

QUALITY OF SERVICE ASSESSMENT

Report of Survey for Basic Service (Wireline), Cellular Mobile (Wireless) and Broadband

for

Gujarat Service Area **(Period: April-June)**

Assessment of:

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

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1.1 PREFACE

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

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

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

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

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

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

The salient features of this regulation are listed below:

- I. Each Telecom Operators would be required:
 - a. To set up 24x7 Toll Free Call Centre
 - b. To appoint one or more Nodal Officer in each licensed service area
 - c. To appoint one or more Appellate Authority in each licensed service area.
- II. The information as above and also contact details of Nodal Officers and Appellate Authority to be widely publicized in national and local newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to customers.
- III. Each Operator will be required to publish abridged version of “Manual of Practices” for their customers and also make available the same on their web-sites.
- IV. The call centre, Nodal Officers and Appellate Authorities would follow the time lines as given in TRAI regulations for redressal of the complaints.

Voluntary Organization in the interest of Consumer Education (VOICE), with registered office at, 441, Jangpura, Mathura Road, New Delhi was awarded the contract for the **West Zone** comprising four circles – Mumbai, Maharashtra including Goa, Gujarat, and Madhya Pradesh including Chattisgarh by Telecom Regulatory Authority of India (TRAI).

The present report covers the Gujarat Service Area for all the three services

¹ www.trai.gov.in



2. METHODOLOGY

2.1 Questionnaire Building Process

VOICE with other successful bidders – MDRA for East Zone, Market Pulse for North Zone and Spectrum Planning for South Zone – submitted their draft questionnaires to TRAI in the month of March 2011. TRAI organised consultation with all the successful bidders and accordingly some minor changes were done in all three sets of questionnaires for the year 2011.

The Basic service (Wireline) questionnaire (see **Annexure 1.1**) was based on 7 broad parameters and 33 questions related to consumer perception on quality of services and other 17 questions were related to consumer perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007. The cellular mobile questionnaire contained 35 questions related to quality of service whereas 18 questions on implementation and effectiveness of redressal mechanism. In the case of Broadband, questionnaire was based on 7 broad parameters and 26 questions related to consumer perception on quality of service. Whereas, in the case of perception on Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007, broadband questionnaire had same number of questions as in Cellular Mobile.

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

1.2.1 Basic Service (Wireline) and Cellular Mobile Telephone Service

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

1.2.3 Broadband Service

	Customer perception of service	Benchmark
(i)	Customers satisfied with provision of services	≥ 90%
(ii)	Customers satisfied with billing performance	≥ 90%
(iii)	Customers satisfied with help services	≥ 90%
(iv)	Customers satisfied with network performance, reliability and availability	≥ 85%
(v)	Customers satisfied with maintainability	≥ 85%
(vi)	Customer satisfaction with offered supplementary services and Value Added Services	≥ 85%
(vii)	Customers satisfied Overall customer satisfaction	≥ 85%



2.2 Methodology to Calculate Customer Satisfaction on Broad Parameters.

To measure the percentage of consumers satisfied on various QoS parameters a simple addition method were applied by taking in to 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.

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

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

Where:

CS = % of satisfied consumers

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

N = Total sample size achieved

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

1.3.2 Comparison with the Benchmarking.

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



The survey in the Gujarat Service Area, of all the three services, was done between 15th May 2012 and 15th August 2012. The present report, therefore, deals with Gujarat Service Area only.

2.3 SAMPLING METHODOLOGY

2.3.1 Basic Service (Wireline)

As per the tender document, survey agency was supposed to cover a total sample of 4,268 subscribers, to be divided among the four operators. This is shown in the table below.

Name of the Operators	Target Sample*	Covered Sample
Bharti Airtel Ltd. (Bharti)	1067	1067
Rel Communication (Rel Com)	1067	1067
Tata Teleservices (TTSL)	1067	1067
BSNL	1067	1067
Total	4268	4268

*The above sample represents the total operator wise subscribers in Gujarat service area with 95% confidence level and 3% interval.

As per the tender document, survey agencies with the help of TRAI officials would select 10% of the SDCAs and 5% of the total exchanges in a services area. Altogether, Gujarat circle is divided in to 161 SDCAs and 2918 exchanges. Thus, 17 SDCAs and 146 exchanges were selected for the survey. Operator wise sample covered is shown in the table below:

S. No.	LDCA/SSA	SDCA	BSNL		Bharti Airtel		Reliance Comm		Tata Teleservices	
			Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural
1	Ahmedabad	Ahemdabad Local	79	34	402	172	246	106	185	79
2		Gandhi Nagar	77	33					185	79
3		Dholka	77	33						
4	Valsad	Valsad	19	8						
5		Vapi	19	8						
6	Bhavnagar	Bhavnagar	33	14						
7		Talaja	33	14						
8	Surendra Nagar	Surendra Nagar	20	9						
9		Chotila	20	9						
10	Junagardh	Junagardh	32	10						
11		Manavadar	32	10						
12	Rajkot	Morbi	42	18						
13		Rajkot	42	18			134	57	101	44
14	Surat	M.M.Mangrol	66	28						
15		Surat	66	28	345	148	212	91	160	68
16	Vadodara	Vadodara	48	21			154	66	116	50
17		Chotaudepur	48	21						
Total			747	320	747	320	747	320	747	320

2.3.1.1 Mode of interview

Two modes of interview were selected to cover the entire sample. Half of operator sample was covered through in-depth interview with the consumers' and other half was covered through telephonic interview using the technique of Computer Assisted Telephonic Interview (CATI). The sample breakup with the modes of interviews is shown below:



Mode Of Interview				
		CATI	In Person	Total
Airtel	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
BSNL	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Reliance Communications	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Tata Teleservices	Count	534	533	1067
	% age	50.0%	50.0%	100.0%
Total	Count	2134	2134	4268
	% age	50.0%	50.0%	100.0%

2.3.1.2 Type wise sample distribution

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

2.3.1.3 Area wise sample distribution

As per the discussions with TRAI officials, 30% of the total sample should covered from rural areas. Based on that the operator wise rural sample covered is shown in the table below:

Area wise distribution				
		Rural	Urban	Total
Airtel	Count	320	747	1067
	% age	30%	70%	100.0%
BSNL	Count	320	747	1067
	% age	30%	70%	100.0%
Reliance	Count	320	747	1067
	% age	30%	70%	100.0%
Tata Tele	Count	320	747	1067
	% age	30%	70%	100.0%
Total	Count	1280	2988	4268
	% age	30.0%	70.0%	100.0%

2.3.2 Cellular Mobile

As per the tender document, survey agency was supposed to cover a total sample of 11,685 subscribers, to be divided among the eleven operators. This is shown in the table below:

Operators	Target Sample*	Covered Sample
Bharti (Bharti Limited)	1067	1067
Vodafone	1067	1067
BSNL	1067	1067
Idea Cellular	1067	1067
Tata Teleservices (TTSL)	1067	1067
Aircel	1067	1067
Rel Comm (Reliance Communication)	1067	1067
Uninor	1067	1067
Sistema Shyam (MTS)	1067	1067
Videocon	1067	0
Etisalat	1015	0
Total	11,685	9,603

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



However none of the customers for Videocon and Etisalat could be found while carrying out telephonic as well as face to face interviews.

In Gujarat service area, there are 26 districts and as per the tender document 10% of the district headquarters was considered for coverage area. Therefore, operator wise sample was distributed in three districts of Gujarat Service Area. The following table shows the district wise sample distribution that was achieved after carrying out the survey.

Cellular Mobile: Sample distribution of Gujarat in to district wise and Operator wise									
Name of District headquarter	Vodafone	IDEA	Airtel	BSNL	Uninor	Aircel	Reliance	MTS	TTLS
Ahmedabad	679	679	679	679	679	679	679	679	679
Valsad	165	165	165	165	165	165	165	165	165
Jamnagar	224	224	224	224	224	224	224	224	224
Total	1067	1067	1067	1067	1067	1067	1067	1067	1067

Note: Gujarat population: 50,596,902 (Census of India 2001), similar source for other areas.

Two modes of interview were selected to cover the entire sample. Half of the operators sample was covered through in-depth interview with the consumers and other half through telephonic interview using the technique of Computer Assisted Telephonic interview (CATI). The following table shows the operator wise sample covered during the survey, using both the modes of interview.

Gujarat Service Area: Operator wise sample distribution with mode of interview				
		CATI	In Person	Total
Vodafone	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
IDEA	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
Bharti	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
BSNL	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
Uninor	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
Aircel	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
Rel Comm	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
MTS	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
TTLS	Count	533	534	1067
	Row %	49.9%	50.1%	100.0%
Total	Count	4,797	4,806	9,603
	Row %	49.9%	50.1%	100.0%

2.3.2.2 Type wise sample distribution

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



Gujarat service area: Operator wise and user type wise sample distribution				
Service Provider		Postpaid	Prepaid	Total
Vodafone	Count	76	991	1067
	% age	7.1%	92.9%	100.0%
IDEA	Count	43	1024	1067
	% age	4.0%	96.0%	100.0%
Bharti	Count	53	1014	1067
	% age	5.0%	95.0%	100.0%
BSNL	Count	32	1035	1067
	% age	3.0%	97.0%	100.0%
Uninor	Count	0	1067	1067
	% age	0.0%	100.0%	100.0%
Aircel	Count	13	1054	1067
	% age	1.2%	98.8%	100.0%
Rel Comm	Count	51	1016	1067
	% age	4.8%	95.2%	100.0%
MTS	Count	0	1067	1067
	% age	0.0%	100.0%	100.0%
TTLS	Count	76	991	1067
	% age	7.1%	92.9%	100.0%
Total	Count	344	9259	9603
	% age	3.6%	96.4%	100.0%

2.3.2.3 Area wise distribution

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

Gujarat Service Area: Operator wise sample distribution with mode of interview				
Service Provider		Urban	Rural	Total
Vodafone	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
IDEA	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
Bharti	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
BSNL	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
Uninor	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
Aircel	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
Rel Comm	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
MTS	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
TTLS	Count	747	320	1067
	Row %	70.0%	30.0%	100.0%
Total	Count	6723	2880	9603
	Row %	70.0%	30.0%	100.0%

2.3.3 Broadband

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



Operators	Target Sample*	Covered Sample
Bharti Airtel Ltd. (Bharti)	1067	1067
Rel Communications (Rel Comm)	1067	1067
BSNL	1067	1067
Hathway	1067	1067
You Telecom	1067	1067
Tata Comm	1067	1067
Tikona Digital Networks Ltd.	1067	1067
Total	7469	7469

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

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

Gujarat Service Area: Operator wise sample distribution with mode of interviews				
		CATI	In Person	Total
Airtel	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
BSNL	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Reliance	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Tata Comm	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Hathway	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
You Telecom	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Tikona	Count	533	534	1067
	% age	50.0%	50.0%	100.0%
Total	Count	3731	3738	7469
	% age	50.0%	50.0%	100.0%

2.3.3.2 Type wise sample distribution

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

Gujarat Service Area: Operator wise and user type wise sample distribution				
		Postpaid	Prepaid	Total
Airtel	Count	1067	0	1067
	% age	100.0%	0.0%	100.0%
BSNL	Count	1057	10	1067
	% age	98.4%	1.6%	100.0%
Reliance	Count	1067	0	1067
	% age	100.0%	0.0%	100.0%



Tata Comm	Count	704	363	1067
	% age	66.0%	34.0%	100.0%
Hathway	Count	0	1067	1067
	% age	0.0%	100.0%	100.0%
You Telecom	Count	957	110	1067
	% age	89.7%	10.3%	100.0%
Tikona	Count	1067	0	1067
	% age	100.0%	0.0%	100.0%
Total	Count	5919	1550	7469
	% age	79.2%	20.8%	100.0%

2.3.3.3 Area wise distribution

As per the discussions with TRAI officials, 30% of the total sample has to be covered from rural areas. Operator wise rural sample covered is shown in the table below:

Gujarat Metro circle: Operator wise and user type wise sample distribution				
		Rural	Urban	Total
Airtel	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
BSNL	Count	3230	747	1067
	% age	30.0%	70.0%	100.0%
Reliance	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Tata Comm	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Hathway	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
You Telecom	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Tikona	Count	320	747	1067
	% age	30.0%	70.0%	100.0%
Total	Count	2240	5229	7469
	% age	30.0%	70.0%	100.0%



2.4 SAMPLE CHARACTERISTICS

2.4.1 Basic Wire-line Service

2.4.1.1 Gender Profile

Gender Profile							
		Male		Female		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	268	83.8%	52	16.3%	320	100.0%
	Urban	615	82.3%	132	17.7%	747	100.0%
	Total	883	82.8%	184	17.2%	1067	100.0%
BSNL	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	638	85.4%	109	14.6%	747	100.0%
	Total	917	85.9%	150	14.1%	1067	100.0%
Reliance	Rural	277	86.6%	43	13.4%	320	100.0%
	Urban	624	83.5%	123	16.5%	747	100.0%
	Total	901	84.4%	166	15.6%	1067	100.0%
Tata Tele	Rural	275	85.9%	45	14.1%	320	100.0%
	Urban	630	84.3%	117	15.7%	747	100.0%
	Total	905	84.8%	162	15.2%	1067	100.0%
Total	Rural	1099	85.9%	181	14.1%	1280	100.0%
	Urban	2507	83.9%	481	16.1%	2988	100.0%
	Total	3795	84.5%	662	15.5%	4268	100.0%

- Altogether 4268 basic wire-line customers were covered in Gujarat
- Of them 3795 (84.5%) were males and remaining 662 (15.5%) were females.
- Highest percentage of males were from BSNL both in rural (87.2%) and urban (85.4%) areas

2.4.1.2 Age Profile

Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	21	6.6%	197	61.6%	61	19.1%	41	12.8%	320	100.0%
	Urban	23	3.1%	221	29.6%	362	48.5%	141	18.9%	747	100.0%
	Total	44	4.1%	418	39.2%	423	39.6%	182	17.1%	1067	100.0%
BSNL	Rural	27	8.4%	167	52.2%	89	27.8%	37	11.6%	320	100.0%
	Urban	31	4.1%	218	29.2%	329	44.0%	169	22.6%	747	100.0%
	Total	58	5.4%	385	36.1%	418	39.2%	206	19.3%	1067	100.0%
Reliance	Rural	32	10.0%	153	47.8%	89	27.8%	46	14.4%	320	100.0%
	Urban	45	6.0%	236	31.6%	329	44.0%	137	18.3%	747	100.0%
	Total	77	7.2%	389	36.5%	418	39.2%	183	17.2%	1067	100.0%
Tata Tele	Rural	26	8.1%	159	49.7%	101	31.6%	34	10.6%	320	100.0%
	Urban	34	4.6%	241	32.3%	329	44.0%	143	19.1%	747	100.0%
	Total	60	5.6%	400	37.5%	430	40.3%	177	16.6%	1067	100.0%
Total	Rural	106	8.3%	676	52.8%	340	26.6%	158	12.3%	1280	100.0%
	Urban	133	4.5%	916	30.7%	1349	45.1%	590	19.7%	2988	100.0%
	Total	239	5.6%	1592	37.3%	1689	39.6%	748	17.5%	4268	100.0%

- Of the 4268 customers covered, major proportion belonged to the age group 35-44 years (39.6%), followed by 25-34 years (37.3%).
- 17.5% of the total sample was more than 45 years of age and remaining 5.6% were less than 25 years.



2.4.1.3 Occupational Structure

Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	185	57.8%	115	35.9%	4	1.3%	14	4.4%	2	0.6%	320	100.0%
	Urban	306	41.0%	286	38.3%	18	2.4%	128	17.1%	9	1.2%	747	100.0%
	Total	491	46.0%	401	37.6%	22	2.1%	142	13.3%	11	1.0%	1067	100.0%
BSNL	Rural	177	55.3%	111	34.7%	11	3.4%	14	4.4%	7	2.2%	320	100.0%
	Urban	307	41.1%	370	49.5%	19	2.5%	37	5.0%	14	1.9%	747	100.0%
	Total	484	45.4%	481	45.1%	30	2.8%	51	4.8%	21	2.0%	1067	100.0%
Reliance	Rural	113	35.3%	185	57.8%	8	2.5%	12	3.8%	2	0.6%	320	100.0%
	Urban	232	31.1%	442	59.2%	28	3.7%	36	4.8%	9	1.2%	747	100.0%
	Total	345	32.3%	627	58.8%	36	3.4%	48	4.5%	11	1.0%	1067	100.0%
Tata Tele	Rural	137	42.8%	144	45.0%	22	6.9%	12	3.8%	5	1.6%	320	100.0%
	Urban	331	44.3%	390	52.2%	10	1.3%	14	1.9%	2	0.3%	747	100.0%
	Total	468	43.9%	534	50.0%	32	3.0%	26	2.4%	7	0.7%	1067	100.0%
Total	Rural	612	47.8%	555	43.4%	45	3.5%	52	4.1%	16	1.3%	1280	100.0%
	Urban	1176	39.4%	1488	49.8%	75	2.5%	215	7.2%	34	1.1%	2988	100.0%
	Total	1788	41.9%	2043	47.9%	120	2.8%	267	6.3%	50	1.2%	4268	100.0%

- Majority of the covered respondents were Businessman/self-employed (47.9%), followed by Service class (41.9%).
- 6.3% of the sample were housewives, 2.8% were students and remaining 1.2% were retired personnel.

2.4.1.4 Usage Type

Usage Type							
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	194	60.6%	126	39.4%	320	100.0%
	Urban	145	19.4%	602	80.6%	747	100.0%
	Total	339	31.8%	728	68.2%	1067	100.0%
BSNL	Rural	65	20.3%	255	79.7%	320	100.0%
	Urban	89	11.9%	658	88.1%	747	100.0%
	Total	154	14.4%	913	85.6%	1067	100.0%
Reliance	Rural	174	54.4%	146	45.6%	320	100.0%
	Urban	183	24.5%	564	75.5%	747	100.0%
	Total	357	33.5%	710	66.5%	1067	100.0%
Tata Tele	Rural	47	14.7%	273	85.3%	320	100.0%
	Urban	393	52.6%	354	47.4%	747	100.0%
	Total	440	41.2%	627	58.8%	1067	100.0%
Total	Rural	480	37.5%	800	62.5%	1280	100.0%
	Urban	810	27.1%	2178	72.9%	2988	100.0%
	Total	1290	30.2%	2978	69.8%	4268	100.0%

- Around 69.8% of the sample covered was using it for commercial purpose and 30.2% were residential
- Amongst the respondents using the basic wire-line service for commercial purpose, majority were from TTSL (85.3%) in rural areas and BSNL (88.1%) in urban areas
- Amongst the residential customers majority were from Bharti (60.6%) in rural areas and TTSL (52.6%) from urban areas



2.4.2 Cellular Service

2.4.2.1 Gender Profile

Gender Profile							
		Male		Female		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	262	81.9%	58	18.1%	320	100.0%
	Urban	646	86.5%	101	13.5%	747	100.0%
	Total	908	85.1%	159	14.9%	1067	100.0%
MTS	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	649	86.9%	98	13.1%	747	100.0%
	Total	928	87.0%	139	13.0%	1067	100.0%
Aircel	Rural	283	88.4%	37	11.6%	320	100.0%
	Urban	670	89.7%	77	10.3%	747	100.0%
	Total	953	89.3%	114	10.7%	1067	100.0%
Uninor	Rural	285	89.1%	35	10.9%	320	100.0%
	Urban	675	90.4%	72	9.6%	747	100.0%
	Total	960	90.0%	107	10.0%	1067	100.0%
BSNL	Rural	282	88.1%	38	11.9%	320	100.0%
	Urban	661	88.5%	86	11.5%	747	100.0%
	Total	943	88.4%	124	11.6%	1067	100.0%
Reliance Comm	Rural	296	92.5%	24	7.5%	320	100.0%
	Urban	666	89.2%	81	10.8%	747	100.0%
	Total	962	90.2%	105	9.8%	1067	100.0%
TTSL	Rural	268	83.8%	52	16.3%	320	100.0%
	Urban	665	89.0%	82	11.0%	747	100.0%
	Total	933	87.4%	134	12.6%	1067	100.0%
Idea	Rural	299	93.4%	21	6.6%	320	100.0%
	Urban	680	91.0%	67	9.0%	747	100.0%
	Total	979	91.8%	88	8.2%	1067	100.0%
Vodafone	Rural	296	92.5%	24	7.5%	320	100.0%
	Urban	669	89.6%	78	10.4%	747	100.0%
	Total	965	90.4%	102	9.6%	1067	100.0%
Total	Rural	2550	88.5%	330	11.5%	2880	100.0%
	Urban	5981	89.0%	742	11.0%	6723	100.0%
	Total	8531	88.8%	1072	11.2%	9603	100.0%

- Altogether 9603 cellular customers were covered in Gujarat
- Of them 8531 (88.8%) were males and remaining 1072 (11.2%) were females.
- Highest percentage of males were from Idea in both rural (93.4%) and urban (91.0%) areas

2.4.2.2 Age Profile

Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	38	11.9%	160	50.0%	97	30.3%	25	7.8%	320	100.0%
	Urban	108	14.5%	363	48.6%	207	27.7%	69	9.2%	747	100.0%
	Total	146	13.7%	523	49.0%	304	28.5%	94	8.8%	1067	100.0%
MTS	Rural	10	3.1%	127	39.7%	106	33.1%	77	24.1%	320	100.0%
	Urban	33	4.4%	330	44.2%	260	34.8%	124	16.6%	747	100.0%



Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Aircel	Total	43	4.0%	457	42.8%	366	34.3%	201	18.8%	1067	100.0%
	Rural	14	4.4%	159	49.7%	133	41.6%	14	4.4%	320	100.0%
	Urban	90	12.0%	403	53.9%	232	31.1%	22	2.9%	747	100.0%
	Total	104	9.7%	562	52.7%	365	34.2%	36	3.4%	1067	100.0%
Uninor	Rural	20	6.3%	156	48.8%	136	42.5%	8	2.5%	320	100.0%
	Urban	131	17.5%	394	52.7%	205	27.4%	17	2.3%	747	100.0%
	Total	151	14.2%	550	51.5%	341	32.0%	25	2.3%	1067	100.0%
BSNL	Rural	3	0.9%	87	27.2%	112	35.0%	118	36.9%	320	100.0%
	Urban	43	5.8%	223	29.9%	276	36.9%	205	27.4%	747	100.0%
	Total	46	4.3%	310	29.1%	388	36.4%	323	30.3%	1067	100.0%
Reliance Comm	Rural	25	7.8%	157	49.1%	122	38.1%	16	5.0%	320	100.0%
	Urban	240	32.1%	313	41.9%	159	21.3%	35	4.7%	747	100.0%
	Total	265	24.8%	470	44.0%	281	26.3%	51	4.8%	1067	100.0%
TTSL	Rural	63	19.7%	79	24.7%	136	42.5%	42	13.1%	320	100.0%
	Urban	50	6.7%	364	48.7%	215	28.8%	118	15.8%	747	100.0%
	Total	113	10.6%	443	41.5%	351	32.9%	160	15.0%	1067	100.0%
Idea	Rural	50	15.6%	118	36.9%	122	38.1%	30	9.4%	320	100.0%
	Urban	94	12.6%	285	38.2%	255	34.1%	113	15.1%	747	100.0%
	Total	144	13.5%	403	37.8%	377	35.3%	143	13.4%	1067	100.0%
Vodafone	Rural	62	19.4%	105	32.8%	112	35.0%	41	12.8%	320	100.0%
	Urban	179	24.0%	302	40.4%	173	23.2%	93	12.4%	747	100.0%
	Total	241	22.6%	407	38.1%	285	26.7%	134	12.6%	1067	100.0%
Total	Rural	285	9.9%	1148	39.9%	1076	37.4%	371	12.9%	2880	100.0%
	Urban	968	14.4%	2977	44.3%	1982	29.5%	796	11.8%	6723	100.0%
	Total	1253	13.0%	4125	43.0%	3058	31.8%	1167	12.2%	9603	100.0%

- Major proportion of the respondents belonged to the age group 25-34 years (43.0%), followed by 35-44 years (31.8%).
- 13.0% of the total samples were less than 25 years and remaining 12.2% were more than 45 years of age.

2.4.2.3 Occupational Structure

Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	231	72.2%	22	6.9%	27	8.4%	38	11.9%	2	0.6%	320	100.0%
	Urban	481	64.4%	130	17.4%	104	13.9%	23	3.1%	9	1.2%	747	100.0%
	Total	712	66.7%	152	14.2%	131	12.3%	61	5.7%	11	1.0%	1067	100.0%
MTS	Rural	210	65.6%	61	19.1%	34	10.6%	13	4.1%	2	0.6%	320	100.0%
	Urban	473	63.3%	170	22.8%	60	8.0%	41	5.5%	3	0.4%	747	100.0%
	Total	683	64.0%	231	21.6%	94	8.8%	54	5.1%	5	0.5%	1067	100.0%
Aircel	Rural	147	45.9%	98	30.6%	60	18.8%	14	4.4%	1	0.3%	320	100.0%
	Urban	361	48.3%	200	26.8%	161	21.6%	21	2.8%	4	0.5%	747	100.0%
	Total	508	47.6%	298	27.9%	221	20.7%	35	3.3%	5	0.5%	1067	100.0%
Uninor	Rural	163	50.9%	84	26.3%	59	18.4%	12	3.8%	2	0.6%	320	100.0%
	Urban	342	45.8%	196	26.2%	175	23.4%	28	3.7%	6	0.8%	747	100.0%
	Total	505	47.3%	280	26.2%	234	21.9%	40	3.7%	8	0.7%	1067	100.0%



Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
BSNL	Rural	67	20.9%	224	70.0%	23	7.2%	5	1.6%	1	0.3%	320	100.0%
	Urban	236	31.6%	374	50.1%	56	7.5%	76	10.2%	5	0.7%	747	100.0%
	Total	303	28.4%	598	56.0%	79	7.4%	81	7.6%	6	0.6%	1067	100.0%
Reliance Comm	Rural	108	33.8%	148	46.3%	56	17.5%	6	1.9%	2	0.6%	320	100.0%
	Urban	323	43.2%	172	23.0%	211	28.2%	38	5.1%	3	0.4%	747	100.0%
	Total	431	40.4%	320	30.0%	267	25.0%	44	4.1%	5	0.5%	1067	100.0%
TTSL	Rural	163	50.9%	82	25.6%	55	17.2%	19	5.9%	1	0.3%	320	100.0%
	Urban	383	51.3%	212	28.4%	119	15.9%	31	4.1%	2	0.3%	747	100.0%
	Total	546	51.2%	294	27.6%	174	16.3%	50	4.7%	3	0.3%	1067	100.0%
Idea	Rural	170	53.1%	77	24.1%	63	19.7%	6	1.9%	4	1.3%	320	100.0%
	Urban	313	41.9%	296	39.6%	106	14.2%	15	2.0%	17	2.3%	747	100.0%
	Total	483	45.3%	373	35.0%	169	15.8%	21	2.0%	21	2.0%	1067	100.0%
Vodafone	Rural	127	39.7%	132	41.3%	55	17.2%	4	1.3%	2	0.6%	320	100.0%
	Urban	337	45.1%	228	30.5%	136	18.2%	22	2.9%	24	3.2%	747	100.0%
	Total	464	43.5%	360	33.7%	191	17.9%	26	2.4%	26	2.4%	1067	100.0%
Total	Rural	1386	48.1%	928	32.2%	432	15.0%	117	4.1%	17	0.6%	2880	100.0%
	Urban	3249	48.3%	1978	29.4%	1128	16.8%	295	4.4%	73	1.1%	6723	100.0%
	Total	4635	48.3%	2906	30.3%	1560	16.2%	412	4.3%	90	0.9%	9603	100.0%

- Majority of the respondents were from Service class (48.3%), followed by Businessman/self employed (30.3%).
- 16.2% of the sample was students, 4.3% were housewives and remaining 0.9% were retired personnel.

2.4.2.4 Usage Type

Usage Type							
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	722	96.7%	25	3.3%	747	100.0%
	Total	1028	96.3%	39	3.7%	1067	100.0%
MTS	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	733	98.1%	14	1.9%	747	100.0%
	Total	1041	97.6%	26	2.4%	1067	100.0%
Aircel	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	651	87.1%	96	12.9%	747	100.0%
	Total	930	87.2%	137	12.8%	1067	100.0%
Uninor	Rural	292	91.3%	28	8.8%	320	100.0%
	Urban	691	92.5%	56	7.5%	747	100.0%
	Total	983	92.1%	84	7.9%	1067	100.0%
BSNL	Rural	312	97.5%	8	2.5%	320	100.0%
	Urban	729	97.6%	18	2.4%	747	100.0%
	Total	1041	97.6%	26	2.4%	1067	100.0%
Reliance Comm	Rural	288	90.0%	32	10.0%	320	100.0%
	Urban	695	93.0%	52	7.0%	747	100.0%
	Total	983	92.1%	84	7.9%	1067	100.0%



TTSL	Rural	301	94.1%	19	5.9%	320	100.0%
	Urban	721	96.5%	26	3.5%	747	100.0%
	Total	1022	95.8%	45	4.2%	1067	100.0%
Idea	Rural	311	97.2%	9	2.8%	320	100.0%
	Urban	732	98.0%	15	2.0%	747	100.0%
	Total	1043	97.8%	24	2.2%	1067	100.0%
Vodafone	Rural	304	95.0%	16	5.0%	320	100.0%
	Urban	720	96.4%	27	3.6%	747	100.0%
	Total	1024	96.0%	43	4.0%	1067	100.0%
Total	Rural	2701	93.8%	179	6.2%	2880	100.0%
	Urban	6394	95.1%	329	4.9%	6723	100.0%
	Total	9095	94.7%	508	5.3%	9603	100.0%

- Altogether 9603 cellular customers were covered in Gujarat
- Around 94.7% of the sample covered was residential and 5.3% were using it for commercial purpose.

2.4.3 Broadband service

2.4.3.1 Gender Profile

Gender Profile							
		Male		Female		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	288	90.0%	32	10.0%	320	100.0%
	Urban	660	88.4%	87	11.6%	747	100.0%
	Total	948	88.8%	119	11.2%	1067	100.0%
BSNL	Rural	279	87.2%	41	12.8%	320	100.0%
	Urban	660	88.4%	87	11.6%	747	100.0%
	Total	939	88.0%	128	12.0%	1067	100.0%
Reliance Comm	Rural	274	85.6%	46	14.4%	320	100.0%
	Urban	659	88.2%	88	11.8%	747	100.0%
	Total	933	87.4%	134	12.6%	1067	100.0%
Tata Comm	Rural	278	86.9%	42	13.1%	320	100.0%
	Urban	658	88.1%	89	11.9%	747	100.0%
	Total	936	87.7%	131	12.3%	1067	100.0%
Hathway	Rural	272	85.0%	48	15.0%	320	100.0%
	Urban	660	88.4%	87	11.6%	747	100.0%
	Total	932	87.3%	135	12.7%	1067	100.0%
You Telecom	Rural	275	85.9%	45	14.1%	320	100.0%
	Urban	675	90.4%	72	9.6%	747	100.0%
	Total	950	89.0%	117	11.0%	1067	100.0%
Tikona	Rural	268	83.8%	52	16.3%	320	100.0%
	Urban	678	90.8%	69	9.2%	747	100.0%
	Total	946	88.7%	121	11.3%	1067	100.0%
Total	Rural	1934	86.3%	306	13.7%	2240	100.0%
	Urban	4650	88.9%	579	11.1%	5229	100.0%
	Total	6584	88.2%	885	11.8%	7469	100.0%

- Altogether 9603 broadband customers were covered in Gujarat Service Area
- Of them 6584 (88.2%) were males and remaining 885 (11.8%) were females.
- Highest percentage of males were covered in Airtel (90.0%) in rural areas and Tikona (90.8%) in urban areas



2.4.3.2 Age Profile

Age Structure (in years)											
		Less than 25		25-34		35-44		More than 45		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	16	5.0%	87	27.2%	162	50.6%	55	17.2%	320	100.0%
	Urban	46	6.2%	312	41.8%	318	42.6%	71	9.5%	747	100.0%
	Total	62	5.8%	399	37.4%	480	45.0%	126	11.8%	1067	100.0%
BSNL	Rural	12	3.8%	178	55.6%	126	39.4%	4	1.3%	320	100.0%
	Urban	31	4.1%	351	47.0%	351	47.0%	14	1.9%	747	100.0%
	Total	43	4.0%	529	49.6%	477	44.7%	18	1.7%	1067	100.0%
Reliance Comm	Rural	31	9.7%	153	47.8%	124	38.8%	12	3.8%	320	100.0%
	Urban	76	10.2%	295	39.5%	270	36.1%	106	14.2%	747	100.0%
	Total	107	10.0%	448	42.0%	394	36.9%	118	11.1%	1067	100.0%
Tata Comm	Rural	14	4.4%	148	46.3%	151	47.2%	7	2.2%	320	100.0%
	Urban	34	4.6%	339	45.4%	298	39.9%	76	10.2%	747	100.0%
	Total	48	4.5%	487	45.6%	449	42.1%	83	7.8%	1067	100.0%
Hathway	Rural	31	9.7%	162	50.6%	123	38.4%	4	1.3%	320	100.0%
	Urban	72	9.6%	312	41.8%	292	39.1%	71	9.5%	747	100.0%
	Total	103	9.7%	474	44.4%	415	38.9%	75	7.0%	1067	100.0%
You Telecom	Rural	21	6.6%	147	45.9%	148	46.3%	4	1.3%	320	100.0%
	Urban	47	6.3%	408	54.6%	284	38.0%	8	1.1%	747	100.0%
	Total	68	6.4%	555	52.0%	432	40.5%	12	1.1%	1067	100.0%
Tikona	Rural	21	6.6%	160	50.0%	86	26.9%	53	16.6%	320	100.0%
	Urban	27	3.6%	329	44.0%	241	32.3%	150	20.1%	747	100.0%
	Total	48	4.5%	489	45.8%	327	30.6%	203	19.0%	1067	100.0%
Total	Rural	146	6.5%	1035	46.2%	920	41.1%	139	6.2%	2240	100.0%
	Urban	333	6.4%	2346	44.9%	2054	39.3%	496	9.5%	5229	100.0%
	Total	479	6.4%	3381	45.3%	2974	39.8%	635	8.5%	7469	100.0%

- Major proportion of the respondents belonged to the age group 25-34 years (45.3%), followed by 35-44 years (39.8%).
- 8.5% of the total samples were more than 45 years of age and remaining 6.4% were less than 25 years.

2.4.3.3 Occupational Structure

Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Airtel	Rural	172	53.8%	127	39.7%	6	1.9%	14	4.4%	1	0.3%	320	100.0%
	Urban	523	70.0%	147	19.7%	18	2.4%	56	7.5%	3	0.4%	747	100.0%
	Total	695	65.1%	274	25.7%	24	2.2%	70	6.6%	4	0.4%	1067	100.0%
BSNL	Rural	54	16.9%	132	41.3%	101	31.6%	32	10.0%	1	0.3%	320	100.0%
	Urban	176	23.6%	316	42.3%	199	26.6%	55	7.4%	1	0.1%	747	100.0%
	Total	230	21.6%	448	42.0%	300	28.1%	87	8.2%	2	0.2%	1067	100.0%
Reliance Comm	Rural	148	46.3%	167	52.2%	2	0.6%	2	0.6%	1	0.3%	320	100.0%
	Urban	374	50.1%	344	46.1%	11	1.5%	17	2.3%	1	0.1%	747	100.0%
	Total	522	48.9%	511	47.9%	13	1.2%	19	1.8%	2	0.2%	1067	100.0%
Tata Comm	Rural	102	31.9%	113	35.3%	84	26.3%	20	6.3%	1	0.3%	320	100.0%
	Urban	451	60.4%	202	27.0%	70	9.4%	15	2.0%	9	1.2%	747	100.0%
	Total	553	51.8%	315	29.5%	154	14.4%	35	3.3%	10	0.9%	1067	100.0%
Hathway	Rural	46	14.4%	113	35.3%	126	39.4%	35	10.9%			320	100.0%
	Urban	322	43.1%	291	39.0%	104	13.9%	30	4.0%			747	100.0%
	Total	368	34.5%	404	37.9%	230	21.6%	65	6.1%			1067	100.0%



Occupational Structure													
		Service		Business/self employee		Student		Housewife		Retired		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
You Telecom	Rural	16	5.0%	129	40.3%	134	41.9%	40	12.5%	1	0.3%	320	100.0%
	Urban	109	14.6%	293	39.2%	262	35.1%	82	11.0%	1	0.1%	747	100.0%
	Total	125	11.7%	422	39.6%	396	37.1%	122	11.4%	2	0.2%	1067	100.0%
Tikona	Rural	153	47.8%	120	37.5%	30	9.4%	17	5.3%			320	100.0%
	Urban	410	54.9%	252	33.7%	57	7.6%	28	3.7%			747	100.0%
	Total	563	52.8%	372	34.9%	87	8.2%	45	4.2%			1067	100.0%
Total	Rural	691	30.8%	901	40.2%	483	21.6%	160	7.1%	5	0.2%	2240	100.0%
	Urban	2365	45.2%	1845	35.3%	721	13.8%	283	5.4%	15	0.3%	5229	100.0%
	Total	3056	40.9%	2746	36.8%	1204	16.1%	443	5.9%	20	0.3%	7469	100.0%

- Majority of the respondents were from Service class (40.9%), followed by Businessman/self employed (36.8%).
- 16.1% of the sample was students, 5.9% were housewives and remaining 0.3% were retired personnel.

