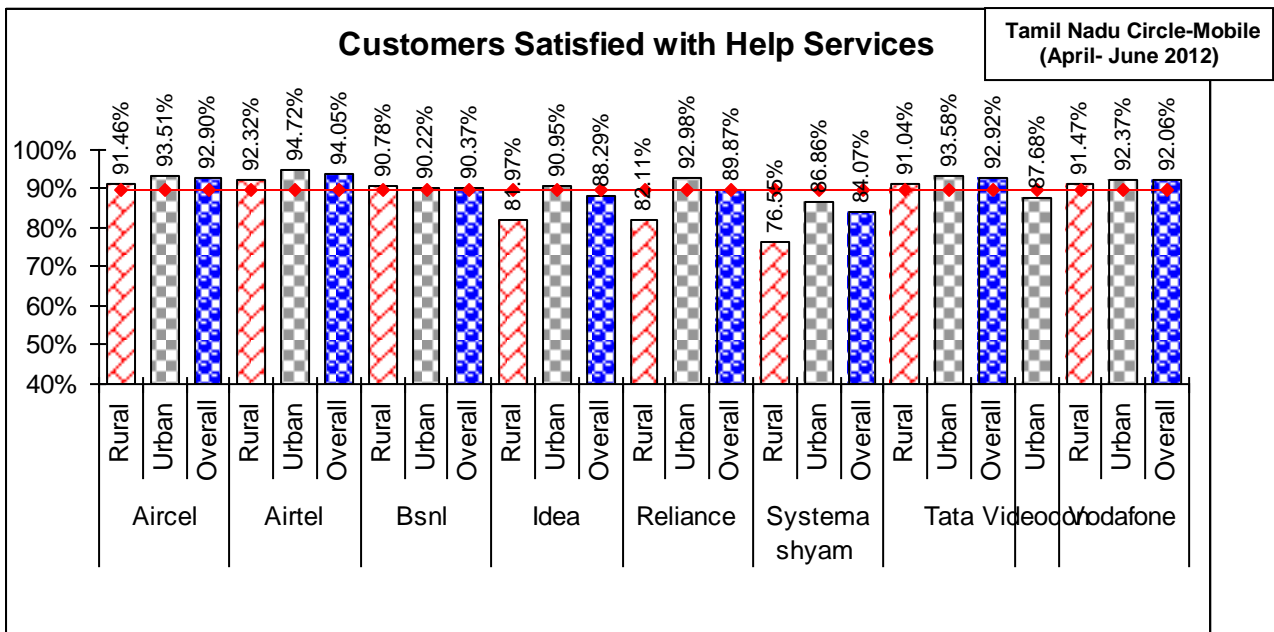
In the present round of survey, in urban areas, all operators except two (Sistema Shyam and Videocon) meet the benchmark level of satisfaction with respect to Maintainability (i.e. 95%). In rural areas none except two (Aircel and BSNL) could reach benchmark level on this parameter.

f. Supplementary and Value Added Services



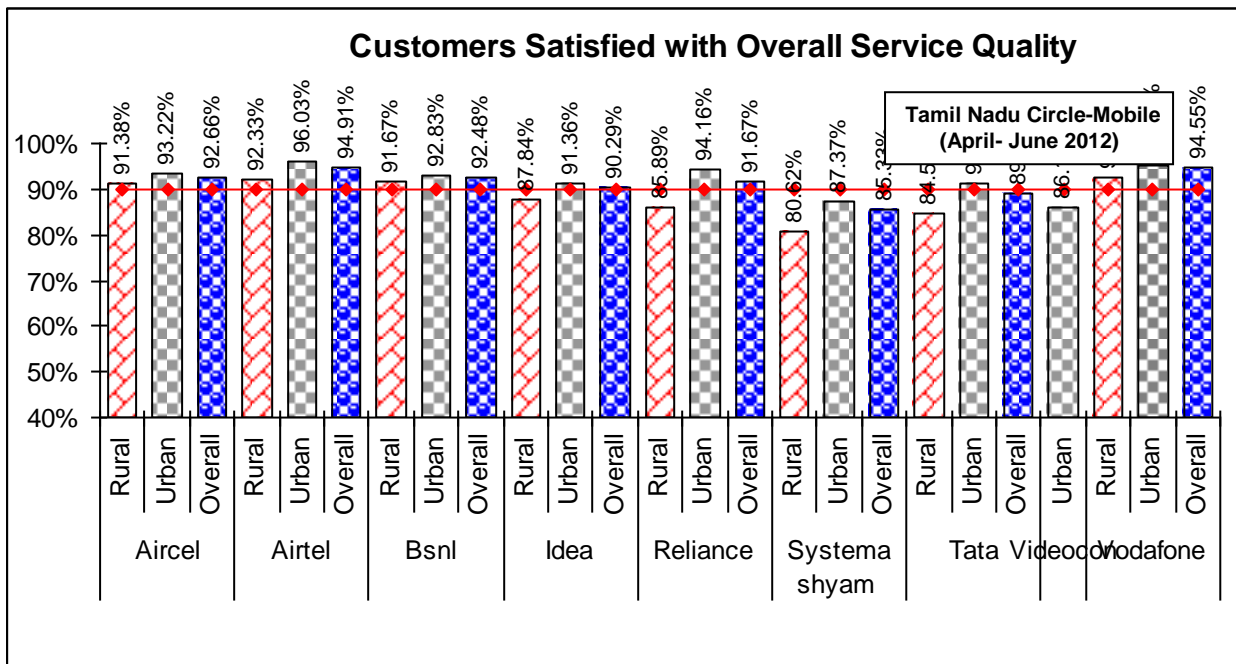
Supplementary and Value Added Services being provided by operators did not meet the benchmark satisfaction level of 90 % in rural areas whereas all operators met benchmark level in urban areas in the present round of survey.

g. Help Services Including Grievance Redressal



Help services including Grievance redressal being provided by all operators except three (Idea, Reliance and Sistema Shyam) in rural areas met the benchmark satisfaction level of 90 % in the present round of survey. In urban areas, all operators except two (Sistema Shyam and Videocon) could meet the benchmark level of performance.

h. Overall Service Quality



The customer satisfaction with respect to overall quality of service provided by following operators did not meet the benchmark level of 90 % in the present round of survey viz., Idea, Sistema Shyam and Tata in rural area; Sistema Shyam and Videocon in urban area.

2.1 Consumer Protection and Grievance Redressal for the Cellular Mobile

Mobile Operator	Area	Awareness about	
		Customer Care	Appellate Authority
Aircel	Rural	88.31%	3.38%
	Urban	90.03%	3.46%
	Overall	89.51%	3.44%
Airtel	Rural	94.17%	3.37%
	Urban	95.89%	4.24%
	Overall	95.37%	3.98%
Bsnl	Rural	94.14%	3.40%
	Urban	98.54%	4.25%
	Overall	97.21%	3.99%
Idea	Rural	89.67%	1.82%
	Urban	93.75%	1.20%
	Overall	92.51%	1.39%
Reliance	Rural	95.09%	2.45%
	Urban	95.89%	2.79%
	Overall	95.65%	2.69%
Systema shyam	Rural	93.54%	3.38%
	Urban	95.08%	2.13%
	Overall	94.61%	2.51%
Tata	Rural	95.98%	2.79%
	Urban	95.89%	3.44%
	Overall	95.92%	3.25%
Videocon	Urban	92.96%	3.06%
Vodafone	Rural	95.09%	3.37%
	Urban	96.57%	4.10%
	Overall	96.12%	3.88%

2.2 Key Takeouts& Recommendations – Cellular Mobile

Key Takeouts: Overall

There are 9 Operators providing cellular services in Tamil Nadu. All Operators except Videocan (present in urban area only) have their presence both in Rural and Urban areas. Considering 9 Operators and 8 parameters, in rural area 22% Operators' parameters could meet benchmark level whereas in urban area 78% Operators' parameters were above benchmark levels.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

BSNL's urban and Airtel's rural performance has scored maximum satisfaction of customers. Sistema Shyam in rural and Videocon in urban areas respectively have least satisfied customers for Service Provisioning.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by Aircel both in urban and in rural areas. Performance of Sistema Shyam in both rural and urban areas is least satisfactory for prepaid customers amongst the 9 Operators present in Tamil Nadu.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, Airtel is found to be the best performer in urban areas while in rural area Tata has performed best. Vodafone in rural and Reliance in urban areas have least satisfied postpaid customers for billing related issues.

Customers Satisfied With Network Performance, Reliability and Availability

Maximum customers are satisfied with Aircel's performance, reliability and availability of network in rural and with Tata in urban areas. Out of 9 Operators in Tamil Nadu, Sistema Shyam in both rural and urban area has the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

Idea has demonstrated the strongest maintainability of signals in urban areas while Vodafone has scored highest in rural areas. Videocon in urban and Sistema Shyam in rural area have poor maintainability of signals.

Customers Satisfied With Supplementary and Value Added Services

BSNL in urban area and Reliance in rural area top the satisfaction levels amongst customers w.r.t. supplementary services and VAS. Customers satisfaction with supplementary & value added services in rural areas is least with Vodafone and in urban areas with Videocon.

Customers Satisfied With Help Services Including Grievance Redressal

Airtel scored maximum both in urban and in rural areas. Sistema Shyam customers are least satisfied both in rural and in urban area on account of help services including grievance redressal.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality in rural area is Vodafone and in urban sectors is Airtel. The least score on overall service quality is for Sistema Shyam in rural area and for Videocon in urban area.

Key Takeouts: Operator Level

Aircel

Aircel performance has been perceived by Customers as best in terms of billing performance-prepaid both in rural & urban area and network performance, reliability & availability in rural area while its performance on all other parameters has been above average. However, it has achieved benchmark levels on all parameters in urban area but needs to put in efforts to improve VAS definitely in rural area.

Airtel

Airtel has been adjudged as best in terms of billing performance post-paid, help services including grievance redressal and overall service quality by customers in urban area. It has also achieved benchmark level performance on all parameters in urban area. Airtel performance on service provisioning and help services are appreciated by customers in rural area but it needs improvement on VAS to achieve benchmark level of satisfaction.

BSNL

BSNL reported an best performance on service provisioning, maintainability and supplementary & value added services in urban area. BSNL has been an above average performer on all parameters except on network performance, reliability & availability and help services including grievance redressal in urban area where it needs to improve its below average performance.

Idea

Idea reported near average performance (both above / below average) on all parameters when compared to all Operators. Help services including grievance redressal in urban area and supplementary & value added services in rural area should be given due consideration for improvement.

Reliance

Reliance performance in rural area is below average and it could not achieve benchmark level performance in any of the parameters in rural area. Its supplementary & VAS in rural area is best among all Operators though still below benchmark level. In urban area, Reliance has crossed benchmark levels on all parameters except its performance on pre-paid billing which is least also in comparison to all Operators.

Sistema Shyam

Considering overall performance on various parameters evaluated, Sistema Shyam has been a below average performer and mostly its performance is on lowest level among all Operators. It needs to improve its performance on all parameters.

Tata

Its performance was reported to be on top in terms of billing performance pre paid in rural area and network performance, reliability & availability in urban area. Tata has performed above benchmark level on all parameters in urban area and needs to put in efforts to achieve similar performance in rural area..

Videocon

Videocon services are available only in urban area and mostly its performance is satisfying least number of customers in comparison to all other Operators. It has to improve its performance on all parameters.

Vodafone

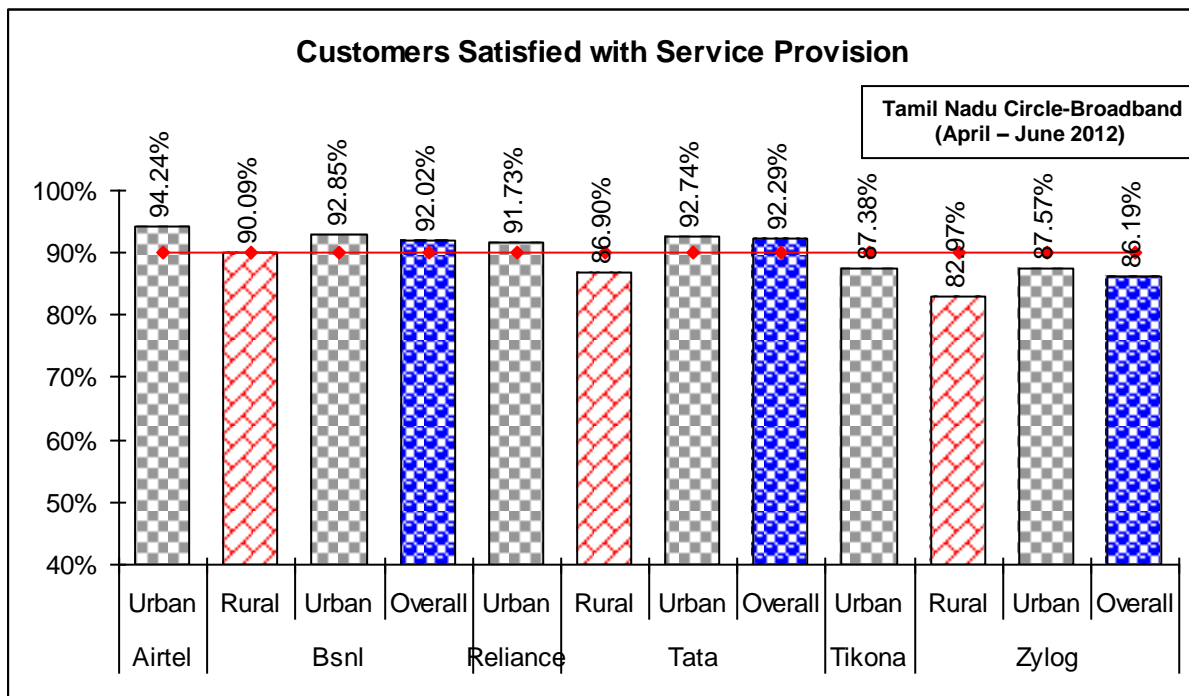
Vodafone has achieved benchmark performance on all parameters in urban area. It needs to improve post-paid billing performance and supplementary & value added services in rural area where it scored least among all Operators present in Tamil Nadu. It is best only on maintainability in rural area only and needs to improve on its performance on other parameters as it is lagging behind other service providers in Tamilnadu.

3.0 Summary of the Survey Module for Broadband

Satisfaction Level of Subscribers with Various Parameters of Broadband Service:

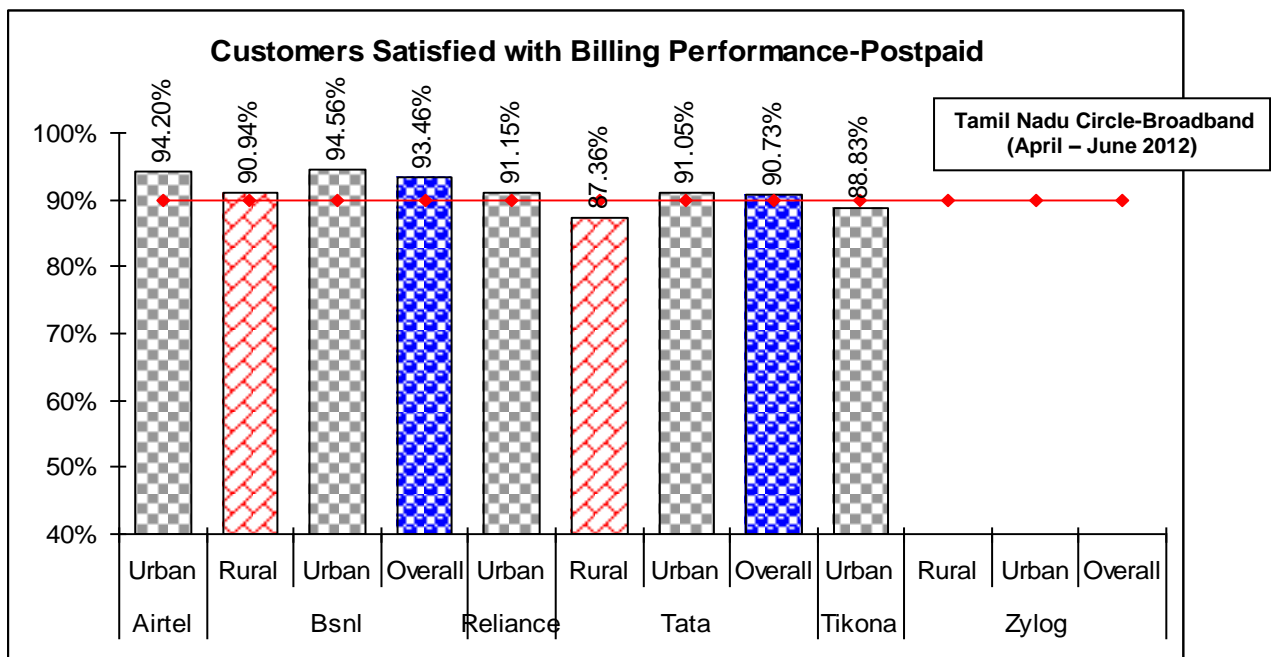
Broadband Operator	Overall Performance → Area↓/Benchmark →	Customers Satisfied with							
		Provisioning of service	Billing performance- Postpaid	Billing performance- Prepaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services	Overall service quality
		≥ 90%	>90%	> 90%	>85%	> 85%	>85%	> 90%	> 85%
Airtel	Urban	94.24%	94.20%	NA	92.15%	88.72%	89.74%	94.69%	91.36%
Bsnl	Rural	90.09%	90.94%	85.19%	87.15%	86.21%	86.11%	90.96%	87.00%
	Urban	92.85%	94.56%	91.41%	91.26%	87.89%	92.17%	91.88%	88.48%
	Overall	92.02%	93.46%	89.61%	90.03%	87.40%	90.73%	91.64%	88.03%
Reliance	Urban	91.73%	91.15%	NA	89.20%	90.23%	86.17%	92.34%	87.59%
Tata	Rural	86.90%	87.36%	NA	80.36%	83.13%	78.57%	86.41%	83.33%
	Urban	92.74%	91.05%	94.39%	86.09%	87.42%	87.80%	92.23%	88.21%
	Overall	92.29%	90.73%	94.39%	85.64%	87.08%	87.08%	91.77%	87.83%
Tikona	Urban	87.38%	88.83%	NA	78.85%	85.38%	81.82%	86.80%	83.86%
Zylog	Rural	82.97%	NA	81.71%	77.09%	77.80%	80.00%	87.62%	81.11%
	Urban	87.57%	NA	92.55%	80.56%	82.72%	87.80%	90.04%	85.58%
	Overall	86.19%	NA	89.59%	79.52%	81.31%	86.08%	89.30%	84.24%

a. Service Provision



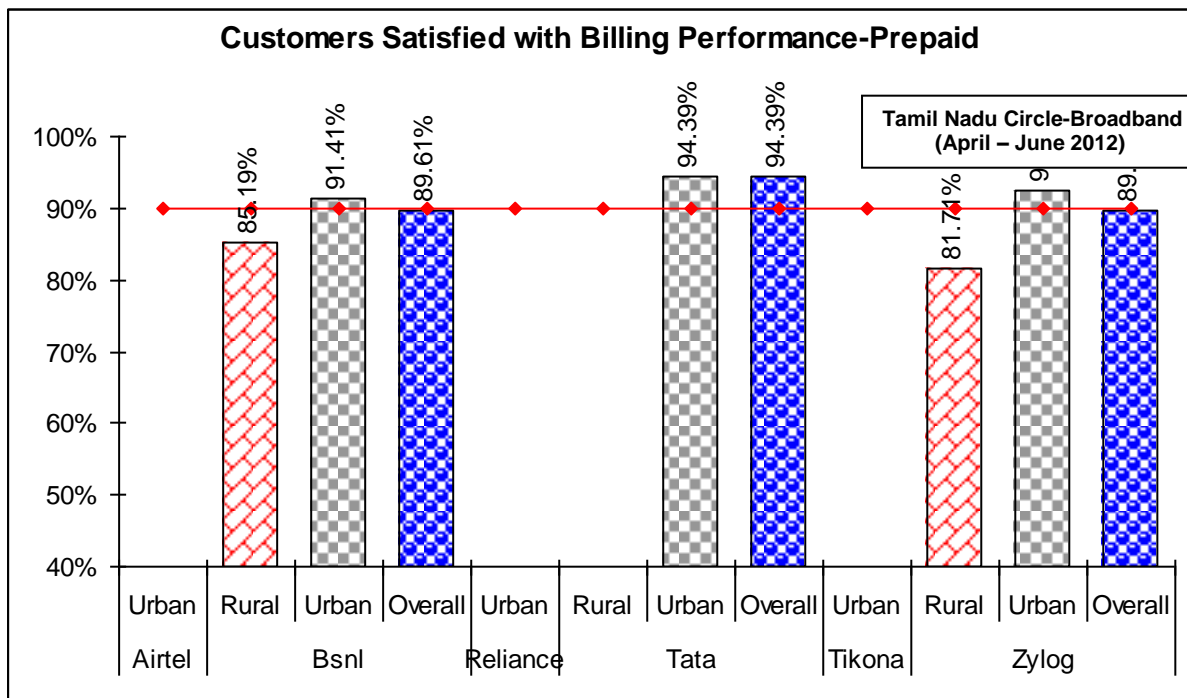
The benchmark satisfaction level with respect to service provision in urban area could not be met by Tikona and Zylog, whereas only BSNL could meet benchmark level in rural area in the present round of survey.

b. Customers Satisfied With Billing Performance-Postpaid



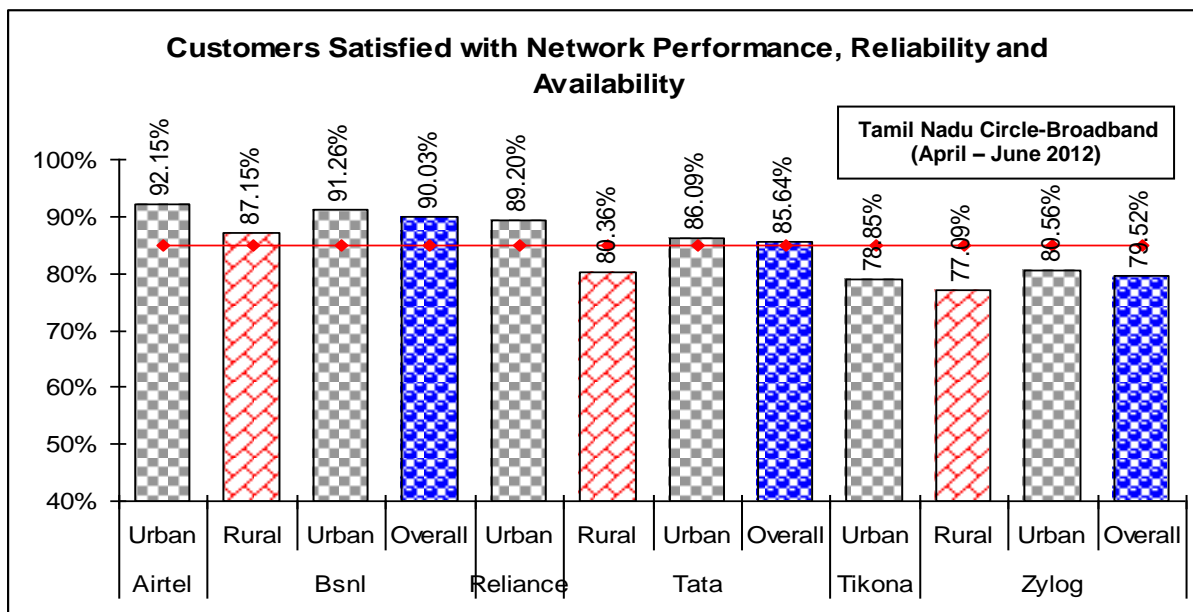
In terms of billing performance of post-paid customers, except for Tata in rural area and Tikona in urban area, the benchmark satisfaction level could be met by all other service providers in rural and urban areas.

c. Customers Satisfied With Billing Performance-Prepaid



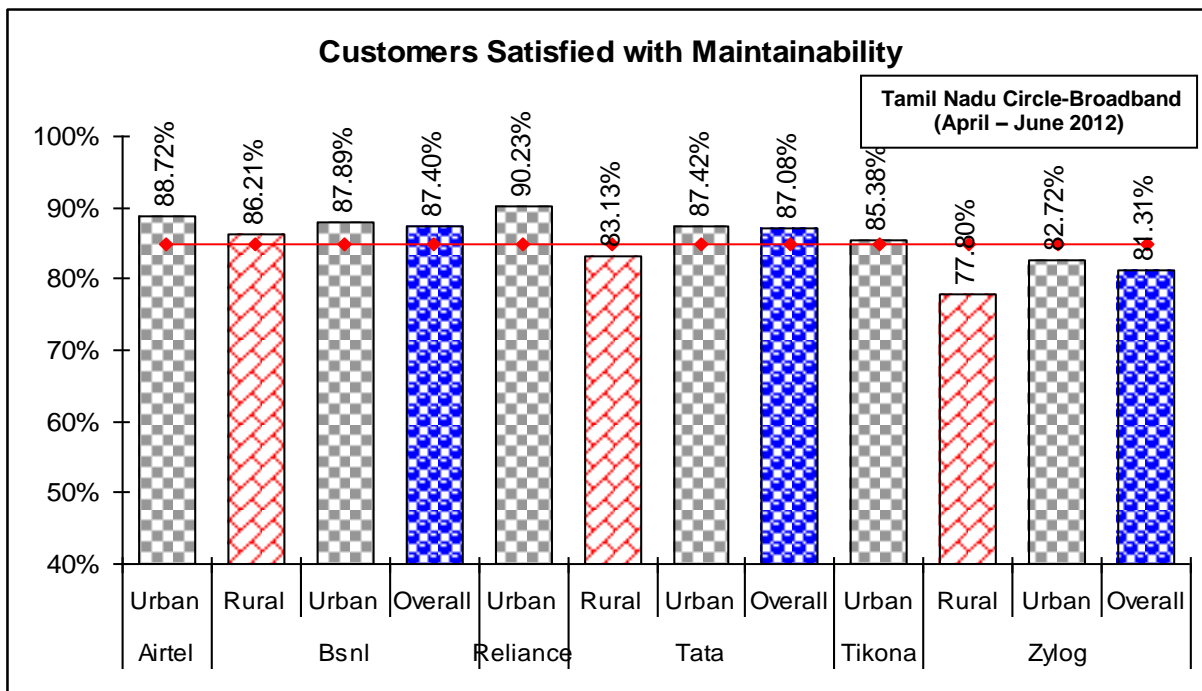
In terms of billing performance of pre-paid customers, in rural area both BSNL and Zylog could not meet the benchmark level whereas in urban area, the benchmark satisfaction level could be met by all three (BSNL, Tata and Zylog) service providers.

d. Customers Satisfied With Network Performance, Reliability and Availability



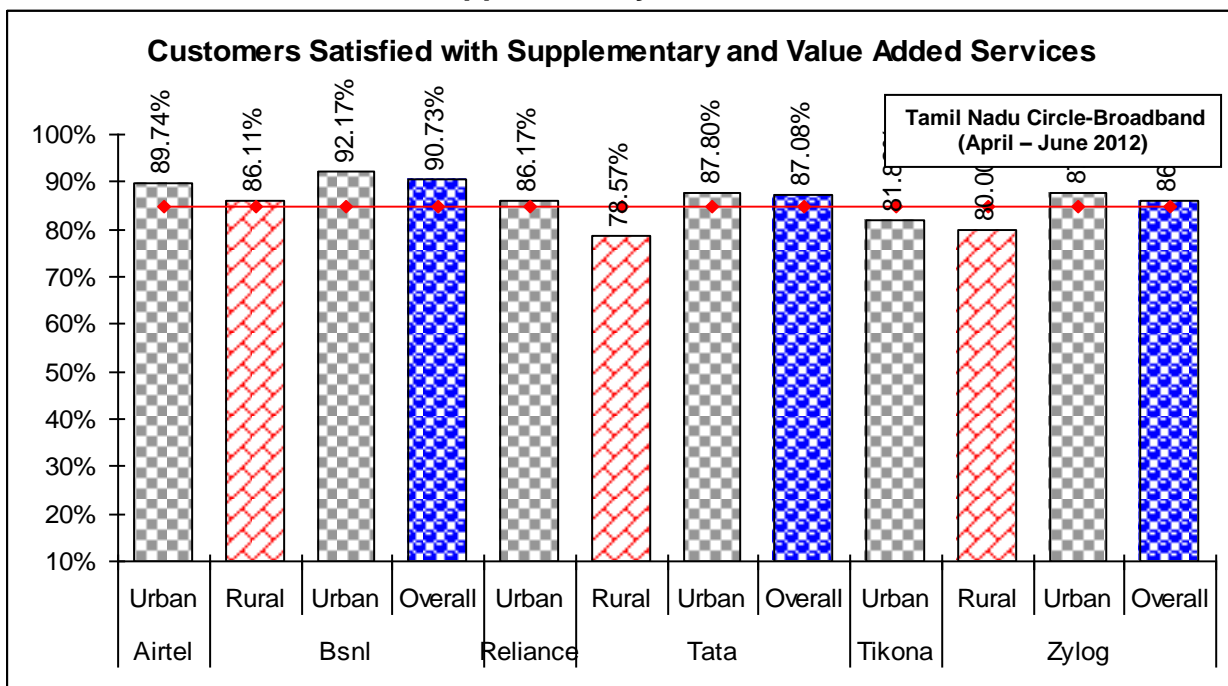
The benchmark satisfaction level could not be met by two (Tikona and Zylog) of the service provider in urban area with respect to Network Performance, Reliability and Availability in the present round of survey. In rural areas, only BSNL could satisfy the benchmark level performance.

e. Customers Satisfied With Maintainability



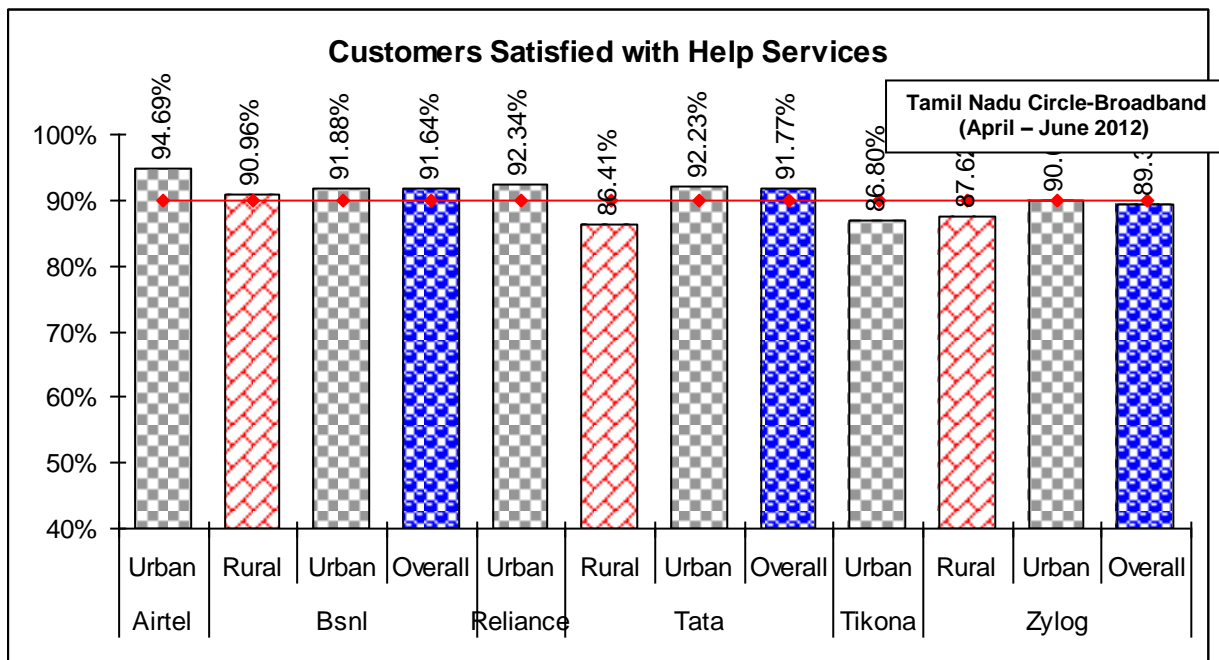
With respect to maintainability, the benchmark satisfaction level could not be met by Zylog in urban area in the present round of survey. In rural areas, only BSNL could achieve maintainability above benchmark level of 85%.

f. Customers Satisfied With Supplementary and Value Added Services



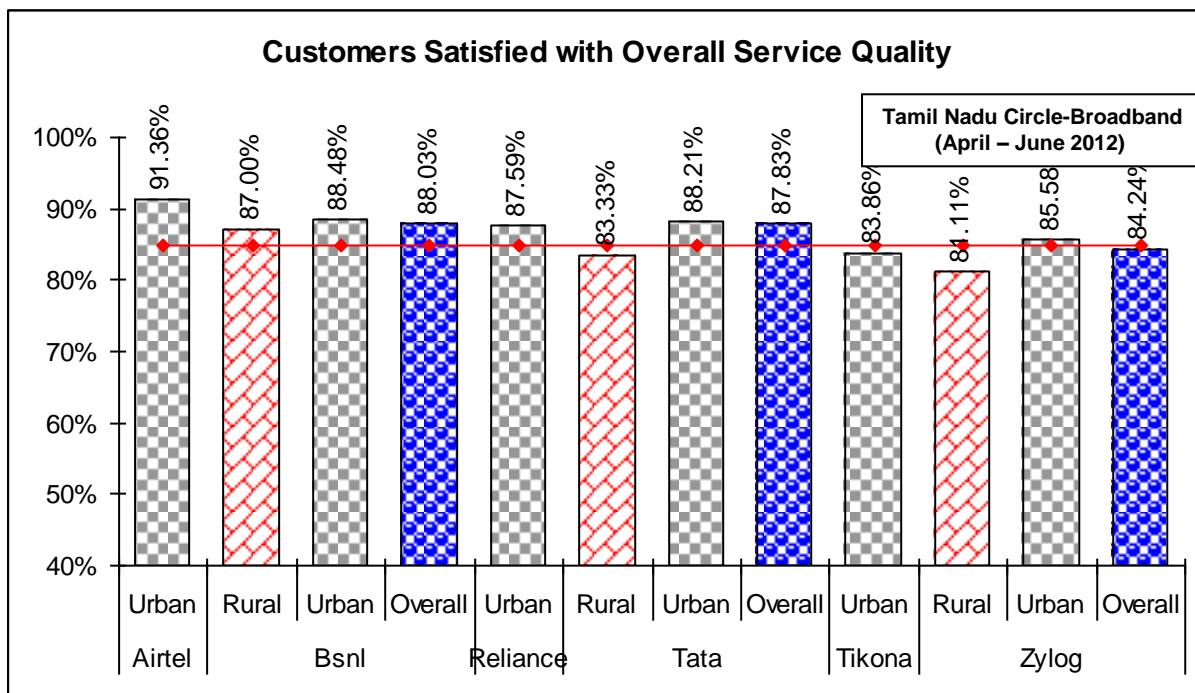
The benchmark satisfaction level of 85% could not be met by Tikona in urban area in terms of supplementary and value added services in the present round of survey. In rural areas, only BSNL was able to show VAS performance above benchmark level.

g. Customers Satisfied With Help Services



The benchmark satisfaction level of 90% could not be met by Tikona in urban area in terms of help services in the present round of survey. In rural areas, only BSNL was able to register help services performance above benchmark level.

h. Customers Satisfied With Overall Service Quality



The benchmark satisfaction level of 85% could not be met by Tikona in urban area with respect to overall service quality in the present round of survey. In rural areas, only BSNL's performance was above benchmark level.

3.1 Consumer Protection and Grievance Redressal for the Broadband

Operator	Area	Awareness about	
		Call Centre	Appellate authority
		Yes	Yes
Airtel	Urban	94.99%	5.11%
Bsnl	Rural	93.19%	9.91%
	Urban	96.42%	7.28%
	Overall	95.45%	8.07%
Reliance	Urban	94.30%	2.48%
Tata	Rural	90.48%	1.19%
	Urban	93.45%	1.92%
	Overall	93.22%	1.86%
Tikona	Urban	91.28%	2.78%
Zylog	Rural	89.78%	0.93%
	Urban	92.33%	3.70%
	Overall	91.57%	2.87%

3.2 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are six Operators present in state of Tamil Nadu providing Broadband services. Airtel, Reliance and Tikona are present only in urban areas. Only BSNL could manage to achieve Bench Mark level in rural area on all of the parameters. BSNL customers of broadband services in rural areas are as much satisfied as their urban counterpart on most of the parameters of performance. Airtel, BSNL, Reliance and Tata could achieve benchmark level performance on all parameters in urban area while Tikona and Zylog performance was not upto benchmark level on most of the parameters.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel is most active in urban as well as urban areas for provisioning of services whereas Tikona in urban area has scored least for provisioning of services of broadband services.

Customers Satisfied With Billing Performance-Postpaid

Tikona has scored the least in postpaid billing whereas BSNL in urban areas is best performer amongst all six Operators for broadband on this aspect.

Customers Satisfied With Billing Performance-Prepaid

Tata is the best performer on prepaid billing in urban area and BSNL is best in rural area whereas Zylog is the least overall scorer on this parameter amongst all six Operators for broadband services in Tamil Nadu.

Customers Satisfied With Network Performance, Reliability and Availability

BSNL performance is best in rural and Airtel in urban areas while Tikona is least scorer in urban areas and Zylog in rural areas.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Reliance broadband connections maintainability in urban areas and with BSNL in rural areas while Customers are least satisfied with Zylog in both rural and urban areas on this aspect.

Customers Satisfied With Supplementary and Value Added Services

Supplementary and value-added services are being best provided by BSNL in both rural and urban area. Tikona in urban and Zylog in rural areas needs maximum attention for improvement in VAS and supplementary broadband services

Customers Satisfied With Help Services

In rural areas, BSNL has the best help services while in urban areas Airtel has best help services.

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel in urban area and that of BSNL in rural area while overall service quality of Tikona is perceived to be poor.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing best in terms of provisioning of services, network performance, reliability & availability, help services and overall service quality as compared to other Operators and has also achieved the Benchmark levels in broadband services on all parameters.

BSNL

Billing performance Post-paid and supplementary services & VAS have been best for BSNL urban customers whereas it has performed best on all parameters in rural areas. Billing services pre-paid in urban area, though above benchmark level, but it needs further improvrmnt as it has least satisfied customers in urban area.

Reliance

Reliance has scored highest among all operators for maintainability. However its above average performance has exceeded benchmark levels on all parameters.

TATA

TATA has performed above average on most of the parameters and best among all operators in urban area on billing performance pre-paid but needs to specifically improve its supplementary & value added services in rural area where it has scored least among all operators in the circle.

Tikona

Tikona has scored least on all parameters in urban area while maintainability is reported to have better customer satisfaction only in comparison to Zylog. It has shown a below average performance on all parameters in this round of survey.

Zylog

Zylog has been analysed to have a below average performance on all parameters and needs to improve on all parameters both in rural & urban area.

1.0 Background

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

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

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

These regulations are applicable to (i) all Access Service Providers (including BSNL and MTNL) providing basic, cellular mobile telephone and broadband services; and (ii) all Internet Service Providers (ISPs) providing broadband services, whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

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

I. Each Telecom Operators would be required:

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

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

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

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

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

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

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

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

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

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

The Zones comprise following Telecom Circle/Metro Service Areas:

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

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

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

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

The present report is based on the Survey (April –June 2012) in the telecom circle of Tamil Nadu.

2.0 Objective of the Study

To Assess the:

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

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

3.0 Approach and Methodology

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

3.1 Assessment Parameters

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

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service

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

Broadband Service:

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

3.2 Sample Plan

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

3.2.1 Sample Size: Target vs Achievement

Sample achieved for all the three services in Tamil Nadu circle is as below:

Wireline:

Name of Operator	Sample Size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	327	754	1081
BSNL	320	747	1067	335	753	1088
Reliance	320	747	1067	325	751	1076
Tata Teleservices	320	747	1067	N.A.	1086	1086
Total	1280	2988	4268	987	3344	4331

Mobile:

Mobile	Sample size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Aircel	320	747	1067	325	752	1077
Airtel	320	747	1067	326	755	1081
BSNL	320	747	1067	324	753	1077
Idea	320	747	1067	329	752	1081
Reliance	320	747	1067	326	754	1080
Systema Shyam	320	747	1067	325	752	1077
Tata Teleservices	320	747	1067	323	755	1078
Videocon	320	747	1067	N.A	1079	1079
Vodafone	320	747	1067	326	757	1083
Grand Total	3200	7470	10670	2604	7109	9713

Broadband:

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	N.A.	1077	1077
BSNL	320	747	1067	323	755	1078
Reliance	320	747	1067	N.A.	1088	1088
TATA	320	747	1067	84	992	1076
Tikona	320	747	1067	N.A.	1078	1078
Zylog	320	747	1067	323	756	1079
Grand Total	2240	5229	7469	730	5746	6476

3.2.1.1 District/SSA, SDCA and Mode of Interview wise Distribution of Sample

Wireline:

Sl.No.	District/SSA	Operator→	BSNL		
		Area→	Rural	Urban	
		Mode of Interview→ SDCA↓	Personal	Personal	Telephonic
1	Thiruppur	Thiruppur	29	75	77
2	Krishnagiri	Krishnagiri	13	42	43
3	Erode	Erode	20	18	19
4	Ramanathapuram	Ramanathapuram	47	8	10
5	Karaikal	Karaikal	16	9	9
6	Dindigal	Dindigal	21	26	28
7	Kanyakumari	Kanyakumari	4	29	32
8	Namakkal	Namakkal	44	17	19
9	Thirunelveli	Thirunelveli	6	35	37
10	Karur	Karur	30	34	38
11	Perambalur	Perambalur	40	18	18
12	Pudukottai	Pudukottai	25	16	20
13	Virudhunagar	Virudhunagar	40	37	39
Total of each column			335	364	389
Total survey of each operator done			1088		
Total Planned for survey			1067		

Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

Sl.No.	District/SSA	Operator→	Airtel			Reliance			Tata Teleservices		Grand Total
		Area→	Rural	Urban		Rural	Urban		Urban		
		Mode of Interview→ SDCA↓	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Telephonic	
1	Erode	Erode	163	189	191	-	-	-	267	272	1082
2	Trichy	Trichy	164	185	189	-	-	-	271	276	1085
3	Coimbatore	Coimbatore	-	-	-	108	123	127	-	-	358
4	Madurai	Madurai	-	-	-	108	118	129	-	-	355
5	Salem	Salem	-	-	-	109	126	128	-	-	363
Total of each column			327	374	380	325	367	384	538	548	3243
Total survey of each operator done			1081			1076			1086		3243
Total Planned for survey			1067			1067			1067		3201

Mobile:

Sl.No.	Operator→	Airtel			Airtel			BSNL		
	Area→	Rural	Urban		Rural	Urban		Rural	Urban	
	Mode of Interview→ District↓	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic
1	Erode	-	-	-	106	123	126	105	124	125
2	Trichy	108	124	127	109	129	123	110	125	127
3	Villupuram	-	-	-	111	126	128	109	123	129
4	Pondicherry	107	118	129	-	-	-	-	-	-
5	Salem	110	126	128	-	-	-	-	-	-

Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

Total of each column	325	368	384	326	378	377	324	372	381
Total survey of each operator	1077			1081			1077		
Total Planned for survey	1067			1067			1067		

Operator→		Idea			Reliance			Systema Shyam		
Area→		Rural	Urban		Rural	Urban		Rural	Urban	
Mode of Interview→		Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic
SI.No.	District↓									
1	Erode	105	122	127	108	124	125	141	188	168
2	Trichy	111	118	129	113	120	129	135	174	186
3	Villupuram	113	129	127	105	127	129	49	17	19
Total of each column		329	369	383	326	371	383	325	379	373
Total survey of each operator		1081			1080			1077		
Total Planned for survey		1067			1067			1067		

Operator→		Tata Teleservices			Videocon		Vodafone		
Area→		Rural	Urban		Urban	Urban	Rural	Urban	
Mode of Interview→		Personal	Personal	Telephonic			Personal	Telephonic	Personal
SI.No.	District↓								
1	Erode	108	123	121	164	167	107	125	127
2	Trichy	106	129	134	179	188	111	131	134
	Villupuram	109	126	122	189	192	108	119	121
Total of each column		323	378	377	532	547	326	375	382
Total survey of each operator		1078			1079		1083		
Total Planned for survey		1067			1067		1067		

Broadband:

Sl. No.	District	Operator→	BSNL		
		Area→	Rural	Urban	
		Mode of Interview→ SDCA↓	Personal	Personal	Telephonic
1	Thiripur	Thiripur	23	87	89
2	Krishnagiri	Krishnagiri	12	17	19
3	Erode	Erode	12	18	18
4	Ramanathapuram	Ramanathapuram	30	8	10
5	Karaikal	Karaikal	13	19	21
6	Dindigul	Dindigul	18	41	40
7	Kanyakumari	Kanyakumari	2	13	14
8	Namakkal	Namakkal	59	26	27
9	Thirunelveli	Thirunelveli	10	35	37
10	Karur	Karur	36	34	38
11	Peramnalur	Peramnalur	48	17	19
12	Pudukotai	Pudukotai	18	18	18
13	Viruthunagar	Viruthunagar	42	36	36
Total of each column			323	369	386
Total Survey of Each Operator			1078		
Total Planned for Survey			1067		

Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

				Airtel		Reliance		TATA	
				Urban		Urban		Rural	Urban
		Mode of Interview	Personal	Telephonic	Personal	Telephonic	Personal	Personal	Telephonic
Sl.No	District	SDCA							
1	Erode	Erode	194	185	-	-	-	-	-
2	Trichy	Trichy	344	354	-	-	-	-	-
3	Virudhunagar	Virudhunagar	-	-	-	-	-	-	-
4	Coimbatore	Coimbatore	-	-	251	261	69	437	439
5	Madurai	Madurai	-	-	286	290	-	-	-
6	Salem	Salem					15	57	59
Total of each column			538	539	537	551	84	494	498
Total Survey of Each Operator			1077		1088		1076		
Total Planned for Survey			1067		1067		1067		
				Tikona		Zylog			
				Urban		Rural	Urban		
		Mode of Interview	Personal	Telephonic	Personal	Personal	Telephonic		
Sl.No	District	SDCA							
1	Erode	Erode	-	-	119	102	105		
2	Trichy	Trichy	-	-	47	77	78		
3	Coimbatore	Coimbatore	538	540					
4	Virudhunagar	Virudhunagar	-	-	-	-	-		
5	Salem	Salem	-	-	81	95	98		
6	Pondicherry	Pondicherry	-	-	45	51	53		
7	Cuddalore	Cuddalore	-	-	31	48	49		
Total of each column			538	540	323	373	383		
Total Survey of Each Operator			1078		1079				
Total Planned for Survey			1067		1067				

3.2.2 Sampling Frame

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

3.2.3 Questionnaire(s) Canvassed

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

3.3 Computation of Level of Customer Satisfaction and Benchmarking

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

% of satisfied consumers is ascertained using the following formula:

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

Where CS=% of satisfied consumers

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

N = Total sample size achieved

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

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service

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

Broadband Service:

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

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

4.0 Definition of key terms

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

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

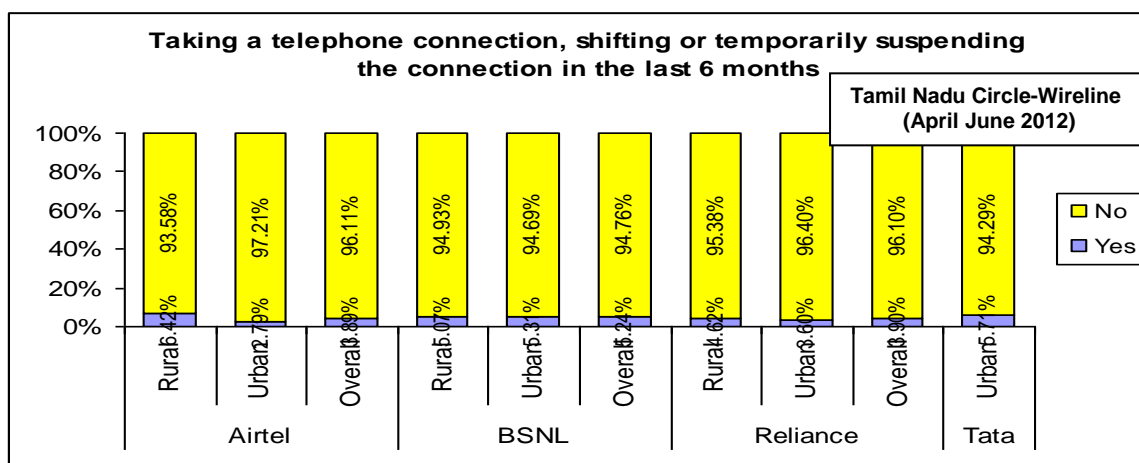
Broadband service – Broadband’ is defined in the Broadband Policy 2004 as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP.

5.1 Detailed Findings – Basic Wireline

5.1.1 Service Provision sub-aspects

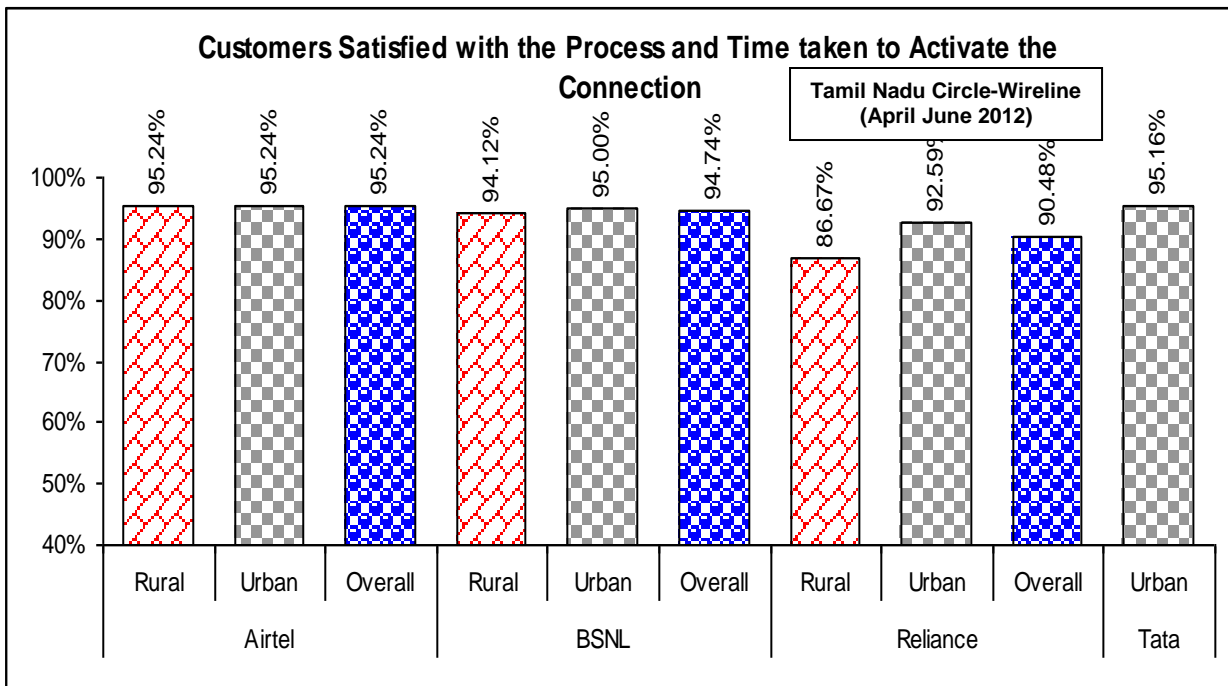
a. Taking a Telephone Connection, Shifting or Temporarily Suspending the Connection in the Last 6 Months

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



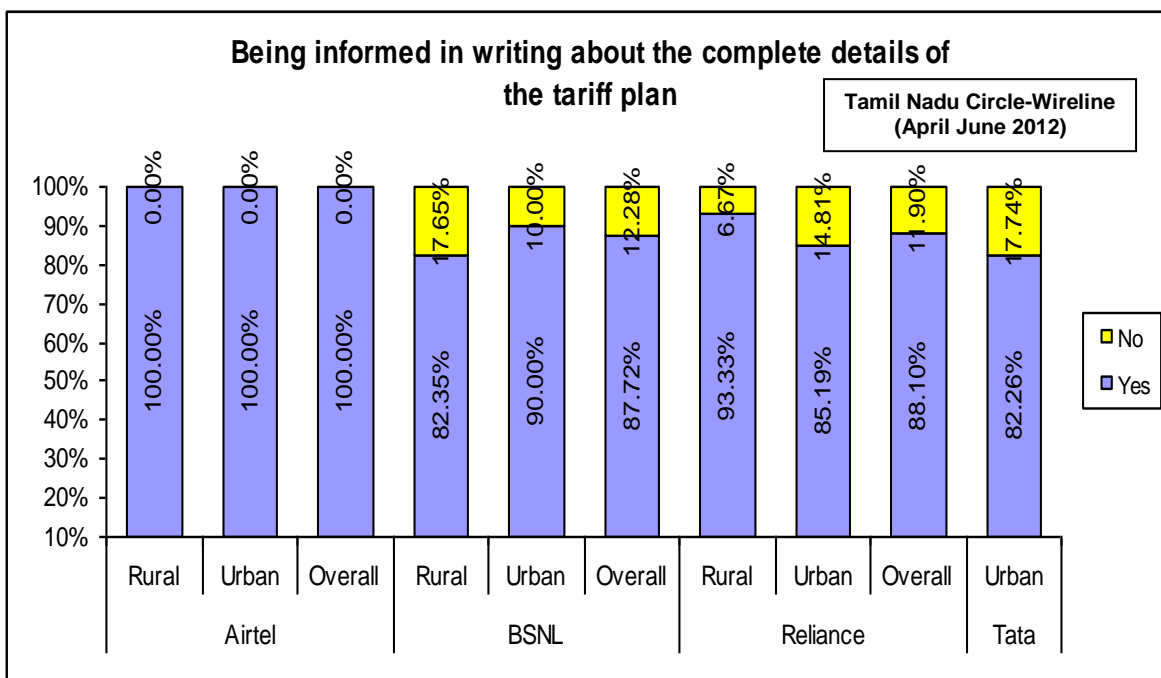
TATA’s (6%), BSNL (5%) and Reliance & Airtel (4%) overall subscribers had recently taken a telephone connection or shifted/temporarily suspended their connection, in the present round of survey.

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



Satisfaction level with respect to the process and time taken to activate the connection has been highest for Airtel, Tata and BSNL (95%) followed by Reliance (90%).

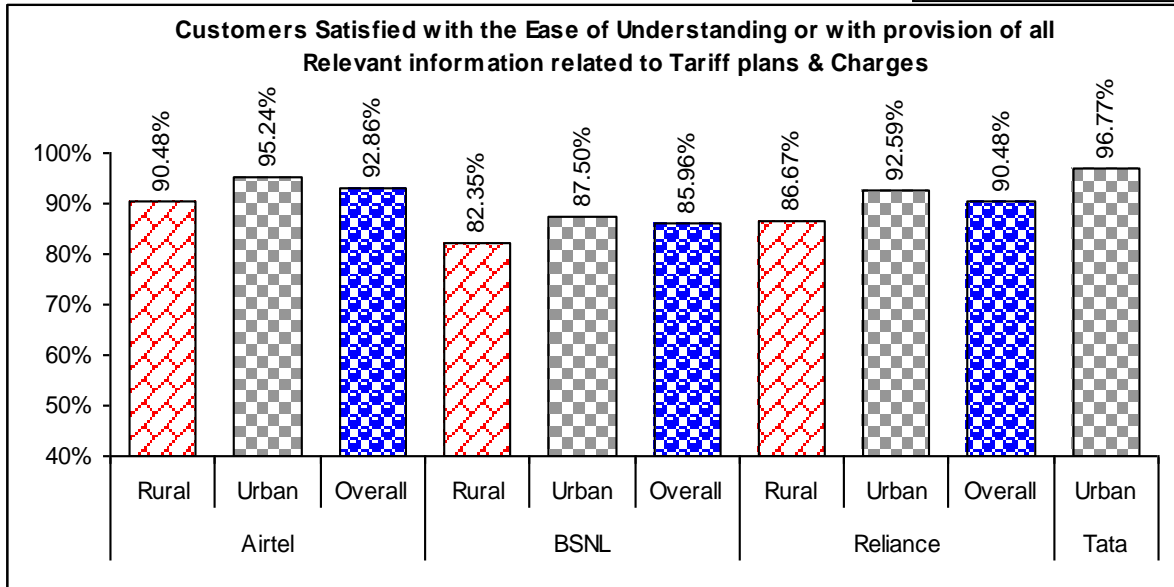
c. Being Informed In Writing, At The Time Of Subscription Of Service Or Within A Week Of Activation Of Service The Complete Details Of The Tariff Plan



100%(Airtel), 88% (BSNL and Reliance) and 82% (Tata) subscribers have confirmed that they have been informed in writing at the time of subscription of service or within a week of activation of service the complete details of the Tariff Plan.

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

Tamil Nadu Circle-Wireline
(April June 2012)

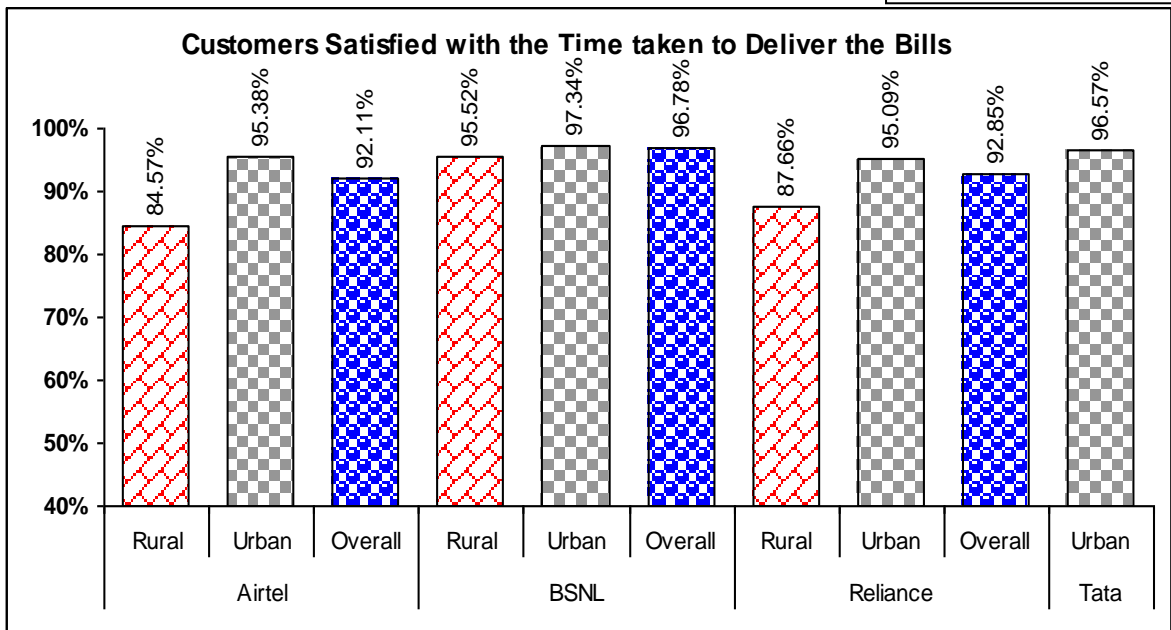


The majority of subscribers of all operators are either very satisfied or satisfied with the ease of understanding / provisions of all related information related to tariff plans & charges. Satisfaction levels were Tata (97%), Airtel (93%), Reliance (93%) and BSNL (86%).

5.1.2 Billing Related sub-aspects

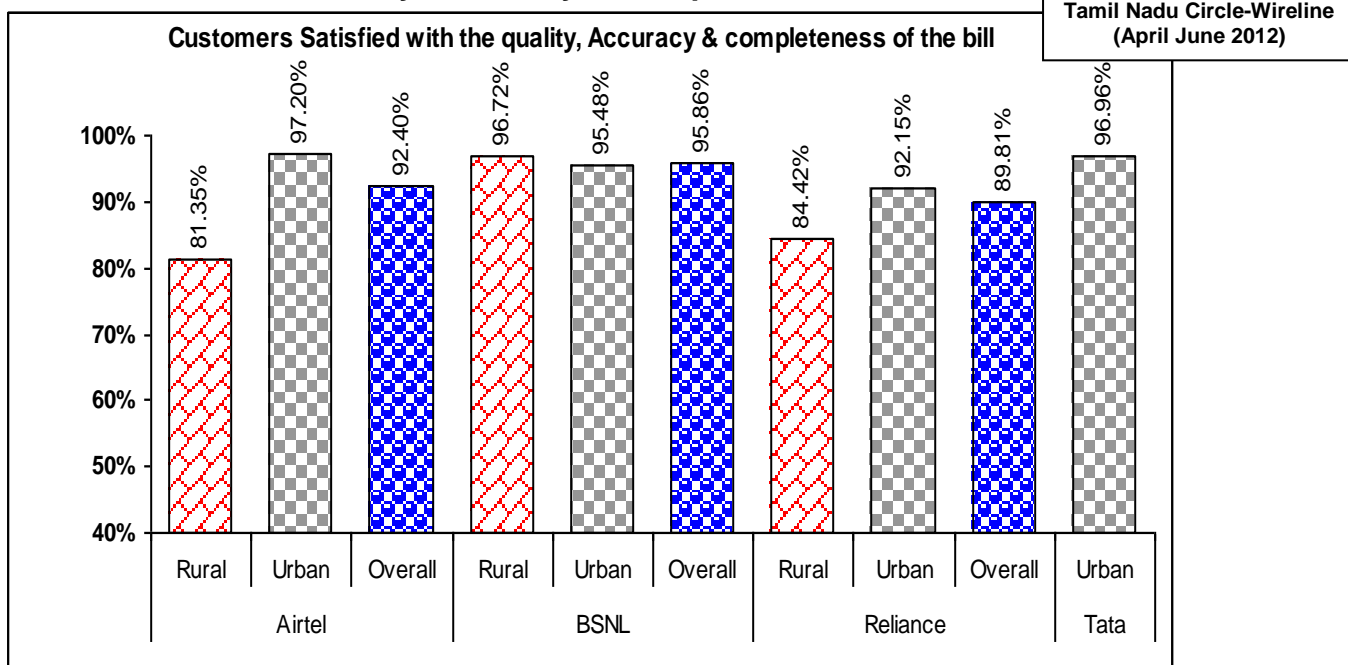
a. Satisfaction with the Time Taken To Deliver the Bills

Tamil Nadu Circle-Wireline
(April June 2012)



Over 92 % of subscribers of all operators are either very satisfied or satisfied with the time taken for delivery of their bills. Satisfaction levels were BSNL & Tata (97%), Reliance (93%) and Airtel (92%).

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



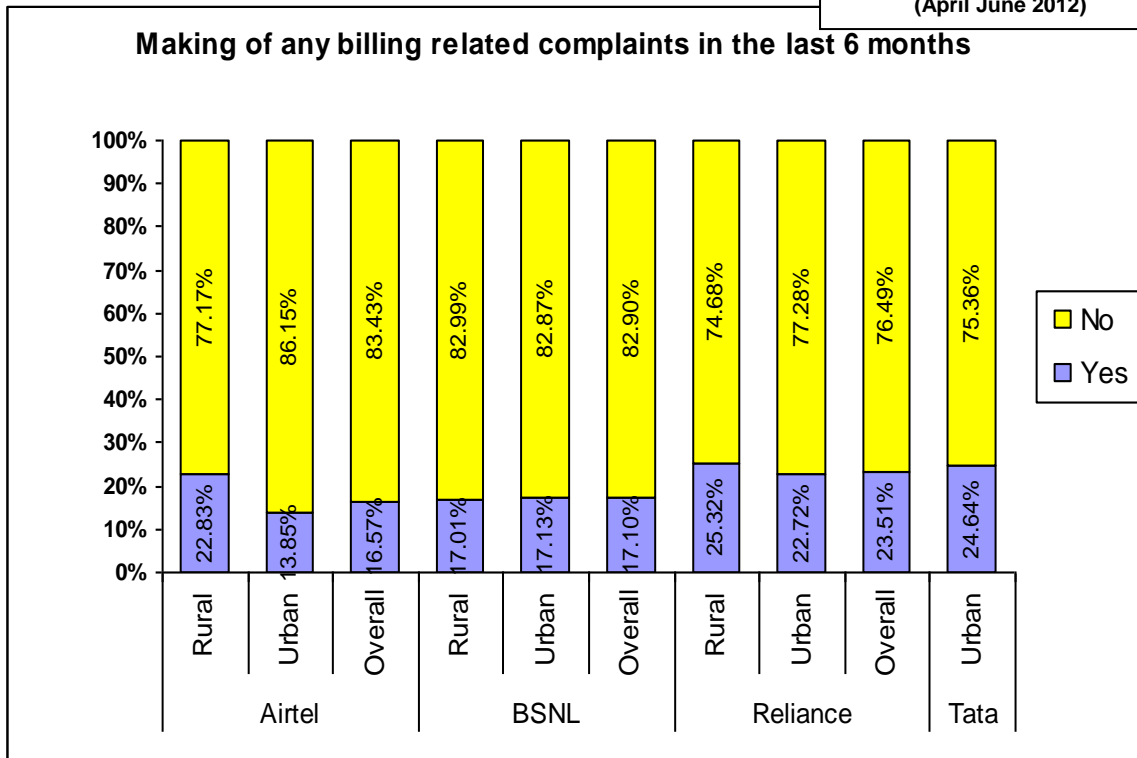
Over 90 % of subscribers of all operators are either very satisfied or satisfied with the quality, accuracy and completeness of their bills. Satisfaction levels were Tata (97%), BSNL (96%), Airtel (92%) and Reliance (90%).