2.4.3.4 Usage Type

Usage Type							
		Residential		Commercial		Total	
		Count	%	Count	%	Count	%
Airtel	Rural	121	37.8%	199	62.2%	320	100.0%
	Urban	486	65.1%	261	34.9%	747	100.0%
	Total	607	56.9%	460	43.1%	1067	100.0%
BSNL	Rural	121	37.8%	199	62.2%	320	100.0%
	Urban	335	44.8%	412	55.2%	747	100.0%
	Total	456	42.7%	611	57.3%	1067	100.0%
Reliance Comm	Rural	196	61.3%	124	38.8%	320	100.0%
	Urban	714	95.6%	33	4.4%	747	100.0%
	Total	910	85.3%	157	14.7%	1067	100.0%
Tata Comm	Rural	170	53.1%	150	46.9%	320	100.0%
	Urban	585	78.3%	162	21.7%	747	100.0%
	Total	755	70.8%	312	29.2%	1067	100.0%
Hathway	Rural	136	42.5%	184	57.5%	320	100.0%
	Urban	598	80.1%	149	19.9%	747	100.0%
	Total	734	68.8%	333	31.2%	1067	100.0%
You Telecom	Rural	138	43.1%	182	56.9%	320	100.0%
	Urban	366	49.0%	381	51.0%	747	100.0%
	Total	504	47.2%	563	52.8%	1067	100.0%
Tikona	Rural	274	85.6%	46	14.4%	320	100.0%
	Urban	729	97.6%	18	2.4%	747	100.0%
	Total	1003	94.0%	64	6.0%	1067	100.0%
Total	Rural	1156	51.6%	1084	48.4%	2240	100.0%
	Urban	3813	72.9%	1416	27.1%	5229	100.0%
	Total	4969	66.5%	2500	33.5%	7469	100.0%

- Around 66.5% of the sample covered was residential and 33.5% were using it for commercial purpose.
- Among those using it for residential purpose, majority were from Tikona (85.6% in rural and 97.6% in urban areas)



3 EXECUTIVE SUMMARY

3.1 Customer Satisfaction Survey -Basic Service (Wireline)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 33 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 17 questions. As regard to the **Gujarat metro circle** performance of operators, operators are able to meet the prescribed parameters' benchmark with respect to quality of service. However, none of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

3.1.1: Customer satisfaction with overall services (Benchmark >90%)

The customer perception of overall satisfaction level is fair in Gujarat service area all the operators met the ***benchmark of 90%*** in both rural and urban areas.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 91.6% to 96.6% in rural areas and from 92.2% to 97.9% in urban areas
- The **highest** percentages of **customers satisfied** was found in the case of Bharti Airtel in both (96.6%) rural areas and (97.9%) urban areas.
- The lowest percentages of customers satisfied were found with TTSL in both rural (91.6%) and urban (92.2%) areas.

3.1.2: Network Performance (Benchmark >95%)

The customer perception of the parameter network performance is good in Gujarat metro circle as **all the operators are able to meet the *benchmark of 95%*** in both rural and urban areas.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 95.0% to 95.6% in rural areas and from 96.1% to 96.9% in urban areas.
- The **highest** percentage of **customers satisfied** was found with Bharti in rural (95.6%) in areas and BSNL (96.9%) in urban areas.
- The lowest percentages of customers satisfied were found with Rel Comm in both rural (95.0%) areas and urban (96.1%) areas.

3.1.3: Billing (Benchmark >95%)

None of the service providers had prepaid customers. Hence, the survey was conducted only for post-paid customers. **All the operators met the *benchmark of 95%*** except **Reliance**

- In terms of **customer satisfaction level**, the achievement level of the operators ranged from 95.3% to 98.0% in rural areas and from 96.8% to 98.5% in urban areas
- The **highest percentage of satisfied consumers** with billing services was achieved by Bharti in rural (98.0%) and urban (98.5%) areas.
- The **lowest percentage of satisfied consumers** with billing service in the **post-paid segment** was achieved by Rel Comm in rural (95.3%) areas and urban (96.8%) areas.



3.1.4: Maintainability (**Benchmark >95%**)

The customer perception of the parameter maintainability is poor in Gujarat metro circle as none of the operators are able to met the **benchmark of 95% in rural and urban areas.**

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.9% to 93.3% in rural areas and from 90.5% to 93.2% in urban areas.
- The **highest percentage of customers satisfied** was found with Bharti Airtel and BSNL in (93.3% each) rural areas and Bharti Airtel (93.2%) in urban areas.
- The lowest percentages of customers satisfied were found with Rel comm in rural (90.9%) and BSNL in urban (90.5%) areas.

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

The customer perception of the parameter help service/ customer care is poor in Gujarat metro circle as **except Bharti Airtel none of the operators** are able to **meet the benchmark of 90%** in both rural and urban areas.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 85.8% to 94.7% in rural areas and from 89.8% to 96.6% in urban areas
- The **highest percentage of customers satisfied** was found with Bharti Airtel in both (94.7%) rural areas and (96.6%) urban areas.
- The lowest percentages of customers satisfied were found with Rel comm in rural (85.8%) and TTSL in urban (89.8%) areas.

3.1.6: Consumers Protection and Redressal of Grievances

- Awareness level was found to be substantial in the case of complaint centre/ customer care help line numbers as this was reported by 91.8% of the consumers surveyed.
- There has been some improvement in the case of awareness about the contact details of Appellate authority – 9.6% reported so - maximum in the case of BSNL (10.6% in rural areas and 10.4% in urban areas)
- Highest numbers of complaints to the call centre, within last six months, were made by Rel Comm in both rural (36.6%) and urban (36.8%) areas and lowest in the case of BSNL in both rural (34.1%) and urban (35.5%) areas.
- Overall only 54.6% confirmed that they had received the Manual of practice while taking the new connection.

3.2 Customer Satisfaction Survey (Cellular Mobile)

Subscribers' perception of cellular service was assessed for "7" defined parameters through 35 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 15 questions. As regard to the **Gujarat service area** performance of operators, very few of the operators are meeting the prescribed parameters' benchmark with respect to quality of service. None of the operators were able to meet all the prescribed parameters of performance. The findings with respect to major parameters on quality of service are as follows:

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



The customer perception of overall satisfaction level is modest in Gujarat metro circle all **are able to met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.6% to 95.3% in rural areas and from 92.2% to 96.3% in urban areas.
- The **highest** percentage of **customers satisfied** was found with Vodafone in both rural (95.3%) areas and urban (96.3%) areas.
- The lowest percentages of customers satisfied were found with MTS in both rural (90.6%) area and Uninor in urban (92.2%) areas.

3.2.2: Network Performance (Benchmark >95%)

The customer perception of the network performance parameter is poor in Gujarat metro circle as none of the operators **met the benchmark of 95%** in rural and urban areas.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 89.0% to 93.8% in rural areas and from 91.1% to 94.5% in urban areas.
- The **highest** percentages of **customers satisfied** were Idea (93.8%) in rural areas and Vodafone (94.5%) in urban areas.
- The lowest customer percentages of customers satisfied were found with Uninor in rural (89.0%) and Aircel in urban (91.1%) areas.

3.2.3: Billing (Benchmark >95%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **pre paid services** all except MTS, Uninor and TTSL were found to be meeting the benchmark of >95% in both rural areas and urban areas. In the case of **post paid**, all were found to be meeting the benchmark of >95% in both urban areas and rural areas.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of **pre-paid segment**, ranged from 93.4% to 96.2% in rural areas and from 93.9% to 97.1% in urban areas. Whereas in the case of **post-paid**, it ranged from 95.0% to 97.3% in rural areas and from 95.7% to 97.7% in urban areas.
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by BSNL with 96.2% in rural areas and with Vodafone (96.8%) in urban areas. In the case of **post paid segment** the highest percentage of satisfied consumer was attained by Vodafone in both rural (97.3%) and urban (97.7%) areas.
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by TTSL and MTS (93.4%) in rural areas and MTS (93.9%) in urban areas. In the case of **post-paid segment** the **lowest percentage of consumers** was attained by Aircel in rural (95.0%) areas and Aircel and BSNL in urban (95.7% each) areas.

3.2.4: Maintainability (Benchmark >95%)



While recording the customer perception on maintainability parameter in Gujarat circle it was found that only Bharti, Idea and Vodafone were able to **meet the benchmark of 95%** in both rural and urban areas.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 87.8% to 96.6% in rural areas and 92.0% to 96.7% in urban areas.
- The **highest percentage of customers satisfied** was found with Vodafone in both rural (96.6%) and urban (96.7%) areas.
- The lowest percentages of customers satisfied were found with Uninor in both rural (87.8%) and urban (92.0%) areas.

3.2.5: Help Services/ Customer Care (Benchmark >90%)

The customer perception of the parameter help service/ customer care is poor in Gujarat service area as five out of nine operators in rural areas and six in urban areas were able to meet the **benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 81.1% to 90.5% in rural areas and 88.1% to 90.7% in urban areas
- The **highest percentage of customers satisfied** was found with Vodafone and BSNL in rural (90.5%) areas and Vodafone in urban (92.1%) areas.
- The lowest percentages of customers satisfied were found with Uninor in both rural (81.1%) as well as urban (88.1%) areas.

3.2.6: Supplementary services (Benchmark >90%)

The customer perception of the supplementary services parameter is good in Gujarat circle as all the service providers in both rural and urban area able to **meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 90.1% to 95.1% in rural areas and from 90.9% to 96.3% in urban areas
- The **highest** percentages of **customers satisfied** were found with Vodafone in both rural (95.1%) and urban (96.3%) areas.
- The lowest customer percentages of customers satisfied were found with MTS in rural (90.1%) and Uninor in urban (90.9%) areas.

3.2.7: Consumers Protection and Redressal of Grievances

- Awareness level was found to be high in the case of complaint centre/ customer care help line numbers as this was reported by 95.8% of consumers surveyed.
- The awareness about contact detail of the Appellate Authority is increasing as 14.4% of the customers were aware of the contact details of appellate authority
- Highest number of complaints to the complaint centre, within last six months, was made by subscribers of MTS in both urban (37.6%) as well as rural (36.6%) areas whereas it was lowest in the case of BSNL in rural (33.0%) and Idea in urban (34.4%) areas
- Awareness about item wise usage charges in the case of pre paid services was found found to be low- 31.0% of the customers aware of this



3.3 Customer Satisfaction Survey (Broadband)

Subscribers' perception of Basic (wireline) service was assessed for "7" defined parameters through 26 questions and Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 through 18 questions. As regard to the **Gujarat service area** performance of operators, none of the operators were able to meet all the prescribed parameters' benchmark with respect to quality of service. The findings with respect to major parameters on quality of service are as follows:

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

The customer perception of overall service is good in Gujarat circle as all operators **met the benchmark of 85%**.

- In terms of **customer satisfied**, the achievement level of the operators ranged from 89.1% to 95.6% in rural areas and from 89.7% to 96.5% in urban areas.
- The **highest** percentages of **customers satisfied** were found with You TeleComm (95.6%) in rural areas and Bharti (96.5%) in urban areas
- The lowest percentages of customers satisfied were found with Tikona in both rural (89.1%) areas and urban (89.7%) areas.

3.3.2: Network Performance (Benchmark >85%)

The customer perception of overall service is good in Gujarat circle as all operators **met the benchmark of 85%**.

- In terms of **customer satisfied**, the achievement level of the operators ranged from 86.9% to 93.3% in rural areas and from 87.1% to 95.0% in urban areas.
- The **highest** percentages of **customers satisfied** were found with Bharti in both rural (93.3%) and urban (95.0%) areas
- The lowest percentages of customers satisfied were found with Tikona in both rural (86.9%) and urban (88.9%) areas.

3.3.3: Billing (Benchmark >90%)

The survey was conducted separately for post-paid and pre-paid customers. In the case of **post paid services and prepaid services, all the operators providing prepaid services were able to meet the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators, in the case of pre-paid segment, ranged from 90.9% to 94.4% in rural areas and from 93.3% to 95.6% in urban areas. Whereas in the case of post-paid, it ranged from 93.7% to 97.0% in rural areas and from 95.6% to 97.6% in urban areas
- The **highest percentage of satisfied consumers** with billing services, in **pre-paid segment** was achieved by You Telecom (94.4%) in rural areas and with Hathway (95.6%) in urban areas. In the case of **post paid segment** the highest percentage of satisfied consumers was attained by You Telecom (97.0%) in rural areas and Bharti (97.6%) in urban areas
- The **lowest percentage of satisfied consumers** with billing service in the **pre-paid segment** was achieved by BSNL in both rural (90.9%) areas and urban (93.3%) areas. In the case of **post-paid segment** the **lowest percentage of consumers** was attained by BSNL in rural (93.7%) areas and Tikona in urban (95.6) areas



3.3.4: Maintainability (**Benchmark >85%**)

The customer perception of the parameter maintainability is very poor in Gujarat circle as none of the operators met the *benchmark of 85%*.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 61.1% to 70.6% in rural areas and from 57.9% to 71.1% in urban areas
- The **highest percentage of satisfied consumers** with maintainability was achieved by Rel Com in rural (70.6%) areas and BSNL in urban (71.1%) areas.
- The lowest percentages of customers satisfied were found with Tata Comm in both rural areas (61.1%) and urban (57.9%) areas.

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

The customer perception of the parameter help service/ customer care is fair in Gujarat service area as all, except Rel Comm and Tata Comm in rural areas, **met the benchmark of 90%**.

- In terms of **customers satisfied**, the achievement level of the operators ranged from 88.2% to 93.7% in rural areas and from 91.1% to 95.7% in urban areas.
- The **highest percentage of customers satisfied** were found with Bharti in both rural (93.7%) and urban (95.7%) areas
- The lowest percentages of customers satisfied were found with Tata Com in both rural (88.2%) and urban (91.1%) areas.

3.3.6: Consumers Protection and Redressal of Grievances

- Awareness level was found quite high in the case of complaint centre/ customer care help line numbers as this was reported by 96.1% of consumers surveyed.
- There has been some improvement in the case of awareness about the contact details of Appellate authority as this was reported by 13.1% of the broadband subscribers surveyed
- Highest numbers of complaints to the complaint centre, within last six months, were made by Hathway subscribers (56.8% in rural and 57.0% in urban areas).
- Overall 65.8% confirmed that they had received the docket number for most of their complaints.



4 DETAIL REPORT



4.1 PERFORMANCE COMPLIANCE

4.1.1 PERFORMANCE COMPLIANCE CSS – Basic Service (Wireline), Gujarat Circle

The following table shows the performance of Basic service operators in Gujarat Service Area on various parameters.

Basic Service (Wireline) (SERVICE AREA - Gujarat) - Parameter Based Performance Compliance										
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services	
			Postpaid	Prepaid						
Benchmark		>90%	>95%	>95%	>90%	>95%	>95%	>90%	>90%	
SERVICE AREA – GUJARAT										
Bharti Airtel	Rural	320	93.8%	98.0%		94.7%	95.6%	93.3%	92.8%	96.6%
	Urban	747	96.7%	98.5%		96.6%	96.7%	93.2%	91.9%	97.9%
	Overall	1067	95.7%	98.3%		96.0%	96.4%	93.2%	92.2%	97.5%
BSNL	Rural	320	95.8%	97.0%		88.1%	95.3%	93.3%	78.8%	96.3%
	Urban	747	98.1%	98.1%		90.6%	96.9%	90.5%	85.4%	96.9%
	Overall	1067	97.4%	97.7%		89.9%	96.4%	91.7%	83.4%	96.7%
Reliance	Rural	320	92.9%	95.3%		85.8%	95.0%	90.9%	80.2%	92.2%
	Urban	747	96.0%	96.8%		90.5%	96.1%	91.5%	82.8%	92.9%
	Overall	1067	95.3%	96.4%		89.2%	95.8%	91.3%	81.9%	92.7%
TTSL	Rural	320	95.5%	97.8%		85.9%	95.2%	91.9%	73.3%	91.6%
	Urban	747	98.0%	98.0%		89.8%	96.2%	92.9%	79.0%	92.2%
	Overall	1067	97.2%	97.9%		88.7%	95.9%	92.4%	77.2%	92.0%

- The analysis reveal that in terms of meeting the benchmark, the performance of **Bharti Airtel** was better than other three operators in Gujarat metro circle. Bharti Airtel was able to meet all except one of the benchmark criterias in rural and urban areas. Only on the issue of **maintainability** it was not able to achieve the 95% benchmark in urban and rural areas.
- BSNL and Reliance Comm were followed by Bharti Airtel. They were able to meet the benchmark in 4 parameters in rural areas and 5 in urban areas. Both the operators **were not able** to achieve the desired benchmark standard on **help services, maintainability and supplementary services** in rural areas and **maintainability and supplementary services** in urban areas
- TTSL was able to meet the benchmark in only 4 parameters in both urban and rural areas.

The analysis reveals that, **Bharti Airtel** was above the other 3 operators who were providing basic wire-line services in Gujarat Service Area.



4.1.2 PERFORMANCE COMPLIANCE CSS – Cellular Mobile, Gujarat Circle

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

CSS Cellular (SERVICE AREA - Gujarat) - Parameter Based Performance Compliance										
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services	
			Postpaid	Prepaid						
			Benchmark	>90%						>95%
SERVICE AREA – GUJARAT										
Bharti	Rural	320	97.5%	96.2%	95.1%	90.1%	92.6%	95.9%	94.2%	94.7%
	Urban	747	98.3%	96.7%	96.0%	91.5%	93.5%	96.2%	95.7%	95.7%
	Total	1067	98.0%	96.5%	95.8%	91.1%	93.2%	95.1%	95.2%	95.4%
MTS	Rural	320	95.0%		93.4%	83.9%	90.3%	91.3%	90.1%	90.6%
	Urban	747	97.1%		93.9%	88.4%	92.1%	93.0%	91.2%	92.5%
	Total	1067	96.5%		93.9%	87.0%	91.6%	91.0%	90.9%	91.9%
Aircel	Rural	320	95.2%	95.0%	95.2%	82.3%	89.7%	89.4%	90.2%	90.9%
	Urban	747	97.2%	95.7%	95.7%	88.8%	91.1%	92.8%	91.4%	93.3%
	Total	1067	96.6%	95.3%	95.7%	86.8%	90.7%	91.7%	92.0%	92.6%
Uninor	Rural	320	95.3%		93.5%	81.1%	89.0%	87.8%	90.3%	90.9%
	Urban	747	97.1%		94.2%	88.1%	92.0%	92.0%	90.9%	92.2%
	Total	1067	96.5%		94.2%	86.0%	91.1%	90.6%	90.7%	91.8%
BSNL	Rural	320	98.0%	96.9%	96.2%	90.5%	92.7%	92.2%	94.6%	94.4%
	Urban	747	97.9%	95.7%	96.5%	91.9%	93.5%	94.4%	96.1%	95.2%
	Total	1067	97.9%	96.1%	96.4%	91.5%	93.3%	92.3%	95.7%	94.9%
Rel Comm	Rural	320	97.7%	95.9%	95.4%	88.2%	90.6%	91.3%	93.4%	93.1%
	Urban	747	97.1%	96.6%	95.1%	91.4%	93.0%	93.6%	94.8%	94.2%
	Total	1067	97.3%	96.4%	95.2%	90.5%	92.3%	92.1%	94.4%	93.9%
TTSL	Rural	320	96.6%	95.9%	93.4%	90.1%	90.7%	90.6%	92.2%	92.5%
	Urban	747	97.5%	96.5%	94.8%	91.1%	92.9%	92.1%	94.4%	94.2%
	Total	1067	97.2%	96.3%	94.4%	90.8%	92.2%	91.4%	93.8%	93.7%
Idea	Rural	320	97.7%	95.2%	96.1%	90.3%	93.8%	96.3%	94.9%	94.7%
	Urban	747	98.1%	95.8%	96.0%	91.6%	94.1%	96.4%	96.0%	95.3%
	Total	1067	98.0%	95.7%	96.0%	91.2%	94.0%	96.4%	95.7%	95.1%
Vodafone	Rural	320	97.8%	97.3%	95.6%	90.5%	93.2%	96.6%	95.1%	95.3%
	Urban	747	98.0%	97.7%	96.8%	92.1%	94.5%	96.7%	96.3%	96.3%
	Total	1067	97.9%	97.6%	96.4%	91.6%	94.1%	94.6%	95.8%	96.0%

- The analysis reveal that in terms of meeting the benchmark, the performance of **Vodafone, Idea and Bharti** was better than other 7 operators in Gujarat service area. All three were able to meet benchmark criteria on seven out of eight parameters in both rural areas and urban areas. Whereas BSNL and Rel comm. were able to meet the benchmark parameters in six parameters.
- Other operators were not able to meet the benchmark on most of the parameters. MTS and Uninor were able to meet the benchmark only on three parameters.

The analysis reveals that, **Vodafone, Idea, Bharti, BSNL and Rel comm** are the operators whose services are apparently better than other operators in Gujarat Service Area.



4.1.3 PERFORMANCE COMPLIANCE CSS – Broadband, Gujarat Service Area

Rigorously

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

Broadband (SERVICE AREA -GUJARAT) - Parameter Based Performance Compliance										
Name of the Operator	Sample Size	Customers Satisfied With Provision of service	Customers satisfied with Billing performance		Customers satisfied with Help Services	Customers satisfied with Network performance reliability and availability	Customers satisfied with Maintainability	Customers Satisfied with Supplementary services	Customers satisfied with overall services	
			Postpaid	Prepaid						
Benchmark		90%	90%	90%	90%	85%	85%	85%	85%	
SERVICE AREA –GUJARAT										
Bharti	Rural	320	95.6%	96.6%		93.7%	93.3%	66.7%	91.5%	95.0%
	Urban	747	97.3%	97.6%		95.7%	95.0%	70.8%	92.0%	96.5%
	Overall	1067	96.8%	97.3%		95.2%	94.5%	69.8%	91.9%	96.1%
BSNL	Rural	320	97.5%	93.6%	90.9%	90.7%	90.6%	64.7%	90.6%	93.8%
	Urban	747	98.4%	96.4%	93.3%	92.7%	93.0%	71.1%	91.1%	94.6%
	Overall	1067	98.1%	95.6%	92.3%	92.2%	92.3%	69.1%	90.9%	94.4%
Hathway	Rural	320	95.9%		93.5%	92.5%	91.3%	62.5%	89.1%	91.9%
	Urban	747	97.6%		95.7%	95.1%	93.9%	69.8%	90.5%	93.0%
	Overall	1067	97.1%		95.0%	94.4%	93.1%	67.8%	90.1%	92.7%
Rel Comm	Rural	320	95.0%	94.1%		89.4%	90.0%	70.6%	89.7%	92.5%
	Urban	747	97.1%	97.1%		91.8%	94.3%	70.7%	90.9%	93.4%
	Overall	1067	96.4%	96.2%		91.2%	93.0%	70.7%	90.7%	93.2%
Tata Comm	Rural	320	93.8%	95.0%	93.1%	88.2%	92.2%	61.1%	87.9%	92.5%
	Urban	747	96.5%	96.9%	94.1%	91.1%	94.4%	57.9%	90.1%	92.8%
	Overall	1067	95.7%	96.4%	93.8%	90.3%	93.7%	58.9%	89.5%	92.7%
You Telecom	Rural	320	95.6%	97.0%	94.4%	93.0%	91.4%	64.7%	92.9%	95.6%
	Urban	747	97.2%	96.9%	95.3%	95.1%	94.0%	66.7%	91.9%	96.1%
	Overall	1067	96.7%	96.9%	95.0%	94.5%	93.3%	66.1%	92.2%	96.0%
Tikona	Rural	320	95.0%	94.6%		92.2%	86.9%	66.7%	86.8%	89.1%
	Urban	747	96.9%	95.6%		92.8%	87.1%	68.8%	88.4%	89.7%
	Overall	1067	96.3%	95.3%		92.7%	87.0%	68.1%	88.0%	89.5%

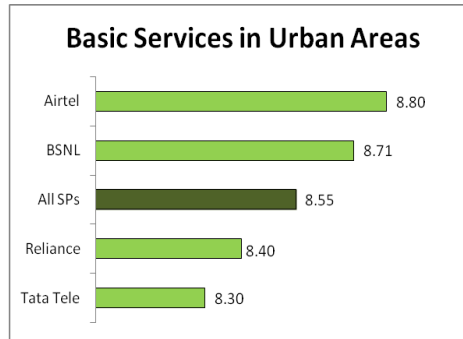
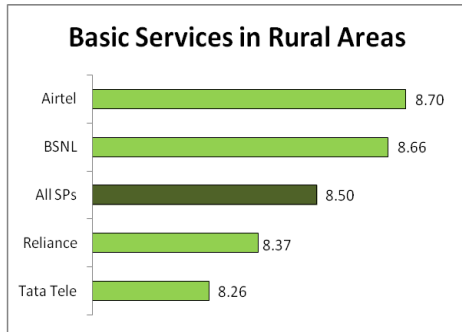
- The analysis reveals that in terms of meeting the benchmark, the performance of **all the operators were more or less similar** in Gujarat service area. All were able to meet the benchmark criteria on 7 out of 8 parameters in urban areas.
- However, in rural areas Rel Comm and Tata Comm were able to meet the benchmark in six parameters.
- None of the operators were able to meet the benchmark in maintainability.

The analysis reveals that, performance of Bharti and You telecomm in both urban areas and rural areas in broadband services were comparatively better than other operators in Gujarat Service Area as they

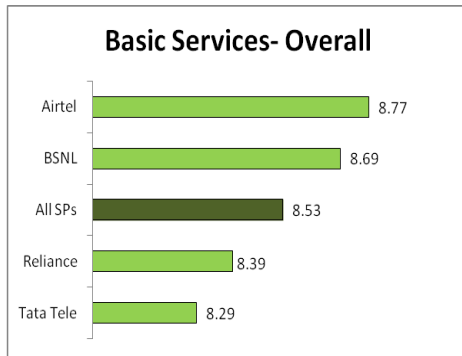


4.1.4 Overall rating of SPs

4.1.4.1 Basic Wire-line Service



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Bharti with the mean score of 8.70 in rural areas and 8.80 in urban areas have scored highest points.



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Airtel with the mean score of 8.77 (8.70 in Rural and 8.80 in urban areas) comes first followed by BSNL (8.71 in urban and 8.66 in rural areas)
- TTSL and Rel Comm scored less than the average score attained by all the service providers.
- The differences in the means are significant at .05 level and their services are not homogenous.
- This could be seen from the ANOVA analysis shown below

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
29.884	3	4264	.000

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	174.884	3	58.295	42.746	.000
Within Groups	5814.984	4264	1.364		
Total	5989.868	4267			

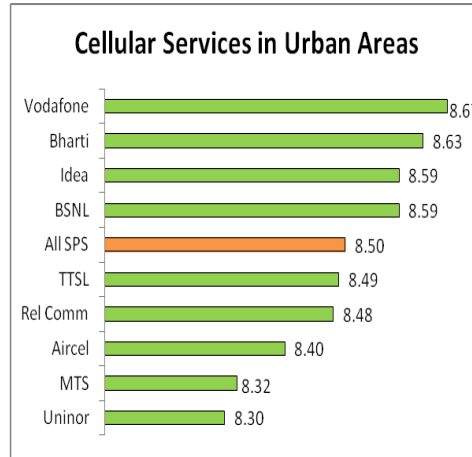
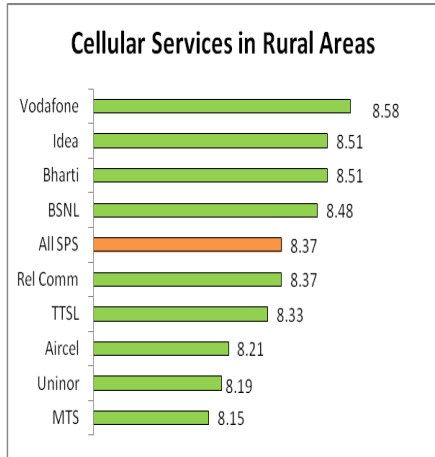
Further application of Games Howell Multiple Comparison post hoc analysis shows that the mean difference between BSNL and Airtel as well as between Rel Comm and TTSL is not significant at .05 level.

Games Howell Multiple Comparisons						
(I) SPs	(J) SPs	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Airtel	BSNL	0.07873	0.05181	.426	-0.0545	0.2119
	Rel Comm	.38332*	0.05059	.000	0.2532	0.5134
	TTSL	.48454*	0.05226	.000	0.3502	0.6189
BSNL	Airtel	-0.07873	0.05181	.426	-0.2119	0.0545
	Rel Comm	.30459*	0.0488	.000	0.1791	0.4301
	TTSL	.40581*	0.05052	.000	0.2759	0.5357
Rel Comm	Airtel	-.38332*	0.05059	.000	-0.5134	-0.2532
	BSNL	-.30459*	0.0488	.000	-0.4301	-0.1791
	TTSL	0.10122	0.04927	.169	-0.0255	0.2279
TTSL	Airtel	-.48454*	0.05226	.000	-0.6189	-0.3502
	BSNL	-.40581*	0.05052	.000	-0.5357	-0.2759
	Rel Comm	-0.10122	0.04927	.169	-0.2279	0.0255

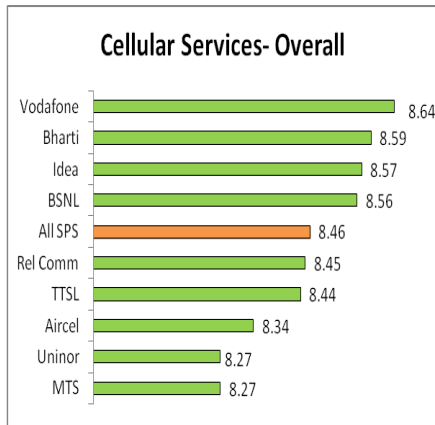
*. The mean difference is significant at the 0.05 level.



4.1.4.2 Cellular service



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Vodafone with the mean score of 8.58 in rural areas and 8.67 in urban areas have scored highest points.



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Vodafone with the mean score of 8.64 (8.58 in rural areas and 8.67 in urban areas) comes first followed by Idea in rural areas and Bharti in urban areas
- TTSL, Rel Comm, Aircel, Uninor and MTS have scored less than the average score attained by all the service providers.
- The differences in the means are significant at .05 level and their services are not homogenous.
- This could be seen from the ANOVA analysis shown below

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
48.307	8	9594	.000

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	169.324	8	21.166	13.533	.000
Within Groups	15004.806	9594	1.564		
Total	15174.130	9602			

Further application of Games Howell Multiple Comparison post hoc analysis shows that the mean difference between many of the operators is not significant at 0.05 significance level. This could be seen in the following table.



Games-Howell Multiple Comparisons						
(I) SP	(J) SPs	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Aircel	Bharti	-.24555*	0.0544	0.0000	-0.4143	-0.0768
	BSNL	-.21462*	0.0563	0.0050	-0.3895	-0.0397
	Idea	-.22399*	0.0546	0.0010	-0.3935	-0.0545
	MTS	0.07591	0.0581	0.9300	-0.1045	0.2563
	Rel Comm	-0.10309	0.0550	0.6310	-0.2738	0.0676
	TTSL	-0.09372	0.0522	0.6840	-0.2557	0.0682
	Uninor	0.07404	0.0649	0.9680	-0.1275	0.2756
	Vodafone	-.29897*	0.0525	0.0000	-0.4621	-0.1359
Bharti	Aircel	.24555*	0.0544	0.0000	0.0768	0.4143
	BSNL	0.03093	0.0520	1.0000	-0.1304	0.1922
	Idea	0.02156	0.0500	1.0000	-0.1338	0.1769
	MTS	.32146*	0.0538	0.0000	0.1543	0.4886
	Rel Comm	0.14246	0.0505	0.1090	-0.0143	0.2992
	TTSL	.15183*	0.0474	0.0370	0.0047	0.2989
	Uninor	.31959*	0.0611	0.0000	0.1297	0.5095
	Vodafone	-0.05342	0.0478	0.9720	-0.2018	0.0949
BSNL	Aircel	.21462*	0.0563	0.0050	0.0397	0.3895
	Bharti	-0.03093	0.0520	1.0000	-0.1922	0.1304
	Idea	-0.00937	0.0522	1.0000	-0.1714	0.1526
	MTS	.29053*	0.0558	0.0000	0.1172	0.4639
	Rel Comm	0.11153	0.0526	0.4600	-0.0518	0.2748
	TTSL	0.1209	0.0496	0.2650	-0.0332	0.2750
	Uninor	.28866*	0.0629	0.0000	0.0933	0.4840
	Vodafone	-0.08435	0.0500	0.7550	-0.2397	0.0710
Idea	Aircel	.22399*	0.0546	0.0010	0.0545	0.3935
	Bharti	-0.02156	0.0500	1.0000	-0.1769	0.1338
	BSNL	0.00937	0.0522	1.0000	-0.1526	0.1714
	MTS	.29991*	0.0541	0.0000	0.1320	0.4678
	Rel Comm	0.1209	0.0507	0.2930	-0.0366	0.2784
	TTSL	0.13027	0.0476	0.1360	-0.0176	0.2782
	Uninor	.29803*	0.0613	0.0000	0.1075	0.4885
	Vodafone	-0.07498	0.0480	0.8260	-0.2241	0.0742
MTS	Aircel	-0.07591	0.0581	0.9300	-0.2563	0.1045
	Bharti	-.32146*	0.0538	0.0000	-0.4886	-0.1543
	BSNL	-.29053*	0.0558	0.0000	-0.4639	-0.1172
	Idea	-.29991*	0.0541	0.0000	-0.4678	-0.1320
	Rel Comm	-.17901*	0.0545	0.0290	-0.3481	-0.0099
	TTSL	-.16963*	0.0516	0.0290	-0.3299	-0.0094
	Uninor	-0.00187	0.0645	1.0000	-0.2021	0.1984
	Vodafone	-.37488*	0.0520	0.0000	-0.5363	-0.2135
Rel Comm	Aircel	0.10309	0.0550	0.6310	-0.0676	0.2738
	Bharti	-0.14246	0.0505	0.1090	-0.2992	0.0143
	BSNL	-0.11153	0.0526	0.4600	-0.2748	0.0518
	Idea	-0.1209	0.0507	0.2930	-0.2784	0.0366
	MTS	.17901*	0.0545	0.0290	0.0099	0.3481
	TTSL	0.00937	0.0481	1.0000	-0.1399	0.1587
	Uninor	0.17713	0.0617	0.0960	-0.0145	0.3687
	Vodafone	-.19588*	0.0485	0.0020	-0.3464	-0.0453
TTSL	Aircel	0.09372	0.0522	0.6840	-0.0682	0.2557
	Bharti	-.15183*	0.0474	0.0370	-0.2989	-0.0047

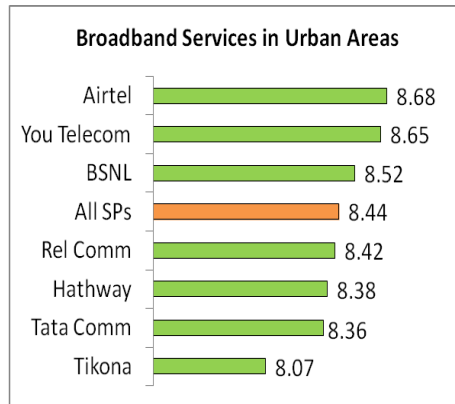
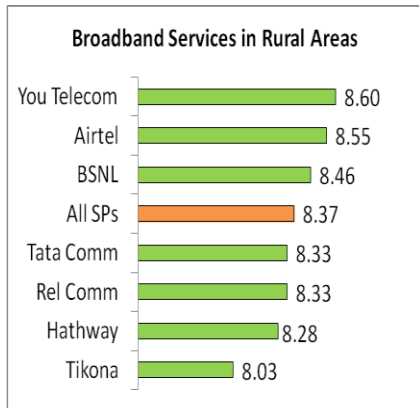


Games-Howell Multiple Comparisons						
(I) SP	(J) SPs	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
	BSNL	-0.1209	0.0496	0.2650	-0.2750	0.0332
	Idea	-0.13027	0.0476	0.1360	-0.2782	0.0176
	MTS	.16963*	0.0516	0.0290	0.0094	0.3299
	Rel Comm	-0.00937	0.0481	1.0000	-0.1587	0.1399
	Uninor	0.16776	0.0592	0.1060	-0.0161	0.3516
	Vodafone	-.20525*	0.0453	0.0000	-0.3458	-0.0647
Uninor	Aircel	-0.07404	0.0649	0.9680	-0.2756	0.1275
	Bharti	-.31959*	0.0611	0.0000	-0.5095	-0.1297
	BSNL	-.28866*	0.0629	0.0000	-0.4840	-0.0933
	Idea	-.29803*	0.0613	0.0000	-0.4885	-0.1075
	MTS	0.00187	0.0645	1.0000	-0.1984	0.2021
	Rel Comm	-0.17713	0.0617	0.0960	-0.3687	0.0145
	TTSL	-0.16776	0.0592	0.1060	-0.3516	0.0161
	Vodafone	-.37301*	0.0595	0.0000	-0.5578	-0.1882
Vodafone	Aircel	.29897*	0.0525	0.0000	0.1359	0.4621
	Bharti	0.05342	0.0478	0.9720	-0.0949	0.2018
	BSNL	0.08435	0.0500	0.7550	-0.0710	0.2397
	Idea	0.07498	0.0480	0.8260	-0.0742	0.2241
	MTS	.37488*	0.0520	0.0000	0.2135	0.5363
	Rel Comm	.19588*	0.0485	0.0020	0.0453	0.3464
	TTSL	.20525*	0.0453	0.0000	0.0647	0.3458
	Uninor	.37301*	0.0595	0.0000	0.1882	0.5578

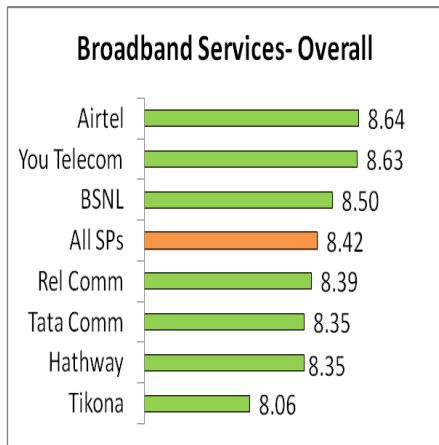
*. The mean difference is significant at the 0.05 level.