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

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
Airtel	Rural	25.86%	27.59%	8.62%	5.17%	29.31%	3.45%	0.00%
	Urban	10.00%	30.00%	5.00%	0.00%	45.00%	10.00%	0.00%
	Overall	21.79%	28.21%	7.69%	3.85%	33.33%	5.13%	0.00%
BSNL	Rural	27.27%	27.27%	9.09%	0.00%	27.27%	9.09%	0.00%
	Urban	23.53%	29.41%	11.76%	5.88%	26.47%	2.94%	0.00%
	Overall	24.44%	28.89%	11.11%	4.44%	26.67%	4.44%	0.00%
Reliance	Rural	25.00%	25.00%	4.17%	4.17%	37.50%	4.17%	0.00%
	Urban	30.36%	26.79%	7.14%	5.36%	26.79%	3.57%	0.00%
	Overall	27.88%	25.96%	5.77%	4.81%	31.73%	3.85%	0.00%
Tata	Urban	28.13%	21.88%	9.38%	6.25%	28.13%	6.25%	0.00%

d. Billing Related Complaints in the Last 6 Months

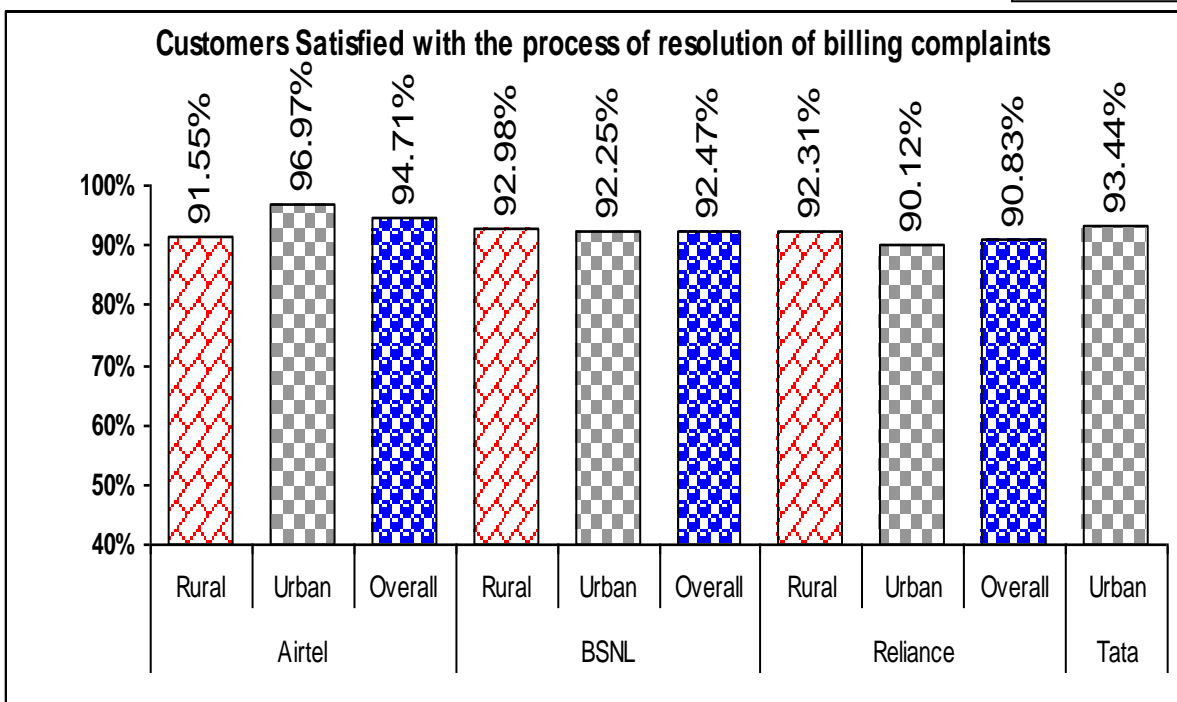
Tamil Nadu Circle-Wireline
(April June 2012)



25% Tata, 23% Reliance, 17% of Airtel and BSNL subscribers only had made billing related complaint in the last six months.

e. Satisfaction with the Process of Resolution of Billing Complaints

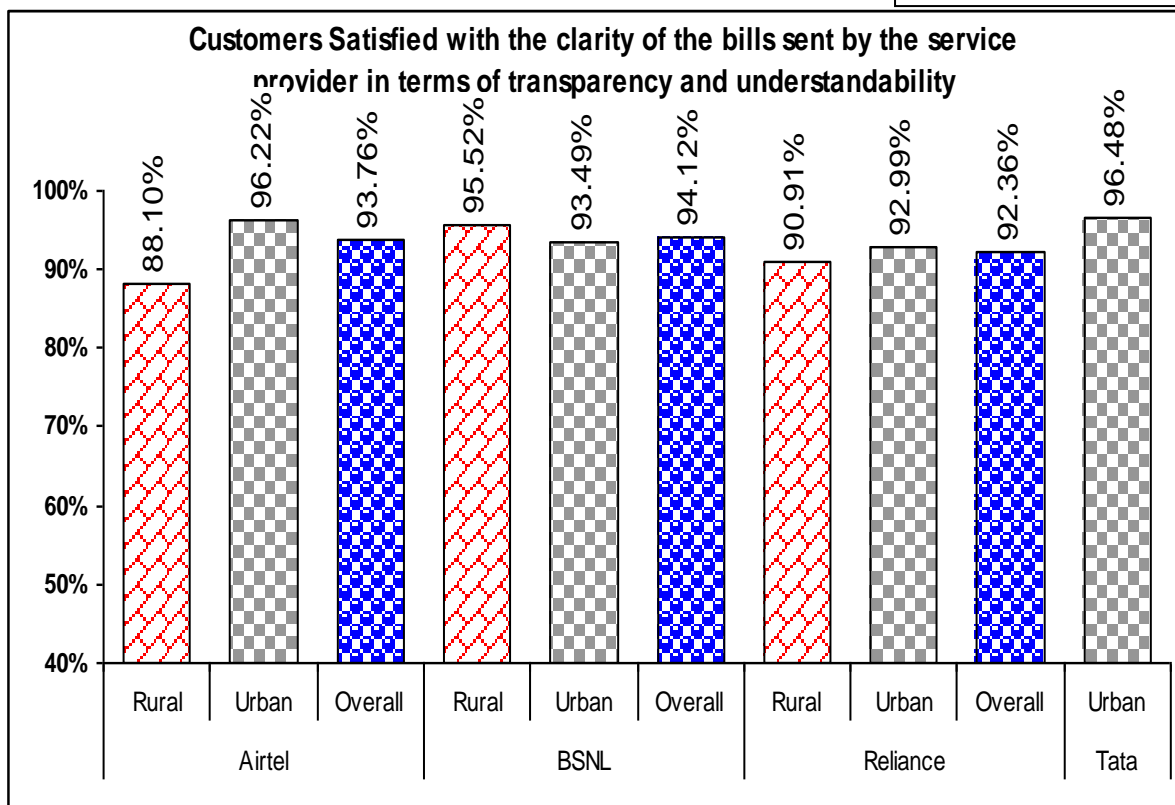
Tamil Nadu Circle-Wireline
(April June 2012)



Over 90 % of subscribers of all operators are either very satisfied or satisfied with the process of resolution of their billing complaints. The satisfaction levels were Airtel (95%), Tata (93%), BSNL (92%) and Reliance (91%).

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

Tamil Nadu Circle-Wireline
(April June 2012)



Over 92 % of subscribers of all operators are either very satisfied or satisfied with the Clarity of bills sent by respective service providers in terms of transparency and Understandability. The satisfaction levels were Tata (96%), BSNL & Airtel (94%), and Reliance (92%).

Prepaid Customers

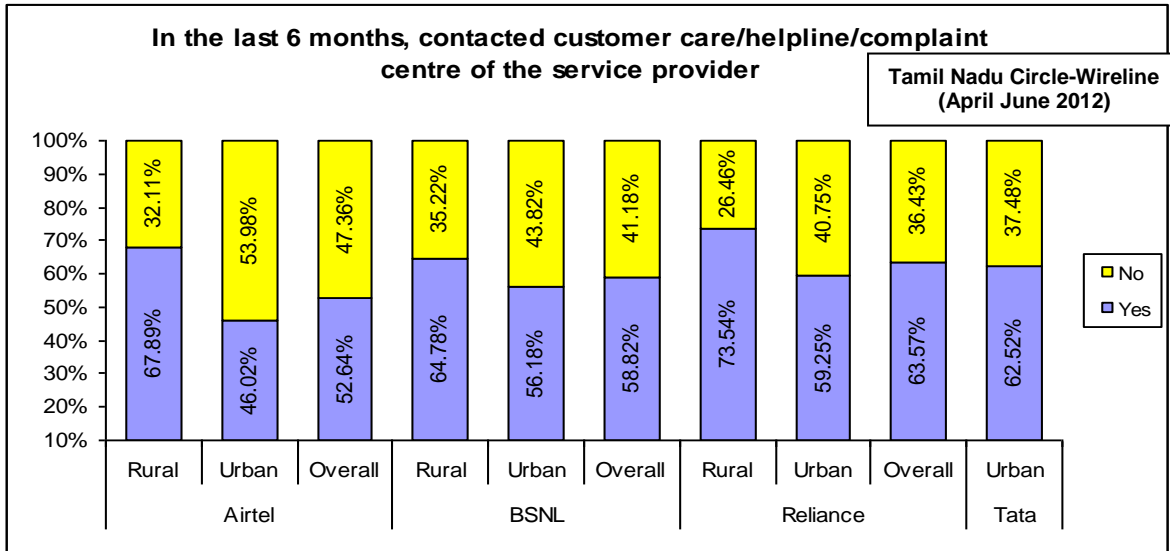
a. Satisfaction with the charges deducted for every call i.e. amount deducted on every usage

Wireline Operator	Area	Average
Airtel	Rural	87.50%
	Urban	94.87%
	Overall	92.73%
BSNL	Rural	NA
	Urban	NA
	Overall	NA
Reliance	Rural	94.12%
	Urban	89.47%
	Overall	90.91%
Tata	Urban	85.71%

5.1.3 Help Services Related Sub-Aspects

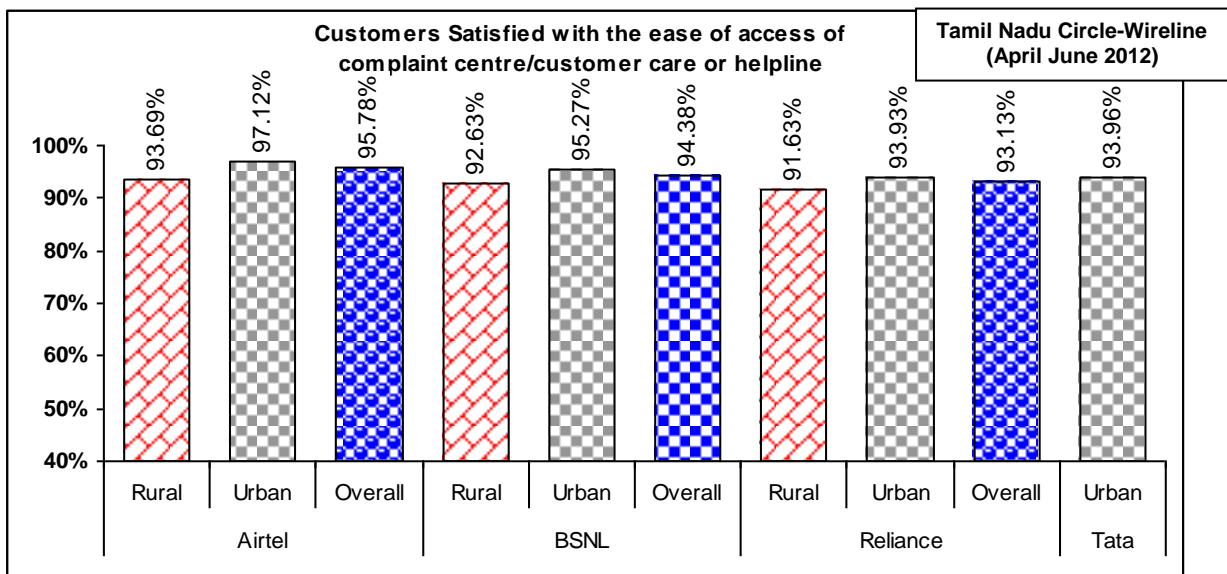
This parameter captures the satisfaction of subscribers on various sub-parameters of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

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



Over 26% (Reliance rural) to 54% (Airtel urban) subscribers across all operators have not contacted customer care /helpline/call centre of their respective service provider in the last six months.

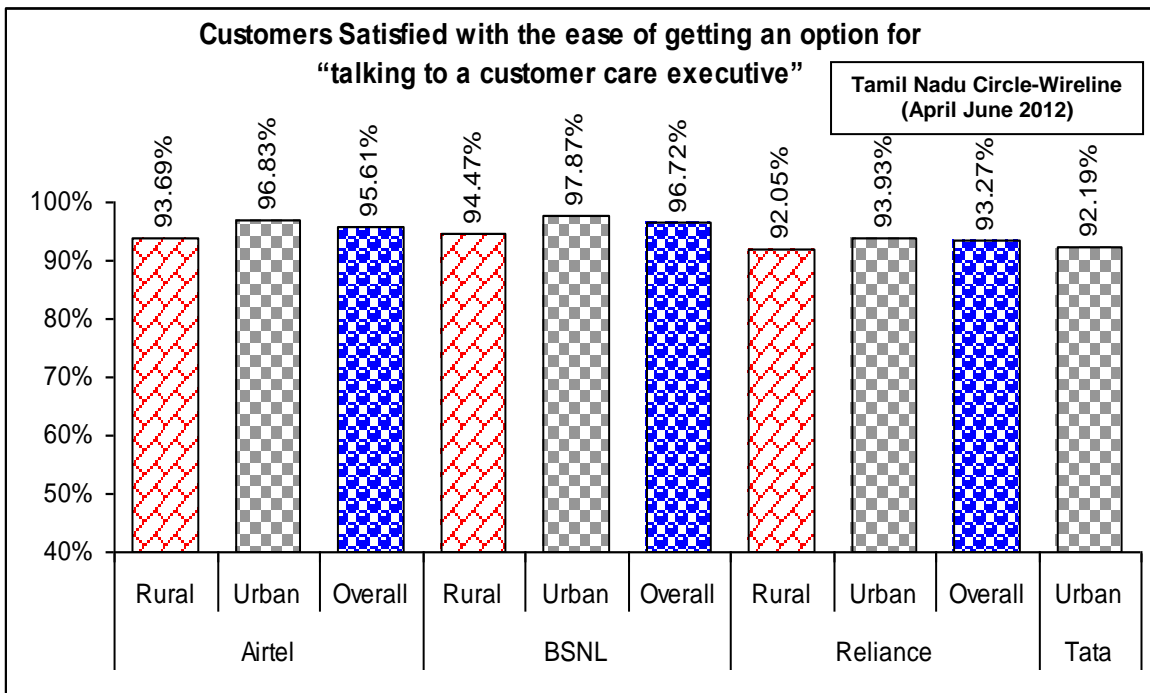
b. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline



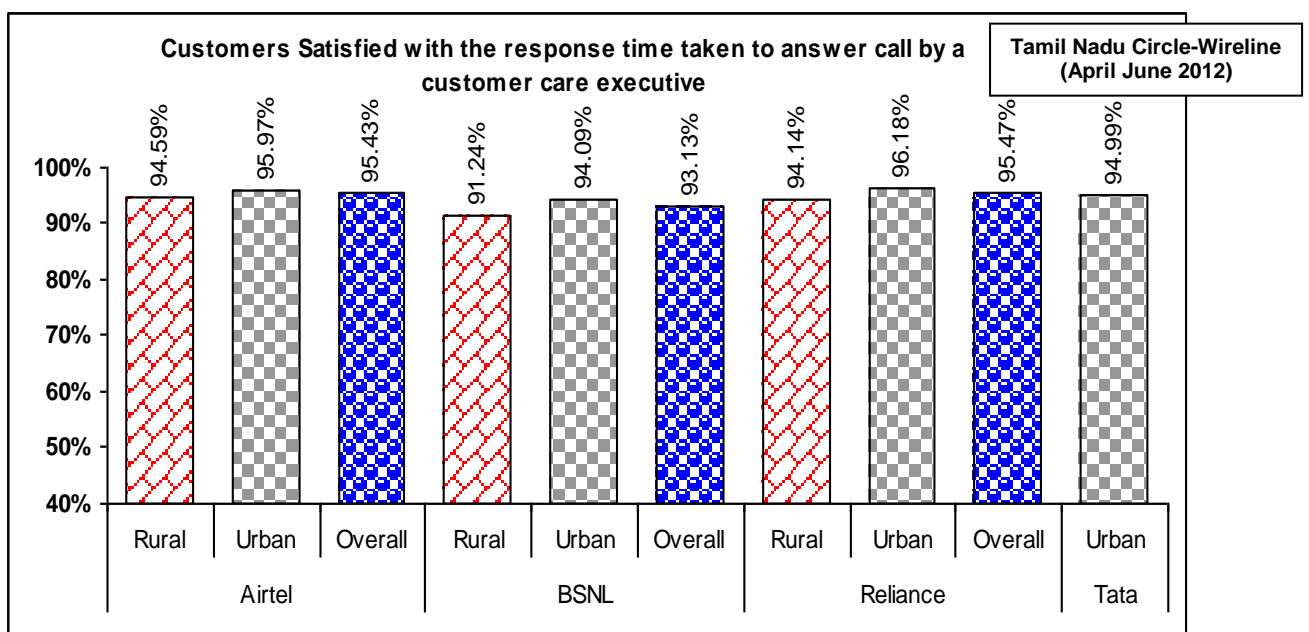
Among subscribers who have contacted their respective call centre/customer care/helpline, over 93% subscribers of all operators are either very satisfied or satisfied with ease of access. The satisfaction levels were Airtel (96%), BSNL & Tata (94%) and Reliance (93%).

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

Over 92 % subscribers across all operators have expressed either very satisfied or satisfied with ease of getting an option of talking to a customer care executive.

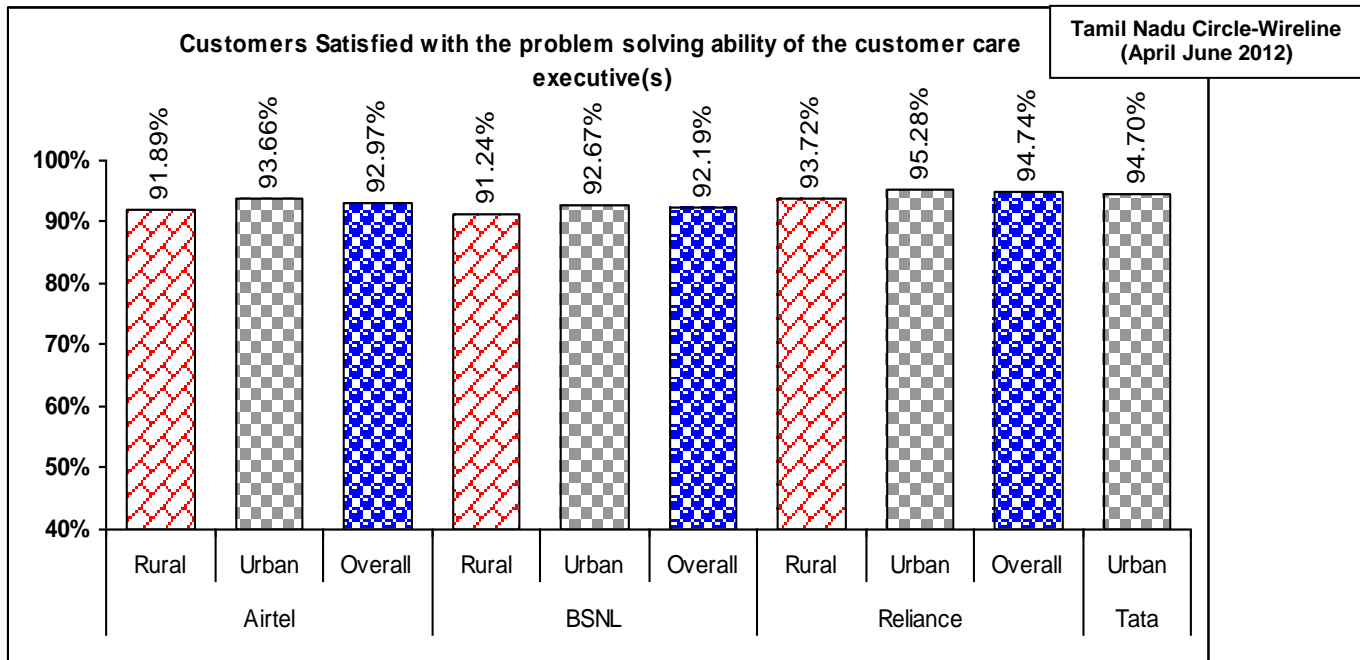


d. Satisfaction with the Response Time Taken To Answer Call by a Customer Care Executive



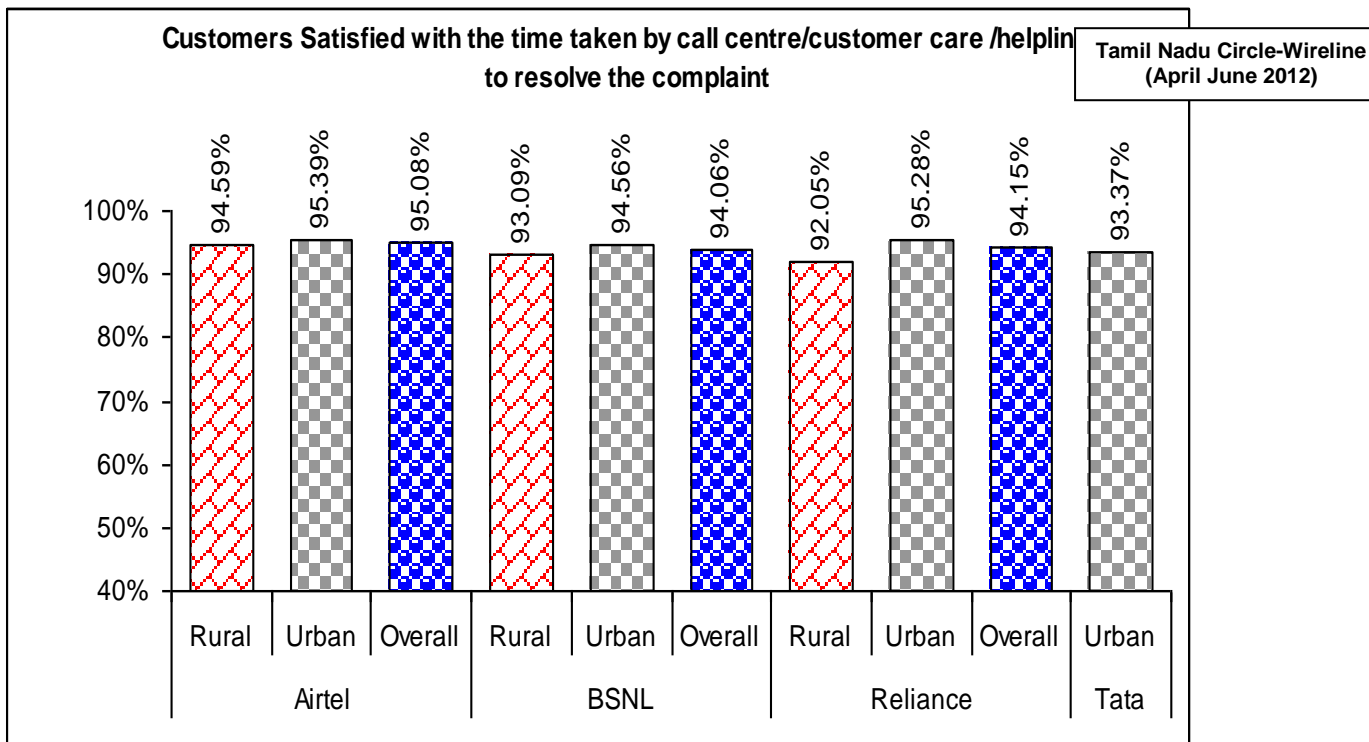
The satisfaction levels of subscribers is over 93 % with respect to response time taken by a customer care executive to answer the call

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



The satisfaction levels of subscribers across all operators have been over 92 % with respect to the problem solving ability of customer care executive.

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



The satisfaction levels of subscribers has been Airtel (95%), BSNL & Reliance (94%) and Tata (93%) with respect to the time taken by customer care executive to resolve a complaint.

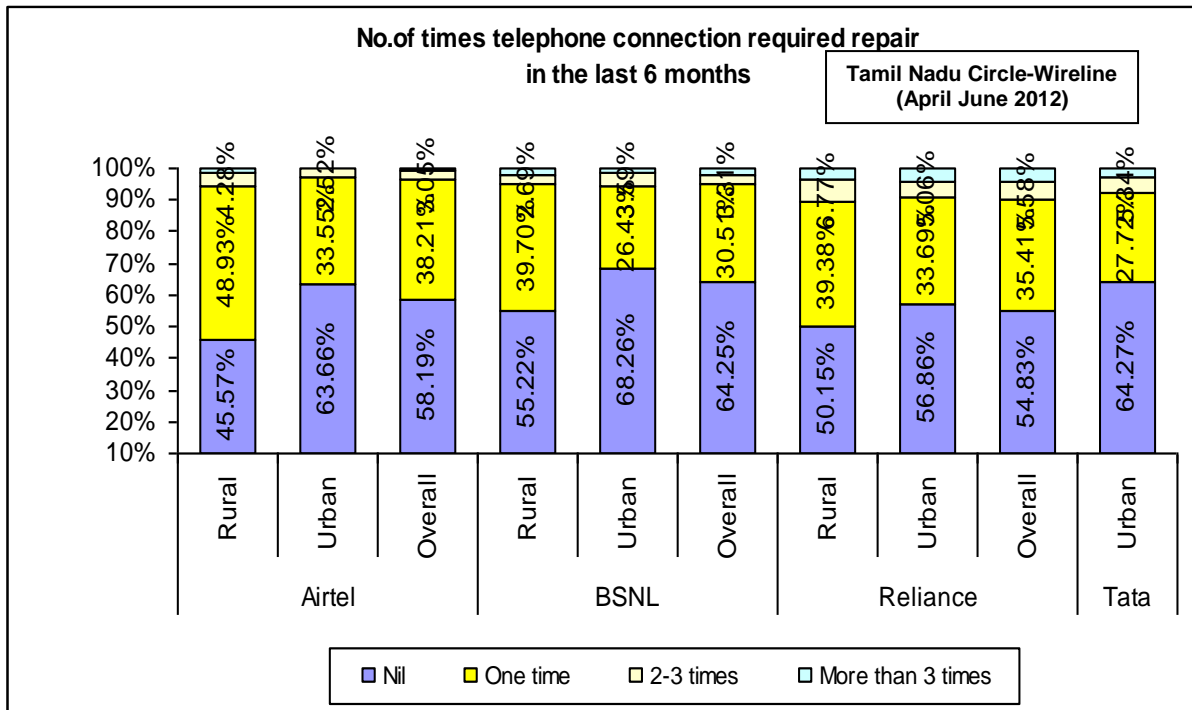
5.1.4 Network Performance, Reliability and Availability Related Sub-Aspects

Wireline Operator	Area	Satisfaction with the		
		Availability of working telephone (dial tone)	Ability to make or receive calls easily	Voice quality
Airtel	Rural	90.83%	87.16%	88.07%
	Urban	98.67%	98.14%	98.54%
	Overall	96.30%	94.82%	95.37%
BSNL	Rural	97.01%	96.72%	92.84%
	Urban	98.67%	97.88%	94.95%
	Overall	98.16%	97.52%	94.30%
Reliance	Rural	88.00%	86.77%	84.62%
	Urban	95.61%	94.81%	97.74%
	Overall	93.31%	92.38%	93.77%
Tata	Urban	97.88%	97.33%	94.48%

BSNL has scored highest (98%) in terms of subscriber's satisfaction with the ability to make or receive calls easily followed by Tata (97%), Airtel (95%), and Reliance (92%). In terms of availability of working telephone (dial tone), the score of BSNL & Tata (98%), has been the highest followed by Airtel (96%) and Reliance (93%), while voice quality has been the best in Airtel (95%) followed by BSNL, Reliance & Tata (94%).

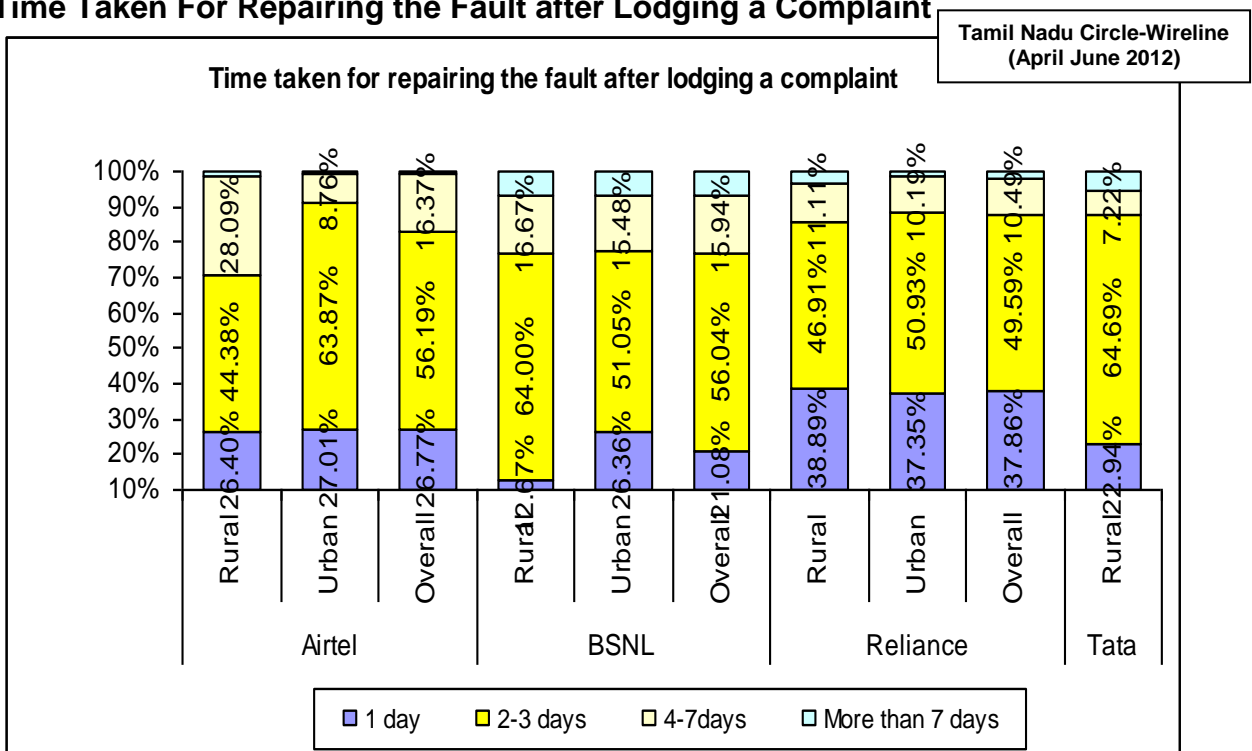
5.1.5 Maintainability Related Sub-Aspects

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



38% of Airtel, 35% of Reliance, 31% of BSNL and 27% of Tata subscribers got their telephone connections repaired once in last six months.

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

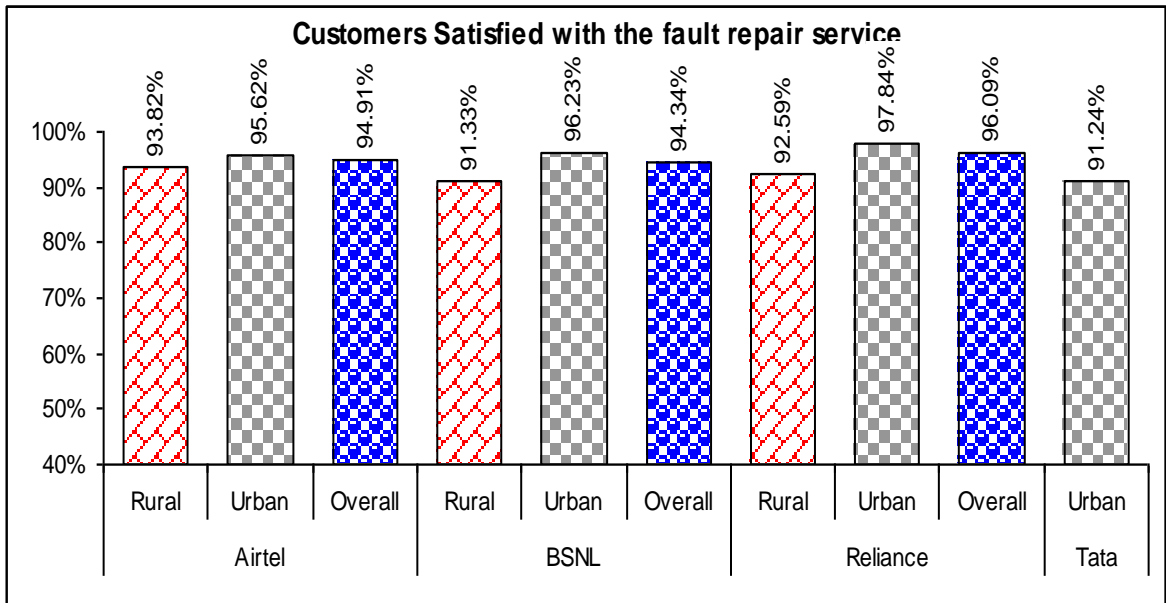


Of those who got their telephones repaired, 65% Tata, 56% BSNL & Airtel and 50% Reliance subscribers could get their telephones repaired in 2 to 3 days.

c. Satisfaction with the Fault Repair Service

Tamil Nadu Circle-Wireline
(April June 2012)

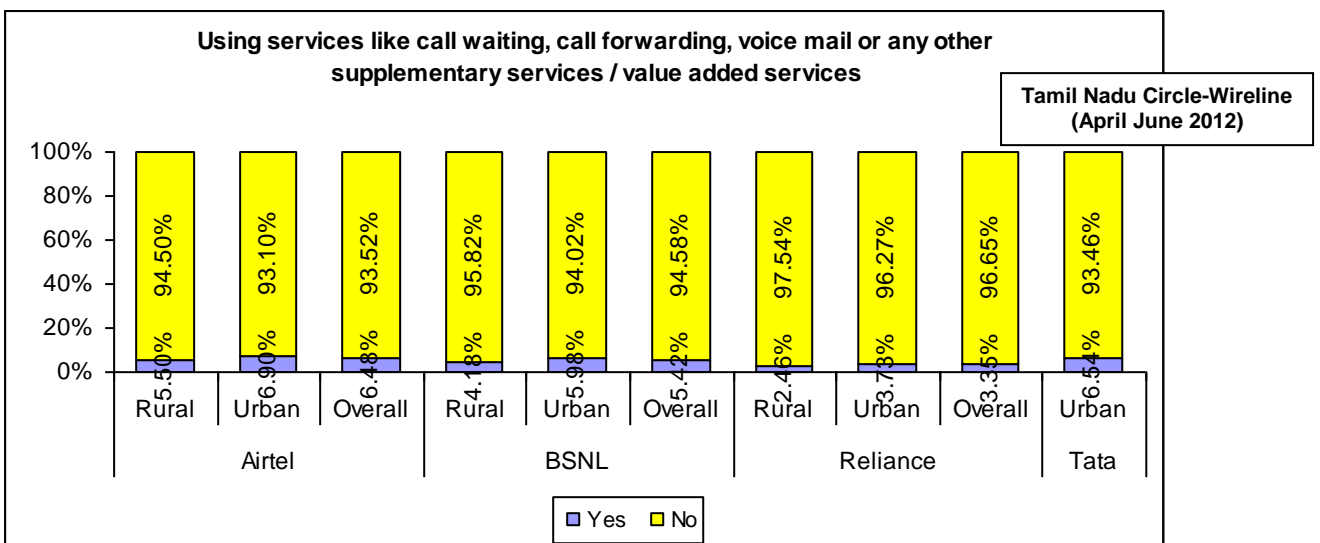
Majority of subscribers of all operators



Majority of subscribers of all operators expressed either being very satisfied or satisfied with the fault repair services of their respective operators, with satisfaction level of Reliance being highest at 96 % followed by Airtel (95%), BSNL (94%) and Tata (91%).

5.1.6 Supplementary Services

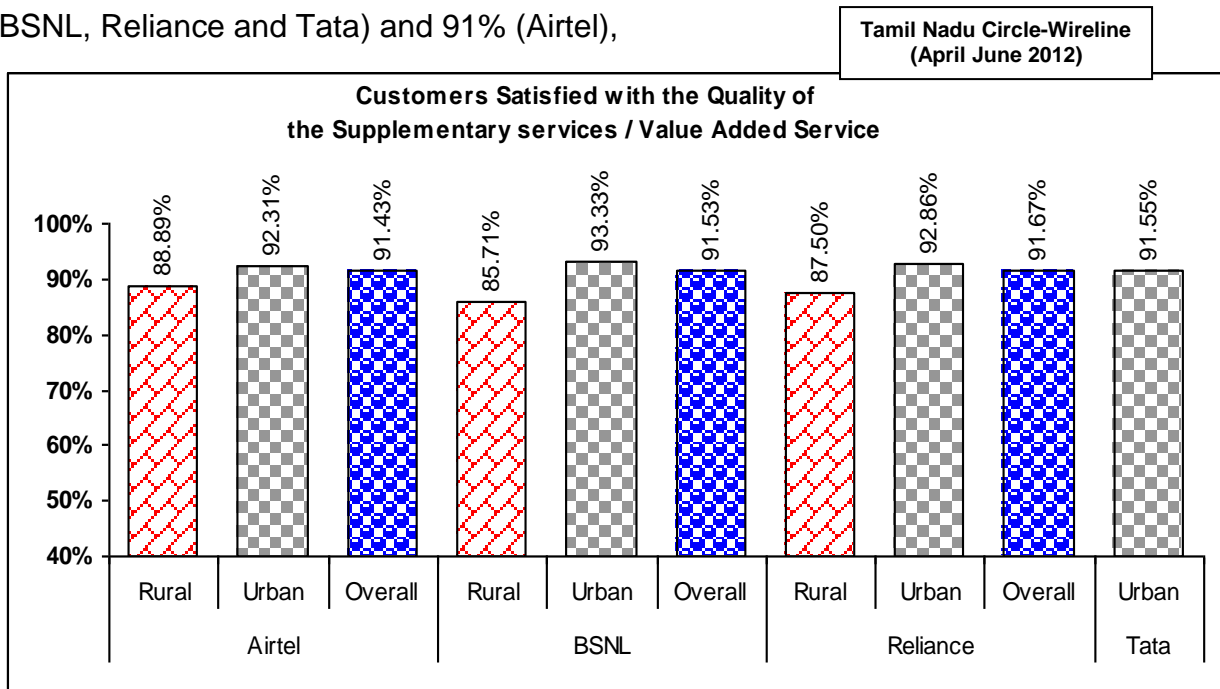
a. Using Services Like Call Waiting, Call Forwarding, Voice Mail Or Any Other Supplementary Services / Value Added Services.



Majority of subscribers from over 93% (TATA) to 97% (Reliance) have not used services like call waiting call forwarding, voice mail or other supplementary services / value added services.

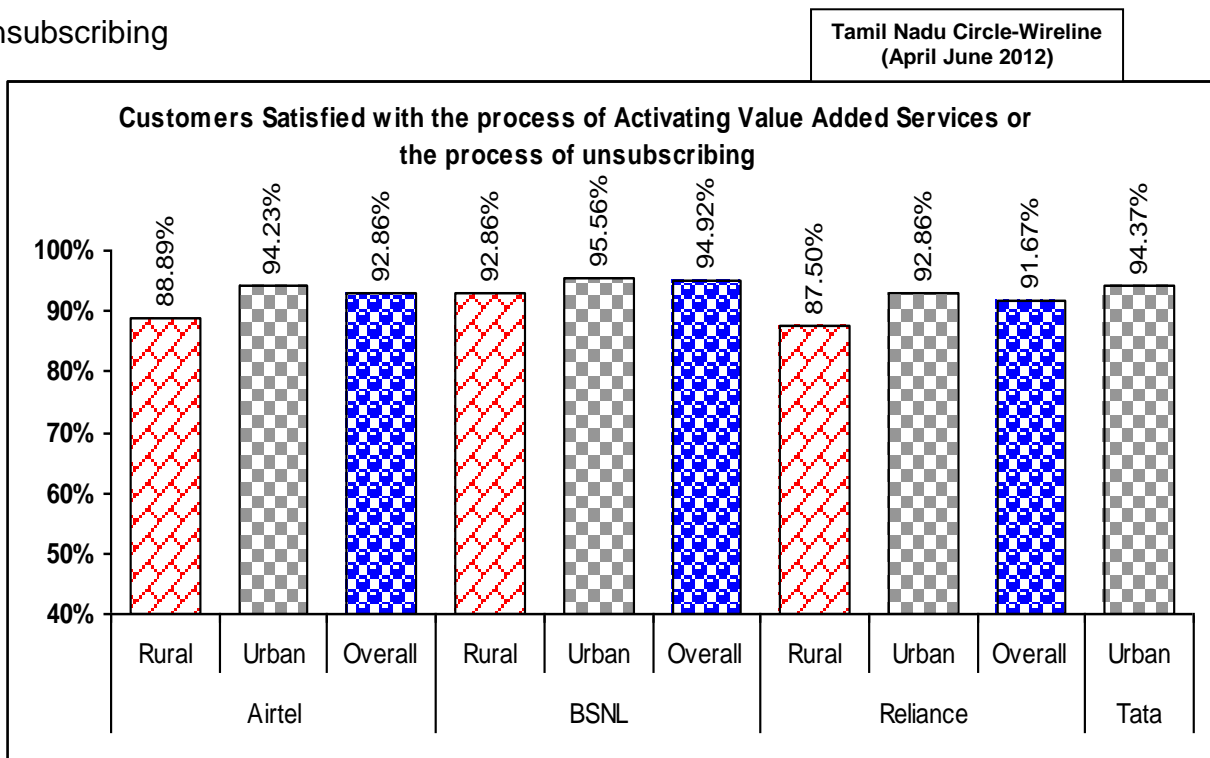
b. Satisfaction with the Quality of the Supplementary Services / Value Added Service

Among those who have used value added services, satisfaction levels have been 92 % (BSNL, Reliance and Tata) and 91% (Airtel),

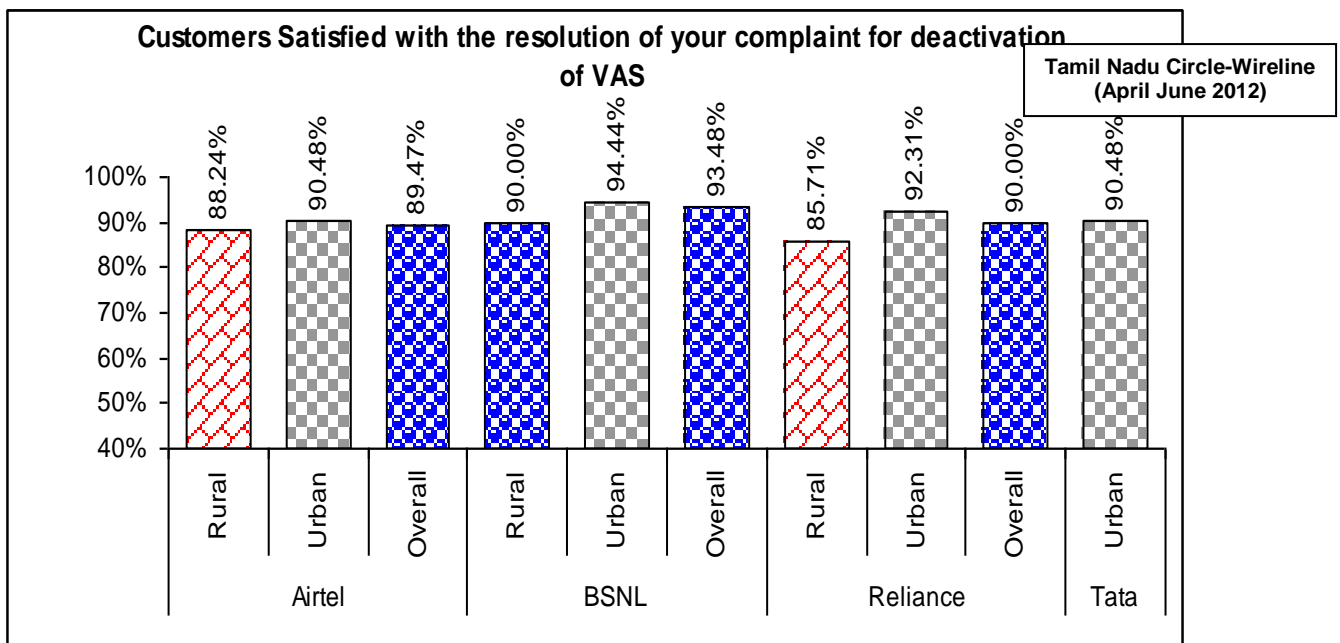


c. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing

Satisfaction levels of subscribers have been 95% (BSNL), 94% (Tata), 93% (Airtel) & 92% (Reliance) with the process of activating value added services or the process of unsubscribing



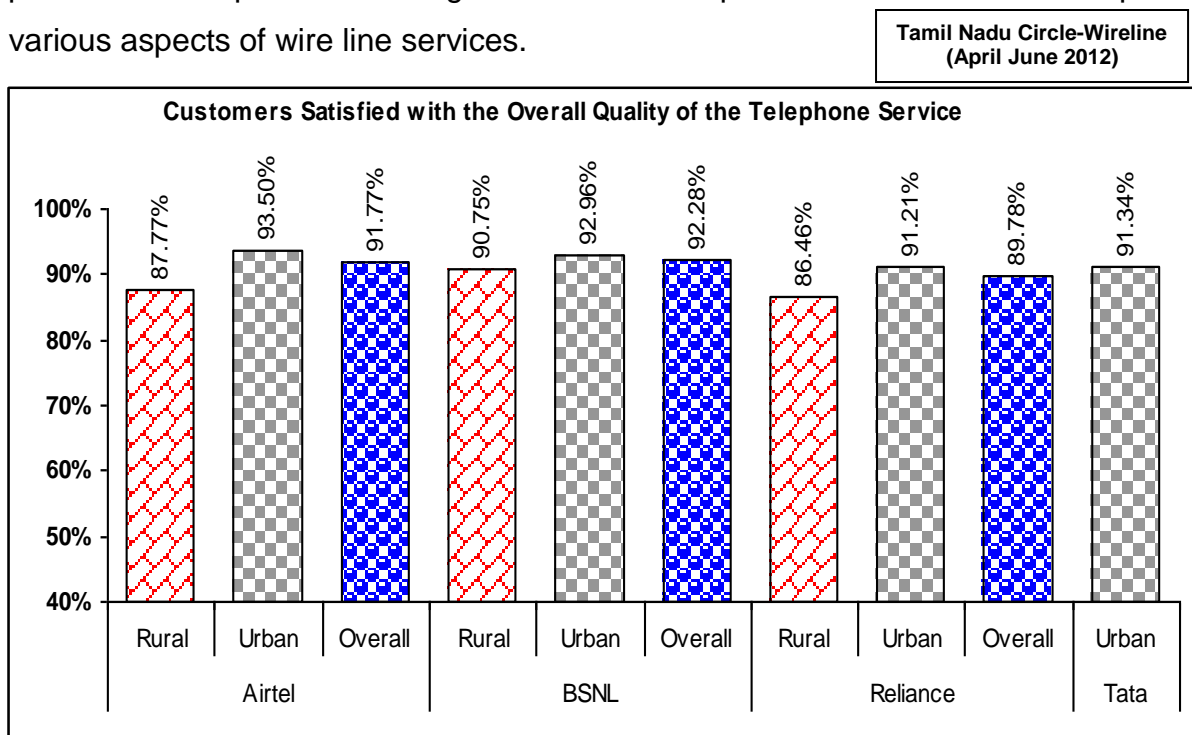
d. Satisfaction with the Resolution of the Complaint for Deactivation of VAS



Among those who had a complaint for deactivation of value added services, satisfaction levels have been 93% (BSNL), 90% (Tata & Reliance) and 89% (Airtel).

5.1.7 Overall Customer Satisfaction

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



Subscribers of all service providers have expressed as being either very satisfied or satisfied with the overall quality of their telephone services with satisfaction levels ranging from 90 % (Reliance) to 92 % (BSNL and Airtel).

5.1.8 Redressal Mechanism

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

Wireline Operator	Area	Awareness of the	
		Customer Care	Nodal Officer
Airtel	Rural	92.05%	4.89%
	Urban	93.63%	10.61%
	Overall	93.15%	8.88%
BSNL	Rural	93.43%	6.27%
	Urban	95.09%	13.41%
	Overall	94.58%	11.21%
Reliance	Rural	91.38%	8.00%
	Urban	95.61%	14.38%
	Overall	94.33%	12.45%
Tata	Urban	94.75%	13.17%

Mostly subscribers across all operators are aware of availability of customer care services as pointed by present survey findings in which 95% (BSNL & Tata), 94% (Reliance) and 93% (Airtel) have confirmed this aspect, while awareness of Nodal officers and Appellate Authority has been low from 9% (Airtel) to 13% (Tata).

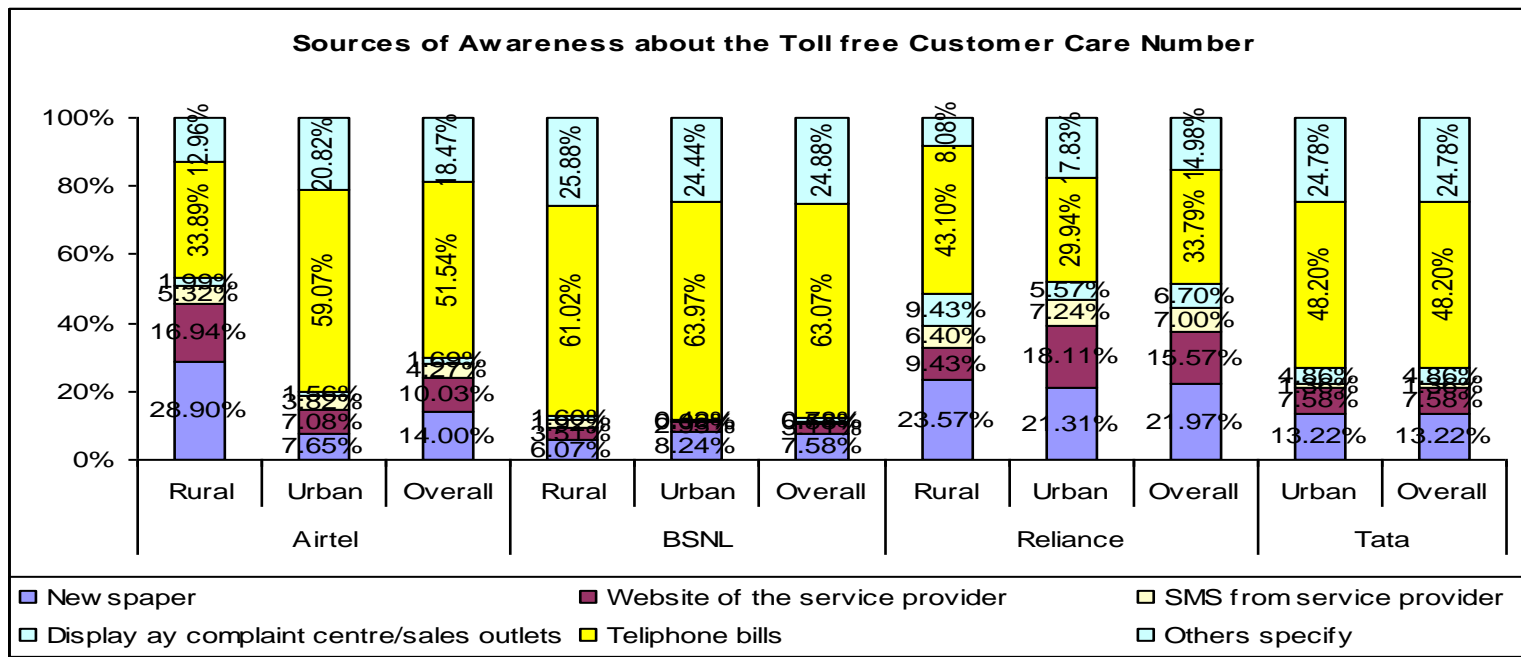
At the next stage, around 17% of Airtel subscribers to 25 % of Tata & Reliance subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. Most of these complaints were registered and docket number was received (ranging from 18% of Reliance to 53% of BSNL customers) by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey, subscribers ranging from 3% of BSNL to 51% of Reliance) opined that docket number was not received. 19% of Reliance to 40% of BSNL customers were issued /provided dockets on request while few (below 10%) opined that it was not provided even on request.

The subscribers 6% (Reliance) to 10% (BSNL) were informed by call centre about action taken by call centre on their complaint. The resolution of complaint has been satisfactory by all operators.

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

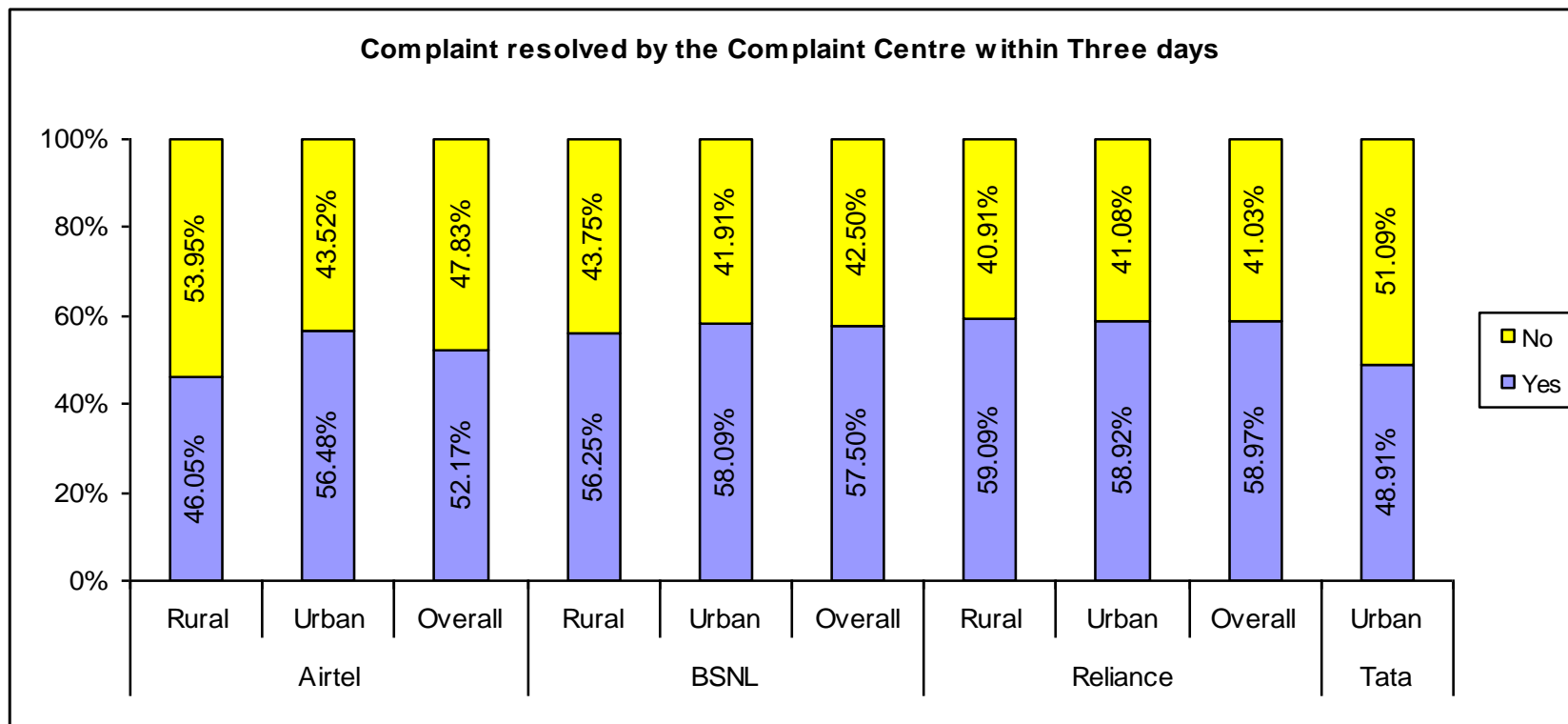
Wireline Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases				Informing by the Call Centre about the action taken on the complaint		Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint	
		Yes	No	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Yes	No	Yes	No
Airtel	Rural	23.24%	76.76%	43.42%	23.68%	25.00%	5.26%	7.89%	92.11%	88.16%	10.53%
	Urban	14.32%	85.68%	49.07%	18.52%	25.93%	3.70%	8.33%	91.67%	90.74%	8.33%
	Overall	17.02%	82.98%	46.74%	20.65%	25.54%	4.35%	8.15%	91.85%	89.67%	9.24%
BSNL	Rural	19.10%	80.90%	48.44%	3.13%	45.31%	0.00%	9.38%	90.63%	81.25%	7.81%
	Urban	18.06%	81.94%	54.41%	2.94%	39.71%	0.74%	10.29%	89.71%	88.97%	5.88%
	Overall	18.38%	81.62%	52.50%	3.00%	41.50%	0.50%	10.00%	90.00%	86.50%	6.50%
Reliance	Rural	27.08%	72.92%	15.91%	56.82%	14.77%	10.23%	5.68%	94.32%	82.95%	11.36%
	Urban	24.63%	75.37%	18.92%	48.65%	21.08%	8.65%	6.49%	93.51%	85.95%	8.65%
	Overall	25.37%	74.63%	17.95%	51.28%	19.05%	9.16%	6.23%	93.77%	84.98%	9.52%
Tata	Urban	25.23%	74.77%	49.27%	5.11%	39.05%	0.73%	8.03%	91.97%	91.97%	5.47%

Sources of Awareness about the Toll free Customer Care Number



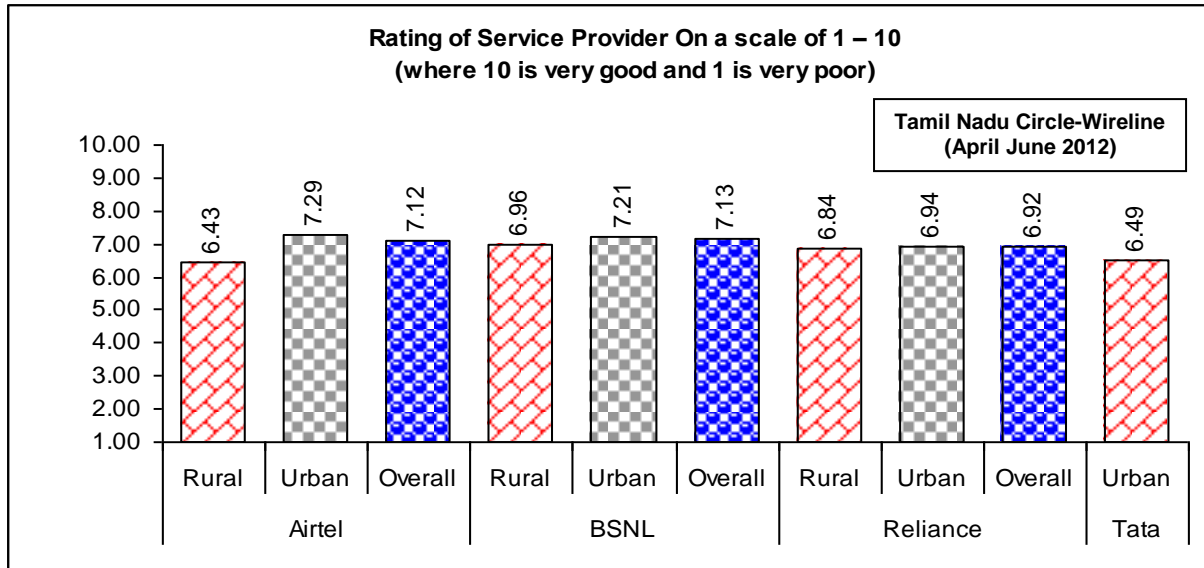
Majority of subscribers sources of Awareness about the Toll free Customer Care Number is the telephone bills of respective service provider.

Complaint resolved by the Complaint Centre within Three days



49% Tata to 59% Reliance customers complaints were resolved within three days.

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

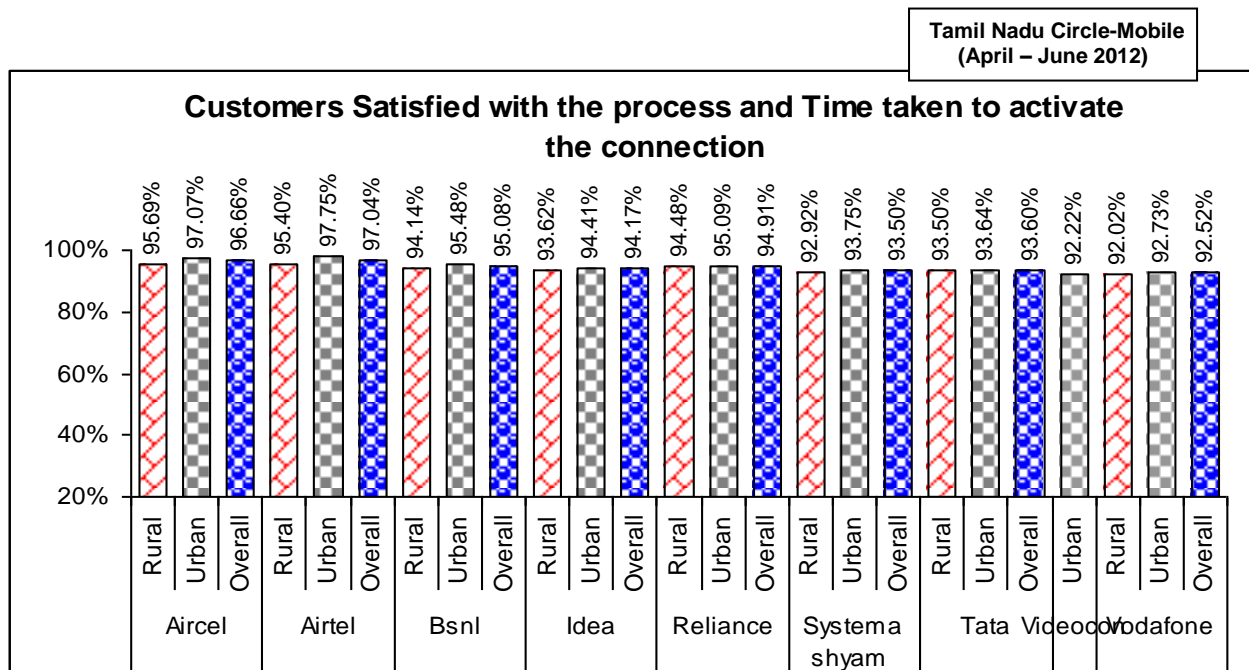


All service operators have been rated good i.e. above 6, with Airtel urban services getting highest score of 7.29 and lowest score obtained by Airtel rural at 6.43.

5.2 Detailed Findings – Cellular Mobile Services

5.2.1 Service Provision

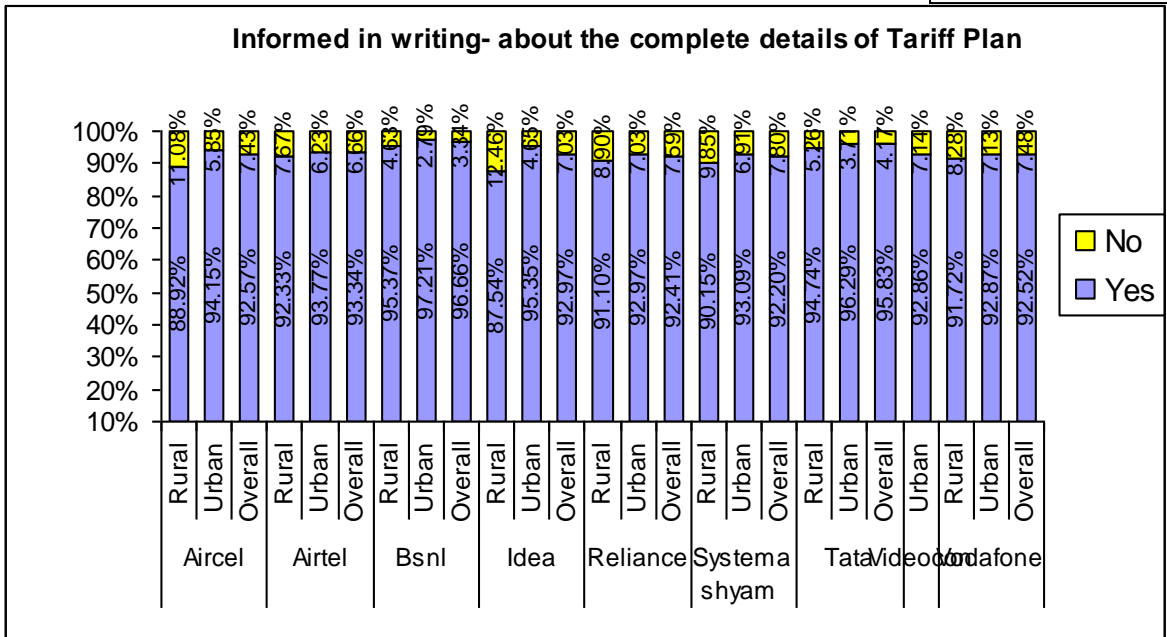
1. Satisfaction with the Process and Time Taken To Activate the Connection



Airtel & Aircel Customers are most satisfied (97%) with the process and time taken to activate a connection as compared to other service providers where satisfaction level ranged from 93%-95% in this round of survey on this parameter of performance.

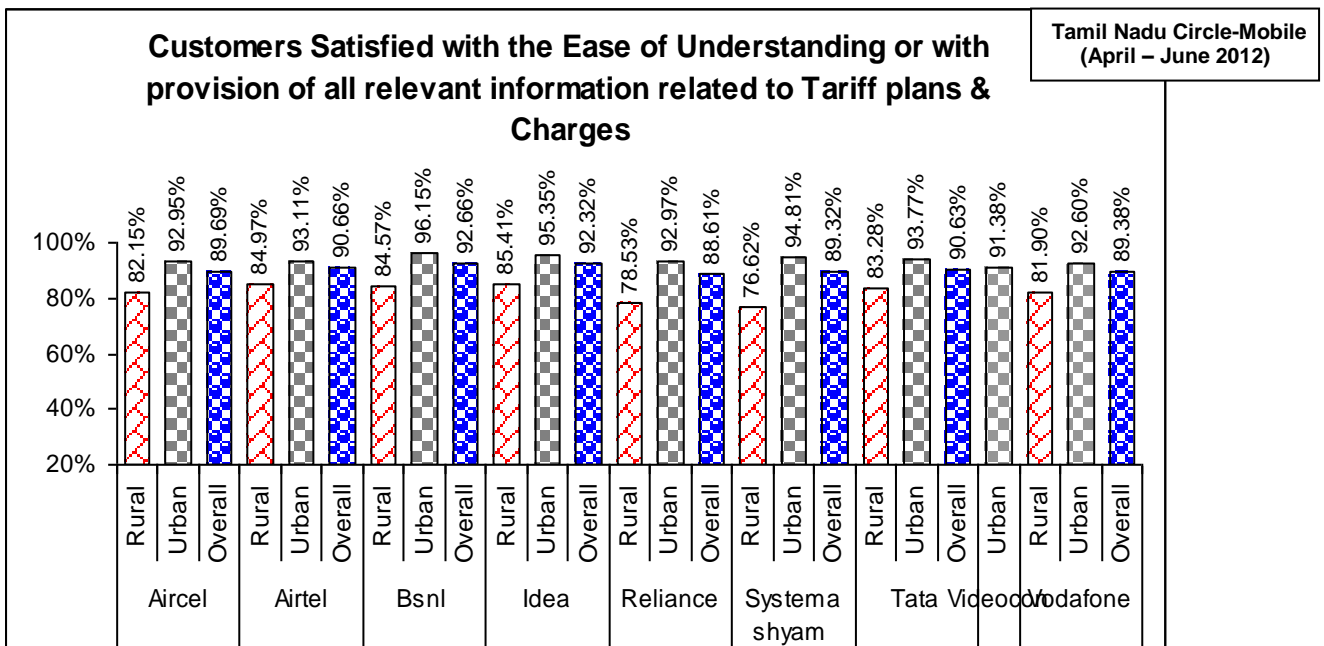
2. Informed In Writing, At the Time of Subscription of Service or Within a Week of Activation of Service, the Complete Details of Tariff Plan

Tamil Nadu Circle-Mobile
(April – June 2012)



Majority of customers, 92% (Sistema Shyam & Reliance) to 97%(BSNL) customers are informed in writing about the complete details of tariff plan as per findings of the present round of survey.