4.1.4.3 Broadband service



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that You telecom with a mean score of 8.60 has scored highest in rural areas.
- However, in urban areas Airtel with a mean score of 8.68 has come first



- Overall ratings, on a scale of 1-10, where 10 is very good and 1 is very bad, reveals that Airtel with the mean score of 8.64 (8.55 in rural areas and 8.68 in urban areas) comes first
- Tata Comm, Rel Comm, Hathway and Tikona have scored less than the average score attained by all the service providers.
- The differences in the means are significant at .05 level and their services are not homogenous.
- This could be seen from the ANOVA analysis shown below

Test of Homogeneity of Variances

Levene Statistic	df1	df2	Sig.
28.827	6	7462	.000

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	258.815	6	43.136	43.314	.000
Within Groups	7431.348	7462	.996		
Total	7690.163	7468			

Further application of Games Howell Multiple Comparison post hoc analysis shows that the mean difference between many of the operators is not significant at 0.05 significance level. This could be seen in the following table.



Games-Howell Multiple Comparisons						
(I) SPs	(J) SPs	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Airtel	BSNL	.14058*	0.0391	0.0060	0.0252	0.2560
	Reliance	.25117*	0.0374	0.0000	0.1408	0.3616
	Tata Comm	.28960*	0.0401	0.0000	0.1712	0.4080
	Hathway	.29335*	0.0388	0.0000	0.1789	0.4078
	You Telecom	0.00937	0.0388	1.0000	-0.1051	0.1238
	Tikona	.58388*	0.0461	0.0000	0.4480	0.7198
BSNL	Airtel	-.14058*	0.0391	0.0060	-0.2560	-0.0252
	Reliance	0.11059	0.0409	0.0980	-0.0102	0.2314
	Tata Comm	.14902*	0.0434	0.0110	0.0209	0.2772
	Hathway	.15276*	0.0422	0.0060	0.0282	0.2773
	You Telecom	-.13121*	0.0422	0.0310	-0.2557	-0.0067
	Tikona	.44330*	0.0490	0.0000	0.2988	0.5878
Reliance	Airtel	-.25117*	0.0374	0.0000	-0.3616	-0.1408
	BSNL	-0.11059	0.0409	0.0980	-0.2314	0.0102
	Tata Comm	0.03843	0.0419	0.9700	-0.0852	0.1621
	Hathway	0.04217	0.0406	0.9450	-0.0777	0.1621
	You Telecom	-.24180*	0.0406	0.0000	-0.3617	-0.1219
	Tikona	.33271*	0.0476	0.0000	0.1922	0.4732
Tata Comm	Airtel	-.28960*	0.0401	0.0000	-0.4080	-0.1712
	BSNL	-.14902*	0.0434	0.0110	-0.2772	-0.0209
	Reliance	-0.03843	0.0419	0.9700	-0.1621	0.0852
	Hathway	0.00375	0.0431	1.0000	-0.1236	0.1310
	You Telecom	-.28022*	0.0431	0.0000	-0.4075	-0.1530
	Tikona	.29428*	0.0498	0.0000	0.1474	0.4412
Hathway	Airtel	-.29335*	0.0388	0.0000	-0.4078	-0.1789
	BSNL	-.15276*	0.0422	0.0060	-0.2773	-0.0282
	Reliance	-0.04217	0.0406	0.9450	-0.1621	0.0777
	Tata Comm	-0.00375	0.0431	1.0000	-0.1310	0.1236
	You Telecom	-.28397*	0.0419	0.0000	-0.4076	-0.1603
	Tikona	.29053*	0.0487	0.0000	0.1468	0.4343
You Telecom	Airtel	-0.00937	0.0388	1.0000	-0.1238	0.1051
	BSNL	.13121*	0.0422	0.0310	0.0067	0.2557
	Reliance	.24180*	0.0406	0.0000	0.1219	0.3617
	Tata Comm	.28022*	0.0431	0.0000	0.1530	0.4075
	Hathway	.28397*	0.0419	0.0000	0.1603	0.4076
	Tikona	.57451*	0.0487	0.0000	0.4308	0.7182
Tikona	Airtel	-.58388*	0.0461	0.0000	-0.7198	-0.4480
	BSNL	-.44330*	0.0490	0.0000	-0.5878	-0.2988
	Reliance	-.33271*	0.0476	0.0000	-0.4732	-0.1922
	Tata Comm	-.29428*	0.0498	0.0000	-0.4412	-0.1474
	Hathway	-.29053*	0.0487	0.0000	-0.4343	-0.1468
	You Telecom	-.57451*	0.0487	0.0000	-0.7182	-0.4308

*. The mean difference is significant at the 0.05 level.

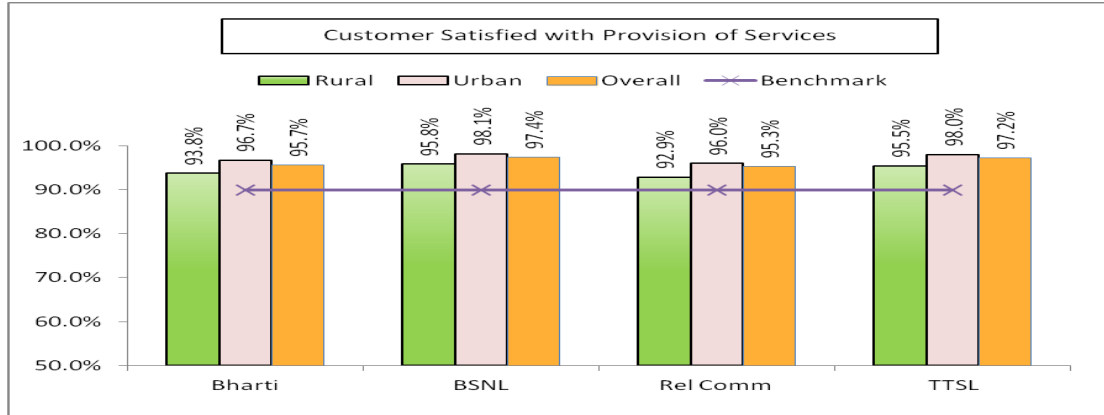


4.2 Graphical Presentation



4.2.1 BASIC WIRE LINE – SERVICE AREA (GUJARAT)

4.2.1.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES

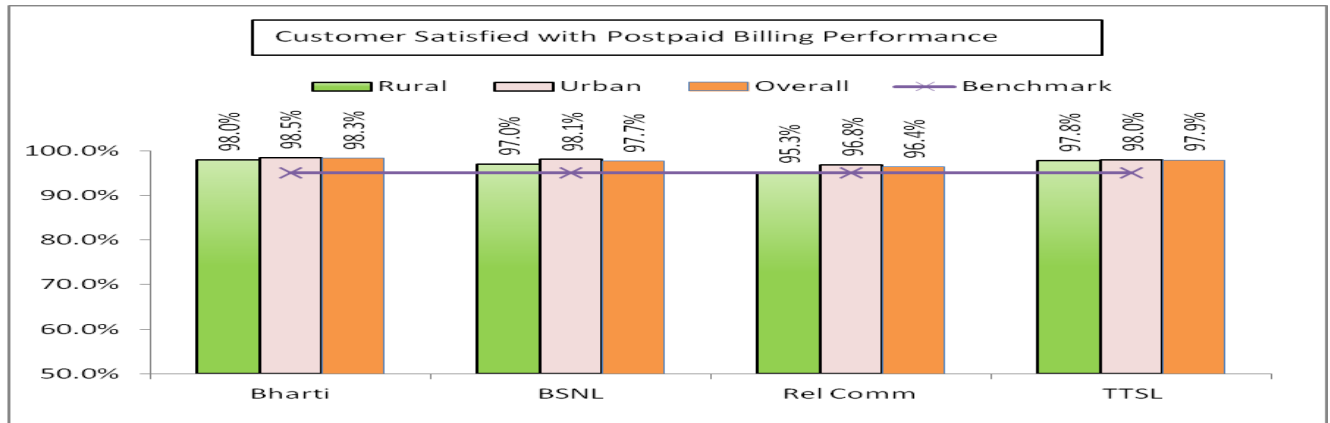


- Audit was conducted for 4 operators providing basic wire-line services in Gujarat.
- All the operators were found meeting the benchmark of >90% in both rural and urban areas.
- Percentage of customers satisfied with the provision of services attained by all the four operators ranged from 92.9% to 95.8% in rural areas and from 96.0% to 98.1% in urban areas
- Highest percentage of satisfied consumers was found in the case of BSNL in rural (95.8%) and urban (98.1%) areas
- The lowest percentage of customers satisfied was with Rel comm. in rural (92.9%) areas and urban (96.0%) areas

4.2.1.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES

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

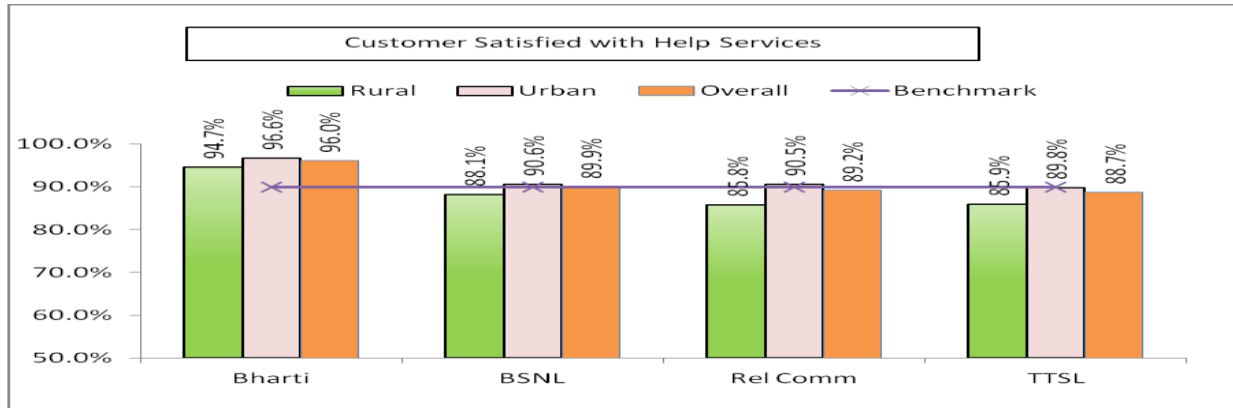
4.2.1.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



- All the operators are meeting the benchmark of >95% in both rural and urban areas.
- Percentage of satisfied consumers among all operators ranged from 95.3% to 98.0% in rural areas and from 96.8% to 98.5% in urban areas
- Highest percentage of satisfied consumers was found in the case of Bharti in rural (98.0%) and urban (98.5%) areas.
- The lowest percentage of satisfied consumers was attained by Rel Comm in rural (95.3%) areas and urban (96.8%) areas.

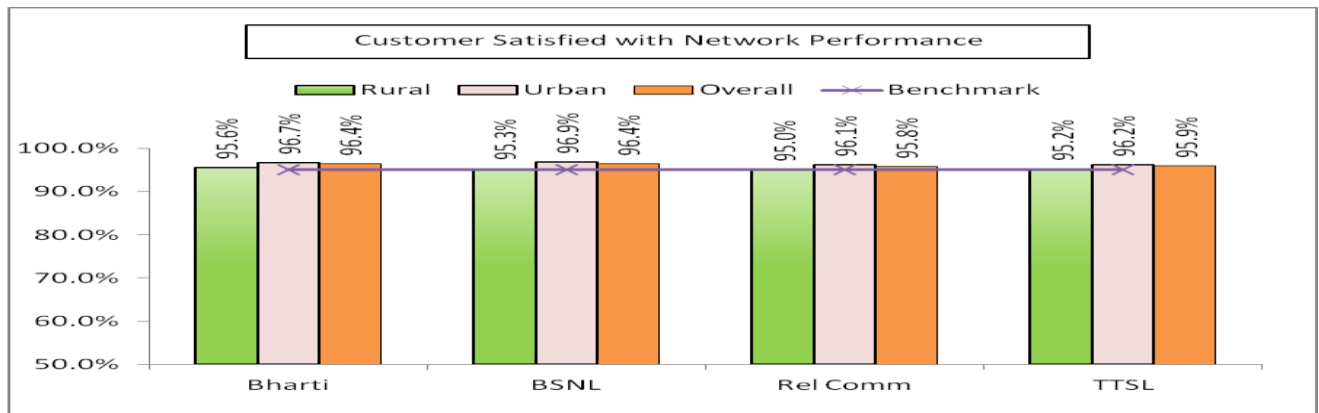


4.2.1.4 SATISFIED WITH HELP SERVICES



- Only Bharti Airtel, BSNL and Rel Comm in urban areas and Bharti Airtel in rural areas are meeting the benchmark of >90%.
- Percentage of Customer satisfied with the help services ranged from 85.8% to 94.7% in rural areas and from 89.8% to 96.6% in urban areas
- Highest percentage of satisfied consumers were with Bharti Airtel in both (94.7%) rural areas and (96.6%) urban areas
- The lowest percentage of satisfied consumers was attained by Rel comm in rural (85.8%) and TTSL in urban (89.8%) areas

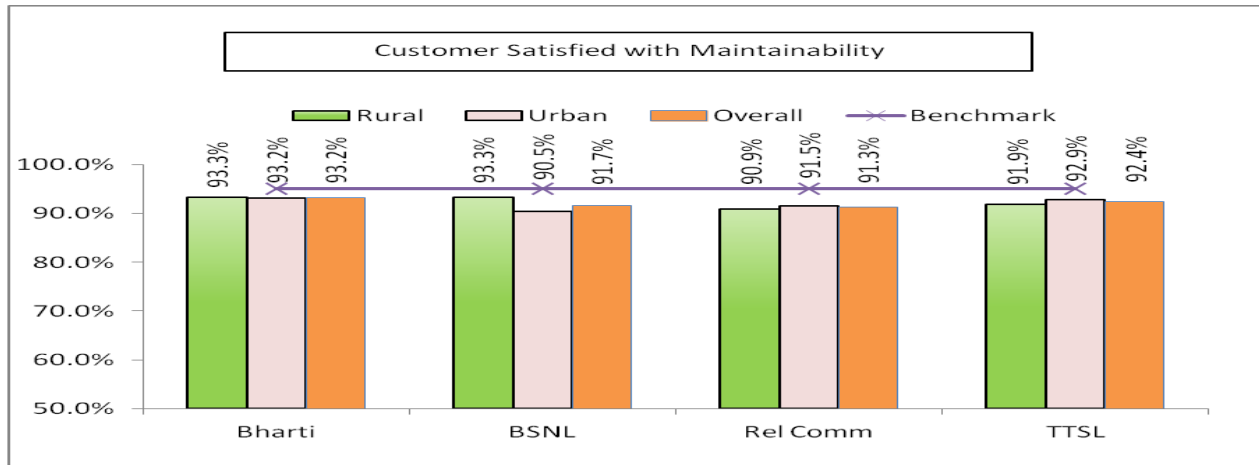
4.2.1.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



- All operator are meeting the benchmark of >95% in both rural and urban areas.
- Percentage of Customer satisfied with the network performance ranged from 95.0% to 95.6% in rural areas and from 96.1% to 96.9% in urban areas
- Highest percentage of satisfied consumers were in the case Bharti in rural (95.6%) in areas and BSNL (96.9%) in urban areas
- The lowest percentage of satisfied consumers was attained by Rel Comm in both rural (95.0%) areas and urban (96.1%) areas

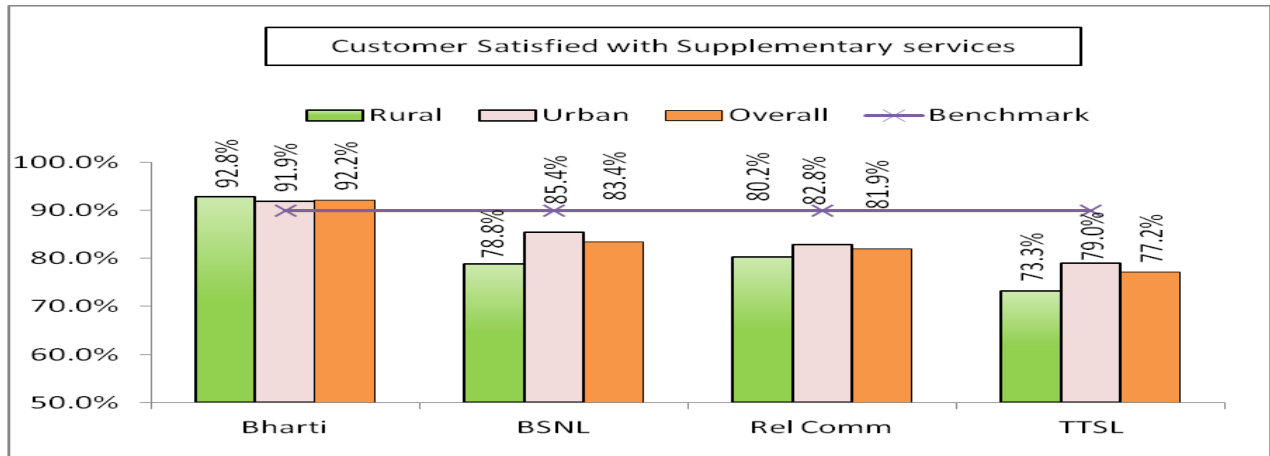


4.2.1.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



- None of the operator was found meeting the benchmark of >95% in both rural and urban areas.
- Percentage of Customer satisfied with the maintainability ranged from 90.9% to 93.3% in rural areas and from 90.5% to 93.2% in urban areas
- Highest percentage of satisfied consumers was found with Bharti Airtel and BSNL in (93.3% each) rural areas and Bharti Airtel (93.2%) in urban areas.
- The lowest percentage of satisfied consumers was attained by Rel comm in rural (90.9%) and BSNL in urban (90.5%) areas

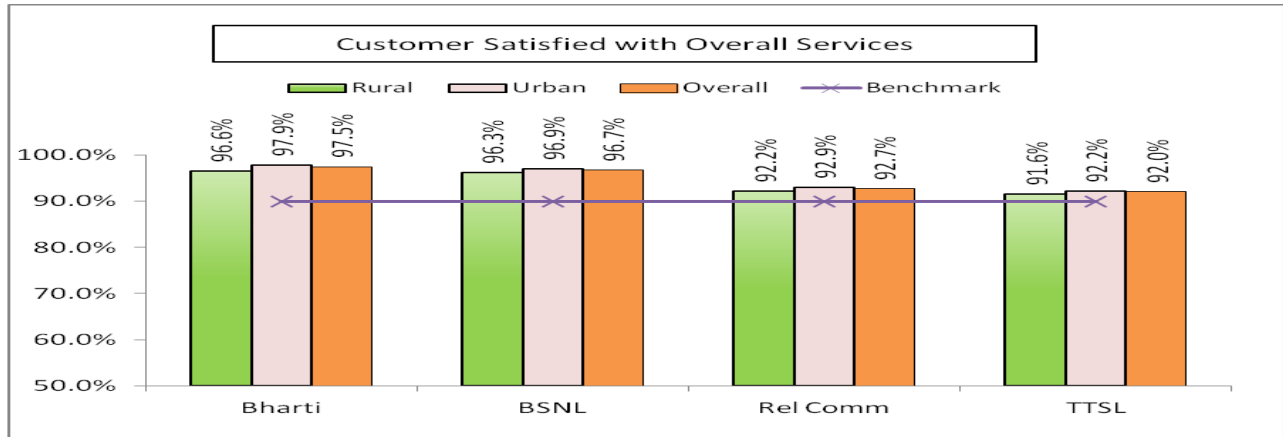
4.2.1.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- Only Bharti Airtel is meeting the benchmark of >90% in both rural and urban areas.
- Percentage of Customer satisfied with the supplementary services ranged from 73.3% to 92.8% in rural areas and from 79.0% to 91.9% in urban areas
- Highest percentage of satisfied customers was found with Bharti Airtel in both rural (92.8%) and urban (91.9%) areas.
- The lowest percentage of satisfied consumers was found in the case of TTSL in both (73.3%) rural and (79.0%) urban areas



4.2.1.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES

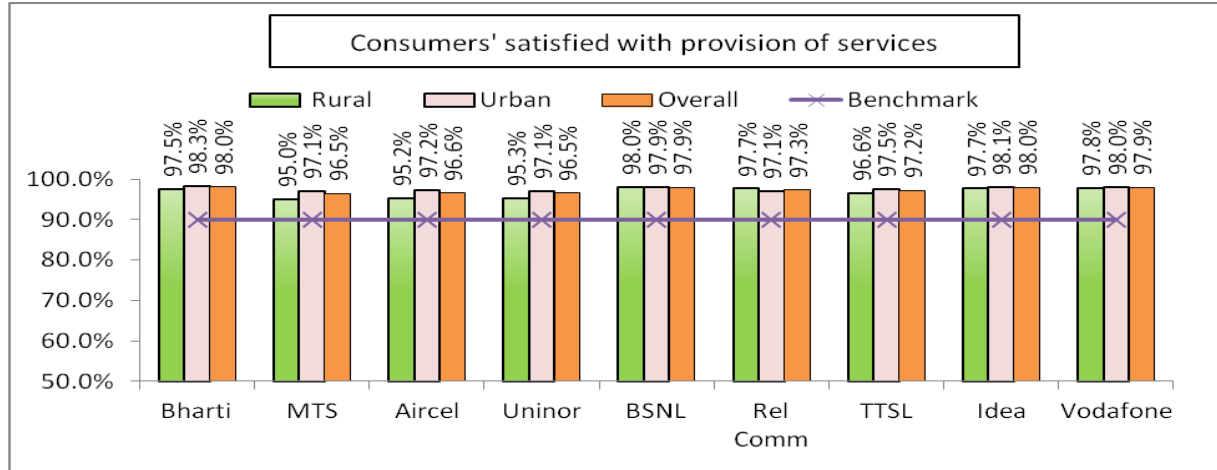


- All operators are meeting the benchmark of >90% in both rural and urban areas
- Percentage of Customer satisfied with the overall services ranged from 91.6% to 96.6% in rural areas and from 92.2% to 97.9% in urban areas
- Highest percentage of satisfied customers was found in the case of Bharti Airtel in both (96.6%) rural areas and (97.9%) urban areas
- Whereas, the lowest percentage of satisfied customers were in the case of TTSL in both rural (91.6%) and urban (92.2%) areas



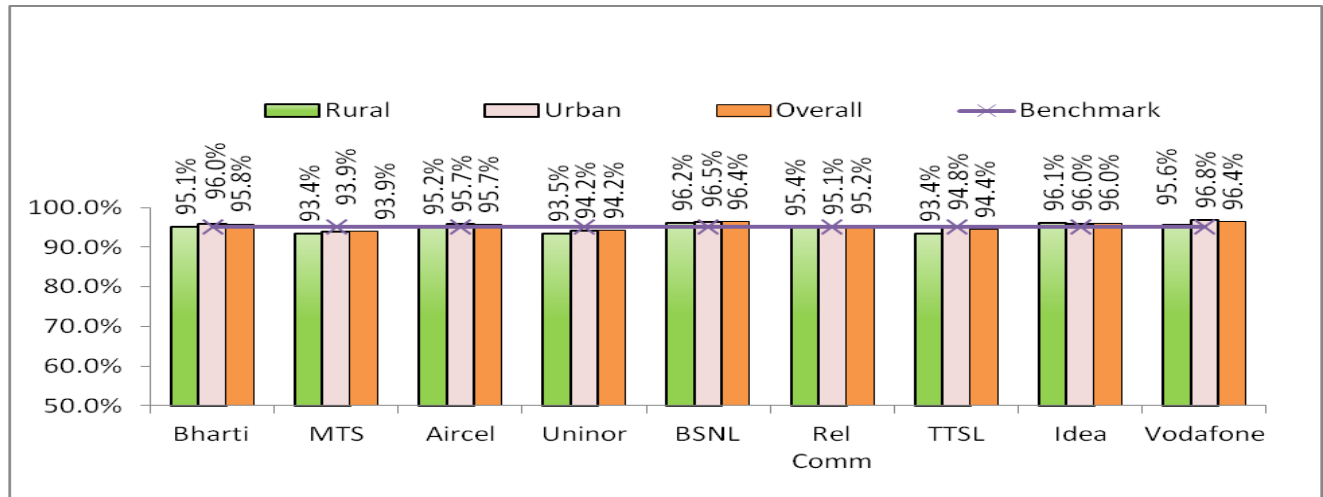
4.2.2 CELLULAR SERVICE – SERVICE AREA (GUJARAT)

4.2.2.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



- Audit was conducted for 9 operators providing cellular services in Gujarat.
- All operators were found to be meeting the benchmark of >90%.
- Percentage of consumers satisfied with the provision of services attained by all the nine operators ranged from 95.0% to 98.0% in rural areas and 97.1% to 98.3% in urban areas.
- Highest percentage of consumers satisfied was found with BSNL in rural (98.0%) and Bharti in urban areas

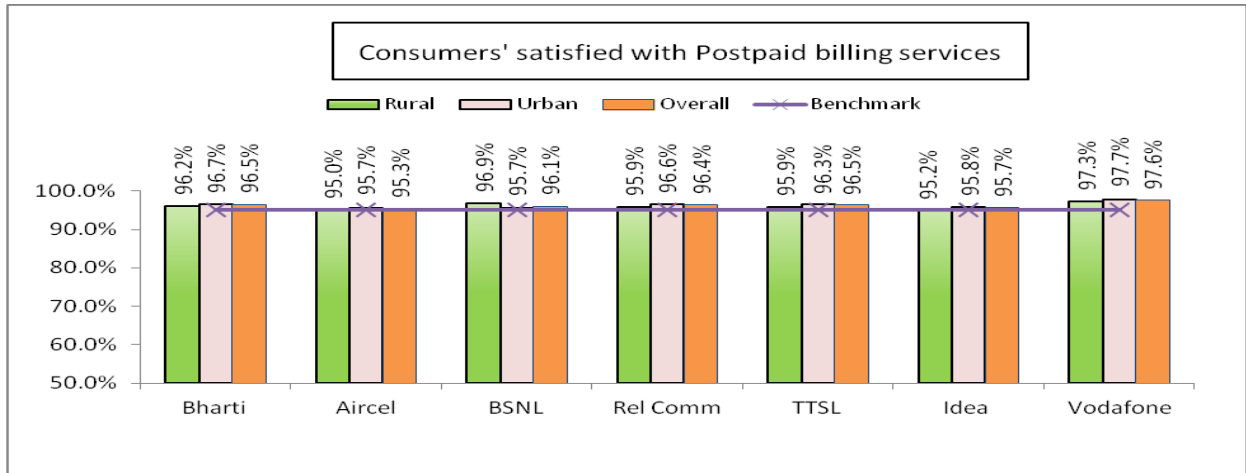
4.2.2.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



- All except MTS, Uninor and TTSL were found to be meeting the benchmark of >95% in both rural and urban areas.
- Percentages of satisfied consumer by all the operators ranged from 93.4% to 96.2% in rural areas and from 93.9% to 97.1% in urban areas.
- Highest percentages of customers satisfied were found with BSNL with 96.2% in rural areas and with Vodafone (96.8%) in urban areas.
- The lowest percentage of satisfied consumers was attained by TTSL and MTS (93.4%) in rural areas and MTS (93.9%) in urban areas.



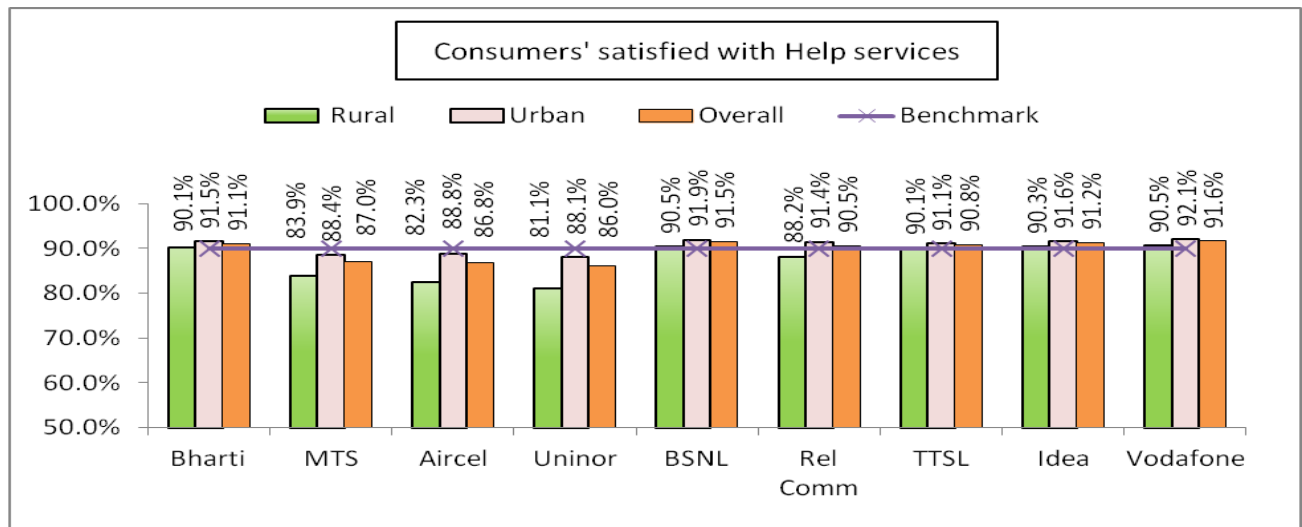
4.2.2.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



*Uninor and MTS does not provide postpaid cellular services

- All were found to be meeting the benchmark of >95% in both urban areas and rural areas.
- Percentage of satisfied consumers by all the operators ranged from 95.0% to 97.3% in rural areas and from 95.7% to 97.7% in urban areas
- Highest percentage of satisfied consumers was found with Vodafone in both rural (97.3%) and urban (97.7%) areas.
- The lowest percentage of satisfied consumers was attained by Aircel in rural (95.0%) areas and Aircel and BSNL in urban (95.7% each) areas.

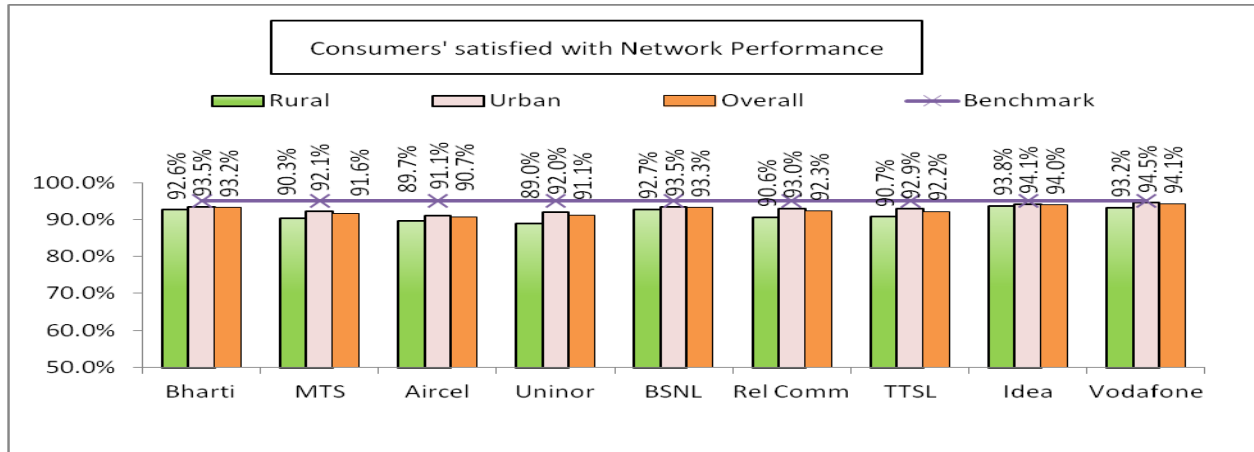
4.2.2.4 SATISFIED WITH HELP SERVICES



- Five out of nine operators in rural areas and six in urban areas were able to meet the benchmark of >90%.
- Percentage of consumer satisfied by all the nine operators ranged from 81.1% to 90.5% in rural areas and 88.1% to 90.7% in urban areas
- Highest percentage of satisfied consumers was found with Vodafone and BSNL in rural (90.5%) areas and Vodafone in urban (92.1%) areas.
- The lowest percentage of satisfied consumers was attained by Uninor in both rural (81.1%) as well as urban (88.1%) areas.

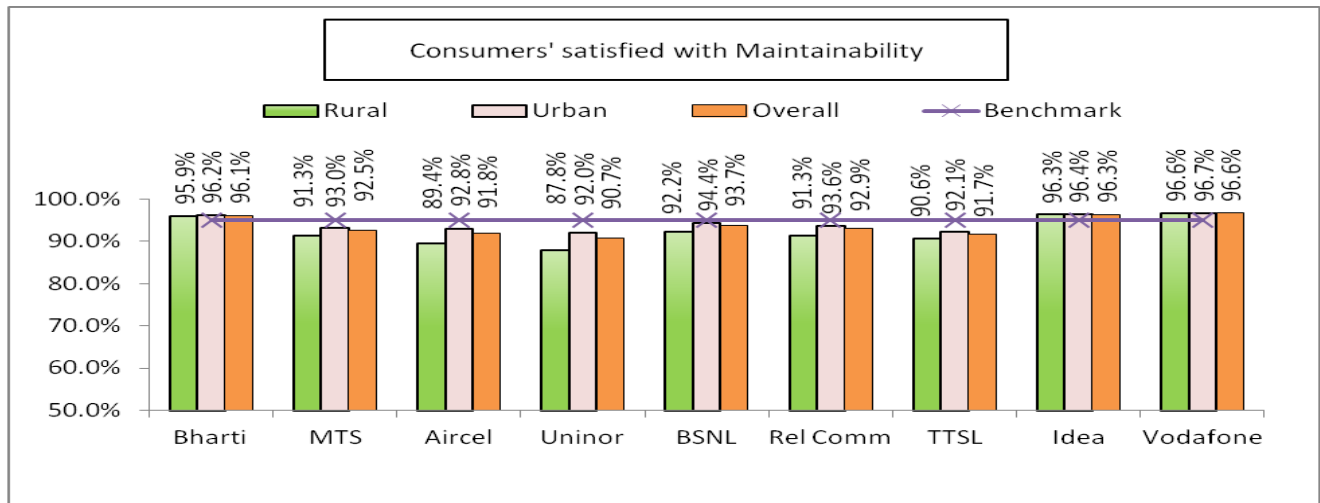


4.2.2.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



- None of the operators were found to be meeting the benchmark of >95%.
- Percentages of customers satisfied by all the operators ranged from 89.0% to 93.8% in rural areas and from 91.1% to 94.5% in urban areas
- Highest percentages of customers satisfied were found with Idea (93.8%) in rural areas and Vodafone (94.5%) in urban areas.
- The lowest percentage of satisfied consumers was attained by Uninor in rural (89.0%) and Aircel in urban (91.1%) areas.

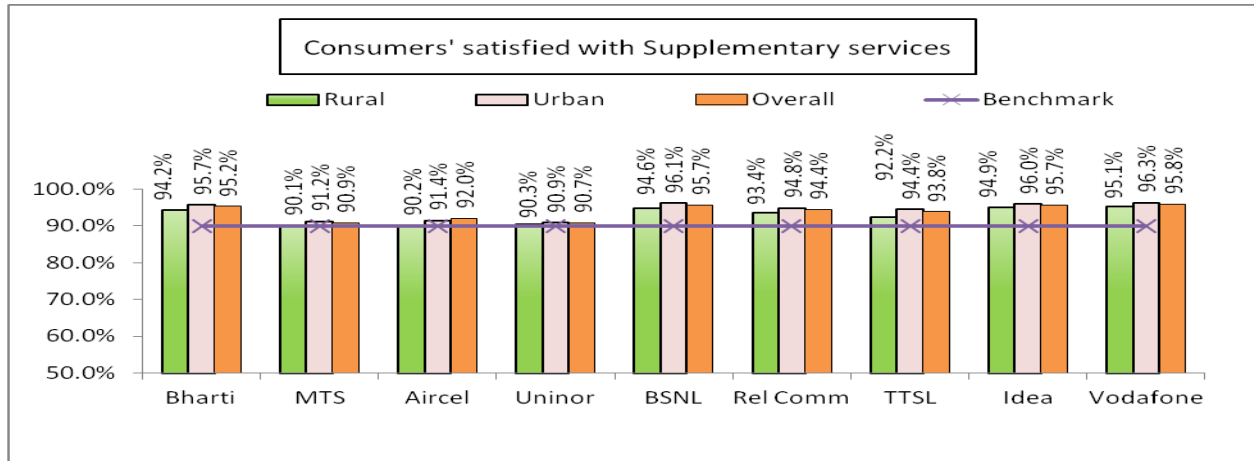
4.2.2.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



- Only Bharti, Idea and Vodafone were found to be meeting the benchmark of >95% in both rural and urban areas.
- Percentage of satisfied consumers by all the nine operators ranged from 87.8% to 96.6% in rural areas and 92.0% to 96.7% in urban areas
- Highest percentage of consumers satisfied was with Vodafone in both rural (96.6%) and urban (96.7%) areas.
- The lowest percentage of satisfied consumers was with Uninor in both rural (87.8%) and urban (92.0%) areas.

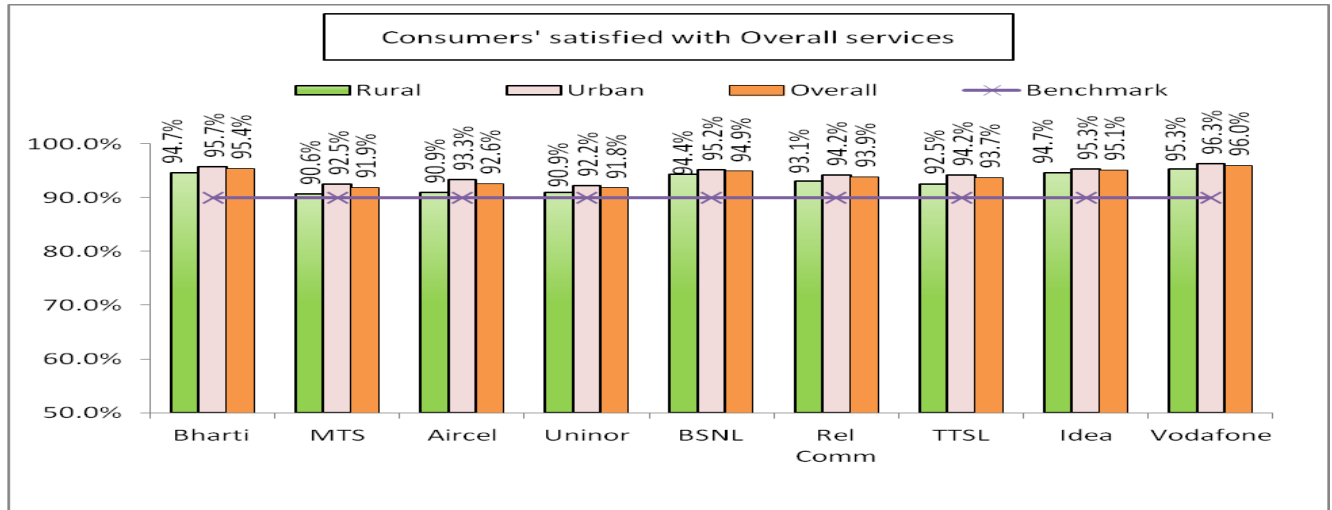


4.2.2.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- All were found to be meeting the benchmark of >90% in both rural and urban areas.
- Percentage of consumers satisfied by all the nine operators ranged from 90.1% to 95.1% in rural areas and from 90.9% to 96.3% in urban areas
- Highest percentage of consumers satisfied was found with Vodafone in both rural (95.1%) and urban (96.3%) areas.
- The lowest percentage of satisfied consumers was attained by MTS in rural (90.1%) and Uninor in urban (90.9%) areas.

4.2.2.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES

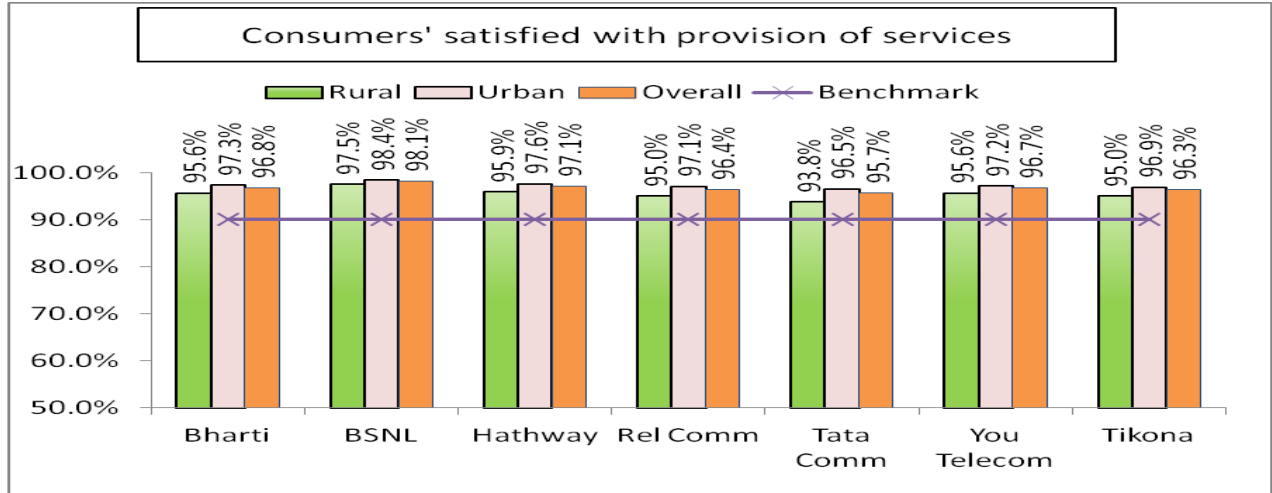


- All operators were found to be meeting the benchmark of >90%. in both rural and urban areas
- Percentage of customers satisfied by all the operators ranged from 90.6% to 95.3% in rural areas and from 92.2% to 96.3% in urban areas.
- Highest level of satisfaction was found by the consumers of Vodafone in both rural (95.3%) areas and urban (96.3%) areas.
- The lowest percentage of satisfied consumers was attained MTS in both rural (90.6%) area and Uninor in urban (92.2%) areas.



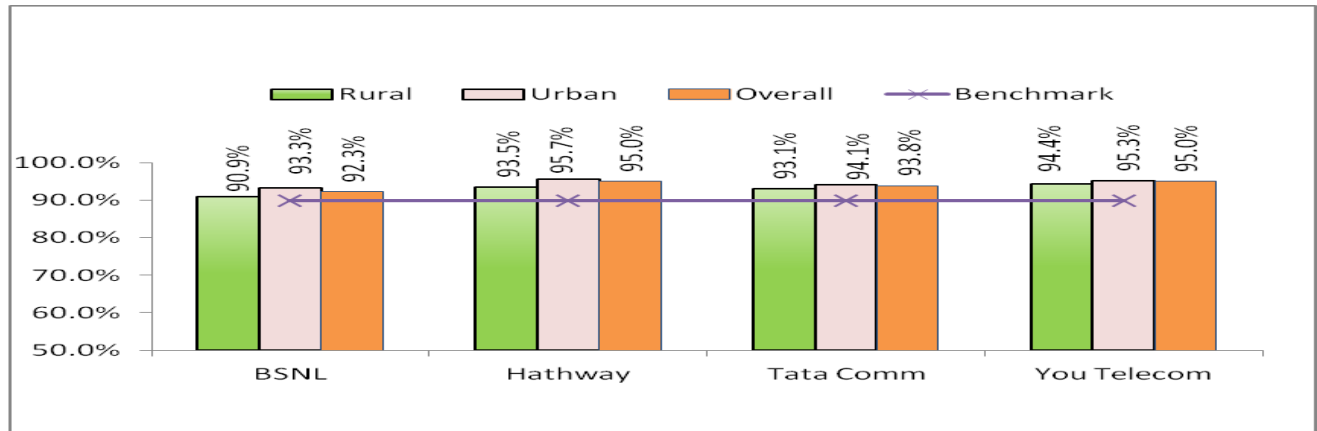
4.2.3 Broadband services – Service Area (Gujarat)

4.2.3.1 CUSTOMERS SATISFIED WITH PROVISION OF SERVICES



- Audit conducted for 7 operators providing broadband services in Gujarat.
- All the operators were found to be meeting the benchmark of >90% in both urban and rural areas.
- Percentage of customers satisfied with the provision of services attained by all the operators ranged from 93.8% to 97.5% in rural areas and from 96.5% to 98.4% in urban areas
- Highest percentage of satisfied consumers was found in the case of BSNL in rural (97.5%) and urban (98.4%) areas.
- The lowest percentage of satisfied consumers were found in the case of Tata Comm in both (93.8%) rural and urban (96.5%) areas

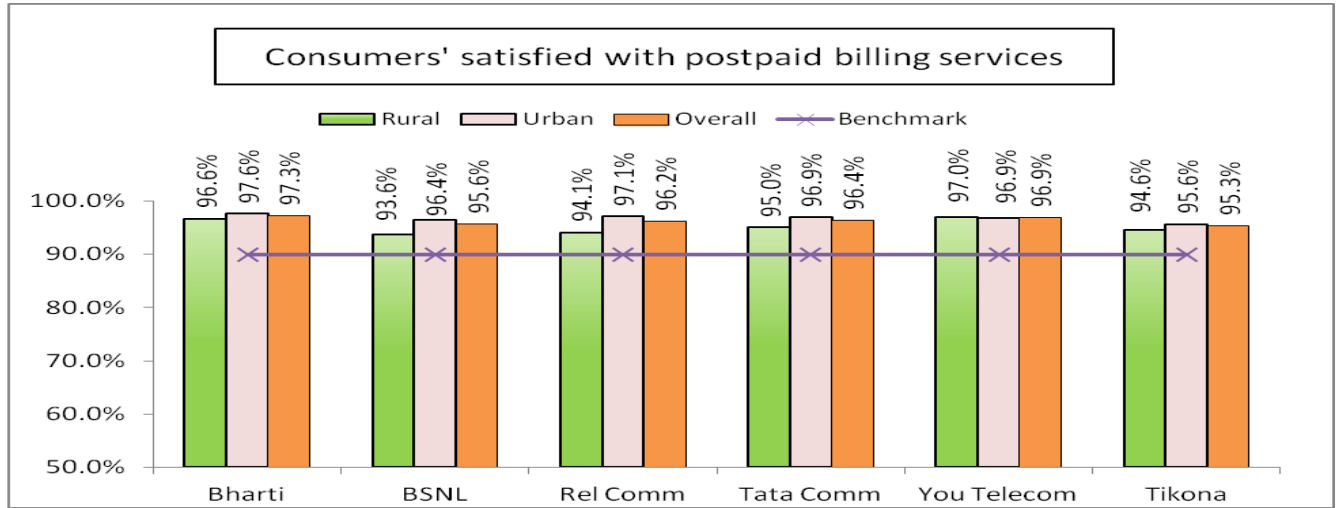
4.2.3.2 CUSTOMERS SATISFIED WITH PREPAID BILLING SERVICES



- All the operators were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied by all the operators ranged from 90.9% to 94.4% in rural areas and from 93.3% to 95.7% in urban areas
- Highest percentage of customers satisfied was found with You Telecom (94.4%) in rural areas and with Hathway (95.7%) in urban areas.
- The lowest percentages of satisfied consumer were found with BSNL in both rural (90.9%) areas and urban (93.3%) areas.

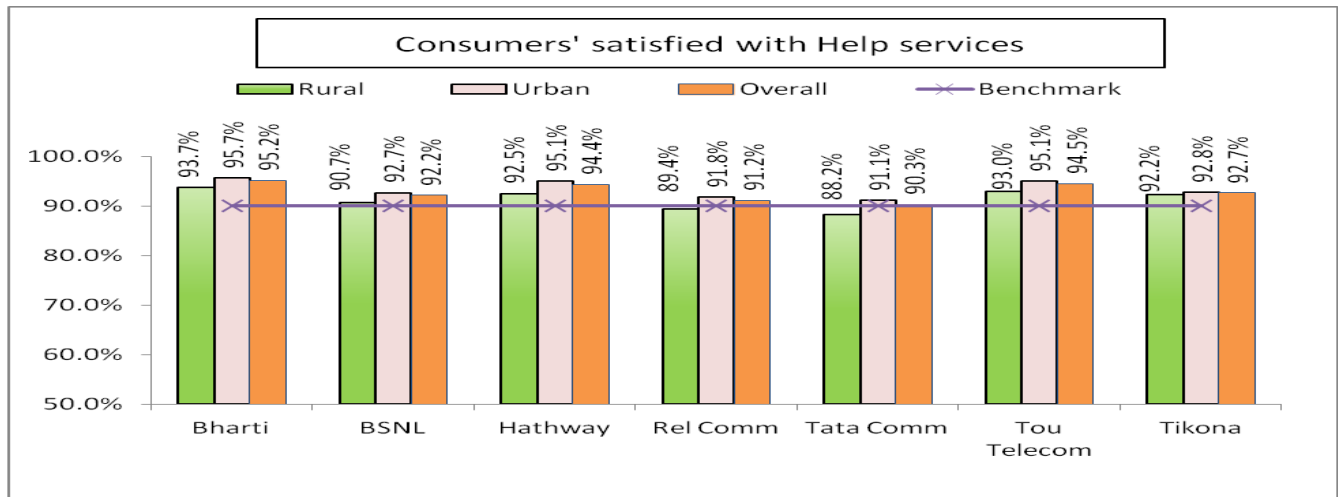


4.2.3.3 CUSTOMERS SATISFIED WITH POSTPAID BILLING SERVICES



- All operators were meeting the benchmark of >90% in both rural and urban area.
- Percentage of satisfied consumers among all operators ranged from 93.6% to 97.0% in rural areas and from 95.6% to 97.6% in urban areas.
- Highest percentage of satisfied consumers were found in the case of You Telecom (97.0%) in rural areas and Bharti (97.6%) in urban areas
- The lowest percentage of satisfied consumers was attained by BSNL in rural (93.6%) areas and Tikona in urban (95.6) areas.

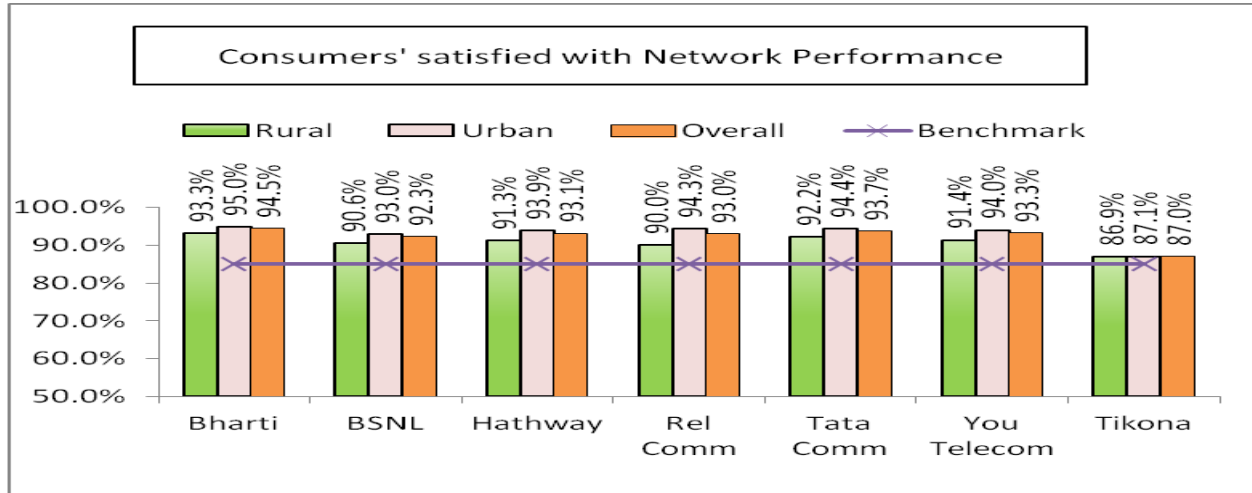
4.2.3.4 SATISFIED WITH HELP SERVICES



- All, except Rel Comm and TATA Comm in rural areas, were found to be meeting the benchmark of >90%.
- Percentage of customers satisfied with the help services ranged from 88.2% to 93.7% in rural areas and from 91.1% to 95.7% in urban areas
- Highest percentages of satisfied consumers were in the case of Bharti in both rural (93.7%) and urban (95.7%) areas.
- The lowest percentage of satisfied consumers were found in the case of Tata Com in both rural (88.2%) and urban (91.1%) areas

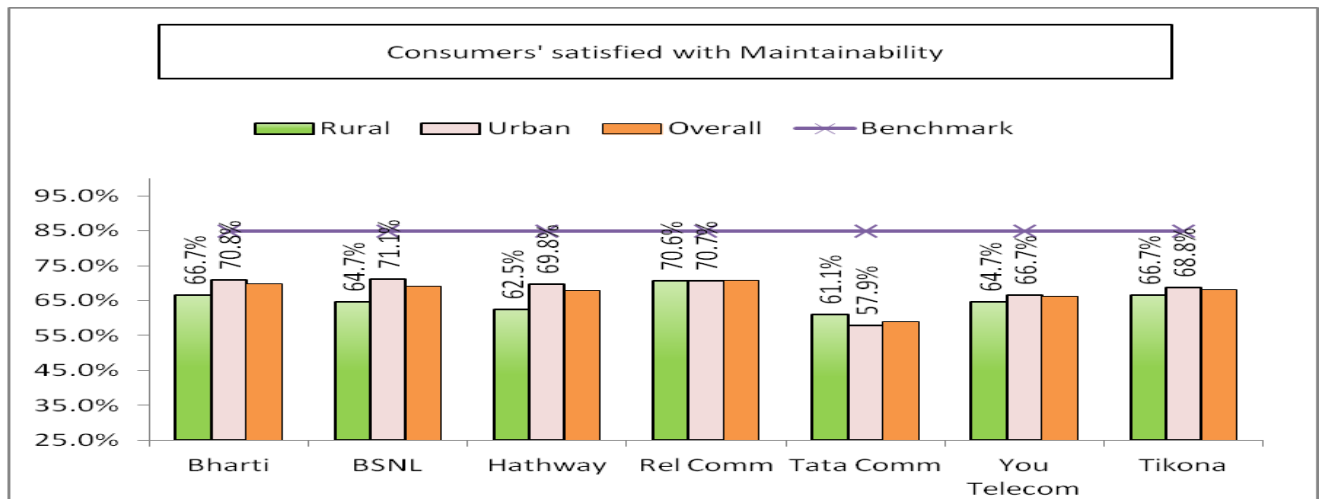


4.2.3.5 CUSTOMERS SATISFIED WITH NETWORK PERFORMANCE



- All operator in both rural and urban, were meeting the benchmark of >85%.
- Percentage of Customer satisfied with the network performance ranged from 86.9% to 93.3% in rural areas and from 87.1% to 95.0% in urban areas
- Highest percentage of satisfied consumers were in the case of Bharti in both rural (93.3%) and urban (95.0%) areas
- Lowest percentage of satisfied consumers was attained by Tikona in both rural (86.9%) and urban (88.9%) areas

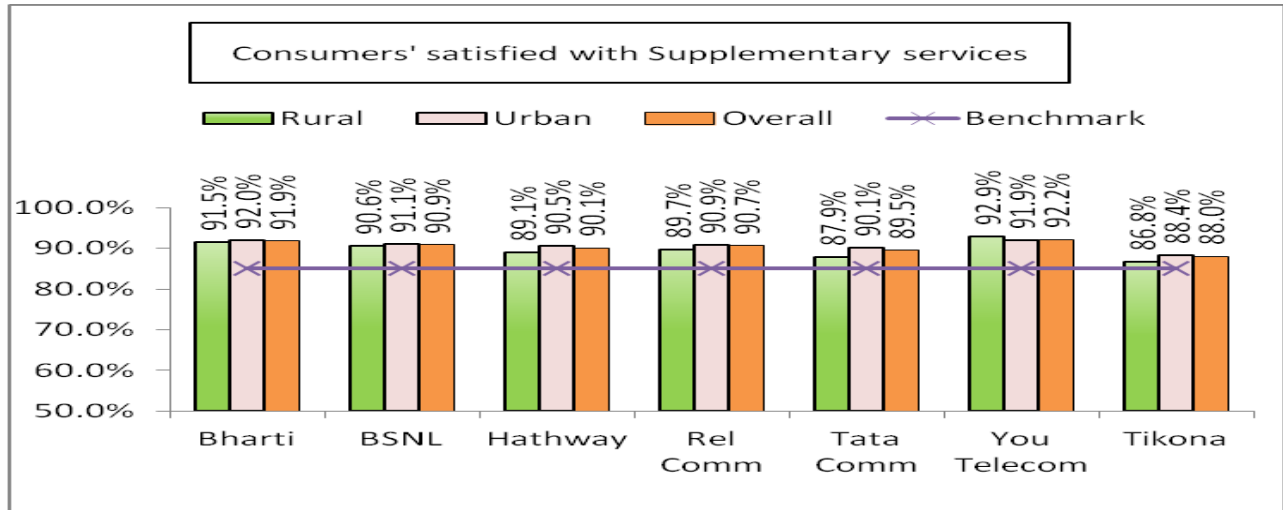
4.2.3.6 CUSTOMERS SATISFIED WITH MAINTAINABILITY



- None of the operators were meeting the benchmark of >85%.
- Percentage of customers satisfied with the maintainability ranged from 61.1% to 70.6% in rural areas and from 57.9% to 71.1% in urban areas
- Highest percentage of satisfied consumers were in the case of Rel Com in rural (70.6%) areas and BSNL in urban (71.1%) areas
- The lowest percentage of satisfied consumers was attained by Tata Comm in both rural areas (61.1%) and urban (57.9%) areas.

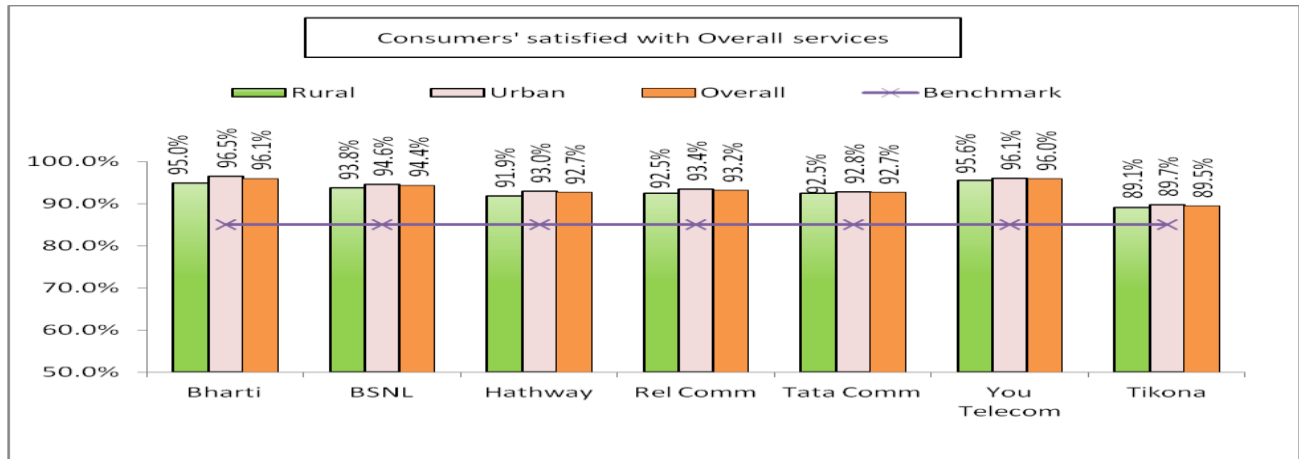


4.2.3.7 SATISFIED WITH SUPPLEMENTRY SERVICES



- All operator in both rural and urban areas, were found to be meeting the benchmark of >85%.
- Percentage of customers satisfied with the supplementary services ranged from 86.8% to 91.5% in rural areas and from 88.4% to 92.0% in urban areas
- Highest percentage of consumers satisfied were found with Bharti in both rural (91.5%) and urban (95.0%) areas
- The lowest percentage of satisfied consumers were found in the case of Tikona in both rural (86.8%) and urban (88.4%) areas

4.2.3.8 CUSTOMERS SATISFIED WITH OVERALL SERVICES



- All operators were found meeting the benchmark of >85%
- Percentage of customers satisfied with the overall services ranged from 89.1% to 95.6% in rural areas and from 89.7% to 96.5% in urban areas
- Highest percentage of satisfied customers were found with You TeleComm (95.6%) in rural areas and Bharti (96.5%) in urban areas
- The lowest percentage of satisfied customers was found in the case of Tikona in both rural (89.1%) areas and urban (89.7%) areas.



**5. ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM
CONSUMER PROTECTION AND REDRESSAL OF GRIEVANCES REGULATION, 2007.**



5.1: BASIC WIRELINE – Gujarat Service Area

5.1.1: Awareness about toll free customer care number: Altogether 4268 wire-line consumers of 4 operators in Gujarat service area were targeted. Out of these, 3917 (91.8%) were aware about the complaint centre telephone number of their operator. The highest percentage of aware subscribers was found in the case of TTSL in rural and Bharti in urban areas.

34(a). Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	291	90.9%	29	9.1%	320	100.0%
	Urban	693	92.8%	54	7.2%	747	100.0%
	Total	984	92.2%	83	7.8%	1067	100.0%
BSNL	Rural	288	90.0%	32	10.0%	320	100.0%
	Urban	686	91.8%	61	8.2%	747	100.0%
	Total	974	91.3%	93	8.7%	1067	100.0%
Rel Comm	Rural	289	90.3%	31	9.7%	320	100.0%
	Urban	690	92.4%	57	7.6%	747	100.0%
	Total	979	91.8%	88	8.2%	1067	100.0%
TTSL	Rural	292	91.3%	28	8.8%	320	100.0%
	Urban	688	92.1%	59	7.9%	747	100.0%
	Total	980	91.8%	87	8.2%	1067	100.0%
Total	Rural	1160	90.6%	120	9.4%	1280	100.0%
	Urban	2757	92.3%	231	7.7%	2988	100.0%
	Total	3917	91.8%	351	8.2%	4268	100.0%

5.1.2: Source of awareness about toll free customer care number: Out of 3917 consumers who were aware about toll free number, 63.5% had come to know about the toll free customer care number from the telephone bills of the service provider, 21.0% from Newspaper and 8.5% from the web site of the service provider.

34 (b). How did you come to know about the toll free customer care number?													
Service Provider		Newspaper		Website of the service provider		SMS from service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	71	24.4%	24	8.2%	0	0.0%	18	6.2%	178	61.2%	291	100.0%
	Urban	132	19.0%	72	10.4%	0	0.0%	54	7.8%	435	62.8%	693	100.0%
	Total	203	20.6%	96	9.8%	0	0.0%	72	7.3%	613	62.3%	984	100.0%
BSNL	Rural	70	24.3%	19	6.6%	0	0.0%	19	6.6%	180	62.5%	288	100.0%
	Urban	139	20.3%	40	5.8%	0	0.0%	51	7.4%	456	66.5%	686	100.0%
	Total	209	21.5%	59	6.1%	0	0.0%	70	7.2%	636	65.3%	974	100.0%
Rel Comm	Rural	69	23.9%	28	9.7%	0	0.0%	18	6.2%	174	60.2%	289	100.0%
	Urban	132	19.1%	78	11.3%	0	0.0%	48	7.0%	432	62.6%	690	100.0%
	Total	201	20.5%	106	10.8%	0	0.0%	66	6.7%	606	61.9%	979	100.0%
TTSL	Rural	71	24.3%	15	5.1%	0	0.0%	19	6.5%	187	64.0%	292	100.0%
	Urban	138	20.1%	55	8.0%	0	0.0%	50	7.3%	445	64.7%	688	100.0%
	Total	209	21.3%	70	7.1%	0	0.0%	69	7.0%	632	64.5%	980	100.0%
Total	Rural	281	24.2%	86	7.4%	0	0.0%	74	6.4%	719	62.0%	1160	100.0%
	Urban	541	19.6%	245	8.9%	0	0.0%	203	7.4%	1768	64.1%	2757	100.0%
	Total	822	21.0%	331	8.5%	0	0.0%	277	7.1%	2487	63.5%	3917	100.0%



5.1.3: Consumers' complaints about services: Respondents were asked if they had made any complaints within last 6 months to complaint centre/ helpline number. The table below shows that out of 4268 respondents, 1533 (35.9%) had used this facility. The highest number of respondents, who had made complaints were from Rel Comm in both rural (36.6%) and urban (36.8%) areas.

35. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	114	35.6%	206	64.4%	320	100.0%
	Urban	271	36.3%	476	63.7%	747	100.0%
	Total	385	36.1%	682	63.9%	1067	100.0%
BSNL	Rural	109	34.1%	211	65.9%	320	100.0%
	Urban	265	35.5%	482	64.5%	747	100.0%
	Total	374	35.1%	693	64.9%	1067	100.0%
Rel Comm	Rural	117	36.6%	203	63.4%	320	100.0%
	Urban	275	36.8%	472	63.2%	747	100.0%
	Total	392	36.7%	675	63.3%	1067	100.0%
TTSL	Rural	112	35.0%	208	65.0%	320	100.0%
	Urban	270	36.1%	477	63.9%	747	100.0%
	Total	382	35.8%	685	64.2%	1067	100.0%
Total	Rural	452	35.3%	828	64.7%	1280	100.0%
	Urban	1081	36.2%	1907	63.8%	2988	100.0%
	Total	1533	35.9%	2735	64.1%	4268	100.0%

5.1.4: Receipt of docket number against complaints: Respondents those who made complaints to complaint centre were asked whether they had received docket numbers. Out of 1533 respondents who made complaints, more than half (58.9%) of the respondent confirmed that they had received docket numbers. 208 respondents (13.6%) reported that they had not received docket number for the complaints they had made. The table also shows 24.7% of respondents reported that docket number was given for their complaints only on request. Denial of docket number for most of the complaints even on request was reported to be 2.4%. Moreover, 0.4% of the complainants revealed that complaint center refused to register their complaint.

36. With respect to complaint made by you to complaint centre, please specify which of these was most applicable to you?													
Service Provider		Complaint was registered and docket number received		Complaint was registered and docket number not received		Docket number provided on request		Docket number not provided even on request		Refused to register the complaint		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	69	60.5%	15	13.2%	27	23.7%	2	1.8%	1	0.9%	114	100.0%
	Urban	163	60.1%	38	14.0%	67	24.7%	3	1.1%	0	0.0%	271	100.0%
	Total	232	60.3%	53	13.8%	94	24.4%	5	1.3%	1	0.3%	385	100.0%
BSNL	Rural	61	56.0%	14	12.8%	29	26.6%	4	3.7%	1	0.9%	109	100.0%
	Urban	147	55.5%	39	14.7%	72	27.2%	6	2.3%	1	0.4%	265	100.0%
	Total	208	55.6%	53	14.2%	101	27.0%	10	2.7%	2	0.5%	374	100.0%
Rel Comm	Rural	72	61.5%	15	12.8%	25	21.4%	5	4.3%	0	0.0%	117	100.0%
	Urban	165	60.0%	38	13.8%	64	23.3%	7	2.5%	1	0.4%	275	100.0%
	Total	237	60.5%	53	13.5%	89	22.7%	12	3.1%	1	0.3%	392	100.0%
TTSL	Rural	66	58.9%	14	12.5%	27	24.1%	4	3.6%	1	0.9%	112	100.0%
	Urban	160	59.3%	35	13.0%	68	25.2%	6	2.2%	1	0.4%	270	100.0%
	Total	226	59.2%	49	12.8%	95	24.9%	10	2.6%	2	0.5%	382	100.0%



Total	Rural	268	59.3%	58	12.8%	108	23.9%	15	3.3%	3	0.7%	452	100.0%
	Urban	635	58.7%	150	13.9%	271	25.1%	22	2.0%	3	0.3%	1081	100.0%
	Total	903	58.9%	208	13.6%	379	24.7%	37	2.4%	6	0.4%	1533	100.0%

5.1.5: Information from complaint Centre about complaint registration: The respondents who made complaints to complaint centre were also asked whether complaint centre informed them through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which the complaint will be resolved. Out of 1527 respondents who had registered their complaints, 1420 (93.0%) confirmed that they were informed about the action taken on their complaints, the highest from BSNL in rural (94.4%) and Bharti in urban (93.7%) areas.

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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	8	7.1%	105	92.9%	113	100.0%
	Urban	17	6.3%	254	93.7%	271	100.0%
	Total	25	6.5%	359	93.5%	384	100.0%
BSNL	Rural	6	5.6%	102	94.4%	108	100.0%
	Urban	18	6.8%	246	93.2%	264	100.0%
	Total	24	6.5%	348	93.5%	372	100.0%
Rel Comm	Rural	9	7.7%	108	92.3%	117	100.0%
	Urban	19	6.9%	255	93.1%	274	100.0%
	Total	28	7.2%	363	92.8%	391	100.0%
TTSL	Rural	8	7.2%	103	92.8%	111	100.0%
	Urban	22	8.2%	247	91.8%	269	100.0%
	Total	30	7.9%	350	92.1%	380	100.0%
Total	Rural	31	6.9%	418	93.1%	449	100.0%
	Urban	76	7.1%	1002	92.9%	1078	100.0%
	Total	107	7.0%	1420	93.0%	1527	100.0%

5.1.6: Feedback from Complaint Centre: The respondents who made complaints to complaint centre were also asked whether complaint centre informed them about the action taken on complaints. Out of 1527 respondents who made complaints, 1400 (91.7%) confirmed that they were informed about the action taken on their complaints, the highest from BSNL in rural (91.7%) and Bharti in urban (93.4%) areas. The lowest percentage was found in the case of Rel comm. in rural (89.7%) and TTSL in urban (91.1%) areas.

38. Did the Complaint Centre inform you about the action taken on your complaint through SMS or by other means?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	103	91.2%	10	8.8%	113	100.0%
	Urban	253	93.4%	18	6.6%	271	100.0%
	Total	356	92.7%	28	7.3%	384	100.0%
BSNL	Rural	99	91.7%	9	8.3%	108	100.0%
	Urban	244	92.4%	20	7.6%	264	100.0%
	Total	343	92.2%	29	7.8%	372	100.0%
Rel Comm	Rural	105	89.7%	12	10.3%	117	100.0%
	Urban	251	91.6%	23	8.4%	274	100.0%
	Total	356	91.0%	35	9.0%	391	100.0%
TTSL	Rural	100	90.1%	11	9.9%	111	100.0%
	Urban	245	91.1%	24	8.9%	269	100.0%
	Total	345	90.8%	35	9.2%	380	100.0%
Total	Rural	407	90.6%	42	9.4%	449	100.0%



	Urban	993	92.1%	85	7.9%	1078	100.0%
	Total	1400	91.7%	127	8.3%	1527	100.0%

5.1.7 Resolution of complaints: The following table shows that out of 1527 respondents who had complained to complaint centre, 1266 (82.9%) revealed that their complaints were resolved within three days. This was reported maximum in the case of BSNL in both rural (83.3%) and urban (84.5%) areas.