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

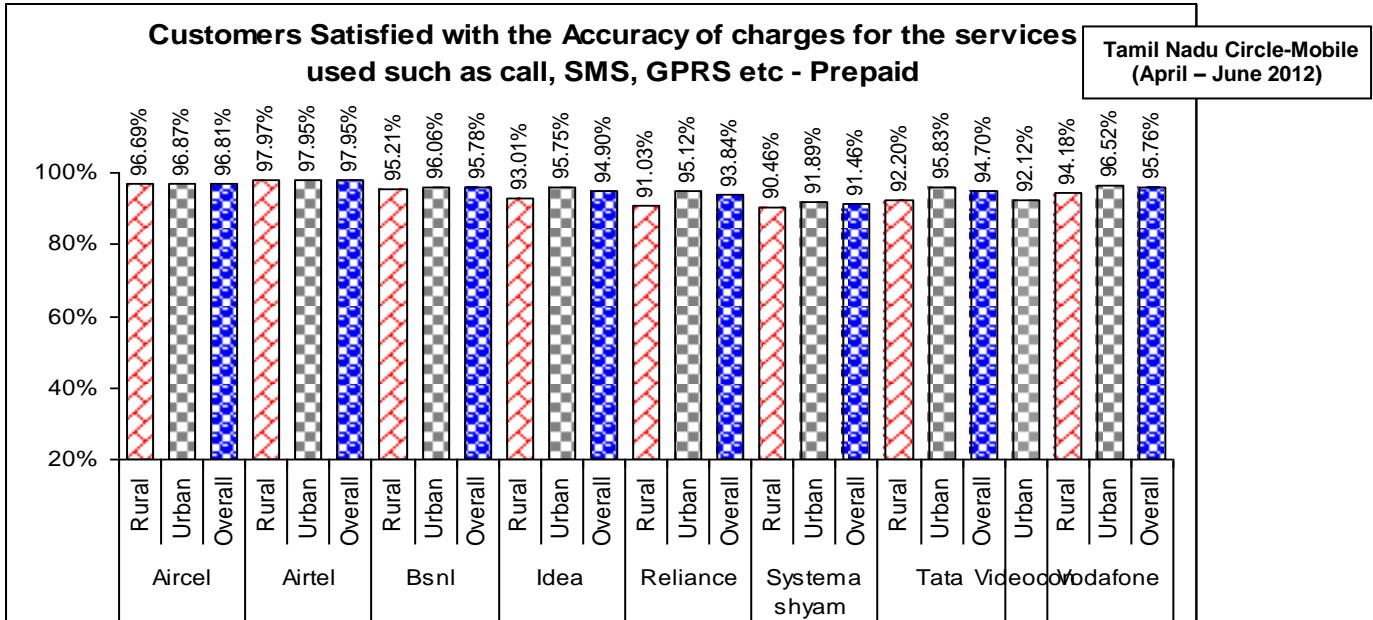


The satisfactions levels of subscribers varied from 77 % in case of rural Sistema Shyam customers to 96% in case of BSNL urban with respect to ease of understanding or with provision of all relevant information related to tariff plan and charges.

5.2.2 Billing Aspects

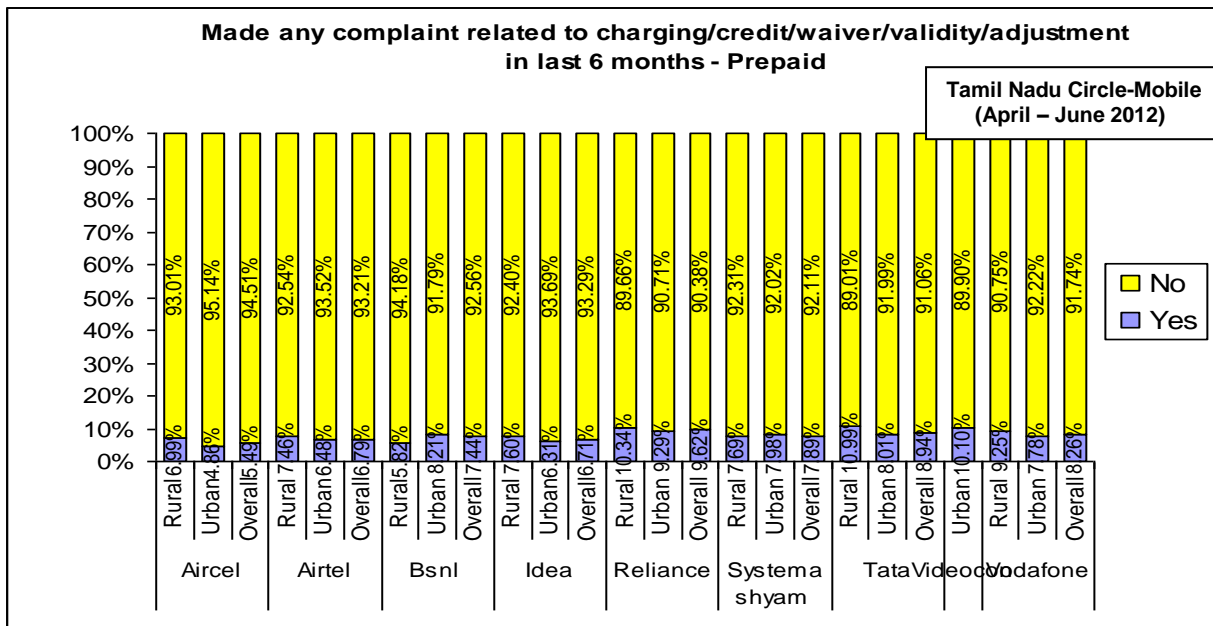
This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

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



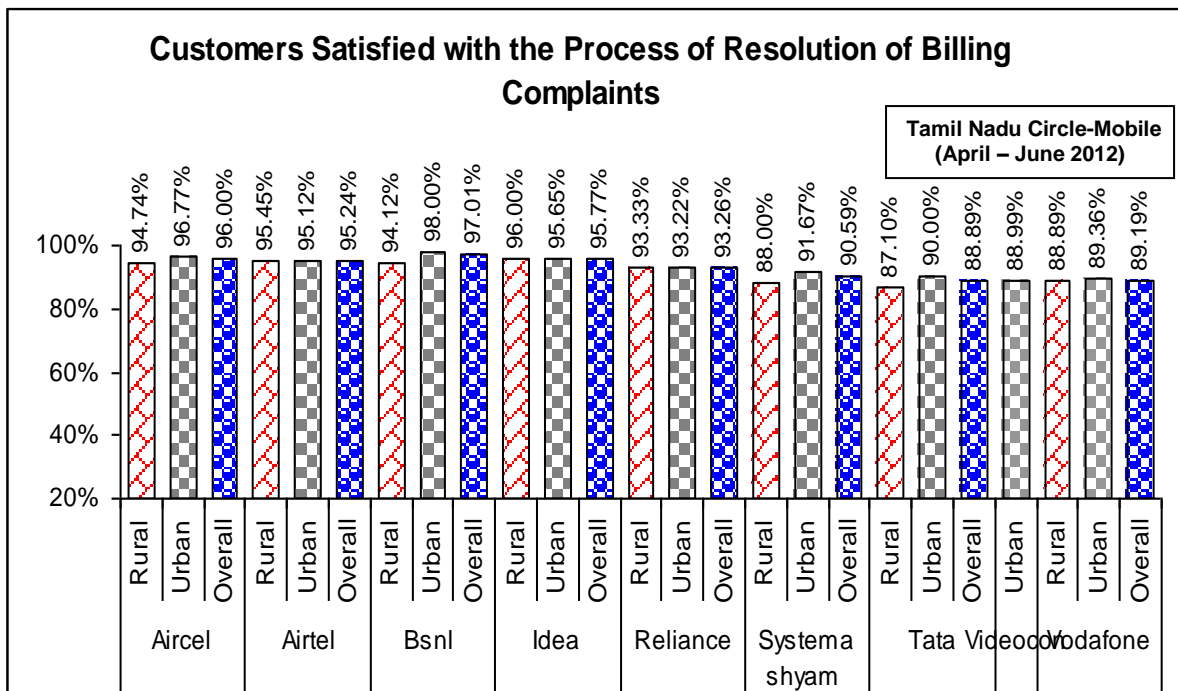
The satisfaction levels of subscribers with respect to accuracy of charges for services used varied from 91% in case of Sistema Shyam to 98 % in case of Airtel customers during the present round of survey.

b. Percentage of Billing Complaints



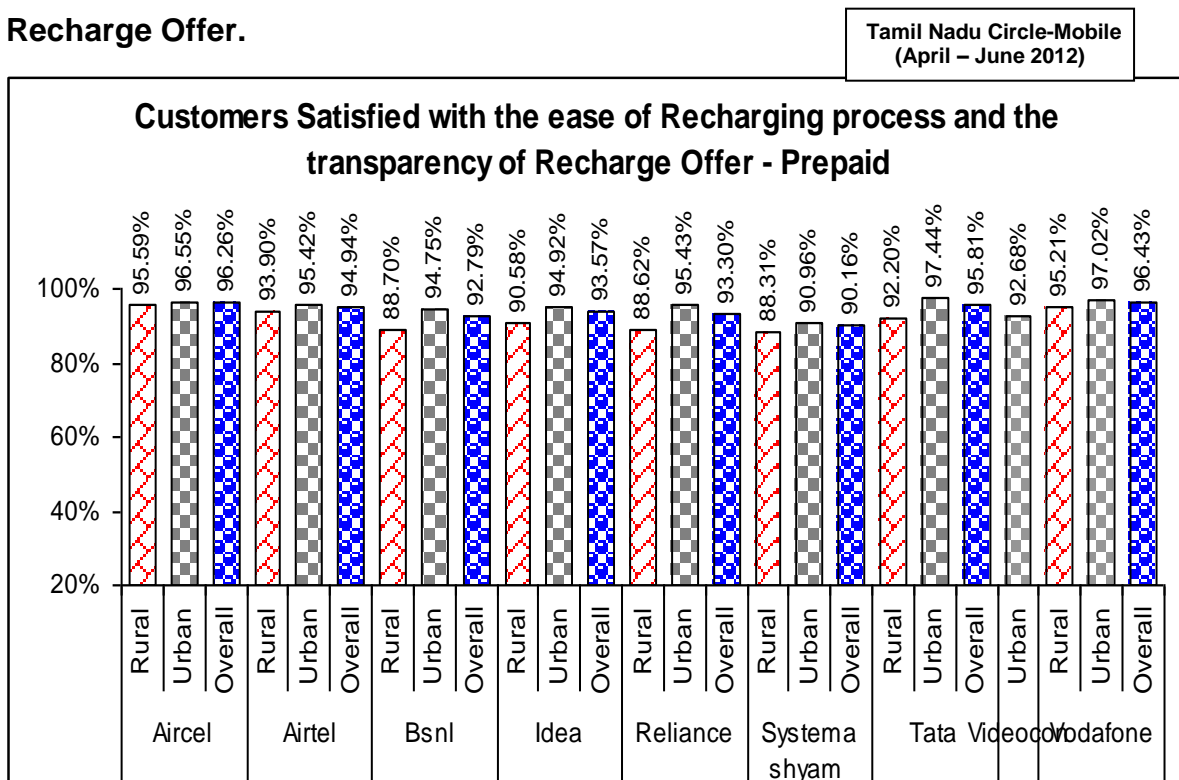
The majority of billing complaints have been from Videocon subscribers (10%) while the least have been of Aircel (5%) during the present round of survey.

c. Satisfaction with the Process of Resolution of Billing Complaints



The satisfaction level in terms of process of resolution of complaints has been highest for BSNL at 97 % while least satisfaction level of 89% was for Tata, Videocon & Vodafone in the present round of survey.

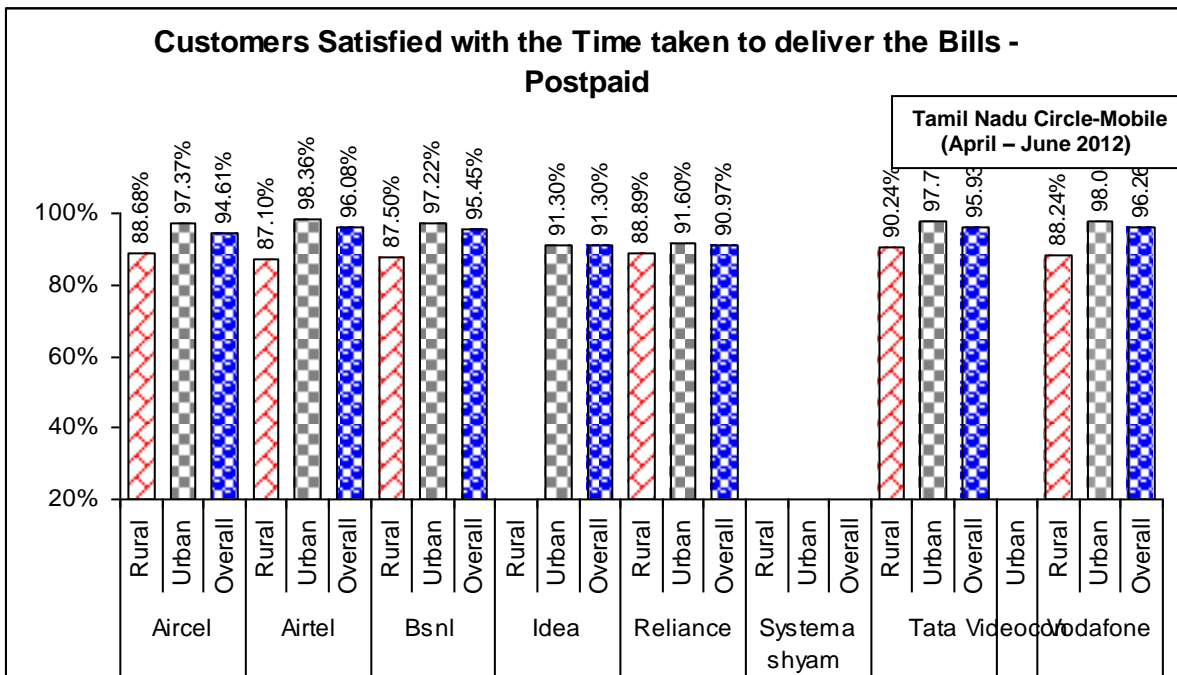
d. Satisfaction with the Ease of Recharging Process and the Transparency of Recharge Offer.



The satisfaction level of subscribers with the ease of recharging process ranged over 90% for all operators in the present round of survey.

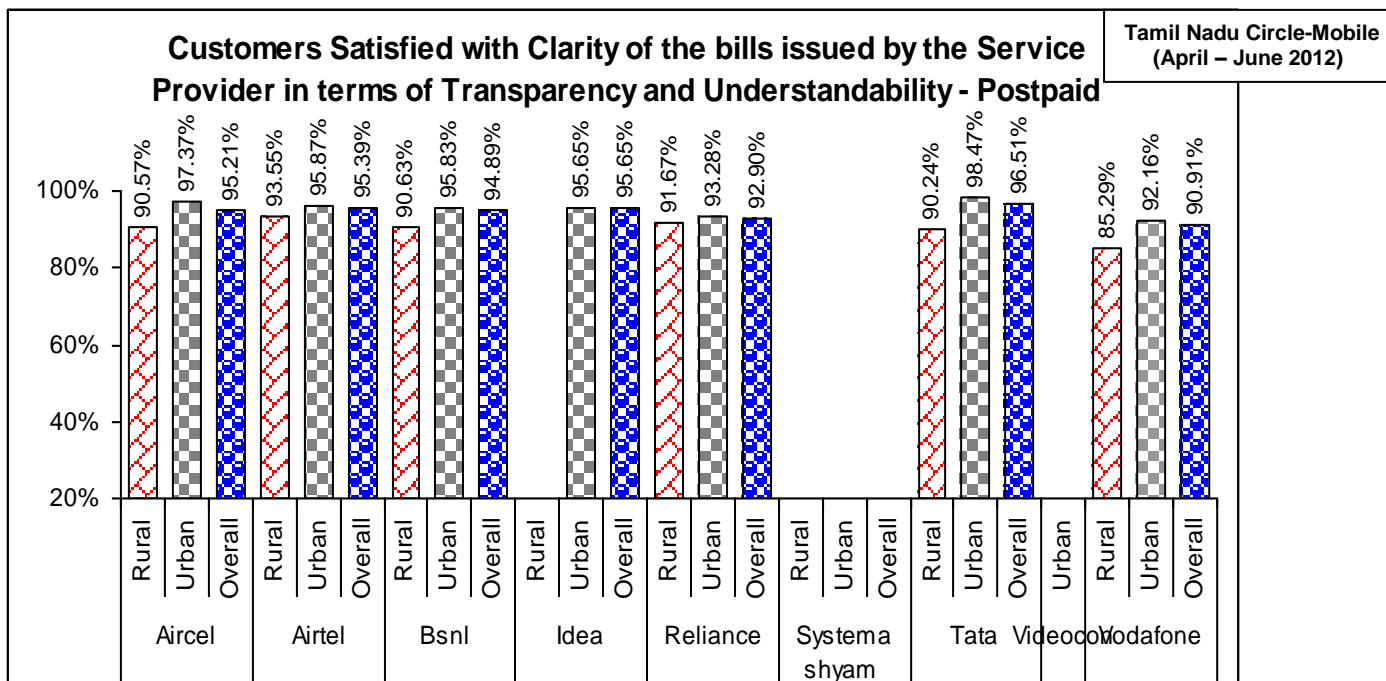
b. Postpaid Customers

Satisfaction with the Time Taken To Deliver the Bills



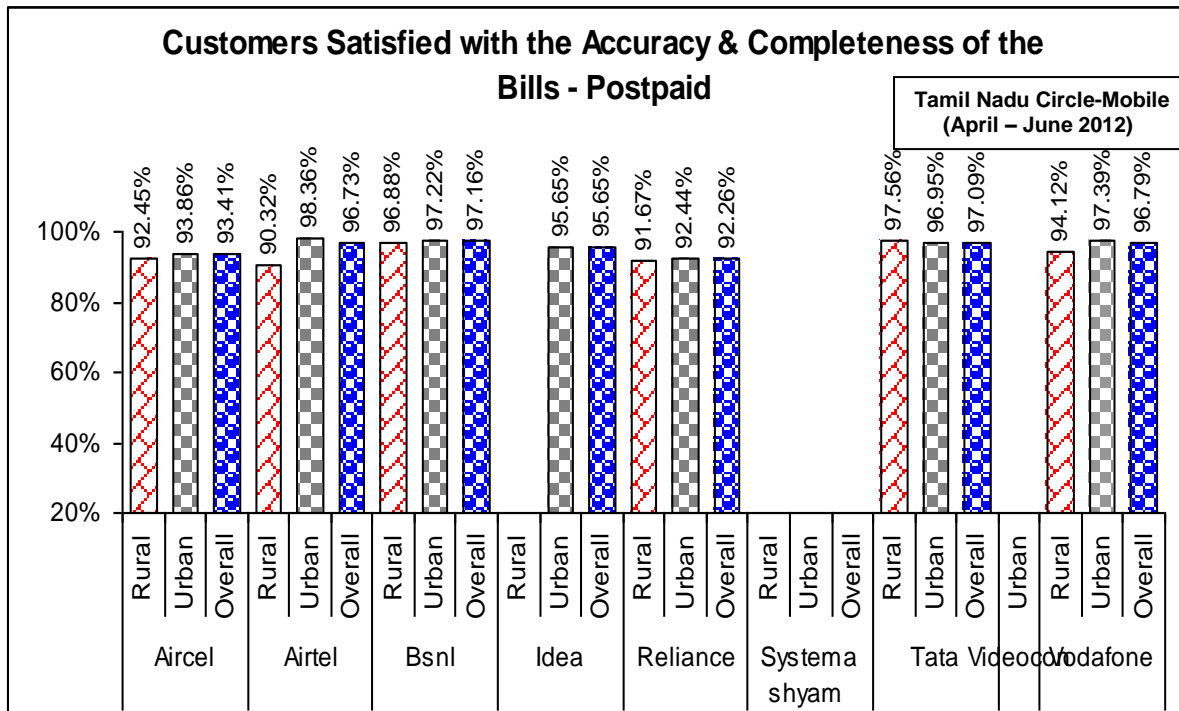
The satisfaction level of subscribers with respect to time taken to deliver the bills has been best for Vodafone, Airtel and Tata (96%) and least for Idea and Reliance at 91 %.

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



Satisfaction level of subscribers satisfied with the clarity of bills in terms of transparency and understanding as per present survey findings varied from 91% (Vodafone) to 97% (Tata).

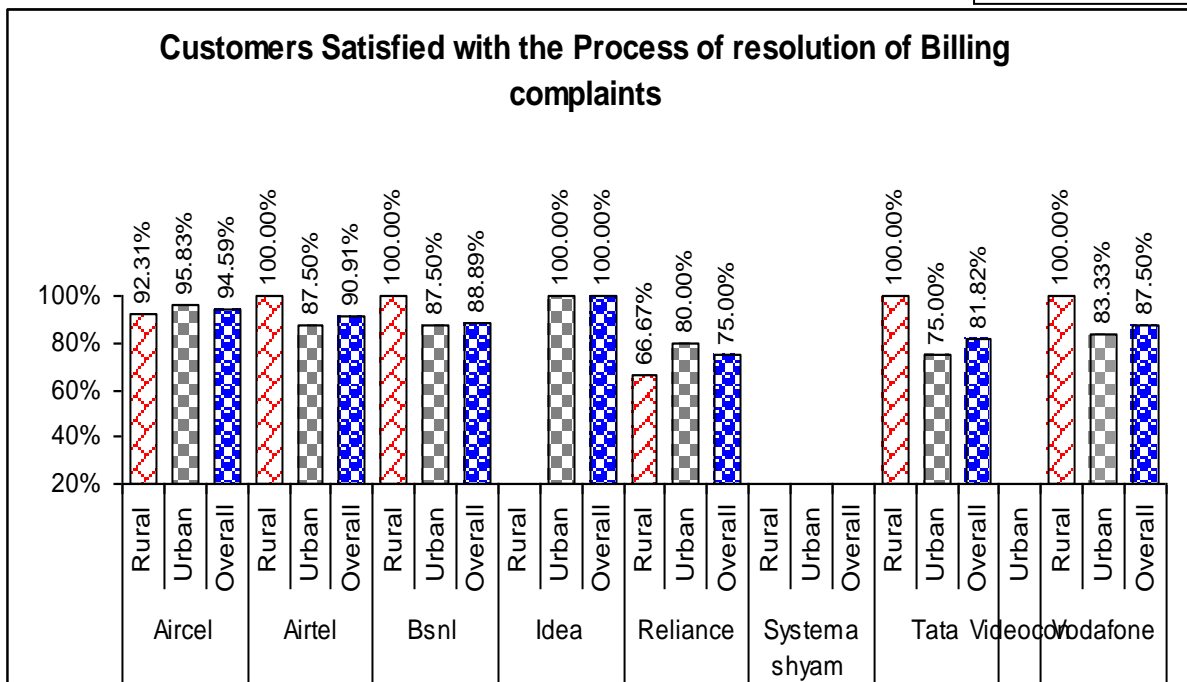
Satisfaction with the Accuracy & Completeness of the Bills



Tata & Vodafone scored highest as 97% subscribers were satisfied with respect to accuracy and completeness of bills while Aircel & Reliance scored lowest on this account at 93%.

Satisfaction with the Process of Resolution of Billing Complaints

Tamil Nadu Circle-Mobile (April – June 2012)

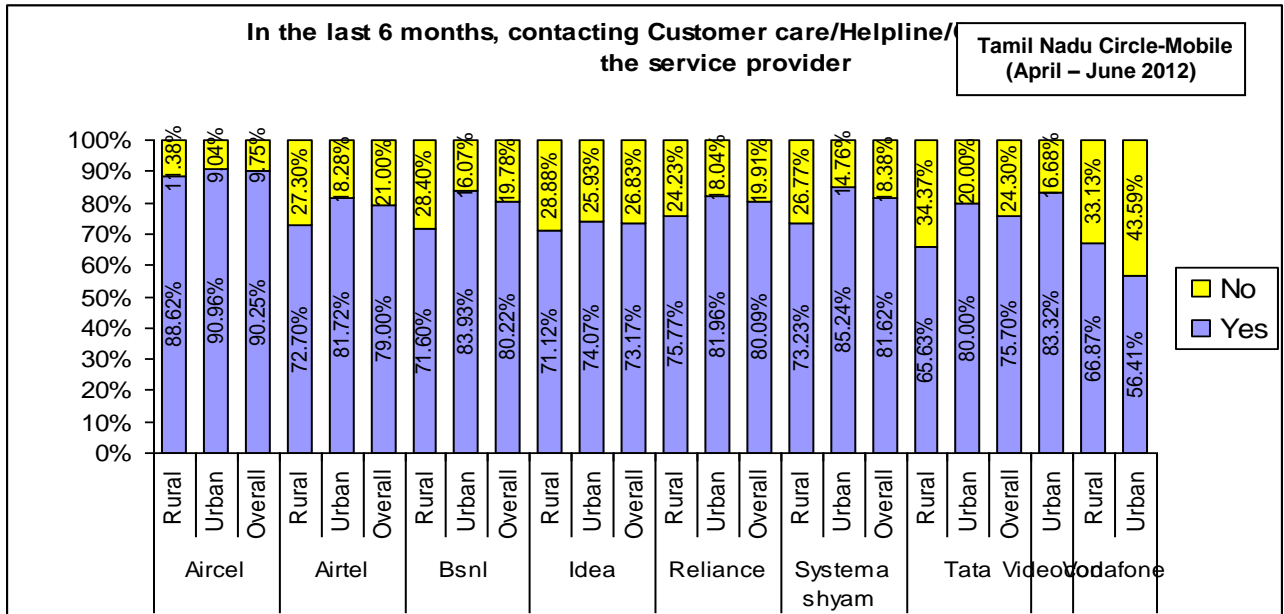


The customers satisfaction level in terms of process of resolution of billing complaints was highest at 100% for Idea while it was least for Reliance at 75%.

5.2.3 Help Services

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

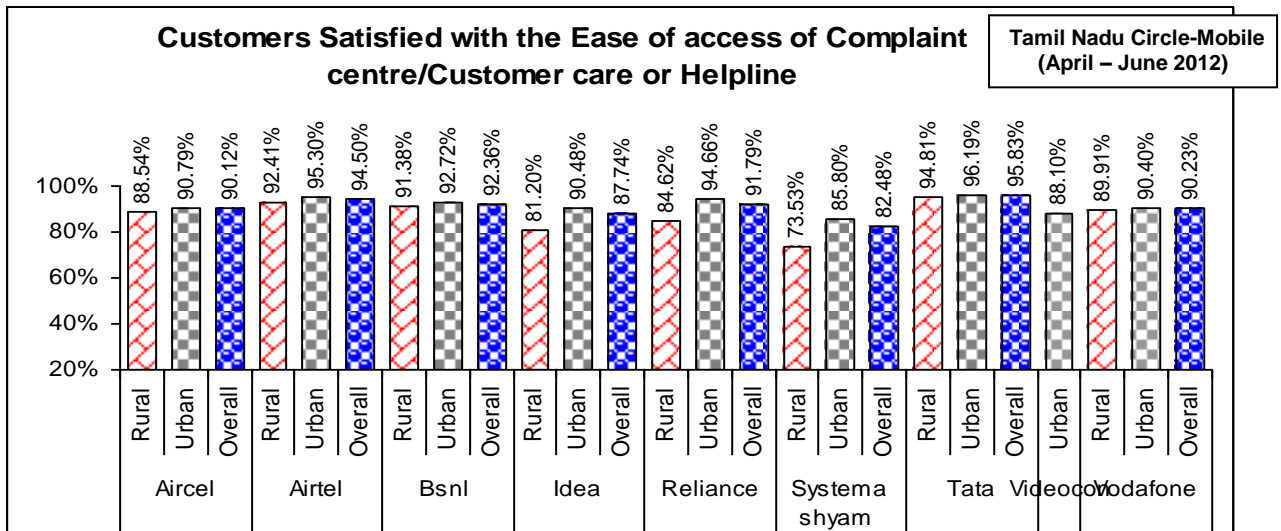
a. In The Last 6 Months, Contacting Customer Care/Helpline/Call Centre Of The Service Provider



90% of Aircel subscribers to 56% of Vodafone subscribers had contacted Customer Care/Helpline/Call Centre of the Service Provider during last six months.

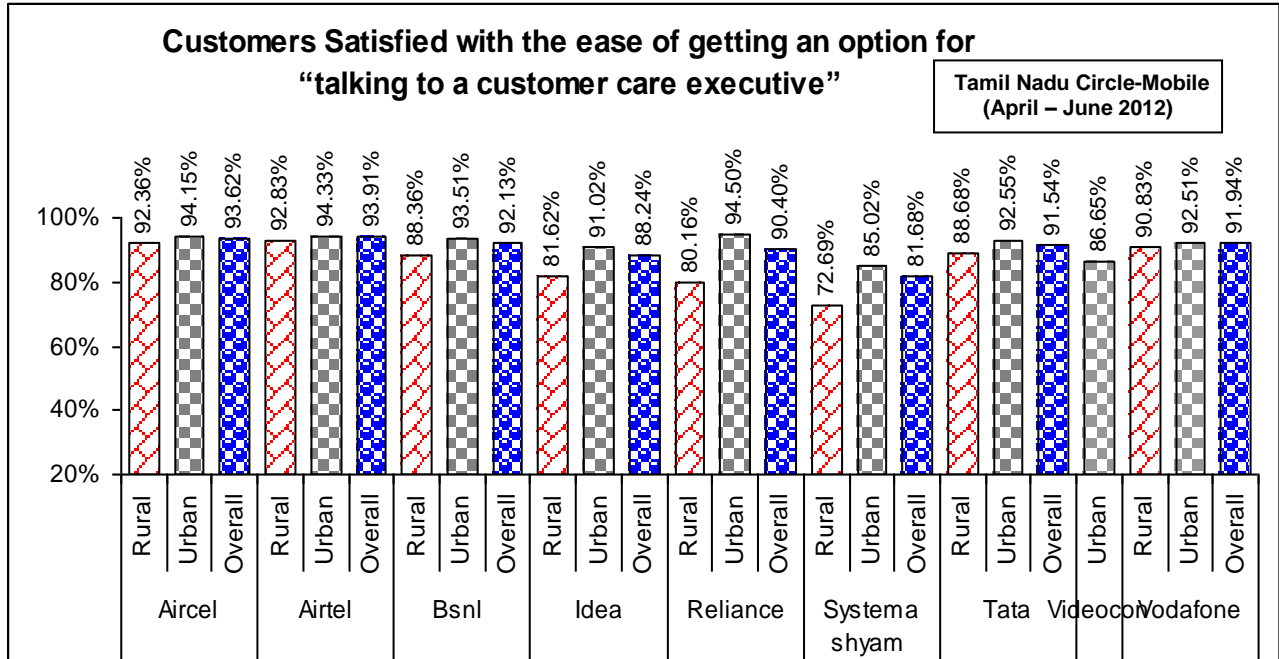
b. Level of Satisfaction on Various Sub-Parameters of Help Services

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



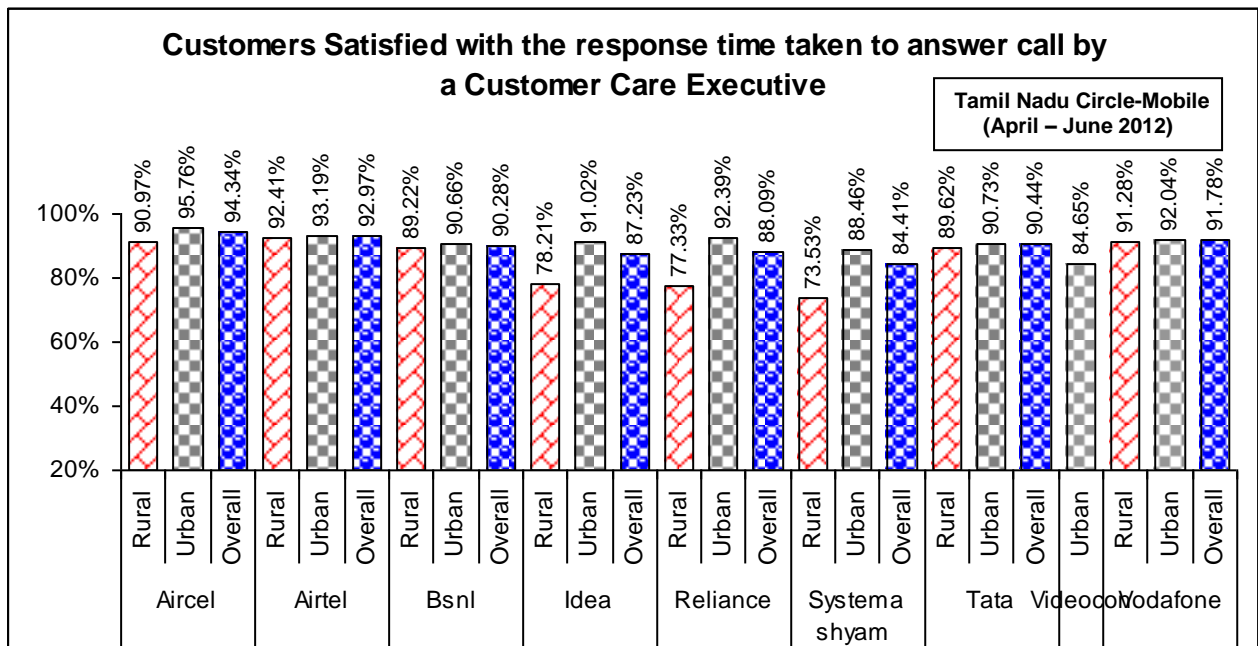
The satisfaction levels in terms of ease of access of call centres/customer care/helpline has been highest at 96 % for Tata and least at 82 % for Sistema Shyam in the present round of survey.

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



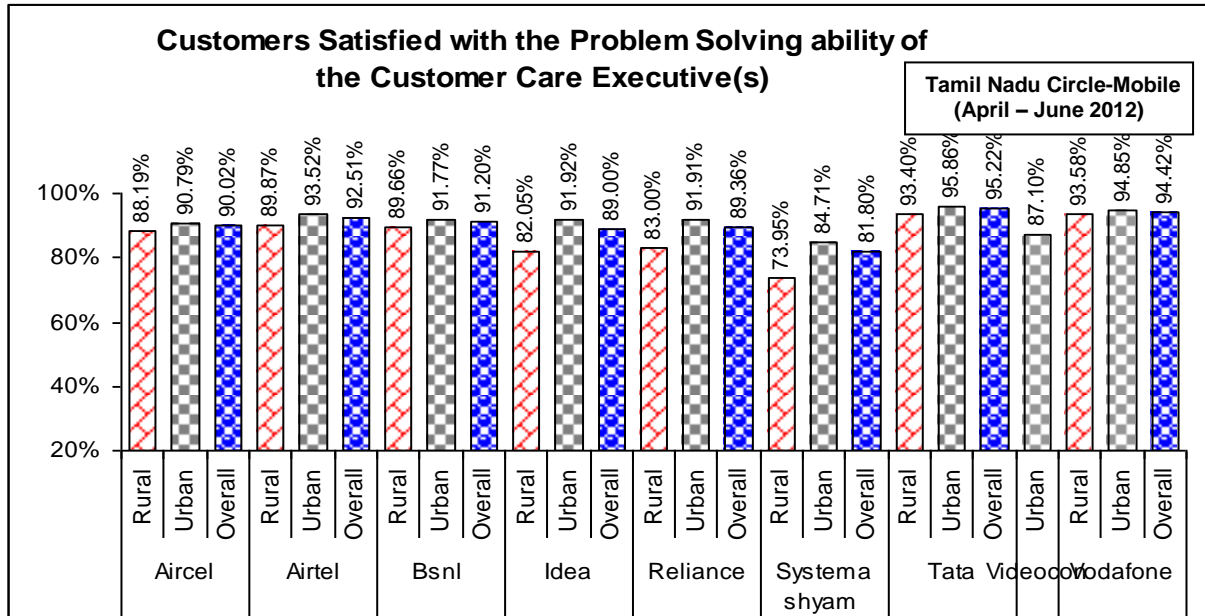
Satisfaction levels in terms of customer count for ease of talking to a customer care executive has been highest for Airtel & Aircel at 94 % and least for Sistema Shyam at 82%.

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



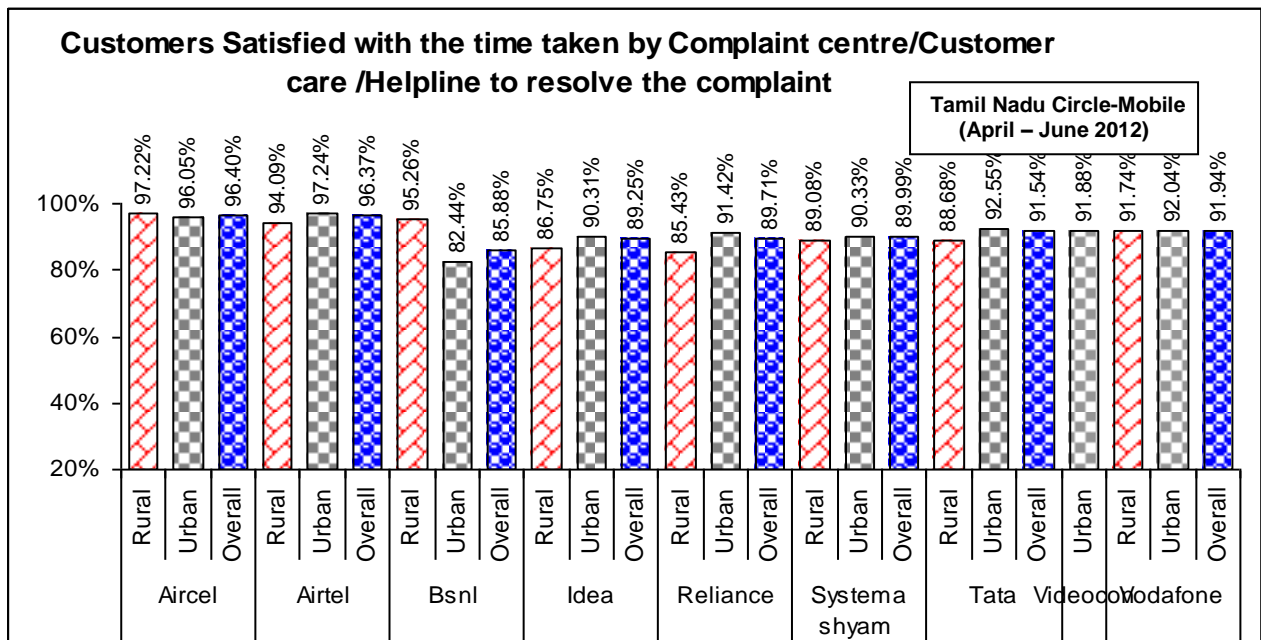
The satisfaction levels in terms of response time taken to answer a call by a customer care executive has been highest at 94 % for Aircel and least for Sistema Shyam at 84%.

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



Subscriber's satisfaction in terms of problem solving ability of customer care executive has been highest for Tata at 95% and is least for Sistema Shyam at 82 % in the present round of survey.

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



The satisfaction levels of subscribers has been highest for Aircel & Airtel at 96 % towards time taken by call centre /customer care executive to resolve a complaint and is least for BSNL at 86%.

5.2.4 Network Performance, Reliability & Availability

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

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

Mobile Operator	Area	Satisfaction with			
		The availability of signal of your service provider in your locality	The ability to make or receive calls easily	Call dropping during conversation	The voice quality
Aircel	Rural	93.54%	97.85%	98.46%	96.62%
	Urban	96.94%	98.27%	98.40%	98.14%
	Overall	95.91%	98.14%	98.42%	97.68%
Airtel	Rural	92.02%	92.02%	98.47%	96.01%
	Urban	98.01%	98.68%	99.21%	96.42%
	Overall	96.21%	96.67%	98.98%	96.30%
Bsnl	Rural	94.75%	96.91%	96.91%	95.37%
	Urban	94.69%	96.15%	98.41%	92.03%
	Overall	94.71%	96.38%	97.96%	93.04%
Idea	Rural	83.89%	84.19%	94.22%	96.05%
	Urban	98.40%	96.54%	98.14%	96.14%
	Overall	93.99%	92.78%	96.95%	96.11%
Reliance	Rural	91.41%	92.64%	98.77%	88.34%
	Urban	97.61%	96.55%	96.42%	95.49%
	Overall	95.74%	95.37%	97.13%	93.33%
Systema shyam	Rural	80.62%	85.23%	90.46%	90.77%
	Urban	93.35%	92.02%	87.77%	91.76%
	Overall	89.51%	89.97%	88.58%	91.46%
Tata	Rural	92.57%	91.33%	92.88%	96.28%
	Urban	97.75%	98.01%	98.94%	98.15%
	Overall	96.20%	96.01%	97.12%	97.59%
Videocon	Urban	93.88%	89.34%	98.15%	89.90%
Vodafone	Rural	93.87%	96.01%	96.93%	91.10%
	Urban	96.70%	96.70%	97.36%	96.70%
	Overall	95.84%	96.49%	97.23%	95.01%

5.2.5 Maintainability

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

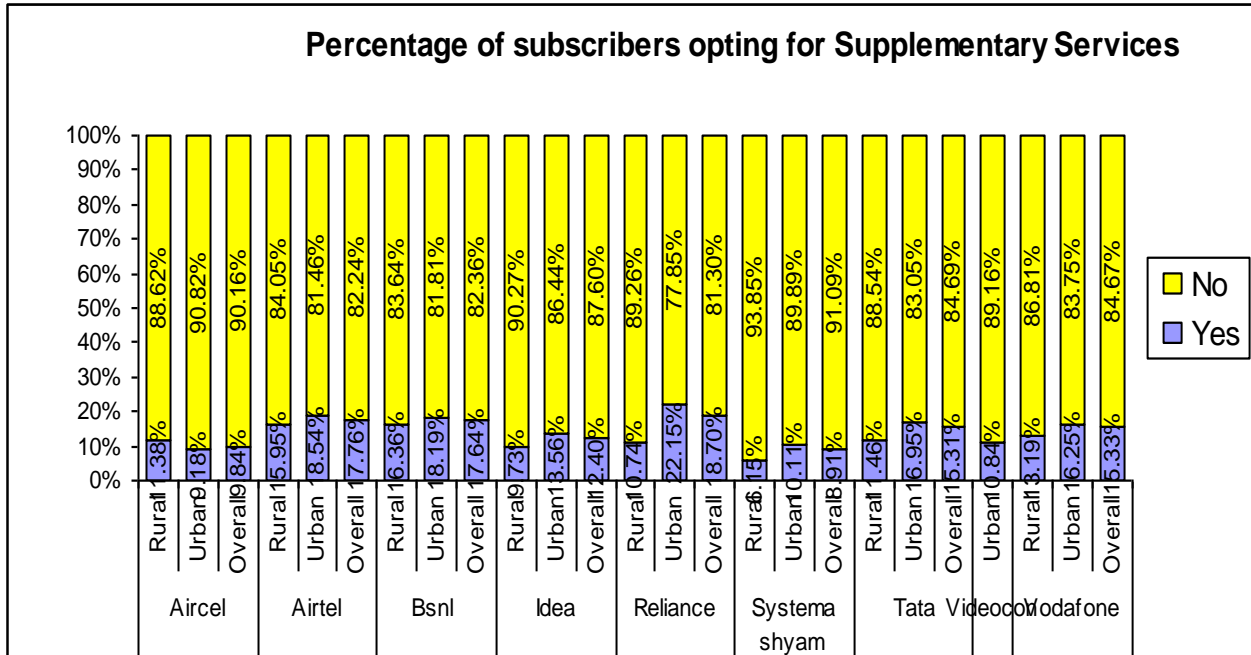
Level of satisfaction on various sub parameters of maintainability

Mobile Operator	Area	Frequency of facing signal problems	Satisfaction with the availability of signal	Satisfaction with the restoration of network (signal) problems
Aircel	Rural	92.00%	97.23%	92.31%
	Urban	95.21%	97.07%	97.34%
	Overall	94.24%	97.12%	95.82%
Airtel	Rural	94.17%	92.02%	93.25%
	Urban	95.89%	96.03%	98.28%
	Overall	95.37%	94.82%	96.76%
Bsnl	Rural	95.37%	93.52%	95.06%
	Urban	95.62%	98.01%	98.41%
	Overall	95.54%	96.66%	97.40%
Idea	Rural	93.01%	91.19%	93.62%
	Urban	99.07%	98.27%	94.81%
	Overall	97.22%	96.11%	94.45%
Reliance	Rural	78.53%	95.71%	88.65%
	Urban	93.24%	96.55%	95.76%
	Overall	88.80%	96.30%	93.61%
Systema shyam	Rural	72.31%	89.23%	87.08%
	Urban	86.97%	91.89%	90.29%
	Overall	82.54%	91.09%	89.32%
Tata	Rural	72.14%	97.52%	91.02%
	Urban	94.04%	98.41%	98.41%
	Overall	87.48%	98.14%	96.20%
Videocon	Urban	86.93%	92.77%	87.49%
Vodafone	Rural	95.40%	98.47%	90.49%
	Urban	98.15%	96.57%	96.04%
	Overall	97.32%	97.14%	94.37%

5.2.6 Supplementary Services

A. Percentage of Subscribers Opting For Supplementary Services

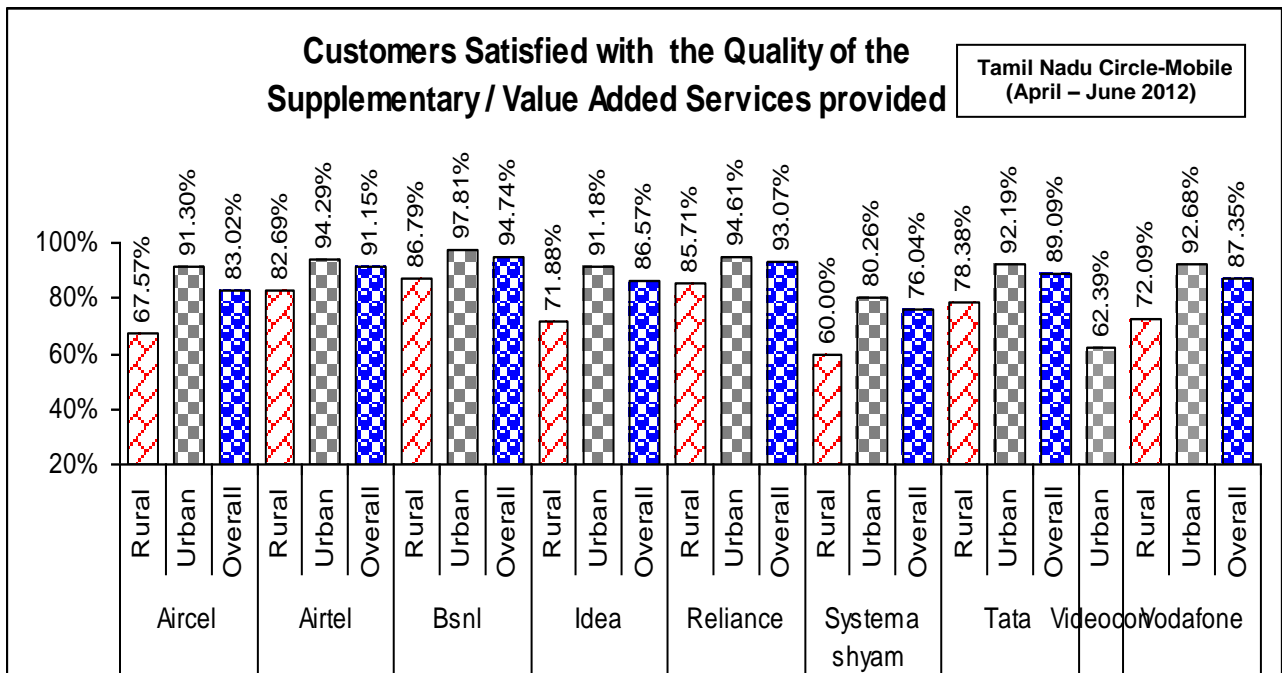
Tamil Nadu Circle-Mobile
(April – June 2012)



Majority of subscribers (ranging from 81% of Reliance to 91% of Sistema Shyam) do not opt for supplementary services as per findings of this round of survey.

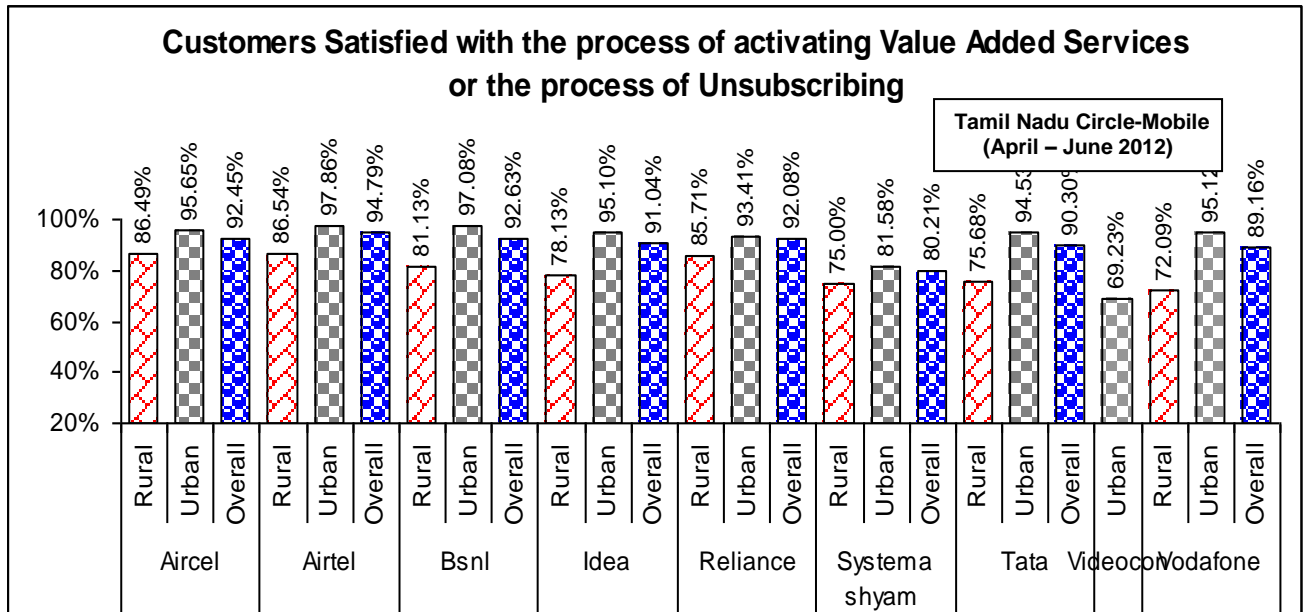
b. Percentage of Subscribers Satisfied With Supplementary Services

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



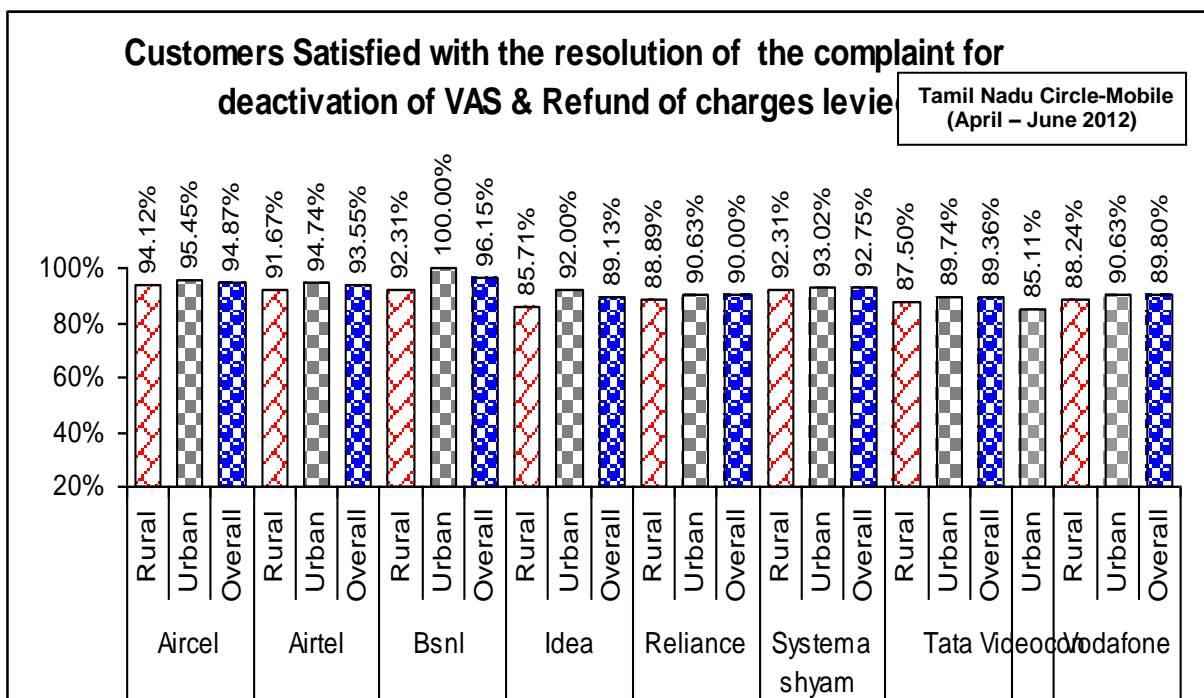
From among those subscribers who opt for supplementary/value added services satisfaction level has been the highest at 95% (BSNL) and least at 76% (Sistema Shyam).

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



The satisfaction levels of subscribers with respect to the process of activation of value added services or unsubscribing has been highest for Airtel at 95% and least at 80 % for Sistema Shyam.

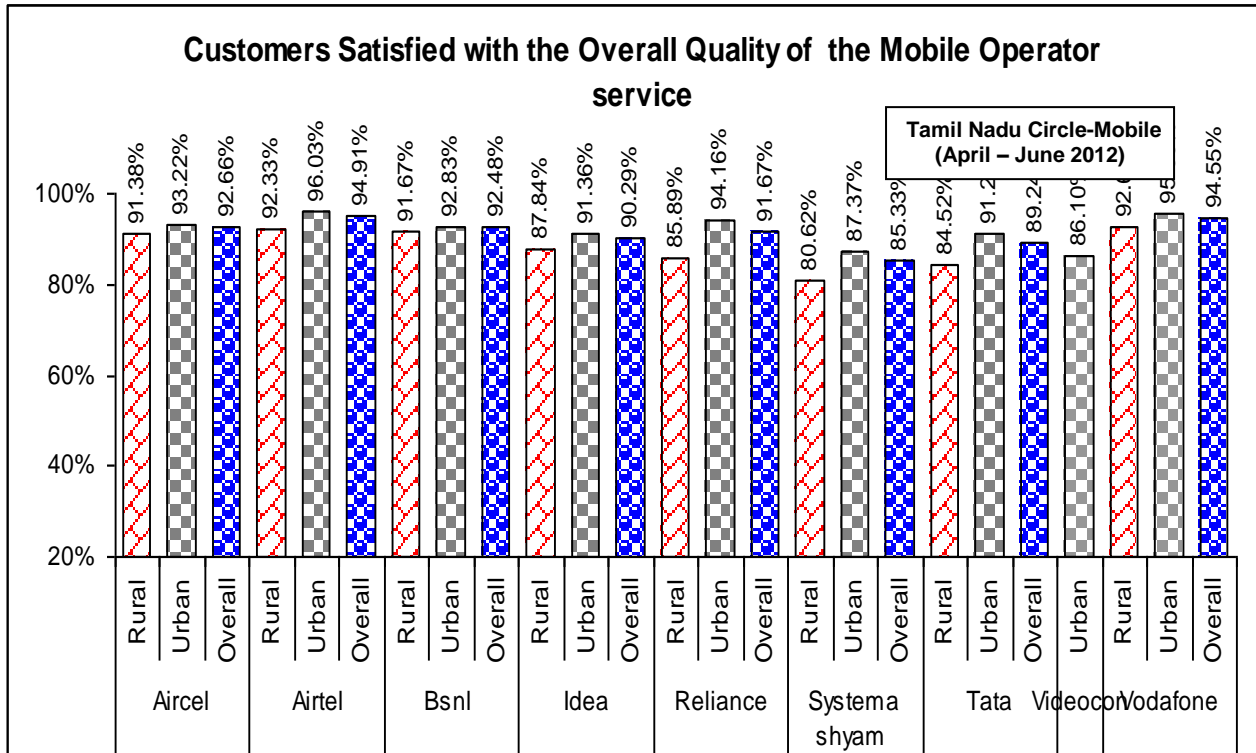
b3. Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied



Overall Satisfaction level has been highest at 96% (BSNL), while it has been least at 85% (Videocon) in terms of the resolution of the complaint for deactivation of VAS & refund of charges levied.

5.2.7 Overall Percentage of Subscribers Satisfied

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



The overall satisfaction level of subscribers has been highest at 95 % for Airtel & Vodafone. The least satisfaction with overall quality of service has been that of Sistema Shyam at 85%.

5.2.8 Three Stage Redressal Mechanism

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

Mobile Operator	Area	Awareness about	
		The call centre telephone number of the telecom service provider for making complaints	The contact detail of the Nodal Officer
Aircel	Rural	88.31%	3.38%
	Urban	90.03%	3.46%
	Overall	89.51%	3.44%
Airtel	Rural	94.17%	3.37%
	Urban	95.89%	4.24%
	Overall	95.37%	3.98%
Bsnl	Rural	94.14%	3.40%
	Urban	98.54%	4.25%
	Overall	97.21%	3.99%
Idea	Rural	89.67%	1.82%
	Urban	93.75%	1.20%
	Overall	92.51%	1.39%
Reliance	Rural	95.09%	2.45%
	Urban	95.89%	2.79%
	Overall	95.65%	2.69%
Systema shyam	Rural	93.54%	3.38%
	Urban	95.08%	2.13%
	Overall	94.61%	2.51%
Tata	Rural	95.98%	2.79%
	Urban	95.89%	3.44%
	Overall	95.92%	3.25%
Videocon	Urban	92.96%	3.06%
Vodafone	Rural	95.09%	3.37%
	Urban	96.57%	4.10%
	Overall	96.12%	3.88%

As can be noticed from above analysis, majority subscribers (90% of Aircel to 97% of BSNL) in both rural and urban sector are aware of customer care services of their respective operators, but are hardly aware of nodal officer.

As a next stage, around 13% of Reliance subscribers to 7% of Airtel, BSNL & Idea subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 37% to 66% of these complaints were registered and docket number was received by subscribers across various operators. As can be

observed from detailed analysis below in the present round of survey, ranging from 34% Vodafone to 6% of Idea subscribers opined that docket number was not issued /provided. On request, 4% Airtel and 11% Vodafone customers were provided docket numbers. Also there were negligible responses on refusal to register a complaint and ranging from 57% Vodafone to 84% BSNL subscribers are informed by respective call centres about the action taken on the complaint.

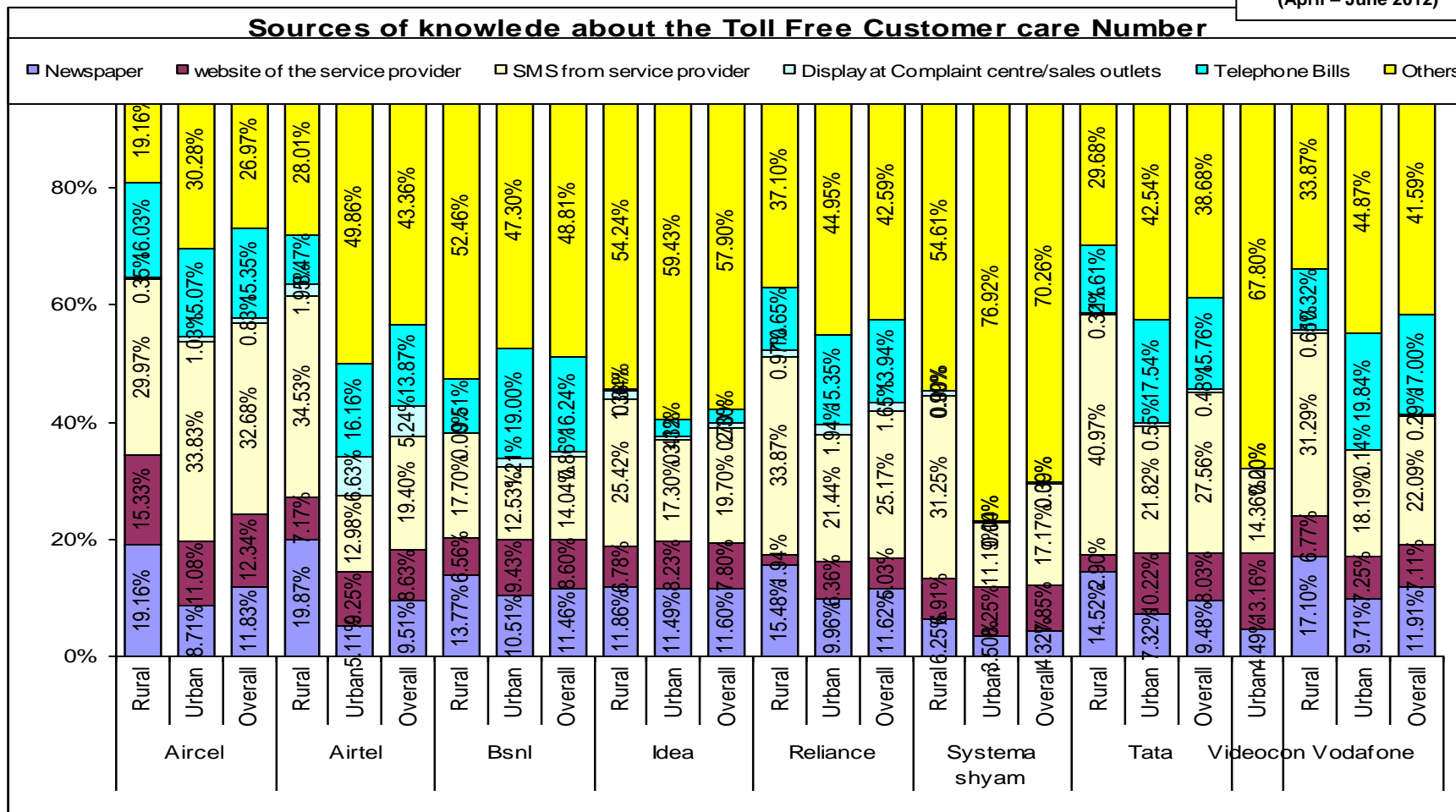
Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

Mobile Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases					Informing by the Call Centre about the action taken on the complaint	
		Yes	No	Complaint was registered and Docket number received	Complaint was registered and Docket number not received	Complaint was registered and Docket number not received	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Yes	No
Aircel	Rural	9.85%	90.15%	59.38%	12.50%	21.88%	6.25%	0.00%	75.00%	25.00%
	Urban	7.98%	92.02%	61.67%	5.00%	28.33%	5.00%	0.00%	86.67%	13.33%
	Overall	8.54%	91.46%	60.87%	7.61%	26.09%	5.43%	0.00%	82.61%	17.39%
Airtel	Rural	7.67%	92.33%	64.00%	8.00%	24.00%	4.00%	0.00%	80.00%	20.00%
	Urban	6.62%	93.38%	58.00%	14.00%	24.00%	4.00%	0.00%	78.00%	22.00%
	Overall	6.94%	93.06%	60.00%	12.00%	24.00%	4.00%	0.00%	78.67%	21.33%
Bsnl	Rural	5.56%	94.44%	66.67%	5.56%	22.22%	5.56%	0.00%	83.33%	16.67%
	Urban	7.70%	92.30%	55.17%	12.07%	27.59%	5.17%	0.00%	84.48%	15.52%
	Overall	7.06%	92.94%	57.89%	10.53%	26.32%	5.26%	0.00%	84.21%	15.79%
Idea	Rural	7.90%	92.10%	65.38%	0.00%	26.92%	7.69%	0.00%	84.62%	15.38%
	Urban	6.78%	93.22%	66.67%	9.80%	19.61%	3.92%	0.00%	82.35%	17.65%
	Overall	7.12%	92.88%	66.23%	6.49%	22.08%	5.19%	0.00%	83.12%	16.88%
Reliance	Rural	12.88%	87.12%	38.10%	21.43%	33.33%	4.76%	2.38%	65.85%	34.15%
	Urban	12.60%	87.40%	35.79%	37.89%	20.00%	6.32%	0.00%	58.95%	41.05%
	Overall	12.69%	87.31%	36.50%	32.85%	24.09%	5.84%	0.73%	61.03%	38.97%
Systema shyam	Rural	8.00%	92.00%	53.85%	3.85%	34.62%	7.69%	0.00%	84.62%	15.38%
	Urban	9.71%	90.29%	58.90%	8.22%	28.77%	4.11%	0.00%	78.08%	21.92%
	Overall	9.19%	90.81%	57.58%	7.07%	30.30%	5.05%	0.00%	79.80%	20.20%
Tata	Rural	11.46%	88.54%	51.35%	13.51%	27.03%	5.41%	2.70%	80.56%	19.44%
	Urban	7.81%	92.19%	55.93%	11.86%	25.42%	6.78%	0.00%	83.05%	16.95%
	Overall	8.91%	91.09%	54.17%	12.50%	26.04%	6.25%	1.04%	82.11%	17.89%
Videocon	Urban	10.57%	89.43%	50.88%	23.68%	14.91%	10.53%	0.00%	64.04%	35.96%
Vodafone	Rural	9.82%	90.18%	50.00%	12.50%	12.50%	21.88%	3.13%	70.97%	29.03%
	Urban	7.27%	92.73%	32.73%	47.27%	14.55%	5.45%	0.00%	49.09%	50.91%
	Overall	8.03%	91.97%	39.08%	34.48%	13.79%	11.49%	1.15%	56.98%	43.02%

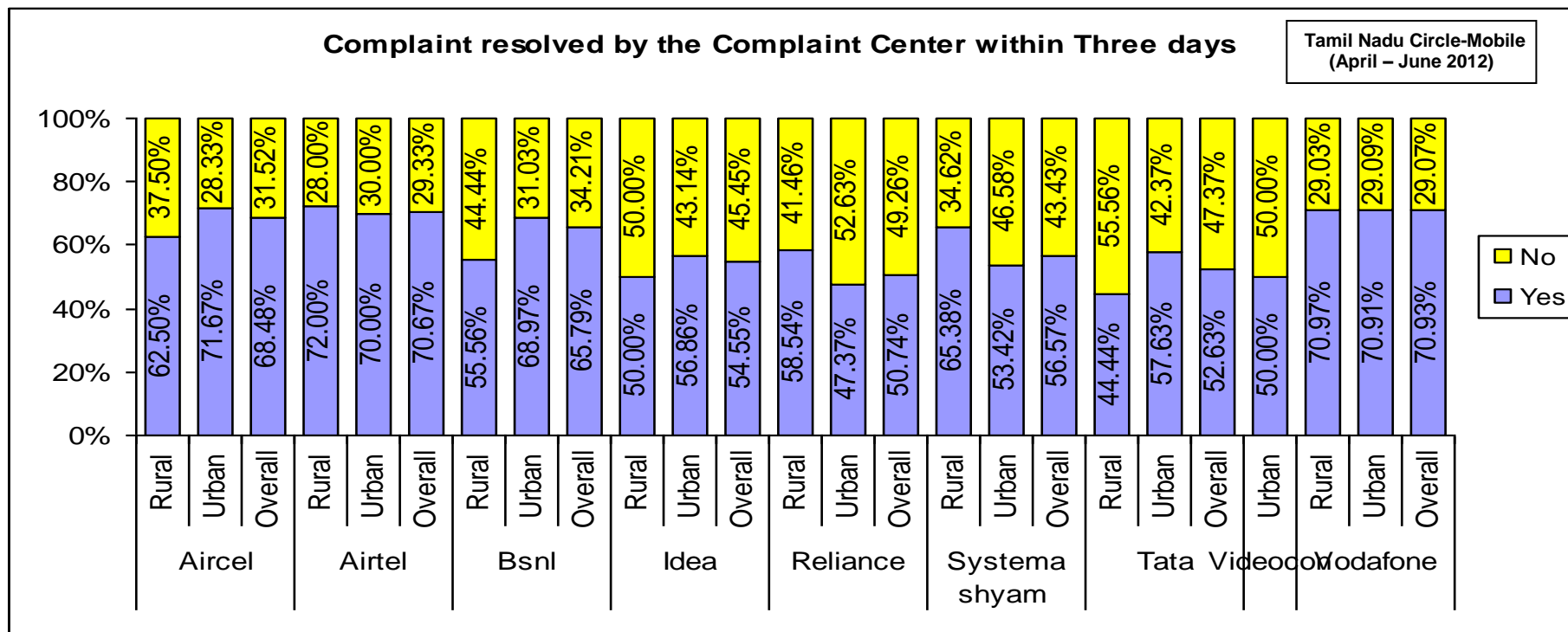
Sources of knowledge about the Toll Free Customer care Number

For majority of subscribers the source of knowledge about the Toll Free Customer care number is other sources such as message on recharge coupons,retailers etc.

Tamil Nadu Circle-Mobile
(April – June 2012)



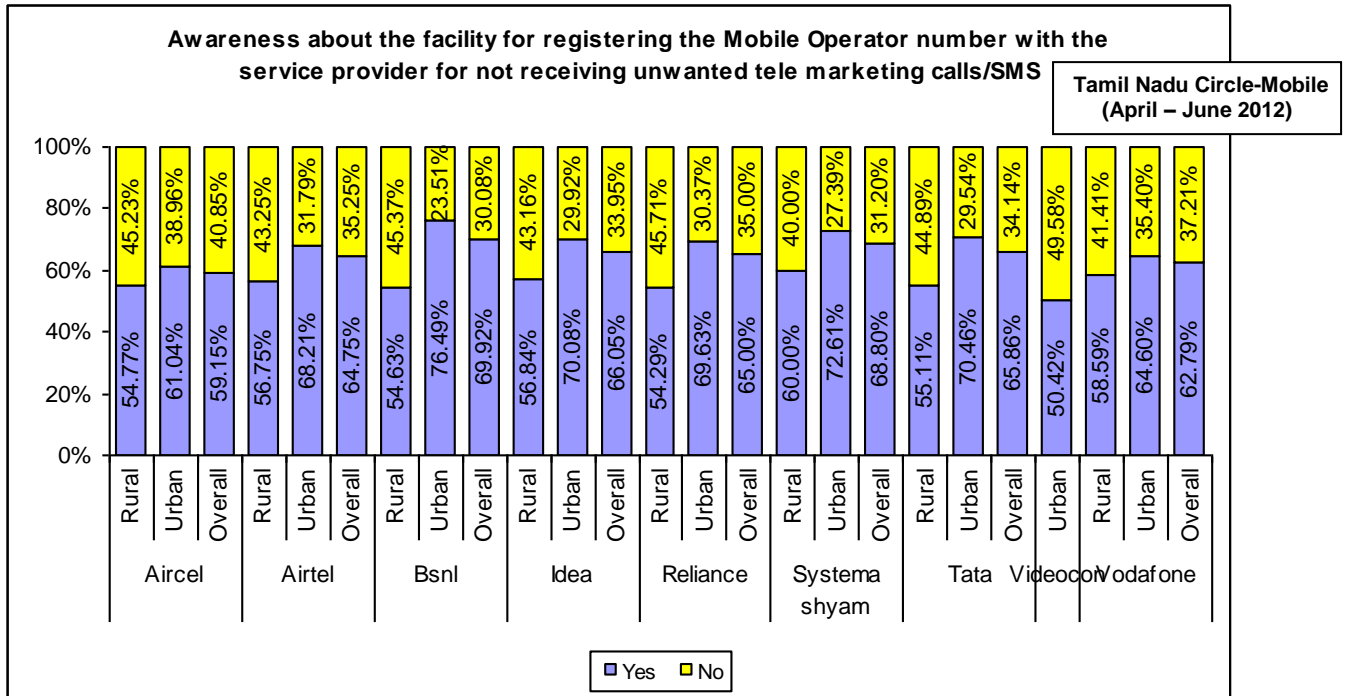
Complaint resolved by the Complaint Center within Three days



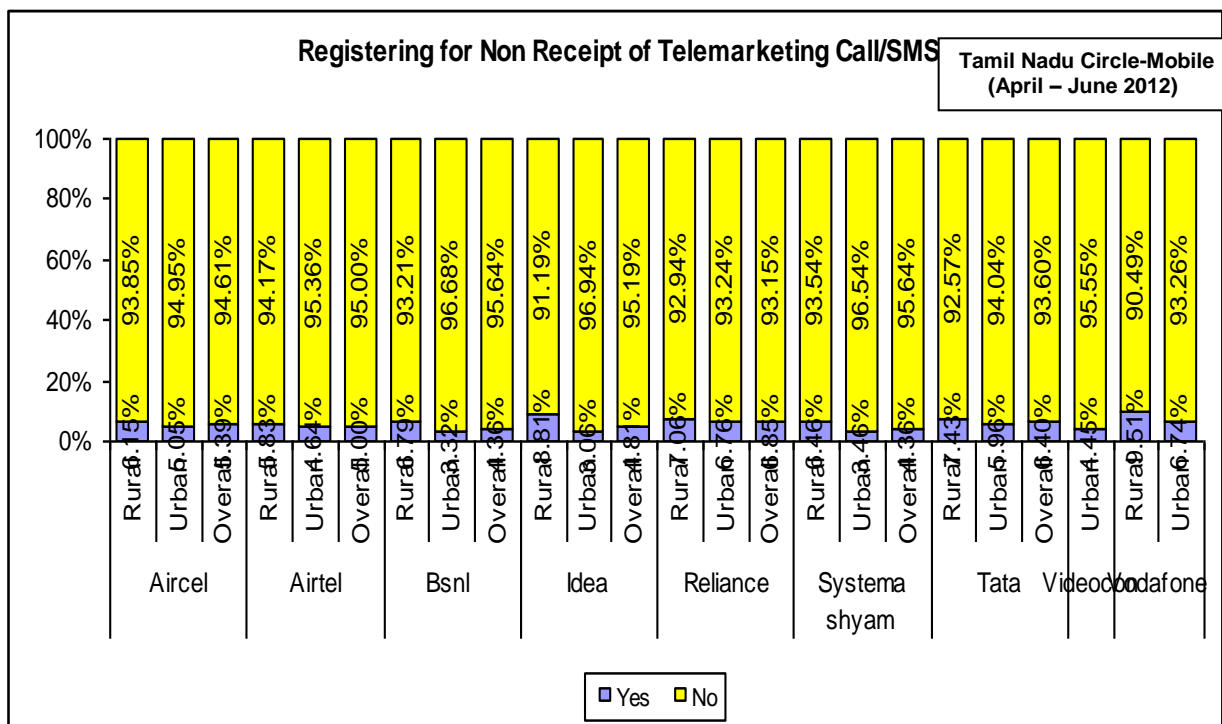
50% of Videocon to 71% of Vodafone & Airtel customers complaints were resolved within three days.

5.2.9 Registering for Non Receipt of Telemarketing Call/SMS

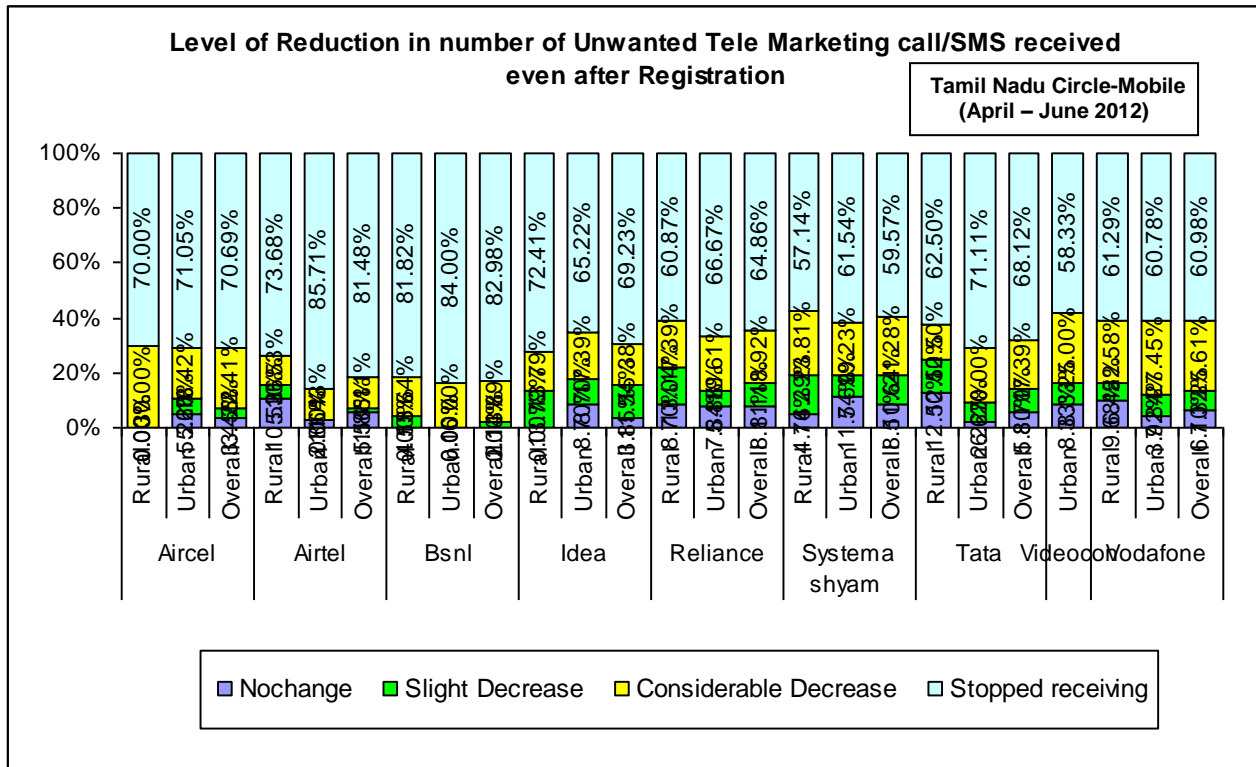
Stage I: In the present round of survey almost 50% of Videocon subscribers to 70 % of BSNL subscribers are aware of registering their mobile number with respective service operator for not receiving any unwanted tele-marketing call and SMS.



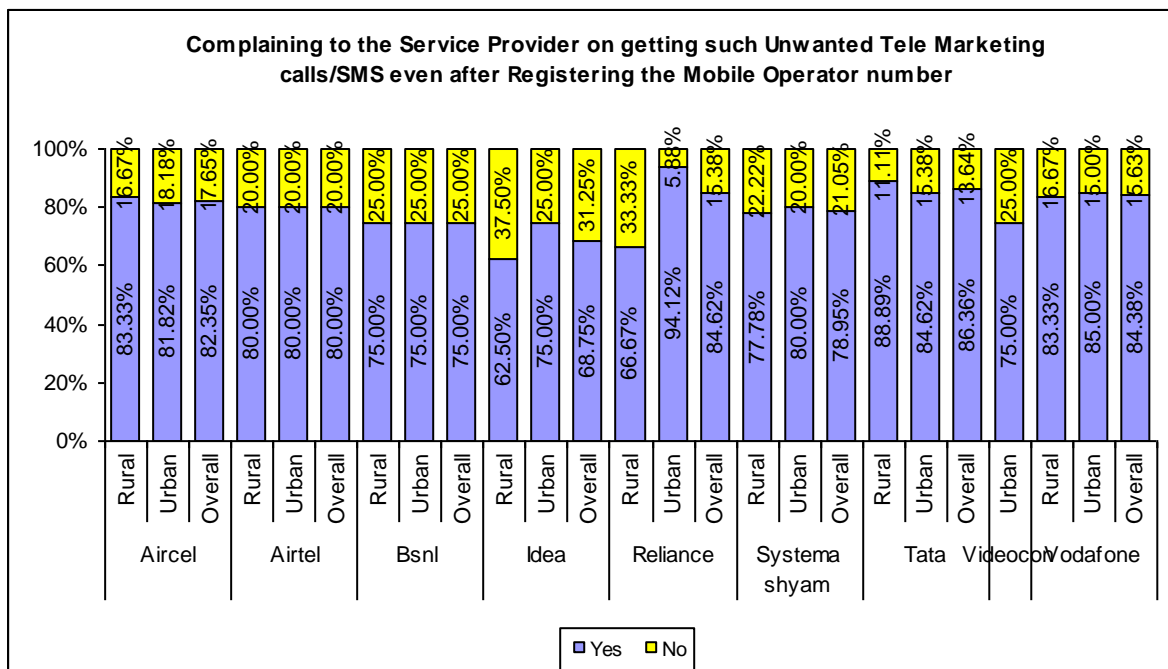
Only 4% BSNL, Sistema Shyam & Videocon to 7% Reliance & Vodafone subscribers have registered their mobile with respective service providers for the same.



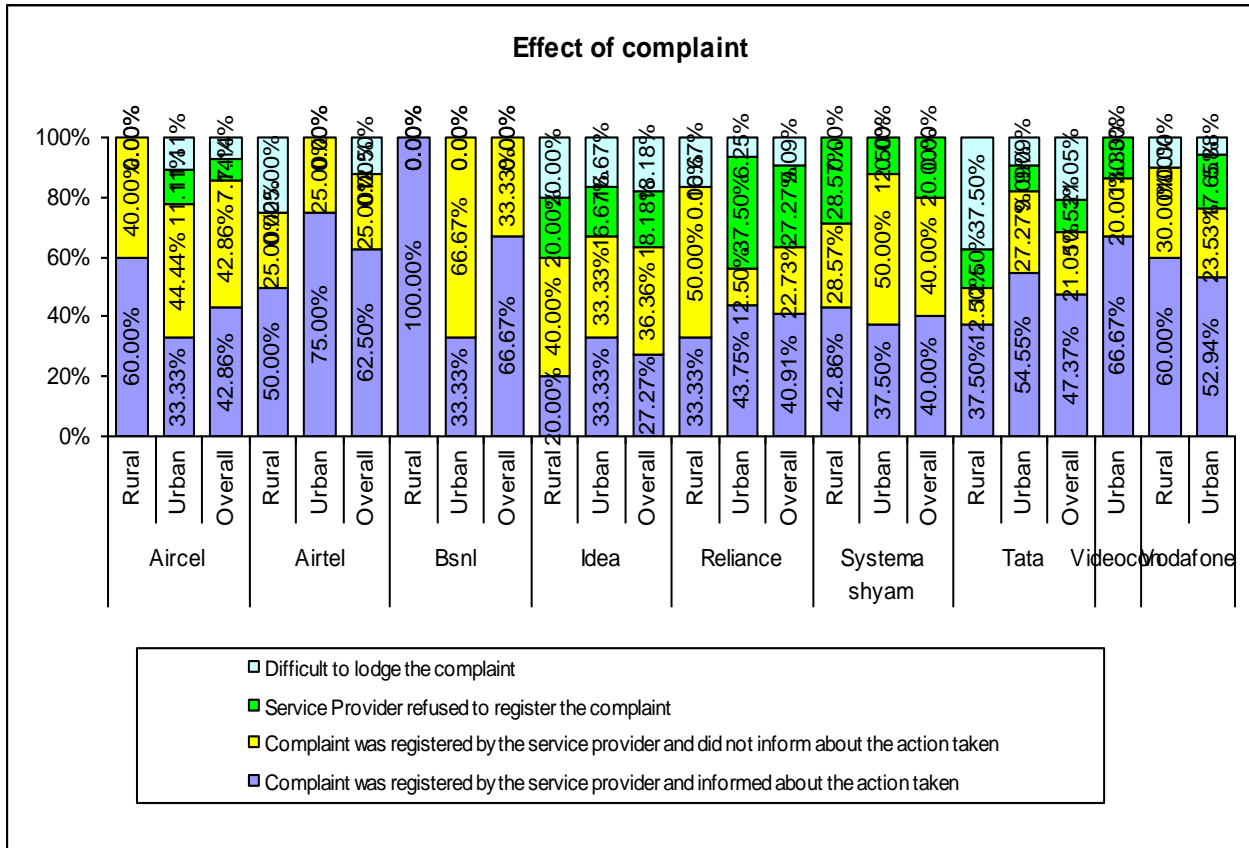
Stage II: In spite of registering, from 42% of Videocon to 17% of BSNL subscribers are still receiving the unwanted calls.



Stage III: At the next stage of process, 86% of Tata to 69% of Idea subscribers have made complaints to respective service providers on getting unwanted tele marketing call/SMS even after registering their mobile numbers.

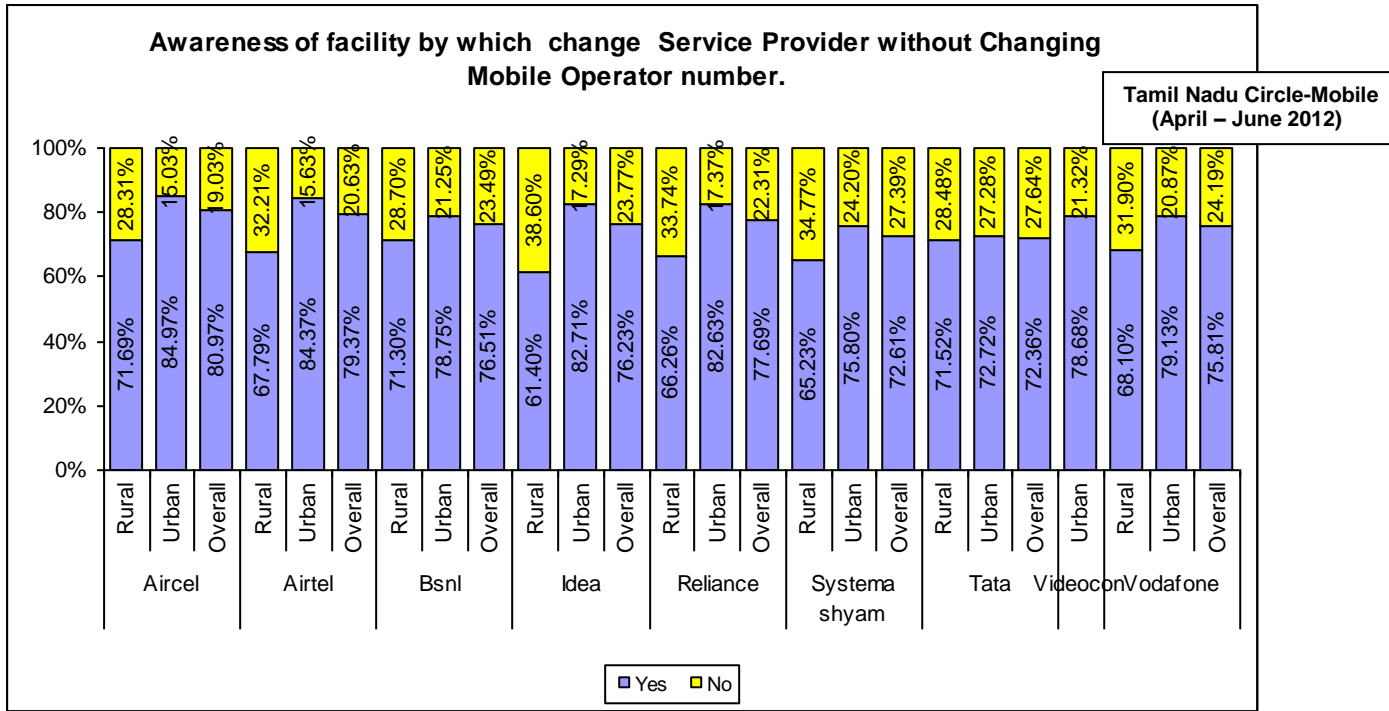


Stage IV : Having made attempts to make complaints to service providers about receiving unwanted calls, about 27% (Idea) to 67% (BSNL) subscribers complaints were registered by respective service providers and were informed about the action taken and 20% (Videocon) to 42% (Aircel) were not informed about the action taken. On the other hand not many subscribers request for registering the complaint was refused and only few subscribers found it difficult to lodge the complaint.

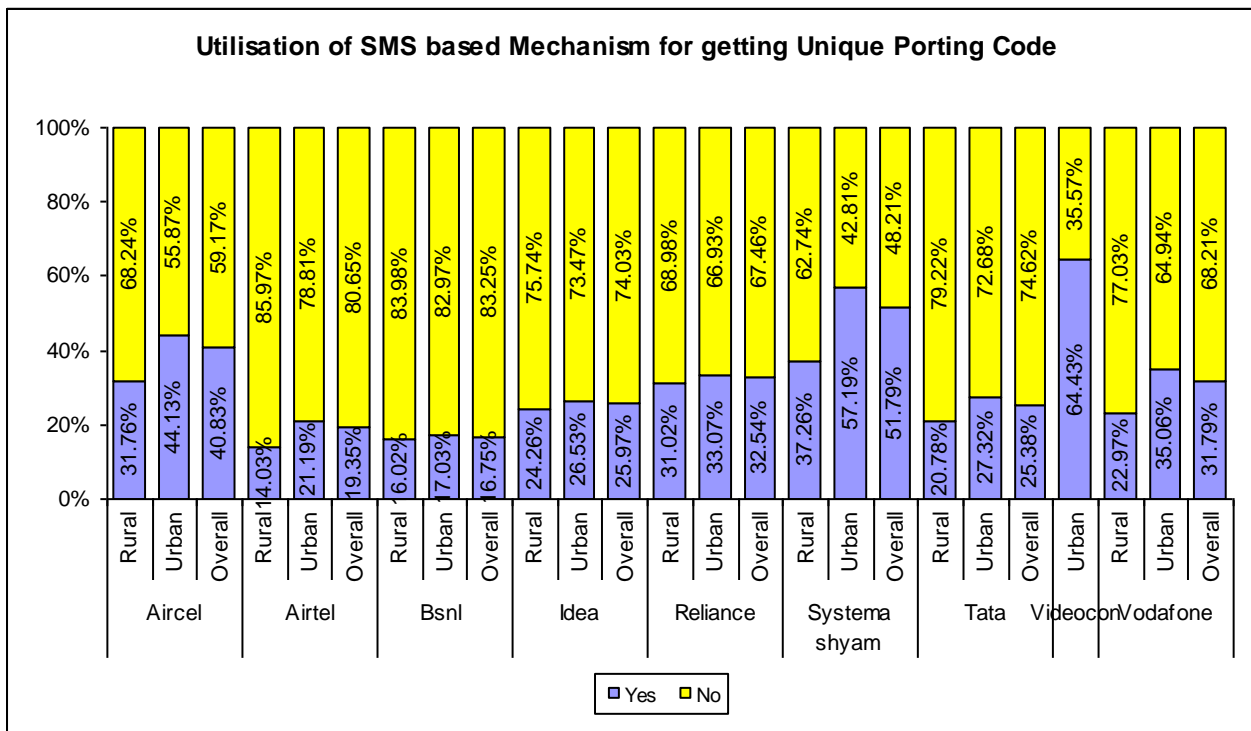


5.2.10 Mobile Number Portability

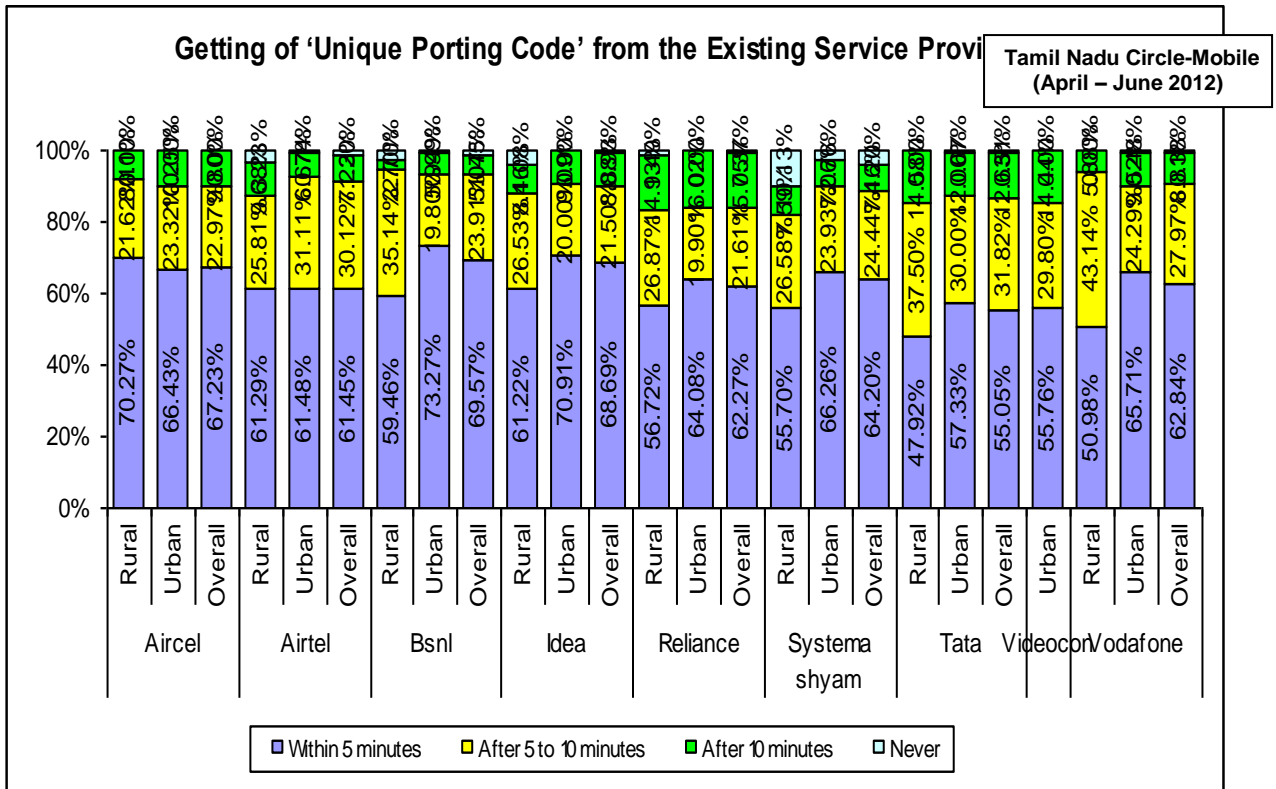
Almost around 81% (Aircel) to 72% (Tata) subscribers from across all operators are aware of the facility by which they can change service provider without changing their mobile number.



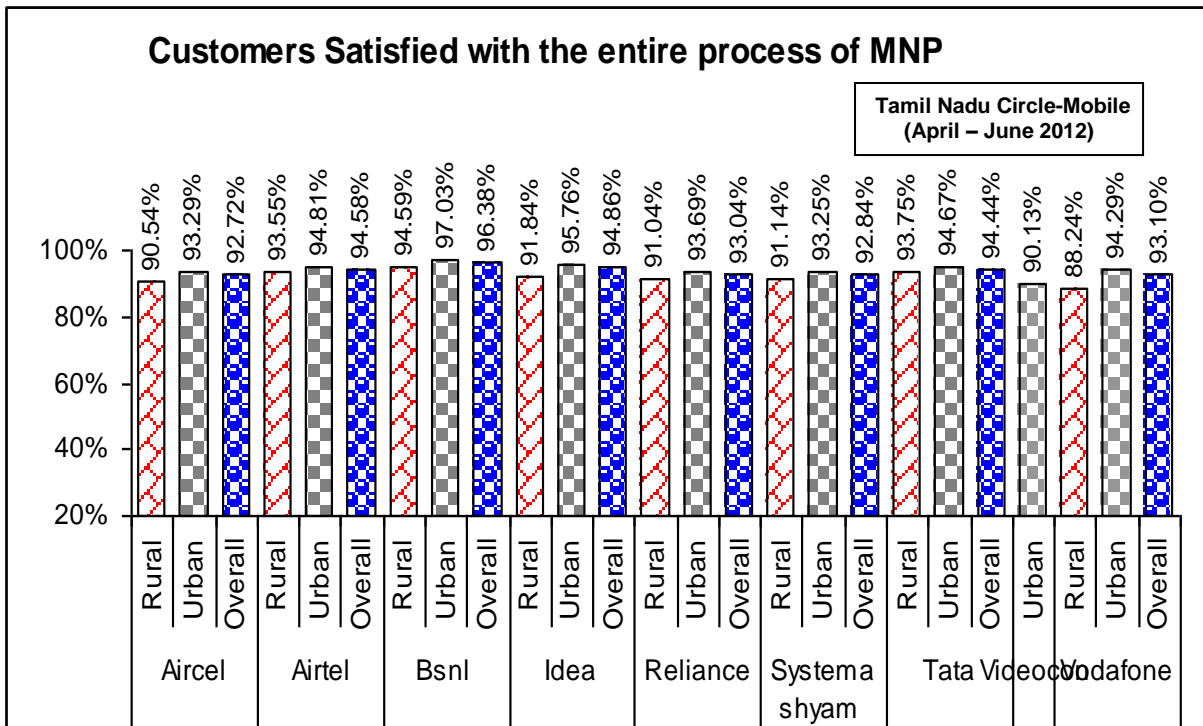
Among these over 17% (BSNL) to 64% (Videocon) subscribers have utilized SMS based mechanism for getting unique porting code.



Majority of them received Unique Porting Code within 5 minutes & after 5 to 10 minutes.

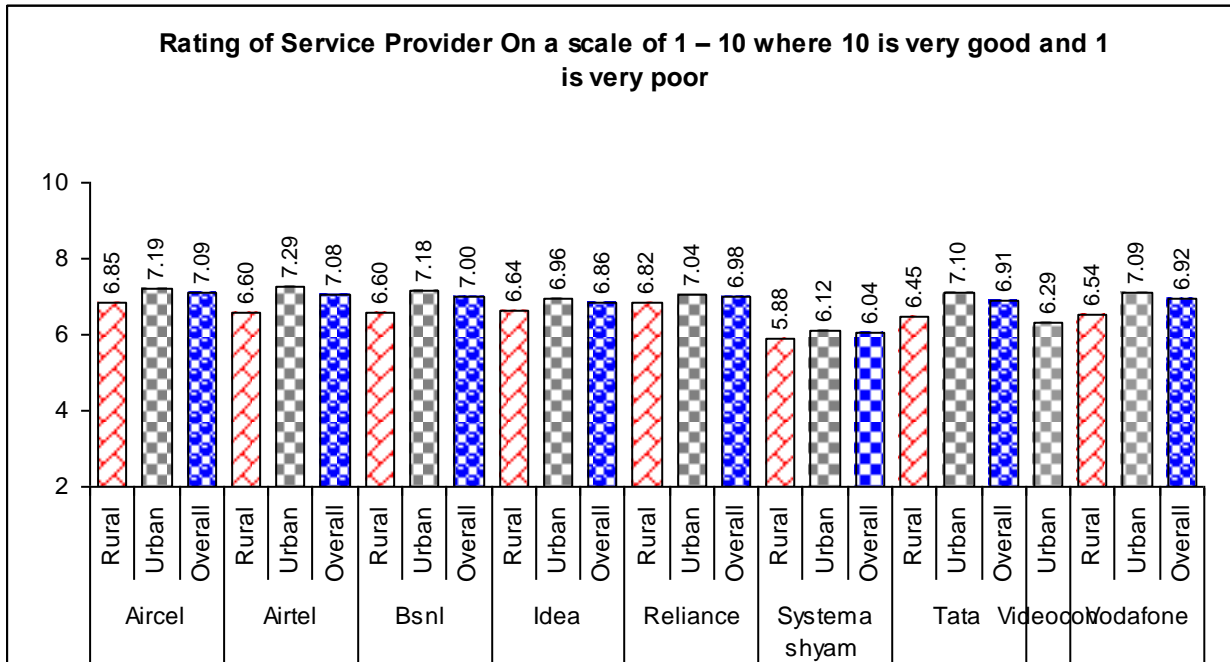


BSNL customers experienced the highest level (96%) of satisfaction with the entire process of MNP.



5.2.11 Overall Rating

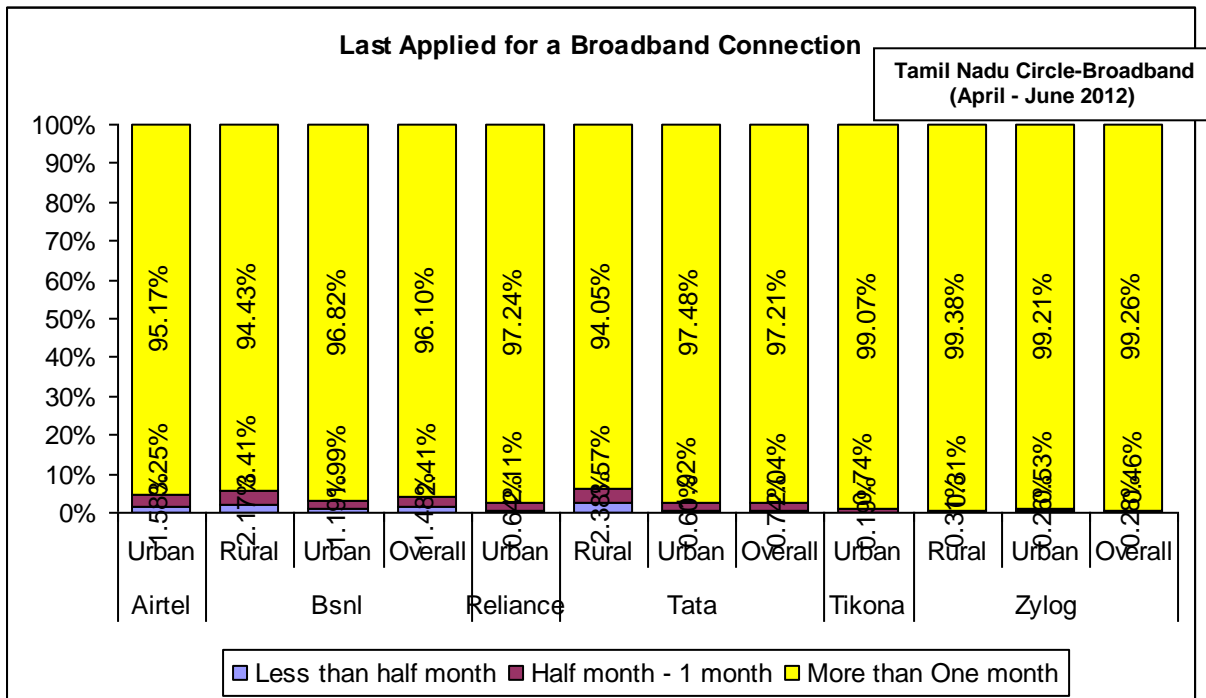
Based on weighted average of rating of various service providers, Airtel urban scored highest at 7.29 and least rating was given to Sistema Shyam rural services at 5.88.



5.3 Detailed Findings –Broadband Services.

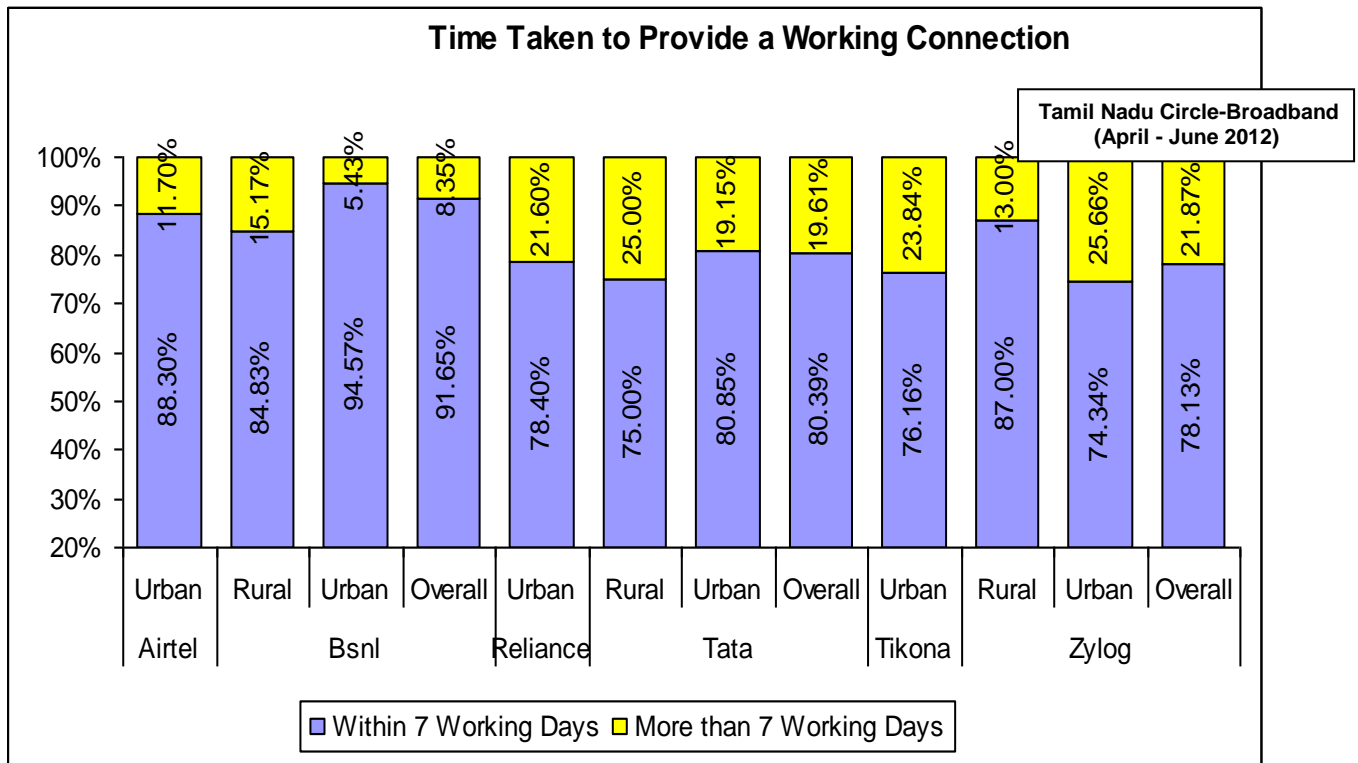
5.3.1 Service Provision

a. Last Applied for Broadband Connection



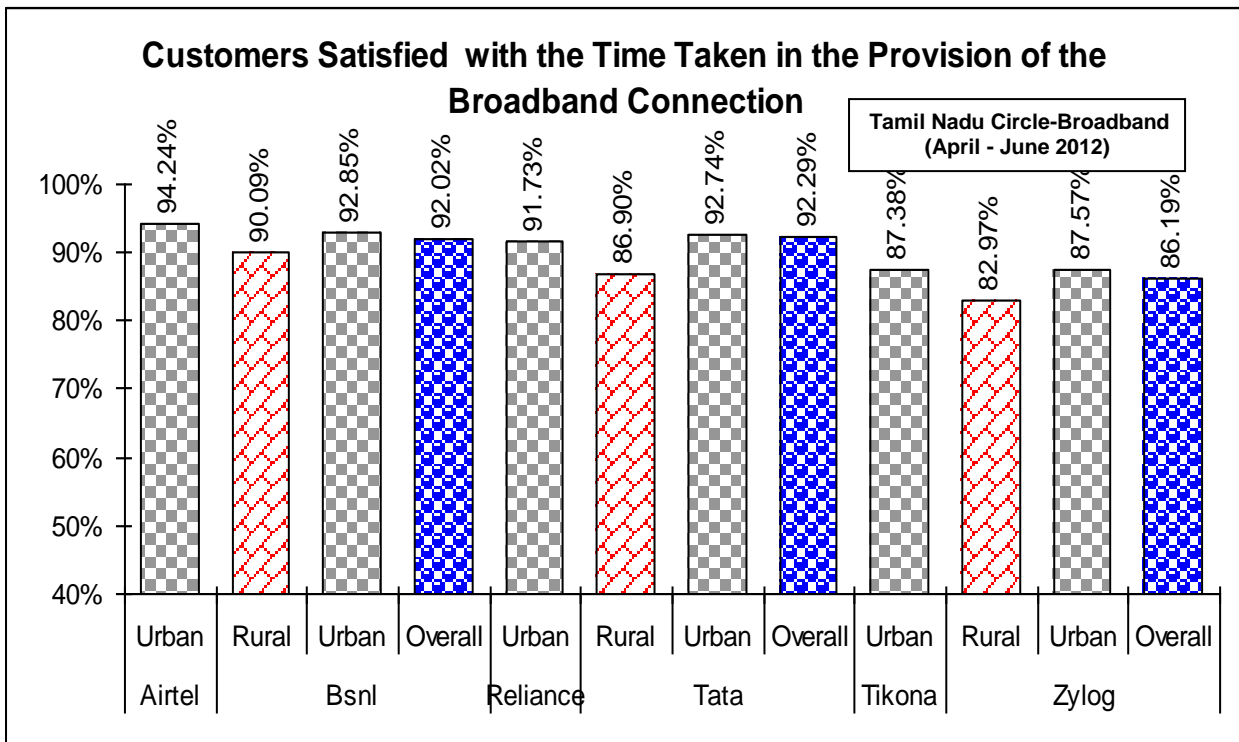
Over 94 % of subscribers from across all operators had last applied for broadband connection more than a month ago in the present round of survey.

b. Time Taken to Activate the Service



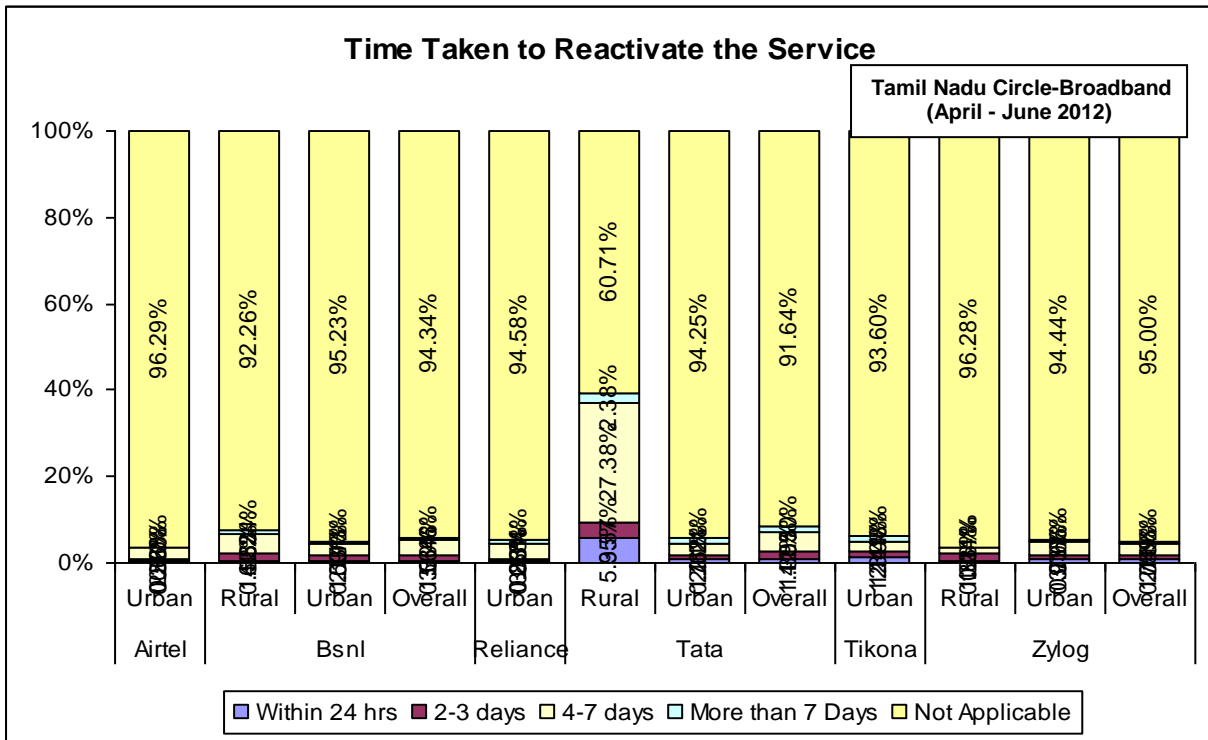
Zylog urban subscribers (74%) to BSNL urban (95%) got their connections activated within 7 working days.

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



Overall satisfaction levels of subscribers varied from 83% (Zylog-rural) to 94% (Airtel-urban) in provisioning of their broad band connection.

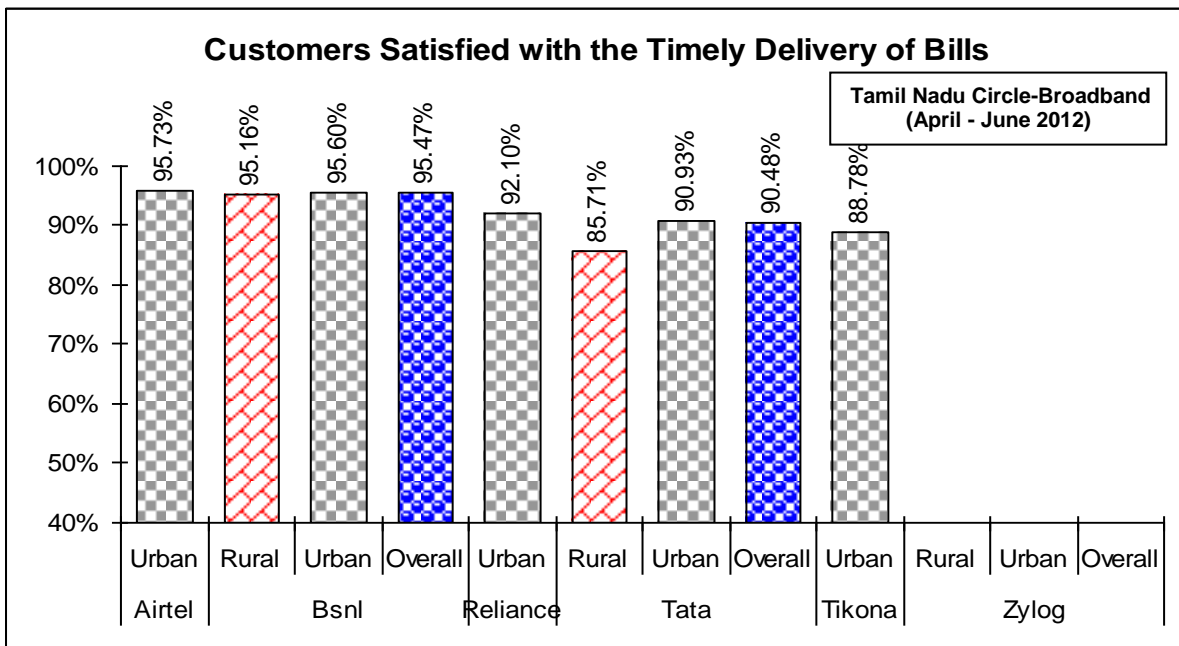
d. Time Taken to Reactivate the Service



The connection was never disconnected in recent period for 92% Tata to 96% of Airtel subscribers across all operators. These small numbers of dis-connections were reconnected within 7 days.

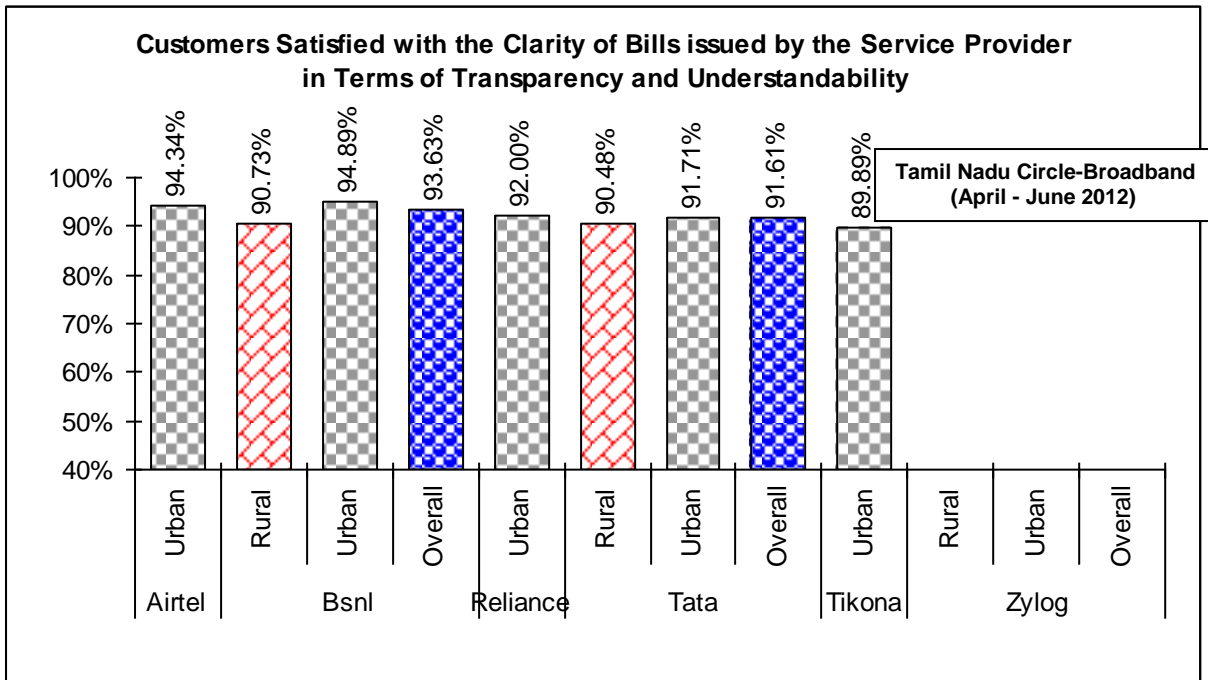
5.3.2 Billing Performance

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



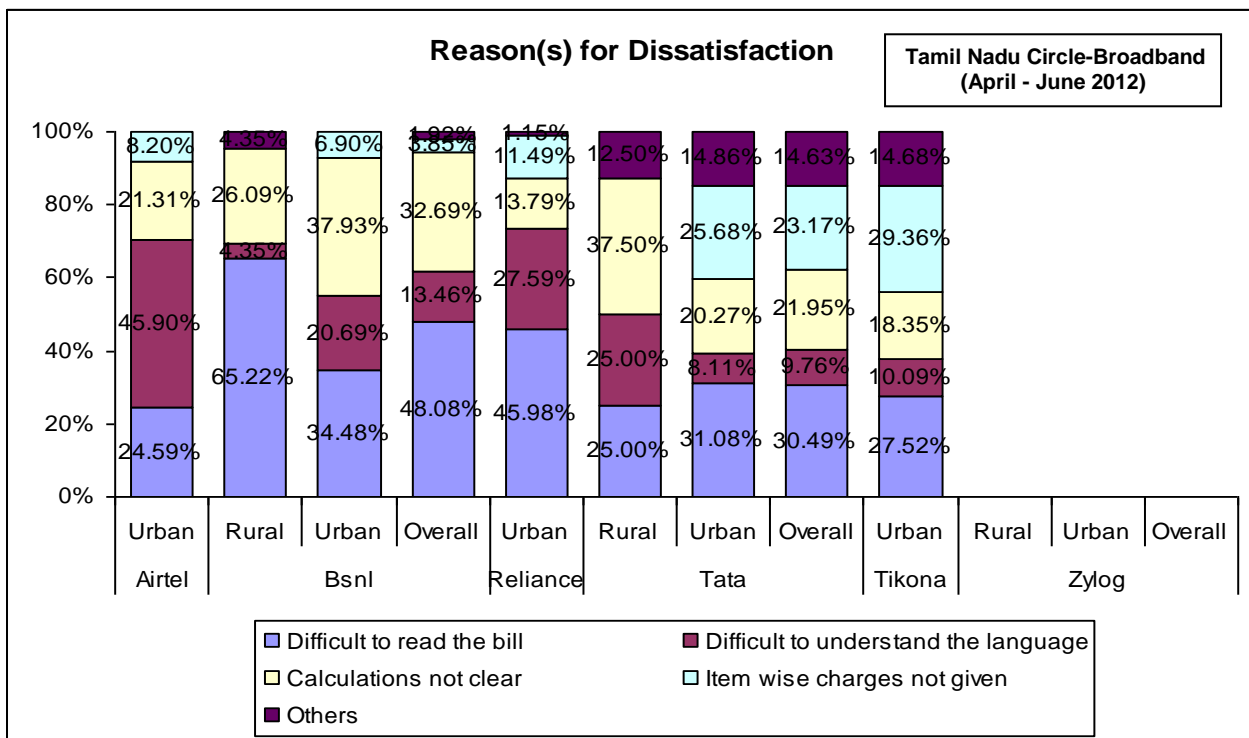
The satisfaction levels of subscribers ranged from 86% (Tata-rural) to 96% (in urban area of Airtel & BSNL) in terms of timely delivery of bills.

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



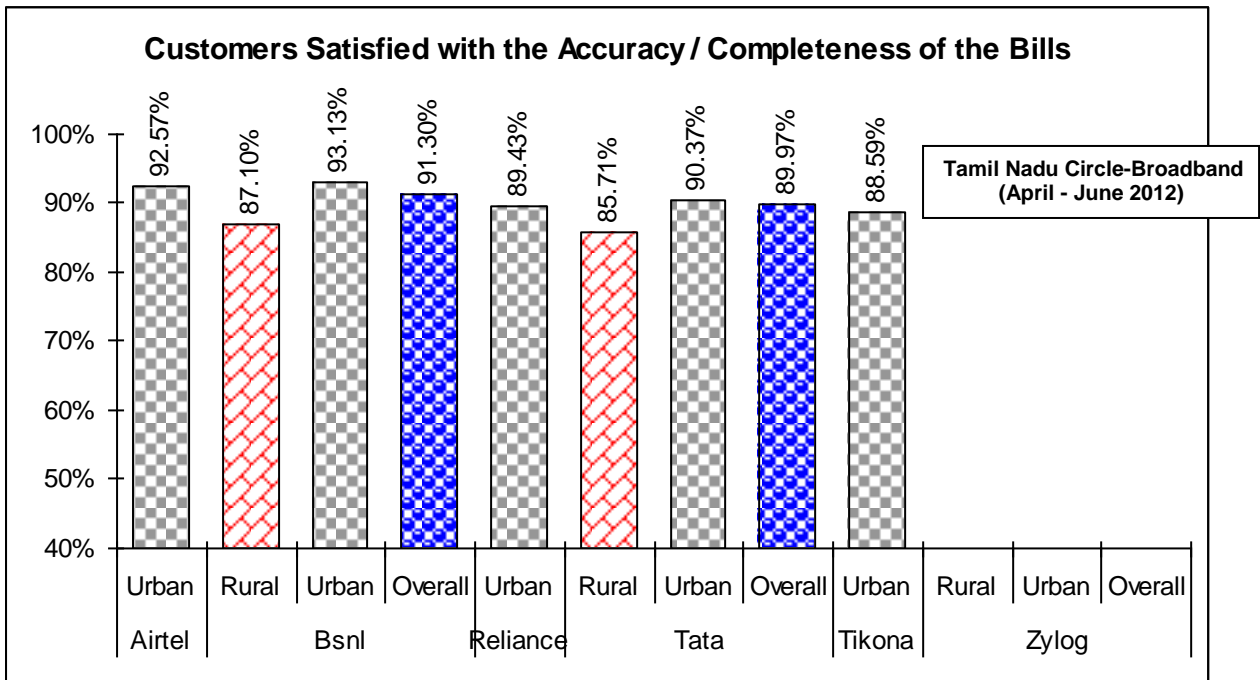
Airtel Subscribers Satisfaction level was highest at 94%, while Tikona's was lowest at 90% in terms of clarity of bills when it came to transparency and understandability.

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



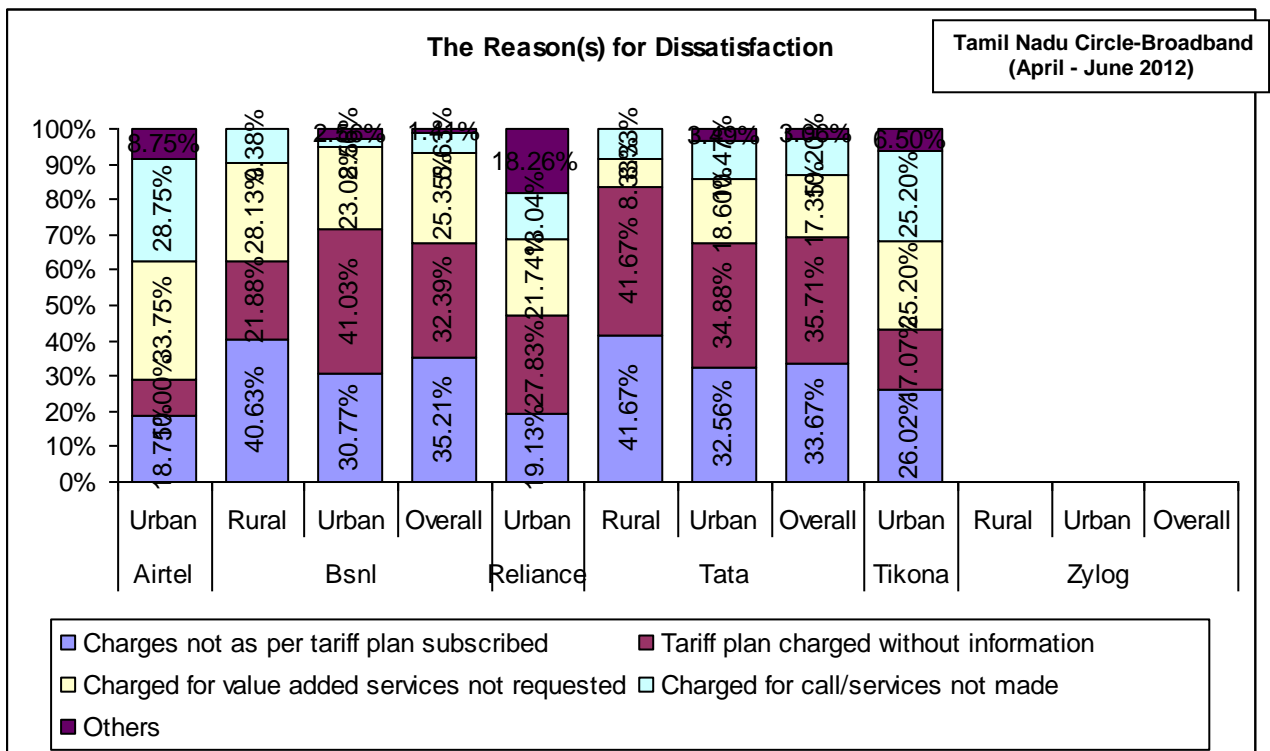
The major reasons of dissatisfaction of subscribers in this round of survey was difficulty in reading the bill, difficulty in understanding language and calculations not clear.

d. Satisfaction with the Accuracy / Completeness of the Bills



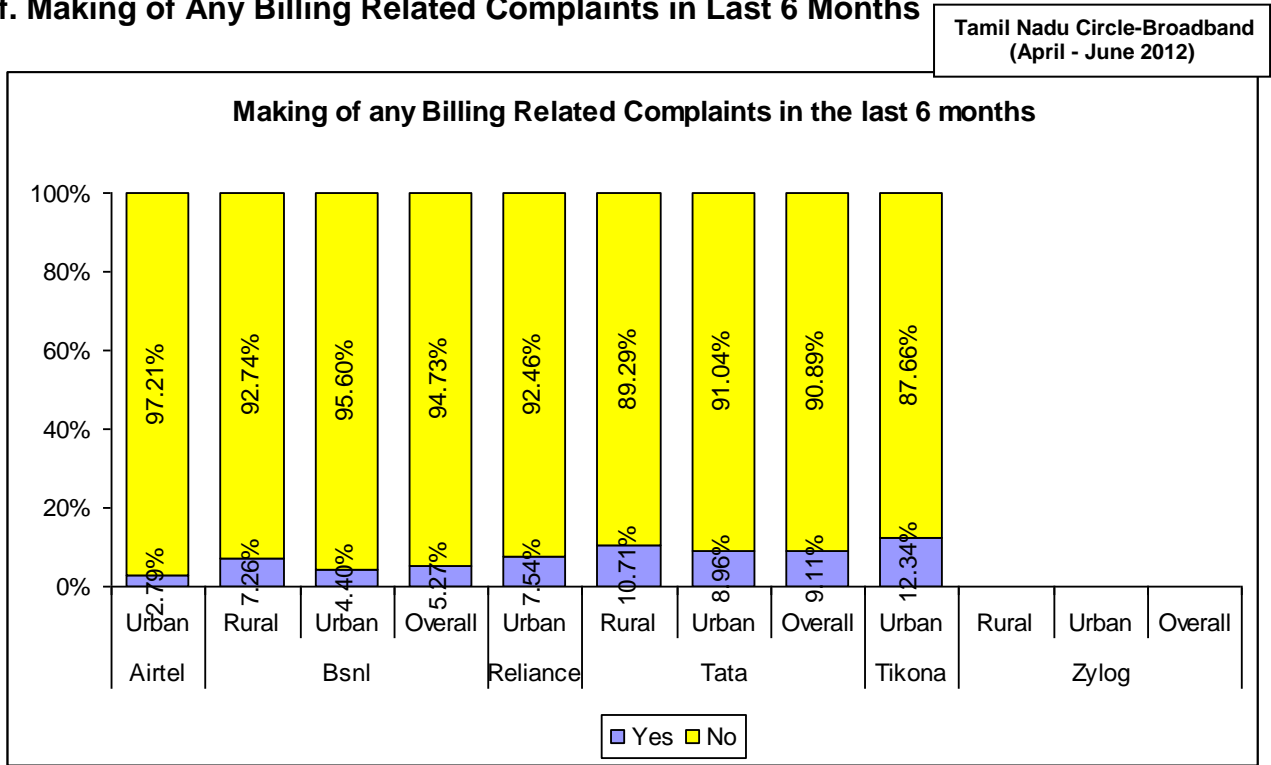
Tikona & Reliance scored lowest subscribers satisfaction level of 89%, while Airtel scored highest at 93% in terms of accuracy/completeness of bills.

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



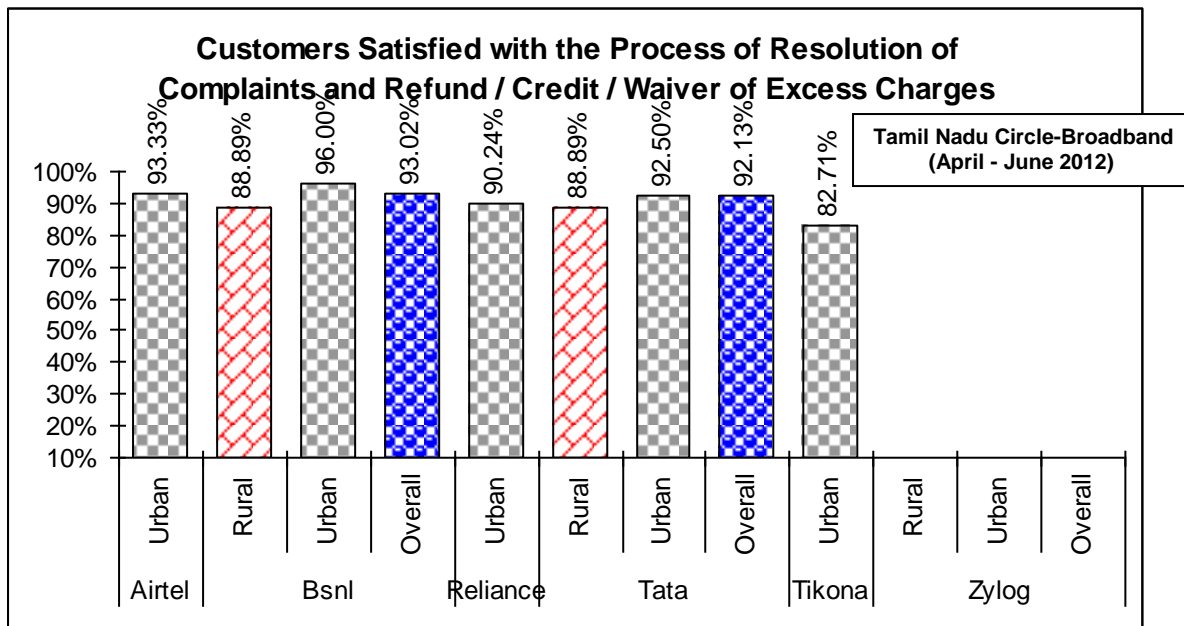
The two major reasons which emerged for dissatisfaction with respect to accuracy and completeness of bills were 1) Charges not as per tariff plan subscribed and 2) Tariff plan charged without information.