39. Was your complaint resolved by the complaint centre within three days?							
Service Provider		Yes		No		Not applicable	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	92	81.4%	21	18.6%	113	100.0%
	Urban	226	83.4%	45	16.6%	271	100.0%
	Total	318	82.8%	66	17.2%	384	100.0%
BSNL	Rural	90	83.3%	18	16.7%	108	100.0%
	Urban	223	84.5%	41	15.5%	264	100.0%
	Total	313	84.1%	59	15.9%	372	100.0%
Rel Comm	Rural	95	81.2%	22	18.8%	117	100.0%
	Urban	228	83.2%	46	16.8%	274	100.0%
	Total	323	82.6%	68	17.4%	391	100.0%
TTSL	Rural	92	82.9%	19	17.1%	111	100.0%
	Urban	220	81.8%	49	18.2%	269	100.0%
	Total	312	82.1%	68	17.9%	380	100.0%
Total	Rural	369	82.2%	80	17.8%	449	100.0%
	Urban	897	83.2%	181	16.8%	1078	100.0%
	Total	1266	82.9%	261	17.1%	1527	100.0%

5.1.8 Resolution of billing complaints: The following table shows that out of 1527 respondents who had complained to complaint centre, 1175 (76.9%) had billing related complaints. Out of these 886, (75.4%) had confirmed that their complaint was satisfactorily resolved by complaint centre within four week after lodging of the complaint. This was reported maximum in the case of BSNL in both rural (78.4%) and urban (77.0%) areas.

40. Was your billing complaint resolved satisfactorily by complaint centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	65	75.6%	21	24.4%	86	100.0%
	Urban	159	75.7%	51	24.3%	210	100.0%
	Total	224	75.7%	72	24.3%	296	100.0%
BSNL	Rural	69	78.4%	19	21.6%	88	100.0%
	Urban	164	77.0%	49	23.0%	213	100.0%
	Total	233	77.4%	68	22.6%	301	100.0%
Rel Comm	Rural	59	72.8%	22	27.2%	81	100.0%
	Urban	152	73.8%	54	26.2%	206	100.0%
	Total	211	73.5%	76	26.5%	287	100.0%
TTSL	Rural	61	74.4%	21	25.6%	82	100.0%
	Urban	157	75.1%	52	24.9%	209	100.0%
	Total	218	74.9%	73	25.1%	291	100.0%
Total	Rural	254	75.4%	83	24.6%	337	100.0%
	Urban	632	75.4%	206	24.6%	838	100.0%
	Total	886	75.4%	289	24.6%	1175	100.0%

5.1.9: Awareness about the contact details of Appellate Authority: Out of 4268 respondents contacted during the survey, only 411 (9.6%) were aware about the contact details of Appellate



Authority for filing of appeals. This was found to be highest in the case of BSNL in both rural (10.6%) and urban (10.5%) areas.

41. Are you aware of the contact details of the appellate authority for filing of appeals?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	31	9.7%	289	90.3%	320	100.0%
	Urban	71	9.5%	676	90.5%	747	100.0%
	Total	102	9.6%	965	90.4%	1067	100.0%
BSNL	Rural	34	10.6%	286	89.4%	320	100.0%
	Urban	78	10.4%	669	89.6%	747	100.0%
	Total	112	10.5%	955	89.5%	1067	100.0%
Rel Comm	Rural	29	9.1%	291	90.9%	320	100.0%
	Urban	70	9.4%	677	90.6%	747	100.0%
	Total	99	9.3%	968	90.7%	1067	100.0%
TTSL	Rural	30	9.4%	290	90.6%	320	100.0%
	Urban	68	9.1%	679	90.9%	747	100.0%
	Total	98	9.2%	969	90.8%	1067	100.0%
Total	Rural	124	9.7%	1156	90.3%	1280	100.0%
	Urban	287	9.6%	2701	90.4%	2988	100.0%
	Total	411	9.6%	3857	90.4%	4268	100.0%

5.1.9: Source of awareness about the contact details of Appellate Authority: Out of 411 consumers who were aware about appellate authority, 94.2% had come to know about the appellate authority from the web site of the service provider and 4.1% from display at complaint centres/sales outlet. However, 1.7% also revealed that they had come to know about contact details of appellate authority from Newspaper.

42. How did you come to know about the contact details of the Appellate Authority?											
Service Provider		Newspaper		Website of the service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	3.2%	29	93.5%	1	3.2%	0	0.0%	31	100.0%
	Urban	2	2.8%	67	94.4%	2	2.8%	0	0.0%	71	100.0%
	Total	3	2.9%	96	94.1%	3	2.9%	0	0.0%	102	100.0%
BSNL	Rural	1	2.9%	32	94.1%	1	2.9%	0	0.0%	34	100.0%
	Urban	1	1.3%	74	94.9%	3	3.8%	0	0.0%	78	100.0%
	Total	2	1.8%	106	94.6%	4	3.6%	0	0.0%	112	100.0%
Rel Comm	Rural	1	3.4%	27	93.1%	1	3.4%	0	0.0%	29	100.0%
	Urban	0	0.0%	66	94.3%	4	5.7%	0	0.0%	70	100.0%
	Total	1	1.0%	93	93.9%	5	5.1%	0	0.0%	99	100.0%
TTSL	Rural	0	0.0%	28	93.3%	2	6.7%	0	0.0%	30	100.0%
	Urban	1	1.5%	64	94.1%	3	4.4%	0	0.0%	68	100.0%
	Total	1	1.0%	92	93.9%	5	5.1%	0	0.0%	98	100.0%
Total	Rural	3	2.4%	116	93.5%	5	4.0%	0	0.0%	124	100.0%
	Urban	4	1.4%	271	94.4%	12	4.2%	0	0.0%	287	100.0%
	Total	7	1.7%	387	94.2%	17	4.1%	0	0.0%	411	100.0%

5.1.10: Appeal to Appellate Authority: Out of 411 respondents who were aware of the appellate authority, only 37 (9.0%) had filed appeal to the appellate Authority. This was found to be highest in the case of Rel Comm in rural (10.3%) and TTSL in urban (10.3%) areas.

43. Have you filed any appeal in last 6 months?			
Service Provider	Yes	No	Total



		Count	%age	Count	%age	Count	%age
Bharti	Rural	2	6.5%	29	93.5%	31	100.0%
	Urban	5	7.0%	66	93.0%	71	100.0%
	Total	7	6.9%	95	93.1%	102	100.0%
BSNL	Rural	3	8.8%	31	91.2%	34	100.0%
	Urban	7	9.0%	71	91.0%	78	100.0%
	Total	10	8.9%	102	91.1%	112	100.0%
Rel Comm	Rural	3	10.3%	26	89.7%	29	100.0%
	Urban	7	10.0%	63	90.0%	70	100.0%
	Total	10	10.1%	89	89.9%	99	100.0%
TTSL	Rural	3	10.0%	27	90.0%	30	100.0%
	Urban	7	10.3%	61	89.7%	68	100.0%
	Total	7	7.1%	91	92.9%	98	100.0%
Total	Rural	11	8.9%	113	91.1%	124	100.0%
	Urban	26	9.1%	261	90.9%	287	100.0%
	Total	37	9.0%	374	91.0%	411	100.0%

5.1.10: Method used to file the appeal to Appellate Authority: Out of 37 respondents who had filed an appeal to the appellate authority, maximum (54.1%) respondents had filed their appeal through E-mail, 29.7% through letter and 16.2% through fax.

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

Service Provider		E-mail		Fax		Letter (Post/courier)		In Person (self)		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	50.0%	0	0.0%	1	50.0%	0	0.0%	2	100.0%
	Urban	3	60.0%	2	40.0%	0	0.0%	0	0.0%	5	100.0%
	Total	4	57.1%	2	28.6%	1	14.3%	0	0.0%	7	100.0%
BSNL	Rural	2	66.7%	0	0.0%	1	33.3%	0	0.0%	3	100.0%
	Urban	4	57.1%	2	28.6%	1	14.3%	0	0.0%	7	100.0%
	Total	6	60.0%	2	20.0%	2	20.0%	0	0.0%	10	100.0%
Rel Comm	Rural	2	66.7%	0	0.0%	1	33.3%	0	0.0%	3	100.0%
	Urban	4	57.1%	1	14.3%	2	28.6%	0	0.0%	7	100.0%
	Total	6	60.0%	1	10.0%	3	30.0%	0	0.0%	10	100.0%
TTSL	Rural	1	33.3%	0	0.0%	2	66.7%	0	0.0%	3	100.0%
	Urban	3	42.9%	1	14.3%	3	42.9%	0	0.0%	7	100.0%
	Total	1	14.3%	1	14.3%	5	71.4%	0	0.0%	7	100.0%
Total	Rural	6	54.5%	0	0.0%	5	45.5%	0	0.0%	11	100.0%
	Urban	14	53.8%	6	23.1%	6	23.1%	0	0.0%	26	100.0%
	Total	20	54.1%	6	16.2%	11	29.7%	0	0.0%	37	100.0%

5.1.11: Feedback from Appellate Authority: Near about 81% of the complainants had also received unique appeal number within three days from the Appellate Authority after filing the appeal.

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

Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	1	50.0%	1	50.0%	2	100.0%
	Urban	3	60.0%	2	40.0%	5	100.0%
	Total	4	57.1%	3	42.9%	7	100.0%
BSNL	Rural	2	66.7%	1	33.3%	3	100.0%
	Urban	7	100.0%	0	0.0%	7	100.0%
	Total	9	90.0%	1	10.0%	10	100.0%
Rel Comm	Rural	2	66.7%	1	33.3%	3	100.0%



45. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	6	85.7%	1	14.3%	7	100.0%
	Total	8	80.0%	2	20.0%	10	100.0%
TTSL	Rural	2	66.7%	1	33.3%	3	100.0%
	Urban	7	100.0%	0	0.0%	7	100.0%
	Total	6	85.7%	1	14.3%	7	100.0%
Total	Rural	7	63.6%	4	36.4%	11	100.0%
	Urban	23	88.5%	3	11.5%	26	100.0%
	Total	30	81.1%	7	18.9%	37	100.0%

Near about 70% of the respondents revealed that appellate authority had taken a decision upon their appeal within 39 days of filing the appeal.

46. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?									
Service Provider		Yes		No		Appeal filed only recently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	50.0%	0	0.0%	1	50.0%	2	100.0%
	Urban	4	80.0%	1	20.0%	0	0.0%	5	100.0%
	Total	5	71.4%	1	14.3%	1	14.3%	7	100.0%
BSNL	Rural	2	66.7%	0	0.0%	1	33.3%	3	100.0%
	Urban	5	71.4%	0	0.0%	2	28.6%	7	100.0%
	Total	7	70.0%	0	0.0%	3	30.0%	10	100.0%
Rel Comm	Rural	2	66.7%	1	33.3%	0	0.0%	3	100.0%
	Urban	5	71.4%	1	14.3%	1	14.3%	7	100.0%
	Total	7	70.0%	2	20.0%	1	10.0%	10	100.0%
TTSL	Rural	2	66.7%	0	0.0%	1	33.3%	3	100.0%
	Urban	5	71.4%	1	14.3%	1	14.3%	7	100.0%
	Total	4	57.1%	1	14.3%	2	28.6%	7	100.0%
Total	Rural	7	63.6%	1	9.1%	3	27.3%	11	100.0%
	Urban	19	73.1%	3	11.5%	4	15.4%	26	100.0%
	Total	26	70.3%	4	10.8%	7	18.9%	37	100.0%

5.1.12 Provision of Manual of Practice by the Operators: The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 2332 (54.6%) subscribers had confirmed that they had received the manual of practice - found to be highest in the case of BSNL in both rural (55.3%) and (55.0%) urban areas. 10.4% of the respondents could not remember about receiving the manual of practice as their connections were quite old.

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?									
Service Provider		Yes		No		Do not remember		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	176	55.0%	112	35.0%	32	10.0%	320	100.0%
	Urban	410	54.9%	261	34.9%	76	10.2%	747	100.0%
	Total	586	54.9%	373	35.0%	108	10.1%	1067	100.0%
BSNL	Rural	177	55.3%	104	32.5%	39	12.2%	320	100.0%
	Urban	411	55.0%	252	33.7%	84	11.2%	747	100.0%



	Total	588	55.1%	356	33.4%	123	11.5%	1067	100.0%
Rel Comm	Rural	171	53.4%	114	35.6%	35	10.9%	320	100.0%
	Urban	408	54.6%	265	35.5%	74	9.9%	747	100.0%
	Total	579	54.3%	379	35.5%	109	10.2%	1067	100.0%
TTSL	Rural	172	53.8%	115	35.9%	33	10.3%	320	100.0%
	Urban	407	54.5%	269	36.0%	71	9.5%	747	100.0%
	Total	579	54.3%	384	36.0%	104	9.7%	1067	100.0%
Total	Rural	696	54.4%	445	34.8%	139	10.9%	1280	100.0%
	Urban	1636	54.8%	1047	35.0%	305	10.2%	2988	100.0%
	Total	2332	54.6%	1492	35.0%	444	10.4%	4268	100.0%



5.1.15: Overall Score – Telecom Consumer Protection and Redressal of Grievances BASIC SERVICES-WIRELINE

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

S.N.	Sub Parameter		Overall	Bharti	BSNL	Rel Comm	TTSL
1	For new customers provisioning of "Manual of practice while taking the new connection	Rural	54.4%	55.0%	55.3%	53.4%	53.8%
		Urban	54.8%	54.9%	55.0%	54.6%	54.5%
		Total	54.6%	54.9%	55.1%	54.3%	54.3%
2	Awareness of complaint center number for redressing grievances	Rural	90.6%	90.9%	90.0%	90.3%	91.3%
		Urban	92.3%	92.8%	91.8%	92.4%	92.1%
		Total	91.8%	92.2%	91.3%	91.8%	91.8%
3	Penetration of consumers complaining to the toll free number within last 6 months	Rural	35.3%	35.6%	34.1%	36.6%	35.0%
		Urban	36.2%	36.3%	35.5%	36.8%	36.1%
		Total	35.9%	36.1%	35.1%	36.7%	35.8%
4	Complaint centre informing about the action taken on complaint	Rural	90.6%	91.2%	91.7%	89.7%	90.1%
		Urban	92.1%	93.4%	92.4%	91.6%	91.1%
		Total	91.7%	92.7%	92.2%	91.0%	90.8%
5	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	Rural	75.4%	75.6%	78.4%	72.8%	74.4%
		Urban	75.4%	75.7%	77.0%	73.8%	75.1%
		Total	75.4%	75.7%	77.4%	73.5%	74.9%
6	Awareness of appellate authority for redressing grievances	Rural	9.7%	9.7%	10.6%	9.1%	9.4%
		Urban	9.6%	9.5%	10.4%	9.4%	9.1%
		Total	9.6%	9.6%	10.5%	9.3%	9.2%

- Awareness level was found high in the case of complaint centre/ customer care help line numbers. This was found in the range of 90.0 (BSNL) to 91.3% (TTSL) in rural areas and from 91.8% (BSNL) to 92.8% (Bharti) in urban areas.
- However, the awareness was found to be low in the case of Appellate Authority, which ranged from 9.1% (Rel comm) to 10.6% (BSNL) in rural areas and 9.1% (TTSL) to 10.4% (BSNL) in urban areas.
- Highest number of complaints to the complaint centre, within last 6 months, was made by the subscribers of Rel Comm in both rural (36.6%) and urban (36.8%) areas and lowest in the case of BSNL in both rural (34.1%) and urban (35.5%) areas.



5.2 CELLULAR Mobile – Gujarat Service Area

5.2.1: Awareness about toll free customer care number of Complaint centre: Altogether 9603 mobile consumers of 9 operators in Gujarat circle were targeted and 9197 (95.8%) were aware about the complaint centre telephone number of their operators. The highest percentages of aware subscribers were found in the case of BSNL in both rural (96.6%) and urban (96.3%) areas whereas lowest in the case of Uninor in both rural (95.3%) and urban (95.2%) areas.

Q36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	718	96.1%	29	3.9%	747	100.0%
	Total	1026	96.2%	41	3.8%	1067	100.0%
MTS	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	713	95.4%	34	4.6%	747	100.0%
	Total	1019	95.5%	48	4.5%	1067	100.0%
Aircel	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	712	95.3%	35	4.7%	747	100.0%
	Total	1018	95.4%	49	4.6%	1067	100.0%
Uninor	Rural	305	95.3%	15	4.7%	320	100.0%
	Urban	711	95.2%	36	4.8%	747	100.0%
	Total	1016	95.2%	51	4.8%	1067	100.0%
BSNL	Rural	309	96.6%	11	3.4%	320	100.0%
	Urban	719	96.3%	28	3.7%	747	100.0%
	Total	1028	96.3%	39	3.7%	1067	100.0%
Rel Comm	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	718	96.1%	29	3.9%	747	100.0%
	Total	1026	96.2%	41	3.8%	1067	100.0%
Tata Tele	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	713	95.4%	34	4.6%	747	100.0%
	Total	1019	95.5%	48	4.5%	1067	100.0%
Idea	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	718	96.1%	29	3.9%	747	100.0%
	Total	1026	96.2%	41	3.8%	1067	100.0%
Vodafone	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	713	95.4%	34	4.6%	747	100.0%
	Total	1019	95.5%	48	4.5%	1067	100.0%
Total	Rural	2762	95.9%	118	4.1%	2880	100.0%
	Urban	6435	95.7%	288	4.3%	6723	100.0%
	Total	9197	95.8%	406	4.2%	9603	100.0%

5.2.2: Source of awareness about toll free customer care number: Out of 9197 consumers who were aware about toll free number, 91.2% had come to know about the toll free customer care number from the web site of the service provider, 4.9% from SMS from the service providers and 2.6% from the display at complaint centres.

Q37. How did you come to know about the toll free customer care number?													
Service Provider		Newspaper		Website of the service provider		SMS from service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	1.0%	247	80.2%	34	11.0%	18	5.8%	6	1.9%	308	100.0%
	Urban	8	1.1%	572	79.7%	80	11.1%	43	6.0%	15	2.1%	718	100.0%
	Total	11	1.1%	819	79.8%	114	11.1%	61	5.9%	21	2.0%	1026	100.0%



Q37. How did you come to know about the toll free customer care number?													
Service Provider		Newspaper		Website of the service provider		SMS from service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
MTS	Rural	2	0.7%	252	82.4%	33	10.8%	15	4.9%	4	1.3%	306	100.0%
	Urban	6	0.8%	578	81.1%	78	10.9%	39	5.5%	12	1.7%	713	100.0%
	Total	8	0.8%	830	81.5%	111	10.9%	54	5.3%	16	1.6%	1019	100.0%
Aircel	Rural	2	0.7%	251	82.0%	32	10.5%	16	5.2%	5	1.6%	306	100.0%
	Urban	7	1.0%	574	80.6%	76	10.7%	41	5.8%	14	2.0%	712	100.0%
	Total	9	0.9%	825	81.0%	108	10.6%	57	5.6%	19	1.9%	1018	100.0%
Uninor	Rural	2	0.7%	254	83.3%	31	10.2%	14	4.6%	4	1.3%	305	100.0%
	Urban	6	0.8%	582	81.9%	74	10.4%	37	5.2%	12	1.7%	711	100.0%
	Total	8	0.8%	836	82.3%	105	10.3%	51	5.0%	16	1.6%	1016	100.0%
BSNL	Rural	4	1.3%	248	80.3%	34	11.0%	17	5.5%	6	1.9%	309	100.0%
	Urban	10	1.4%	572	79.6%	80	11.1%	42	5.8%	15	2.1%	719	100.0%
	Total	14	1.4%	820	79.8%	114	11.1%	59	5.7%	21	2.0%	1028	100.0%
Rel Comm	Rural	1	0.3%	251	81.5%	31	10.1%	18	5.8%	7	2.3%	308	100.0%
	Urban	5	0.7%	576	80.2%	77	10.7%	43	6.0%	17	2.4%	718	100.0%
	Total	6	0.6%	827	80.6%	108	10.5%	61	5.9%	24	2.3%	1026	100.0%
Tata Tele	Rural	2	0.7%	251	82.0%	32	10.5%	17	5.6%	4	1.3%	306	100.0%
	Urban	8	1.1%	575	80.6%	77	10.8%	42	5.9%	11	1.5%	713	100.0%
	Total	10	1.0%	826	81.1%	109	10.7%	59	5.8%	15	1.5%	1019	100.0%
Idea	Rural	2	0.6%	248	80.5%	34	11.0%	18	5.8%	6	1.9%	308	100.0%
	Urban	8	1.1%	572	79.7%	81	11.3%	42	5.8%	15	2.1%	718	100.0%
	Total	10	1.0%	820	79.9%	115	11.2%	60	5.8%	21	2.0%	1026	100.0%
Vodafone	Rural	2	0.7%	244	79.7%	35	11.4%	18	5.9%	7	2.3%	306	100.0%
	Urban	11	1.5%	560	78.5%	82	11.5%	44	6.2%	16	2.2%	713	100.0%
	Total	13	1.3%	804	78.9%	117	11.5%	62	6.1%	23	2.3%	1019	100.0%
Total	Rural	7	0.3%	2528	91.5%	132	4.8%	71	2.6%	24	0.9%	2762	100.0%
	Urban	32	0.5%	5856	91.0%	317	4.9%	171	2.7%	59	0.9%	6435	100.0%
	Total	39	0.4%	8384	91.2%	449	4.9%	242	2.6%	83	0.9%	9197	100.0%

5.3.2: Consumers' complaints about services: Altogether 3258 (35.4%) consumers had made complaints to the complaint centre/ help line number of their operators in the last 6 months. This was found highest in the case of MTS in both urban (37.6%) and rural (36.6%) areas. Lowest numbers of complaints were registered in the case of Idea (34.4%) in urban areas and BSNL (33.0%) in rural areas.

Q38. Have you made any complaint within last six months to the toll free Complaint Centre/Customer Care/ Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	108	35.1%	200	64.9%	308	100.0%
	Urban	254	35.4%	464	64.6%	718	100.0%
	Total	362	35.3%	664	64.7%	1026	100.0%
MTS	Rural	112	36.6%	194	63.4%	306	100.0%
	Urban	268	37.6%	445	62.4%	713	100.0%
	Total	380	37.3%	639	62.7%	1019	100.0%
Aircel	Rural	109	35.6%	197	64.4%	306	100.0%
	Urban	254	35.7%	458	64.3%	712	100.0%
	Total	363	35.7%	655	64.3%	1018	100.0%
Uninor	Rural	111	36.4%	194	63.6%	305	100.0%
	Urban	261	36.7%	450	63.3%	711	100.0%



Q38. Have you made any complaint within last six months to the toll free Complaint Centre/Customer Care/Helpline telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Total		372	36.6%	644	63.4%	1016	100.0%
BSNL	Rural	102	33.0%	207	67.0%	309	100.0%
	Urban	257	35.7%	462	64.3%	719	100.0%
	Total	359	34.9%	669	65.1%	1028	100.0%
Rel Comm	Rural	107	34.7%	201	65.3%	308	100.0%
	Urban	254	35.4%	464	64.6%	718	100.0%
	Total	361	35.2%	665	64.8%	1026	100.0%
Tata Tele	Rural	102	33.3%	204	66.7%	306	100.0%
	Urban	254	35.6%	459	64.4%	713	100.0%
	Total	356	34.9%	663	65.1%	1019	100.0%
Idea	Rural	104	33.8%	204	66.2%	308	100.0%
	Urban	247	34.4%	471	65.6%	718	100.0%
	Total	351	34.2%	675	65.8%	1026	100.0%
Vodafone	Rural	105	34.3%	201	65.7%	306	100.0%
	Urban	249	34.9%	464	65.1%	713	100.0%
	Total	354	34.7%	665	65.3%	1019	100.0%
Total	Rural	960	34.8%	1802	65.2%	2762	100.0%
	Urban	2298	35.7%	4137	64.3%	6435	100.0%
	Total	3258	35.4%	5939	64.6%	9197	100.0%

5.2.4: Receipt of docket number against complaints: 19.6% indicated that they had received docket numbers for most of their complaints. 69.6% sample respondents indicated that they had received docket number only on request. 5.5% did not receive the docket number and 3.3% did not receive it even on request.

Q39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?													
Service Provider		Complaint was registered and docket number received		Complaint was registered and docket number not received		It was received on request		No docket number received even on request		Refused to register complaint		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	22	20.4%	5	4.6%	78	72.2%	2	1.9%	1	0.9%	108	100.0%
	Urban	54	21.3%	12	4.7%	178	70.1%	6	2.4%	4	1.6%	254	100.0%
	Total	76	21.0%	17	4.7%	256	70.7%	8	2.2%	5	1.4%	362	100.0%
MTS	Rural	18	16.1%	7	6.3%	79	70.5%	5	4.5%	3	2.7%	112	100.0%
	Urban	47	17.5%	18	6.7%	180	67.2%	14	5.2%	9	3.4%	268	100.0%
	Total	65	17.1%	25	6.6%	259	68.2%	19	5.0%	12	3.2%	380	100.0%
Aircel	Rural	17	15.6%	6	5.5%	80	73.4%	4	3.7%	2	1.8%	109	100.0%
	Urban	45	17.7%	14	5.5%	177	69.7%	11	4.3%	7	2.8%	254	100.0%
	Total	62	17.1%	20	5.5%	257	70.8%	15	4.1%	9	2.5%	363	100.0%
Uninor	Rural	18	16.2%	6	5.4%	81	73.0%	4	3.6%	2	1.8%	111	100.0%
	Urban	49	18.8%	15	5.7%	181	69.3%	9	3.4%	7	2.7%	261	100.0%
	Total	67	18.0%	21	5.6%	262	70.4%	13	3.5%	9	2.4%	372	100.0%
BSNL	Rural	22	21.6%	5	4.9%	72	70.6%	2	2.0%	1	1.0%	102	100.0%
	Urban	56	21.8%	14	5.4%	176	68.5%	7	2.7%	4	1.6%	257	100.0%
	Total	78	21.7%	19	5.3%	248	69.1%	9	2.5%	5	1.4%	359	100.0%
Rel Comm	Rural	21	19.6%	6	5.6%	76	71.0%	2	1.9%	2	1.9%	107	100.0%
	Urban	50	19.7%	16	6.3%	177	69.7%	6	2.4%	5	2.0%	254	100.0%
	Total	71	19.7%	22	6.1%	253	70.1%	8	2.2%	7	1.9%	361	100.0%
Tata Tele	Rural	20	19.6%	5	4.9%	73	71.6%	3	2.9%	1	1.0%	102	100.0%



Q39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?													
Service Provider		Complaint was registered and docket number received		Complaint was registered and docket number not received		It was received on request		No docket number received even on request		Refused to register complaint		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	51	20.1%	12	4.7%	179	70.5%	8	3.1%	4	1.6%	254	100.0%
	Total	71	19.9%	17	4.8%	252	70.8%	11	3.1%	5	1.4%	356	100.0%
Idea	Rural	22	21.2%	6	5.8%	72	69.2%	2	1.9%	2	1.9%	104	100.0%
	Urban	54	21.9%	15	6.1%	166	67.2%	7	2.8%	5	2.0%	247	100.0%
	Total	76	21.7%	21	6.0%	238	67.8%	9	2.6%	7	2.0%	351	100.0%
Vodafone	Rural	21	20.0%	4	3.8%	74	70.5%	4	3.8%	2	1.9%	105	100.0%
	Urban	51	20.5%	12	4.8%	168	67.5%	11	4.4%	7	2.8%	249	100.0%
	Total	72	20.3%	16	4.5%	242	68.4%	15	4.2%	9	2.5%	354	100.0%
Total	Rural	181	18.9%	50	5.2%	685	71.4%	28	2.9%	16	1.7%	960	100.0%
	Urban	457	19.9%	128	5.6%	1582	68.8%	79	3.4%	52	2.3%	2298	100.0%
	Total	638	19.6%	178	5.5%	2267	69.6%	107	3.3%	68	2.1%	3258	100.0%

5.2.5: Information from complaint Centre about complaint registration: The respondents who made complaints to complaint centre were also asked whether complaint centre informed them through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which the complaint will be resolved. Out of 3190 respondents who had registered their complaints, 2985 (93.6%) confirmed that they were informed about the action taken on their complaints, the highest from BSNL and TTSL in rural (88.1% each) and TTSL in urban (87.2%) areas.

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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	92	86.0%	15	14.0%	107	100.0%
	Urban	214	85.6%	36	14.4%	250	100.0%
	Total	306	85.7%	51	14.3%	357	100.0%
MTS	Rural	90	82.6%	19	17.4%	109	100.0%
	Urban	212	81.9%	47	18.1%	259	100.0%
	Total	302	82.1%	66	17.9%	368	100.0%
Aircel	Rural	93	86.9%	14	13.1%	107	100.0%
	Urban	208	84.2%	39	15.8%	247	100.0%
	Total	301	85.0%	53	15.0%	354	100.0%
Uninor	Rural	92	84.4%	17	15.6%	109	100.0%
	Urban	212	83.5%	42	16.5%	254	100.0%
	Total	304	83.7%	59	16.3%	363	100.0%
BSNL	Rural	89	88.1%	12	11.9%	101	100.0%
	Urban	214	84.6%	39	15.4%	253	100.0%
	Total	303	85.6%	51	14.4%	354	100.0%
Rel Comm	Rural	89	84.8%	16	15.2%	105	100.0%
	Urban	210	84.3%	39	15.7%	249	100.0%
	Total	299	84.5%	55	15.5%	354	100.0%
Tata Tele	Rural	89	88.1%	12	11.9%	101	100.0%
	Urban	218	87.2%	32	12.8%	250	100.0%
	Total	307	87.5%	44	12.5%	351	100.0%
Idea	Rural	86	84.3%	16	15.7%	102	100.0%
	Urban	203	83.9%	39	16.1%	242	100.0%



	Total	289	84.0%	55	16.0%	344	100.0%
Vodafone	Rural	88	85.4%	15	14.6%	103	100.0%
	Urban	206	85.1%	36	14.9%	242	100.0%
	Total	294	85.2%	51	14.8%	345	100.0%
Total	Rural	885	93.8%	59	6.3%	944	100.0%
	Urban	2100	93.5%	146	6.5%	2246	100.0%
	Total	2985	93.6%	205	6.4%	3190	100.0%

5.2.6: Feedback from Complaint Centre: The respondents who made complaints to complaint centre/ helpline numbers were also asked whether complaint centre informed them about the action taken on complaints. This was confirmed by 2449 (76.8%) complainants, of which 1717 (76.4%) were from urban areas and 732 (77.5%) were from rural areas. The highest were from BSNL in both urban (80.2%) and rural (81.2%) areas whereas lowest were from Uninor in both urban (72.0%) and rural (74.3%) areas.

41. Did the Complaint Centre inform you about the action taken on your complaint through SMS or by other means?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	84	78.5%	23	21.5%	107	100.00%
	Urban	194	77.6%	56	22.4%	250	100.00%
	Total	278	77.9%	79	22.1%	357	100.00%
MTS	Rural	82	75.2%	27	24.8%	109	100.00%
	Urban	191	73.7%	68	26.3%	259	100.00%
	Total	273	74.2%	95	25.8%	368	100.00%
Aircel	Rural	86	80.4%	21	19.6%	107	100.00%
	Urban	196	79.4%	51	20.6%	247	100.00%
	Total	282	79.7%	72	20.3%	354	100.00%
Uninor	Rural	81	74.3%	28	25.7%	109	100.00%
	Urban	183	72.0%	71	28.0%	254	100.00%
	Total	264	72.7%	99	27.3%	363	100.00%
BSNL	Rural	82	81.2%	19	18.8%	101	100.00%
	Urban	203	80.2%	50	19.8%	253	100.00%
	Total	285	80.5%	69	19.5%	354	100.00%
Rel Comm	Rural	81	77.1%	24	22.9%	105	100.00%
	Urban	190	76.3%	59	23.7%	249	100.00%
	Total	271	76.6%	83	23.4%	354	100.00%
Tata Tele	Rural	77	76.2%	24	23.8%	101	100.00%
	Urban	189	75.6%	61	24.4%	250	100.00%
	Total	266	75.8%	85	24.2%	351	100.00%
Idea	Rural	78	76.5%	24	23.5%	102	100.00%
	Urban	183	75.6%	59	24.4%	242	100.00%
	Total	261	75.9%	83	24.1%	344	100.00%
Vodafone	Rural	81	78.6%	22	21.4%	103	100.00%
	Urban	188	77.7%	54	22.3%	242	100.00%
	Total	269	78.0%	76	22.0%	345	100.00%
Total	Rural	732	77.5%	212	22.5%	944	100.00%
	Urban	1717	76.4%	529	23.6%	2246	100.00%
	Total	2449	76.8%	741	23.2%	3190	100.00%

5.2.7 Resolution of complaints: The following table shows that out of 3190 respondents who had complained to complaint centre, 2908 (91.2%) revealed that their complaints were resolved within three days. This was reported maximum in the case of Bharti in rural (82.2%) and Rel Comm in urban (81.9%) areas.



42. Was your complaint resolved by the complaint centre within three (3) days?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	88	82.2%	19	17.8%	107	100.0%
	Urban	204	81.6%	46	18.4%	250	100.0%
	Total	292	81.8%	65	18.2%	357	100.0%
MTS	Rural	83	76.1%	26	23.9%	109	100.0%
	Urban	197	76.1%	62	23.9%	259	100.0%
	Total	280	76.1%	88	23.9%	368	100.0%
Aircel	Rural	86	80.4%	21	19.6%	107	100.0%
	Urban	197	79.8%	50	20.2%	247	100.0%
	Total	283	79.9%	71	20.1%	354	100.0%
Uninor	Rural	87	79.8%	22	20.2%	109	100.0%
	Urban	200	78.7%	54	21.3%	254	100.0%
	Total	287	79.1%	76	20.9%	363	100.0%
BSNL	Rural	82	81.2%	19	18.8%	101	100.0%
	Urban	204	80.6%	49	19.4%	253	100.0%
	Total	286	80.8%	68	19.2%	354	100.0%
Rel Comm	Rural	84	80.0%	21	20.0%	105	100.0%
	Urban	204	81.9%	45	18.1%	249	100.0%
	Total	288	81.4%	66	18.6%	354	100.0%
Tata Tele	Rural	80	79.2%	21	20.8%	101	100.0%
	Urban	196	78.4%	54	21.6%	250	100.0%
	Total	276	78.6%	75	21.4%	351	100.0%
Idea	Rural	81	79.4%	21	20.6%	102	100.0%
	Urban	190	78.5%	52	21.5%	242	100.0%
	Total	271	78.8%	73	21.2%	344	100.0%
Vodafone	Rural	84	81.6%	19	18.4%	103	100.0%
	Urban	193	79.8%	49	20.2%	242	100.0%
	Total	277	80.3%	68	19.7%	345	100.0%
Total	Rural	862	91.3%	82	8.7%	944	100.0%
	Urban	2046	91.1%	200	8.9%	2246	100.0%
	Total	2908	91.2%	282	8.8%	3190	100.0%

5.2.7 Resolution of billing complaints: The following table shows 1727 complainants had billing related problems and 1222 (70.8%) of them reported that their problem was resolved satisfactorily. Altogether 505 (29.2%) felt that their billing problem was not resolved to their satisfaction – highest in the case of Rel Com and TTSL in rural (45.7%) areas and TTSL in urban (50.6%) areas.