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



Over 88% subscribers of all operators have not made any billing related complaints in the last six months.

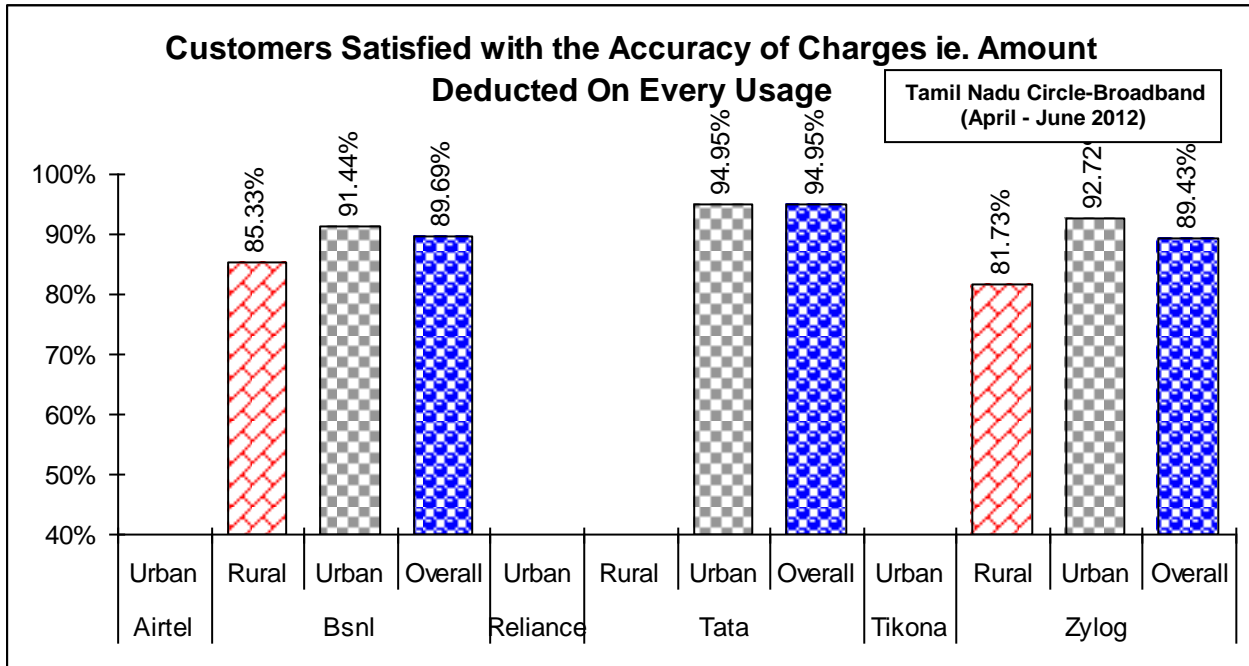
g. Satisfaction with the Process of Resolution of Complaints and Refund / Credit / Waiver of Excess Charges



The satisfaction level of subscribers was highest with Airtel (93%) and least with Tikona (83%) in terms of process of resolution of complaints and refund of excess charges if levied.

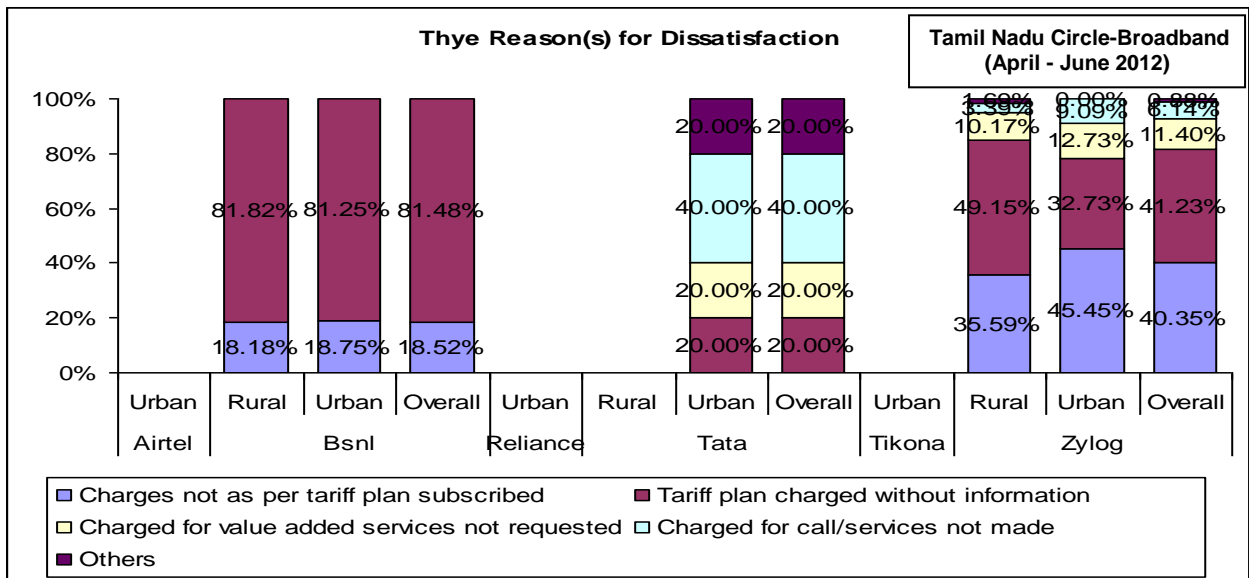
Prepaid Customers

h. Satisfaction with the Accuracy of Charges i.e. Amount Deducted on Every Usage



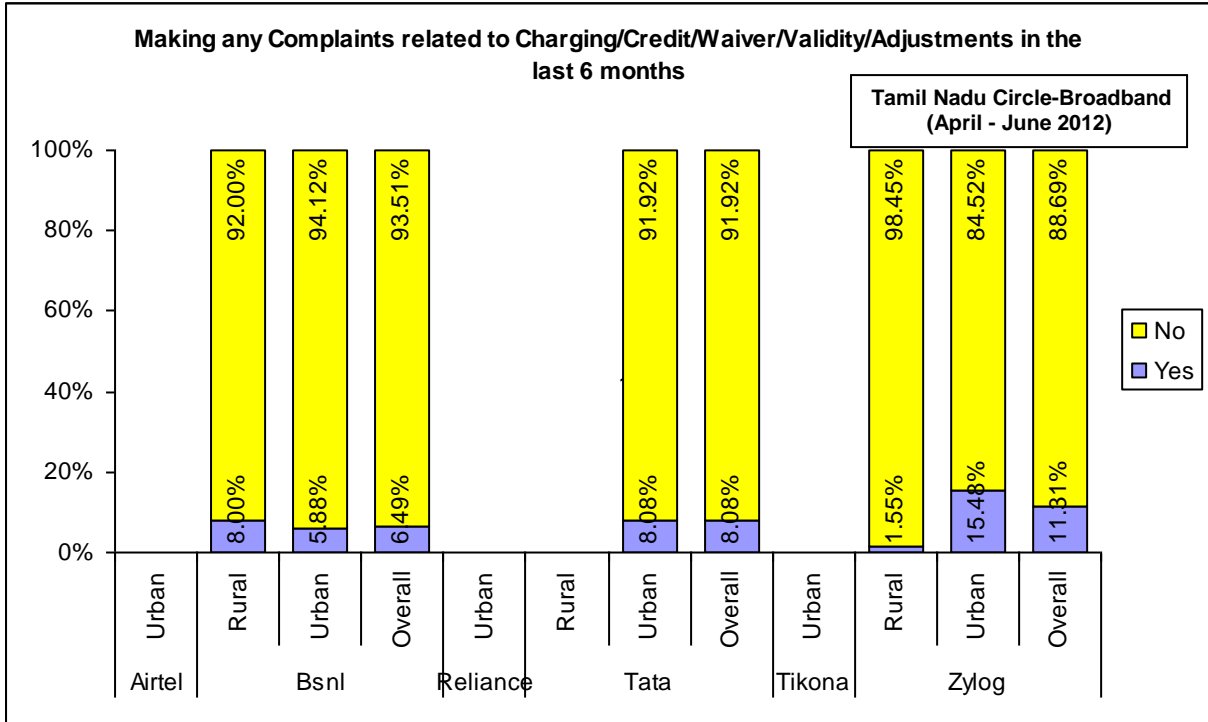
95% Tata and 90% Zylog & BSNL subscribers are satisfied with accuracy of charges being deducted on every usage by their respective operators.

i. The Reason for Dissatisfaction with the Accuracy of Charges i.e. Amount Deducted on Every Usage



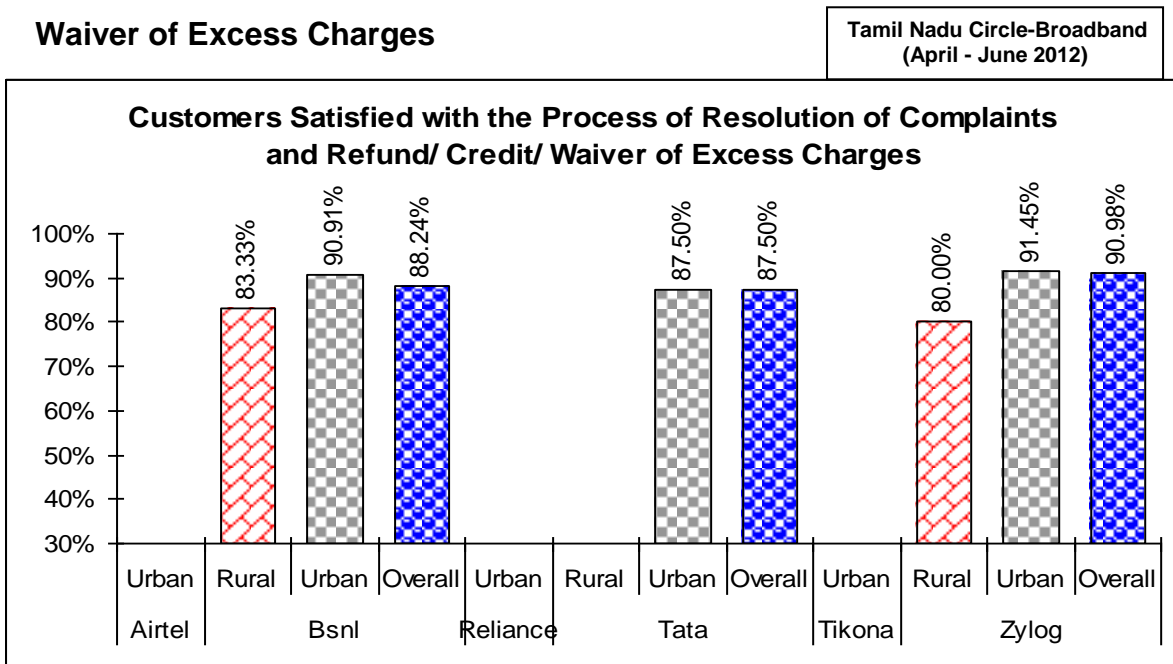
The three major reasons for subscribers across various operators dissatisfaction in terms of accuracy of charges deducted are 1) Tariff plan changed without information 2) Charges not as per tariff plan and 3) Charged for calls / services not made.

Making of Any Complaints Related to Charging/ Credit/ Waiver/ Validity/ Adjustments in Last 6 Months



Over 85% subscribers of all operators in rural / urban areas had not made complaints related to adjustments in last six months.

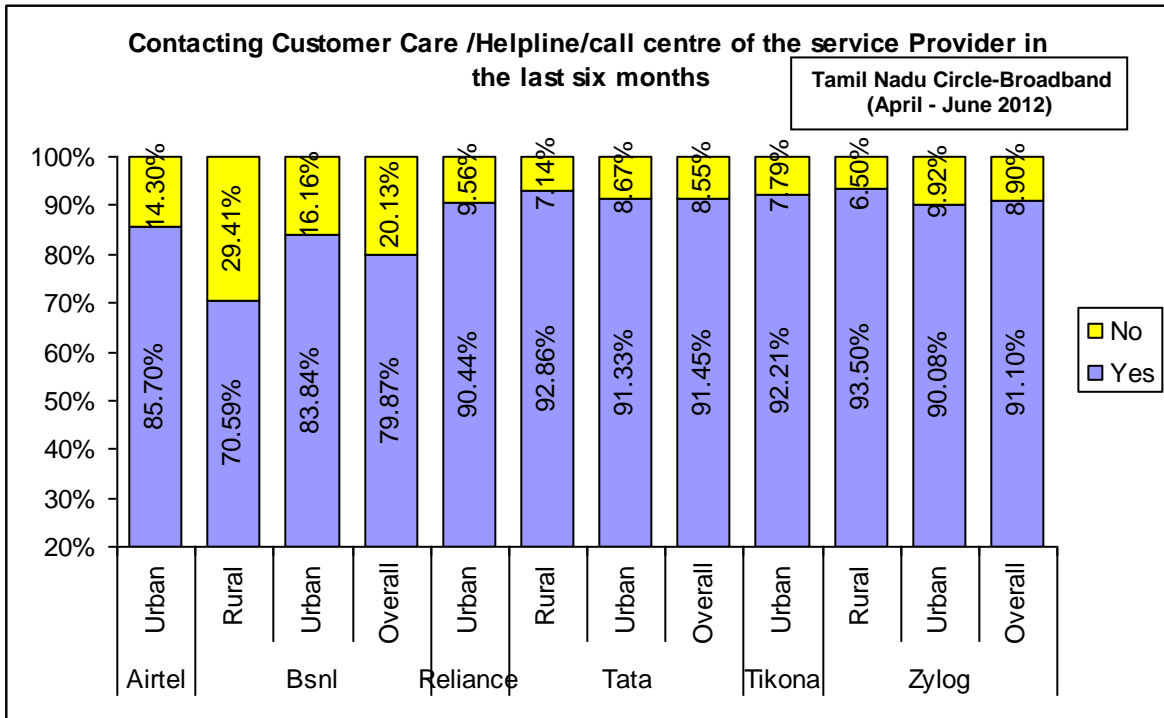
k. Satisfaction with the Process of Resolution of Complaints and Refund/ Credit/ Waiver of Excess Charges



The satisfaction level of over 87% has been reported by subscribers of all operators with the process of resolution of complaints and refund of excess charges upon resolution of their complaints.

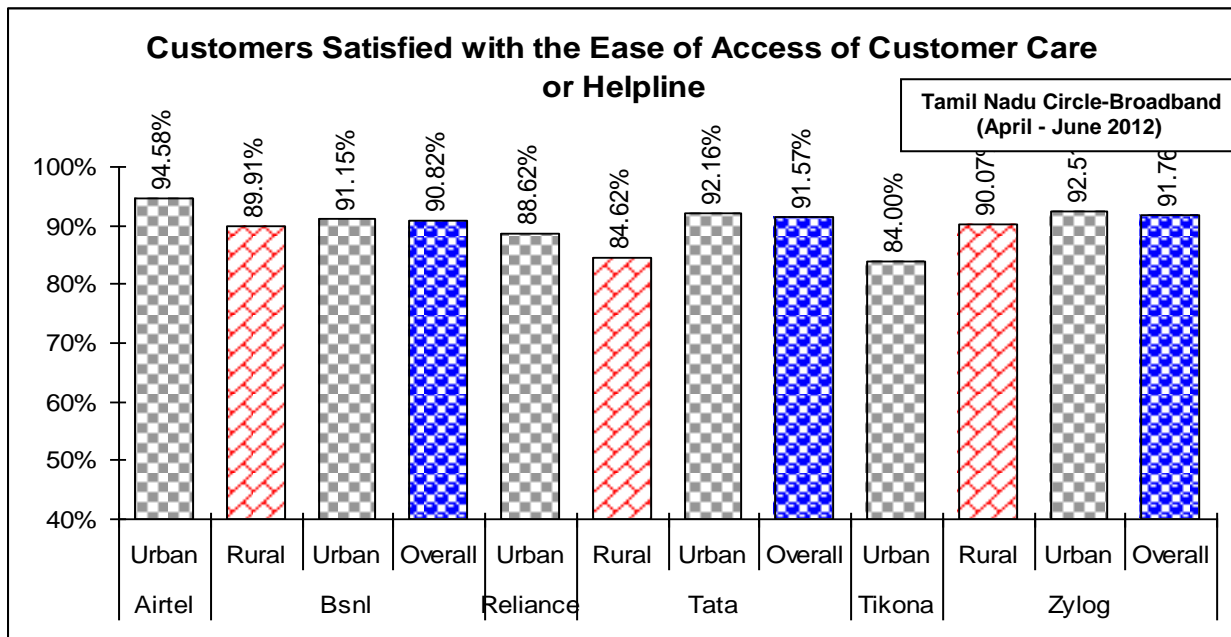
5.3.3 Help Services

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



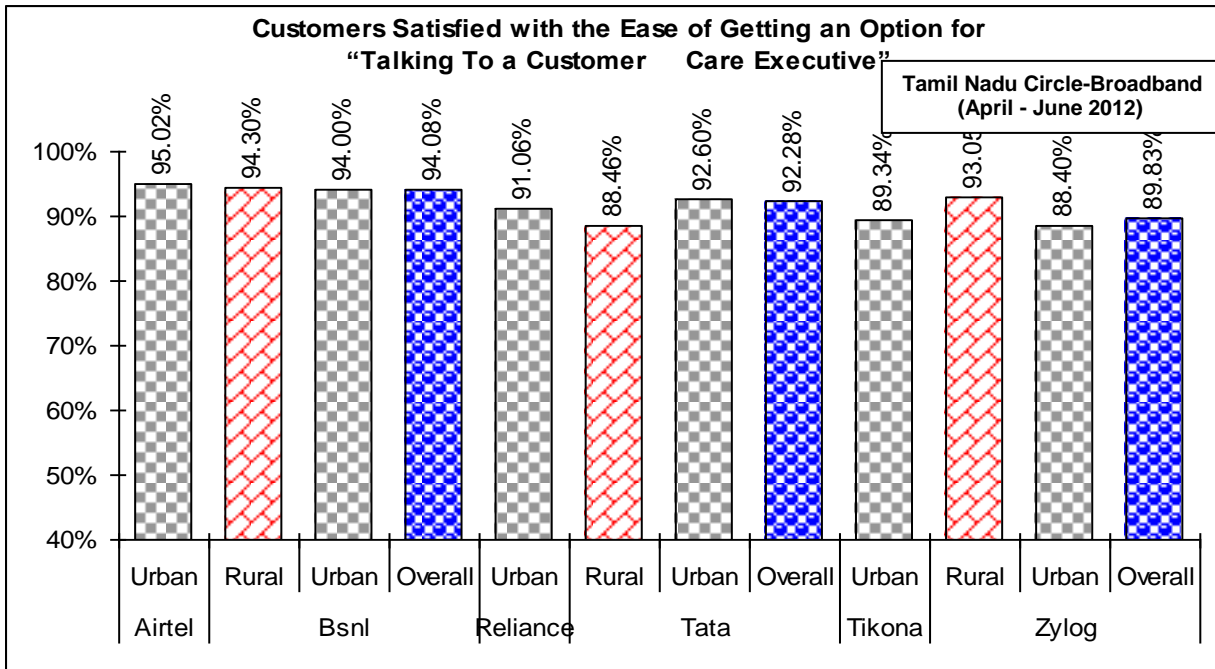
Almost over 80% subscribers across all operators have contacted their respective operator’s customer care/ help lines during the last six months.

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



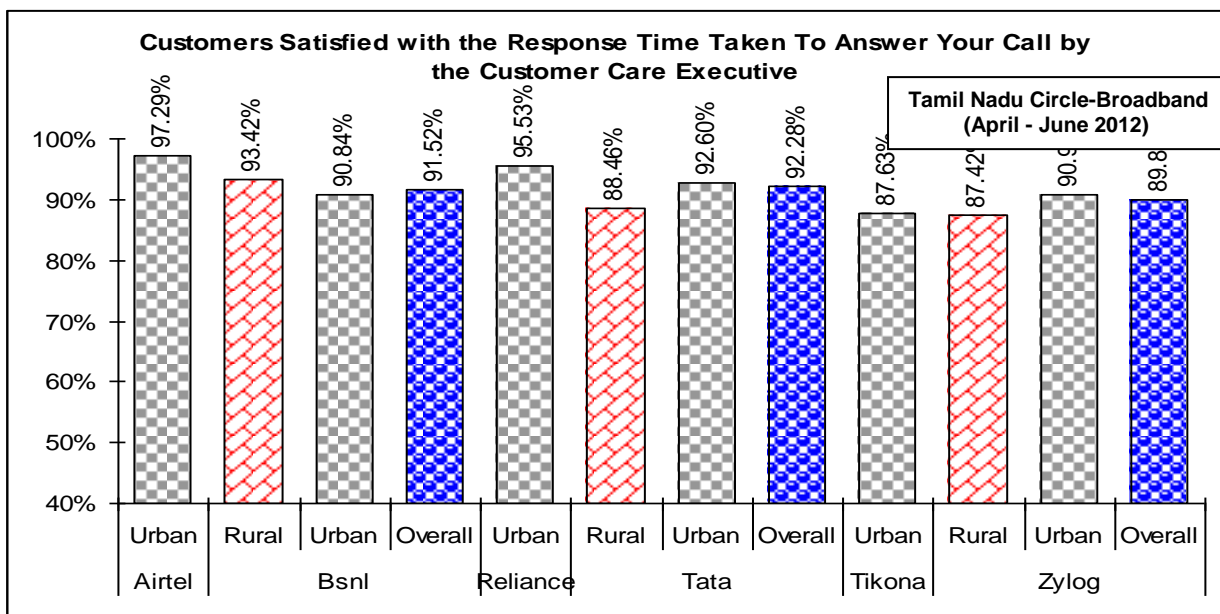
The satisfaction level of subscribers across all operators has been over 84% in terms of ease of access of customer care/helpline numbers as most of them expressed very satisfied and satisfied

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



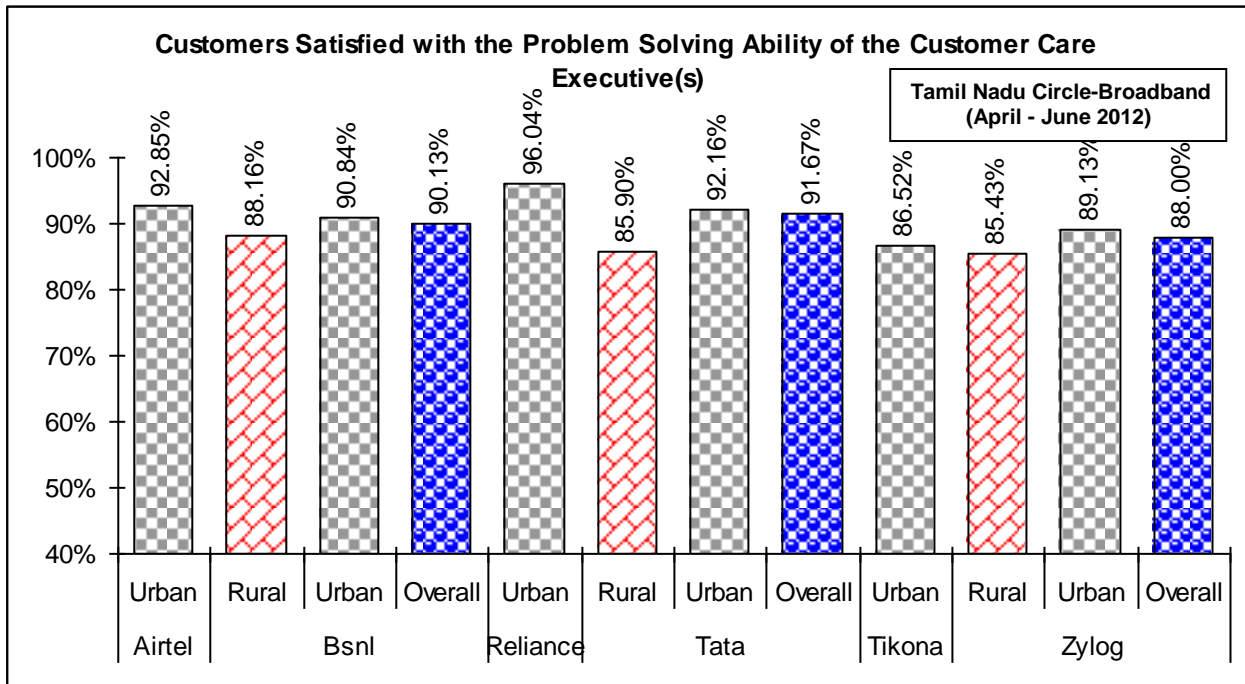
Subscribers have expressed either being very satisfied or satisfied with the ease of getting an option for talking to a customer care executive. The satisfaction level of Tikona is 89% while that of Airtel subscribers is nearly 95 %.

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



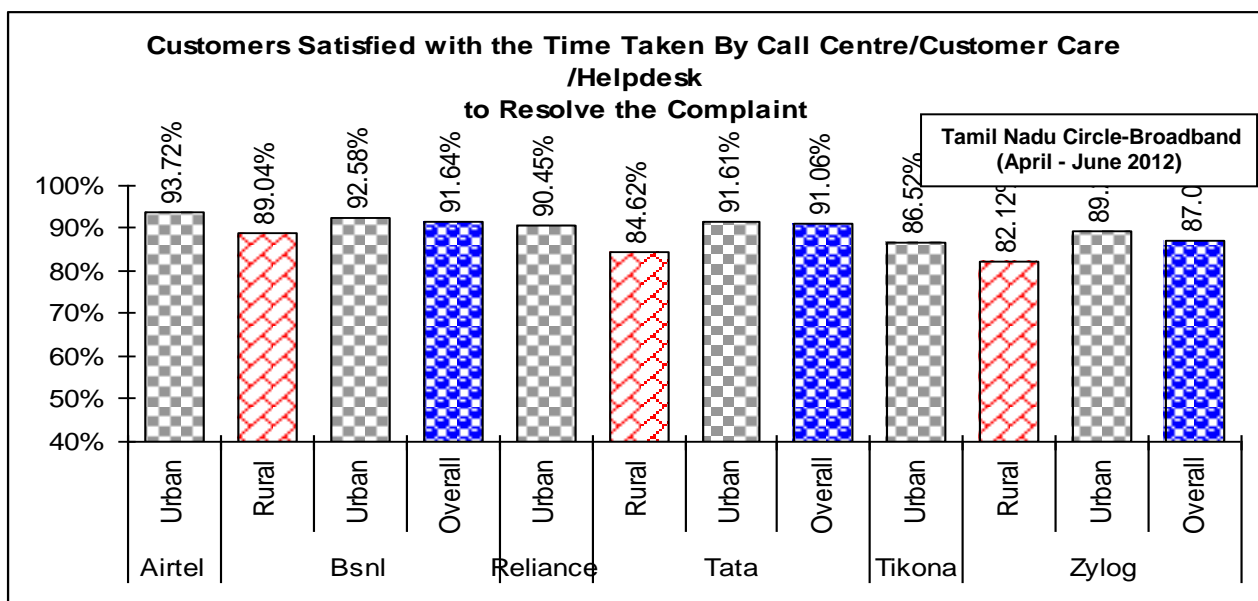
Majority of subscribers across all operators have opined either very satisfied or satisfied with response time taken to answer the call by customer care executive. The overall satisfaction of all subscribers is over 88%.

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



Majority of subscribers across all operators have opined either very satisfied or satisfied with problem solving ability of customer care executive. The overall satisfaction of all subscribers is over 86 %.

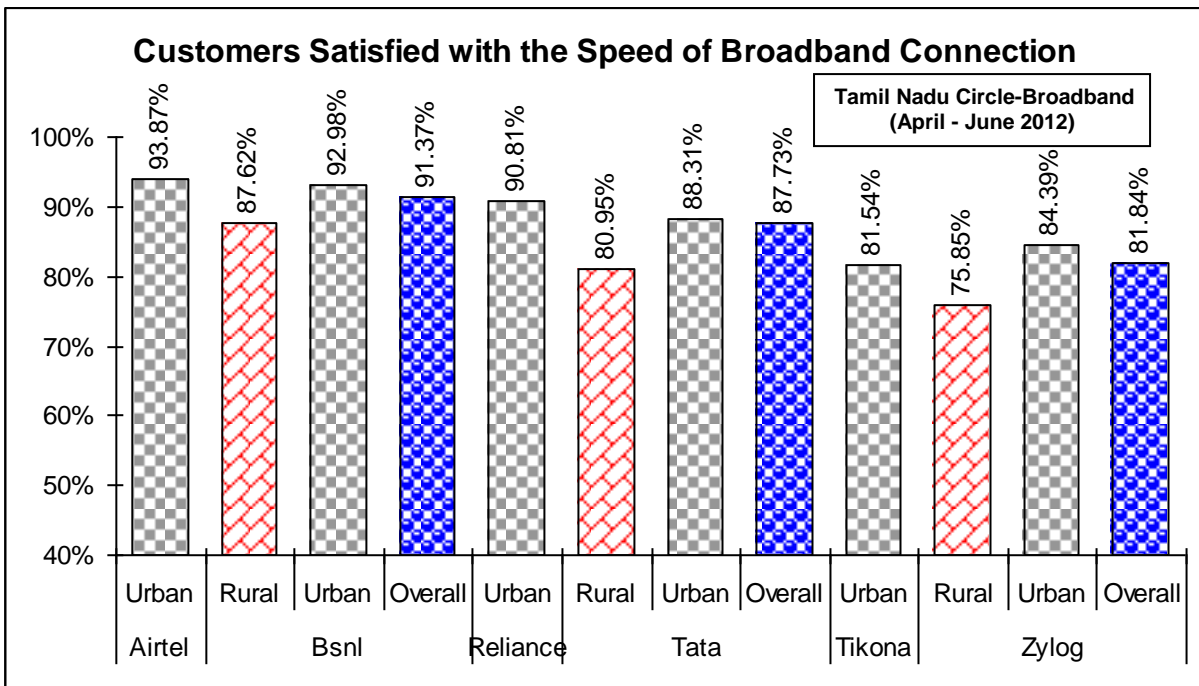
f. Satisfaction with the Time Taken By Call Centre/Customer Care /Helpdesk to Resolve the Complaint



Majority of subscribers across all operators have opined either very satisfied or satisfied with time taken by customer care executive to resolve the complaint. The overall satisfaction of all subscribers is over 87 %.

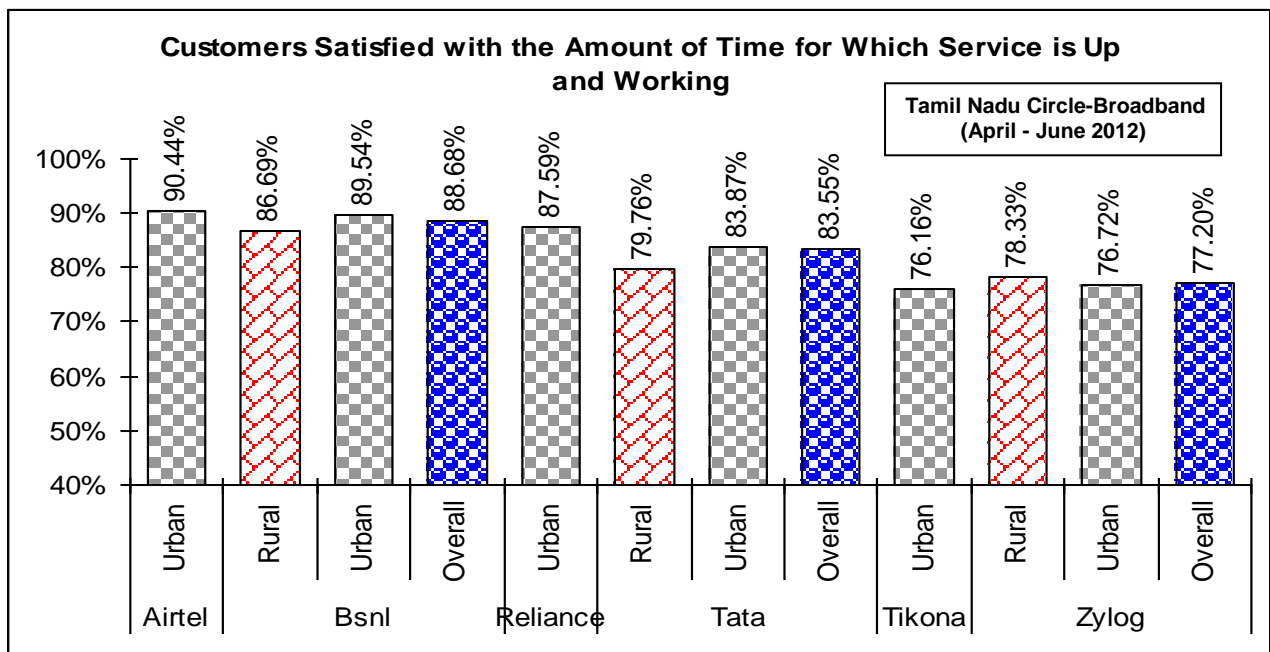
5.3.4 Network Performance, Reliability and Availability

a. Satisfaction with the Speed of Broadband Connection



Almost all subscribers across every operator are either very satisfied or satisfied with speed of their broad band connection. The overall satisfaction of all subscribers is over 82%.

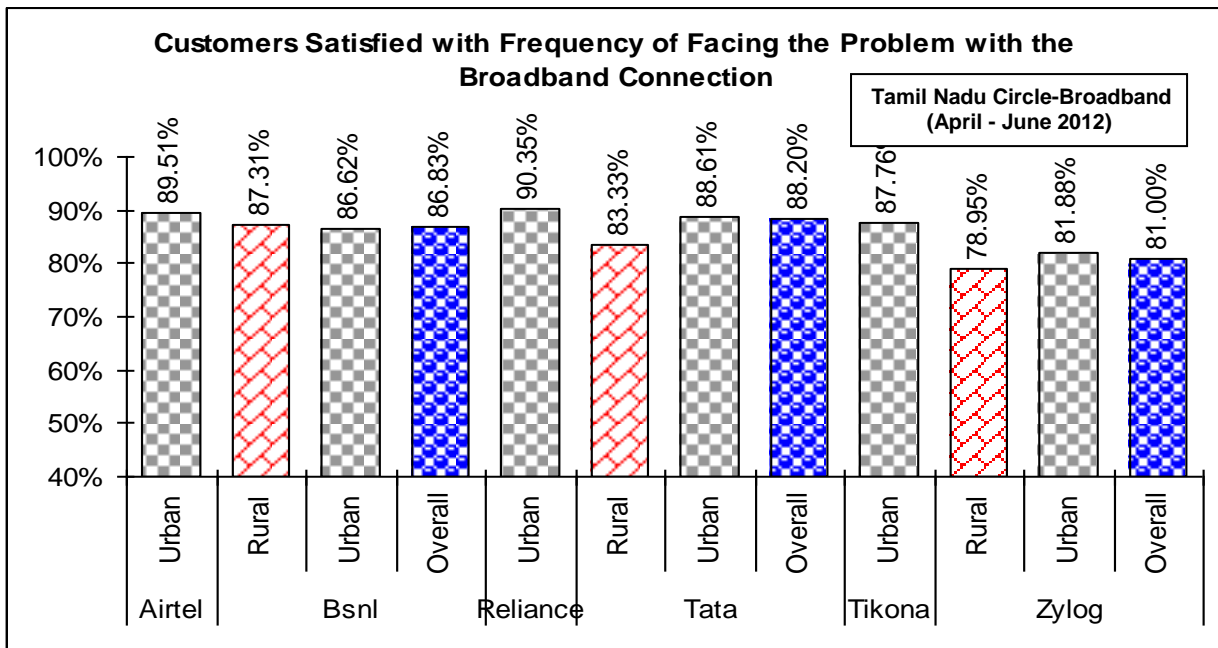
b. Satisfaction with the Amount of Time for Which Service Is Up and Working



Majority of subscribers across all operators have opined either very satisfied or satisfied with the amount of time for which service is up and working. The overall satisfaction of all subscribers is over 77 % across all operators in the present round of survey.

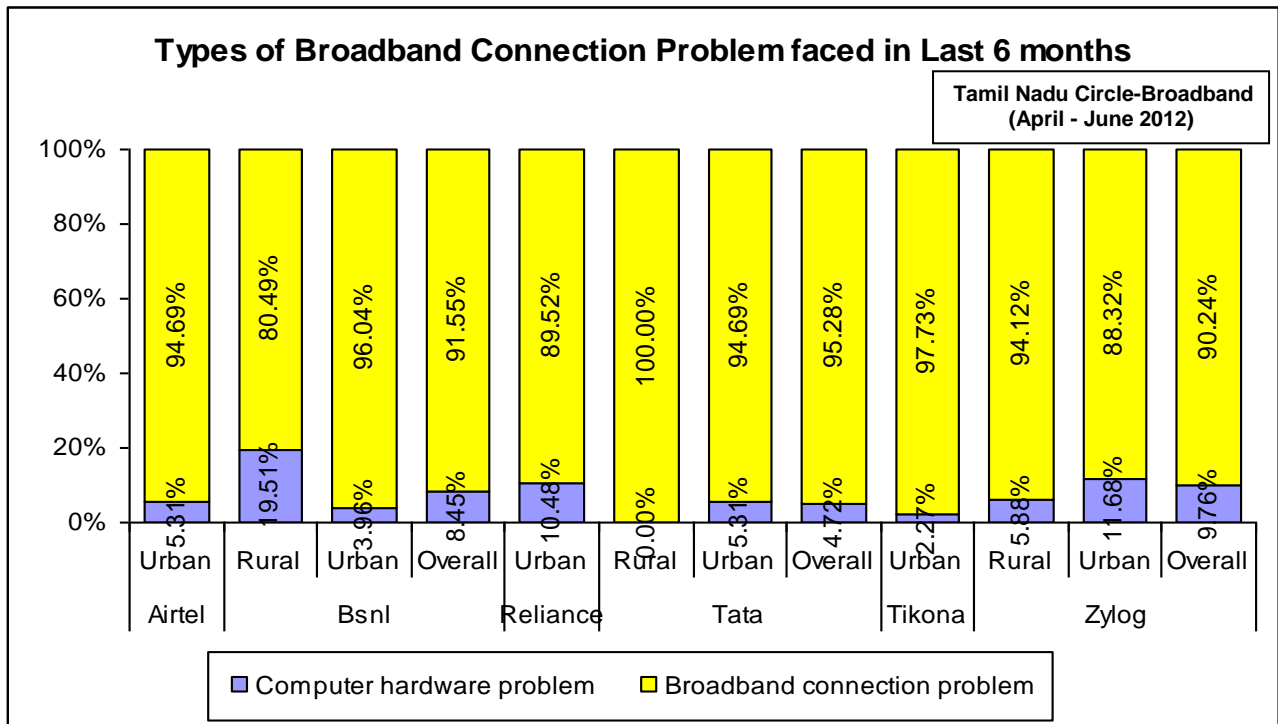
5.3.5 Maintainability

a. Frequency of Facing the Problem with the Broadband Connection



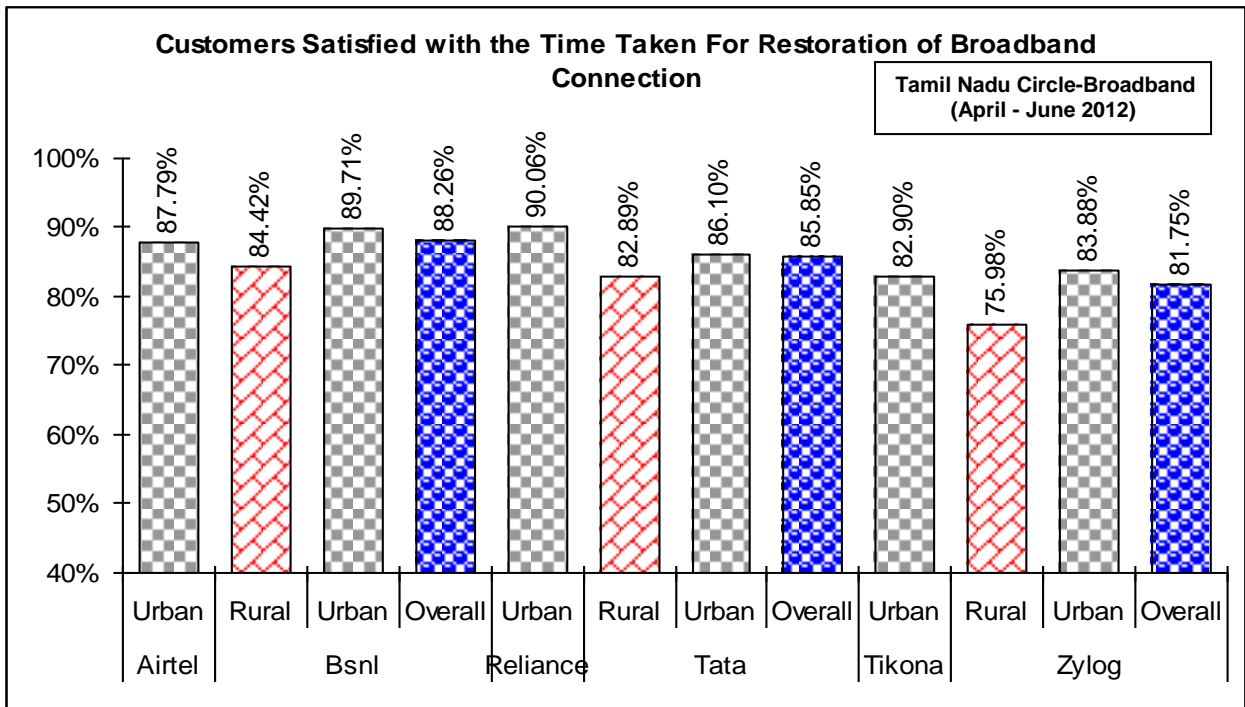
Majority of subscribers across all operators have opined either never or occasionally facing the problem with their broad band connection. The overall satisfaction of all subscribers is over 81 %.

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



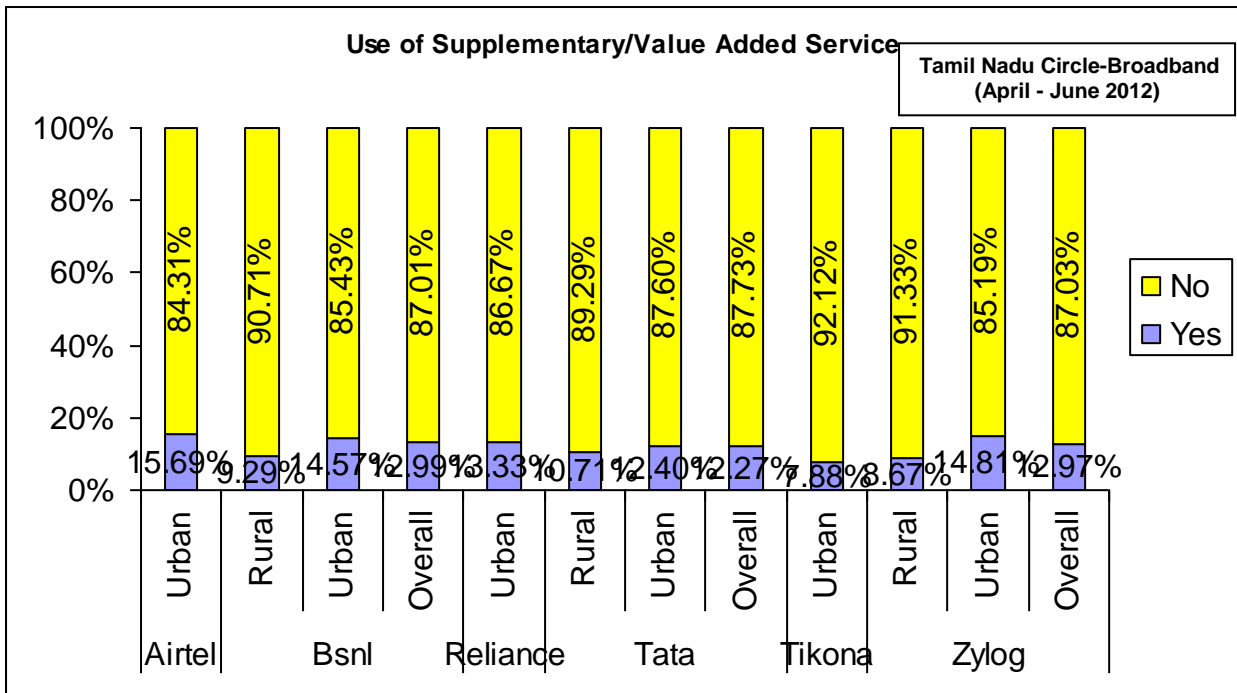
All subscribers across all operators attributed “Broadband connection” as the main reason for broadband connection & modem problem provided by service provider as the problem faced during last six months.

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



Almost all subscribers across every operator are either very satisfied or satisfied with time taken for restoration of their broad band connection. The overall satisfaction of all subscribers is over 76 %.

5.3.6 Supplementary Services



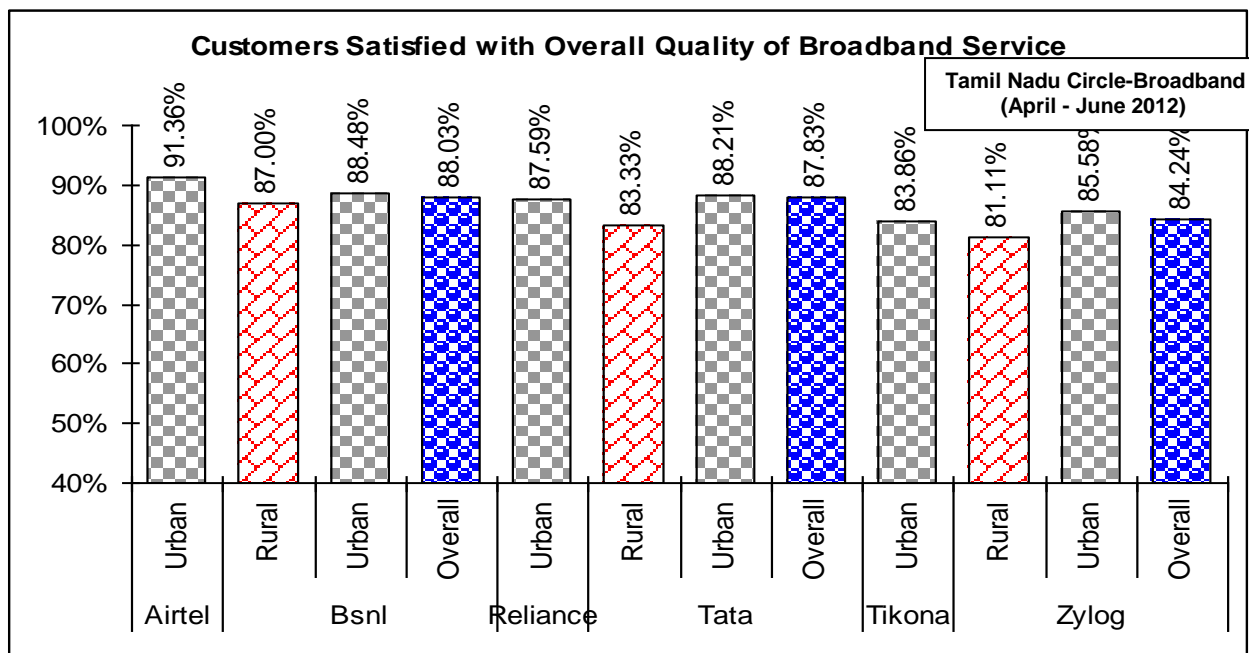
The supplementary services/value added service is not being used by nearly 84% subscribers or more.

From among those who use these services, around 86% (Tikona & Reliance) to 91% BSNL subscribers were satisfied with the process of activating value added services or the process of unsubscribing.

Of those who were not satisfied, upto 75% (Tikona) subscribers gave the reason as not being informed of charges by respective operators, while upto 50% (Tata) informed that operator activated without consent, and 13% (Tata) to 41% (Airtel) subscribers were not informed about toll free number for unsubscribing.

Operator	Area	Use of Supplementary/Value Added Services	Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing	Reason for Dissatisfaction			
		Yes		Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Urban	15.69%	89.94%	23.53%	35.29%	41.18%	0.00%
Bsnl	Rural	9.29%	86.67%	0.00%	50.00%	25.00%	25.00%
	Urban	14.57%	91.82%	0.00%	33.33%	11.11%	55.56%
	Overall	12.99%	90.71%	0.00%	38.46%	15.38%	46.15%
Reliance	Urban	13.33%	86.21%	15.00%	30.00%	35.00%	20.00%
Tata	Rural	10.71%	88.89%	0.00%	100.00%	0.00%	0.00%
	Urban	12.40%	87.80%	33.33%	46.67%	13.33%	6.67%
	Overall	12.27%	87.88%	31.25%	50.00%	12.50%	6.25%
Tikona	Urban	7.88%	85.88%	75.00%	0.00%	25.00%	0.00%
Zylog	Rural	8.67%	85.71%	50.00%	25.00%	25.00%	0.00%
	Urban	14.81%	88.39%	38.46%	46.15%	15.38%	0.00%
	Overall	12.97%	87.86%	41.18%	41.18%	17.65%	0.00%

5.3.7 Satisfaction with Overall Quality of Broadband Service



Majority of subscribers have opined that they are either very satisfied or satisfied with the overall quality of their broadband service with highest satisfaction level of 91% (Airtel) followed by 88% (BSNL, Reliance & Tata) and 84% (Tikona & Zylog).

5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007

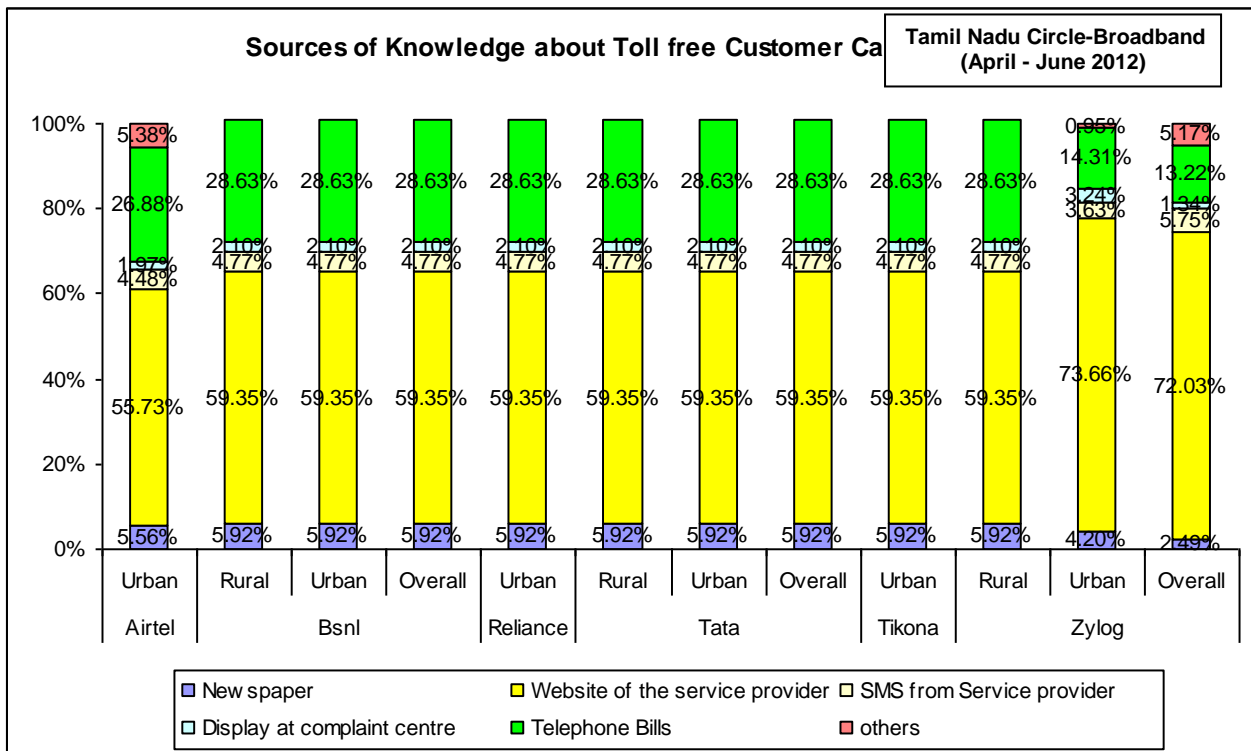
Operator	Area	Awareness about	
		Call Centre	Appellate Authority
		Yes	Yes
Airtel	Urban	94.99%	5.11%
Bsnl	Rural	93.19%	9.91%
	Urban	96.42%	7.28%
	Overall	95.45%	8.07%
Reliance	Urban	94.30%	2.48%
Tata	Rural	90.48%	1.19%
	Urban	93.45%	1.92%
	Overall	93.22%	1.86%
Tikona	Urban	91.28%	2.78%
Zylog	Rural	89.78%	0.93%
	Urban	92.33%	3.70%
	Overall	91.57%	2.87%

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

As a next stage, around 3% of Airtel subscribers to 11 % of Tikona subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 42 % (Tata) to 59 % (Airtel) of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey 16% to 34% subscribers opined that docket number was not issued. 11% to 21% had suggested that dockets were provided on request. Few opined that it was not provided even on request.

Also 63% Tata to 77% Tikona subscribers opined that they were informed by call centre about action being taken on their complaint.

5.3.9 Sources of Knowledge about Toll free Customer Care Number

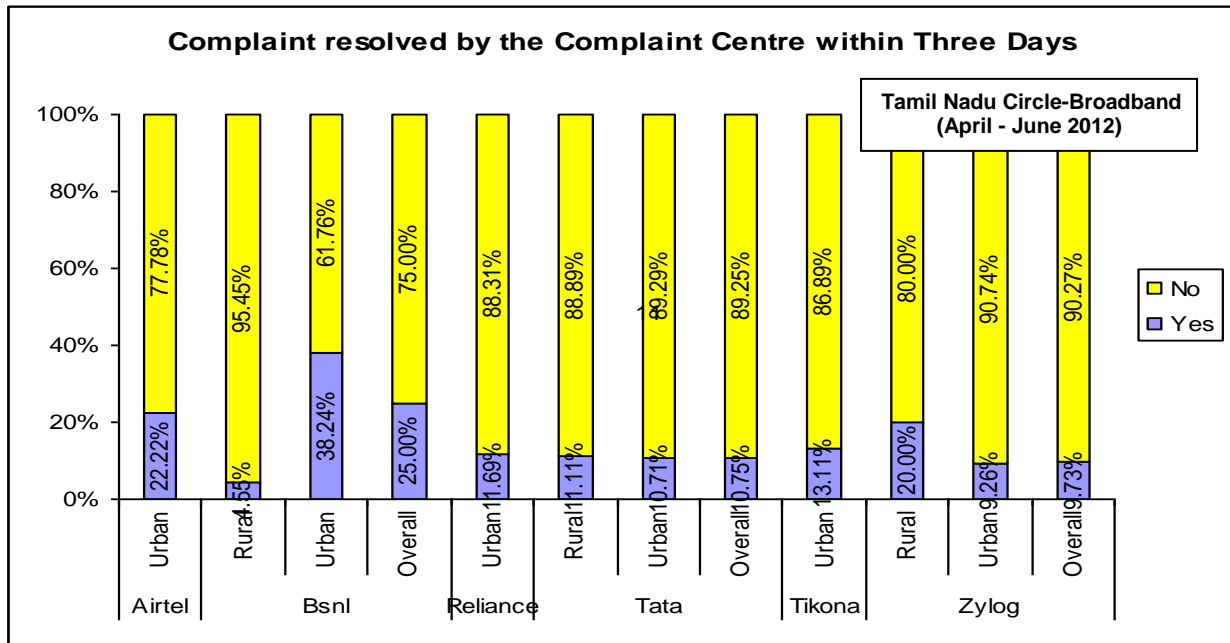


Majority of the subscribers source of Knowledge about Toll free Customer Care Number is the website of respective service provider.

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

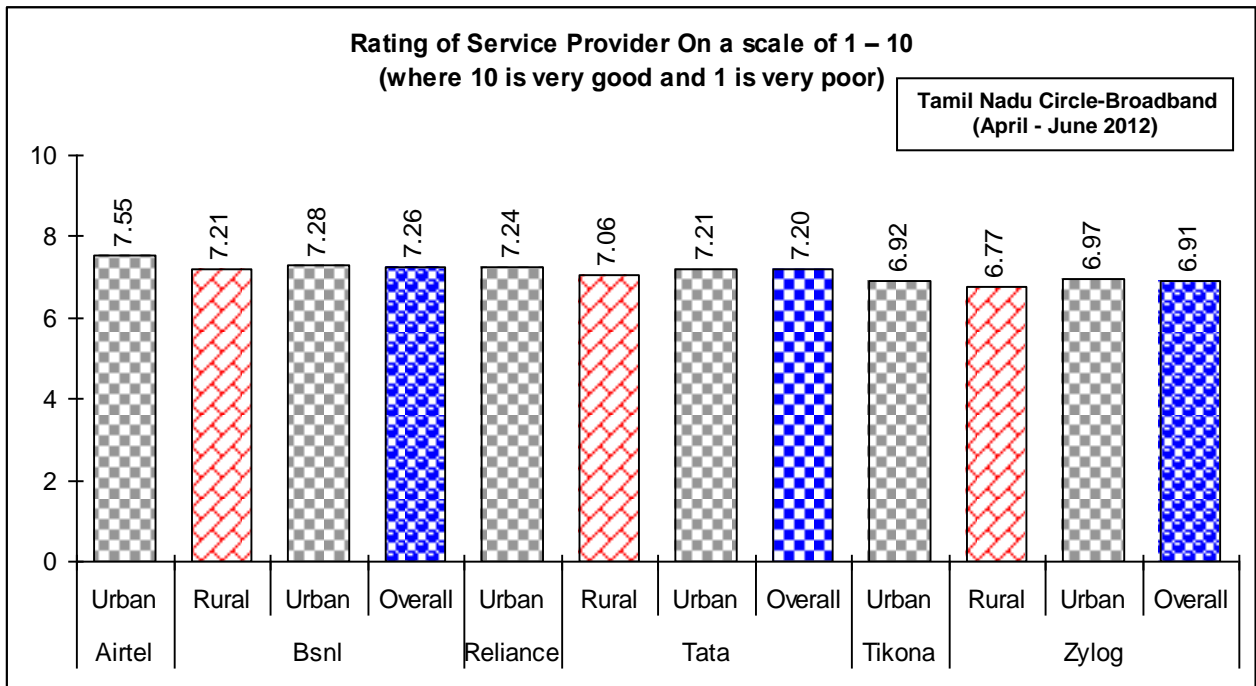
Operator	Area	Made any complaint to the customer care in last 6 months	With respect to complaint made to the call centre, the most applicable cases					Informed by call centre about the action taken on the complaint
		Yes	Complaint was Registered and Docket number received	Complaint was Registered and Docket number not received	Complaint was Registered and Docket number provided on request	Complaint was Registered and Docket number not provided even on request	Refused to register the complaint	Yes
Airtel	Urban	2.51%	59.26%	25.93%	11.11%	3.70%	0.00%	70.37%
Bsnl	Rural	6.81%	54.55%	27.27%	9.09%	9.09%	0.00%	72.73%
	Urban	4.70%	50.00%	29.41%	14.71%	5.88%	0.00%	70.59%
	Overall	5.35%	51.79%	28.57%	12.50%	7.14%	0.00%	71.43%
Reliance	Urban	7.08%	48.05%	33.77%	11.69%	5.19%	1.30%	72.37%
Tata	Rural	10.71%	44.44%	22.22%	11.11%	0.00%	22.22%	85.71%
	Urban	8.47%	41.67%	29.76%	13.10%	15.48%	0.00%	60.71%
	Overall	8.64%	41.94%	29.03%	12.90%	13.98%	2.15%	62.64%
Tikona	Urban	11.32%	54.92%	23.77%	13.11%	4.10%	4.10%	76.92%
Zylog	Rural	1.55%	40.00%	0.00%	20.00%	40.00%	0.00%	80.00%
	Urban	14.29%	45.37%	16.67%	21.30%	12.96%	3.70%	75.00%
	Overall	10.47%	45.13%	15.93%	21.24%	14.16%	3.54%	75.23%

5.3.10 Complaint resolved by the Complaint Centre within Three Days



10% to 22% subscribers complaints only were resolved within three days.

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



All operators have received good ratings by respective subscribers, a score of above 6 on a scale of 1 to 10, highest overall score being that of Airtel (7.55) and least score by Zylog (6.91).

6.1 Key Takeouts & Recommendations – Basic Wireline

Key Takeouts: Overall

There are only 4 Operators present in Tamil Nadu providing Basic Wireline services. Considering 4 Operators and 8 parameters, around 3% provider-parameters cells in rural area and over 81% provider-parameters cells in urban areas could manage to achieve Bench Mark levels. Except Tata's presence in urban area, all other Operators are providing Wireline services in rural areas as well as urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel in rural areas has maximum (93%) satisfied customers for 'provisioning of services' parameter. Reliance in rural areas has least (87%) satisfied customers on this parameter among all Operators. In urban area, Tata has maximum (96%) satisfied customers and BSNL has least (91%) satisfied customers for 'provisioning of services'.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, BSNL scored maximum satisfaction from rural customers on billing performance parameter. Airtel rural customers have low level of satisfaction on post-paid billing performance, hence this aspect needs further improvement. In urban area, except Reliance, all other three service providers have crossed performance beyond benchmark (95%) levels for post-paid billing.

Customers Satisfied With Billing Performance-Prepaid

Airtel's billing performance for urban pre-paid customers is rated best amongst all wireline service providers.

Customers Satisfied With Network Performance, Reliability and Availability

The network performance, reliability and availability of service is maximum for Airtel in urban area while that of BSNL is best in rural areas. Customers are least satisfied on this parameter with services of Reliance in both rural and urban areas.

Customers Satisfied With Maintainability

Airtel scored highest (94%) on account this parameter in rural segment whereas Reliance has maximum (98%) satisfied customers in urban area. BSNL in rural areas and Airtel in urban areas scored least on this parameter. None could achieve benchmark (95%) level performance in rural area but in urban area three service providers (except Tata) could achieve benchmark level performance on maintainability.

Customers Satisfied With Supplementary and Value Added Services

Among the 4 Operators of Wireline services in Tamil Nadu, BSNL has topped in providing supplementary & value-added services both in rural and urban area whereas. None of the Operators could achieve benchmark level (90%) in rural area whereas all operators could cross benchmark level in urban area.

Customers Satisfied With Help Services Including Grievance Redressal

Though Help services including grievance redressal is above benchmark level (90%) by all operators both in rural and urban area but such services are best in case of Airtel.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 86 % to 91% in rural area and 91% to 93% (very small range) in urban area as perceived by customers. Therefore, it can be concluded that perception of customers about overall quality of service is more or less same for all 4 Basic Wireline services Operators.

Key Takeouts: Operator Level

Airtel

Airtel is rated as best performer (ranked one) in terms of billing performance-Prepaid and help services including grievance redressal. On all other parameters, however, its performance has been above average among all operators.

BSNL

BSNL performance has been best among all operators in terms of network performance, reliability and availability, supplementary & value added service and overall service quality. It needs to improve upon 'provisioning of services' currently having least satisfied customers among all operators.

Reliance

Reliance wire-line service performance has been best in terms of maintainability. Significant improvements are required for network performance, reliability & availability, supplementary services & VAS and overall service quality where it scored least among all operators.

Tata

Tata's performance has to be improved in terms of billing performance pre-paid, maintainability and help services including grievance redressal where it scored least among all service providers in the Tamilnadu circle in this round of study.

6.2 Key Takeouts& Recommendations – Cellular Mobile

Key Takeouts: Overall

There are 9 Operators providing cellular services in Tamil Nadu. All Operators except Videocan (present in urban area only) have their presence both in Rural and Urban areas. Considering 9 Operators and 8 parameters, in rural area 22% Operators' parameters could meet benchmark level whereas in urban area 78% Operators' parameters were above benchmark levels.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

BSNL's urban and Airtel's rural performance has scored maximum satisfaction of customers. Sistema Shyam in rural and Videocon in urban areas respectively have least satisfied customers for Service Provisioning.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by Aircel both in urban and in rural areas. Performance of Sistema Shyam in both rural and urban areas is least satisfactory for prepaid customers amongst the 9 Operators present in Tamil Nadu.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, Airtel is found to be the best performer in urban areas while in rural area Tata has performed best. Vodafone in rural and Reliance in urban areas have least satisfied postpaid customers for billing related issues.

Customers Satisfied With Network Performance, Reliability and Availability

Maximum customers are satisfied with Aircel's performance, reliability and availability of network in rural and with Tata in urban areas. Out of 9 Operators in Tamil Nadu, Sistema Shyam in both rural and urban area has the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

Idea has demonstrated the strongest maintainability of signals in urban areas while Vodafone has scored highest in rural areas. Videocon in urban and Sistema Shyam in rural area have poor maintainability of signals.

Customers Satisfied With Supplementary and Value Added Services

BSNL in urban area and Reliance in rural area top the satisfaction levels amongst customers w.r.t. supplementary services and VAS. Customers satisfaction with supplementary & value added services in rural areas is least with Vodafone and in urban areas with Videocon.

Customers Satisfied With Help Services Including Grievance Redressal

Airtel scored maximum both in urban and in rural areas. Sistema Shyam customers are least satisfied both in rural and in urban area on account of help services including grievance redressal.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality in rural area is Vodafone and in urban sectors is Airtel. The least score on overall service quality is for Sistema Shyam in rural area and for Videocon in urban area.

Key Takeouts: Operator Level

Airtel

Airtel performance has been perceived by Customers as best in terms of billing performance-prepaid both in rural & urban area and network performance, reliability & availability in rural area while its performance on all other parameters has been above average. However, it has achieved benchmark levels on all parameters in urban area but needs to put in efforts to improve VAS definitely in rural area.

Airtel

Airtel has been adjudged as best in terms of billing performance post-paid, help services including grievance redressal and overall service quality by customers in urban area. It has also achieved benchmark level performance on all parameters in urban area. Airtel performance on service provisioning and help services are appreciated by customers in rural area but it needs improvement on VAS to achieve benchmark level of satisfaction.

BSNL

BSNL reported an best performance on service provisioning, maintainability and supplementary & value added services in urban area. BSNL has been an above average performer on all parameters except on network performance, reliability & availability and help services including grievance redressal in urban area where it needs to improve its below average performance.

Idea

Idea reported near average performance (both above / below average) on all parameters when compared to all Operators. Help services including grievance redressal in urban area and supplementary & value added services in rural area should be given due consideration for improvement.

Reliance

Reliance performance in rural area is below average and it could not achieve benchmark level performance in any of the parameters in rural area. Its supplementary & VAS in rural area is best among all Operators though still below benchmark level. In urban area, Reliance has crossed benchmark levels on all parameters except its performance on pre-paid billing which is least also in comparison to all Operators.

Sistema Shyam

Considering overall performance on various parameters evaluated, Sistema Shyam has been a below average performer and mostly its performance is on lowest level among all Operators. It needs to improve its performance on all parameters.

Tata

Its performance was reported to be on top in terms of billing performance pre paid in rural area and network performance, reliability & availability in urban area. Tata has performed above benchmark level on all parameters in urban area and needs to put in efforts to achieve similar performance in rural area..

Videocon

Videocon services are available only in urban area and mostly its performance is satisfying least number of customers in comparison to all other Operators. It has to improve its performance on all parameters.

Vodafone

Vodafone has achieved benchmark performance on all parameters in urban area. It needs to improve post-paid billing performance and supplementary & value added services in rural area where it scored least among all Operators present in Tamil Nadu. It is best only on maintainability in rural area only and needs to improve on its performance on other parameters as it is lagging behind other service providers in Tamilnadu.

6.3 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are six Operators present in state of Tamil Nadu providing Broadband services. Airtel, Reliance and Tikona are present only in urban areas. Only BSNL could manage to achieve Bench Mark level in rural area on all of the parameters. BSNL customers of broadband services in rural areas are as much satisfied as their urban counterpart on most of the parameters of performance. Airtel, BSNL, Reliance and Tata could achieve benchmark level performance on all parameters in urban area while Tikona and Zylog performance was not upto benchmark level on most of the parameters.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel is most active in urban as well as urban areas for provisioning of services whereas Tikona in urban area has scored least for provisioning of services of broadband services.

Customers Satisfied With Billing Performance-Postpaid

Tikona has scored the least in postpaid billing whereas BSNL in urban areas is best performer amongst all six Operators for broadband on this aspect.

Customers Satisfied With Billing Performance-Prepaid

Tata is the best performer on prepaid billing in urban area and BSNL is best in rural area whereas Zylog is the least overall scorer on this parameter amongst all six Operators for broadband services in Tamil Nadu.

Customers Satisfied With Network Performance, Reliability and Availability

BSNL performance is best in rural and Airtel in urban areas while Tikona is least scorer in urban areas and Zylog in rural areas.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Reliance broadband connections maintainability in urban areas and with BSNL in rural areas while Customers are least satisfied with Zylog in both rural and urban areas on this aspect.

Customers Satisfied With Supplementary and Value Added Services

Supplementary and value-added services are being best provided by BSNL in both rural and urban area. Tikona in urban and Zylog in rural areas needs maximum attention for improvement in VAS and supplementary broadband services

Customers Satisfied With Help Services

In rural areas, BSNL has the best help services while in urban areas Airtel has best help services.

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel in urban area and that of BSNL in rural area while overall service quality of Tikona is perceived to be poor.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing best in terms of provisioning of services, network performance, reliability & availability, help services and overall service quality as compared to other Operators and has also achieved the Benchmark levels in broadband services on all parameters.

BSNL

Billing performance Post-paid and supplementary services & VAS have been best for BSNL urban customers whereas it has performed best on all parameters in rural areas. Billing services pre-paid in urban area, though above benchmark level, but it needs further improvrmnt as it has least satisfied customers in urban area.

Reliance

Reliance has scored highest among all operators for maintainability. However its above average performance has exceeded benchmark levels on all parameters.

TATA

TATA has performed above average on most of the parameters and best among all operators in urban area on billing performance pre-paid but needs to specifically improve its supplementary & value added services in rural area where it has scored least among all operators in the circle.

Tikona

Tikona has scored least on all parameters in urban area while maintainability is reported to have better customer satisfaction only in comparison to Zylog. It has shown a below average performance on all parameters in this round of survey.

Zylog

Zylog has been analysed to have a below average performance on all parameters and needs to improve on all parameters both in rural & urban area.

7.0 Annexure (Question wise Responses)

7.1 Basic Service (Wireline)

A. Service Provision

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

Wireline Operator	Area	Yes	No
Airtel	Rural	6.42%	93.58%
	Urban	2.79%	97.21%
	Overall	3.89%	96.11%
BSNL	Rural	5.07%	94.93%
	Urban	5.31%	94.69%
	Overall	5.24%	94.76%
Reliance	Rural	4.62%	95.38%
	Urban	3.60%	96.40%
	Overall	3.90%	96.10%
Tata	Urban	5.71%	94.29%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	9.52%	85.71%	4.76%	0.00%	95.24%	4.76%
	Urban	0.00%	95.24%	4.76%	0.00%	95.24%	4.76%
	Overall	4.76%	90.48%	4.76%	0.00%	95.24%	4.76%
BSNL	Rural	11.76%	82.35%	5.88%	0.00%	94.12%	5.88%
	Urban	40.00%	55.00%	5.00%	0.00%	95.00%	5.00%
	Overall	31.58%	63.16%	5.26%	0.00%	94.74%	5.26%
Reliance	Rural	40.00%	46.67%	13.33%	0.00%	86.67%	13.33%
	Urban	33.33%	59.26%	7.41%	0.00%	92.59%	7.41%
	Overall	35.71%	54.76%	9.52%	0.00%	90.48%	9.52%
Tata	Urban	9.68%	85.48%	4.84%	0.00%	95.16%	4.84%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
BSNL	Rural	82.35%	17.65%
	Urban	90.00%	10.00%
	Overall	87.72%	12.28%
Reliance	Rural	93.33%	6.67%
	Urban	85.19%	14.81%
	Overall	88.10%	11.90%
Tata	Urban	82.26%	17.74%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	14.29%	76.19%	9.52%	0.00%	90.48%	9.52%
	Urban	9.52%	85.71%	4.76%	0.00%	95.24%	4.76%
	Overall	11.90%	80.95%	7.14%	0.00%	92.86%	7.14%
BSNL	Rural	23.53%	58.82%	17.65%	0.00%	82.35%	17.65%
	Urban	15.00%	72.50%	7.50%	5.00%	87.50%	12.50%
	Overall	17.54%	68.42%	10.53%	3.51%	85.96%	14.04%
Reliance	Rural	53.33%	33.33%	13.33%	0.00%	86.67%	13.33%
	Urban	33.33%	59.26%	7.41%	0.00%	92.59%	7.41%
	Overall	40.48%	50.00%	9.52%	0.00%	90.48%	9.52%
Tata	Urban	38.71%	58.06%	1.61%	1.61%	96.77%	3.23%

B. Billing Related-Postpaid Customer

4. Satisfaction with the time taken to deliver the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	53.70%	30.87%	12.22%	3.22%	84.57%	15.43%
	Urban	41.82%	53.57%	2.38%	2.24%	95.38%	4.62%
	Overall	45.42%	46.69%	5.36%	2.53%	92.11%	7.89%
BSNL	Rural	3.88%	91.64%	3.88%	0.60%	95.52%	4.48%
	Urban	11.55%	85.79%	1.59%	1.06%	97.34%	2.66%
	Overall	9.19%	87.59%	2.30%	0.92%	96.78%	3.22%
Reliance	Rural	38.64%	49.03%	9.74%	2.60%	87.66%	12.34%
	Urban	41.23%	53.86%	2.38%	2.52%	95.09%	4.91%
	Overall	40.45%	52.40%	4.60%	2.55%	92.85%	7.15%
Tata	Urban	12.18%	84.40%	3.04%	0.38%	96.57%	3.43%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	40.51%	40.84%	18.65%	0.00%	81.35%	18.65%
	Urban	36.50%	60.70%	2.66%	0.14%	97.20%	2.80%
	Overall	37.72%	54.68%	7.50%	0.10%	92.40%	7.60%
BSNL	Rural	7.46%	89.25%	2.09%	1.19%	96.72%	3.28%
	Urban	10.36%	85.13%	3.32%	1.20%	95.48%	4.52%
	Overall	9.47%	86.40%	2.94%	1.19%	95.86%	4.14%
Reliance	Rural	43.18%	41.23%	11.69%	3.90%	84.42%	15.58%
	Urban	40.39%	51.75%	5.61%	2.24%	92.15%	7.85%
	Overall	41.23%	48.58%	7.44%	2.74%	89.81%	10.19%
Tata	Urban	14.84%	82.11%	2.66%	0.38%	96.96%	3.04%

5(b) The reason(s) for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
Airtel	Rural	25.86%	27.59%	8.62%	5.17%	29.31%	3.45%	0.00%
	Urban	10.00%	30.00%	5.00%	0.00%	45.00%	10.00%	0.00%
	Overall	21.79%	28.21%	7.69%	3.85%	33.33%	5.13%	0.00%
BSNL	Rural	27.27%	27.27%	9.09%	0.00%	27.27%	9.09%	0.00%
	Urban	23.53%	29.41%	11.76%	5.88%	26.47%	2.94%	0.00%
	Overall	24.44%	28.89%	11.11%	4.44%	26.67%	4.44%	0.00%
Reliance	Rural	25.00%	25.00%	4.17%	4.17%	37.50%	4.17%	0.00%
	Urban	30.36%	26.79%	7.14%	5.36%	26.79%	3.57%	0.00%
	Overall	27.88%	25.96%	5.77%	4.81%	31.73%	3.85%	0.00%
Tata	Urban	28.13%	21.88%	9.38%	6.25%	28.13%	6.25%	0.00%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	22.83%	77.17%
	Urban	13.85%	86.15%
	Overall	16.57%	83.43%
BSNL	Rural	17.01%	82.99%
	Urban	17.13%	82.87%
	Overall	17.10%	82.90%
Reliance	Rural	25.32%	74.68%
	Urban	22.72%	77.28%
	Overall	23.51%	76.49%
Tata	Urban	24.64%	75.36%

7. Satisfaction with the process of resolution of billing complaints

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	9.86%	81.69%	8.45%	0.00%	91.55%	8.45%
	Urban	35.35%	61.62%	2.02%	1.01%	96.97%	3.03%
	Overall	24.71%	70.00%	4.71%	0.59%	94.71%	5.29%
BSNL	Rural	0.00%	92.98%	7.02%	0.00%	92.98%	7.02%
	Urban	0.78%	91.47%	6.20%	1.55%	92.25%	7.75%
	Overall	0.54%	91.94%	6.45%	1.08%	92.47%	7.53%
Reliance	Rural	11.54%	80.77%	6.41%	1.28%	92.31%	7.69%
	Urban	8.64%	81.48%	8.02%	1.85%	90.12%	9.88%
	Overall	9.58%	81.25%	7.50%	1.67%	90.83%	9.17%
Tata	Urban	5.41%	88.03%	5.02%	1.54%	93.44%	6.56%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	17.68%	70.42%	11.90%	0.00%	88.10%	11.90%
	Urban	14.97%	81.26%	3.64%	0.14%	96.22%	3.78%
	Overall	15.79%	77.97%	6.14%	0.10%	93.76%	6.24%
BSNL	Rural	4.48%	91.04%	4.48%	0.00%	95.52%	4.48%
	Urban	2.79%	90.70%	6.51%	0.00%	93.49%	6.51%
	Overall	3.31%	90.81%	5.88%	0.00%	94.12%	5.88%
Reliance	Rural	34.74%	56.17%	7.14%	1.95%	90.91%	9.09%
	Urban	37.45%	55.54%	5.61%	1.40%	92.99%	7.01%
	Overall	36.63%	55.73%	6.07%	1.57%	92.36%	7.64%
Tata	Urban	6.76%	89.72%	3.14%	0.38%	96.48%	3.52%

9. Reason(s) for dissatisfaction

Wireline Operator	Area	Difficult to read the Bills	Difficult to understand the Language	Calculations not clear	Item wise charges like total minuts of usage of local,STD,ISD calls and charges thereon not given	Others
Airtel	Rural	16.22%	16.22%	13.51%	43.24%	10.81%
	Urban	7.41%	3.70%	7.41%	70.37%	11.11%
	Overall	12.50%	10.94%	10.94%	54.69%	10.94%
BSNL	Rural	13.33%	6.67%	13.33%	53.33%	13.33%
	Urban	16.33%	10.20%	20.41%	44.90%	8.16%
	Overall	15.63%	9.38%	18.75%	46.88%	9.38%
Reliance	Rural	14.29%	7.14%	14.29%	57.14%	7.14%
	Urban	14.00%	8.00%	10.00%	56.00%	12.00%
	Overall	14.10%	7.69%	11.54%	56.41%	10.26%
Tata	Urban	16.22%	5.41%	8.11%	59.46%	10.81%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	25.00%	62.50%	12.50%	0.00%	87.50%	12.50%
	Urban	7.69%	87.18%	5.13%	0.00%	94.87%	5.13%
	Overall	12.73%	80.00%	7.27%	0.00%	92.73%	7.27%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Rural	5.88%	88.24%	5.88%	0.00%	94.12%	5.88%
	Urban	2.63%	86.84%	5.26%	5.26%	89.47%	10.53%
	Overall	3.64%	87.27%	5.45%	3.64%	90.91%	9.09%
Tata	Urban	8.57%	77.14%	8.57%	5.71%	85.71%	14.29%

10(b) Reason(s) for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Airtel	Rural	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	0.00%	50.00%	50.00%	0.00%	0.00%
	Overall	0.00%	50.00%	50.00%	0.00%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Rural	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	25.00%	25.00%	25.00%	0.00%	25.00%
	Overall	20.00%	20.00%	20.00%	20.00%	20.00%
Tata	Urban	20.00%	20.00%	20.00%	20.00%	20.00%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	25.00%	75.00%
	Urban	20.51%	79.49%
	Overall	21.82%	78.18%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	29.41%	70.59%
	Urban	34.21%	65.79%
	Overall	32.73%	67.27%
Tata	Urban	22.86%	77.14%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	0.00%	87.50%	0.00%	12.50%	87.50%	12.50%
	Overall	0.00%	83.33%	8.33%	8.33%	83.33%	16.67%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Rural	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Urban	38.46%	46.15%	7.69%	7.69%	84.62%	15.38%
	Overall	33.33%	50.00%	11.11%	5.56%	83.33%	16.67%
Tata	Urban	0.00%	62.50%	25.00%	12.50%	62.50%	37.50%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	37.50%	50.00%	12.50%	0.00%	87.50%	12.50%
	Urban	10.26%	82.05%	5.13%	2.56%	92.31%	7.69%
	Overall	18.18%	72.73%	7.27%	1.82%	90.91%	9.09%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Rural	5.88%	82.35%	5.88%	5.88%	88.24%	11.76%
	Urban	10.53%	78.95%	7.89%	2.63%	89.47%	10.53%
	Overall	9.09%	80.00%	7.27%	3.64%	89.09%	10.91%
Tata	Urban	14.29%	74.29%	8.57%	2.86%	88.57%	11.43%

10(f) The reason(s) for dissatisfaction

Wireline Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Airtel	Rural	50.00%	50.00%	0.00%	0.00%	0.00%
	Urban	0.00%	33.33%	33.33%	33.33%	0.00%
	Overall	20.00%	40.00%	20.00%	20.00%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Rural	0.00%	0.00%	50.00%	50.00%	0.00%
	Urban	25.00%	50.00%	0.00%	0.00%	25.00%
	Overall	16.67%	33.33%	16.67%	16.67%	16.67%
Tata	Urban	50.00%	25.00%	25.00%	0.00%	0.00%

D. Help Services/Customer Care Including Customer Grievance Redressal

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

Wireline Operator	Area	Yes	No
Airtel	Rural	67.89%	32.11%
	Urban	46.02%	53.98%
	Overall	52.64%	47.36%
BSNL	Rural	64.78%	35.22%
	Urban	56.18%	43.82%
	Overall	58.82%	41.18%
Reliance	Rural	73.54%	26.46%
	Urban	59.25%	40.75%
	Overall	63.57%	36.43%
Tata	Urban	62.52%	37.48%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	20.27%	73.42%	3.60%	2.70%	93.69%	6.31%
	Urban	27.09%	70.03%	2.59%	0.29%	97.12%	2.88%
	Overall	24.43%	71.35%	2.99%	1.23%	95.78%	4.22%
BSNL	Rural	6.91%	85.71%	4.61%	2.76%	92.63%	7.37%
	Urban	0.47%	94.80%	4.49%	0.24%	95.27%	4.73%
	Overall	2.66%	91.72%	4.53%	1.09%	94.38%	5.63%
Reliance	Rural	23.85%	67.78%	5.86%	2.51%	91.63%	8.37%
	Urban	26.97%	66.97%	4.94%	1.12%	93.93%	6.07%
	Overall	25.88%	67.25%	5.26%	1.61%	93.13%	6.87%
Tata	Urban	49.34%	44.62%	4.86%	1.18%	93.96%	6.04%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	9.01%	84.68%	4.50%	1.80%	93.69%	6.31%
	Urban	6.63%	90.20%	2.31%	0.86%	96.83%	3.17%
	Overall	7.56%	88.05%	3.16%	1.23%	95.61%	4.39%
BSNL	Rural	1.84%	92.63%	4.61%	0.92%	94.47%	5.53%
	Urban	2.13%	95.74%	1.42%	0.71%	97.87%	2.13%
	Overall	2.03%	94.69%	2.50%	0.78%	96.72%	3.28%
Reliance	Rural	29.29%	62.76%	6.69%	1.26%	92.05%	7.95%
	Urban	32.36%	61.57%	3.82%	2.25%	93.93%	6.07%
	Overall	31.29%	61.99%	4.82%	1.90%	93.27%	6.73%
Tata	Urban	2.21%	89.99%	6.92%	0.88%	92.19%	7.81%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	18.92%	75.68%	3.60%	1.80%	94.59%	5.41%
	Urban	27.09%	68.88%	4.03%	0.00%	95.97%	4.03%
	Overall	23.90%	71.53%	3.87%	0.70%	95.43%	4.57%
BSNL	Rural	5.99%	85.25%	6.91%	1.84%	91.24%	8.76%
	Urban	1.65%	92.43%	5.20%	0.71%	94.09%	5.91%
	Overall	3.13%	90.00%	5.78%	1.09%	93.13%	6.88%
Reliance	Rural	23.01%	71.13%	4.18%	1.67%	94.14%	5.86%
	Urban	24.49%	71.69%	2.92%	0.90%	96.18%	3.82%
	Overall	23.98%	71.49%	3.36%	1.17%	95.47%	4.53%
Tata	Urban	43.00%	51.99%	3.83%	1.18%	94.99%	5.01%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	6.31%	85.59%	6.31%	1.80%	91.89%	8.11%
	Urban	5.76%	87.90%	5.48%	0.86%	93.66%	6.34%
	Overall	5.98%	86.99%	5.80%	1.23%	92.97%	7.03%
BSNL	Rural	1.84%	89.40%	6.91%	1.84%	91.24%	8.76%
	Urban	1.89%	90.78%	5.91%	1.42%	92.67%	7.33%
	Overall	1.88%	90.31%	6.25%	1.56%	92.19%	7.81%
Reliance	Rural	31.38%	62.34%	4.60%	1.67%	93.72%	6.28%
	Urban	34.16%	61.12%	3.15%	1.57%	95.28%	4.72%
	Overall	33.19%	61.55%	3.65%	1.61%	94.74%	5.26%
Tata	Urban	2.21%	92.49%	4.12%	1.18%	94.70%	5.30%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	7.21%	87.39%	3.15%	2.25%	94.59%	5.41%
	Urban	4.90%	90.49%	3.46%	1.15%	95.39%	4.61%
	Overall	5.80%	89.28%	3.34%	1.58%	95.08%	4.92%
BSNL	Rural	2.30%	90.78%	5.07%	1.84%	93.09%	6.91%
	Urban	2.36%	92.20%	4.49%	0.95%	94.56%	5.44%
	Overall	2.34%	91.72%	4.69%	1.25%	94.06%	5.94%
Reliance	Rural	33.05%	59.00%	5.86%	2.09%	92.05%	7.95%
	Urban	36.18%	59.10%	3.37%	1.35%	95.28%	4.72%
	Overall	35.09%	59.06%	4.24%	1.61%	94.15%	5.85%
Tata	Urban	2.50%	90.87%	5.01%	1.62%	93.37%	6.63%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	23.55%	67.28%	8.56%	0.61%	90.83%	9.17%
	Urban	16.84%	81.83%	0.80%	0.53%	98.67%	1.33%
	Overall	18.87%	77.43%	3.15%	0.56%	96.30%	3.70%
BSNL	Rural	12.24%	84.78%	2.39%	0.60%	97.01%	2.99%
	Urban	17.93%	80.74%	1.06%	0.27%	98.67%	1.33%
	Overall	16.18%	81.99%	1.47%	0.37%	98.16%	1.84%
Reliance	Rural	39.69%	48.31%	9.23%	2.77%	88.00%	12.00%
	Urban	38.22%	57.39%	3.73%	0.67%	95.61%	4.39%
	Overall	38.66%	54.65%	5.39%	1.30%	93.31%	6.69%
Tata	Urban	15.75%	82.14%	1.75%	0.37%	97.88%	2.12%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	32.11%	55.05%	11.62%	1.22%	87.16%	12.84%
	Urban	35.01%	63.13%	1.33%	0.53%	98.14%	1.86%
	Overall	34.14%	60.68%	4.44%	0.74%	94.82%	5.18%
BSNL	Rural	8.96%	87.76%	2.09%	1.19%	96.72%	3.28%
	Urban	15.67%	82.20%	1.59%	0.53%	97.88%	2.12%
	Overall	13.60%	83.92%	1.75%	0.74%	97.52%	2.48%
Reliance	Rural	26.15%	60.62%	10.46%	2.77%	86.77%	13.23%
	Urban	23.57%	71.24%	3.06%	2.13%	94.81%	5.19%
	Overall	24.35%	68.03%	5.30%	2.32%	92.38%	7.62%
Tata	Urban	43.09%	54.24%	1.84%	0.83%	97.33%	2.67%

18. Satisfaction with the voice quality

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	26.91%	61.16%	9.17%	2.75%	88.07%	11.93%
	Urban	46.02%	52.52%	1.19%	0.27%	98.54%	1.46%
	Overall	40.24%	55.13%	3.61%	1.02%	95.37%	4.63%
BSNL	Rural	45.37%	47.46%	7.16%	0.00%	92.84%	7.16%
	Urban	48.61%	46.35%	4.91%	0.13%	94.95%	5.05%
	Overall	47.61%	46.69%	5.61%	0.09%	94.30%	5.70%
Reliance	Rural	31.38%	53.23%	11.08%	4.31%	84.62%	15.38%
	Urban	37.55%	60.19%	0.67%	1.60%	97.74%	2.26%
	Overall	35.69%	58.09%	3.81%	2.42%	93.77%	6.23%
Tata	Urban	48.71%	45.76%	5.43%	0.09%	94.48%	5.52%

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

Wireline Operator	Area	Nil	One time	2-3 times	More than 3 times
Airtel	Rural	45.57%	48.93%	4.28%	1.22%
	Urban	63.66%	33.55%	2.52%	0.27%
	Overall	58.19%	38.21%	3.05%	0.56%
BSNL	Rural	55.22%	39.70%	2.69%	2.39%
	Urban	68.26%	26.43%	3.59%	1.73%
	Overall	64.25%	30.51%	3.31%	1.93%
Reliance	Rural	50.15%	39.38%	6.77%	3.69%
	Urban	56.86%	33.69%	5.06%	4.39%
	Overall	54.83%	35.41%	5.58%	4.18%
Tata	Urban	64.27%	27.72%	5.34%	2.67%

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

Wireline Operator	Area	1 day	2-3 days	4-7days	More than 7 days
Airtel	Rural	26.40%	44.38%	28.09%	1.12%
	Urban	27.01%	63.87%	8.76%	0.36%
	Overall	26.77%	56.19%	16.37%	0.66%
BSNL	Rural	12.67%	64.00%	16.67%	6.67%
	Urban	26.36%	51.05%	15.48%	7.11%
	Overall	21.08%	56.04%	15.94%	6.94%
Reliance	Rural	38.89%	46.91%	11.11%	3.09%
	Urban	37.35%	50.93%	10.19%	1.54%
	Overall	37.86%	49.59%	10.49%	2.06%
Tata	Urban	22.94%	64.69%	7.22%	5.15%

21. Satisfaction with the fault repair service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	1.12%	92.70%	4.49%	1.69%	93.82%	6.18%
	Urban	0.73%	94.89%	3.28%	1.09%	95.62%	4.38%
	Overall	0.88%	94.03%	3.76%	1.33%	94.91%	5.09%
BSNL	Rural	0.67%	90.67%	5.33%	3.33%	91.33%	8.67%
	Urban	0.84%	95.40%	2.93%	0.84%	96.23%	3.77%
	Overall	0.77%	93.57%	3.86%	1.80%	94.34%	5.66%
Reliance	Rural	9.88%	82.72%	4.94%	2.47%	92.59%	7.41%
	Urban	7.72%	90.12%	1.23%	0.93%	97.84%	2.16%
	Overall	8.44%	87.65%	2.47%	1.44%	96.09%	3.91%
Tata	Urban	1.03%	90.21%	8.25%	0.52%	91.24%	8.76%

G. Supplementary Services and Value Added Services

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

Wireline Operator	Area	Yes	No
Airtel	Rural	5.50%	94.50%
	Urban	6.90%	93.10%
	Overall	6.48%	93.52%
BSNL	Rural	4.18%	95.82%
	Urban	5.98%	94.02%
	Overall	5.42%	94.58%
Reliance	Rural	2.46%	97.54%
	Urban	3.73%	96.27%
	Overall	3.35%	96.65%
Tata	Urban	6.54%	93.46%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	5.56%	83.33%	11.11%	0.00%	88.89%	11.11%
	Urban	11.54%	80.77%	7.69%	0.00%	92.31%	7.69%
	Overall	10.00%	81.43%	8.57%	0.00%	91.43%	8.57%
BSNL	Rural	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
	Urban	2.22%	91.11%	6.67%	0.00%	93.33%	6.67%
	Overall	1.69%	89.83%	8.47%	0.00%	91.53%	8.47%
Reliance	Rural	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
	Urban	53.57%	39.29%	7.14%	0.00%	92.86%	7.14%
	Overall	41.67%	50.00%	8.33%	0.00%	91.67%	8.33%
Tata	Urban	4.23%	87.32%	8.45%	0.00%	91.55%	8.45%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	0.00%	88.89%	11.11%	0.00%	88.89%	11.11%
	Urban	15.38%	78.85%	3.85%	1.92%	94.23%	5.77%
	Overall	11.43%	81.43%	5.71%	1.43%	92.86%	7.14%
BSNL	Rural	28.57%	64.29%	7.14%	0.00%	92.86%	7.14%
	Urban	44.44%	51.11%	4.44%	0.00%	95.56%	4.44%
	Overall	40.68%	54.24%	5.08%	0.00%	94.92%	5.08%
Reliance	Rural	50.00%	37.50%	12.50%	0.00%	87.50%	12.50%
	Urban	39.29%	53.57%	7.14%	0.00%	92.86%	7.14%
	Overall	41.67%	50.00%	8.33%	0.00%	91.67%	8.33%
Tata	Urban	42.25%	52.11%	5.63%	0.00%	94.37%	5.63%

24(b) The reasons for dissatisfaction

Wireline Operator	Area	Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	other reasons
Airtel	Rural	50.00%	50.00%	0.00%	0.00%
	Urban	33.33%	33.33%	0.00%	33.33%
	Overall	42.86%	42.86%	0.00%	14.29%
BSNL	Rural	0.00%	50.00%	0.00%	50.00%
	Urban	25.00%	0.00%	50.00%	25.00%
	Overall	16.67%	16.67%	33.33%	33.33%
Reliance	Rural	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	66.67%	33.33%	0.00%
	Overall	0.00%	50.00%	50.00%	0.00%
Tata	Urban	0.00%	33.33%	33.33%	33.33%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	5.20%	94.80%
	Urban	2.79%	97.21%
	Overall	3.52%	96.48%
BSNL	Rural	2.99%	97.01%
	Urban	4.78%	95.22%
	Overall	4.23%	95.77%
Reliance	Rural	4.31%	95.69%
	Urban	3.46%	96.54%
	Overall	3.72%	96.28%
Tata	Urban	5.80%	94.20%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	23.53%	64.71%	11.76%	0.00%	88.24%	11.76%
	Urban	33.33%	57.14%	9.52%	0.00%	90.48%	9.52%
	Overall	28.95%	60.53%	10.53%	0.00%	89.47%	10.53%
BSNL	Rural	40.00%	50.00%	10.00%	0.00%	90.00%	10.00%
	Urban	33.33%	61.11%	5.56%	0.00%	94.44%	5.56%
	Overall	34.78%	58.70%	6.52%	0.00%	93.48%	6.52%
Reliance	Rural	7.14%	78.57%	14.29%	0.00%	85.71%	14.29%
	Urban	73.08%	19.23%	7.69%	0.00%	92.31%	7.69%
	Overall	50.00%	40.00%	10.00%	0.00%	90.00%	10.00%
Tata	Urban	23.81%	66.67%	9.52%	0.00%	90.48%	9.52%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	51.68%	36.09%	10.09%	2.14%	87.77%	12.23%
	Urban	49.47%	44.03%	6.10%	0.40%	93.50%	6.50%
	Overall	50.14%	41.63%	7.31%	0.93%	91.77%	8.23%
BSNL	Rural	37.31%	53.43%	7.16%	2.09%	90.75%	9.25%
	Urban	33.33%	59.63%	6.11%	0.93%	92.96%	7.04%
	Overall	34.56%	57.72%	6.43%	1.29%	92.28%	7.72%
Reliance	Rural	35.69%	50.77%	11.69%	1.85%	86.46%	13.54%
	Urban	30.63%	60.59%	7.86%	0.93%	91.21%	8.79%
	Overall	32.16%	57.62%	9.01%	1.21%	89.78%	10.22%
Tata	Urban	38.03%	53.31%	8.10%	0.55%	91.34%	8.66%

26(b) Reason(s) for dissatisfaction

Operator	Area	Billing Problem	Customer care service problem	Maintainability Problem	Network Problem	Supplementary Service problem
Airtel	Rural	0.00%	15.00%	7.50%	75.00%	2.50%
	Urban	14.29%	2.04%	12.24%	63.27%	8.16%
	Overall	7.87%	7.87%	10.11%	68.54%	5.62%
Bsnl	Rural	9.68%	32.26%	19.35%	38.71%	0.00%
	Urban	30.19%	3.77%	5.66%	60.38%	0.00%
	Overall	22.62%	14.29%	10.71%	52.38%	0.00%
Reliance	Rural	0.00%	13.64%	9.09%	77.27%	0.00%
	Urban	28.79%	9.09%	6.06%	51.52%	4.55%
	Overall	17.27%	10.91%	7.27%	61.82%	2.73%
Tata	Urban	32.98%	18.09%	5.32%	41.49%	2.13%

27. Other services being taken by this service provider

Wireline Operator	Area	Broadband	Mobile	Others	None
Airtel	Rural	24.46%	35.17%	14.68%	25.69%
	Urban	17.77%	25.73%	9.02%	47.48%
	Overall	19.80%	28.58%	10.73%	40.89%
BSNL	Rural	5.97%	2.09%	2.99%	88.96%
	Urban	22.97%	0.40%	2.26%	74.37%
	Overall	17.74%	0.92%	2.48%	78.86%
Reliance	Rural	62.15%	2.77%	14.15%	20.92%
	Urban	62.18%	2.40%	18.11%	17.31%
	Overall	62.17%	2.51%	16.91%	18.40%
Tata	Urban	17.22%	1.01%	2.58%	79.19%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	5.20%	94.80%
	Urban	3.58%	96.42%
	Overall	4.07%	95.93%
BSNL	Rural	1.19%	98.81%
	Urban	1.33%	98.67%
	Overall	1.29%	98.71%
Reliance	Rural	6.46%	93.54%
	Urban	6.26%	93.74%
	Overall	6.32%	93.68%
Tata	Urban	1.38%	98.62%

28(b) Name of previous service provider

Wireline Operator	Area	Airtel	BSNL	Reliance	Tata
Airtel	Rural	0.00%	64.71%	5.88%	29.41%
	Urban	0.00%	44.44%	51.85%	3.70%
	Overall	0.00%	52.27%	34.09%	13.64%
BSNL	Rural	25.00%	0.00%	50.00%	25.00%
	Urban	50.00%	0.00%	50.00%	0.00%
	Overall	42.86%	0.00%	50.00%	7.14%
Reliance	Rural	38.10%	61.90%	0.00%	0.00%
	Urban	19.15%	78.72%	0.00%	2.13%
	Overall	25.00%	73.53%	0.00%	1.47%
Tata	Urban	40.00%	40.00%	20.00%	0.00%

29. Number of days taken for termination of the connection

Wireline Operator	Area	1 Day	2-3 days	4-7days	More than 7 days
Airtel	Rural	5.88%	0.00%	47.06%	47.06%
	Urban	7.41%	18.52%	29.63%	44.44%
	Overall	6.82%	11.36%	36.36%	45.45%
BSNL	Rural	0.00%	25.00%	25.00%	50.00%
	Urban	0.00%	30.00%	20.00%	50.00%
	Overall	0.00%	28.57%	21.43%	50.00%
Reliance	Rural	4.76%	9.52%	9.52%	76.19%
	Urban	31.91%	14.89%	10.64%	42.55%
	Overall	23.53%	13.24%	10.29%	52.94%
Tata	Urban	0.00%	26.67%	20.00%	53.33%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	14.68%	85.32%
	Urban	22.15%	77.85%
	Overall	19.89%	80.11%
BSNL	Rural	3.28%	96.72%
	Urban	20.85%	79.15%
	Overall	15.44%	84.56%
Reliance	Rural	18.15%	81.85%
	Urban	14.51%	85.49%
	Overall	15.61%	84.39%
Tata	Urban	13.81%	86.19%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	30.89%	69.11%
	Urban	34.35%	65.65%
	Overall	33.30%	66.70%
BSNL	Rural	44.48%	55.52%
	Urban	52.19%	47.81%
	Overall	49.82%	50.18%
Reliance	Rural	27.69%	72.31%
	Urban	44.47%	55.53%
	Overall	39.41%	60.59%
Tata	Urban	39.78%	60.22%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	8.91%	91.09%
	Urban	3.47%	96.53%
	Overall	5.00%	95.00%
BSNL	Rural	10.07%	89.93%
	Urban	11.70%	88.30%
	Overall	11.25%	88.75%
Reliance	Rural	13.33%	86.67%
	Urban	16.17%	83.83%
	Overall	15.57%	84.43%
Tata	Urban	13.66%	86.34%

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

Wireline Operator	Area	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Airtel	Rural	22.22%	0.00%	33.33%	44.44%
	Urban	0.00%	11.11%	33.33%	55.56%
	Overall	11.11%	5.56%	33.33%	50.00%
BSNL	Rural	0.00%	0.00%	26.67%	73.33%
	Urban	0.00%	0.00%	23.91%	76.09%
	Overall	0.00%	0.00%	24.59%	75.41%
Reliance	Rural	5.26%	10.53%	31.58%	52.63%
	Urban	3.70%	1.85%	27.78%	66.67%
	Overall	4.11%	4.11%	28.77%	63.01%
Tata	Urban	1.69%	1.69%	32.20%	64.41%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	16.67%	83.33%
	Urban	75.00%	25.00%
	Overall	40.00%	60.00%
BSNL	Rural	NA	NA
	Urban	33.33%	66.67%
	Overall	33.33%	66.67%
Reliance	Rural	66.67%	33.33%
	Urban	66.67%	33.33%
	Overall	66.67%	33.33%
Tata	Urban	14.29%	85.71%

32(d) Effect of complaint

Wireline Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Airtel	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	66.67%	33.33%	0.00%
	Overall	25.00%	50.00%	25.00%	0.00%
BSNL	Rural	NA	NA	NA	NA
	Urban	100.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%
Reliance	Rural	33.33%	33.33%	33.33%	0.00%
	Urban	50.00%	16.67%	25.00%	8.33%
	Overall	44.44%	22.22%	27.78%	5.56%
Tata	Urban	100.00%	0.00%	0.00%	0.00%

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

Wireline Operator	Area	
Airtel	Rural	6.43
	Urban	7.29
	Overall	7.12
BSNL	Rural	6.96
	Urban	7.21
	Overall	7.13
Reliance	Rural	6.84
	Urban	6.94
	Overall	6.92
Tata	Urban	6.49

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

Wireline Operator	Area	Yes	No
Airtel	Rural	92.05%	7.95%
	Urban	93.63%	6.37%
	Overall	93.15%	6.85%
BSNL	Rural	93.43%	6.57%
	Urban	95.09%	4.91%
	Overall	94.58%	5.42%
Reliance	Rural	91.38%	8.62%
	Urban	95.61%	4.39%
	Overall	94.33%	5.67%
Tata	Urban	94.75%	5.25%

34(b) How did you come to know about toll free customer Care number?(Multiple Code)

Wireline Operator	Area	Newspaper	Website of the service provider	SMS from service provider	Display ay complaint centre/sales outlets	Telephone bills	Others specify
Airtel	Rural	28.90%	16.94%	5.32%	1.99%	33.89%	12.96%
	Urban	7.65%	7.08%	3.82%	1.56%	59.07%	20.82%
	Overall	14.00%	10.03%	4.27%	1.69%	51.54%	18.47%
BSNL	Rural	6.07%	3.51%	1.92%	1.60%	61.02%	25.88%
	Urban	8.24%	2.93%	0.00%	0.42%	63.97%	24.44%
	Overall	7.58%	3.11%	0.58%	0.78%	63.07%	24.88%
Reliance	Rural	23.57%	9.43%	6.40%	9.43%	43.10%	8.08%
	Urban	21.31%	18.11%	7.24%	5.57%	29.94%	17.83%
	Overall	21.97%	15.57%	7.00%	6.70%	33.79%	14.98%
Tata	Urban	13.22%	7.58%	1.36%	4.86%	48.20%	24.78%

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

Wireline Operator	Area	Yes	No
Airtel	Rural	23.24%	76.76%
	Urban	14.32%	85.68%
	Overall	17.02%	82.98%
BSNL	Rural	19.10%	80.90%
	Urban	18.06%	81.94%
	Overall	18.38%	81.62%
Reliance	Rural	27.08%	72.92%
	Urban	24.63%	75.37%
	Overall	25.37%	74.63%
Tata	Urban	25.23%	74.77%

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

Wireline Operator	Area	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Refused to register the complaint
Airtel	Rural	43.42%	23.68%	25.00%	5.26%	2.63%
	Urban	49.07%	18.52%	25.93%	3.70%	2.78%
	Overall	46.74%	20.65%	25.54%	4.35%	2.72%
BSNL	Rural	48.44%	3.13%	45.31%	0.00%	3.13%
	Urban	54.41%	2.94%	39.71%	0.74%	2.21%
	Overall	52.50%	3.00%	41.50%	0.50%	2.50%
Reliance	Rural	15.91%	56.82%	14.77%	10.23%	2.27%
	Urban	18.92%	48.65%	21.08%	8.65%	2.70%
	Overall	17.95%	51.28%	19.05%	9.16%	2.56%
Tata	Urban	49.27%	5.11%	39.05%	0.73%	5.84%

37. Did the Complaint Centre inform you through SMS about the docket Number, Date of Complaint Registration, Time of Complaint Registration and the time within which your complaint will be resolved?

Wireline Operator	Area	Yes	No
Airtel	Rural	71.05%	28.95%
	Urban	77.78%	22.22%
	Overall	75.00%	25.00%
BSNL	Rural	96.88%	3.13%
	Urban	95.59%	4.41%
	Overall	96.00%	4.00%
Reliance	Rural	32.95%	67.05%
	Urban	42.16%	57.84%
	Overall	39.19%	60.81%
Tata	Urban	93.80%	6.20%

38. Did the Complaint Centre inform you about the action taken on your complaint through SMS or through other means?

Wireline Operator	Area	Yes	No
Airtel	Rural	7.89%	92.11%
	Urban	8.33%	91.67%
	Overall	8.15%	91.85%
BSNL	Rural	9.38%	90.63%
	Urban	10.29%	89.71%
	Overall	10.00%	90.00%
Reliance	Rural	5.68%	94.32%
	Urban	6.49%	93.51%
	Overall	6.23%	93.77%
Tata	Urban	8.03%	91.97%

39 Was your complaint resolved by the complaint centre within Three days ?

Wireline Operator	Area	Yes	No
Airtel	Rural	46.05%	53.95%
	Urban	56.48%	43.52%
	Overall	52.17%	47.83%
BSNL	Rural	56.25%	43.75%
	Urban	58.09%	41.91%
	Overall	57.50%	42.50%
Reliance	Rural	59.09%	40.91%
	Urban	58.92%	41.08%
	Overall	58.97%	41.03%
Tata	Urban	48.91%	51.09%

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

Wireline Operator	Area	Yes	No	Not Applicable
Airtel	Rural	88.16%	10.53%	1.32%
	Urban	90.74%	8.33%	0.93%
	Overall	89.67%	9.24%	1.09%
BSNL	Rural	81.25%	7.81%	10.94%
	Urban	88.97%	5.88%	5.15%
	Overall	86.50%	6.50%	7.00%
Reliance	Rural	82.95%	11.36%	5.68%
	Urban	85.95%	8.65%	5.41%
	Overall	84.98%	9.52%	5.49%
Tata	Urban	91.97%	5.47%	2.55%

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

Wireline	Area	Yes	No
Airtel	Rural	4.89%	95.11%
	Urban	10.61%	89.39%
	Overall	8.88%	91.12%
BSNL	Rural	6.27%	93.73%
	Urban	13.41%	86.59%
	Overall	11.21%	88.79%
Reliance	Rural	8.00%	92.00%
	Urban	14.38%	85.62%
	Overall	12.45%	87.55%
Tata	Urban	13.17%	86.83%

42. How did you come to know about toll free customer Care number?(Multiple Code)

Wireline Operator	Area	Newspaper	Website of the service provider	Display ay complaint centre/sales outlets	Telephone bills	Others specify
Airtel	Rural	18.75%	31.25%	25.00%	18.75%	6.25%
	Urban	42.50%	50.00%	5.00%	1.25%	1.25%
	Overall	38.54%	46.88%	8.33%	4.17%	2.08%
BSNL	Rural	33.33%	61.90%	4.76%	0.00%	0.00%
	Urban	27.72%	26.73%	31.68%	0.00%	13.86%
	Overall	28.69%	32.79%	27.05%	0.00%	11.48%
Reliance	Rural	19.23%	26.92%	19.23%	0.00%	34.62%
	Urban	23.15%	12.96%	25.00%	9.26%	29.63%
	Overall	22.39%	15.67%	23.88%	7.46%	30.60%
Tata	Urban	20.98%	34.27%	17.48%	2.80%	24.48%

43. Filing of any appeal in last 6 months

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

44. How did you file an appeal to the appellate authority?

Wireline	Area	E-mail	Fax	Letter	In person	Other
Airtel	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Tata	Urban	NA	NA	NA	NA	NA

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

Wireline	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tata	Urban	NA	NA

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

Wireline	Area	Yes	No	Appeal filed only recently
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tata	Urban	NA	NA	NA

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

Wireline	Area	Yes	No
Airtel	Rural	25.00%	75.00%
	Urban	41.03%	58.97%
	Overall	36.36%	63.64%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	41.18%	58.82%
	Urban	52.63%	47.37%
	Overall	49.09%	50.91%
Tata	Urban	37.14%	62.86%

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

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

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

Wireline	Area	No reason	Technical Problem	Others
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tata	Urban	NA	NA	NA

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

Wireline	Area	Yes	No
Airtel	Rural	98.17%	1.83%
	Urban	98.54%	1.46%
	Overall	98.43%	1.57%
BSNL	Rural	98.81%	1.19%
	Urban	99.73%	0.27%
	Overall	99.45%	0.55%
Reliance	Rural	97.85%	2.15%
	Urban	98.40%	1.60%
	Overall	98.23%	1.77%
Tata	Urban	98.34%	1.66%

7.2 Cellular Mobile (Wireless)

A. Service Provision

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	4.92%	90.77%	3.69%	0.62%	95.69%	4.31%
	Urban	17.95%	79.12%	1.99%	0.93%	97.07%	2.93%
	Overall	14.02%	82.64%	2.51%	0.84%	96.66%	3.34%
Airtel	Rural	9.82%	85.58%	3.99%	0.61%	95.40%	4.60%
	Urban	21.32%	76.42%	1.46%	0.79%	97.75%	2.25%
	Overall	17.85%	79.19%	2.22%	0.74%	97.04%	2.96%
Bsnl	Rural	4.94%	89.20%	4.94%	0.93%	94.14%	5.86%
	Urban	2.26%	93.23%	3.85%	0.66%	95.48%	4.52%
	Overall	3.06%	92.01%	4.18%	0.74%	95.08%	4.92%
Idea	Rural	15.20%	78.42%	6.38%	0.00%	93.62%	6.38%
	Urban	1.73%	92.69%	4.65%	0.93%	94.41%	5.59%
	Overall	5.83%	88.34%	5.18%	0.65%	94.17%	5.83%
Reliance	Rural	14.72%	79.75%	3.99%	1.53%	94.48%	5.52%
	Urban	11.94%	83.16%	4.24%	0.66%	95.09%	4.91%
	Overall	12.78%	82.13%	4.17%	0.93%	94.91%	5.09%
Systema shyam	Rural	7.38%	85.54%	6.46%	0.62%	92.92%	7.08%
	Urban	3.46%	90.29%	5.05%	1.20%	93.75%	6.25%
	Overall	4.64%	88.86%	5.48%	1.02%	93.50%	6.50%
Tata	Rural	0.93%	92.57%	4.95%	1.55%	93.50%	6.50%
	Urban	9.27%	84.37%	5.83%	0.53%	93.64%	6.36%
	Overall	6.77%	86.83%	5.57%	0.83%	93.60%	6.40%
Videocon	Urban	7.60%	84.62%	7.51%	0.28%	92.22%	7.78%
Vodafone	Rural	3.99%	88.04%	7.36%	0.61%	92.02%	7.98%
	Urban	12.15%	80.58%	5.55%	1.72%	92.73%	7.27%
	Overall	9.70%	82.83%	6.09%	1.39%	92.52%	7.48%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	88.92%	11.08%
	Urban	94.15%	5.85%
	Overall	92.57%	7.43%
Airtel	Rural	92.33%	7.67%
	Urban	93.77%	6.23%
	Overall	93.34%	6.66%
Bsnl	Rural	95.37%	4.63%
	Urban	97.21%	2.79%
	Overall	96.66%	3.34%
Idea	Rural	87.54%	12.46%
	Urban	95.35%	4.65%
	Overall	92.97%	7.03%
Reliance	Rural	91.10%	8.90%
	Urban	92.97%	7.03%
	Overall	92.41%	7.59%
Systema shyam	Rural	90.15%	9.85%
	Urban	93.09%	6.91%
	Overall	92.20%	7.80%
Tata	Rural	94.74%	5.26%
	Urban	96.29%	3.71%
	Overall	95.83%	4.17%
Videocon	Urban	92.86%	7.14%
Vodafone	Rural	91.72%	8.28%
	Urban	92.87%	7.13%
	Overall	92.52%	7.48%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	7.69%	74.46%	17.85%	0.00%	82.15%	17.85%
	Urban	1.86%	91.09%	6.91%	0.13%	92.95%	7.05%
	Overall	3.62%	86.07%	10.21%	0.09%	89.69%	10.31%
Airtel	Rural	5.52%	79.45%	12.88%	2.15%	84.97%	15.03%
	Urban	12.85%	80.26%	5.70%	1.19%	93.11%	6.89%
	Overall	10.64%	80.02%	7.86%	1.48%	90.66%	9.34%
Bsnl	Rural	0.93%	83.64%	14.81%	0.62%	84.57%	15.43%
	Urban	0.13%	96.02%	3.59%	0.27%	96.15%	3.85%
	Overall	0.37%	92.29%	6.96%	0.37%	92.66%	7.34%
Idea	Rural	15.81%	69.60%	14.59%	0.00%	85.41%	14.59%
	Urban	1.73%	93.62%	4.52%	0.13%	95.35%	4.65%
	Overall	6.01%	86.31%	7.59%	0.09%	92.32%	7.68%
Reliance	Rural	8.90%	69.63%	21.17%	0.31%	78.53%	21.47%
	Urban	6.10%	86.87%	6.76%	0.27%	92.97%	7.03%
	Overall	6.94%	81.67%	11.11%	0.28%	88.61%	11.39%
Systema shyam	Rural	6.77%	69.85%	21.23%	2.15%	76.62%	23.38%
	Urban	1.20%	93.62%	4.79%	0.40%	94.81%	5.19%
	Overall	2.88%	86.44%	9.75%	0.93%	89.32%	10.68%
Tata	Rural	0.62%	82.66%	16.41%	0.31%	83.28%	16.72%
	Urban	5.30%	88.48%	4.50%	1.72%	93.77%	6.23%
	Overall	3.90%	86.73%	8.07%	1.30%	90.63%	9.37%
Videocon	Urban	3.15%	88.23%	8.53%	0.09%	91.38%	8.62%
Vodafone	Rural	2.76%	79.14%	17.79%	0.31%	81.90%	18.10%
	Urban	6.34%	86.26%	7.00%	0.40%	92.60%	7.40%
	Overall	5.26%	84.12%	10.25%	0.37%	89.38%	10.62%

B. Billing Related-Prepaid Customer

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.37%	96.32%	1.47%	1.84%	96.69%	3.31%
	Urban	1.57%	95.30%	2.35%	0.78%	96.87%	3.13%
	Overall	1.21%	95.60%	2.09%	1.10%	96.81%	3.19%
Airtel	Rural	10.51%	87.46%	1.36%	0.68%	97.97%	2.03%
	Urban	24.33%	73.62%	1.74%	0.32%	97.95%	2.05%
	Overall	19.94%	78.02%	1.62%	0.43%	97.95%	2.05%
Bsnl	Rural	0.68%	94.52%	3.42%	1.37%	95.21%	4.79%
	Urban	1.31%	94.75%	3.28%	0.66%	96.06%	3.94%
	Overall	1.11%	94.67%	3.33%	0.89%	95.78%	4.22%
Idea	Rural	0.61%	92.40%	4.26%	2.74%	93.01%	6.99%
	Urban	0.96%	94.79%	3.57%	0.69%	95.75%	4.25%
	Overall	0.85%	94.05%	3.78%	1.32%	94.90%	5.10%
Reliance	Rural	12.07%	78.97%	7.93%	1.03%	91.03%	8.97%
	Urban	7.40%	87.72%	2.52%	2.36%	95.12%	4.88%
	Overall	8.86%	84.97%	4.22%	1.95%	93.84%	6.16%
Systema shyam	Rural	0.92%	89.54%	8.31%	1.23%	90.46%	9.54%
	Urban	2.66%	89.23%	7.05%	1.06%	91.89%	8.11%
	Overall	2.14%	89.32%	7.43%	1.11%	91.46%	8.54%
Tata	Rural	0.71%	91.49%	5.67%	2.13%	92.20%	7.80%
	Urban	2.72%	93.11%	3.53%	0.64%	95.83%	4.17%
	Overall	2.10%	92.60%	4.19%	1.10%	94.70%	5.30%
Videcon	Urban	0.09%	92.03%	6.30%	1.58%	92.12%	7.88%
Vodafone	Rural	3.08%	91.10%	4.11%	1.71%	94.18%	5.82%
	Urban	13.58%	82.95%	1.66%	1.82%	96.52%	3.48%
	Overall	10.16%	85.60%	2.46%	1.79%	95.76%	4.24%

4(b) Reason(s) for dissatisfaction

Mobile Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Aircel	Rural	44.44%	33.33%	22.22%	0.00%	0.00%
	Urban	45.00%	25.00%	25.00%	5.00%	0.00%
	Overall	44.83%	27.59%	24.14%	3.45%	0.00%
Airtel	Rural	33.33%	50.00%	16.67%	0.00%	0.00%
	Urban	7.69%	30.77%	15.38%	23.08%	23.08%
	Overall	15.79%	36.84%	15.79%	15.79%	15.79%
Bsnl	Rural	42.86%	14.29%	21.43%	7.14%	14.29%
	Urban	29.17%	16.67%	29.17%	20.83%	4.17%
	Overall	34.21%	15.79%	26.32%	15.79%	7.89%
Idea	Rural	21.74%	26.09%	17.39%	34.78%	0.00%
	Urban	22.58%	32.26%	29.03%	12.90%	3.23%
	Overall	22.22%	29.63%	24.07%	22.22%	1.85%
Reliance	Rural	38.46%	15.38%	19.23%	23.08%	3.85%
	Urban	25.81%	9.68%	29.03%	29.03%	6.45%
	Overall	31.58%	12.28%	24.56%	26.32%	5.26%
Systema shyam	Rural	22.58%	25.81%	19.35%	32.26%	0.00%
	Urban	18.03%	16.39%	42.62%	19.67%	3.28%
	Overall	19.57%	19.57%	34.78%	23.91%	2.17%
Tata	Rural	45.45%	13.64%	13.64%	27.27%	0.00%
	Urban	50.00%	26.92%	15.38%	7.69%	0.00%
	Overall	47.92%	20.83%	14.58%	16.67%	0.00%
Videocon	Urban	45.88%	28.24%	15.29%	9.41%	1.18%
Vodafone	Rural	35.29%	11.76%	35.29%	17.65%	0.00%
	Urban	28.57%	33.33%	23.81%	9.52%	4.76%
	Overall	31.58%	23.68%	28.95%	13.16%	2.63%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	6.99%	93.01%
	Urban	4.86%	95.14%
	Overall	5.49%	94.51%
Airtel	Rural	7.46%	92.54%
	Urban	6.48%	93.52%
	Overall	6.79%	93.21%
Bsni	Rural	5.82%	94.18%
	Urban	8.21%	91.79%
	Overall	7.44%	92.56%
Idea	Rural	7.60%	92.40%
	Urban	6.31%	93.69%
	Overall	6.71%	93.29%
Reliance	Rural	10.34%	89.66%
	Urban	9.29%	90.71%
	Overall	9.62%	90.38%
Systema shyam	Rural	7.69%	92.31%
	Urban	7.98%	92.02%
	Overall	7.89%	92.11%
Tata	Rural	10.99%	89.01%
	Urban	8.01%	91.99%
	Overall	8.94%	91.06%
Videocon	Urban	10.10%	89.90%
Vodafone	Rural	9.25%	90.75%
	Urban	7.78%	92.22%
	Overall	8.26%	91.74%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	5.26%	89.47%	5.26%	0.00%	94.74%	5.26%
	Urban	9.68%	87.10%	3.23%	0.00%	96.77%	3.23%
	Overall	8.00%	88.00%	4.00%	0.00%	96.00%	4.00%
Airtel	Rural	4.55%	90.91%	4.55%	0.00%	95.45%	4.55%
	Urban	29.27%	65.85%	4.88%	0.00%	95.12%	4.88%
	Overall	20.63%	74.60%	4.76%	0.00%	95.24%	4.76%
Bsnl	Rural	5.88%	88.24%	5.88%	0.00%	94.12%	5.88%
	Urban	8.00%	90.00%	2.00%	0.00%	98.00%	2.00%
	Overall	7.46%	89.55%	2.99%	0.00%	97.01%	2.99%
Idea	Rural	0.00%	96.00%	4.00%	0.00%	96.00%	4.00%
	Urban	13.04%	82.61%	4.35%	0.00%	95.65%	4.35%
	Overall	8.45%	87.32%	4.23%	0.00%	95.77%	4.23%
Reliance	Rural	33.33%	60.00%	6.67%	0.00%	93.33%	6.67%
	Urban	6.78%	86.44%	6.78%	0.00%	93.22%	6.78%
	Overall	15.73%	77.53%	6.74%	0.00%	93.26%	6.74%
Systema shyam	Rural	4.00%	84.00%	8.00%	4.00%	88.00%	12.00%
	Urban	3.33%	88.33%	8.33%	0.00%	91.67%	8.33%
	Overall	3.53%	87.06%	8.24%	1.18%	90.59%	9.41%
Tata	Rural	0.00%	87.10%	6.45%	6.45%	87.10%	12.90%
	Urban	0.00%	90.00%	6.00%	4.00%	90.00%	10.00%
	Overall	0.00%	88.89%	6.17%	4.94%	88.89%	11.11%
Videocon	Urban	10.09%	78.90%	6.42%	4.59%	88.99%	11.01%
Vodafone	Rural	7.41%	81.48%	7.41%	3.70%	88.89%	11.11%
	Urban	14.89%	74.47%	8.51%	2.13%	89.36%	10.64%
	Overall	12.16%	77.03%	8.11%	2.70%	89.19%	10.81%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.74%	94.85%	3.31%	1.10%	95.59%	4.41%
	Urban	0.47%	96.08%	2.19%	1.25%	96.55%	3.45%
	Overall	0.55%	95.71%	2.53%	1.21%	96.26%	3.74%
Airtel	Rural	1.02%	92.88%	5.76%	0.34%	93.90%	6.10%
	Urban	5.69%	89.73%	3.95%	0.63%	95.42%	4.58%
	Overall	4.20%	90.73%	4.53%	0.54%	94.94%	5.06%
Bsnl	Rural	0.00%	88.70%	11.30%	0.00%	88.70%	11.30%
	Urban	0.66%	94.09%	4.76%	0.49%	94.75%	5.25%
	Overall	0.44%	92.34%	6.88%	0.33%	92.79%	7.21%
Idea	Rural	3.65%	86.93%	7.29%	2.13%	90.58%	9.42%
	Urban	1.51%	93.42%	4.94%	0.14%	94.92%	5.08%
	Overall	2.17%	91.40%	5.67%	0.76%	93.57%	6.43%
Reliance	Rural	3.10%	85.52%	10.69%	0.69%	88.62%	11.38%
	Urban	3.15%	92.28%	3.94%	0.63%	95.43%	4.57%
	Overall	3.14%	90.16%	6.05%	0.65%	93.30%	6.70%
Systema shyam	Rural	11.69%	76.62%	8.00%	3.69%	88.31%	11.69%
	Urban	2.39%	88.56%	7.71%	1.33%	90.96%	9.04%
	Overall	5.20%	84.96%	7.80%	2.04%	90.16%	9.84%
Tata	Rural	0.35%	91.84%	6.38%	1.42%	92.20%	7.80%
	Urban	3.21%	94.23%	1.12%	1.44%	97.44%	2.56%
	Overall	2.32%	93.49%	2.76%	1.43%	95.81%	4.19%
Videocon	Urban	7.14%	85.54%	5.10%	2.22%	92.68%	7.32%
Vodafone	Rural	1.71%	93.49%	3.42%	1.37%	95.21%	4.79%
	Urban	3.97%	93.05%	1.32%	1.66%	97.02%	2.98%
	Overall	3.24%	93.19%	2.01%	1.56%	96.43%	3.57%

5(d) The reason(s) for dissatisfaction

Mobile Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Aircel	Rural	41.67%	16.67%	16.67%	16.67%	8.33%
	Urban	54.55%	27.27%	13.64%	0.00%	4.55%
	Overall	50.00%	23.53%	14.71%	5.88%	5.88%
Airtel	Rural	61.11%	16.67%	5.56%	16.67%	0.00%
	Urban	20.69%	37.93%	6.90%	10.34%	24.14%
	Overall	36.17%	29.79%	6.38%	12.77%	14.89%
Bsnl	Rural	12.12%	45.45%	21.21%	21.21%	0.00%
	Urban	18.75%	21.88%	31.25%	21.88%	6.25%
	Overall	15.38%	33.85%	26.15%	21.54%	3.08%
Idea	Rural	48.39%	45.16%	6.45%	0.00%	0.00%
	Urban	8.11%	32.43%	13.51%	45.95%	0.00%
	Overall	26.47%	38.24%	10.29%	25.00%	0.00%
Reliance	Rural	42.42%	30.30%	18.18%	6.06%	3.03%
	Urban	37.93%	24.14%	6.90%	13.79%	17.24%
	Overall	40.32%	27.42%	12.90%	9.68%	9.68%
Systema shyam	Rural	34.21%	34.21%	5.26%	23.68%	2.63%
	Urban	42.65%	17.65%	4.41%	29.41%	5.88%
	Overall	39.62%	23.58%	4.72%	27.36%	4.72%
Tata	Rural	40.91%	22.73%	22.73%	13.64%	0.00%
	Urban	43.75%	18.75%	18.75%	18.75%	0.00%
	Overall	42.11%	21.05%	21.05%	15.79%	0.00%
Videocon	Urban	44.30%	37.97%	13.92%	2.53%	1.27%
Vodafone	Rural	42.86%	21.43%	14.29%	21.43%	0.00%
	Urban	27.78%	16.67%	16.67%	16.67%	22.22%
	Overall	34.38%	18.75%	15.63%	18.75%	12.50%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	89.71%	10.29%
	Urban	95.92%	4.08%
	Overall	94.07%	5.93%
Airtel	Rural	91.53%	8.47%
	Urban	92.89%	7.11%
	Overall	92.46%	7.54%
Bsnl	Rural	93.15%	6.85%
	Urban	96.22%	3.78%
	Overall	95.23%	4.77%
Idea	Rural	94.83%	5.17%
	Urban	75.17%	24.83%
	Overall	81.29%	18.71%
Reliance	Rural	89.66%	10.34%
	Urban	90.08%	9.92%
	Overall	89.95%	10.05%
Systema shyam	Rural	91.69%	8.31%
	Urban	94.81%	5.19%
	Overall	93.87%	6.13%
Tata	Rural	94.68%	5.32%
	Urban	97.44%	2.56%
	Overall	96.58%	3.42%
Videocon	Urban	92.68%	7.32%
Vodafone	Rural	90.41%	9.59%
	Urban	92.05%	7.95%
	Overall	91.52%	8.48%

C. Billing Related-Postpaid Customers

6. Satisfaction with the time taken to deliver the bills

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	3.77%	84.91%	9.43%	1.89%	88.68%	11.32%
	Urban	9.65%	87.72%	1.75%	0.88%	97.37%	2.63%
	Overall	7.78%	86.83%	4.19%	1.20%	94.61%	5.39%
Airtel	Rural	3.23%	83.87%	6.45%	6.45%	87.10%	12.90%
	Urban	27.05%	71.31%	1.64%	0.00%	98.36%	1.64%
	Overall	22.22%	73.86%	2.61%	1.31%	96.08%	3.92%
Bsnl	Rural	9.38%	78.13%	9.38%	3.13%	87.50%	12.50%
	Urban	6.25%	90.97%	2.08%	0.69%	97.22%	2.78%
	Overall	6.82%	88.64%	3.41%	1.14%	95.45%	4.55%
Idea	Rural	NA	NA	NA	NA	NA	NA
	Urban	8.70%	82.61%	8.70%	0.00%	91.30%	8.70%
	Overall	8.70%	82.61%	8.70%	0.00%	91.30%	8.70%
Reliance	Rural	2.78%	86.11%	8.33%	2.78%	88.89%	11.11%
	Urban	12.61%	78.99%	6.72%	1.68%	91.60%	8.40%
	Overall	10.32%	80.65%	7.10%	1.94%	90.97%	9.03%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	2.44%	87.80%	9.76%	0.00%	90.24%	9.76%
	Urban	3.82%	93.89%	1.53%	0.76%	97.71%	2.29%
	Overall	3.49%	92.44%	3.49%	0.58%	95.93%	4.07%
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	5.88%	82.35%	11.76%	0.00%	88.24%	11.76%
	Urban	20.26%	77.78%	1.31%	0.65%	98.04%	1.96%
	Overall	17.65%	78.61%	3.21%	0.53%	96.26%	3.74%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	15.09%	75.47%	5.66%	3.77%	90.57%	9.43%
	Urban	3.51%	93.86%	1.75%	0.88%	97.37%	2.63%
	Overall	7.19%	88.02%	2.99%	1.80%	95.21%	4.79%
Airtel	Rural	51.61%	41.94%	3.23%	3.23%	93.55%	6.45%
	Urban	23.97%	71.90%	2.48%	1.65%	95.87%	4.13%
	Overall	29.61%	65.79%	2.63%	1.97%	95.39%	4.61%
Bsnl	Rural	9.38%	81.25%	6.25%	3.13%	90.63%	9.38%
	Urban	2.78%	93.06%	3.47%	0.69%	95.83%	4.17%
	Overall	3.98%	90.91%	3.98%	1.14%	94.89%	5.11%
Idea	Rural	NA	NA	NA	NA	NA	NA
	Urban	13.04%	82.61%	4.35%	0.00%	95.65%	4.35%
	Overall	13.04%	82.61%	4.35%	0.00%	95.65%	4.35%
Reliance	Rural	0.00%	91.67%	5.56%	2.78%	91.67%	8.33%
	Urban	27.73%	65.55%	3.36%	3.36%	93.28%	6.72%
	Overall	21.29%	71.61%	3.87%	3.23%	92.90%	7.10%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	0.00%	90.24%	9.76%	0.00%	90.24%	9.76%
	Urban	6.87%	91.60%	1.53%	0.00%	98.47%	1.53%
	Overall	5.23%	91.28%	3.49%	0.00%	96.51%	3.49%
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	2.94%	82.35%	8.82%	5.88%	85.29%	14.71%
	Urban	16.34%	75.82%	6.54%	1.31%	92.16%	7.84%
	Overall	13.90%	77.01%	6.95%	2.14%	90.91%	9.09%

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

Mobile Operator	Area	Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others
Aircel	Rural	0.00%	40.00%	0.00%	0.00%	60.00%
	Urban	0.00%	0.00%	33.33%	33.33%	33.33%
	Overall	0.00%	25.00%	12.50%	12.50%	50.00%
Airtel	Rural	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	0.00%	20.00%	20.00%	60.00%
	Overall	0.00%	0.00%	16.67%	33.33%	50.00%
Bsnl	Rural	0.00%	0.00%	33.33%	0.00%	66.67%
	Urban	14.29%	0.00%	0.00%	0.00%	85.71%
	Overall	18.18%	0.00%	9.09%	0.00%	72.73%
Idea	Rural	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	80.00%	0.00%	20.00%	0.00%	0.00%
	Overall	83.33%	0.00%	16.67%	0.00%	0.00%
Reliance	Rural	66.67%	11.11%	0.00%	11.11%	11.11%
	Urban	46.67%	6.67%	6.67%	0.00%	40.00%
	Overall	0.00%	18.18%	9.09%	9.09%	63.64%
Systema shyam	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Tata	Rural	0.00%	0.00%	75.00%	0.00%	25.00%
	Urban	0.00%	50.00%	50.00%	0.00%	0.00%
	Overall	0.00%	16.67%	66.67%	0.00%	16.67%
Videocon	Urban	NA	NA	NA	NA	NA
Vodafone	Rural	0.00%	20.00%	0.00%	20.00%	60.00%
	Urban	0.00%	41.67%	8.33%	25.00%	25.00%
	Overall	0.00%	35.29%	5.88%	23.53%	35.29%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	3.77%	88.68%	1.89%	5.66%	92.45%	7.55%
	Urban	4.39%	89.47%	3.51%	2.63%	93.86%	6.14%
	Overall	4.19%	89.22%	2.99%	3.59%	93.41%	6.59%
Airtel	Rural	3.23%	87.10%	6.45%	3.23%	90.32%	9.68%
	Urban	27.05%	71.31%	0.82%	0.82%	98.36%	1.64%
	Overall	22.22%	74.51%	1.96%	1.31%	96.73%	3.27%
Bsnl	Rural	6.25%	90.63%	3.13%	0.00%	96.88%	3.13%
	Urban	5.56%	91.67%	2.08%	0.69%	97.22%	2.78%
	Overall	5.68%	91.48%	2.27%	0.57%	97.16%	2.84%
Idea	Rural	NA	NA	NA	NA	NA	NA
	Urban	4.35%	91.30%	4.35%	0.00%	95.65%	4.35%
	Overall	4.35%	91.30%	4.35%	0.00%	95.65%	4.35%
Reliance	Rural	2.78%	88.89%	2.78%	5.56%	91.67%	8.33%
	Urban	28.57%	63.87%	5.04%	2.52%	92.44%	7.56%
	Overall	22.58%	69.68%	4.52%	3.23%	92.26%	7.74%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	0.00%	97.56%	2.44%	0.00%	97.56%	2.44%
	Urban	3.82%	93.13%	2.29%	0.76%	96.95%	3.05%
	Overall	2.91%	94.19%	2.33%	0.58%	97.09%	2.91%
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	5.88%	88.24%	5.88%	0.00%	94.12%	5.88%
	Urban	21.57%	75.82%	1.31%	1.31%	97.39%	2.61%
	Overall	18.72%	78.07%	2.14%	1.07%	96.79%	3.21%