43. Was your billing/ charging complaint resolved satisfactorily by Complaint centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	21	56.8%	16	43.2%	37	100.0%
	Urban	47	55.3%	38	44.7%	85	100.0%
	Total	157	74.4%	54	25.6%	211	100.0%
MTS	Rural	36	69.2%	16	30.8%	52	100.0%
	Urban	61	59.8%	41	40.2%	102	100.0%
	Total	163	74.1%	57	25.9%	220	100.0%
Aircel	Rural	32	66.7%	16	33.3%	48	100.0%
	Urban	54	56.8%	41	43.2%	95	100.0%
	Total	101	63.9%	57	36.1%	158	100.0%
Uninor	Rural	23	56.1%	18	43.9%	41	100.0%



43. Was your billing/ charging complaint resolved satisfactorily by Complaint centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	49	52.7%	44	47.3%	93	100.0%
	Total	130	67.7%	62	32.3%	192	100.0%
BSNL	Rural	20	57.1%	15	42.9%	35	100.0%
	Urban	46	54.1%	39	45.9%	85	100.0%
	Total	121	69.1%	54	30.9%	175	100.0%
Rel Comm	Rural	19	54.3%	16	45.7%	35	100.0%
	Urban	41	50.6%	40	49.4%	81	100.0%
	Total	123	68.8%	56	31.2%	179	100.0%
Tata Tele	Rural	19	54.3%	16	45.7%	35	100.0%
	Urban	40	49.4%	41	50.6%	81	100.0%
	Total	140	71.1%	57	28.9%	197	100.0%
Idea	Rural	20	55.6%	16	44.4%	36	100.0%
	Urban	43	53.1%	38	46.9%	81	100.0%
	Total	143	72.6%	54	27.4%	197	100.0%
Vodafone	Rural	20	57.1%	15	42.9%	35	100.0%
	Urban	41	51.3%	39	48.8%	80	100.0%
	Total	144	72.7%	54	27.3%	198	100.0%
Total	Rural	281	66.1%	144	33.9%	425	100.0%
	Urban	941	72.3%	361	27.7%	1302	100.0%
	Total	1222	70.8%	505	29.2%	1727	100.0%

5.2.8 Awareness about the contact details of Appellate Authority: In Gujarat circle only 1383 (14.4%) cellular subscribers were found to be aware about contact details of the appellate authority set up by their operators. This was found to be highest in the case of Vodafone subscribers both in rural (19.1%) and BSNL in urban (15.4%) areas.

Q44. Are you aware of the contact details of the Appellate Authority for filing of appeals?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	49	15.3%	271	84.7%	320	100.0%
	Urban	106	14.2%	641	85.8%	747	100.0%
	Total	155	14.5%	912	85.5%	1067	100.0%
MTS	Rural	44	13.8%	276	86.3%	320	100.0%
	Urban	101	13.5%	646	86.5%	747	100.0%
	Total	145	13.6%	922	86.4%	1067	100.0%
Aircel	Rural	53	16.6%	267	83.4%	320	100.0%
	Urban	100	13.4%	647	86.6%	747	100.0%
	Total	153	14.3%	914	85.7%	1067	100.0%
Uninor	Rural	43	13.4%	277	86.6%	320	100.0%
	Urban	98	13.1%	649	86.9%	747	100.0%
	Total	141	13.2%	926	86.8%	1067	100.0%
BSNL	Rural	57	17.8%	263	82.2%	320	100.0%
	Urban	115	15.4%	632	84.6%	747	100.0%
	Total	172	16.1%	895	83.9%	1067	100.0%
Rel Comm	Rural	52	16.3%	268	83.8%	320	100.0%
	Urban	106	14.2%	641	85.8%	747	100.0%
	Total	158	14.8%	909	85.2%	1067	100.0%
Tata Tele	Rural	51	15.9%	269	84.1%	320	100.0%
	Urban	95	12.7%	652	87.3%	747	100.0%
	Total	146	13.7%	921	86.3%	1067	100.0%



Q44. Are you aware of the contact details of the Appellate Authority for filing of appeals?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Idea	Rural	59	18.4%	261	81.6%	320	100.0%
	Urban	85	11.4%	662	88.6%	747	100.0%
	Total	144	13.5%	923	86.5%	1067	100.0%
Vodafone	Rural	61	19.1%	259	80.9%	320	100.0%
	Urban	108	14.5%	639	85.5%	747	100.0%
	Total	169	15.8%	898	84.2%	1067	100.0%
Total	Rural	469	16.3%	2411	83.7%	2880	100.0%
	Urban	914	13.6%	5809	86.4%	6723	100.0%
	Total	1383	14.4%	8220	85.6%	9603	100.0%

5.2.9: Source of awareness about the contact details of Appellate Authority: Out of 1383 consumers who were aware about appellate authority, 98.9% had come to know about the appellate authority from the web site of the service provider.

45. How did you come to know about the contact details of the Appellate Authority?											
Service Provider		Newspaper		Website of the service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	2.0%	47	95.9%	1	2.0%	0	0.0%	49	100.0%
	Urban	3	2.8%	100	94.3%	3	2.8%	0	0.0%	106	100.0%
	Total	4	2.6%	147	94.8%	4	2.6%	0	0.0%	155	100.0%
MTS	Rural	0	0.0%	44	100.0%	0	0.0%	0	0.0%	44	100.0%
	Urban	1	1.0%	99	98.0%	1	1.0%	0	0.0%	101	100.0%
	Total	1	0.7%	143	98.6%	1	0.7%	0	0.0%	145	100.0%
Aircel	Rural	1	1.9%	52	98.1%	0	0.0%	0	0.0%	53	100.0%
	Urban	2	2.0%	96	96.0%	2	2.0%	0	0.0%	100	100.0%
	Total	3	2.0%	148	96.7%	2	1.3%	0	0.0%	153	100.0%
Uninor	Rural	1	2.3%	41	95.3%	1	2.3%	0	0.0%	43	100.0%
	Urban	4	4.1%	91	92.9%	3	3.1%	0	0.0%	98	100.0%
	Total	5	3.5%	132	93.6%	4	2.8%	0	0.0%	141	100.0%
BSNL	Rural	2	3.5%	54	94.7%	1	1.8%	0	0.0%	57	100.0%
	Urban	5	4.3%	107	93.0%	3	2.6%	0	0.0%	115	100.0%
	Total	7	4.1%	161	93.6%	4	2.3%	0	0.0%	172	100.0%
Rel Comm	Rural	0	0.0%	52	100.0%	0	0.0%	0	0.0%	52	100.0%
	Urban	1	0.9%	104	98.1%	1	0.9%	0	0.0%	106	100.0%
	Total	1	0.6%	156	98.7%	1	0.6%	0	0.0%	158	100.0%
Tata Tele	Rural	0	0.0%	51	100.0%	0	0.0%	0	0.0%	51	100.0%
	Urban	2	2.1%	92	96.8%	1	1.1%	0	0.0%	95	100.0%
	Total	2	1.4%	143	97.9%	1	0.7%	0	0.0%	146	100.0%
Idea	Rural	1	1.7%	58	98.3%	0	0.0%	0	0.0%	59	100.0%
	Urban	2	2.4%	81	95.3%	2	2.4%	0	0.0%	85	100.0%
	Total	3	2.1%	139	96.5%	2	1.4%	0	0.0%	144	100.0%
Vodafone	Rural	1	1.6%	60	98.4%	0	0.0%	0	0.0%	61	100.0%
	Urban	3	2.8%	104	96.3%	1	0.9%	0	0.0%	108	100.0%
	Total	4	2.4%	164	97.0%	1	0.6%	0	0.0%	169	100.0%
Total	Rural	2	0.4%	467	99.6%	0	0.0%	0	0.0%	469	100.0%
	Urban	8	0.9%	901	98.6%	5	0.5%	0	0.0%	914	100.0%
	Total	10	0.7%	1368	98.9%	5	0.4%	0	0.0%	1383	100.0%



5.2.10: Appeal to Appellate Authority: Out of 1383 respondents who were aware of the appellate authority, only 195 (14.1%) had filed appeal to the appellate Authority. This was found to be highest in the case of MTS in both rural (18.2%) and urban (15.8%) areas.

46. Have you filed any appeal in last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	7	14.3%	42	85.7%	49	100.00%
	Urban	15	14.2%	91	85.8%	106	100.00%
	Total	22	14.2%	133	85.8%	155	100.00%
MTS	Rural	8	18.2%	36	81.8%	44	100.00%
	Urban	16	15.8%	85	84.2%	101	100.00%
	Total	24	16.6%	121	83.4%	145	100.00%
Aircel	Rural	7	13.2%	46	86.8%	53	100.00%
	Urban	12	12.0%	88	88.0%	100	100.00%
	Total	19	12.4%	134	87.6%	153	100.00%
Uninor	Rural	6	14.0%	37	86.0%	43	100.00%
	Urban	12	12.2%	86	87.8%	98	100.00%
	Total	18	12.8%	123	87.2%	141	100.00%
BSNL	Rural	9	15.8%	48	84.2%	57	100.00%
	Urban	17	14.8%	98	85.2%	115	100.00%
	Total	26	15.1%	146	84.9%	172	100.00%
Rel Comm	Rural	7	13.5%	45	86.5%	52	100.00%
	Urban	14	13.2%	92	86.8%	106	100.00%
	Total	21	13.3%	137	86.7%	158	100.00%
Tata Tele	Rural	7	13.7%	44	86.3%	51	100.00%
	Urban	11	11.6%	84	88.4%	95	100.00%
	Total	18	12.3%	128	87.7%	146	100.00%
Idea	Rural	10	16.9%	49	83.1%	59	100.00%
	Urban	13	15.3%	72	84.7%	85	100.00%
	Total	23	16.0%	121	84.0%	144	100.00%
Vodafone	Rural	9	14.8%	52	85.2%	61	100.00%
	Urban	15	13.9%	93	86.1%	108	100.00%
	Total	24	14.2%	145	85.8%	169	100.00%
Total	Rural	70	14.9%	399	85.1%	469	100.00%
	Urban	125	13.7%	789	86.3%	914	100.00%
	Total	195	14.1%	1188	85.9%	1383	100.00%

5.2.11: Method used to file the appeal to Appellate Authority: Out of 195 respondents who had filed an appeal to the appellate authority, maximum (94.4%) respondents had filed their appeal through E-mail, 3.6% through fax and 2.1% through letter.

47. How did you file your appeal to the Appellate Authority?											
Service Provider		Fax		E-mail		Letter (Post/Courier)		In Person (self)		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	14.3%	6	85.7%	0	0.0%	0	0.0%	7	100.0%
	Urban	2	13.3%	12	80.0%	1	6.7%	0	0.0%	15	100.0%
	Total	3	13.6%	18	81.8%	1	4.5%	0	0.0%	22	100.0%
MTS	Rural	0	0.0%	8	100.0%	0	0.0%	0	0.0%	8	100.0%
	Urban	1	6.3%	15	93.8%	0	0.0%	0	0.0%	16	100.0%
	Total	1	4.2%	23	95.8%	0	0.0%	0	0.0%	24	100.0%
Aircel	Rural	0	0.0%	7	100.0%	0	0.0%	0	0.0%	7	100.0%
	Urban	1	8.3%	10	83.3%	1	8.3%	0	0.0%	12	100.0%
	Total	1	5.3%	17	89.5%	1	5.3%	0	0.0%	19	100.0%



47. How did you file your appeal to the Appellate Authority?											
Service Provider		Fax		E-mail		Letter (Post/Courier)		In Person (self)		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Uninor	Rural	0	0.0%	6	100.0%	0	0.0%	0	0.0%	6	100.0%
	Urban	2	16.7%	10	83.3%	0	0.0%	0	0.0%	12	100.0%
	Total	2	11.1%	16	88.9%	0	0.0%	0	0.0%	18	100.0%
BSNL	Rural	0	0.0%	9	100.0%	0	0.0%	0	0.0%	9	100.0%
	Urban	2	11.8%	14	82.4%	1	5.9%	0	0.0%	17	100.0%
	Total	2	7.7%	23	88.5%	1	3.8%	0	0.0%	26	100.0%
Rel Comm	Rural	0	0.0%	7	100.0%	0	0.0%	0	0.0%	7	100.0%
	Urban	1	7.1%	12	85.7%	1	7.1%	0	0.0%	14	100.0%
	Total	1	4.8%	19	90.5%	1	4.8%	0	0.0%	21	100.0%
Tata Tele	Rural	0	0.0%	7	100.0%	0	0.0%	0	0.0%	7	100.0%
	Urban	2	18.2%	8	72.7%	1	9.1%	0	0.0%	11	100.0%
	Total	2	11.1%	15	83.3%	1	5.6%	0	0.0%	18	100.0%
Idea	Rural	0	0.0%	10	100.0%	0	0.0%	0	0.0%	10	100.0%
	Urban	2	15.4%	10	76.9%	1	7.7%	0	0.0%	13	100.0%
	Total	2	8.7%	20	87.0%	1	4.3%	0	0.0%	23	100.0%
Vodafone	Rural	0	0.0%	9	100.0%	0	0.0%	0	0.0%	9	100.0%
	Urban	2	13.3%	12	80.0%	1	6.7%	0	0.0%	15	100.0%
	Total	2	8.3%	21	87.5%	1	4.2%	0	0.0%	24	100.0%
Total	Rural	0	0.0%	70	100.0%	0	0.0%	0	0.0%	70	100.0%
	Urban	7	5.6%	114	91.2%	4	3.2%	0	0.0%	125	100.0%
	Total	7	3.6%	184	94.4%	4	2.1%	0	0.0%	195	100.0%

5.2.12 Feedback from Appellate authority: 82.6% of the complainants had also received unique appeal number within three days from the Appellate Authority after filing the appeal.

48. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	6	85.7%	1	14.3%	7	100.0%
	Urban	14	93.3%	1	6.7%	15	100.0%
	Total	20	90.9%	2	9.1%	22	100.0%
MTS	Rural	6	75.0%	2	25.0%	8	100.0%
	Urban	12	75.0%	4	25.0%	16	100.0%
	Total	18	75.0%	6	25.0%	24	100.0%
Aircel	Rural	5	71.4%	2	28.6%	7	100.0%
	Urban	9	75.0%	3	25.0%	12	100.0%
	Total	14	73.7%	5	26.3%	19	100.0%
Uninor	Rural	4	66.7%	2	33.3%	6	100.0%
	Urban	8	66.7%	4	33.3%	12	100.0%
	Total	12	66.7%	6	33.3%	18	100.0%
BSNL	Rural	8	88.9%	1	11.1%	9	100.0%
	Urban	15	88.2%	2	11.8%	17	100.0%
	Total	23	88.5%	3	11.5%	26	100.0%
Rel Comm	Rural	6	85.7%	1	14.3%	7	100.0%
	Urban	12	85.7%	2	14.3%	14	100.0%
	Total	18	85.7%	3	14.3%	21	100.0%
Tata Tele	Rural	6	85.7%	1	14.3%	7	100.0%
	Urban	9	81.8%	2	18.2%	11	100.0%



48. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Total		15	83.3%	3	16.7%	18	100.0%
Idea	Rural	9	90.0%	1	10.0%	10	100.0%
	Urban	11	84.6%	2	15.4%	13	100.0%
	Total	20	87.0%	3	13.0%	23	100.0%
Vodafone	Rural	8	88.9%	1	11.1%	9	100.0%
	Urban	13	86.7%	2	13.3%	15	100.0%
	Total	21	87.5%	3	12.5%	24	100.0%
Total	Rural	58	82.9%	12	17.1%	70	100.0%
	Urban	103	82.4%	22	17.6%	125	100.0%
	Total	161	82.6%	34	17.4%	195	100.0%

Near about 67% of the respondents revealed that appellate authority had taken a decision upon their appeal within 39 days of filing the appeal.

49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	5	71.4%	2	28.6%	7	100.0%
	Urban	10	66.7%	5	33.3%	15	100.0%
	Total	15	68.2%	7	31.8%	22	100.0%
MTS	Rural	5	62.5%	3	37.5%	8	100.0%
	Urban	9	56.3%	7	43.8%	16	100.0%
	Total	14	58.3%	10	41.7%	24	100.0%
Aircel	Rural	5	71.4%	2	28.6%	7	100.0%
	Urban	8	66.7%	4	33.3%	12	100.0%
	Total	13	68.4%	6	31.6%	19	100.0%
Uninor	Rural	4	66.7%	2	33.3%	6	100.0%
	Urban	8	66.7%	4	33.3%	12	100.0%
	Total	12	66.7%	6	33.3%	18	100.0%
BSNL	Rural	7	77.8%	2	22.2%	9	100.0%
	Urban	12	70.6%	5	29.4%	17	100.0%
	Total	19	73.1%	7	26.9%	26	100.0%
Rel Comm	Rural	5	71.4%	2	28.6%	7	100.0%
	Urban	10	71.4%	4	28.6%	14	100.0%
	Total	15	71.4%	6	28.6%	21	100.0%
Tata Tele	Rural	5	71.4%	2	28.6%	7	100.0%
	Urban	7	63.6%	4	36.4%	11	100.0%
	Total	12	66.7%	6	33.3%	18	100.0%
Idea	Rural	7	70.0%	3	30.0%	10	100.0%
	Urban	9	69.2%	4	30.8%	13	100.0%
	Total	16	69.6%	7	30.4%	23	100.0%
Vodafone	Rural	6	66.7%	3	33.3%	9	100.0%
	Urban	9	60.0%	6	40.0%	15	100.0%
	Total	15	62.5%	9	37.5%	24	100.0%
Total	Rural	49	70.0%	21	30.0%	70	100.0%
	Urban	82	65.6%	43	34.4%	125	100.0%
	Total	131	67.2%	64	32.8%	195	100.0%



5.2.13 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 9259 prepaid customers of 9 providers targeted, only 2870 (31.0%) reported that they were aware of this facility- highest in the case of Uninor in rural (34.7%) and MTS in urban (32.9%) areas.

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	90	29.6%	214	70.4%	304	100.0%
	Urban	209	29.4%	501	70.6%	710	100.0%
	Total	299	29.5%	715	70.5%	1014	100.0%
MTS	Rural	109	34.1%	211	65.9%	320	100.0%
	Urban	246	32.9%	501	67.1%	747	100.0%
	Total	355	33.3%	712	66.7%	1067	100.0%
Aircel	Rural	112	35.7%	202	64.3%	314	100.0%
	Urban	238	32.2%	502	67.8%	740	100.0%
	Total	350	33.2%	704	66.8%	1054	100.0%
Uninor	Rural	111	34.7%	209	65.3%	320	100.0%
	Urban	240	32.1%	507	67.9%	747	100.0%
	Total	351	32.9%	716	67.1%	1067	100.0%
BSNL	Rural	93	30.0%	217	70.0%	310	100.0%
	Urban	216	29.8%	509	70.2%	725	100.0%
	Total	309	29.9%	726	70.1%	1035	100.0%
Rel Comm	Rural	93	30.5%	212	69.5%	305	100.0%
	Urban	213	30.0%	498	70.0%	711	100.0%
	Total	306	30.1%	710	69.9%	1016	100.0%
Tata Tele	Rural	90	30.3%	207	69.7%	297	100.0%
	Urban	207	29.8%	487	70.2%	694	100.0%
	Total	297	30.0%	694	70.0%	991	100.0%
Idea	Rural	93	30.3%	214	69.7%	307	100.0%
	Urban	217	30.3%	500	69.7%	717	100.0%
	Total	310	30.3%	714	69.7%	1024	100.0%
Vodafone	Rural	88	29.6%	209	70.4%	297	100.0%
	Urban	205	29.5%	489	70.5%	694	100.0%
	Total	293	29.6%	698	70.4%	991	100.0%
Total	Rural	879	31.7%	1895	68.3%	2774	100.0%
	Urban	1991	30.7%	4494	69.3%	6485	100.0%
	Total	2870	31.0%	6389	69.0%	9259	100.0%

5.2.14 Denial of itemized usage charges detail: 1014 (35.3%) reported that they were denied of their request of the item wise usage charges. This was found to be highest in the case of MTS in both rural (40.4%) and urban (37.0%) areas.

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	32	35.6%	58	64.4%	90	100.0%
	Urban	73	34.9%	136	65.1%	209	100.0%
	Total	105	35.1%	194	64.9%	299	100.0%
MTS	Rural	44	40.4%	65	59.6%	109	100.0%
	Urban	91	37.0%	155	63.0%	246	100.0%



	Total	135	38.0%	220	62.0%	355	100.0%
Aircel	Rural	40	35.7%	72	64.3%	112	100.0%
	Urban	84	35.3%	154	64.7%	238	100.0%
	Total	124	35.4%	226	64.6%	350	100.0%
Uninor	Rural	39	35.1%	72	64.9%	111	100.0%
	Urban	84	35.0%	156	65.0%	240	100.0%
	Total	123	35.0%	228	65.0%	351	100.0%
BSNL	Rural	33	35.5%	60	64.5%	93	100.0%
	Urban	75	34.7%	141	65.3%	216	100.0%
	Total	108	35.0%	201	65.0%	309	100.0%
Rel Comm	Rural	33	35.5%	60	64.5%	93	100.0%
	Urban	74	34.7%	139	65.3%	213	100.0%
	Total	107	35.0%	199	65.0%	306	100.0%
Tata Tele	Rural	31	34.4%	59	65.6%	90	100.0%
	Urban	70	33.8%	137	66.2%	207	100.0%
	Total	101	34.0%	196	66.0%	297	100.0%
Idea	Rural	33	35.5%	60	64.5%	93	100.0%
	Urban	75	34.6%	142	65.4%	217	100.0%
	Total	108	34.8%	202	65.2%	310	100.0%
Vodafone	Rural	31	35.2%	57	64.8%	88	100.0%
	Urban	72	35.1%	133	64.9%	205	100.0%
	Total	103	35.2%	190	64.8%	293	100.0%
Total	Rural	316	35.9%	563	64.1%	879	100.0%
	Urban	698	35.1%	1293	64.9%	1991	100.0%
	Total	1014	35.3%	1856	64.7%	2870	100.0%

5.2.15: Reason for Denial: 50.3% of the respondents revealed that no reason for the denial of item wise usage charges was given. Remaining 49.7% reported that their provider had told that itemized bill could not be provided because of technical problem.

52. What were the reason(s) for denying your request?							
Service Provider		No reason given		Technical problem		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	20	62.5%	12	37.5%	32	100.00%
	Urban	37	50.7%	36	49.3%	73	100.00%
	Total	57	54.3%	48	45.7%	105	100.00%
MTS	Rural	20	45.5%	24	54.5%	44	100.00%
	Urban	42	46.2%	49	53.8%	91	100.00%
	Total	62	45.9%	73	54.1%	135	100.00%
Aircel	Rural	25	62.5%	15	37.5%	40	100.00%
	Urban	33	39.3%	51	60.7%	84	100.00%
	Total	58	46.8%	66	53.2%	124	100.00%
Uninor	Rural	20	51.3%	19	48.7%	39	100.00%
	Urban	36	42.9%	48	57.1%	84	100.00%
	Total	56	45.5%	67	54.5%	123	100.00%
BSNL	Rural	10	30.3%	23	69.7%	33	100.00%
	Urban	38	50.7%	37	49.3%	75	100.00%
	Total	48	44.4%	60	55.6%	108	100.00%
Rel Comm	Rural	14	42.4%	19	57.6%	33	100.00%
	Urban	40	54.1%	34	45.9%	74	100.00%
	Total	54	50.5%	53	49.5%	107	100.00%
Tata Tele	Rural	17	54.8%	14	45.2%	31	100.00%
	Urban	42	60.0%	28	40.0%	70	100.00%
	Total	59	58.4%	42	41.6%	101	100.00%



52. What were the reason(s) for denying your request?							
Service Provider		No reason given		Technical problem		Total	
		Count	%age	Count	%age	Count	%age
Idea	Rural	16	48.5%	17	51.5%	33	100.00%
	Urban	44	58.7%	31	41.3%	75	100.00%
	Total	60	55.6%	48	44.4%	108	100.00%
Vodafone	Rural	14	45.2%	17	54.8%	31	100.00%
	Urban	42	58.3%	30	41.7%	72	100.00%
	Total	56	54.4%	47	45.6%	103	100.00%
Total	Rural	156	49.4%	160	50.6%	316	100.00%
	Urban	354	50.7%	344	49.3%	698	100.00%
	Total	510	50.3%	504	49.7%	1014	100.00%

5.2.16 Provision of Manual of Practice by the Operators: The following table shows the number of respondents who had been provided the manual of practice which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Altogether 3300 (34.4%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of BSNL in both rural (35.6%) and urban (35.7%) areas.

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 telephone connection?									
Service Provider		Yes		No		Do not remember		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	110	34.4%	168	52.5%	42	13.1%	320	100.0%
	Urban	261	34.9%	355	47.5%	131	17.5%	747	100.0%
	Total	371	34.8%	523	49.0%	173	16.2%	1067	100.0%
MTS	Rural	102	31.9%	162	50.6%	56	17.5%	320	100.0%
	Urban	248	33.2%	358	47.9%	141	18.9%	747	100.0%
	Total	350	32.8%	520	48.7%	197	18.5%	1067	100.0%
Aircel	Rural	104	32.5%	163	50.9%	53	16.6%	320	100.0%
	Urban	244	32.7%	382	51.1%	121	16.2%	747	100.0%
	Total	348	32.6%	545	51.1%	174	16.3%	1067	100.0%
Uninor	Rural	101	31.6%	170	53.1%	49	15.3%	320	100.0%
	Urban	254	34.0%	385	51.5%	108	14.5%	747	100.0%
	Total	355	33.3%	555	52.0%	157	14.7%	1067	100.0%
BSNL	Rural	114	35.6%	137	42.8%	69	21.6%	320	100.0%
	Urban	267	35.7%	309	41.4%	171	22.9%	747	100.0%
	Total	381	35.7%	446	41.8%	240	22.5%	1067	100.0%
Rel Comm	Rural	112	35.0%	159	49.7%	49	15.3%	320	100.0%
	Urban	262	35.1%	373	49.9%	112	15.0%	747	100.0%
	Total	374	35.1%	532	49.9%	161	15.1%	1067	100.0%
Tata Tele	Rural	110	34.4%	154	48.1%	56	17.5%	320	100.0%
	Urban	259	34.7%	343	45.9%	145	19.4%	747	100.0%
	Total	369	34.6%	497	46.6%	201	18.8%	1067	100.0%
Idea	Rural	112	35.0%	165	51.6%	43	13.4%	320	100.0%
	Urban	264	35.3%	366	49.0%	117	15.7%	747	100.0%
	Total	376	35.2%	531	49.8%	160	15.0%	1067	100.0%
Vodafone	Rural	112	35.0%	164	51.3%	44	13.8%	320	100.0%
	Urban	264	35.3%	356	47.7%	127	17.0%	747	100.0%
	Total	376	35.2%	520	48.7%	171	16.0%	1067	100.0%
Total	Rural	977	33.9%	1442	50.1%	461	16.0%	2880	100.0%
	Urban	2323	34.6%	3227	48.0%	1173	17.4%	6723	100.0%
	Total	3300	34.4%	4669	48.6%	1634	17.0%	9603	100.0%





5.2.20: OVERALL SCORE - CELLULAR (MOBILE)

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

SN.	Sub Parameter		Overall	Bharti	MTS	Aircel	Uninor	BSNL	Reliance Comm	Tata Tele	Idea	Vodafone
1	For pre-paid customers awareness about item-wise usage charge details on request	Rural	31.7%	29.6%	34.1%	35.7%	34.7%	30.0%	30.5%	30.3%	30.3%	29.6%
		Urban	30.7%	29.4%	32.9%	32.2%	32.1%	29.8%	30.0%	29.8%	30.3%	29.5%
		Total	31.0%	29.5%	33.3%	33.2%	32.9%	29.9%	30.1%	30.0%	30.3%	29.6%
2	If aware (for pre-paid customers)ever denied of item wise usage charge details for pre paid connection	Rural	35.9%	35.6%	40.4%	35.7%	35.1%	35.5%	35.5%	34.4%	35.5%	35.2%
		Urban	35.1%	34.9%	37.0%	35.3%	35.0%	34.7%	34.7%	33.8%	34.6%	35.1%
		Total	35.3%	35.1%	38.0%	35.4%	35.0%	35.0%	35.0%	35.0%	34.0%	34.8%
3	Provisioning of "Manual of practice while taking the new connection	Rural	33.9%	34.4%	31.9%	32.5%	31.6%	35.6%	35.0%	34.4%	35.0%	35.0%
		Urban	34.6%	34.9%	33.2%	32.7%	34.0%	35.7%	35.1%	34.7%	35.3%	35.3%
		Total	34.4%	34.8%	32.8%	32.6%	33.3%	35.7%	35.1%	34.6%	35.2%	35.2%
4	Awareness of complaint center number for redressing grievances	Rural	95.9%	96.3%	95.6%	95.6%	95.3%	96.6%	96.3%	95.6%	96.3%	95.6%
		Urban	95.7%	96.1%	95.4%	95.3%	95.2%	96.3%	96.1%	95.4%	96.1%	95.4%
		Total	95.8%	96.2%	95.5%	95.4%	95.2%	96.3%	96.2%	95.5%	96.2%	95.5%
5	Penetration of customers made any complaint to the toll free number within last 12 months	Rural	34.8%	35.1%	36.6%	35.6%	36.4%	33.0%	34.7%	33.3%	33.8%	34.3%
		Urban	35.7%	35.4%	37.6%	35.7%	36.7%	35.7%	35.4%	35.6%	34.4%	34.9%
		Total	35.4%	35.3%	37.3%	35.7%	36.6%	34.9%	35.2%	34.9%	34.2%	34.7%
6	Complaint center informing about the action taken on complaint	Rural	77.5%	78.5%	75.2%	80.4%	74.3%	81.2%	77.1%	76.2%	76.5%	78.6%
		Urban	76.4%	77.6%	73.7%	79.4%	72.0%	80.2%	76.3%	75.6%	75.6%	77.7%
		Total	76.8%	77.9%	74.2%	79.7%	72.7%	80.5%	76.6%	75.8%	75.9%	78.0%
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	Rural	66.1%	56.8%	69.2%	66.7%	56.1%	57.1%	54.3%	54.3%	55.6%	57.1%
		Urban	72.3%	55.3%	59.8%	56.8%	52.7%	54.1%	50.6%	49.4%	53.1%	51.3%
		Total	70.8%	74.4%	74.1%	63.9%	67.7%	69.1%	68.8%	71.1%	72.6%	72.7%
8	Awareness of appellate authority for redressing grievances	Rural	16.3%	15.3%	13.8%	16.6%	13.4%	17.8%	16.3%	15.9%	18.4%	19.1%
		Urban	13.6%	14.2%	13.5%	13.4%	13.1%	15.4%	14.2%	12.7%	11.4%	14.5%
		Total	14.4%	14.5%	13.6%	14.3%	13.2%	16.1%	14.8%	13.7%	13.5%	15.8%

- Awareness level was found high in the case of complaint centre/ customer care help line numbers. This was found in the range of 95.3% (Uninor) to 96.6% (BSNL) in rural areas and from 95.2% (Uninor) to 96.3% (BSNL) in rural areas.
- Highest number of complaints to the complaint centre, within last 12 months, was made by the subscribers of MTS in both urban (37.6%) as well as rural (36.6%) areas whereas it was lowest in the case of BSNL in rural (33.0%) and Idea in urban (34.4%) areas.
- Awareness about item wise usage charges in the case of pre paid services was found in the range of 29.6% (Bharti and Vodafone) to 35.7% (Aircel) in rural areas and in urban area, it ranged from 29.4% (Bharti) to 32.9% (MTS).
- Denial of item wise usage charges on request in the case of pre paid connection was reported highest from the subscribers of MTS in both rural (40.4%) and urban (37.0%) areas.



5.3 BROADBAND – GUJARAT Metro Circle

5.3.1: Awareness about Complaint centre telephone number: Altogether 7469 broadband consumers of 7 operators in Gujarat service area were targeted. Out of these, 7178 (96.1%) were aware about the complaint centre telephone number of their operators. The highest percentage of aware subscribers was found in the case of Tikona in (96.6%) rural and Tata Comm and Hathway (96.8%) in urban areas.

Q27. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	306	95.6%	14	4.4%	320	100.0%
	Urban	720	96.4%	27	3.6%	747	100.0%
	Total	1026	96.2%	41	3.8%	1067	100.0%
BSNL	Rural	304	95.0%	16	5.0%	320	100.0%
	Urban	716	95.9%	31	4.1%	747	100.0%
	Total	1020	95.6%	47	4.4%	1067	100.0%
Reliance Comm	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	722	96.7%	25	3.3%	747	100.0%
	Total	1030	96.5%	37	3.5%	1067	100.0%
Tata Comm	Rural	305	95.3%	15	4.7%	320	100.0%
	Urban	723	96.8%	24	3.2%	747	100.0%
	Total	1028	96.3%	39	3.7%	1067	100.0%
Hathway	Rural	308	96.3%	12	3.8%	320	100.0%
	Urban	723	96.8%	24	3.2%	747	100.0%
	Total	1031	96.6%	36	3.4%	1067	100.0%
You Telecom	Rural	302	94.4%	18	5.6%	320	100.0%
	Urban	712	95.3%	35	4.7%	747	100.0%
	Total	1014	95.0%	53	5.0%	1067	100.0%
Tikona	Rural	309	96.6%	11	3.4%	320	100.0%
	Urban	720	96.4%	27	3.6%	747	100.0%
	Total	1029	96.4%	38	3.6%	1067	100.0%
Total	Rural	2142	95.6%	98	4.4%	2240	100.0%
	Urban	5036	96.3%	193	3.7%	5229	100.0%
	Total	7178	96.1%	291	3.9%	7469	100.0%

5.3.2: Source of awareness about toll free customer care number: Out of 7178 consumers who were aware about toll free number, 91.0% had come to know about the toll free customer care number from the web site of the service provider and 5.3% from display at complaint centers.

28. How did you come to know about the toll free customer care number?													
Service Provider		Newspaper		Website of the service provider		SMS from service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	278	90.8%	6	2.0%	17	5.6%	5	1.6%	306	100.0%
	Urban	1	0.1%	648	90.0%	14	1.9%	42	5.8%	15	2.1%	720	100.0%
	Total	1	0.1%	926	90.3%	20	1.9%	59	5.8%	20	1.9%	1026	100.0%
BSNL	Rural	1	0.3%	280	92.1%	5	1.6%	14	4.6%	4	1.3%	304	100.0%
	Urban	2	0.3%	654	91.3%	12	1.7%	37	5.2%	11	1.5%	716	100.0%
	Total	3	0.3%	934	91.6%	17	1.7%	51	5.0%	15	1.5%	1020	100.0%
Reliance Comm	Rural	1	0.3%	282	91.6%	5	1.6%	15	4.9%	5	1.6%	308	100.0%
	Urban	1	0.1%	656	90.9%	14	1.9%	39	5.4%	12	1.7%	722	100.0%
	Total	2	0.2%	938	91.1%	19	1.8%	54	5.2%	17	1.7%	1030	100.0%



28. How did you come to know about the toll free customer care number?													
Service Provider		Newspaper		Website of the service provider		SMS from service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Tata Comm	Rural	0	0.0%	282	92.5%	7	2.3%	12	3.9%	4	1.3%	305	100.0%
	Urban	1	0.1%	659	91.1%	15	2.1%	36	5.0%	12	1.7%	723	100.0%
	Total	1	0.1%	941	91.5%	22	2.1%	48	4.7%	16	1.6%	1028	100.0%
Hathway	Rural	0	0.0%	282	91.6%	5	1.6%	15	4.9%	6	1.9%	308	100.0%
	Urban	0	0.0%	657	90.9%	11	1.5%	40	5.5%	15	2.1%	723	100.0%
	Total	0	0.0%	939	91.1%	16	1.6%	55	5.3%	21	2.0%	1031	100.0%
You Telecom	Rural	1	0.3%	272	90.1%	6	2.0%	16	5.3%	7	2.3%	302	100.0%
	Urban	1	0.1%	641	90.0%	14	2.0%	39	5.5%	17	2.4%	712	100.0%
	Total	2	0.2%	913	90.0%	20	2.0%	55	5.4%	24	2.4%	1014	100.0%
Tikona	Rural	0	0.0%	284	91.9%	5	1.6%	16	5.2%	4	1.3%	309	100.0%
	Urban	0	0.0%	657	91.3%	12	1.7%	40	5.6%	11	1.5%	720	100.0%
	Total	0	0.0%	941	91.4%	17	1.7%	56	5.4%	15	1.5%	1029	100.0%
Total	Rural	3	0.1%	1960	91.5%	39	1.8%	105	4.9%	35	1.6%	2142	100.0%
	Urban	6	0.1%	4572	90.8%	92	1.8%	273	5.4%	93	1.8%	5036	100.0%
	Total	9	0.1%	6532	91.0%	131	1.8%	378	5.3%	128	1.8%	7178	100.0%

5.3.3: Consumers' complaints about services: Respondents were asked if they had made any complaints within last 6 months to complaint centre. The table below shows that out of 7178 respondents, 3997 (55.7%) had used this facility. The highest number of respondents, who had made complaints within last 6 months were from Hathway in both rural (56.8%) and urban (57.0%) areas.

Q29. Have you made any complaint within last six months to the toll free Complaint Centre?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	169	55.2%	137	44.8%	306	100.0%
	Urban	399	55.4%	321	44.6%	720	100.0%
	Total	568	55.4%	458	44.6%	1026	100.0%
BSNL	Rural	165	54.3%	139	45.7%	304	100.0%
	Urban	391	54.6%	325	45.4%	716	100.0%
	Total	556	54.5%	464	45.5%	1020	100.0%
Reliance Comm	Rural	172	55.8%	136	44.2%	308	100.0%
	Urban	400	55.4%	322	44.6%	722	100.0%
	Total	572	55.5%	458	44.5%	1030	100.0%
Tata Comm	Rural	171	56.1%	134	43.9%	305	100.0%
	Urban	406	56.2%	317	43.8%	723	100.0%
	Total	577	56.1%	451	43.9%	1028	100.0%
Hathway	Rural	175	56.8%	133	43.2%	308	100.0%
	Urban	412	57.0%	311	43.0%	723	100.0%
	Total	587	56.9%	444	43.1%	1031	100.0%
You Telecom	Rural	167	55.3%	135	44.7%	302	100.0%
	Urban	395	55.5%	317	44.5%	712	100.0%
	Total	562	55.4%	452	44.6%	1014	100.0%
Tikona	Rural	172	55.7%	137	44.3%	309	100.0%
	Urban	403	56.0%	317	44.0%	720	100.0%
	Total	575	55.9%	454	44.1%	1029	100.0%
Total	Rural	1191	55.6%	951	44.4%	2142	100.0%
	Urban	2806	55.7%	2230	44.3%	5036	100.0%
	Total	3997	55.7%	3181	44.3%	7178	100.0%



5.3.4: Receipt of docket number against complaints: Respondents those who made complaints to complaint centre were asked whether they received docket numbers. Out of 3997 respondents who made complaints, 65.8% confirmed that they received docket numbers. However, 1.0% also informed that they did not receive docket number for most of the complaints they made. Other 32.7% reported that they received the docket number only on request. There were 21 (0.5%) subscribers who reported that they did not receive the docket number even on request.

30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?											
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	110	65.1%	1	0.6%	58	34.3%			169	100.0%
	Urban	265	66.4%	2	0.5%	132	33.1%			399	100.0%
	Total	375	66.0%	3	0.5%	190	33.5%			568	100.0%
BSNL	Rural	109	66.1%	1	0.6%	55	33.3%			165	100.0%
	Urban	264	67.5%	5	1.3%	122	31.2%			391	100.0%
	Total	373	67.1%	6	1.1%	177	31.8%			556	100.0%
Reliance Comm	Rural	110	64.0%	1	0.6%	61	35.5%			172	100.0%
	Urban	262	65.5%	2	0.5%	135	33.8%	1	0.3%	400	100.0%
	Total	372	65.0%	3	0.5%	196	34.3%	1	0.2%	572	100.0%
Tata Comm	Rural	107	62.6%	2	1.2%	58	33.9%	4	2.3%	171	100.0%
	Urban	261	64.3%	1	0.2%	139	34.2%	5	1.2%	406	100.0%
	Total	368	63.8%	3	0.5%	197	34.1%	9	1.6%	577	100.0%
Hathway	Rural	119	68.0%	4	2.3%	51	29.1%	1	0.6%	175	100.0%
	Urban	281	68.2%	7	1.7%	122	29.6%	2	0.5%	412	100.0%
	Total	400	68.1%	11	1.9%	173	29.5%	3	0.5%	587	100.0%
You Telecom	Rural	109	65.3%	4	2.4%	52	31.1%	2	1.2%	167	100.0%
	Urban	260	65.8%	5	1.3%	126	31.9%	4	1.0%	395	100.0%
	Total	369	65.7%	9	1.6%	178	31.7%	6	1.1%	562	100.0%
Tikona	Rural	111	64.5%	2	1.2%	58	33.7%	1	0.6%	172	100.0%
	Urban	261	64.8%	4	1.0%	137	34.0%	1	0.2%	403	100.0%
	Total	372	64.7%	6	1.0%	195	33.9%	2	0.3%	575	100.0%
Total	Rural	775	65.1%	15	1.3%	393	33.0%	8	0.7%	1191	100.0%
	Urban	1854	66.1%	26	0.9%	913	32.5%	13	0.5%	2806	100.0%
	Total	2629	65.8%	41	1.0%	1306	32.7%	21	0.5%	3997	100.0%

5.3.5: Information from complaint Centre about complaint registration: The respondents who made complaints to complaint centre were also asked whether complaint centre informed them through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which the complaint will be resolved. Out of 3997 respondents who had registered their complaints, 3219 (80.5%) confirmed that they were informed about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint will be resolved.

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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	135	79.9%	34	20.1%	169	100.0%
	Urban	315	78.9%	84	21.1%	399	100.0%
	Total	450	79.2%	118	20.8%	568	100.0%
BSNL	Rural	135	81.8%	30	18.2%	165	100.0%



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?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	314	80.3%	77	19.7%	391	100.0%
	Total	449	80.8%	107	19.2%	556	100.0%
Reliance Comm	Rural	143	83.1%	29	16.9%	172	100.0%
	Urban	324	81.0%	76	19.0%	400	100.0%
	Total	467	81.6%	105	18.4%	572	100.0%
Tata Comm	Rural	136	79.5%	35	20.5%	171	100.0%
	Urban	321	79.1%	85	20.9%	406	100.0%
	Total	457	79.2%	120	20.8%	577	100.0%
Hathway	Rural	145	82.9%	30	17.1%	175	100.0%
	Urban	334	81.1%	78	18.9%	412	100.0%
	Total	479	81.6%	108	18.4%	587	100.0%
You Telecom	Rural	135	80.8%	32	19.2%	167	100.0%
	Urban	316	80.0%	79	20.0%	395	100.0%
	Total	451	80.2%	111	19.8%	562	100.0%
Tikona	Rural	141	82.0%	31	18.0%	172	100.0%
	Urban	325	80.6%	78	19.4%	403	100.0%
	Total	466	81.0%	109	19.0%	575	100.0%
Total	Rural	970	81.4%	221	18.6%	1191	100.0%
	Urban	2249	80.1%	557	19.9%	2806	100.0%
	Total	3219	80.5%	778	19.5%	3997	100.0%

5.3.6: Feedback from Complaint Centre: The respondents who made complaints to complaint centre/ helpline numbers were also asked whether complaint centre informed them about the action taken on complaints. Out of 3997 respondents who made complaints, 3819 (95.5%) confirmed that they were informed about the action taken on their complaints.

32. Did the Complaint Centre inform you about the action taken on your complaint through SMS or by other means?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	160	94.7%	9	5.3%	169	100.0%
	Urban	383	96.0%	16	4.0%	399	100.0%
	Total	543	95.6%	25	4.4%	568	100.0%
BSNL	Rural	155	93.9%	10	6.1%	165	100.0%
	Urban	374	95.7%	17	4.3%	391	100.0%
	Total	529	95.1%	27	4.9%	556	100.0%
Reliance Comm	Rural	163	94.8%	9	5.2%	172	100.0%
	Urban	386	96.5%	14	3.5%	400	100.0%
	Total	549	96.0%	23	4.0%	572	100.0%
Tata Comm	Rural	162	94.7%	9	5.3%	171	100.0%
	Urban	389	95.8%	17	4.2%	406	100.0%
	Total	551	95.5%	26	4.5%	577	100.0%
Hathway	Rural	164	93.7%	11	6.3%	175	100.0%
	Urban	395	95.9%	17	4.1%	412	100.0%
	Total	559	95.2%	28	4.8%	587	100.0%
You Telecom	Rural	157	94.0%	10	6.0%	167	100.0%
	Urban	376	95.2%	19	4.8%	395	100.0%
	Total	533	94.8%	29	5.2%	562	100.0%
Tikona	Rural	163	94.8%	9	5.2%	172	100.0%
	Urban	392	97.3%	11	2.7%	403	100.0%



32. Did the Complaint Centre inform you about the action taken on your complaint through SMS or by other means?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Total		555	96.5%	20	3.5%	575	100.0%
	Rural	1124	94.4%	67	5.6%	1191	100.0%
	Urban	2695	96.0%	111	4.0%	2806	100.0%
Total	Total	3819	95.5%	178	4.5%	3997	100.0%

5.3.7 Resolution of complaints: The following table shows that out of 3997 respondents who had complained to complaint centre, 3339 (83.5%) revealed that their complaints were resolved within three days. This was reported maximum in the case of Tata Comm and BSNL in rural (84.8%) and Tata comm. in urban (84.0%) areas.

32. Was your complaint resolved by the complaint centre within three days?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	141	83.4%	28	16.6%	169	100.0%
	Urban	330	82.7%	69	17.3%	399	100.0%
	Total	471	82.9%	97	17.1%	568	100.0%
BSNL	Rural	140	84.8%	25	15.2%	165	100.0%
	Urban	326	83.4%	65	16.6%	391	100.0%
	Total	466	83.8%	90	16.2%	556	100.0%
Reliance Comm	Rural	144	83.7%	28	16.3%	172	100.0%
	Urban	331	82.8%	69	17.3%	400	100.0%
	Total	475	83.0%	97	17.0%	572	100.0%
Tata Comm	Rural	145	84.8%	26	15.2%	171	100.0%
	Urban	341	84.0%	65	16.0%	406	100.0%
	Total	486	84.2%	91	15.8%	577	100.0%
Hathway	Rural	146	83.4%	29	16.6%	175	100.0%
	Urban	344	83.5%	68	16.5%	412	100.0%
	Total	490	83.5%	97	16.5%	587	100.0%
You Telecom	Rural	141	84.4%	26	15.6%	167	100.0%
	Urban	331	83.8%	64	16.2%	395	100.0%
	Total	472	84.0%	90	16.0%	562	100.0%
Tikona	Rural	144	83.7%	28	16.3%	172	100.0%
	Urban	335	83.1%	68	16.9%	403	100.0%
	Total	479	83.3%	96	16.7%	575	100.0%
Total	Rural	1001	84.0%	190	16.0%	1191	100.0%
	Urban	2338	83.3%	468	16.7%	2806	100.0%
	Total	3339	83.5%	658	16.5%	3997	100.0%

5.3.8 Resolution of billing complaints: The following table shows 716 complainants had billing related problems and 667 (93.2%) of them reported that their problem was resolved within four weeks after lodging of the complaint-highest in case of Tata Comm in rural (97.1%) and Bharti in urban (97.4%) areas

34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	31	96.9%	1	3.1%	32	100.0%
	Urban	76	97.4%	2	2.6%	78	100.0%
	Total	107	97.3%	3	2.7%	110	100.0%



34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four weeks after lodging of the complaint?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural	26	92.9%	2	7.1%	28	100.0%
	Urban	60	89.6%	7	10.4%	67	100.0%
	Total	86	90.5%	9	9.5%	95	100.0%
Reliance Comm	Rural	29	93.5%	2	6.5%	31	100.0%
	Urban	66	91.7%	6	8.3%	72	100.0%
	Total	95	92.2%	8	7.8%	103	100.0%
Tata Comm	Rural	33	97.1%	1	2.9%	34	100.0%
	Urban	71	92.2%	6	7.8%	77	100.0%
	Total	104	93.7%	7	6.3%	111	100.0%
Hathway	Rural	28	93.3%	2	6.7%	30	100.0%
	Urban	68	94.4%	4	5.6%	72	100.0%
	Total	96	94.1%	6	5.9%	102	100.0%
You Telecom	Rural	22	84.6%	4	15.4%	26	100.0%
	Urban	60	92.3%	5	7.7%	65	100.0%
	Total	82	90.1%	9	9.9%	91	100.0%
Tikona	Rural	29	93.5%	2	6.5%	31	100.0%
	Urban	68	93.2%	5	6.8%	73	100.0%
	Total	97	93.3%	7	6.7%	104	100.0%
Total	Rural	198	93.4%	14	6.6%	212	100.0%
	Urban	469	93.1%	35	6.9%	504	100.0%
	Total	667	93.2%	49	6.8%	716	100.0%

5.3.9 Awareness about the contact details of Appellate Authority: The awareness about the Appellate Authority is still low. However over the years it is increasing. Out of these 7469 respondents, 975 (13.1%) were found to be aware about the contact details of Appellate Authority for filing of appeals.

35. Are you aware of the contact details of the Appellate Authority for filing of appeals?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	42	13.1%	278	86.9%	320	100.0%
	Urban	76	10.2%	671	89.8%	747	100.0%
	Total	118	11.1%	949	88.9%	1067	100.0%
BSNL	Rural	47	14.7%	273	85.3%	320	100.0%
	Urban	78	10.4%	669	89.6%	747	100.0%
	Total	125	11.7%	942	88.3%	1067	100.0%
Reliance Comm	Rural	41	12.8%	279	87.2%	320	100.0%
	Urban	81	10.8%	666	89.2%	747	100.0%
	Total	122	11.4%	945	88.6%	1067	100.0%
Tata Comm	Rural	67	20.9%	253	79.1%	320	100.0%
	Urban	115	15.4%	632	84.6%	747	100.0%
	Total	182	17.1%	885	82.9%	1067	100.0%
Hathway	Rural	47	14.7%	273	85.3%	320	100.0%
	Urban	98	13.1%	649	86.9%	747	100.0%
	Total	145	13.6%	922	86.4%	1067	100.0%
You Telecom	Rural	40	12.5%	280	87.5%	320	100.0%
	Urban	84	11.2%	663	88.8%	747	100.0%
	Total	124	11.6%	943	88.4%	1067	100.0%
Tikona	Rural	67	20.9%	253	79.1%	320	100.0%
	Urban	92	12.3%	655	87.7%	747	100.0%
	Total	159	14.9%	908	85.1%	1067	100.0%
Total	Rural	351	15.7%	1889	84.3%	2240	100.0%



Urban	624	11.9%	4605	88.1%	5229	100.0%
Total	975	13.1%	6494	86.9%	7469	100.0%

5.1.10: Source of awareness about the contact details of Appellate Authority: Out of 975 consumers who were aware about appellate authority, 81.4% had come to know about the appellate authority from the web site of the service provider and 17.5% from display at complaint centres/sales outlet.

36. How did you come to know about the contact details of the Appellate Authority?													
Service Provider		Newspaper		Website of the service provider		SMS from service provider		Display at complaint centres/ sales outlets		Telephone bills		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	37	88.1%	0	0.0%	5	11.9%	0	0.0%	42	100.0%
	Urban	1	1.3%	64	84.2%	0	0.0%	11	14.5%	0	0.0%	76	100.0%
	Total	1	0.8%	101	85.6%	0	0.0%	16	13.6%	0	0.0%	118	100.0%
BSNL	Rural	1	2.1%	40	85.1%	0	0.0%	6	12.8%	0	0.0%	47	100.0%
	Urban	2	2.6%	63	80.8%	1	1.3%	12	15.4%	0	0.0%	78	100.0%
	Total	3	2.4%	103	82.4%	1	0.8%	18	14.4%	0	0.0%	125	100.0%
Reliance Comm	Rural	1	2.4%	35	85.4%	0	0.0%	5	12.2%	0	0.0%	41	100.0%
	Urban	1	1.2%	68	84.0%	0	0.0%	12	14.8%	0	0.0%	81	100.0%
	Total	2	1.6%	103	84.4%	0	0.0%	17	13.9%	0	0.0%	122	100.0%
Tata Comm	Rural	0	0.0%	60	89.6%	0	0.0%	7	10.4%	0	0.0%	67	100.0%
	Urban	1	0.9%	96	83.5%	0	0.0%	18	15.7%	0	0.0%	115	100.0%
	Total	1	0.5%	156	85.7%	0	0.0%	25	13.7%	0	0.0%	182	100.0%
Hathway	Rural	0	0.0%	35	74.5%	0	0.0%	12	25.5%	0	0.0%	47	100.0%
	Urban	0	0.0%	71	72.4%	0	0.0%	27	27.6%	0	0.0%	98	100.0%
	Total	0	0.0%	106	73.1%	0	0.0%	39	26.9%	0	0.0%	145	100.0%
You Telecom	Rural	1	2.5%	27	67.5%	0	0.0%	12	30.0%	0	0.0%	40	100.0%
	Urban	1	1.2%	56	66.7%	0	0.0%	27	32.1%	0	0.0%	84	100.0%
	Total	2	1.6%	83	66.9%	0	0.0%	39	31.5%	0	0.0%	124	100.0%
Tikona	Rural	0	0.0%	61	91.0%	0	0.0%	6	9.0%	0	0.0%	67	100.0%
	Urban	0	0.0%	81	88.0%	0	0.0%	11	12.0%	0	0.0%	92	100.0%
	Total	0	0.0%	142	89.3%	0	0.0%	17	10.7%	0	0.0%	159	100.0%
Total	Rural	3	0.9%	295	84.0%	0	0.0%	53	15.1%	0	0.0%	351	100.0%
	Urban	6	1.0%	499	80.0%	1	0.2%	118	18.9%	0	0.0%	624	100.0%
	Total	9	0.9%	794	81.4%	1	0.1%	171	17.5%	0	0.0%	975	100.0%

5.1.11: Appeal to Appellate Authority: Out of 975 respondents who were aware of the appellate authority, only 123 (12.6%) had filed appeal to the appellate Authority. This was found to be highest in the case of Hathway in rural (12.8%) and Rel Comm in urban (14.8%) areas

37. Have you filed any appeal in last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	5	11.9%	37	88.1%	42	100.0%
	Urban	10	13.2%	66	86.8%	76	100.0%
	Total	15	12.7%	103	87.3%	118	100.0%
BSNL	Rural	5	10.6%	42	89.4%	47	100.0%
	Urban	9	11.5%	69	88.5%	78	100.0%
	Total	14	11.2%	111	88.8%	125	100.0%
Reliance Comm	Rural	5	12.2%	36	87.8%	41	100.0%
	Urban	12	14.8%	69	85.2%	81	100.0%
	Total	17	13.9%	105	86.1%	122	100.0%
Tata Comm	Rural	8	11.9%	59	88.1%	67	100.0%
	Urban	14	12.2%	101	87.8%	115	100.0%



37. Have you filed any appeal in last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Hathway	Total	22	12.1%	160	87.9%	182	100.0%
	Rural	6	12.8%	41	87.2%	47	100.0%
	Urban	14	14.3%	84	85.7%	98	100.0%
	Total	20	13.8%	125	86.2%	145	100.0%
You Telecom	Rural	5	12.5%	35	87.5%	40	100.0%
	Urban	12	14.3%	72	85.7%	84	100.0%
	Total	17	13.7%	107	86.3%	124	100.0%
Tikona	Rural	7	10.4%	60	89.6%	67	100.0%
	Urban	11	12.0%	81	88.0%	92	100.0%
	Total	18	11.3%	141	88.7%	159	100.0%
Total	Rural	41	11.7%	310	88.3%	351	100.0%
	Urban	82	13.1%	542	86.9%	624	100.0%
	Total	123	12.6%	852	87.4%	975	100.0%

5.1.12: Method used to file the appeal to Appellate Authority: Out of 123 respondents who had filed an appeal to the appellate authority, maximum (68.3%) respondents had filed their appeal through E-mail and 22.8% through fax. Near about 61% of the complainants had also received unique appeal number within three days from the Appellate Authority after filing the appeal.

38. How did you file your appeal to the Appellate Authority?											
Service Provider		E-mail		Fax		Letter (Post/courier)		In Person (self)		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	80.0%	1	20.0%	0	0.0%	0	0.0%	5	100.0%
	Urban	7	70.0%	2	20.0%	0	0.0%	1	10.0%	10	100.0%
	Total	11	73.3%	3	20.0%	0	0.0%	1	6.7%	15	100.0%
BSNL	Rural	3	60.0%	1	20.0%	0	0.0%	1	20.0%	5	100.0%
	Urban	6	66.7%	0	0.0%	1	11.1%	2	22.2%	9	100.0%
	Total	9	64.3%	1	7.1%	1	7.1%	3	21.4%	14	100.0%
Reliance Comm	Rural	3	60.0%	1	20.0%	0	0.0%	1	20.0%	5	100.0%
	Urban	9	75.0%	1	8.3%	0	0.0%	2	16.7%	12	100.0%
	Total	12	70.6%	2	11.8%	0	0.0%	3	17.6%	17	100.0%
Tata Comm	Rural	6	75.0%	2	25.0%	0	0.0%	0	0.0%	8	100.0%
	Urban	11	78.6%	2	14.3%	0	0.0%	1	7.1%	14	100.0%
	Total	17	77.3%	4	18.2%	0	0.0%	1	4.5%	22	100.0%
Hathway	Rural	4	66.7%	2	33.3%	0	0.0%	0	0.0%	6	100.0%
	Urban	9	64.3%	4	28.6%	0	0.0%	1	7.1%	14	100.0%
	Total	13	65.0%	6	30.0%	0	0.0%	1	5.0%	20	100.0%
You Telecom	Rural	3	60.0%	2	40.0%	0	0.0%	0	0.0%	5	100.0%
	Urban	8	66.7%	4	33.3%	0	0.0%	0	0.0%	12	100.0%
	Total	11	64.7%	6	35.3%	0	0.0%	0	0.0%	17	100.0%
Tikona	Rural	4	57.1%	3	42.9%	0	0.0%	0	0.0%	7	100.0%
	Urban	7	63.6%	3	27.3%	0	0.0%	1	9.1%	11	100.0%
	Total	11	61.1%	6	33.3%	0	0.0%	1	5.6%	18	100.0%
Total	Rural	27	65.9%	12	29.3%	0	0.0%	2	4.9%	41	100.0%
	Urban	57	69.5%	16	19.5%	1	1.2%	8	9.8%	82	100.0%
	Total	84	68.3%	28	22.8%	1	0.8%	10	8.1%	123	100.0%

5.1.13: Feedback from Appellate Authority: Near about 61% of the consumers who had filed appeal received unique appeal number within three days from the Appellate Authority after filing the appeal.



39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	3	60.0%	2	40.0%	5	100.0%
	Urban	6	60.0%	4	40.0%	10	100.0%
	Total	9	60.0%	6	40.0%	15	100.0%
BSNL	Rural	4	80.0%	1	20.0%	5	100.0%
	Urban	7	77.8%	2	22.2%	9	100.0%
	Total	11	78.6%	3	21.4%	14	100.0%
Reliance Comm	Rural	3	60.0%	2	40.0%	5	100.0%
	Urban	6	50.0%	6	50.0%	12	100.0%
	Total	9	52.9%	8	47.1%	17	100.0%
Tata Comm	Rural	4	50.0%	4	50.0%	8	100.0%
	Urban	8	57.1%	6	42.9%	14	100.0%
	Total	12	54.5%	10	45.5%	22	100.0%
Hathway	Rural	4	66.7%	2	33.3%	6	100.0%
	Urban	9	64.3%	5	35.7%	14	100.0%
	Total	13	65.0%	7	35.0%	20	100.0%
You Telecom	Rural	3	60.0%	2	40.0%	5	100.0%
	Urban	7	58.3%	5	41.7%	12	100.0%
	Total	10	58.8%	7	41.2%	17	100.0%
Tikona	Rural	4	57.1%	3	42.9%	7	100.0%
	Urban	7	63.6%	4	36.4%	11	100.0%
	Total	11	61.1%	7	38.9%	18	100.0%
Total	Rural	25	61.0%	16	39.0%	41	100.0%
	Urban	50	61.0%	32	39.0%	82	100.0%
	Total	75	61.0%	48	39.0%	123	100.0%

Near about 46% of the respondents revealed that appellate authority had taken a decision upon their appeal within 39 days of filing the appeal.

40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?									
Service Provider		Yes		No		Appeal filed only recently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	60.0%	1	20.0%	1	20.0%	5	#DIV/0!
	Urban	5	50.0%	3	30.0%	2	20.0%	10	100.0%
	Total	8	53.3%	4	26.7%	3	20.0%	15	100.0%
BSNL	Rural	2	40.0%	1	20.0%	2	40.0%	5	100.0%
	Urban	3	33.3%	2	22.2%	4	44.4%	9	100.0%
	Total	5	35.7%	3	21.4%	6	42.9%	14	100.0%
Reliance Comm	Rural	3	60.0%	1	20.0%	1	20.0%	5	100.0%
	Urban	6	50.0%	3	25.0%	3	25.0%	12	100.0%
	Total	9	52.9%	4	23.5%	4	23.5%	17	100.0%
Tata Comm	Rural	4	50.0%	2	25.0%	2	25.0%	8	100.0%
	Urban	6	42.9%	4	28.6%	4	28.6%	14	100.0%
	Total	10	45.5%	6	27.3%	6	27.3%	22	100.0%
Hathway	Rural	3	50.0%	2	33.3%	1	16.7%	6	100.0%
	Urban	4	28.6%	5	35.7%	5	35.7%	14	100.0%
	Total	7	35.0%	7	35.0%	6	30.0%	20	100.0%
You Telecom	Rural	2	40.0%	1	20.0%	2	40.0%	5	100.0%
	Urban	6	50.0%	3	25.0%	3	25.0%	12	100.0%
	Total	8	47.1%	4	23.5%	5	29.4%	17	100.0%
Tikona	Rural	4	57.1%	2	28.6%	1	14.3%	7	#DIV/0!
	Urban	6	54.5%	3	27.3%	2	18.2%	11	100.0%
	Total	10	55.6%	5	27.8%	3	16.7%	18	100.0%



Total	Rural	21	51.2%	10	24.4%	10	24.4%	41	100.0%
	Urban	36	43.9%	23	28.0%	23	28.0%	82	100.0%
	Total	57	46.3%	33	26.8%	33	26.8%	123	100.0%

5.3.14 Awareness about item wise charges of prepaid services: All the prepaid customers were asked whether they were aware that a consumer can get item wise usage charges details, on request. Out of 1557 prepaid customers of 4 providers targeted, only 539 (34.6%) reported that they were aware of this facility. The highest percentage was reported from the prepaid subscribers of Tata Comm in both rural (34.9%) in rural and urban (35.0%) areas.

41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural	2	28.6%	5	71.4%	7	100.0%
	Urban	3	30.0%	7	70.0%	10	100.0%
	Total	5	29.4%	12	70.6%	17	100.0%
Hathway	Rural	110	34.4%	210	65.6%	320	100.0%
	Urban	260	34.8%	487	65.2%	747	100.0%
	Total	370	34.7%	697	65.3%	1067	100.0%
Tata Comm	Rural	38	34.9%	71	65.1%	109	100.0%
	Urban	89	35.0%	165	65.0%	254	100.0%
	Total	127	35.0%	236	65.0%	363	100.0%
You Telecom	Rural	11	33.3%	22	66.7%	33	100.0%
	Urban	26	33.8%	51	66.2%	77	100.0%
	Total	37	33.6%	73	66.4%	110	100.0%
Total	Rural	161	34.3%	308	65.7%	469	100.0%
	Urban	378	34.7%	710	65.3%	1088	100.0%
	Total	539	34.6%	1018	65.4%	1557	100.0%

5.3.15 Denial of itemized usage charges detail: Out of 539 subscribers who were aware that a prepaid customer can get item wise bill usage charge details for their pre paid connection, only 16 (3.0%) reported that they were denied of their request for itemized usage charge for their pre paid connection from their operators. Denial of itemized details was reported highest in the case of You Telecom in rural as well as urban areas.

42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural			2	100.0%	2	100.0%
	Urban			3	100.0%	3	100.0%
	Total			5	100.0%	5	100.0%
Tata Comm	Rural	2	1.8%	108	98.2%	110	100.0%
	Urban	6	2.3%	254	97.7%	260	100.0%
	Total	8	2.2%	362	97.8%	370	100.0%
Hathway	Rural	1	2.6%	37	97.4%	38	100.0%
	Urban	3	3.4%	86	96.6%	89	100.0%
	Total	4	3.1%	123	96.9%	127	100.0%
You Telecom	Rural	1	9.1%	10	90.9%	11	100.0%
	Urban	3	11.5%	23	88.5%	26	100.0%
	Total	4	10.8%	33	89.2%	37	100.0%
Total	Urban	4	2.5%	157	97.5%	161	100.0%
	Rural	12	3.2%	366	96.8%	378	100.0%
	Total	16	3.0%	523	97.0%	539	100.0%



5.3.16 Reason for denial of itemized charges: The following table shows the reasons for denial by the Operators for not giving the itemized usage charges to the pre paid customers. Out of 16 respondents, who had reported that they were denied the itemized usage charges, about 25.0% reported that they were not given any reasons. Remaining 75.0% revealed that they were told that there was technical problem in giving itemized usage charges.

43. What were the reason(s) for denying your request?							
Service Provider		No reason given		Technical problem		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural						
	Urban						
	Total						
Tata Comm	Rural	0	0.0%	2	100.0%	2	100.0%
	Urban	2	33.3%	4	66.7%	6	100.0%
	Total	2	25.0%	6	75.0%	8	100.0%
Hathway	Rural	0	0.0%	1	100.0%	1	100.0%
	Urban	1	33.3%	2	66.7%	3	100.0%
	Total	1	25.0%	3	75.0%	4	100.0%
You Telecom	Rural	0	0.0%	1	100.0%	1	100.0%
	Urban	1	33.3%	2	66.7%	3	100.0%
	Total	1	25.0%	3	75.0%	4	100.0%
Total	Urban	0	0.0%	4	100.0%	4	100.0%
	Rural	4	33.3%	8	66.7%	12	100.0%
	Total	4	25.0%	12	75.0%	16	100.0%

5.3.17 Provision of Manual of Practice by the Operators: The following table shows the number of respondents who had been provided the manual of practice at the time of taking the new broadband connection which contained terms and conditions of service, grievance redressal mechanism etc. while taking the connection. Only 5960 (79.8%) subscribers had confirmed that they had received the manual of practice. This was found to be highest in the case of Rel Comm in both (80.9%) rural areas and (81.0%) in urban areas.

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?"							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	254	79.4%	66	20.6%	320	100.0%
	Urban	596	79.8%	151	20.2%	747	100.0%
	Total	850	79.7%	217	20.3%	1067	100.0%
BSNL	Rural	258	80.6%	62	19.4%	320	100.0%
	Urban	601	80.5%	146	19.5%	747	100.0%
	Total	859	80.5%	208	19.5%	1067	100.0%
Reliance Comm	Rural	259	80.9%	61	19.1%	320	100.0%
	Urban	605	81.0%	142	19.0%	747	100.0%
	Total	864	81.0%	203	19.0%	1067	100.0%
Tata Comm	Rural	254	79.4%	66	20.6%	320	100.0%
	Urban	597	79.9%	150	20.1%	747	100.0%
	Total	851	79.8%	216	20.2%	1067	100.0%
Hathway	Rural	254	79.4%	66	20.6%	320	100.0%
	Urban	597	79.9%	150	20.1%	747	100.0%
	Total	851	79.8%	216	20.2%	1067	100.0%
You Telecom	Rural	251	78.4%	69	21.6%	320	100.0%
	Urban	584	78.2%	163	21.8%	747	100.0%



	Total	835	78.3%	232	21.7%	1067	100.0%
Tikona	Rural	254	79.4%	66	20.6%	320	100.0%
	Urban	596	79.8%	151	20.2%	747	100.0%
	Total	850	79.7%	217	20.3%	1067	100.0%
Total	Rural	1784	79.6%	456	20.4%	2240	100.0%
	Urban	4176	79.9%	1053	20.1%	5229	100.0%
	Total	5960	79.8%	1509	20.2%	7469	100.0%



5.3.16: OVERALL SCORE - BROADBAND

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

Sub Parameter		Overall	Bharti	BSNL	Rel Comm	Tata Comm	Hathway	You Telecom	Tikona
For pre-paid customers awareness about item-wise usage charge details on request	Rural	34.3%		28.6%		34.9%	34.4%	33.3%	
	Urban	34.7%		30.0%		35.0%	34.8%	33.8%	
	Total	34.6%		29.4%		35.0%	34.7%	33.6%	
If aware (for pre-paid customers)ever denied of item wise usage charge details	Rural	2.5%		0.0%		2.6%	1.8%	9.1%	
	Urban	3.2%		0.0%		3.4%	2.3%	11.5%	
	Total	3.0%		0.0%		3.1%	2.2%	10.8%	
For new customers provisioning of "Manual of practice while taking the new connection	Rural	79.6%	79.4%	80.6%	80.9%	79.4%	79.4%	78.4%	79.4%
	Urban	79.9%	79.8%	80.5%	81.0%	79.9%	79.9%	78.2%	79.8%
	Total	79.8%	79.7%	80.5%	81.0%	79.8%	79.8%	78.3%	79.7%
Awareness of complaint center number of their SPs	Rural	95.6%	95.6%	95.0%	96.3%	95.3%	96.3%	94.4%	96.6%
	Urban	96.3%	96.4%	95.9%	96.7%	96.8%	96.8%	95.3%	96.4%
	Total	96.1%	96.2%	95.6%	96.5%	96.3%	96.6%	95.0%	96.4%
Penetration of consumers made any complaint to the toll free number within last 12 months	Rural	55.6%	55.2%	54.3%	55.8%	56.1%	56.8%	55.3%	55.7%
	Urban	55.7%	55.4%	54.6%	55.4%	56.2%	57.0%	55.5%	56.0%
	Total	55.7%	55.4%	54.5%	55.5%	56.1%	56.9%	55.4%	55.9%
Complaint center informing about the action taken on complaint	Rural	94.4%	94.7%	93.9%	94.8%	94.7%	93.7%	94.0%	94.8%
	Urban	96.0%	96.0%	95.7%	96.5%	95.8%	95.9%	95.2%	97.3%
	Total	95.5%	95.6%	95.1%	96.0%	95.5%	95.2%	94.8%	96.5%
Resolution of billing complaint by customer care with in 4 weeks of lodging complaint	Rural	93.4%	96.9%	92.9%	93.5%	97.1%	93.3%	84.6%	93.5%
	Urban	93.1%	97.4%	89.6%	91.7%	92.2%	94.4%	92.3%	93.2%
	Total	93.2%	97.3%	90.5%	92.2%	93.7%	94.1%	90.1%	93.3%
Awareness about of appellate authority contact details for redressing grievances	Rural	15.7%	13.1%	14.7%	12.8%	20.9%	14.7%	12.5%	20.9%
	Urban	11.9%	10.2%	10.4%	10.8%	15.4%	13.1%	11.2%	12.3%
	Total	13.1%	11.1%	11.7%	11.4%	17.1%	13.6%	11.6%	14.9%

- Awareness level of Complaint centre/ customer care help line numbers was found in the range of 94.4% (You Telecom) to 96.6% (Tikona) in rural areas and from 95.3% (You Telecom) to 96.8% (Tata Comm and Hathway) in urban areas.
- Highest number of complaints to the complaint centre, within last 6 months, was made by the subscribers of Hathway (56.8% in rural and 57.0% in urban areas)
- Awareness about item wise usage charges in the case of pre paid services was found in the range of 28.6% (BSNL) to 34.9% (Tata Comm) in rural areas and 30.0% (BSNL) to 35.0% (Tata Comm) in urban areas.
- Denial of item wise usage charges on request in the case of pre paid connection was reported highest from the subscribers of You Telecom (9.1% in rural and 11.5% in urban areas).



6. CONCLUSION AND RECOMMENDATIONS



6. Conclusion and Recommendations

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

1. To assess the Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. To Assess Customer perception of Service as defined in *Regulations on quality of service of Basic and Cellular dated 1st July 2005 and Broadband Service dated 6th October 2006.*

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

Altogether 7 parameters were considered to assess the customer perception of services. The consumers were asked to rank the services on the defined parameter on a likert scale of 1 to 4, where, 4 = Very satisfied, 3 = satisfied, 2 = dissatisfied and 1 = very dissatisfied. To measure the percentage of consumers satisfied on various QoS parameters a simple addition method was applied by taking into account the sum of consumers 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.

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

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

Where:

CS = % of satisfied consumers

A = (sum total of no. of subscribers who were “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

6.1 Key Takeout

6.1.1 Basic Service (Wireline):

- 1) Performance of **Airtel** was better than other 3 operators as it met benchmark on all the parameters except one. It was able to meet the benchmark in all the parameters except **Maintainability** in which its performance was slightly **below** the benchmark.
- 2) The performance level of **TTSL** was not satisfactory as it could meet the benchmark level only on 4 out of 7 parameters in both rural and urban areas. BSNL and Rel Comm were able to meet the benchmark on 5 parameters in urban areas. However in rural areas they were also able to meet the benchmark in 4 parameters. All three of them were unable to meet the benchmark for help services, maintainability and supplementary services.
- 3) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only complaint centre. Awareness of and approach to Appellate authority was found to be low. The percentage of complaints was found to be high in the case of rel Comm in both rural and urban areas. Unsatisfied with the resolution provided by the call centre has direct bearing on approach to the higher level of redressal mechanism.