8(b) The reason(s) for dissatisfaction

Mobile Operator	Area	Charges not as per tariff plan subscribed	Tariff Plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Calculations are not clear	Others
Aircel	Rural	25.00%	0.00%	75.00%	0.00%	0.00%	0.00%
	Urban	28.57%	57.14%	14.29%	0.00%	0.00%	0.00%
	Overall	27.27%	36.36%	36.36%	0.00%	0.00%	0.00%
Airtel	Rural	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%
	Urban	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%
	Overall	40.00%	20.00%	20.00%	20.00%	0.00%	0.00%
Bsni	Rural	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Urban	25.00%	25.00%	25.00%	25.00%	0.00%	0.00%
	Overall	40.00%	20.00%	20.00%	20.00%	0.00%	0.00%
Idea	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Reliance	Rural	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%
	Urban	22.22%	55.56%	0.00%	22.22%	0.00%	0.00%
	Overall	16.67%	58.33%	0.00%	25.00%	0.00%	0.00%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Urban	50.00%	25.00%	25.00%	0.00%	0.00%	0.00%
	Overall	60.00%	20.00%	20.00%	0.00%	0.00%	0.00%
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%
	Urban	50.00%	0.00%	25.00%	25.00%	0.00%	0.00%
	Overall	50.00%	0.00%	16.67%	16.67%	16.67%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	24.53%	75.47%
	Urban	21.05%	78.95%
	Overall	22.16%	77.84%
Airtel	Rural	9.68%	90.32%
	Urban	6.56%	93.44%
	Overall	7.19%	92.81%
Bsnl	Rural	3.13%	96.88%
	Urban	5.56%	94.44%
	Overall	5.11%	94.89%
Idea	Rural	NA	NA
	Urban	4.35%	95.65%
	Overall	4.35%	95.65%
Reliance	Rural	8.33%	91.67%
	Urban	4.20%	95.80%
	Overall	5.16%	94.84%
Systema shyam	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	7.32%	92.68%
	Urban	6.11%	93.89%
	Overall	6.40%	93.60%
Videocon	Urban	NA	NA
Vodafone	Rural	5.88%	94.12%
	Urban	3.92%	96.08%
	Overall	4.28%	95.72%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	23.08%	69.23%	7.69%	0.00%	92.31%	7.69%
	Urban	12.50%	83.33%	4.17%	0.00%	95.83%	4.17%
	Overall	16.22%	78.38%	5.41%	0.00%	94.59%	5.41%
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%
	Overall	9.09%	81.82%	9.09%	0.00%	90.91%	9.09%
Bsnl	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
	Overall	0.00%	88.89%	11.11%	0.00%	88.89%	11.11%
Idea	Rural	NA	NA	NA	NA	NA	NA
	Urban	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Reliance	Rural	33.33%	33.33%	33.33%	0.00%	66.67%	33.33%
	Urban	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Overall	12.50%	62.50%	25.00%	0.00%	75.00%	25.00%
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Overall	0.00%	81.82%	18.18%	0.00%	81.82%	18.18%
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Overall	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%

D. Help Services/Customer Care Including Customer Grievance Redressal

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

Mobile Operator	Area	Yes	No
Aircel	Rural	88.62%	11.38%
	Urban	90.96%	9.04%
	Overall	90.25%	9.75%
Airtel	Rural	72.70%	27.30%
	Urban	81.72%	18.28%
	Overall	79.00%	21.00%
Bsnl	Rural	71.60%	28.40%
	Urban	83.93%	16.07%
	Overall	80.22%	19.78%
Idea	Rural	71.12%	28.88%
	Urban	74.07%	25.93%
	Overall	73.17%	26.83%
Reliance	Rural	75.77%	24.23%
	Urban	81.96%	18.04%
	Overall	80.09%	19.91%
Systema shyam	Rural	73.23%	26.77%
	Urban	85.24%	14.76%
	Overall	81.62%	18.38%
Tata	Rural	65.63%	34.37%
	Urban	80.00%	20.00%
	Overall	75.70%	24.30%
Videocon	Urban	83.32%	16.68%
Vodafone	Rural	66.87%	33.13%
	Urban	56.41%	43.59%
	Overall	59.56%	40.44%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.35%	88.19%	11.11%	0.35%	88.54%	11.46%
	Urban	0.58%	90.20%	9.06%	0.15%	90.79%	9.21%
	Overall	0.51%	89.61%	9.67%	0.21%	90.12%	9.88%
Airtel	Rural	7.17%	85.23%	6.33%	1.27%	92.41%	7.59%
	Urban	13.61%	81.69%	3.08%	1.62%	95.30%	4.70%
	Overall	11.83%	82.67%	3.98%	1.52%	94.50%	5.50%
Bsnl	Rural	6.47%	84.91%	5.17%	3.45%	91.38%	8.62%
	Urban	4.75%	87.97%	6.01%	1.27%	92.72%	7.28%
	Overall	5.21%	87.15%	5.79%	1.85%	92.36%	7.64%
Idea	Rural	2.99%	78.21%	18.38%	0.43%	81.20%	18.80%
	Urban	2.51%	87.97%	8.08%	1.44%	90.48%	9.52%
	Overall	2.65%	85.08%	11.13%	1.14%	87.74%	12.26%
Reliance	Rural	14.17%	70.45%	13.36%	2.02%	84.62%	15.38%
	Urban	5.50%	89.16%	3.40%	1.94%	94.66%	5.34%
	Overall	7.98%	83.82%	6.24%	1.97%	91.79%	8.21%
Systema shyam	Rural	5.46%	68.07%	23.53%	2.94%	73.53%	26.47%
	Urban	4.37%	81.44%	13.88%	0.31%	85.80%	14.20%
	Overall	4.66%	77.82%	16.50%	1.02%	82.48%	17.52%
Tata	Rural	4.25%	90.57%	3.77%	1.42%	94.81%	5.19%
	Urban	4.30%	91.89%	1.99%	1.82%	96.19%	3.81%
	Overall	4.29%	91.54%	2.45%	1.72%	95.83%	4.17%
Videocon	Urban	4.23%	83.87%	10.34%	1.56%	88.10%	11.90%
Vodafone	Rural	2.75%	87.16%	7.80%	2.29%	89.91%	10.09%
	Urban	6.32%	84.07%	8.20%	1.41%	90.40%	9.60%
	Overall	5.12%	85.12%	8.06%	1.71%	90.23%	9.77%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	10.42%	81.94%	6.94%	0.69%	92.36%	7.64%
	Urban	4.09%	90.06%	5.70%	0.15%	94.15%	5.85%
	Overall	5.97%	87.65%	6.07%	0.31%	93.62%	6.38%
Airtel	Rural	7.59%	85.23%	6.33%	0.84%	92.83%	7.17%
	Urban	26.58%	67.75%	5.35%	0.32%	94.33%	5.67%
	Overall	21.31%	72.60%	5.62%	0.47%	93.91%	6.09%
Bsnl	Rural	5.60%	82.76%	9.48%	2.16%	88.36%	11.64%
	Urban	3.48%	90.03%	5.06%	1.42%	93.51%	6.49%
	Overall	4.05%	88.08%	6.25%	1.62%	92.13%	7.87%
Idea	Rural	3.85%	77.78%	17.95%	0.43%	81.62%	18.38%
	Urban	1.80%	89.23%	7.54%	1.44%	91.02%	8.98%
	Overall	2.40%	85.84%	10.62%	1.14%	88.24%	11.76%
Reliance	Rural	12.15%	68.02%	17.00%	2.83%	80.16%	19.84%
	Urban	19.26%	75.24%	3.72%	1.78%	94.50%	5.50%
	Overall	17.23%	73.18%	7.51%	2.08%	90.40%	9.60%
Systema shyam	Rural	15.13%	57.56%	23.53%	3.78%	72.69%	27.31%
	Urban	7.02%	78.00%	14.51%	0.47%	85.02%	14.98%
	Overall	9.22%	72.47%	16.95%	1.37%	81.68%	18.32%
Tata	Rural	3.30%	85.38%	9.43%	1.89%	88.68%	11.32%
	Urban	20.70%	71.85%	6.29%	1.16%	92.55%	7.45%
	Overall	16.18%	75.37%	7.11%	1.35%	91.54%	8.46%
Videocon	Urban	8.57%	78.09%	11.79%	1.56%	86.65%	13.35%
Vodafone	Rural	1.83%	88.99%	8.26%	0.92%	90.83%	9.17%
	Urban	7.73%	84.78%	5.62%	1.87%	92.51%	7.49%
	Overall	5.74%	86.20%	6.51%	1.55%	91.94%	8.06%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	10.07%	80.90%	7.99%	1.04%	90.97%	9.03%
	Urban	3.80%	91.96%	4.09%	0.15%	95.76%	4.24%
	Overall	5.66%	88.68%	5.25%	0.41%	94.34%	5.66%
Airtel	Rural	6.75%	85.65%	6.33%	1.27%	92.41%	7.59%
	Urban	18.80%	74.39%	5.51%	1.30%	93.19%	6.81%
	Overall	15.46%	77.52%	5.74%	1.29%	92.97%	7.03%
Bsnl	Rural	25.43%	63.79%	9.48%	1.29%	89.22%	10.78%
	Urban	12.18%	78.48%	9.02%	0.32%	90.66%	9.34%
	Overall	15.74%	74.54%	9.14%	0.58%	90.28%	9.72%
Idea	Rural	16.24%	61.97%	21.79%	0.00%	78.21%	21.79%
	Urban	19.39%	71.63%	8.44%	0.54%	91.02%	8.98%
	Overall	18.46%	68.77%	12.39%	0.38%	87.23%	12.77%
Reliance	Rural	14.98%	62.35%	22.27%	0.40%	77.33%	22.67%
	Urban	12.14%	80.26%	6.96%	0.65%	92.39%	7.61%
	Overall	12.95%	75.14%	11.33%	0.58%	88.09%	11.91%
Systema shyam	Rural	12.18%	61.34%	23.95%	2.52%	73.53%	26.47%
	Urban	13.73%	74.73%	10.45%	1.09%	88.46%	11.54%
	Overall	13.31%	71.10%	14.11%	1.48%	84.41%	15.59%
Tata	Rural	0.47%	89.15%	7.55%	2.83%	89.62%	10.38%
	Urban	13.41%	77.32%	8.11%	1.16%	90.73%	9.27%
	Overall	10.05%	80.39%	7.97%	1.59%	90.44%	9.56%
Videocon	Urban	20.13%	64.52%	15.02%	0.33%	84.65%	15.35%
Vodafone	Rural	3.67%	87.61%	6.88%	1.83%	91.28%	8.72%
	Urban	12.41%	79.63%	7.26%	0.70%	92.04%	7.96%
	Overall	9.46%	82.33%	7.13%	1.09%	91.78%	8.22%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	9.72%	78.47%	11.46%	0.35%	88.19%	11.81%
	Urban	2.78%	88.01%	9.06%	0.15%	90.79%	9.21%
	Overall	4.84%	85.19%	9.77%	0.21%	90.02%	9.98%
Airtel	Rural	13.92%	75.95%	8.02%	2.11%	89.87%	10.13%
	Urban	22.85%	70.66%	5.83%	0.65%	93.52%	6.48%
	Overall	20.37%	72.13%	6.44%	1.05%	92.51%	7.49%
Bsnl	Rural	36.21%	53.45%	9.48%	0.86%	89.66%	10.34%
	Urban	25.63%	66.14%	8.07%	0.16%	91.77%	8.23%
	Overall	28.47%	62.73%	8.45%	0.35%	91.20%	8.80%
Idea	Rural	8.97%	73.08%	17.95%	0.00%	82.05%	17.95%
	Urban	28.01%	63.91%	7.36%	0.72%	91.92%	8.08%
	Overall	22.38%	66.62%	10.49%	0.51%	89.00%	11.00%
Reliance	Rural	17.81%	65.18%	14.98%	2.02%	83.00%	17.00%
	Urban	29.29%	62.62%	6.80%	1.29%	91.91%	8.09%
	Overall	26.01%	63.35%	9.13%	1.50%	89.36%	10.64%
Systema shyam	Rural	20.59%	53.36%	25.21%	0.84%	73.95%	26.05%
	Urban	14.35%	70.36%	14.04%	1.25%	84.71%	15.29%
	Overall	16.04%	65.76%	17.06%	1.14%	81.80%	18.20%
Tata	Rural	0.47%	92.92%	5.19%	1.42%	93.40%	6.60%
	Urban	18.21%	77.65%	3.15%	0.99%	95.86%	4.14%
	Overall	13.60%	81.62%	3.68%	1.10%	95.22%	4.78%
Videocon	Urban	15.24%	71.86%	12.46%	0.44%	87.10%	12.90%
Vodafone	Rural	4.59%	88.99%	5.96%	0.46%	93.58%	6.42%
	Urban	37.47%	57.38%	3.51%	1.64%	94.85%	5.15%
	Overall	26.36%	68.06%	4.34%	1.24%	94.42%	5.58%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	7.64%	89.58%	2.43%	0.35%	97.22%	2.78%
	Urban	3.07%	92.98%	3.51%	0.44%	96.05%	3.95%
	Overall	4.42%	91.98%	3.19%	0.41%	96.40%	3.60%
Airtel	Rural	5.91%	88.19%	5.49%	0.42%	94.09%	5.91%
	Urban	23.18%	74.07%	2.27%	0.49%	97.24%	2.76%
	Overall	18.38%	77.99%	3.16%	0.47%	96.37%	3.63%
Bsnl	Rural	10.34%	84.91%	3.02%	1.72%	95.26%	4.74%
	Urban	4.27%	78.16%	16.46%	1.11%	82.44%	17.56%
	Overall	5.90%	79.98%	12.85%	1.27%	85.88%	14.12%
Idea	Rural	12.82%	73.93%	13.25%	0.00%	86.75%	13.25%
	Urban	2.87%	87.43%	9.69%	0.00%	90.31%	9.69%
	Overall	5.82%	83.44%	10.75%	0.00%	89.25%	10.75%
Reliance	Rural	17.41%	68.02%	14.17%	0.40%	85.43%	14.57%
	Urban	15.53%	75.89%	6.63%	1.94%	91.42%	8.58%
	Overall	16.07%	73.64%	8.79%	1.50%	89.71%	10.29%
Systema shyam	Rural	17.65%	71.43%	10.08%	0.84%	89.08%	10.92%
	Urban	5.93%	84.40%	8.11%	1.56%	90.33%	9.67%
	Overall	9.10%	80.89%	8.65%	1.37%	89.99%	10.01%
Tata	Rural	0.47%	88.21%	10.85%	0.47%	88.68%	11.32%
	Urban	18.87%	73.68%	6.46%	0.99%	92.55%	7.45%
	Overall	14.09%	77.45%	7.60%	0.86%	91.54%	8.46%
Videcon	Urban	14.02%	77.86%	7.68%	0.44%	91.88%	8.12%
Vodafone	Rural	5.05%	86.70%	7.80%	0.46%	91.74%	8.26%
	Urban	7.73%	84.31%	7.73%	0.23%	92.04%	7.96%
	Overall	6.82%	85.12%	7.75%	0.31%	91.94%	8.06%

E. Network Performance, Reliability and Availability

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	23.08%	70.46%	5.85%	0.62%	93.54%	6.46%
	Urban	15.82%	81.12%	2.13%	0.93%	96.94%	3.06%
	Overall	18.01%	77.90%	3.25%	0.84%	95.91%	4.09%
Airtel	Rural	14.11%	77.91%	7.06%	0.92%	92.02%	7.98%
	Urban	25.03%	72.98%	1.32%	0.66%	98.01%	1.99%
	Overall	21.74%	74.47%	3.05%	0.74%	96.21%	3.79%
Bsnl	Rural	3.70%	91.05%	3.09%	2.16%	94.75%	5.25%
	Urban	0.27%	94.42%	4.38%	0.93%	94.69%	5.31%
	Overall	1.30%	93.41%	3.99%	1.30%	94.71%	5.29%
Idea	Rural	2.43%	81.46%	14.89%	1.22%	83.89%	16.11%
	Urban	2.39%	96.01%	1.20%	0.40%	98.40%	1.60%
	Overall	2.41%	91.58%	5.37%	0.65%	93.99%	6.01%
Reliance	Rural	11.04%	80.37%	6.44%	2.15%	91.41%	8.59%
	Urban	8.22%	89.39%	1.59%	0.80%	97.61%	2.39%
	Overall	9.07%	86.67%	3.06%	1.20%	95.74%	4.26%
Systema shyam	Rural	13.54%	67.08%	16.62%	2.77%	80.62%	19.38%
	Urban	19.15%	74.20%	6.52%	0.13%	93.35%	6.65%
	Overall	17.46%	72.05%	9.56%	0.93%	89.51%	10.49%
Tata	Rural	3.41%	89.16%	6.50%	0.93%	92.57%	7.43%
	Urban	11.39%	86.36%	1.85%	0.40%	97.75%	2.25%
	Overall	9.00%	87.20%	3.25%	0.56%	96.20%	3.80%
Videocon	Urban	7.23%	86.65%	5.84%	0.28%	93.88%	6.12%
Vodafone	Rural	4.29%	89.57%	6.13%	0.00%	93.87%	6.13%
	Urban	14.53%	82.17%	1.72%	1.59%	96.70%	3.30%
	Overall	11.45%	84.40%	3.05%	1.11%	95.84%	4.16%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	20.00%	77.85%	1.23%	0.92%	97.85%	2.15%
	Urban	13.03%	85.24%	1.06%	0.66%	98.27%	1.73%
	Overall	15.13%	83.01%	1.11%	0.74%	98.14%	1.86%
Airtel	Rural	12.27%	79.75%	7.67%	0.31%	92.02%	7.98%
	Urban	32.85%	65.83%	0.79%	0.53%	98.68%	1.32%
	Overall	26.64%	70.03%	2.87%	0.46%	96.67%	3.33%
Bsnl	Rural	8.95%	87.96%	1.54%	1.54%	96.91%	3.09%
	Urban	1.46%	94.69%	3.19%	0.66%	96.15%	3.85%
	Overall	3.71%	92.66%	2.69%	0.93%	96.38%	3.62%
Idea	Rural	8.21%	75.99%	14.59%	1.22%	84.19%	15.81%
	Urban	4.26%	92.29%	2.26%	1.20%	96.54%	3.46%
	Overall	5.46%	87.33%	6.01%	1.20%	92.78%	7.22%
Reliance	Rural	12.88%	79.75%	5.52%	1.84%	92.64%	7.36%
	Urban	22.41%	74.14%	2.52%	0.93%	96.55%	3.45%
	Overall	19.54%	75.83%	3.43%	1.20%	95.37%	4.63%
Systema shyam	Rural	18.77%	66.46%	12.00%	2.77%	85.23%	14.77%
	Urban	11.97%	80.05%	6.52%	1.46%	92.02%	7.98%
	Overall	14.02%	75.95%	8.17%	1.86%	89.97%	10.03%
Tata	Rural	2.79%	88.54%	8.36%	0.31%	91.33%	8.67%
	Urban	21.59%	76.42%	1.59%	0.40%	98.01%	1.99%
	Overall	15.96%	80.06%	3.62%	0.37%	96.01%	3.99%
Videocon	Urban	12.79%	76.55%	10.38%	0.28%	89.34%	10.66%
Vodafone	Rural	8.28%	87.73%	3.99%	0.00%	96.01%	3.99%
	Urban	15.19%	81.51%	1.59%	1.72%	96.70%	3.30%
	Overall	13.11%	83.38%	2.31%	1.20%	96.49%	3.51%

18. Satisfaction with call dropping during conversation

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	89.54%	8.92%	1.23%	0.31%	98.46%	1.54%
	Urban	90.29%	8.11%	1.20%	0.40%	98.40%	1.60%
	Overall	90.06%	8.36%	1.21%	0.37%	98.42%	1.58%
Airtel	Rural	94.17%	4.29%	0.92%	0.61%	98.47%	1.53%
	Urban	92.58%	6.62%	0.66%	0.13%	99.21%	0.79%
	Overall	93.06%	5.92%	0.74%	0.28%	98.98%	1.02%
Bsnl	Rural	91.36%	5.56%	1.54%	1.54%	96.91%	3.09%
	Urban	94.02%	4.38%	1.46%	0.13%	98.41%	1.59%
	Overall	93.22%	4.74%	1.49%	0.56%	97.96%	2.04%
Idea	Rural	88.15%	6.08%	4.86%	0.91%	94.22%	5.78%
	Urban	88.70%	9.44%	1.06%	0.80%	98.14%	1.86%
	Overall	88.53%	8.42%	2.22%	0.83%	96.95%	3.05%
Reliance	Rural	80.06%	18.71%	0.92%	0.31%	98.77%	1.23%
	Urban	78.91%	17.51%	2.39%	1.19%	96.42%	3.58%
	Overall	79.26%	17.87%	1.94%	0.93%	97.13%	2.87%
Systema shyam	Rural	72.62%	17.85%	8.92%	0.62%	90.46%	9.54%
	Urban	69.28%	18.48%	11.04%	1.20%	87.77%	12.23%
	Overall	70.29%	18.29%	10.40%	1.02%	88.58%	11.42%
Tata	Rural	80.50%	12.38%	6.50%	0.62%	92.88%	7.12%
	Urban	72.45%	26.49%	0.53%	0.53%	98.94%	1.06%
	Overall	74.86%	22.26%	2.32%	0.56%	97.12%	2.88%
Videocon	Urban	74.98%	23.17%	1.58%	0.28%	98.15%	1.85%
Vodafone	Rural	65.03%	31.90%	2.45%	0.61%	96.93%	3.07%
	Urban	78.20%	19.15%	1.98%	0.66%	97.36%	2.64%
	Overall	74.24%	22.99%	2.12%	0.65%	97.23%	2.77%

19. Satisfaction with the voice quality

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	15.69%	80.92%	2.77%	0.62%	96.62%	3.38%
	Urban	21.14%	76.99%	1.60%	0.27%	98.14%	1.86%
	Overall	19.50%	78.18%	1.95%	0.37%	97.68%	2.32%
Airtel	Rural	6.75%	89.26%	2.76%	1.23%	96.01%	3.99%
	Urban	25.30%	71.13%	2.91%	0.66%	96.42%	3.58%
	Overall	19.70%	76.60%	2.87%	0.83%	96.30%	3.70%
Bsnl	Rural	9.26%	86.11%	2.78%	1.85%	95.37%	4.63%
	Urban	24.17%	67.86%	7.84%	0.13%	92.03%	7.97%
	Overall	19.68%	73.35%	6.31%	0.65%	93.04%	6.96%
Idea	Rural	16.72%	79.33%	3.65%	0.30%	96.05%	3.95%
	Urban	11.70%	84.44%	2.39%	1.46%	96.14%	3.86%
	Overall	13.23%	82.89%	2.78%	1.11%	96.11%	3.89%
Reliance	Rural	18.71%	69.63%	10.74%	0.92%	88.34%	11.66%
	Urban	17.64%	77.85%	2.65%	1.86%	95.49%	4.51%
	Overall	17.96%	75.37%	5.09%	1.57%	93.33%	6.67%
Systema shyam	Rural	13.54%	77.23%	8.62%	0.62%	90.77%	9.23%
	Urban	6.91%	84.84%	6.25%	1.99%	91.76%	8.24%
	Overall	8.91%	82.54%	6.96%	1.58%	91.46%	8.54%
Tata	Rural	29.10%	67.18%	3.41%	0.31%	96.28%	3.72%
	Urban	12.98%	85.17%	1.32%	0.53%	98.15%	1.85%
	Overall	17.81%	79.78%	1.95%	0.46%	97.59%	2.41%
Videocon	Urban	9.36%	80.54%	9.92%	0.19%	89.90%	10.10%
Vodafone	Rural	33.44%	57.67%	8.59%	0.31%	91.10%	8.90%
	Urban	23.51%	73.18%	2.11%	1.19%	96.70%	3.30%
	Overall	26.50%	68.51%	4.06%	0.92%	95.01%	4.99%

F. Maintainability

20. Frequency of facing signal problems

Mobile Operator	Area	Never	Occasionally	Frequently	Very Frequently	Total	Left 2
Aircel	Rural	72.31%	19.69%	7.69%	0.31%	100.00%	92.00%
	Urban	76.99%	18.22%	4.12%	0.66%	100.00%	95.21%
	Overall	75.58%	18.66%	5.20%	0.56%	100.00%	94.24%
Airtel	Rural	68.40%	25.77%	3.68%	2.15%	100.00%	94.17%
	Urban	84.77%	11.13%	1.19%	2.91%	100.00%	95.89%
	Overall	79.83%	15.54%	1.94%	2.68%	100.00%	95.37%
Bsnl	Rural	64.51%	30.86%	4.63%	0.00%	100.00%	95.37%
	Urban	77.82%	17.80%	4.38%	0.00%	100.00%	95.62%
	Overall	73.82%	21.73%	4.46%	0.00%	100.00%	95.54%
Idea	Rural	59.27%	33.74%	6.69%	0.30%	100.00%	93.01%
	Urban	72.87%	26.20%	0.66%	0.27%	100.00%	99.07%
	Overall	68.73%	28.49%	2.50%	0.28%	100.00%	97.22%
Reliance	Rural	23.01%	55.52%	20.55%	0.92%	100.00%	78.53%
	Urban	57.96%	35.28%	5.97%	0.80%	100.00%	93.24%
	Overall	47.41%	41.39%	10.37%	0.83%	100.00%	88.80%
Systema shyam	Rural	54.15%	18.15%	19.69%	8.00%	100.00%	72.31%
	Urban	68.62%	18.35%	12.37%	0.66%	100.00%	86.97%
	Overall	64.25%	18.29%	14.58%	2.88%	100.00%	82.54%
Tata	Rural	40.56%	31.58%	24.77%	3.10%	100.00%	72.14%
	Urban	68.34%	25.70%	5.03%	0.93%	100.00%	94.04%
	Overall	60.02%	27.46%	10.95%	1.58%	100.00%	87.48%
Videocon	Urban	76.09%	10.84%	12.88%	0.19%	100.00%	86.93%
Vodafone	Rural	64.42%	30.98%	4.29%	0.31%	100.00%	95.40%
	Urban	71.07%	27.08%	1.45%	0.40%	100.00%	98.15%
	Overall	69.07%	28.25%	2.31%	0.37%	100.00%	97.32%

21. Satisfaction with the availability of signal

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	17.23%	80.00%	2.15%	0.62%	97.23%	2.77%
	Urban	7.71%	89.36%	2.53%	0.40%	97.07%	2.93%
	Overall	10.58%	86.54%	2.41%	0.46%	97.12%	2.88%
Airtel	Rural	12.88%	79.14%	5.83%	2.15%	92.02%	7.98%
	Urban	30.60%	65.43%	2.12%	1.85%	96.03%	3.97%
	Overall	25.25%	69.57%	3.24%	1.94%	94.82%	5.18%
Bsnl	Rural	1.85%	91.67%	3.70%	2.78%	93.52%	6.48%
	Urban	12.88%	85.13%	1.33%	0.66%	98.01%	1.99%
	Overall	9.56%	87.09%	2.04%	1.30%	96.66%	3.34%
Idea	Rural	22.19%	69.00%	6.99%	1.82%	91.19%	8.81%
	Urban	4.65%	93.62%	1.20%	0.53%	98.27%	1.73%
	Overall	9.99%	86.12%	2.96%	0.93%	96.11%	3.89%
Reliance	Rural	15.03%	80.67%	3.99%	0.31%	95.71%	4.29%
	Urban	19.36%	77.19%	2.39%	1.06%	96.55%	3.45%
	Overall	18.06%	78.24%	2.87%	0.83%	96.30%	3.70%
Systema shyam	Rural	8.31%	80.92%	10.46%	0.31%	89.23%	10.77%
	Urban	9.31%	82.58%	7.58%	0.53%	91.89%	8.11%
	Overall	9.01%	82.08%	8.45%	0.46%	91.09%	8.91%
Tata	Rural	3.10%	94.43%	2.17%	0.31%	97.52%	2.48%
	Urban	9.14%	89.27%	0.93%	0.66%	98.41%	1.59%
	Overall	7.33%	90.82%	1.30%	0.56%	98.14%	1.86%
Videocon	Urban	8.90%	83.87%	7.04%	0.19%	92.77%	7.23%
Vodafone	Rural	3.68%	94.79%	0.92%	0.61%	98.47%	1.53%
	Urban	16.25%	80.32%	2.64%	0.79%	96.57%	3.43%
	Overall	12.47%	84.67%	2.12%	0.74%	97.14%	2.86%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	4.00%	88.31%	6.15%	1.54%	92.31%	7.69%
	Urban	6.38%	90.96%	1.46%	1.20%	97.34%	2.66%
	Overall	5.66%	90.16%	2.88%	1.30%	95.82%	4.18%
Airtel	Rural	12.88%	80.37%	6.75%	0.00%	93.25%	6.75%
	Urban	19.21%	79.07%	0.66%	1.06%	98.28%	1.72%
	Overall	17.30%	79.46%	2.50%	0.74%	96.76%	3.24%
Bsnl	Rural	20.68%	74.38%	4.63%	0.31%	95.06%	4.94%
	Urban	6.77%	91.63%	0.93%	0.66%	98.41%	1.59%
	Overall	10.96%	86.44%	2.04%	0.56%	97.40%	2.60%
Idea	Rural	15.20%	78.42%	6.38%	0.00%	93.62%	6.38%
	Urban	11.17%	83.64%	5.05%	0.13%	94.81%	5.19%
	Overall	12.40%	82.05%	5.46%	0.09%	94.45%	5.55%
Reliance	Rural	24.23%	64.42%	10.74%	0.61%	88.65%	11.35%
	Urban	14.99%	80.77%	2.12%	2.12%	95.76%	4.24%
	Overall	17.78%	75.83%	4.72%	1.67%	93.61%	6.39%
Systema shyam	Rural	31.08%	56.00%	10.77%	2.15%	87.08%	12.92%
	Urban	14.76%	75.53%	8.11%	1.60%	90.29%	9.71%
	Overall	19.68%	69.64%	8.91%	1.76%	89.32%	10.68%
Tata	Rural	25.70%	65.33%	8.36%	0.62%	91.02%	8.98%
	Urban	19.60%	78.81%	1.19%	0.40%	98.41%	1.59%
	Overall	21.43%	74.77%	3.34%	0.46%	96.20%	3.80%
Videocon	Urban	30.21%	57.28%	11.49%	1.02%	87.49%	12.51%
Vodafone	Rural	7.67%	82.82%	8.90%	0.61%	90.49%	9.51%
	Urban	12.02%	84.02%	2.77%	1.19%	96.04%	3.96%
	Overall	10.71%	83.66%	4.62%	1.02%	94.37%	5.63%

G. Supplementary Services and Value Added Services

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

Mobile Operator	Area	Yes	No
Aircel	Rural	11.38%	88.62%
	Urban	9.18%	90.82%
	Overall	9.84%	90.16%
Airtel	Rural	15.95%	84.05%
	Urban	18.54%	81.46%
	Overall	17.76%	82.24%
Bsni	Rural	16.36%	83.64%
	Urban	18.19%	81.81%
	Overall	17.64%	82.36%
Idea	Rural	9.73%	90.27%
	Urban	13.56%	86.44%
	Overall	12.40%	87.60%
Reliance	Rural	10.74%	89.26%
	Urban	22.15%	77.85%
	Overall	18.70%	81.30%
Systema shyam	Rural	6.15%	93.85%
	Urban	10.11%	89.89%
	Overall	8.91%	91.09%
Tata	Rural	11.46%	88.54%
	Urban	16.95%	83.05%
	Overall	15.31%	84.69%
Videocon	Urban	10.84%	89.16%
Vodafone	Rural	13.19%	86.81%
	Urban	16.25%	83.75%
	Overall	15.33%	84.67%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	10.81%	56.76%	32.43%	0.00%	67.57%	32.43%
	Urban	2.90%	88.41%	7.25%	1.45%	91.30%	8.70%
	Overall	5.66%	77.36%	16.04%	0.94%	83.02%	16.98%
Airtel	Rural	7.69%	75.00%	17.31%	0.00%	82.69%	17.31%
	Urban	7.86%	86.43%	5.71%	0.00%	94.29%	5.71%
	Overall	7.81%	83.33%	8.85%	0.00%	91.15%	8.85%
Bsnl	Rural	9.43%	77.36%	13.21%	0.00%	86.79%	13.21%
	Urban	0.00%	97.81%	2.19%	0.00%	97.81%	2.19%
	Overall	2.63%	92.11%	5.26%	0.00%	94.74%	5.26%
Idea	Rural	0.00%	71.88%	28.13%	0.00%	71.88%	28.13%
	Urban	1.96%	89.22%	8.82%	0.00%	91.18%	8.82%
	Overall	1.49%	85.07%	13.43%	0.00%	86.57%	13.43%
Reliance	Rural	22.86%	62.86%	14.29%	0.00%	85.71%	14.29%
	Urban	10.78%	83.83%	4.19%	1.20%	94.61%	5.39%
	Overall	12.87%	80.20%	5.94%	0.99%	93.07%	6.93%
Systema shyam	Rural	25.00%	35.00%	25.00%	15.00%	60.00%	40.00%
	Urban	0.00%	80.26%	19.74%	0.00%	80.26%	19.74%
	Overall	5.21%	70.83%	20.83%	3.13%	76.04%	23.96%
Tata	Rural	5.41%	72.97%	21.62%	0.00%	78.38%	21.62%
	Urban	11.72%	80.47%	5.47%	2.34%	92.19%	7.81%
	Overall	10.30%	78.79%	9.09%	1.82%	89.09%	10.91%
Videocon	Urban	6.84%	55.56%	35.90%	1.71%	62.39%	37.61%
Vodafone	Rural	2.33%	69.77%	27.91%	0.00%	72.09%	27.91%
	Urban	8.94%	83.74%	6.50%	0.81%	92.68%	7.32%
	Overall	7.23%	80.12%	12.05%	0.60%	87.35%	12.65%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	13.51%	72.97%	13.51%	0.00%	86.49%	13.51%
	Urban	1.45%	94.20%	4.35%	0.00%	95.65%	4.35%
	Overall	5.66%	86.79%	7.55%	0.00%	92.45%	7.55%
Airtel	Rural	26.92%	59.62%	13.46%	0.00%	86.54%	13.46%
	Urban	9.29%	88.57%	2.14%	0.00%	97.86%	2.14%
	Overall	14.06%	80.73%	5.21%	0.00%	94.79%	5.21%
Bsnl	Rural	5.66%	75.47%	15.09%	3.77%	81.13%	18.87%
	Urban	0.73%	96.35%	2.19%	0.73%	97.08%	2.92%
	Overall	2.11%	90.53%	5.79%	1.58%	92.63%	7.37%
Idea	Rural	0.00%	78.13%	21.88%	0.00%	78.13%	21.88%
	Urban	0.00%	95.10%	4.90%	0.00%	95.10%	4.90%
	Overall	0.00%	91.04%	8.96%	0.00%	91.04%	8.96%
Reliance	Rural	28.57%	57.14%	14.29%	0.00%	85.71%	14.29%
	Urban	22.75%	70.66%	4.79%	1.80%	93.41%	6.59%
	Overall	23.76%	68.32%	6.44%	1.49%	92.08%	7.92%
Systema shyam	Rural	45.00%	30.00%	25.00%	0.00%	75.00%	25.00%
	Urban	0.00%	81.58%	18.42%	0.00%	81.58%	18.42%
	Overall	9.38%	70.83%	19.79%	0.00%	80.21%	19.79%
Tata	Rural	5.41%	70.27%	18.92%	5.41%	75.68%	24.32%
	Urban	28.91%	65.63%	5.47%	0.00%	94.53%	5.47%
	Overall	23.64%	66.67%	8.48%	1.21%	90.30%	9.70%
Videocon	Urban	20.51%	48.72%	30.77%	0.00%	69.23%	30.77%
Vodafone	Rural	11.63%	60.47%	27.91%	0.00%	72.09%	27.91%
	Urban	12.20%	82.93%	4.07%	0.81%	95.12%	4.88%
	Overall	12.05%	77.11%	10.24%	0.60%	89.16%	10.84%

25(b) The reasons for dissatisfaction

Mobile Operator	Area	Not Informed of Charges	Activated Without consent	Not informed about toll free number for unsubscribing	Other reasons
Aircel	Rural	0.00%	40.00%	20.00%	40.00%
	Urban	0.00%	33.33%	33.33%	33.33%
	Overall	0.00%	37.50%	25.00%	37.50%
Airtel	Rural	14.29%	71.43%	14.29%	0.00%
	Urban	66.67%	33.33%	0.00%	0.00%
	Overall	30.00%	60.00%	10.00%	0.00%
Bsnl	Rural	30.00%	30.00%	10.00%	30.00%
	Urban	25.00%	50.00%	25.00%	0.00%
	Overall	28.57%	35.71%	14.29%	21.43%
Idea	Rural	42.86%	42.86%	14.29%	0.00%
	Urban	20.00%	20.00%	60.00%	0.00%
	Overall	33.33%	33.33%	33.33%	0.00%
Reliance	Rural	20.00%	80.00%	0.00%	0.00%
	Urban	27.27%	18.18%	18.18%	36.36%
	Overall	25.00%	37.50%	12.50%	25.00%
Systema shyam	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	14.29%	64.29%	14.29%	7.14%
	Overall	10.53%	73.68%	10.53%	5.26%
Tata	Rural	22.22%	44.44%	22.22%	11.11%
	Urban	28.57%	42.86%	14.29%	14.29%
	Overall	25.00%	43.75%	18.75%	12.50%
Videocon	Urban	33.33%	50.00%	8.33%	8.33%
Vodafone	Rural	16.67%	66.67%	8.33%	8.33%
	Urban	50.00%	16.67%	33.33%	0.00%
	Overall	27.78%	50.00%	16.67%	5.56%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	5.85%	94.15%
	Urban	3.19%	96.81%
	Overall	3.99%	96.01%
Airtel	Rural	3.99%	96.01%
	Urban	2.78%	97.22%
	Overall	3.15%	96.85%
Bsnl	Rural	4.63%	95.37%
	Urban	1.86%	98.14%
	Overall	2.69%	97.31%
Idea	Rural	6.99%	93.01%
	Urban	3.72%	96.28%
	Overall	4.72%	95.28%
Reliance	Rural	6.44%	93.56%
	Urban	4.77%	95.23%
	Overall	5.28%	94.72%
Systema shyam	Rural	9.23%	90.77%
	Urban	6.52%	93.48%
	Overall	7.34%	92.66%
Tata	Rural	8.67%	91.33%
	Urban	5.70%	94.30%
	Overall	6.59%	93.41%
Videocon	Urban	9.82%	90.18%
Vodafone	Rural	6.13%	93.87%
	Urban	4.89%	95.11%
	Overall	5.26%	94.74%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	89.47%	10.53%
	Urban	91.67%	8.33%
	Overall	90.70%	9.30%
Airtel	Rural	92.31%	7.69%
	Urban	90.48%	9.52%
	Overall	91.18%	8.82%
Bsnl	Rural	86.67%	13.33%
	Urban	92.86%	7.14%
	Overall	89.66%	10.34%
Idea	Rural	91.30%	8.70%
	Urban	89.29%	10.71%
	Overall	90.20%	9.80%
Reliance	Rural	85.71%	14.29%
	Urban	88.89%	11.11%
	Overall	87.72%	12.28%
Systema shyam	Rural	86.67%	13.33%
	Urban	87.76%	12.24%
	Overall	87.34%	12.66%
Tata	Rural	88.89%	11.11%
	Urban	90.70%	9.30%
	Overall	90.38%	9.62%
Videocon	Urban	88.68%	11.32%
Vodafone	Rural	85.00%	15.00%
	Urban	86.49%	13.51%
	Overall	85.96%	14.04%

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

Mobile Operator	Area	None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others
Aircel	Rural	35.29%	41.18%	11.76%	11.76%	0.00%
	Urban	40.91%	40.91%	4.55%	9.09%	4.55%
	Overall	38.46%	41.03%	7.69%	10.26%	2.56%
Airtel	Rural	58.33%	25.00%	0.00%	0.00%	16.67%
	Urban	26.32%	42.11%	21.05%	10.53%	0.00%
	Overall	38.71%	35.48%	12.90%	6.45%	6.45%
Bsni	Rural	23.08%	30.77%	30.77%	15.38%	0.00%
	Urban	46.15%	15.38%	30.77%	7.69%	0.00%
	Overall	34.62%	23.08%	30.77%	11.54%	0.00%
Idea	Rural	28.57%	23.81%	28.57%	14.29%	4.76%
	Urban	40.00%	36.00%	12.00%	8.00%	4.00%
	Overall	34.78%	30.43%	19.57%	10.87%	4.35%
Reliance	Rural	44.44%	27.78%	5.56%	11.11%	11.11%
	Urban	46.88%	34.38%	15.63%	3.13%	0.00%
	Overall	46.00%	32.00%	12.00%	6.00%	4.00%
Systema shyam	Rural	23.08%	15.38%	34.62%	11.54%	15.38%
	Urban	46.51%	25.58%	11.63%	9.30%	6.98%
	Overall	37.68%	21.74%	20.29%	10.14%	10.14%
Tata	Rural	62.50%	12.50%	0.00%	12.50%	12.50%
	Urban	58.97%	28.21%	2.56%	10.26%	0.00%
	Overall	59.57%	25.53%	2.13%	10.64%	2.13%
Videocon	Urban	44.68%	25.53%	9.57%	13.83%	6.38%
Vodafone	Rural	47.06%	17.65%	17.65%	11.76%	5.88%
	Urban	40.63%	28.13%	28.13%	3.13%	0.00%
	Overall	42.86%	24.49%	24.49%	6.12%	2.04%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	5.88%	88.24%	5.88%	0.00%	94.12%	5.88%
	Urban	0.00%	95.45%	4.55%	0.00%	95.45%	4.55%
	Overall	2.56%	92.31%	5.13%	0.00%	94.87%	5.13%
Airtel	Rural	8.33%	83.33%	8.33%	0.00%	91.67%	8.33%
	Urban	21.05%	73.68%	5.26%	0.00%	94.74%	5.26%
	Overall	16.13%	77.42%	6.45%	0.00%	93.55%	6.45%
Bsnl	Rural	15.38%	76.92%	7.69%	0.00%	92.31%	7.69%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	7.69%	88.46%	3.85%	0.00%	96.15%	3.85%
Idea	Rural	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
	Urban	4.00%	88.00%	8.00%	0.00%	92.00%	8.00%
	Overall	2.17%	86.96%	10.87%	0.00%	89.13%	10.87%
Reliance	Rural	5.56%	83.33%	11.11%	0.00%	88.89%	11.11%
	Urban	3.13%	87.50%	9.38%	0.00%	90.63%	9.38%
	Overall	4.00%	86.00%	10.00%	0.00%	90.00%	10.00%
Systema shyam	Rural	19.23%	73.08%	7.69%	0.00%	92.31%	7.69%
	Urban	4.65%	88.37%	4.65%	2.33%	93.02%	6.98%
	Overall	10.14%	82.61%	5.80%	1.45%	92.75%	7.25%
Tata	Rural	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%
	Urban	7.69%	82.05%	5.13%	5.13%	89.74%	10.26%
	Overall	8.51%	80.85%	6.38%	4.26%	89.36%	10.64%
Videocon	Urban	9.57%	75.53%	11.70%	3.19%	85.11%	14.89%
Vodafone	Rural	5.88%	82.35%	5.88%	5.88%	88.24%	11.76%
	Urban	0.00%	90.63%	6.25%	3.13%	90.63%	9.38%
	Overall	2.04%	87.76%	6.12%	4.08%	89.80%	10.20%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	1.54%	89.85%	7.69%	0.92%	91.38%	8.62%
	Urban	2.93%	90.29%	6.38%	0.40%	93.22%	6.78%
	Overall	2.51%	90.16%	6.78%	0.56%	92.66%	7.34%
Airtel	Rural	14.42%	77.91%	6.44%	1.23%	92.33%	7.67%
	Urban	40.79%	55.23%	3.18%	0.79%	96.03%	3.97%
	Overall	32.84%	62.07%	4.16%	0.93%	94.91%	5.09%
Bsnl	Rural	0.62%	91.05%	7.41%	0.93%	91.67%	8.33%
	Urban	0.80%	92.03%	6.77%	0.40%	92.83%	7.17%
	Overall	0.74%	91.74%	6.96%	0.56%	92.48%	7.52%
Idea	Rural	0.30%	87.54%	11.25%	0.91%	87.84%	12.16%
	Urban	1.73%	89.63%	8.38%	0.27%	91.36%	8.64%
	Overall	1.30%	88.99%	9.25%	0.46%	90.29%	9.71%
Reliance	Rural	0.92%	84.97%	13.19%	0.92%	85.89%	14.11%
	Urban	2.92%	91.25%	4.91%	0.93%	94.16%	5.84%
	Overall	2.31%	89.35%	7.41%	0.93%	91.67%	8.33%
Systema shyam	Rural	0.31%	80.31%	14.15%	5.23%	80.62%	19.38%
	Urban	5.19%	82.18%	10.51%	2.13%	87.37%	12.63%
	Overall	3.71%	81.62%	11.61%	3.06%	85.33%	14.67%
Tata	Rural	0.62%	83.90%	14.55%	0.93%	84.52%	15.48%
	Urban	2.52%	88.74%	8.08%	0.66%	91.26%	8.74%
	Overall	1.95%	87.29%	10.02%	0.74%	89.24%	10.76%
Videocon	Urban	0.74%	85.36%	11.96%	1.95%	86.10%	13.90%
Vodafone	Rural	0.61%	92.02%	6.44%	0.92%	92.64%	7.36%
	Urban	2.64%	92.73%	2.91%	1.72%	95.38%	4.62%
	Overall	2.03%	92.52%	3.97%	1.48%	94.55%	5.45%

29(b) Reason(s) for Dissatisfaction

Mobile Operator	Area	Billing Problem	Maintainability Problem	Network Problem	Supplementary Service problem
Aircel	Rural	53.57%	3.57%	42.86%	0.00%
	Urban	41.18%	11.76%	43.14%	3.92%
	Overall	45.57%	8.86%	43.04%	2.53%
Airtel	Rural	18.75%	31.25%	50.00%	0.00%
	Urban	16.67%	56.67%	26.67%	0.00%
	Overall	17.39%	47.83%	34.78%	0.00%
Bsnl	Rural	18.52%	33.33%	48.15%	0.00%
	Urban	19.23%	53.85%	26.92%	0.00%
	Overall	18.87%	43.40%	37.74%	0.00%
Idea	Rural	31.25%	50.00%	18.75%	0.00%
	Urban	37.50%	43.75%	14.58%	4.17%
	Overall	35.00%	46.25%	16.25%	2.50%
Reliance	Rural	27.59%	20.69%	51.72%	0.00%
	Urban	56.82%	15.91%	22.73%	4.55%
	Overall	45.21%	17.81%	34.25%	2.74%
Systema Shyam	Rural	17.14%	28.57%	54.29%	0.00%
	Urban	29.41%	30.88%	38.24%	1.47%
	Overall	25.24%	30.10%	43.69%	0.97%
Tata	Rural	46.67%	30.00%	20.00%	3.33%
	Urban	57.58%	24.24%	9.09%	9.09%
	Overall	54.17%	26.04%	12.50%	7.29%
Videocon	Urban	58.77%	22.81%	9.65%	8.77%
Vodafone	Rural	50.00%	25.00%	16.67%	8.33%
	Urban	45.71%	8.57%	40.00%	5.71%
	Overall	47.46%	15.25%	30.51%	6.78%

H. General Information

30. Other telecom services being used

Mobile Operator	Area	Broadband	Wireline	Other	None
Aircel	Rural	0.00%	0.00%	4.92%	95.08%
	Urban	0.00%	0.00%	1.73%	98.27%
	Overall	0.00%	0.00%	2.69%	97.31%
Airtel	Rural	16.26%	1.23%	19.33%	63.19%
	Urban	13.11%	2.91%	30.20%	53.77%
	Overall	14.06%	2.41%	26.92%	56.61%
Bsni	Rural	6.17%	4.94%	1.54%	87.35%
	Urban	4.12%	2.39%	1.59%	91.90%
	Overall	4.74%	3.16%	1.58%	90.53%
Idea	Rural	0.00%	0.00%	2.74%	97.26%
	Urban	0.00%	0.00%	2.93%	97.07%
	Overall	0.00%	0.00%	2.87%	97.13%
Reliance	Rural	3.68%	2.15%	1.53%	92.64%
	Urban	2.65%	1.99%	1.06%	94.30%
	Overall	2.96%	2.04%	1.20%	93.80%
Systema shyam	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%
Tata	Rural	3.10%	1.86%	2.17%	92.88%
	Urban	1.72%	1.99%	1.32%	94.97%
	Overall	2.13%	1.95%	1.58%	94.34%
Videocon	Urban	0.00%	0.00%	0.00%	100.00%
Vodafone	Rural	0.00%	0.00%	1.84%	98.16%
	Urban	0.00%	0.00%	1.06%	98.94%
	Overall	0.00%	0.00%	1.29%	98.71%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	54.77%	45.23%
	Urban	61.04%	38.96%
	Overall	59.15%	40.85%
Airtel	Rural	56.75%	43.25%
	Urban	68.21%	31.79%
	Overall	64.75%	35.25%
Bsnl	Rural	54.63%	45.37%
	Urban	76.49%	23.51%
	Overall	69.92%	30.08%
Idea	Rural	56.84%	43.16%
	Urban	70.08%	29.92%
	Overall	66.05%	33.95%
Reliance	Rural	54.29%	45.71%
	Urban	69.63%	30.37%
	Overall	65.00%	35.00%
Systema shyam	Rural	60.00%	40.00%
	Urban	72.61%	27.39%
	Overall	68.80%	31.20%
Tata	Rural	55.11%	44.89%
	Urban	70.46%	29.54%
	Overall	65.86%	34.14%
Videocon	Urban	50.42%	49.58%
Vodafone	Rural	58.59%	41.41%
	Urban	64.60%	35.40%
	Overall	62.79%	37.21%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	6.15%	93.85%
	Urban	5.05%	94.95%
	Overall	5.39%	94.61%
Airtel	Rural	5.83%	94.17%
	Urban	4.64%	95.36%
	Overall	5.00%	95.00%
Bsnl	Rural	6.79%	93.21%
	Urban	3.32%	96.68%
	Overall	4.36%	95.64%
Idea	Rural	8.81%	91.19%
	Urban	3.06%	96.94%
	Overall	4.81%	95.19%
Reliance	Rural	7.06%	92.94%
	Urban	6.76%	93.24%
	Overall	6.85%	93.15%
Systema shyam	Rural	6.46%	93.54%
	Urban	3.46%	96.54%
	Overall	4.36%	95.64%
Tata	Rural	7.43%	92.57%
	Urban	5.96%	94.04%
	Overall	6.40%	93.60%
Videocon	Urban	4.45%	95.55%
Vodafone	Rural	9.51%	90.49%
	Urban	6.74%	93.26%
	Overall	7.57%	92.43%

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

Mobile Operator	Area	Nochange	Slight Decrease	Considerable Decrease	Stopped receiving
Aircel	Rural	0.00%	0.00%	30.00%	70.00%
	Urban	5.26%	5.26%	18.42%	71.05%
	Overall	3.45%	3.45%	22.41%	70.69%
Airtel	Rural	10.53%	5.26%	10.53%	73.68%
	Urban	2.86%	0.00%	11.43%	85.71%
	Overall	5.56%	1.85%	11.11%	81.48%
Bsnl	Rural	0.00%	4.55%	13.64%	81.82%
	Urban	0.00%	0.00%	16.00%	84.00%
	Overall	0.00%	2.13%	14.89%	82.98%
Idea	Rural	0.00%	13.79%	13.79%	72.41%
	Urban	8.70%	8.70%	17.39%	65.22%
	Overall	3.85%	11.54%	15.38%	69.23%
Reliance	Rural	8.70%	13.04%	17.39%	60.87%
	Urban	7.84%	5.88%	19.61%	66.67%
	Overall	8.11%	8.11%	18.92%	64.86%
Systema shyam	Rural	4.76%	14.29%	23.81%	57.14%
	Urban	11.54%	7.69%	19.23%	61.54%
	Overall	8.51%	10.64%	21.28%	59.57%
Tata	Rural	12.50%	12.50%	12.50%	62.50%
	Urban	2.22%	6.67%	20.00%	71.11%
	Overall	5.80%	8.70%	17.39%	68.12%
Videocon	Urban	8.33%	8.33%	25.00%	58.33%
Vodafone	Rural	9.68%	6.45%	22.58%	61.29%
	Urban	3.92%	7.84%	27.45%	60.78%
	Overall	6.10%	7.32%	25.61%	60.98%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	83.33%	16.67%
	Urban	81.82%	18.18%
	Overall	82.35%	17.65%
Airtel	Rural	80.00%	20.00%
	Urban	80.00%	20.00%
	Overall	80.00%	20.00%
Bsnl	Rural	75.00%	25.00%
	Urban	75.00%	25.00%
	Overall	75.00%	25.00%
Idea	Rural	62.50%	37.50%
	Urban	75.00%	25.00%
	Overall	68.75%	31.25%
Reliance	Rural	66.67%	33.33%
	Urban	94.12%	5.88%
	Overall	84.62%	15.38%
Systema shyam	Rural	77.78%	22.22%
	Urban	80.00%	20.00%
	Overall	78.95%	21.05%
Tata	Rural	88.89%	11.11%
	Urban	84.62%	15.38%
	Overall	86.36%	13.64%
Videocon	Urban	75.00%	25.00%
Vodafone	Rural	83.33%	16.67%
	Urban	85.00%	15.00%
	Overall	84.38%	15.63%

33(c) Effect of complaint

Mobile Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Aircel	Rural	60.00%	40.00%	0.00%	0.00%
	Urban	33.33%	44.44%	11.11%	11.11%
	Overall	42.86%	42.86%	7.14%	7.14%
Airtel	Rural	50.00%	25.00%	0.00%	25.00%
	Urban	75.00%	25.00%	0.00%	0.00%
	Overall	62.50%	25.00%	0.00%	12.50%
Bsni	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	33.33%	66.67%	0.00%	0.00%
	Overall	66.67%	33.33%	0.00%	0.00%
Idea	Rural	20.00%	40.00%	20.00%	20.00%
	Urban	33.33%	33.33%	16.67%	16.67%
	Overall	27.27%	36.36%	18.18%	18.18%
Reliance	Rural	33.33%	50.00%	0.00%	16.67%
	Urban	43.75%	12.50%	37.50%	6.25%
	Overall	40.91%	22.73%	27.27%	9.09%
Systema shyam	Rural	42.86%	28.57%	28.57%	0.00%
	Urban	37.50%	50.00%	12.50%	0.00%
	Overall	40.00%	40.00%	20.00%	0.00%
Tata	Rural	37.50%	12.50%	12.50%	37.50%
	Urban	54.55%	27.27%	9.09%	9.09%
	Overall	47.37%	21.05%	10.53%	21.05%
Videocon	Urban	66.67%	20.00%	13.33%	0.00%
Vodafone	Rural	60.00%	30.00%	0.00%	10.00%
	Urban	52.94%	23.53%	17.65%	5.88%
	Overall	55.56%	25.93%	11.11%	7.41%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	71.69%	28.31%
	Urban	84.97%	15.03%
	Overall	80.97%	19.03%
Airtel	Rural	67.79%	32.21%
	Urban	84.37%	15.63%
	Overall	79.37%	20.63%
Bsnl	Rural	71.30%	28.70%
	Urban	78.75%	21.25%
	Overall	76.51%	23.49%
Idea	Rural	61.40%	38.60%
	Urban	82.71%	17.29%
	Overall	76.23%	23.77%
Reliance	Rural	66.26%	33.74%
	Urban	82.63%	17.37%
	Overall	77.69%	22.31%
Systema shyam	Rural	65.23%	34.77%
	Urban	75.80%	24.20%
	Overall	72.61%	27.39%
Tata	Rural	71.52%	28.48%
	Urban	72.72%	27.28%
	Overall	72.36%	27.64%
Videocon	Urban	78.68%	21.32%
Vodafone	Rural	68.10%	31.90%
	Urban	79.13%	20.87%
	Overall	75.81%	24.19%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	1.72%	98.28%
	Urban	1.88%	98.12%
	Overall	1.83%	98.17%
Airtel	Rural	0.45%	99.55%
	Urban	0.78%	99.22%
	Overall	0.70%	99.30%
Bsnl	Rural	3.03%	96.97%
	Urban	1.85%	98.15%
	Overall	2.18%	97.82%
Idea	Rural	4.46%	95.54%
	Urban	0.80%	99.20%
	Overall	1.70%	98.30%
Reliance	Rural	3.24%	96.76%
	Urban	5.78%	94.22%
	Overall	5.13%	94.87%
Systema shyam	Rural	4.25%	95.75%
	Urban	2.81%	97.19%
	Overall	3.20%	96.80%
Tata	Rural	3.46%	96.54%
	Urban	3.64%	96.36%
	Overall	3.59%	96.41%
Videocon	Urban	2.36%	97.64%
Vodafone	Rural	4.95%	95.05%
	Urban	1.67%	98.33%
	Overall	2.56%	97.44%

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

Mobile Operator	Area	Within 5 minutes	After 5 to 10 minutes	After 10 minutes	Never
Aircel	Rural	25.00%	25.00%	50.00%	0.00%
	Urban	8.33%	33.33%	58.33%	0.00%
	Overall	12.50%	31.25%	56.25%	0.00%
Airtel	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	20.00%	40.00%	20.00%	20.00%
	Overall	16.67%	50.00%	16.67%	16.67%
Bsnl	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	36.36%	36.36%	18.18%	9.09%
	Overall	22.22%	61.11%	11.11%	5.56%
Idea	Rural	11.11%	44.44%	22.22%	22.22%
	Urban	20.00%	40.00%	40.00%	0.00%
	Overall	14.29%	42.86%	28.57%	14.29%
Reliance	Rural	42.86%	0.00%	42.86%	14.29%
	Urban	16.67%	30.56%	52.78%	0.00%
	Overall	20.93%	25.58%	51.16%	2.33%
Systema shyam	Rural	11.11%	0.00%	0.00%	88.89%
	Urban	25.00%	6.25%	12.50%	56.25%
	Overall	20.00%	4.00%	8.00%	68.00%
Tata	Rural	0.00%	62.50%	37.50%	0.00%
	Urban	15.00%	40.00%	40.00%	5.00%
	Overall	10.71%	46.43%	39.29%	3.57%
Videocon	Urban	30.00%	30.00%	40.00%	0.00%
Vodafone	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	0.00%	50.00%	40.00%	10.00%
	Overall	0.00%	76.19%	19.05%	4.76%

34(d) Satisfaction with the entire process of MNP

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	25.00%	50.00%	25.00%	0.00%	75.00%	25.00%
	Urban	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Overall	6.25%	75.00%	18.75%	0.00%	81.25%	18.75%
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Overall	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
Bsnl	Rural	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%
	Urban	9.09%	81.82%	9.09%	0.00%	90.91%	9.09%
	Overall	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
Idea	Rural	11.11%	66.67%	22.22%	0.00%	77.78%	22.22%
	Urban	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Overall	14.29%	64.29%	21.43%	0.00%	78.57%	21.43%
Reliance	Rural	42.86%	42.86%	0.00%	14.29%	85.71%	14.29%
	Urban	22.22%	69.44%	8.33%	0.00%	91.67%	8.33%
	Overall	25.58%	65.12%	6.98%	2.33%	90.70%	9.30%
Systema shyam	Rural	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
	Urban	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
	Overall	4.00%	84.00%	12.00%	0.00%	88.00%	12.00%
Tata	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	20.00%	70.00%	10.00%	0.00%	90.00%	10.00%
	Overall	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%
Videocon	Urban	10.00%	70.00%	20.00%	0.00%	80.00%	20.00%
Vodafone	Rural	9.09%	72.73%	18.18%	0.00%	81.82%	18.18%
	Urban	10.00%	70.00%	20.00%	0.00%	80.00%	20.00%
	Overall	9.52%	71.43%	19.05%	0.00%	80.95%	19.05%

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

Mobile Operator	Area	
Aircel	Rural	6.85
	Urban	7.19
	Overall	7.09
Airtel	Rural	6.60
	Urban	7.29
	Overall	7.08
Bsnl	Rural	6.60
	Urban	7.18
	Overall	7.00
Idea	Rural	6.64
	Urban	6.96
	Overall	6.86
Reliance	Rural	6.82
	Urban	7.04
	Overall	6.98
Systema shyam	Rural	5.88
	Urban	6.12
	Overall	6.04
Tata	Rural	6.45
	Urban	7.10
	Overall	6.91
Videocon	Urban	6.29
Vodafone	Rural	6.54
	Urban	7.09
	Overall	6.92

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

Mobile Operator	Area	Yes	No
Aircel	Rural	88.31%	11.69%
	Urban	90.03%	9.97%
	Overall	89.51%	10.49%
Airtel	Rural	94.17%	5.83%
	Urban	95.89%	4.11%
	Overall	95.37%	4.63%
Bsnl	Rural	94.14%	5.86%
	Urban	98.54%	1.46%
	Overall	97.21%	2.79%
Idea	Rural	89.67%	10.33%
	Urban	93.75%	6.25%
	Overall	92.51%	7.49%
Reliance	Rural	95.09%	4.91%
	Urban	95.89%	4.11%
	Overall	95.65%	4.35%
Systema shyam	Rural	93.54%	6.46%
	Urban	95.08%	4.92%
	Overall	94.61%	5.39%
Tata	Rural	95.98%	4.02%
	Urban	95.89%	4.11%
	Overall	95.92%	4.08%
Videocon	Urban	92.96%	7.04%
Vodafone	Rural	95.09%	4.91%
	Urban	96.57%	3.43%
	Overall	96.12%	3.88%

37. Awareness about the toll free customer care number

Mobile Operator	Area	Newspaper	website of the service provider	SMS from service provider	Display at Complaint centre/sales outlets	Telephone Bills	Others
Aircel	Rural	19.16%	15.33%	29.97%	0.35%	16.03%	19.16%
	Urban	8.71%	11.08%	33.83%	1.03%	15.07%	30.28%
	Overall	11.83%	12.34%	32.68%	0.83%	15.35%	26.97%
Airtel	Rural	19.87%	7.17%	34.53%	1.95%	8.47%	28.01%
	Urban	5.11%	9.25%	12.98%	6.63%	16.16%	49.86%
	Overall	9.51%	8.63%	19.40%	5.24%	13.87%	43.36%
Bsnl	Rural	13.77%	6.56%	17.70%	0.00%	9.51%	52.46%
	Urban	10.51%	9.43%	12.53%	1.21%	19.00%	47.30%
	Overall	11.46%	8.60%	14.04%	0.86%	16.24%	48.81%
Idea	Rural	11.86%	6.78%	25.42%	1.36%	0.34%	54.24%
	Urban	11.49%	8.23%	17.30%	0.43%	3.12%	59.43%
	Overall	11.60%	7.80%	19.70%	0.70%	2.30%	57.90%
Reliance	Rural	15.48%	1.94%	33.87%	0.97%	10.65%	37.10%
	Urban	9.96%	6.36%	21.44%	1.94%	15.35%	44.95%
	Overall	11.62%	5.03%	25.17%	1.65%	13.94%	42.59%
Systema shyam	Rural	6.25%	6.91%	31.25%	0.99%	0.00%	54.61%
	Urban	3.50%	8.25%	11.19%	0.14%	0.00%	76.92%
	Overall	4.32%	7.85%	17.17%	0.39%	0.00%	70.26%
Tata	Rural	14.52%	2.90%	40.97%	0.32%	11.61%	29.68%
	Urban	7.32%	10.22%	21.82%	0.55%	17.54%	42.54%
	Overall	9.48%	8.03%	27.56%	0.48%	15.76%	38.68%
Videocon	Urban	4.49%	13.16%	14.36%	0.20%	0.00%	67.80%
Vodafone	Rural	17.10%	6.77%	31.29%	0.65%	10.32%	33.87%
	Urban	9.71%	7.25%	18.19%	0.14%	19.84%	44.87%
	Overall	11.91%	7.11%	22.09%	0.29%	17.00%	41.59%

38. Have you made any complaint within last 6 months

Mobile Operator	Area	Yes	No
Aircel	Rural	9.85%	90.15%
	Urban	7.98%	92.02%
	Overall	8.54%	91.46%
Airtel	Rural	7.67%	92.33%
	Urban	6.62%	93.38%
	Overall	6.94%	93.06%
Bsnl	Rural	5.56%	94.44%
	Urban	7.70%	92.30%
	Overall	7.06%	92.94%
Idea	Rural	7.90%	92.10%
	Urban	6.78%	93.22%
	Overall	7.12%	92.88%
Reliance	Rural	12.88%	87.12%
	Urban	12.60%	87.40%
	Overall	12.69%	87.31%
Systema shyam	Rural	8.00%	92.00%
	Urban	9.71%	90.29%
	Overall	9.19%	90.81%
Tata	Rural	11.46%	88.54%
	Urban	7.81%	92.19%
	Overall	8.91%	91.09%
Videocon	Urban	10.57%	89.43%
Vodafone	Rural	9.82%	90.18%
	Urban	7.27%	92.73%
	Overall	8.03%	91.97%

39. Which one is most applicable after lodging a complaint

Mobile Operator	Area	Complaint was registered and Docket number received	Complaint was registered and Docket number not received	Complaint was registered and Docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint
Aircel	Rural	59.38%	12.50%	21.88%	6.25%	0.00%
	Urban	61.67%	5.00%	28.33%	5.00%	0.00%
	Overall	60.87%	7.61%	26.09%	5.43%	0.00%
Airtel	Rural	64.00%	8.00%	24.00%	4.00%	0.00%
	Urban	58.00%	14.00%	24.00%	4.00%	0.00%
	Overall	60.00%	12.00%	24.00%	4.00%	0.00%
Bsnl	Rural	66.67%	5.56%	22.22%	5.56%	0.00%
	Urban	55.17%	12.07%	27.59%	5.17%	0.00%
	Overall	57.89%	10.53%	26.32%	5.26%	0.00%
Idea	Rural	65.38%	0.00%	26.92%	7.69%	0.00%
	Urban	66.67%	9.80%	19.61%	3.92%	0.00%
	Overall	66.23%	6.49%	22.08%	5.19%	0.00%
Reliance	Rural	38.10%	21.43%	33.33%	4.76%	2.38%
	Urban	35.79%	37.89%	20.00%	6.32%	0.00%
	Overall	36.50%	32.85%	24.09%	5.84%	0.73%
Systema shyam	Rural	53.85%	3.85%	34.62%	7.69%	0.00%
	Urban	58.90%	8.22%	28.77%	4.11%	0.00%
	Overall	57.58%	7.07%	30.30%	5.05%	0.00%
Tata	Rural	51.35%	13.51%	27.03%	5.41%	2.70%
	Urban	55.93%	11.86%	25.42%	6.78%	0.00%
	Overall	54.17%	12.50%	26.04%	6.25%	1.04%
Videocon	Urban	50.88%	23.68%	14.91%	10.53%	0.00%
Vodafone	Rural	50.00%	12.50%	12.50%	21.88%	3.13%
	Urban	32.73%	47.27%	14.55%	5.45%	0.00%
	Overall	39.08%	34.48%	13.79%	11.49%	1.15%

40. Did the complaint center inform you through SMS about docket number,date of complaint registration

Mobile Operator	Area	Yes	No
Aircel	Rural	62.50%	37.50%
	Urban	76.67%	23.33%
	Overall	71.74%	28.26%
Airtel	Rural	60.00%	40.00%
	Urban	58.00%	42.00%
	Overall	58.67%	41.33%
Bsnl	Rural	66.67%	33.33%
	Urban	67.24%	32.76%
	Overall	67.11%	32.89%
Idea	Rural	73.08%	26.92%
	Urban	74.51%	25.49%
	Overall	74.03%	25.97%
Reliance	Rural	58.54%	41.46%
	Urban	51.58%	48.42%
	Overall	53.68%	46.32%
Systema shyam	Rural	73.08%	26.92%
	Urban	58.90%	41.10%
	Overall	62.63%	37.37%
Tata	Rural	69.44%	30.56%
	Urban	62.71%	37.29%
	Overall	65.26%	34.74%
Videocon	Urban	50.88%	49.12%
Vodafone	Rural	51.61%	48.39%
	Urban	38.18%	61.82%
	Overall	43.02%	56.98%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	75.00%	25.00%
	Urban	86.67%	13.33%
	Overall	82.61%	17.39%
Airtel	Rural	80.00%	20.00%
	Urban	78.00%	22.00%
	Overall	78.67%	21.33%
Bsnl	Rural	83.33%	16.67%
	Urban	84.48%	15.52%
	Overall	84.21%	15.79%
Idea	Rural	84.62%	15.38%
	Urban	82.35%	17.65%
	Overall	83.12%	16.88%
Reliance	Rural	65.85%	34.15%
	Urban	58.95%	41.05%
	Overall	61.03%	38.97%
Systema shyam	Rural	84.62%	15.38%
	Urban	78.08%	21.92%
	Overall	79.80%	20.20%
Tata	Rural	80.56%	19.44%
	Urban	83.05%	16.95%
	Overall	82.11%	17.89%
Videocon	Urban	64.04%	35.96%
Vodafone	Rural	70.97%	29.03%
	Urban	49.09%	50.91%
	Overall	56.98%	43.02%

42 Was your complaint resolved by the complaint center within three days

Mobile Operator	Area	Yes	No
Aircel	Rural	62.50%	37.50%
	Urban	71.67%	28.33%
	Overall	68.48%	31.52%
Airtel	Rural	72.00%	28.00%
	Urban	70.00%	30.00%
	Overall	70.67%	29.33%
Bsnl	Rural	55.56%	44.44%
	Urban	68.97%	31.03%
	Overall	65.79%	34.21%
Idea	Rural	50.00%	50.00%
	Urban	56.86%	43.14%
	Overall	54.55%	45.45%
Reliance	Rural	58.54%	41.46%
	Urban	47.37%	52.63%
	Overall	50.74%	49.26%
Systema shyam	Rural	65.38%	34.62%
	Urban	53.42%	46.58%
	Overall	56.57%	43.43%
Tata	Rural	44.44%	55.56%
	Urban	57.63%	42.37%
	Overall	52.63%	47.37%
Videocon	Urban	50.00%	50.00%
Vodafone	Rural	70.97%	29.03%
	Urban	70.91%	29.09%
	Overall	70.93%	29.07%

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

Mobile Operator	Area	Yes	No	Not Applicable
Aircel	Rural	84.38%	9.38%	6.25%
	Urban	76.67%	6.67%	16.67%
	Overall	79.35%	7.61%	13.04%
Airtel	Rural	88.00%	8.00%	4.00%
	Urban	82.00%	6.00%	12.00%
	Overall	84.00%	6.67%	9.33%
Bsnl	Rural	88.89%	11.11%	0.00%
	Urban	86.21%	6.90%	6.90%
	Overall	86.84%	7.89%	5.26%
Idea	Rural	88.46%	3.85%	7.69%
	Urban	80.39%	5.88%	13.73%
	Overall	83.12%	5.19%	11.69%
Reliance	Rural	68.29%	12.20%	19.51%
	Urban	55.79%	8.42%	35.79%
	Overall	59.56%	9.56%	30.88%
Systema shyam	Rural	80.77%	15.38%	3.85%
	Urban	67.12%	12.33%	20.55%
	Overall	70.71%	13.13%	16.16%
Tata	Rural	58.33%	30.56%	11.11%
	Urban	77.97%	18.64%	3.39%
	Overall	70.53%	23.16%	6.32%
Videocon	Urban	65.79%	26.32%	7.89%
Vodafone	Rural	77.42%	6.45%	16.13%
	Urban	80.00%	9.09%	10.91%
	Overall	79.07%	8.14%	12.79%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	3.38%	96.62%
	Urban	3.46%	96.54%
	Overall	3.44%	96.56%
Airtel	Rural	3.37%	96.63%
	Urban	4.24%	95.76%
	Overall	3.98%	96.02%
Bsnl	Rural	3.40%	96.60%
	Urban	4.25%	95.75%
	Overall	3.99%	96.01%
Idea	Rural	1.82%	98.18%
	Urban	1.20%	98.80%
	Overall	1.39%	98.61%
Reliance	Rural	2.45%	97.55%
	Urban	2.79%	97.21%
	Overall	2.69%	97.31%
Systema shyam	Rural	3.38%	96.62%
	Urban	2.13%	97.87%
	Overall	2.51%	97.49%
Tata	Rural	2.79%	97.21%
	Urban	3.44%	96.56%
	Overall	3.25%	96.75%
Videocon	Urban	3.06%	96.94%
Vodafone	Rural	3.37%	96.63%
	Urban	4.10%	95.90%
	Overall	3.88%	96.12%

45. Awareness about the toll free customer care number

Mobile Operator	Area	Newspaper	website of the service provider	Display at complaint Centres/sales outlets	Telephone bills	Others
Aircel	Rural	27.27%	45.45%	9.09%	9.09%	9.09%
	Urban	15.38%	57.69%	7.69%	15.38%	3.85%
	Overall	18.92%	54.05%	8.11%	13.51%	5.41%
Airtel	Rural	27.27%	45.45%	0.00%	9.09%	18.18%
	Urban	12.50%	50.00%	9.38%	12.50%	15.63%
	Overall	16.28%	48.84%	6.98%	11.63%	16.28%
Bsnl	Rural	27.27%	63.64%	9.09%	0.00%	0.00%
	Urban	18.75%	53.13%	6.25%	12.50%	9.38%
	Overall	20.93%	55.81%	6.98%	9.30%	6.98%
Idea	Rural	0.00%	66.67%	0.00%	16.67%	16.67%
	Urban	33.33%	33.33%	22.22%	0.00%	11.11%
	Overall	20.00%	46.67%	13.33%	6.67%	13.33%
Reliance	Rural	37.50%	25.00%	12.50%	12.50%	12.50%
	Urban	4.76%	76.19%	4.76%	4.76%	9.52%
	Overall	13.79%	62.07%	6.90%	6.90%	10.34%
Systema shyam	Rural	18.18%	72.73%	0.00%	9.09%	0.00%
	Urban	25.00%	31.25%	6.25%	12.50%	25.00%
	Overall	22.22%	48.15%	3.70%	11.11%	14.81%
Tata	Rural	22.22%	55.56%	11.11%	11.11%	0.00%
	Urban	15.38%	69.23%	0.00%	7.69%	7.69%
	Overall	17.14%	65.71%	2.86%	8.57%	5.71%
Videocon	Urban	18.18%	51.52%	12.12%	12.12%	6.06%
Vodafone	Rural	18.18%	36.36%	9.09%	18.18%	18.18%
	Urban	22.58%	58.06%	3.23%	12.90%	3.23%
	Overall	21.43%	52.38%	4.76%	14.29%	7.14%

46. Filing of any appeal in last 6 months

Mobile Operator	Area	Yes	No
Aircel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Airtel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Bsnl	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Systema shyam	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Videocon	Urban	0.00%	100.00%
Vodafone	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%

47. How did you file your appeal to the appellate authority

Mobile Operator	Area	E-mail	Fax	Letter(post/courier)	In-person(self)	Others	Total
Aircel	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Airtel	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Bsni	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Systema shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Tata	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Videocon	Urban	NA	NA	NA	NA	NA	NA
Vodafone	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA

48. Receive unique appeal number within 3 days after filed an appeal

Mobile Operator	Area	Yes	No
Aircel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Bsnl	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Systema shyam	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Videocon	Urban	NA	NA
Vodafone	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA

49. Taking a decision upon the appeal by the Appellate Authority within 39 days of filing the appeal

Mobile Operator	Area	Yes	No	Appeal filed only recently
Aircel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Bsnl	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Idea	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Systema shyam	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Videocon	Urban	NA	NA	NA
Vodafone	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA

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

Mobile Operator	Area	Yes	No
Aircel	Rural	38.97%	61.03%
	Urban	49.53%	50.47%
	Overall	46.37%	53.63%
Airtel	Rural	50.85%	49.15%
	Urban	46.45%	53.55%
	Overall	47.84%	52.16%
Bsnl	Rural	49.32%	50.68%
	Urban	51.72%	48.28%
	Overall	50.94%	49.06%
Idea	Rural	41.34%	58.66%
	Urban	62.55%	37.45%
	Overall	55.95%	44.05%
Reliance	Rural	58.97%	41.03%
	Urban	38.90%	61.10%
	Overall	45.19%	54.81%
Systema shyam	Rural	47.08%	52.92%
	Urban	68.09%	31.91%
	Overall	61.75%	38.25%
Tata	Rural	45.04%	54.96%
	Urban	49.68%	50.32%
	Overall	48.23%	51.77%
Videocon	Urban	48.84%	51.16%
Vodafone	Rural	44.52%	55.48%
	Urban	46.85%	53.15%
	Overall	46.09%	53.91%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	1.84%	98.16%
	Urban	2.04%	97.96%
	Overall	1.98%	98.02%
Airtel	Rural	1.36%	98.64%
	Urban	2.37%	97.63%
	Overall	2.05%	97.95%
Bsnl	Rural	5.14%	94.86%
	Urban	3.61%	96.39%
	Overall	4.11%	95.89%
Idea	Rural	3.34%	96.66%
	Urban	3.29%	96.71%
	Overall	3.31%	96.69%
Reliance	Rural	3.79%	96.21%
	Urban	3.62%	96.38%
	Overall	3.68%	96.32%
Systema shyam	Rural	2.46%	97.54%
	Urban	3.32%	96.68%
	Overall	3.06%	96.94%
Tata	Rural	6.74%	93.26%
	Urban	4.33%	95.67%
	Overall	5.08%	94.92%
Videocon	Urban	3.52%	96.48%
Vodafone	Rural	4.11%	95.89%
	Urban	3.31%	96.69%
	Overall	3.57%	96.43%

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

Mobile Operator	Area	No reason	Technical Problem	Others
Aircel	Rural	80.00%	20.00%	0.00%
	Urban	53.85%	46.15%	0.00%
	Overall	61.11%	38.89%	0.00%
Airtel	Rural	25.00%	75.00%	0.00%
	Urban	13.33%	66.67%	20.00%
	Overall	15.79%	68.42%	15.79%
Bsnl	Rural	66.67%	20.00%	13.33%
	Urban	68.18%	13.64%	18.18%
	Overall	67.57%	16.22%	16.22%
Idea	Rural	72.73%	9.09%	18.18%
	Urban	54.17%	37.50%	8.33%
	Overall	60.00%	28.57%	11.43%
Reliance	Rural	63.64%	27.27%	9.09%
	Urban	69.57%	26.09%	4.35%
	Overall	67.65%	26.47%	5.88%
Systema shyam	Rural	12.50%	25.00%	62.50%
	Urban	8.00%	48.00%	44.00%
	Overall	9.09%	42.42%	48.48%
Tata	Rural	63.16%	15.79%	21.05%
	Urban	57.69%	34.62%	7.69%
	Overall	60.00%	26.67%	13.33%
Videocon	Urban	68.42%	23.68%	7.89%
Vodafone	Rural	58.33%	33.33%	8.33%
	Urban	65.00%	30.00%	5.00%
	Overall	62.50%	31.25%	6.25%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	97.23%	2.77%
	Urban	98.27%	1.73%
	Overall	97.96%	2.04%
Airtel	Rural	98.47%	1.53%
	Urban	98.94%	1.06%
	Overall	98.80%	1.20%
Bsnl	Rural	99.38%	0.62%
	Urban	99.07%	0.93%
	Overall	99.16%	0.84%
Idea	Rural	97.57%	2.43%
	Urban	98.80%	1.20%
	Overall	98.43%	1.57%
Reliance	Rural	98.47%	1.53%
	Urban	98.54%	1.46%
	Overall	98.52%	1.48%
Systema shyam	Rural	98.15%	1.85%
	Urban	98.80%	1.20%
	Overall	98.61%	1.39%
Tata	Rural	98.45%	1.55%
	Urban	98.28%	1.72%
	Overall	98.33%	1.67%
Videocon	Urban	97.87%	2.13%
Vodafone	Rural	97.55%	2.45%
	Urban	97.89%	2.11%
	Overall	97.78%	2.22%

7.3 Broadband Services

A .Service Provision

1(a) Last applied for a broadband connection

Operator	Area	Less than half month	Half month - 1 month	More than One month
Airtel	Rural	5.00%	48.44%	46.56%
	Urban	10.49%	28.82%	60.69%
	Overall	8.85%	34.67%	56.48%
BSNL	Rural	6.21%	25.78%	68.01%
	Urban	5.46%	13.18%	81.36%
	Overall	5.68%	16.96%	77.35%
Reliance	Rural	8.44%	21.88%	69.69%
	Urban	6.23%	25.03%	68.74%
	Overall	6.88%	24.09%	69.02%
Sify	Urban	5.22%	13.04%	81.74%
TATA	Rural	12.04%	25.93%	62.04%
	Urban	2.20%	2.20%	95.60%
	Overall	4.99%	8.92%	86.09%
Tikona	Urban	5.32%	10.96%	83.72%
Zylog	Rural	3.63%	6.34%	90.03%
	Urban	4.62%	10.83%	84.54%
	Overall	4.32%	9.47%	86.21%

1(b) Time taken to provide a working connection

Broadband Operator	Area	Within 7 Working Days	More than 7 Working Days
Airtel	Urban	88.30%	11.70%
Bsnl	Rural	84.83%	15.17%
	Urban	94.57%	5.43%
	Overall	91.65%	8.35%
Reliance	Urban	78.40%	21.60%
Tata	Rural	75.00%	25.00%
	Urban	80.85%	19.15%
	Overall	80.39%	19.61%
Tikona	Urban	76.16%	23.84%
Zylog	Rural	87.00%	13.00%
	Urban	74.34%	25.66%
	Overall	78.13%	21.87%

2. Satisfaction with time taken for activation

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	20.15%	74.09%	5.01%	0.74%	94.24%	5.76%
Bsnl	Rural	5.26%	84.83%	8.36%	1.55%	90.09%	9.91%
	Urban	14.83%	78.01%	5.17%	1.99%	92.85%	7.15%
	Overall	11.97%	80.06%	6.12%	1.86%	92.02%	7.98%
Reliance	Urban	6.43%	85.29%	6.71%	1.56%	91.73%	8.27%
Tata	Rural	9.52%	77.38%	11.90%	1.19%	86.90%	13.10%
	Urban	17.44%	75.30%	6.05%	1.21%	92.74%	7.26%
	Overall	16.82%	75.46%	6.51%	1.21%	92.29%	7.71%
Tikona	Urban	7.88%	79.50%	10.02%	2.60%	87.38%	12.62%
Zylog	Rural	6.50%	76.47%	15.17%	1.86%	82.97%	17.03%
	Urban	6.08%	81.48%	10.85%	1.59%	87.57%	12.43%
	Overall	6.21%	79.98%	12.14%	1.67%	86.19%	13.81%

3. Time taken for Reactivate service

Broadband Operator	Area	Within 24 hrs	2-3 days	4-7 days	More than 7 Days	Not Applicable
Airtel	Urban	0.28%	0.56%	2.60%	0.28%	96.29%
Bsnl	Rural	0.62%	1.55%	4.33%	1.24%	92.26%
	Urban	0.53%	1.19%	2.91%	0.13%	95.23%
	Overall	0.56%	1.30%	3.34%	0.46%	94.34%
Reliance	Urban	0.28%	0.83%	3.58%	0.74%	94.58%
Tata	Rural	5.95%	3.57%	27.38%	2.38%	60.71%
	Urban	0.71%	1.21%	2.62%	1.21%	94.25%
	Overall	1.12%	1.39%	4.55%	1.30%	91.64%
Tikona	Urban	1.21%	1.30%	2.41%	1.48%	93.60%
Zylog	Rural	0.31%	1.86%	1.24%	0.31%	96.28%
	Urban	0.93%	0.79%	3.17%	0.66%	94.44%
	Overall	0.74%	1.11%	2.59%	0.56%	95.00%

B. Billing Related-Postpaid Customer

4. Satisfaction with timely delivery of bills –Postpaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	8.36%	87.37%	2.69%	1.58%	95.73%	4.27%
Bsnl	Rural	2.82%	92.34%	3.63%	1.21%	95.16%	4.84%
	Urban	8.80%	86.80%	3.17%	1.23%	95.60%	4.40%
	Overall	6.99%	88.48%	3.31%	1.23%	95.47%	4.53%
Reliance	Urban	5.61%	86.49%	6.16%	1.75%	92.10%	7.90%
Tata	Rural	9.52%	76.19%	9.52%	4.76%	85.71%	14.29%
	Urban	7.28%	83.65%	7.17%	1.90%	90.93%	9.07%
	Overall	7.47%	83.01%	7.37%	2.15%	90.48%	9.52%
Tikona	Urban	1.67%	87.11%	9.65%	1.58%	88.78%	11.22%
Zylog	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA

5(a) Satisfaction with Clarity of Bills

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	10.58%	83.75%	4.55%	1.11%	94.34%	5.66%
Bsnl	Rural	2.02%	88.71%	6.45%	2.82%	90.73%	9.27%
	Urban	5.46%	89.44%	3.87%	1.23%	94.89%	5.11%
	Overall	4.41%	89.22%	4.66%	1.72%	93.63%	6.37%
Reliance	Urban	5.70%	86.31%	6.99%	1.01%	92.00%	8.00%
Tata	Rural	9.52%	80.95%	5.95%	3.57%	90.48%	9.52%
	Urban	2.58%	89.14%	6.94%	1.34%	91.71%	8.29%
	Overall	3.17%	88.43%	6.86%	1.54%	91.61%	8.39%
Tikona	Urban	3.71%	86.18%	6.31%	3.80%	89.89%	10.11%
Zylog	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA

5(b) Reason for Dissatisfaction

Broadband Operator	Area	Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges not given	Others
Airtel	Urban	24.59%	45.90%	21.31%	8.20%	0.00%
Bsnl	Rural	65.22%	4.35%	26.09%	0.00%	4.35%
	Urban	34.48%	20.69%	37.93%	6.90%	0.00%
	Overall	48.08%	13.46%	32.69%	3.85%	1.92%
Reliance	Urban	45.98%	27.59%	13.79%	11.49%	1.15%
Tata	Rural	25.00%	25.00%	37.50%	0.00%	12.50%
	Urban	31.08%	8.11%	20.27%	25.68%	14.86%
	Overall	30.49%	9.76%	21.95%	23.17%	14.63%
Tikona	Urban	27.52%	10.09%	18.35%	29.36%	14.68%
Zylog	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	8.73%	83.84%	6.22%	1.21%	92.57%	7.43%
Bsnl	Rural	0.81%	86.29%	8.87%	4.03%	87.10%	12.90%
	Urban	7.22%	85.92%	5.28%	1.58%	93.13%	6.87%
	Overall	5.27%	86.03%	6.37%	2.33%	91.30%	8.70%
Reliance	Urban	7.35%	82.08%	8.09%	2.48%	89.43%	10.57%
Tata	Rural	10.71%	75.00%	10.71%	3.57%	85.71%	14.29%
	Urban	7.73%	82.64%	6.27%	3.36%	90.37%	9.63%
	Overall	7.98%	81.99%	6.65%	3.38%	89.97%	10.03%
Tikona	Urban	6.31%	82.28%	9.28%	2.13%	88.59%	11.41%
Zylog	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA

6(b) Reason for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Urban	18.75%	10.00%	33.75%	28.75%	8.75%
Bsnl	Rural	40.63%	21.88%	28.13%	9.38%	0.00%
	Urban	30.77%	41.03%	23.08%	2.56%	2.56%
	Overall	35.21%	32.39%	25.35%	5.63%	1.41%
Reliance	Urban	19.13%	27.83%	21.74%	13.04%	18.26%
Tata	Rural	41.67%	41.67%	8.33%	8.33%	0.00%
	Urban	32.56%	34.88%	18.60%	10.47%	3.49%
	Overall	33.67%	35.71%	17.35%	10.20%	3.06%
Tikona	Urban	26.02%	17.07%	25.20%	25.20%	6.50%
Zylog	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA

7. Billing complaint in last 6 months - Postpaid

Broadband Operator	Area	Yes	No
Airtel	Urban	2.79%	97.21%
Bsnl	Rural	7.26%	92.74%
	Urban	4.40%	95.60%
	Overall	5.27%	94.73%
Reliance	Urban	7.54%	92.46%
Tata	Rural	10.71%	89.29%
	Urban	8.96%	91.04%
	Overall	9.11%	90.89%
Tikona	Urban	12.34%	87.66%
Zylog	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	0.00%	93.33%	3.33%	3.33%	93.33%	6.67%
Bsnl	Rural	22.22%	66.67%	11.11%	0.00%	88.89%	11.11%
	Urban	16.00%	80.00%	4.00%	0.00%	96.00%	4.00%
	Overall	18.60%	74.42%	6.98%	0.00%	93.02%	6.98%
Reliance	Urban	8.54%	81.71%	6.10%	3.66%	90.24%	9.76%
Tata	Rural	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
	Urban	28.75%	63.75%	5.00%	2.50%	92.50%	7.50%
	Overall	26.97%	65.17%	5.62%	2.25%	92.13%	7.87%
Tikona	Urban	19.55%	63.16%	15.04%	2.26%	82.71%	17.29%
Zylog	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA

C Billing Related to Prepaid customers

9(a) Satisfaction with accuracy of charges - Prepaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	NA	NA	NA	NA	NA	NA
Bsnl	Rural	22.67%	62.67%	12.00%	2.67%	85.33%	14.67%
	Urban	34.22%	57.22%	4.28%	4.28%	91.44%	8.56%
	Overall	30.92%	58.78%	6.49%	3.82%	89.69%	10.31%
Reliance	Urban	NA	NA	NA	NA	NA	NA
Tata	Rural	NA	NA	NA	NA	NA	NA
	Urban	29.29%	65.66%	3.03%	2.02%	94.95%	5.05%
	Overall	29.29%	65.66%	3.03%	2.02%	94.95%	5.05%
Tikona	Urban	NA	NA	NA	NA	NA	NA
Zylog	Rural	3.10%	78.64%	15.48%	2.79%	81.73%	18.27%
	Urban	7.41%	85.32%	5.03%	2.25%	92.72%	7.28%
	Overall	6.12%	83.32%	8.16%	2.41%	89.43%	10.57%

9(b) Reasons for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Urban	NA	NA	NA	NA	NA
Bsnl	Rural	18.18%	81.82%	0.00%	0.00%	0.00%
	Urban	18.75%	81.25%	0.00%	0.00%	0.00%
	Overall	18.52%	81.48%	0.00%	0.00%	0.00%
Reliance	Urban	NA	NA	NA	NA	NA
Tata	Rural	NA	NA	NA	NA	NA
	Urban	0.00%	20.00%	20.00%	40.00%	20.00%
	Overall	0.00%	20.00%	20.00%	40.00%	20.00%
Tikona	Urban	NA	NA	NA	NA	NA
Zylog	Rural	35.59%	49.15%	10.17%	3.39%	1.69%
	Urban	45.45%	32.73%	12.73%	9.09%	0.00%
	Overall	40.35%	41.23%	11.40%	6.14%	0.88%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
Bsnl	Rural	8.00%	92.00%
	Urban	5.88%	94.12%
	Overall	6.49%	93.51%
Reliance	Urban	NA	NA
Tata	Rural	NA	NA
	Urban	8.08%	91.92%
	Overall	8.08%	91.92%
Tikona	Urban	NA	NA
Zylog	Rural	1.55%	98.45%
	Urban	15.48%	84.52%
	Overall	11.31%	88.69%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	NA	NA	NA	NA	NA	NA
Bsnl	Rural	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Urban	54.55%	36.36%	9.09%	0.00%	90.91%	9.09%
	Overall	35.29%	52.94%	11.76%	0.00%	88.24%	11.76%
Reliance	Urban	NA	NA	NA	NA	NA	NA
Tata	Rural	NA	NA	NA	NA	NA	NA
	Urban	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%
	Overall	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%
Tikona	Urban	NA	NA	NA	NA	NA	NA
Zylog	Rural	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Urban	5.13%	86.32%	5.98%	2.56%	91.45%	8.55%
	Overall	4.92%	86.07%	6.56%	2.46%	90.98%	9.02%

D Help Services

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

Broadband Operator	Area	Yes	No
Airtel	Urban	85.70%	14.30%
Bsnl	Rural	70.59%	29.41%
	Urban	83.84%	16.16%
	Overall	79.87%	20.13%
Reliance	Urban	90.44%	9.56%
Tata	Rural	92.86%	7.14%
	Urban	91.33%	8.67%
	Overall	91.45%	8.55%
Tikona	Urban	92.21%	7.79%
Zylog	Rural	93.50%	6.50%
	Urban	90.08%	9.92%
	Overall	91.10%	8.90%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	4.33%	90.25%	3.90%	1.52%	94.58%	5.42%
Bsnl	Rural	17.98%	71.93%	6.58%	3.51%	89.91%	10.09%
	Urban	16.59%	74.57%	7.74%	1.11%	91.15%	8.85%
	Overall	16.96%	73.87%	7.43%	1.74%	90.82%	9.18%
Reliance	Urban	5.59%	83.03%	8.54%	2.85%	88.62%	11.38%
Tata	Rural	0.00%	84.62%	11.54%	3.85%	84.62%	15.38%
	Urban	2.32%	89.85%	6.62%	1.21%	92.16%	7.84%
	Overall	2.13%	89.43%	7.01%	1.42%	91.57%	8.43%
Tikona	Urban	1.11%	82.90%	14.19%	1.81%	84.00%	16.00%
Zylog	Rural	7.62%	82.45%	9.27%	0.66%	90.07%	9.93%
	Urban	8.96%	83.55%	5.87%	1.62%	92.51%	7.49%
	Overall	8.55%	83.21%	6.92%	1.32%	91.76%	8.24%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	11.27%	83.75%	4.55%	0.43%	95.02%	4.98%
Bsnl	Rural	19.30%	75.00%	4.39%	1.32%	94.30%	5.70%
	Urban	24.80%	69.19%	5.21%	0.79%	94.00%	6.00%
	Overall	23.34%	70.73%	4.99%	0.93%	94.08%	5.92%
Reliance	Urban	9.55%	81.50%	8.03%	0.91%	91.06%	8.94%
Tata	Rural	6.41%	82.05%	7.69%	3.85%	88.46%	11.54%
	Urban	7.06%	85.54%	5.74%	1.66%	92.60%	7.40%
	Overall	7.01%	85.26%	5.89%	1.83%	92.28%	7.72%
Tikona	Urban	3.32%	86.02%	9.36%	1.31%	89.34%	10.66%
Zylog	Rural	18.54%	74.50%	4.64%	2.32%	93.05%	6.95%
	Urban	18.94%	69.46%	10.43%	1.17%	88.40%	11.60%
	Overall	18.82%	71.01%	8.65%	1.53%	89.83%	10.17%

12. Satisfaction with response time to answer call

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	7.69%	89.60%	2.17%	0.54%	97.29%	2.71%
Bsnl	Rural	17.11%	76.32%	5.26%	1.32%	93.42%	6.58%
	Urban	17.85%	72.99%	7.58%	1.58%	90.84%	9.16%
	Overall	17.65%	73.87%	6.97%	1.51%	91.52%	8.48%
Reliance	Urban	10.87%	84.65%	3.46%	1.02%	95.53%	4.47%
Tata	Rural	7.69%	80.77%	10.26%	1.28%	88.46%	11.54%
	Urban	5.41%	87.20%	6.62%	0.77%	92.60%	7.40%
	Overall	5.59%	86.69%	6.91%	0.81%	92.28%	7.72%
Tikona	Urban	1.91%	85.71%	10.56%	1.81%	87.63%	12.37%
Zylog	Rural	20.86%	66.56%	8.28%	4.30%	87.42%	12.58%
	Urban	10.57%	80.32%	7.20%	1.91%	90.90%	9.10%
	Overall	13.73%	76.09%	7.53%	2.64%	89.83%	10.17%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	7.69%	85.16%	5.96%	1.19%	92.85%	7.15%
Bsnl	Rural	13.16%	75.00%	9.65%	2.19%	88.16%	11.84%
	Urban	18.33%	72.51%	8.37%	0.79%	90.84%	9.16%
	Overall	16.96%	73.17%	8.71%	1.16%	90.13%	9.87%
Reliance	Urban	8.33%	87.70%	2.64%	1.32%	96.04%	3.96%
Tata	Rural	3.85%	82.05%	12.82%	1.28%	85.90%	14.10%
	Urban	3.20%	88.96%	6.62%	1.21%	92.16%	7.84%
	Overall	3.25%	88.41%	7.11%	1.22%	91.67%	8.33%
Tikona	Urban	2.11%	84.41%	11.87%	1.61%	86.52%	13.48%
Zylog	Rural	8.61%	76.82%	10.93%	3.64%	85.43%	14.57%
	Urban	10.72%	78.41%	7.49%	3.38%	89.13%	10.87%
	Overall	10.07%	77.92%	8.55%	3.46%	88.00%	12.00%

14. Satisfaction with time taken to resolve complaint

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	6.07%	87.65%	4.44%	1.84%	93.72%	6.28%
Bsnl	Rural	19.74%	69.30%	8.77%	2.19%	89.04%	10.96%
	Urban	20.06%	72.51%	5.37%	2.05%	92.58%	7.42%
	Overall	19.98%	71.66%	6.27%	2.09%	91.64%	8.36%
Reliance	Urban	8.84%	81.61%	7.01%	2.54%	90.45%	9.55%
Tata	Rural	3.85%	80.77%	11.54%	3.85%	84.62%	15.38%
	Urban	3.86%	87.75%	5.08%	3.31%	91.61%	8.39%
	Overall	3.86%	87.20%	5.59%	3.35%	91.06%	8.94%
Tikona	Urban	3.02%	83.50%	10.46%	3.02%	86.52%	13.48%
Zylog	Rural	9.27%	72.85%	13.91%	3.97%	82.12%	17.88%
	Urban	11.16%	78.12%	8.96%	1.76%	89.28%	10.72%
	Overall	10.58%	76.50%	10.48%	2.44%	87.08%	12.92%

E. Network Performance, Reliability and Availability

15. Satisfaction with speed of broadband connection

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	13.46%	80.41%	5.01%	1.11%	93.87%	6.13%
Bsnl	Rural	31.27%	56.35%	8.36%	4.02%	87.62%	12.38%
	Urban	25.43%	67.55%	3.97%	3.05%	92.98%	7.02%
	Overall	27.18%	64.19%	5.29%	3.34%	91.37%	8.63%
Reliance	Urban	13.24%	77.57%	6.62%	2.57%	90.81%	9.19%
Tata	Rural	10.71%	70.24%	16.67%	2.38%	80.95%	19.05%
	Urban	10.58%	77.72%	9.78%	1.92%	88.31%	11.69%
	Overall	10.59%	77.14%	10.32%	1.95%	87.73%	12.27%
Tikona	Urban	4.64%	76.90%	17.53%	0.93%	81.54%	18.46%
Zylog	Rural	6.81%	69.04%	16.72%	7.43%	75.85%	24.15%
	Urban	5.82%	78.57%	12.83%	2.78%	84.39%	15.61%
	Overall	6.12%	75.72%	13.99%	4.17%	81.84%	18.16%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	17.46%	72.98%	9.38%	0.19%	90.44%	9.56%
Bsnl	Rural	18.89%	67.80%	11.15%	2.17%	86.69%	13.31%
	Urban	17.48%	72.05%	8.74%	1.72%	89.54%	10.46%
	Overall	17.90%	70.78%	9.46%	1.86%	88.68%	11.32%
Reliance	Urban	15.72%	71.88%	11.31%	1.10%	87.59%	12.41%
Tata	Rural	7.14%	72.62%	16.67%	3.57%	79.76%	20.24%
	Urban	11.19%	72.68%	13.31%	2.82%	83.87%	16.13%
	Overall	10.87%	72.68%	13.57%	2.88%	83.55%	16.45%
Tikona	Urban	1.67%	74.49%	23.47%	0.37%	76.16%	23.84%
Zylog	Rural	13.00%	65.33%	17.96%	3.72%	78.33%	21.67%
	Urban	7.01%	69.71%	21.03%	2.25%	76.72%	23.28%
	Overall	8.80%	68.40%	20.11%	2.69%	77.20%	22.80%

F. Maintainability

17. Frequency of problem in broadband connection

Broadband Operator	Area	Never	Occasionally	Frequently	Very Frequently
Airtel	Urban	15.60%	73.91%	8.73%	1.76%
Bsnl	Rural	38.39%	48.92%	10.84%	1.86%
	Urban	30.46%	56.16%	10.33%	3.05%
	Overall	32.84%	53.99%	10.48%	2.69%
Reliance	Urban	26.01%	64.34%	6.25%	3.40%
Tata	Rural	9.52%	73.81%	16.67%	0.00%
	Urban	10.08%	78.53%	8.87%	2.52%
	Overall	10.04%	78.16%	9.48%	2.32%
Tikona	Urban	4.55%	83.21%	10.67%	1.58%
Zylog	Rural	36.84%	42.11%	16.72%	4.33%
	Urban	26.98%	54.89%	12.43%	5.69%
	Overall	29.94%	51.07%	13.72%	5.28%

18. Broadband connection problem faced in the last 6 months

Broadband Operator	Area	Computer hardware problem	Broadband connection problem
Airtel	Urban	5.31%	94.69%
Bsnl	Rural	19.51%	80.49%
	Urban	3.96%	96.04%
	Overall	8.45%	91.55%
Reliance	Urban	10.48%	89.52%
Tata	Rural	0.00%	100.00%
	Urban	5.31%	94.69%
	Overall	4.72%	95.28%
Tikona	Urban	2.27%	97.73%
Zylog	Rural	5.88%	94.12%
	Urban	11.68%	88.32%
	Overall	9.76%	90.24%

19. Satisfaction with time taken to restore connection

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	15.73%	72.06%	9.68%	2.53%	87.79%	12.21%
Bsnl	Rural	34.67%	49.75%	14.57%	1.01%	84.42%	15.58%
	Urban	22.67%	67.05%	7.62%	2.67%	89.71%	10.29%
	Overall	25.97%	62.29%	9.53%	2.21%	88.26%	11.74%
Reliance	Urban	17.27%	72.80%	6.34%	3.60%	90.06%	9.94%
Tata	Rural	2.63%	80.26%	14.47%	2.63%	82.89%	17.11%
	Urban	7.96%	78.14%	11.32%	2.58%	86.10%	13.90%
	Overall	7.54%	78.31%	11.57%	2.58%	85.85%	14.15%
Tikona	Urban	3.50%	79.40%	14.87%	2.24%	82.90%	17.10%
Zylog	Rural	32.35%	43.63%	21.57%	2.45%	75.98%	24.02%
	Urban	25.36%	58.51%	11.59%	4.53%	83.88%	16.12%
	Overall	27.25%	54.50%	14.29%	3.97%	81.75%	18.25%

G. Supplementary Services

20(a) Use of Supplementary/Value Added Services

Broadband Operator	Area	Yes	No
Airtel	Urban	15.69%	84.31%
Bsnl	Rural	9.29%	90.71%
	Urban	14.57%	85.43%
	Overall	12.99%	87.01%
Reliance	Urban	13.33%	86.67%
Tata	Rural	10.71%	89.29%
	Urban	12.40%	87.60%
	Overall	12.27%	87.73%
Tikona	Urban	7.88%	92.12%
Zylog	Rural	8.67%	91.33%
	Urban	14.81%	85.19%
	Overall	12.97%	87.03%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	15.38%	74.56%	7.69%	2.37%	89.94%	10.06%
Bsnl	Rural	23.33%	63.33%	10.00%	3.33%	86.67%	13.33%
	Urban	13.64%	78.18%	6.36%	1.82%	91.82%	8.18%
	Overall	15.71%	75.00%	7.14%	2.14%	90.71%	9.29%
Reliance	Urban	15.17%	71.03%	6.21%	7.59%	86.21%	13.79%
Tata	Rural	55.56%	33.33%	11.11%	0.00%	88.89%	11.11%
	Urban	21.14%	66.67%	9.76%	2.44%	87.80%	12.20%
	Overall	23.48%	64.39%	9.85%	2.27%	87.88%	12.12%
Tikona	Urban	10.59%	75.29%	9.41%	4.71%	85.88%	14.12%
Zylog	Rural	28.57%	57.14%	10.71%	3.57%	85.71%	14.29%
	Urban	15.18%	73.21%	10.71%	0.89%	88.39%	11.61%
	Overall	17.86%	70.00%	10.71%	1.43%	87.86%	12.14%

20(c) Reason for Dissatisfaction

Broadband Operator	Area	Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Urban	23.53%	35.29%	41.18%	0.00%
Bsnl	Rural	0.00%	50.00%	25.00%	25.00%
	Urban	0.00%	33.33%	11.11%	55.56%
	Overall	0.00%	38.46%	15.38%	46.15%
Reliance	Urban	15.00%	30.00%	35.00%	20.00%
Tata	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	33.33%	46.67%	13.33%	6.67%
	Overall	31.25%	50.00%	12.50%	6.25%
Tikona	Urban	75.00%	0.00%	25.00%	0.00%
Zylog	Rural	50.00%	25.00%	25.00%	0.00%
	Urban	38.46%	46.15%	15.38%	0.00%
	Overall	41.18%	41.18%	17.65%	0.00%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	3.81%	96.19%
Bsnl	Rural	4.64%	95.36%
	Urban	1.19%	98.81%
	Overall	2.23%	97.77%
Reliance	Urban	5.97%	94.03%
Tata	Rural	9.52%	90.48%
	Urban	6.35%	93.65%
	Overall	6.60%	93.40%
Tikona	Urban	4.73%	95.27%
Zylog	Rural	2.79%	97.21%
	Urban	1.85%	98.15%
	Overall	2.13%	97.87%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	63.41%	36.59%
Bsnl	Rural	40.00%	60.00%
	Urban	55.56%	44.44%
	Overall	45.83%	54.17%
Reliance	Urban	66.15%	33.85%
Tata	Rural	62.50%	37.50%
	Urban	65.08%	34.92%
	Overall	64.79%	35.21%
Tikona	Urban	70.59%	29.41%
Zylog	Rural	77.78%	22.22%
	Urban	78.57%	21.43%
	Overall	78.26%	21.74%

21(c) Difficulties faced while deactivating services

Broadband Operator	Area	None	Delay in Deactivation resulting in repeat complaint	Customer care refused to register the complaint	Not aware of whom to be contacted	Others
Airtel	Urban	11.54%	34.62%	30.77%	19.23%	3.85%
Bsnl	Rural	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	20.00%	0.00%	0.00%	60.00%	20.00%
	Overall	9.09%	0.00%	0.00%	81.82%	9.09%
Reliance	Urban	9.30%	18.60%	20.93%	39.53%	11.63%
Tata	Rural	20.00%	40.00%	40.00%	0.00%	0.00%
	Urban	24.39%	29.27%	26.83%	17.07%	2.44%
	Overall	23.91%	30.43%	28.26%	15.22%	2.17%
Tikona	Urban	11.11%	30.56%	33.33%	25.00%	0.00%
Zylog	Rural	14.29%	57.14%	14.29%	14.29%	0.00%
	Urban	18.18%	0.00%	27.27%	18.18%	36.36%
	Overall	16.67%	22.22%	22.22%	16.67%	22.22%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	7.69%	80.77%	7.69%	3.85%	88.46%	11.54%
Bsnl	Rural	0.00%	83.33%	0.00%	16.67%	83.33%	16.67%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	90.91%	0.00%	9.09%	90.91%	9.09%
Reliance	Urban	9.30%	76.74%	11.63%	2.33%	86.05%	13.95%
Tata	Rural	0.00%	60.00%	40.00%	0.00%	60.00%	40.00%
	Urban	19.51%	68.29%	7.32%	4.88%	87.80%	12.20%
	Overall	17.39%	67.39%	10.87%	4.35%	84.78%	15.22%
Tikona	Urban	5.56%	66.67%	22.22%	5.56%	72.22%	27.78%
Zylog	Rural	0.00%	57.14%	42.86%	0.00%	57.14%	42.86%
	Urban	9.09%	72.73%	9.09%	9.09%	81.82%	18.18%
	Overall	5.56%	66.67%	22.22%	5.56%	72.22%	27.78%

G. Overall Customer Satisfaction

23(a) Satisfaction with Overall Quality of Broadband Service

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	7.24%	84.12%	7.52%	1.11%	91.36%	8.64%
Bsnl	Rural	7.74%	79.26%	11.76%	1.24%	87.00%	13.00%
	Urban	4.37%	84.11%	10.73%	0.79%	88.48%	11.52%
	Overall	5.38%	82.65%	11.04%	0.93%	88.03%	11.97%
Reliance	Urban	6.25%	81.34%	11.12%	1.29%	87.59%	12.41%
Tata	Rural	4.76%	78.57%	15.48%	1.19%	83.33%	16.67%
	Urban	4.23%	83.97%	10.58%	1.21%	88.21%	11.79%
	Overall	4.28%	83.55%	10.97%	1.21%	87.83%	12.17%
Tikona	Urban	4.08%	79.78%	14.10%	2.04%	83.86%	16.14%
Zylog	Rural	3.41%	77.71%	16.10%	2.79%	81.11%	18.89%
	Urban	4.50%	81.08%	13.10%	1.32%	85.58%	14.42%
	Overall	4.17%	80.07%	13.99%	1.76%	84.24%	15.76%

23 (b) Reasons for Dissatisfaction

Operator	Area	Billing Problem	Customer care service problem	Maintainability Problem	Network Problem	Supplementary Service problem
Airtel	Urban	1.08%	17.20%	29.03%	41.94%	10.75%
Bsnl	Rural	4.76%	21.43%	19.05%	47.62%	7.14%
	Urban	2.30%	22.99%	18.39%	44.83%	11.49%
	Overall	3.10%	22.48%	18.60%	45.74%	10.08%
Reliance	Urban	4.44%	21.48%	19.26%	48.89%	5.93%
Tata	Rural	7.14%	42.86%	28.57%	21.43%	0.00%
	Urban	5.98%	35.04%	18.80%	29.91%	10.26%
	Overall	6.11%	35.88%	19.85%	29.01%	9.16%
Tikona	Urban	8.05%	43.68%	19.54%	25.29%	3.45%
Zylog	Rural	1.64%	37.70%	13.11%	44.26%	3.28%
	Urban	15.60%	22.94%	19.27%	33.03%	9.17%
	Overall	10.59%	28.24%	17.06%	37.06%	7.06%

H. General

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

Broadband Operator	Area	Average Number
Airtel	Urban	2.825279
Bsnl	Rural	3.127726
	Urban	3.158035
	Overall	3.148976
Reliance	Urban	2.923713
Tata	Rural	2.297619
	Urban	2.561492
	Overall	2.540892
Tikona	Urban	2.214286
Zylog	Rural	3.188854
	Urban	3.179894
	Overall	3.182576

24(b) Other telecom services taking from service provider

Broadband Operator	Area	Mobile	Wireline	Others	None
Airtel	Urban	18.94%	3.53%	4.27%	73.26%
Bsnl	Rural	48.30%	38.08%	1.55%	12.07%
	Urban	48.48%	39.60%	4.90%	7.02%
	Overall	48.42%	39.15%	3.90%	8.53%
Reliance	Urban	2.39%	13.69%	4.78%	79.14%
Tata	Rural	5.95%	30.95%	3.57%	59.52%
	Urban	9.98%	43.25%	1.71%	45.06%
	Overall	9.67%	42.29%	1.86%	46.19%
Tikona	Urban	0.00%	0.00%	0.00%	100.00%
Zylog	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%

25. Awareness about the knowledge of measuring the broadband connection

Broadband Operator	Area	Yes	No
Airtel	Urban	79.76%	20.24%
Bsnl	Rural	76.16%	23.84%
	Urban	86.36%	13.64%
	Overall	83.30%	16.70%
Reliance	Urban	78.22%	21.78%
Tata	Rural	73.81%	26.19%
	Urban	75.30%	24.70%
	Overall	75.19%	24.81%
Tikona	Urban	82.10%	17.90%
Zylog	Rural	77.09%	22.91%
	Urban	77.38%	22.62%
	Overall	77.29%	22.71%

26. Rate the service provider

Broadband Operator	Area	Weighted Average
Airtel	Urban	7.55
Bsnl	Rural	7.21
	Urban	7.28
	Overall	7.26
Reliance	Urban	7.24
Tata	Rural	7.06
	Urban	7.21
	Overall	7.20
Tikona	Urban	6.92
Zylog	Rural	6.77
	Urban	6.97
	Overall	6.91

27. Awareness about call centre telephone number

Broadband Operator	Area	Yes	No
Airtel	Urban	94.99%	5.01%
Bsnl	Rural	93.19%	6.81%
	Urban	96.42%	3.58%
	Overall	95.45%	4.55%
Reliance	Urban	94.30%	5.70%
Tata	Rural	90.48%	9.52%
	Urban	93.45%	6.55%
	Overall	93.22%	6.78%
Tikona	Urban	91.28%	8.72%
Zylog	Rural	89.78%	10.22%
	Urban	92.33%	7.67%
	Overall	91.57%	8.43%

28. Sources of knowledge about toll free customer care number

Operator	Area	Newspaper	Website of the service provider	SMS from Service provider	Display at complaint centre	Telephone Bills	others
Airtel	Urban	5.56%	55.73%	4.48%	1.97%	26.88%	5.38%
Bsnl	Rural	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
	Urban	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
	Overall	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
Reliance	Urban	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
Tata	Rural	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
	Urban	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
	Overall	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
Tikona	Urban	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
Zylog	Rural	5.92%	59.35%	4.77%	2.10%	28.63%	5.73%
	Urban	4.20%	73.66%	3.63%	3.24%	14.31%	0.95%
	Overall	2.49%	72.03%	5.75%	1.34%	13.22%	5.17%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	2.51%	97.49%
Bsnl	Rural	6.81%	93.19%
	Urban	4.70%	95.30%
	Overall	5.35%	94.65%
Reliance	Urban	7.08%	92.92%
Tata	Rural	10.71%	89.29%
	Urban	8.47%	91.53%
	Overall	8.64%	91.36%
Tikona	Urban	11.32%	88.68%
Zylog	Rural	1.55%	98.45%
	Urban	14.29%	85.71%
	Overall	10.47%	89.53%

30. If complaint made

Broadband Operator	Area	Complaint was Registered and Docket number received	Complaint was Registered and Docket number not received	Complaint was Registered and Docket number provided on request	Complaint was Registered and Docket number not provided even on request	Refused to register the complaint
Airtel	Urban	59.26%	25.93%	11.11%	3.70%	0.00%
Bsnl	Rural	54.55%	27.27%	9.09%	9.09%	0.00%
	Urban	50.00%	29.41%	14.71%	5.88%	0.00%
	Overall	51.79%	28.57%	12.50%	7.14%	0.00%
Reliance	Urban	48.05%	33.77%	11.69%	5.19%	1.30%
Tata	Rural	44.44%	22.22%	11.11%	0.00%	22.22%
	Urban	41.67%	29.76%	13.10%	15.48%	0.00%
	Overall	41.94%	29.03%	12.90%	13.98%	2.15%
Tikona	Urban	54.92%	23.77%	13.11%	4.10%	4.10%
Zylog	Rural	40.00%	0.00%	20.00%	40.00%	0.00%
	Urban	45.37%	16.67%	21.30%	12.96%	3.70%
	Overall	45.13%	15.93%	21.24%	14.16%	3.54%

31. Informed by complaint centre inform through SMS about the docket number,date of complaint,time etc

Broadband Operator	Area	Yes	No
Airtel	Urban	70.37%	29.63%
Bsnl	Rural	63.64%	36.36%
	Urban	64.71%	35.29%
	Overall	64.29%	35.71%
Reliance	Urban	60.53%	39.47%
Tata	Rural	71.43%	28.57%
	Urban	54.76%	45.24%
	Overall	56.04%	43.96%
Tikona	Urban	70.94%	29.06%
Zylog	Rural	60.00%	40.00%
	Urban	69.23%	30.77%
	Overall	68.81%	31.19%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	70.37%	29.63%
Bsnl	Rural	72.73%	27.27%
	Urban	70.59%	29.41%
	Overall	71.43%	28.57%
Reliance	Urban	72.37%	27.63%
Tata	Rural	85.71%	14.29%
	Urban	60.71%	39.29%
	Overall	62.64%	37.36%
Tikona	Urban	76.92%	23.08%
Zylog	Rural	80.00%	20.00%
	Urban	75.00%	25.00%
	Overall	75.23%	24.77%

33. Was your complaint resolved by the complaint centre within three days

Broadband Operator	Area	Yes	No
Airtel	Urban	22.22%	77.78%
Bsnl	Rural	4.55%	95.45%
	Urban	38.24%	61.76%
	Overall	25.00%	75.00%
Reliance	Urban	11.69%	88.31%
Tata	Rural	11.11%	88.89%
	Urban	10.71%	89.29%
	Overall	10.75%	89.25%
Tikona	Urban	13.11%	86.89%
Zylog	Rural	20.00%	80.00%
	Urban	9.26%	90.74%
	Overall	9.73%	90.27%

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

Broadband Operator	Area	Yes	No	Not Applicable
Airtel	Urban	62.96%	14.81%	22.22%
Bsnl	Rural	72.73%	13.64%	13.64%
	Urban	76.47%	11.76%	11.76%
	Overall	75.00%	12.50%	12.50%
Reliance	Urban	68.83%	11.69%	19.48%
Tata	Rural	66.67%	22.22%	11.11%
	Urban	64.29%	14.29%	21.43%
	Overall	64.52%	15.05%	20.43%
Tikona	Urban	68.85%	14.75%	16.39%
Zylog	Rural	80.00%	20.00%	0.00%
	Urban	82.41%	11.11%	6.48%
	Overall	82.30%	11.50%	6.19%

35 Awareness about the contact details of the appellate authority

Broadband Operator	Area	Yes	No
Airtel	Urban	5.11%	94.89%
Bsnl	Rural	9.91%	90.09%
	Urban	7.28%	92.72%
	Overall	8.07%	91.93%
Reliance	Urban	2.48%	97.52%
Tata	Rural	1.19%	98.81%
	Urban	1.92%	98.08%
	Overall	1.86%	98.14%
Tikona	Urban	2.78%	97.22%
Zylog	Rural	0.93%	99.07%
	Urban	3.70%	96.30%
	Overall	2.87%	97.13%

36 Sources of the contact details of the appellate authority

Broadband Operator	Area	Newspaper	Website of the service provider	Display at complaint centre/sales outlets	Telephone bills	Other
Airtel	Urban	18.18%	49.09%	5.45%	16.36%	10.91%
Bsnl	Rural	18.75%	53.13%	12.50%	6.25%	9.38%
	Urban	9.09%	49.09%	7.27%	20.00%	14.55%
	Overall	12.64%	50.57%	9.20%	14.94%	12.64%
Reliance	Urban	14.81%	37.04%	11.11%	22.22%	14.81%
Tata	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	10.53%	47.37%	10.53%	15.79%	15.79%
	Overall	10.00%	50.00%	10.00%	15.00%	15.00%
Tikona	Urban	16.67%	43.33%	13.33%	13.33%	13.33%
Zylog	Rural	33.33%	33.33%	33.33%	0.00%	0.00%
	Urban	10.71%	57.14%	7.14%	10.71%	14.29%
	Overall	12.90%	54.84%	9.68%	9.68%	12.90%

37. Filed any Appeal in last 6 months

Broadband Operator	Area	Yes	No
--------------------	------	-----	----

Airtel	Urban	0	100.00%
Bsni	Rural	0	100.00%
	Urban	0	100.00%
	Overall	0	100.00%
Reliance	Urban	0	100.00%
Tata	Rural	0	100.00%
	Urban	0	100.00%
	Overall	0	100.00%
Tikona	Urban	0	100.00%
Zylog	Rural	0	100.00%
	Urban	0	100.00%
	Overall	0	100.00%

38. Way of filing appeal to the appellate authority

Broadband Operator	Area	E-mail	Fax	Letter(post/courier)	In person(self)	Others
Airtel	Urban	NA	NA	NA	NA	NA
Bsni	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Urban	NA	NA	NA	NA	NA
Tata	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Tikona	Urban	NA	NA	NA	NA	NA
Zylog	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA

39. Have you received unique appeal number within Three days from the appellate authority

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
Bsni	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	NA	NA
Tata	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tikona	Urban	NA	NA
Zylog	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA

40. Appellate Authority taking decision within 39 days of filing of appeal

Broadband Operator	Area	Yes	No	Appeal Filed only recently
Airtel	Urban	NA	NA	NA
Bsnl	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Urban	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tikona	Urban	NA	NA	NA
Zylog	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA

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

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
Bsnl	Rural	82.67%	17.33%
	Urban	88.24%	11.76%
	Overall	86.64%	13.36%
Reliance	Urban	NA	NA
Tata	Rural	NA	NA
	Urban	87.88%	12.12%
	Overall	87.88%	12.12%
Tikona	Urban	NA	NA
Zylog	Rural	76.47%	23.53%
	Urban	83.07%	16.93%
	Overall	81.09%	18.91%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
Bsnl	Rural	16.00%	84.00%
	Urban	13.37%	86.63%
	Overall	14.12%	85.88%
Reliance	Urban	NA	NA
Tata	Rural	NA	NA
	Urban	11.11%	88.89%
	Overall	11.11%	88.89%
Tikona	Urban	NA	NA
Zylog	Rural	4.95%	95.05%
	Urban	7.14%	92.86%
	Overall	6.49%	93.51%

43. Reasons for denial

Broadband Operator	Area	No Reason Given	Technical Problem	Others
Airtel	Urban	#DIV/0!	#DIV/0!	#DIV/0!
Bsnl	Rural	41.67%	41.67%	16.67%
	Urban	40.00%	44.00%	16.00%
	Overall	40.54%	43.24%	16.22%
Reliance	Urban	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	27.27%	63.64%	9.09%
	Overall	27.27%	63.64%	9.09%
Tikona	Urban	NA	NA	NA
Zylog	Rural	43.75%	12.50%	43.75%
	Urban	25.93%	50.00%	24.07%
	Overall	30.00%	41.43%	28.57%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	93.87%	6.13%
Bsnl	Rural	92.26%	7.74%
	Urban	95.63%	4.37%
	Overall	94.62%	5.38%
Reliance	Urban	97.15%	2.85%
Tata	Rural	94.05%	5.95%
	Urban	95.77%	4.23%
	Overall	95.63%	4.37%
Tikona	Urban	95.08%	4.92%
Zylog	Rural	87.00%	13.00%
	Urban	94.84%	5.16%
	Overall	92.49%	7.51%

7.4 Questionnaire – Wireline Survey



SURVEY OF Basic Service (WIRELINE) Year 2010-2011

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

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

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

STD Code	Telephone Number

3 35-44 4 More than 45

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

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

1.9 User Type: 1 Postpaid 2 Prepaid

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

1.11 District _____ Address: _____

1.12 Circle: 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

1.13 Name of SDCA (only for surveyor):

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

1.15 Mode of Interview: 1 Telephonic 2 In-person Signature of Subscriber

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

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

4. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5.(a) How satisfied are you with the quality of your bills? Accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5.(b) Please specify the reason(s) for your Dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Details like item-wise charges are not provided <input type="checkbox"/> 6 Calculations are not clear <input type="checkbox"/> 7 Others (please specify)_____
6. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 8)
7. How satisfied are you with the process of Resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8) 9. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others(please specify)_____

For Prepaid Customers only

10.(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this Question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)_____
10(c). Have you made any complaint related to charging/ credit/ waiver/ validity/adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 10(e))
10(d). How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 25)
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this Question only if 1 OR 2 is coded in Q24(a)) 24(b). Please tell me the reasons for your dissatisfaction?	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 26(a))
(Ask only If Yes in Q25) 25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Mobile <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
28(a). Have you terminated a Telephone connection that you had in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 30)
28(b). If yes, please name your previous service provider?	<input type="checkbox"/> 2 Airtel <input type="checkbox"/> 5 BSNL <input type="checkbox"/> 15 Rel Com <input type="checkbox"/> 22 TATA <input type="checkbox"/> 26 Vodafone
29. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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

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

34(a). Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(b). How did you come to know about the toll free customer care number? [MULTIPLE CODE]	<input type="checkbox"/> 1 Newspaper <input type="checkbox"/> 2 Website of the service provider <input type="checkbox"/> 3 SMS from service provider <input type="checkbox"/> 4 Display at complaint centres/ sales outlets <input type="checkbox"/> 5 Telephone bills <input type="checkbox"/> 6 Other, specify _____
35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No [IF NO, GO TO Q 41]
36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and docket number received <input type="checkbox"/> 2 Complaint was registered and docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36] 37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

39. Was your complaint resolved by the complaint centre within three (3) days ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
40. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable
41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes [2] No [IF NO, GO TO Q47]
42. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____
43. Have you filed any appeal in last six (6) months ?	[1] Yes [2] No [IF NO, GO TO Q47]
44. How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify _____
45. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	[1] Yes [2] No
46. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently
(Q47 to Q49 are for prepaid customers only)	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no go to Q 50)
49. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)
50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of Operation Manager: _____

Thank You

7.5 Questionnaire - Cellular mobile telephone service



SURVEY OF Cellular Mobile Telephone Service Year 2010-2011

1.1 Operator: 01 Aircel 02 Airtel 05 BSNL 07 Dishnet 12 Idea 15 Rel Comm

17 Systema Shyam 20 Spice 22 TATA 24 Unitech 25 Videocon 26 Vodafone

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

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

1.5 Age (in years): 1 less than 25 2 25-34 3 35-44 4 More than 45 Signature of
Subscriber

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

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

1.9 User Type: 1 Postpaid 2 Prepaid

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

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

District: _____ Address: _____

1.11 Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 4(b) only if 1 OR 2 is coded)
--	---

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

<p>(Ask this question only if 1 OR 2 is coded in Q4(a))</p> <p>4(b) Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 charges not as per tariff plan subscribed</p> <p><input type="checkbox"/> 2 tariff plan changed without information</p> <p><input type="checkbox"/> 3 charged for value added services not subscribed</p> <p><input type="checkbox"/> 4 charged for calls/services not made/used</p> <p><input type="checkbox"/> 5 Others (please specify)</p>
<p>5(a) Have you made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 5(c))</p>
<p>5 (b) How satisfied are you with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>5(c) How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 5(d) only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q5(c))</p> <p>5(d) Please specify the reason(s) for your dissatisfaction? (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify)</p>
<p>5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>

C. BILLING RELATED – POSTPAID CUSTOMER

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

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services in the last 6 months?	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No	—————> (If no, go to Q 26)
24. How satisfied are you with the quality of the Supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 25(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q25(a)) 25(b). Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify
26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 29(a))
ASK IF YES IN Q26 27. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 29(a))
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify
28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

H. OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your Dissatisfaction	1. _____ 2. _____ 3. _____

I. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 34(a))
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing call/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (If '4' go to Q 34(a))

<p>(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/SMS even after registering your mobile number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34 (a))</p>
<p>(Ask only if Yes in Q 33 (b)) 33(c). If Yes, please indicate the following -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>34(a). Are you aware of facility by which you can change your service provider without changing your mobile number.</p>	<p><input type="checkbox"/> 1 Yes → <input type="checkbox"/> 2 No → (If no, go to Q 35)</p>
<p>34(b). Have you utilized SMS based mechanism for getting unique porting code?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 35)</p>
<p>34(c). If yes, when did you get 'Unique Porting Code' from your existing service provider?</p>	<p><input type="checkbox"/> 1 Within 5 minutes <input type="checkbox"/> 2 After 5 to 10 minutes <input type="checkbox"/> 3 After 10 minutes <input type="checkbox"/> 4 Never</p>
<p>34(d). If you have utilized the service of MNP, are you satisfied with its entire process?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. How did you come to know about the toll free customer care number? [MULTIPLE CODE]</p>	<p>[1] Newspaper [2] Website of the service provider [3] SMS from service provider [4] Display at complaint centres/ sales outlets [5] Telephone bills [6] Other, specify_____</p>
<p>38. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q 44]</p>
<p>39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)</p>	<p>[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint</p>

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

<p>[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 39] 40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
42. Was your complaint resolved by the complaint centre within three (3) days ?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
43. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable</p>
44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No [IF NO, GO TO Q50]</p>
45. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	<p>[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____</p>
46. Have you filed any appeal in last six (6) months ?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No [IF NO, GO TO Q50]</p>
47. How did you file your appeal to the Appellate Authority?	<p>[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify _____</p>
48. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently</p>
<p>(Q50 to Q52 are for prepaid customers only)</p>	
50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
51. Have you been denied of your request for item-wise usage charge details for your prepaid connection?	<p><input type="checkbox"/> Yes <input type="checkbox"/> No —————> (if no go to Q 53)</p>
52. What were the reason(s) for denying your request?	<p><input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)</p>
53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

Thank You



7.6 Questionnaire - Broadband service

SURVEY OF Broadband Service Year 2010-2011

1.1 Operator: 02 Airtel 03 Asia Net 04 Beam Cables 05 BSNL 06 Data Infosys 08 D-Vois 09 Hathway

10 HCL Infinet 11 Hughes 13 Indusind 14 Ortel 15 Reliance 16 Sify 18 Southern

19 Spectra Net 21 TATA 23 Tikona 27 You Broadband 28 Zylog

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

1.4 Telephone No.: _____ 1.5 Age (in years): 1 less than 25 2 25-60 3 more than 60

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

1.6 Usage Type: 1 Residential 2 Commercial

1.7 Area: 1 Rural 2 Urban 1.8 User Type: 1 Prepaid 2 Postpaid

1.9 E-mail ID

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

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

Circle 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

District _____

Address: _____

1.11 Name of SDCA: _____ Name of Exchange: _____ Name of POP: _____

1.12 Mode of Interview: 1 Telephonic 2 In-person 3 E-Mail 4 Web / Online

Signature of Subscriber

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	<input type="checkbox"/> 1 less than half month <input type="checkbox"/> 2 half month - 1 month <input type="checkbox"/> 3 more than 1 month
1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 7 working days <input type="checkbox"/> 2 More than 7 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 1 Within 24 hrs. <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4 - 7 days <input type="checkbox"/> 4 More than 7 day <input type="checkbox"/> 5 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
---	--

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)
6(a). How satisfied are you with the accuracy / completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls / services not made / used <input type="checkbox"/> 5 Others (please specify)
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund / credit / waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your Dissatisfaction	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c). Have you made any complaints related to charging/ credit/ waiver/ validity/ adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If no, go to Q 10)
9(d). How satisfied are you with the process of resolution of complaints and refund/ credit/ waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

10. In the last 6 months, have you contacted customer care/ helpline/ Complaint Centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 15)
11(a). How satisfied are you with the ease of access of customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

11(b). How satisfied are you with the ease of getting an option for “talking to a Customer Care Executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the time taken by Complaint Centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently If '4' go to Q.20(a)
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last 6 months related to, please specify	<input type="checkbox"/> 1 Problem was related to my computer hardware/software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 21(a))
20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q20(b)) 20(c). Please tell me the reasons for your dissatisfaction?	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
(Ask if Yes in Q 21(a)) 21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to be contacted <input type="checkbox"/> 5 Others (please specify)
22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q23(a)) 23.(b) Please specify the reason(s) for your Dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24(a). How many persons in your house are using this Broadband connection?	-----
24(b). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> 1 Mobile <input type="checkbox"/> 2 Wireline <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
---	---

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

28. How did you come to know about the toll free customer care number? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] SMS from service provider [4] Display at complaint centres/ sales outlets [5] Telephone bills [6] Other, specify _____
29. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?	[1] Yes [2] No [IF NO, GO TO Q 35]
30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)	[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint
[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30]	
31. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> Yes <input type="checkbox"/> No
32. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<input type="checkbox"/> Yes <input type="checkbox"/> No
33. Was your complaint resolved by the complaint centre within three (3) days ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable
35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes [2] No [IF NO, GO TO Q41]
36. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____
37. Have you filed any appeal in last six (6) months ?	[1] Yes [2] No [IF NO, GO TO Q41]
38. How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify _____
39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	[1] Yes [2] No
40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Tamil Nadu Circle

<p>(Q41 to Q43 are for prepaid customers only)</p> <p>41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No (if no go to Q 44)</p>
<p>43. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)</p>
<p>44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint Centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

Thank You