6.1.2 Cellular Mobile

- 1) The performance of **Vodafone, Bharti and Idea** was found to be better than others as they were able to achieve the benchmark on seven out of eight parameters.
- 2) The performance of BSNL, Rel Comm and TTSL was also found to be somewhat satisfactory as they could meet benchmark in most of the parameters. However, performance of other MTS and Uninor was quite low as they could meet the benchmark on only 3 of the parameters.
- 3) **With regard to the implementation and effectiveness of grievance redressal**, most of the consumers are aware of only complaint centre. Awareness of and approach to Appellate authority was found to be increasing. This shows that dissatisfied complainants have started accessing higher level of grievance redressal mechanism. The consumers have become more assertive and also the introduction of MNP is clearly seen on the number of customer complaints which have seen a downfall. The analysis shows that only 35.4% of the consumers have registered complaints in the last 6 months.

6.1.3 Broadband

1. In the case of broadband, the performance of **all the operators was more or less similar** in Gujarat service area. All were able to meet the benchmark criteria on 7 out of 8 parameters in urban areas.
2. However, in rural areas Rel Comm and Tata Comm were able to meet the benchmark in six parameters
3. The performance of Bharti and You Telecom was better than all the other operators as they have achieved higher scores than other operators in most of the parameters.

With regard to the implementation and effectiveness of grievance redressal mechanism, 65.8% of the complainants are getting the docket number of their complaints. Awareness is high about the complaint centre but remains low about the higher level of redressal mechanism. The satisfaction level with the resolution of complaint by complaint centre, however, was reported by 93.2% of the complainants



6.2 Recommendations

6.2.1 Basic Service (Wireline):

- 1) All the service providers should stress on the maintainability of their services. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges. While Bharti should improve the maintainability services, BSNL, Rel Comm and TTSL should also work on improving their help and supplementary services.
- 2) In order to spread the awareness level about the redressal mechanism, more drastic step should be adopted. A multiple pronged strategy is required in order to reach the customers.

6.2.2 Cellular Mobile

- 1) More effective customer care service should be introduced by all the service providers. There has been a tremendous growth in number of subscribers in last few years. This requires more effective mechanism to handle the concerns of their customers. Since none of the operators were able to meet benchmark on network performance in Gujarat circle, therefore, all operators should adopt proper mechanism to overcome network congestion problem.
- 2) All the other operators have to still improve their network performance by improving their infrastructure facility as the number of subscribers with all the operators is increasing every day. Regulator should evolve a mechanism where to measure the delivering capacity of each of the provider and at regular interval. Call drop incidences should be more stringently monitored. Similarly they should improve maintainability and help services provided by them.

6.2.3 Broadband

- 1) The service provided by all the operators is to some extent at par with each other. However, Rel Comm and Tata Comm need to improve on help services in rural areas. Hathway, Tata Comm, Reliance Comm and Tikona have to improve their supplementary services as well. The accounting system related to charges should be made more transparent so that customer could avail the itemized usage charges.

The help services provided by Rel Comm and TATA Com in both rural and urban areas should be enhanced further in order to effectively redress the grievances of their customers.



7. ANNEXURE A- (ALL TABLES)



7.1: BASIC (WIRELINER) SERVICES

A. SERVICE PROVISION

1(a).Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	8	2.5%	312	97.5%	320	100.0%
	Urban	15	2.0%	732	98.0%	747	100.0%
	Total	23	2.2%	1044	97.8%	1067	100.0%
BSNL	Rural	12	3.8%	308	96.3%	320	100.0%
	Urban	27	3.6%	720	96.4%	747	100.0%
	Total	39	3.7%	1028	96.3%	1067	100.0%
Rel Comm	Rural	7	2.2%	313	97.8%	320	100.0%
	Urban	25	3.3%	722	96.7%	747	100.0%
	Total	32	3.0%	1035	97.0%	1067	100.0%
Tata Tele	Rural	10	3.1%	310	96.9%	320	100.0%
	Urban	22	2.9%	725	97.1%	747	100.0%
	Total	32	3.0%	1035	97.0%	1067	100.0%
Total	Urban	37	2.9%	1243	97.1%	1280	100.0%
	Rural	89	3.0%	2899	97.0%	2988	100.0%
	Total	126	3.0%	4142	97.0%	4268	100.0%

Q1(b). If in the last 6 months you have taken a telephone connection or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	1	12.5%	5	62.5%	2	25.0%	8	100.0%
	Urban	0	0.0%	0	0.0%	11	73.3%	4	26.7%	15	100.0%
	Total	0	0.0%	1	4.3%	16	69.6%	6	26.1%	23	100.0%
BSNL	Rural	0	0.0%	0	0.0%	11	91.7%	1	8.3%	12	100.0%
	Urban	0	0.0%	1	3.7%	18	66.7%	8	29.6%	27	100.0%
	Total	0	0.0%	1	2.6%	29	74.4%	9	23.1%	39	100.0%
Rel Comm	Rural	0	0.0%	0	0.0%	4	57.1%	3	42.9%	7	100.0%
	Urban	0	0.0%	1	4.0%	16	64.0%	8	32.0%	25	100.0%
	Total	0	0.0%	1	3.1%	20	62.5%	11	34.4%	32	100.0%
Tata Tele	Rural	0	0.0%	1	10.0%	5	50.0%	4	40.0%	10	100.0%
	Urban	0	0.0%	0	0.0%	12	54.5%	10	45.5%	22	100.0%
	Total	0	0.0%	1	3.1%	17	53.1%	14	43.8%	32	100.0%
Total	Rural	0	0.0%	2	5.4%	25	67.6%	10	27.0%	37	100.0%
	Urban	0	0.0%	2	2.2%	57	64.0%	30	33.7%	89	100.0%
	Total	0	0.0%	4	3.2%	82	65.1%	40	31.7%	126	100.0%

2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	1	12.5%	7	87.5%	8	100.0%
	Urban	4	26.7%	11	73.3%	15	100.0%
	Total	5	21.7%	18	78.3%	23	100.0%
BSNL	Rural	2	16.7%	10	83.3%	12	100.0%
	Urban	8	29.6%	19	70.4%	27	100.0%
	Total	10	25.6%	29	74.4%	39	100.0%
Rel Comm	Rural	1	14.3%	6	85.7%	7	100.0%
	Urban	7	28.0%	18	72.0%	25	100.0%



2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Tata Tele	Total	8	25.0%	24	75.0%	32	100.0%
	Rural	2	20.0%	8	80.0%	10	100.0%
	Urban	7	31.8%	15	68.2%	22	100.0%
	Total	9	28.1%	23	71.9%	32	100.0%
Total	Urban	6	16.2%	31	83.8%	37	100.0%
	Rural	26	29.2%	63	70.8%	89	100.0%
	Total	32	25.4%	94	74.6%	126	153.7%

Q 3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	0	0.0%	6	75.0%	2	25.0%	8	100.0%
	Urban	0	0.0%	1	6.7%	8	53.3%	6	40.0%	15	100.0%
	Total	0	0.0%	1	4.3%	14	60.9%	8	34.8%	23	100.0%
BSNL	Rural	0	0.0%	1	8.3%	9	75.0%	2	16.7%	12	100.0%
	Urban	0	0.0%	0	0.0%	23	85.2%	4	14.8%	27	100.0%
	Total	0	0.0%	1	2.6%	32	82.1%	6	15.4%	39	100.0%
Rel Comm	Rural	0	0.0%	1	14.3%	2	28.6%	4	57.1%	7	100.0%
	Urban	0	0.0%	1	4.0%	14	56.0%	10	40.0%	25	100.0%
	Total	0	0.0%	2	6.3%	16	50.0%	14	43.8%	32	100.0%
Tata Tele	Rural	0	0.0%	1	10.0%	8	80.0%	1	10.0%	10	100.0%
	Urban	0	0.0%	0	0.0%	1	4.5%	21	95.5%	22	100.0%
	Total	0	0.0%	1	3.1%	9	28.1%	22	68.8%	32	100.0%
Total	Rural	0	0.0%	3	8.1%	25	67.6%	9	24.3%	37	100.0%
	Urban	0	0.0%	2	2.2%	46	51.7%	41	46.1%	89	100.0%
	Total	0	0.0%	5	4.0%	71	56.3%	50	39.7%	126	100.0%

B. BILLING RELATED-POSTPAID

Q4. How satisfied are you with the time taken to deliver your bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	2	0.6%	242	75.6%	74	23.1%	320	100.0%
	Urban	5	0.7%	1	0.1%	556	74.4%	185	24.8%	747	100.0%
	Total	7	0.7%	3	0.3%	798	74.8%	259	24.3%	1067	100.0%
BSNL	Rural	5	1.6%	4	1.3%	244	76.3%	67	20.9%	320	100.0%
	Urban	2	0.3%	8	1.1%	583	78.0%	154	20.6%	747	100.0%
	Total	7	0.7%	12	1.1%	827	77.5%	221	20.7%	1067	100.0%
Rel Comm	Rural	4	1.3%	6	1.9%	248	77.5%	62	19.4%	320	100.0%
	Urban	5	0.7%	11	1.5%	587	78.6%	144	19.3%	747	100.0%
	Total	9	0.8%	17	1.6%	835	78.3%	206	19.3%	1067	100.0%
Tata Tele	Rural	4	1.3%	2	0.6%	227	70.9%	87	27.2%	320	100.0%
	Urban	5	0.7%	11	1.5%	552	73.9%	179	24.0%	747	100.0%
	Total	9	0.8%	13	1.2%	779	73.0%	266	24.9%	1067	100.0%
Total	Rural	15	1.2%	14	1.1%	961	75.1%	290	22.7%	1280	100.0%
	Urban	17	0.6%	31	1.0%	2278	76.2%	662	22.2%	2988	100.0%
	Total	32	0.7%	45	1.1%	3239	75.9%	952	22.3%	4268	100.0%



Q5(a). How satisfied are you with the quality of your bills in terms of accuracy & completeness of the bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	2	0.6%	244	71.9%	72	22.5%	320	100.0%
	Urban	5	0.7%	2	0.3%	557	73.2%	183	24.5%	747	100.0%
	Total	7	0.7%	4	0.4%	801	75.1%	255	23.9%	1067	100.0%
BSNL	Rural	2	0.6%	5	1.6%	248	80.1%	65	20.3%	320	100.0%
	Urban	4	0.5%	9	1.2%	582	80.3%	152	20.3%	747	100.0%
	Total	6	0.6%	14	1.3%	830	77.8%	217	20.3%	1067	100.0%
Rel Comm	Rural	4	1.3%	12	3.8%	244	60.8%	60	18.8%	320	100.0%
	Urban	7	0.9%	14	1.9%	584	62.0%	142	19.0%	747	100.0%
	Total	11	1.0%	26	2.4%	828	77.6%	202	18.9%	1067	100.0%
Tata Tele	Rural	4	1.3%	4	1.3%	227	57.8%	85	26.6%	320	100.0%
	Urban	4	0.5%	8	1.1%	558	56.3%	177	23.7%	747	100.0%
	Total	8	0.7%	12	1.1%	785	73.6%	262	24.6%	1067	100.0%
Total	Rural	12	0.9%	23	1.8%	963	75.2%	282	22.0%	1280	100.0%
	Urban	20	0.7%	33	1.1%	2281	76.3%	654	21.9%	2988	100.0%
	Total	32	0.7%	56	1.3%	3244	76.0%	936	21.9%	4268	100.0%

5(b). Please specify the reason(s) for your dissatisfaction.															
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	25.0%	2	50.0%	-2	-50.0%	2	50.0%	1	25.0%	0	0.0%	4	100.0%
	Urban	0	0.0%	1	14.3%	4	57.1%	1	14.3%	1	14.3%	0	0.0%	7	100.0%
	Total	1	9.1%	3	27.3%	2	18.2%	3	27.3%	2	18.2%	0	0.0%	11	100.0%
BSNL	Rural	1	14.3%	2	28.6%	3	42.9%	1	14.3%	0	0.0%	0	0.0%	7	100.0%
	Urban	1	7.7%	1	7.7%	9	69.2%	2	15.4%	0	0.0%	0	0.0%	13	100.0%
	Total	2	10.0%	3	15.0%	12	60.0%	3	15.0%	0	0.0%	0	0.0%	20	100.0%
Rel Comm	Rural	2	12.5%	1	6.3%	12	75.0%	1	6.3%	0	0.0%	0	0.0%	16	100.0%
	Urban	1	4.8%	2	9.5%	15	71.4%	3	14.3%	0	0.0%	0	0.0%	21	100.0%
	Total	3	8.1%	3	8.1%	27	73.0%	4	10.8%	0	0.0%	0	0.0%	37	100.0%
Tata Tele	Rural	1	12.5%	1	12.5%	3	37.5%	2	25.0%	1	12.5%	0	0.0%	8	100.0%
	Urban	1	8.3%	1	8.3%	9	75.0%	1	8.3%	0	0.0%	0	0.0%	12	100.0%
	Total	2	10.0%	2	10.0%	12	60.0%	3	15.0%	1	5.0%	0	0.0%	20	100.0%
Total	Rural	5	14.3%	6	17.1%	16	45.7%	6	17.1%	2	5.7%	0	0.0%	35	100.0%
	Urban	3	5.7%	5	9.4%	37	69.8%	7	13.2%	1	1.9%	0	0.0%	53	100.0%
	Total	8	9.1%	11	12.5%	53	60.2%	13	14.8%	3	3.4%	0	0.0%	88	100.0%

6. Have you made any billing related complaints in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	52	16.3%	268	83.8%	320	100.0%
	Urban	121	16.2%	626	83.8%	747	100.0%
	Total	173	16.2%	894	83.8%	1067	100.0%
BSNL	Rural	37	11.6%	283	88.4%	320	100.0%
	Urban	87	11.6%	660	88.4%	747	100.0%
	Total	124	11.6%	943	88.4%	1067	100.0%
Rel Comm	Rural	59	18.4%	261	81.6%	320	100.0%
	Urban	134	17.9%	613	82.1%	747	100.0%
	Total	193	18.1%	874	81.9%	1067	100.0%
Tata Tele	Rural	41	12.8%	279	87.2%	320	100.0%
	Urban	109	14.6%	638	85.4%	747	100.0%
	Total	150	14.1%	917	85.9%	1067	100.0%



6. Have you made any billing related complaints in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Total	Rural	189	14.8%	1091	85.2%	1280	100.0%
	Urban	451	15.1%	2537	84.9%	2988	100.0%
	Total	640	15.0%	3628	85.0%	4268	100.0%

Q7. How satisfied are you with the process of resolution of billing complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	3.8%	4	7.7%	40	76.9%	6	11.5%	52	100.0%
	Urban	4	3.3%	7	5.8%	96	79.3%	14	11.6%	121	100.0%
	Total	6	3.5%	11	6.4%	136	78.6%	20	11.6%	173	100.0%
BSNL	Rural	2	5.4%	3	8.1%	27	73.0%	5	13.5%	37	100.0%
	Urban	2	2.3%	4	4.6%	69	79.3%	12	13.8%	87	100.0%
	Total	4	3.2%	7	5.6%	96	77.4%	17	13.7%	124	100.0%
Rel Comm	Rural	1	1.7%	5	8.5%	44	74.6%	9	15.3%	59	100.0%
	Urban	2	1.5%	7	5.2%	100	74.6%	25	18.7%	134	100.0%
	Total	3	1.6%	12	6.2%	144	74.6%	34	17.6%	193	100.0%
Tata Tele	Rural	1	2.4%	1	2.4%	29	70.7%	10	24.4%	41	100.0%
	Urban	2	1.8%	1	0.9%	77	70.6%	29	26.6%	109	100.0%
	Total	3	2.0%	2	1.3%	106	70.7%	39	26.0%	150	100.0%
Total	Rural	6	3.2%	13	6.9%	140	74.1%	30	15.9%	189	100.0%
	Urban	10	2.2%	19	4.2%	342	75.8%	80	17.7%	451	100.0%
	Total	16	2.5%	32	5.0%	482	75.3%	110	17.2%	640	100.0%

Q8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	4	1.3%	219	68.4%	95	29.7%	320	100.0%
	Urban	5	0.7%	7	0.9%	581	77.8%	154	20.6%	747	100.0%
	Total	7	0.7%	11	1.0%	800	75.0%	249	23.3%	1067	100.0%
BSNL	Rural	2	0.6%	7	2.2%	224	70.0%	87	27.2%	320	100.0%
	Urban	4	0.5%	12	1.6%	572	76.6%	159	21.3%	747	100.0%
	Total	6	0.6%	19	1.8%	796	74.6%	246	23.1%	1067	100.0%
Rel Comm	Rural	4	1.3%	12	3.8%	223	69.7%	81	25.3%	320	100.0%
	Urban	8	1.1%	21	2.8%	581	77.8%	137	18.3%	747	100.0%
	Total	12	1.1%	33	3.1%	804	75.4%	218	20.4%	1067	100.0%
Tata Tele	Rural	2	0.6%	4	1.3%	229	71.6%	85	26.6%	320	100.0%
	Urban	4	0.5%	12	1.6%	586	78.4%	145	19.4%	747	100.0%
	Total	6	0.6%	16	1.5%	815	76.4%	230	21.6%	1067	100.0%
Total	Rural	10	0.8%	27	2.1%	895	69.9%	348	27.2%	1280	100.0%
	Urban	21	0.7%	52	1.7%	2320	77.6%	595	19.9%	2988	100.0%
	Total	31	0.7%	79	1.9%	3215	75.3%	943	22.1%	4268	100.0%

9. Please specify the reason(s) for your dissatisfaction.											
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	50.0%	2	33.3%	1	16.7%	0	0.0%	6	100.0%
	Urban	9	75.0%	1	8.3%	1	8.3%	1	8.3%	12	100.0%



9. Please specify the reason(s) for your dissatisfaction.											
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Total	12	66.7%	3	16.7%	2	11.1%	1	5.6%	18	100.0%
BSNL	Rural	6	66.7%	2	22.2%	1	11.1%	0	0.0%	9	100.0%
	Urban	11	68.8%	3	18.8%	1	6.3%	1	6.3%	16	100.0%
	Total	17	68.0%	5	20.0%	2	8.0%	1	4.0%	25	100.0%
Rel Comm	Rural	12	75.0%	1	6.3%	1	6.3%	2	12.5%	16	100.0%
	Urban	27	93.1%	1	3.4%	0	0.0%	1	3.4%	29	100.0%
	Total	39	86.7%	2	4.4%	1	2.2%	3	6.7%	45	100.0%
Tata Tele	Rural	3	50.0%	1	16.7%	1	16.7%	1	16.7%	6	100.0%
	Urban	14	87.5%	1	6.3%	0	0.0%	1	6.3%	16	100.0%
	Total	17	77.3%	2	9.1%	1	4.5%	2	9.1%	22	100.0%
Total	Rural	24	64.9%	6	16.2%	4	10.8%	3	8.1%	37	100.0%
	Urban	61	83.6%	6	8.2%	2	2.7%	4	5.5%	73	100.0%
	Total	85	77.3%	12	10.9%	6	5.5%	7	6.4%	110	100.0%

C. HELP SERVICES CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	172	53.8%	148	46.3%	320	100.0%
	Urban	415	55.6%	332	44.4%	747	100.0%
	Total	587	55.0%	480	45.0%	1067	100.0%
BSNL	Rural	145	45.3%	175	54.7%	320	100.0%
	Urban	354	47.4%	393	52.6%	747	100.0%
	Total	499	46.8%	568	53.2%	1067	100.0%
Rel Comm	Rural	165	51.6%	155	48.4%	320	100.0%
	Urban	411	55.0%	336	45.0%	747	100.0%
	Total	576	54.0%	491	46.0%	1067	100.0%
Tata Tele	Rural	169	52.8%	151	47.2%	320	100.0%
	Urban	401	53.7%	346	46.3%	747	100.0%
	Total	570	53.4%	497	46.6%	1067	100.0%
Total	Rural	651	50.9%	629	49.1%	1280	100.0%
	Urban	1581	52.9%	1407	47.1%	2988	100.0%
	Total	2232	52.3%	2036	47.7%	4268	100.0%

12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	1.2%	4	2.3%	131	76.2%	35	20.3%	172	100.0%
	Urban	4	1.0%	5	1.2%	291	70.1%	115	27.7%	415	100.0%
	Total	6	1.0%	9	1.5%	422	71.9%	150	25.6%	587	100.0%
BSNL	Rural	4	2.8%	7	4.8%	101	69.7%	33	22.8%	145	100.0%
	Urban	7	2.0%	15	4.2%	230	65.0%	102	28.8%	354	100.0%
	Total	11	2.2%	22	4.4%	331	66.3%	135	27.1%	499	100.0%
Rel Comm	Rural	4	2.4%	7	4.2%	125	75.8%	29	17.6%	165	100.0%
	Urban	5	1.2%	18	4.4%	291	70.8%	97	23.6%	411	100.0%
	Total	9	1.6%	25	4.3%	416	72.2%	126	21.9%	576	100.0%
Tata Tele	Rural	4	2.4%	14	8.3%	112	66.3%	39	23.1%	169	100.0%
	Urban	9	2.2%	21	5.2%	250	62.3%	121	30.2%	401	100.0%
	Total	13	2.3%	35	6.1%	362	63.5%	160	28.1%	570	100.0%



Total	Rural	14	2.2%	32	4.9%	469	72.0%	136	20.9%	651	100.0%
	Urban	25	1.6%	59	3.7%	1062	67.2%	435	27.5%	1581	100.0%
	Total	39	1.7%	91	4.1%	1531	68.6%	571	25.6%	2232	100.0%
12(b). How satisfied are you with the ease of getting an option for talking to a customer care executive?											
Service Provider	Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total		
	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	
Bharti	Rural	2	1.2%	1	0.6%	134	77.9%	35	20.3%	172	100.0%
	Urban	4	1.0%	5	1.2%	294	70.8%	112	27.0%	415	100.0%
	Total	6	1.0%	6	1.0%	428	72.9%	147	25.0%	587	100.0%
BSNL	Rural	4	2.8%	6	4.1%	103	71.0%	32	22.1%	145	100.0%
	Urban	8	2.3%	15	4.2%	222	62.7%	109	30.8%	354	100.0%
	Total	12	2.4%	21	4.2%	325	65.1%	141	28.3%	499	100.0%
Rel Comm	Rural	7	4.2%	11	6.7%	120	72.7%	27	16.4%	165	100.0%
	Urban	8	1.9%	17	4.1%	275	66.9%	111	27.0%	411	100.0%
	Total	15	2.6%	28	4.9%	395	68.6%	138	24.0%	576	100.0%
Tata Tele	Rural	6	3.6%	7	4.1%	125	74.0%	31	18.3%	169	100.0%
	Urban	8	2.0%	22	5.5%	264	65.8%	107	26.7%	401	100.0%
	Total	14	2.5%	29	5.1%	389	68.2%	138	24.2%	570	100.0%
Total	Rural	19	2.9%	25	3.8%	482	74.0%	125	19.2%	651	100.0%
	Urban	28	1.8%	59	3.7%	1055	66.7%	439	27.8%	1581	100.0%
	Total	47	2.1%	84	3.8%	1537	68.9%	564	25.3%	2232	100.0%

13. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider	Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total		
	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	
Bharti	Rural	6	3.5%	8	4.7%	120	69.8%	38	22.1%	172	100.0%
	Urban	8	1.9%	10	2.4%	285	68.7%	112	27.0%	415	100.0%
	Total	14	2.4%	18	3.1%	405	69.0%	150	25.6%	587	100.0%
BSNL	Rural	12	8.3%	17	11.7%	75	51.7%	41	28.3%	145	100.0%
	Urban	19	5.4%	24	6.8%	200	56.5%	111	31.4%	354	100.0%
	Total	31	6.2%	41	8.2%	275	55.1%	152	30.5%	499	100.0%
Rel Comm	Rural	15	9.1%	21	12.7%	92	55.8%	37	22.4%	165	100.0%
	Urban	17	4.1%	29	7.1%	261	63.5%	104	25.3%	411	100.0%
	Total	32	5.6%	50	8.7%	353	61.3%	141	24.5%	576	100.0%
Tata Tele	Rural	14	8.3%	16	9.5%	104	61.5%	35	20.7%	169	100.0%
	Urban	15	3.7%	30	7.5%	239	59.6%	117	29.2%	401	100.0%
	Total	29	5.1%	46	8.1%	343	60.2%	152	26.7%	570	100.0%
Total	Rural	47	7.2%	62	9.5%	391	60.1%	151	23.2%	651	100.0%
	Urban	59	3.7%	93	5.9%	985	62.3%	444	28.1%	1581	100.0%
	Total	106	4.7%	155	6.9%	1376	61.6%	595	26.7%	2232	100.0%

14. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Provider	Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total		
	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	
Bharti	Rural	4	2.3%	7	4.1%	115	66.9%	46	26.7%	172	100.0%
	Urban	8	1.9%	9	2.2%	274	66.0%	124	29.9%	415	100.0%
	Total	12	2.0%	16	2.7%	389	66.3%	170	29.0%	587	100.0%
BSNL	Rural	7	4.8%	14	9.7%	75	51.7%	49	33.8%	145	100.0%
	Urban	8	2.3%	19	5.4%	210	59.3%	117	33.1%	354	100.0%
	Total	15	3.0%	33	6.6%	285	57.1%	166	33.3%	499	100.0%
Rel Comm	Rural	9	5.5%	15	9.1%	104	63.0%	37	22.4%	165	100.0%
	Urban	19	4.6%	27	6.6%	256	62.3%	109	26.5%	411	100.0%
	Total	28	4.9%	42	7.3%	360	62.5%	146	25.3%	576	100.0%
Tata Tele	Rural	11	6.5%	18	10.7%	89	52.7%	51	30.2%	169	100.0%
	Urban	17	4.2%	29	7.2%	229	57.1%	126	31.4%	401	100.0%
	Total	28	4.9%	47	8.2%	318	55.8%	177	31.1%	570	100.0%



Total	Rural	31	4.8%	54	8.3%	383	58.8%	183	28.1%	651	100.0%
	Urban	52	3.3%	84	5.3%	969	61.3%	476	30.1%	1581	100.0%
	Total	83	3.7%	138	6.2%	1352	60.6%	659	29.5%	2232	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	2.9%	7	4.1%	118	68.6%	42	24.4%	172	100.0%
	Urban	6	1.4%	11	2.7%	271	65.3%	127	30.6%	415	100.0%
	Total	11	1.9%	18	3.1%	389	66.3%	169	28.8%	587	100.0%
BSNL	Rural	6	4.1%	9	6.2%	85	58.6%	45	31.0%	145	100.0%
	Urban	12	3.4%	39	11.0%	172	48.6%	131	37.0%	354	100.0%
	Total	18	3.6%	48	9.6%	257	51.5%	176	35.3%	499	100.0%
Rel Comm	Rural	11	6.7%	17	10.3%	88	53.3%	49	29.7%	165	100.0%
	Urban	18	4.4%	37	9.0%	220	53.5%	136	33.1%	411	100.0%
	Total	29	5.0%	54	9.4%	308	53.5%	185	32.1%	576	100.0%
Tata Tele	Rural	14	8.3%	15	8.9%	101	59.8%	39	23.1%	169	100.0%
	Urban	19	4.7%	34	8.5%	224	55.9%	124	30.9%	401	100.0%
	Total	33	5.8%	49	8.6%	325	57.0%	163	28.6%	570	100.0%
Total	Rural	36	5.5%	48	7.4%	392	60.2%	175	26.9%	651	100.0%
	Urban	55	3.5%	121	7.7%	887	56.1%	518	32.8%	1581	100.0%
	Total	91	4.1%	169	7.6%	1279	57.3%	693	31.0%	2232	100.0%

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	1.3%	6	1.9%	233	72.8%	77	24.1%	320	100.0%
	Urban	8	1.1%	15	2.0%	557	74.6%	167	22.4%	747	100.0%
	Total	12	1.1%	21	2.0%	790	74.0%	244	22.9%	1067	100.0%
BSNL	Rural	5	1.6%	9	2.8%	241	75.3%	65	20.3%	320	100.0%
	Urban	9	1.2%	11	1.5%	549	73.5%	178	23.8%	747	100.0%
	Total	14	1.3%	20	1.9%	790	74.0%	243	22.8%	1067	100.0%
Rel Comm	Rural	5	1.6%	8	2.5%	245	76.6%	62	19.4%	320	100.0%
	Urban	12	1.6%	19	2.5%	560	75.0%	156	20.9%	747	100.0%
	Total	17	1.6%	27	2.5%	805	75.4%	218	20.4%	1067	100.0%
Tata Tele	Rural	6	1.9%	12	3.8%	251	78.4%	51	15.9%	320	100.0%
	Urban	14	1.9%	17	2.3%	562	75.2%	154	20.6%	747	100.0%
	Total	20	1.9%	29	2.7%	813	76.2%	205	19.2%	1067	100.0%
Total	Rural	20	1.6%	35	2.7%	970	75.8%	255	19.9%	1280	100.0%
	Urban	43	1.4%	62	2.1%	2228	74.6%	655	21.9%	2988	100.0%
	Total	63	1.5%	97	2.3%	3198	74.9%	910	21.3%	4268	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	8	2.5%	12	3.8%	218	68.1%	82	25.6%	320	100.0%
	Urban	11	1.5%	17	2.3%	522	69.9%	197	26.4%	747	100.0%
	Total	19	1.8%	29	2.7%	740	69.4%	279	26.1%	1067	100.0%
BSNL	Rural	9	2.8%	14	4.4%	221	69.1%	76	23.8%	320	100.0%
	Urban	12	1.6%	19	2.5%	532	71.2%	184	24.6%	747	100.0%
	Total	21	2.0%	33	3.1%	753	70.6%	260	24.4%	1067	100.0%
Rel Comm	Rural	11	3.4%	12	3.8%	208	65.0%	89	27.8%	320	100.0%
	Urban	14	1.9%	21	2.8%	521	69.7%	191	25.6%	747	100.0%
	Total	25	2.3%	33	3.1%	729	68.3%	280	26.2%	1067	100.0%



Tata Tele	Rural	7	2.2%	9	2.8%	227	70.9%	77	24.1%	320	100.0%
	Urban	12	1.6%	18	2.4%	548	73.4%	169	22.6%	747	100.0%
	Total	19	1.8%	27	2.5%	775	72.6%	246	23.1%	1067	100.0%
Total	Rural	35	2.7%	47	3.7%	874	68.3%	324	25.3%	1280	100.0%
	Urban	49	1.6%	75	2.5%	2123	71.1%	741	24.8%	2988	100.0%
	Total	84	2.0%	122	2.9%	2997	70.2%	1065	25.0%	4268	100.0%

18. How satisfied are you with the voice quality?

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	1.3%	8	2.5%	227	70.9%	81	25.3%	320	100.0%
	Urban	8	1.1%	14	1.9%	511	68.4%	214	28.6%	747	100.0%
	Total	12	1.1%	22	2.1%	738	69.2%	295	27.6%	1067	100.0%
BSNL	Rural	2	0.6%	6	1.9%	227	70.9%	85	26.6%	320	100.0%
	Urban	7	0.9%	12	1.6%	511	68.4%	217	29.0%	747	100.0%
	Total	9	0.8%	18	1.7%	738	69.2%	302	28.3%	1067	100.0%
Rel Comm	Rural	4	1.3%	8	2.5%	236	73.8%	72	22.5%	320	100.0%
	Urban	9	1.2%	12	1.6%	528	70.7%	198	26.5%	747	100.0%
	Total	13	1.2%	20	1.9%	764	71.6%	270	25.3%	1067	100.0%
Tata Tele	Rural	4	1.3%	8	2.5%	229	71.6%	79	24.7%	320	100.0%
	Urban	10	1.3%	14	1.9%	521	69.7%	202	27.0%	747	100.0%
	Total	14	1.3%	22	2.1%	750	70.3%	281	26.3%	1067	100.0%
Total	Rural	14	1.1%	30	2.3%	919	71.8%	317	24.8%	1280	100.0%
	Urban	34	1.1%	52	1.7%	2071	69.3%	831	27.8%	2988	100.0%
	Total	48	1.1%	82	1.9%	2990	70.1%	1148	26.9%	4268	100.0%

E. MAINTAINABILITY (FAULT REPAIR)

Q19. How many times has your telephone connection required repair in the last 6 months?

Service Provider		Nil		One time		2-3 times		More than 3 times		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	290	90.6%	14	4.4%	9	2.8%	7	2.2%	320	100.0%
	Urban	703	94.1%	21	2.8%	14	1.9%	9	1.2%	747	100.0%
	Total	993	93.1%	35	3.3%	23	2.2%	16	1.5%	1067	100.0%
BSNL	Rural	290	90.6%	18	5.6%	7	2.2%	5	1.6%	320	100.0%
	Urban	705	94.4%	21	2.8%	12	1.6%	9	1.2%	747	100.0%
	Total	995	93.3%	39	3.7%	19	1.8%	14	1.3%	1067	100.0%
Rel Comm	Rural	287	89.7%	14	4.4%	10	3.1%	9	2.8%	320	100.0%
	Urban	700	93.7%	22	2.9%	14	1.9%	11	1.5%	747	100.0%
	Total	987	92.5%	36	3.4%	24	2.2%	20	1.9%	1067	100.0%
Tata Tele	Rural	283	88.4%	17	5.3%	14	4.4%	6	1.9%	320	100.0%
	Urban	705	94.4%	19	2.5%	15	2.0%	8	1.1%	747	100.0%
	Total	988	92.6%	36	3.4%	29	2.7%	14	1.3%	1067	100.0%
Total	Rural	1150	89.8%	63	4.9%	40	3.1%	27	2.1%	1280	100.0%
	Urban	2813	94.1%	83	2.8%	55	1.8%	37	1.2%	2988	100.0%
	Total	3963	92.9%	146	3.4%	95	2.2%	64	1.5%	4268	100.0%

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

Service Provider		1 Day		2-3 Days		4-7 Days		More than 3 Days		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	16	53.3%	12	40.0%	1	3.3%	1	3.3%	30	100.0%
	Urban	19	43.2%	23	52.3%	1	2.3%	1	2.3%	44	100.0%
	Total	35	47.3%	35	47.3%	2	2.7%	2	2.7%	74	100.0%
BSNL	Rural	17	56.7%	11	36.7%	1	3.3%	1	3.3%	30	100.0%
	Urban	21	50.0%	21	50.0%	0	0.0%	0	0.0%	42	100.0%
	Total	38	52.8%	32	44.4%	1	1.4%	1	1.4%	72	100.0%



Q20. How long did it take generally for repairing the fault after lodging a complaint?											
Service Provider		1 Day		2-3 Days		4-7 Days		More than 3 Days		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Rel Comm	Rural	17	51.5%	14	42.4%	1	3.0%	1	3.0%	33	100.0%
	Urban	19	40.4%	24	51.1%	2	4.3%	2	4.3%	47	100.0%
	Total	36	45.0%	38	47.5%	3	3.8%	3	3.8%	80	100.0%
Tata Tele	Rural	15	40.5%	20	54.1%	1	2.7%	1	2.7%	37	100.0%
	Urban	19	45.2%	19	45.2%	2	4.8%	2	4.8%	42	100.0%
	Total	34	43.0%	39	49.4%	3	3.8%	3	3.8%	79	100.0%
Total	Rural	65	50.0%	57	43.8%	4	3.1%	4	3.1%	130	100.0%
	Urban	78	44.6%	87	49.7%	5	2.9%	5	2.9%	175	100.0%
	Total	143	46.9%	144	47.2%	9	3.0%	9	3.0%	305	100.0%

Q21. How satisfied are you with the fault repair service?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	3.3%	1	3.3%	24	80.0%	4	13.3%	30	100.0%
	Urban	1	2.3%	2	4.5%	34	77.3%	7	15.9%	44	100.0%
	Total	2	2.7%	3	4.1%	58	78.4%	11	14.9%	74	100.0%
BSNL	Rural	0	0.0%	2	6.7%	23	76.7%	5	16.7%	30	100.0%
	Urban	2	4.8%	2	4.8%	32	76.2%	6	14.3%	42	100.0%
	Total	2	2.8%	4	5.6%	55	76.4%	11	15.3%	72	100.0%
Rel Comm	Rural	1	3.0%	2	6.1%	28	84.8%	2	6.1%	33	100.0%
	Urban	2	4.3%	2	4.3%	35	74.5%	8	17.0%	47	100.0%
	Total	3	3.8%	4	5.0%	63	78.8%	10	12.5%	80	100.0%
Tata Teleservices	Rural	1	2.7%	2	5.4%	30	81.1%	4	10.8%	37	100.0%
	Urban	1	2.4%	2	4.8%	31	73.8%	8	19.0%	42	100.0%
	Total	2	2.5%	4	5.1%	61	77.2%	12	15.2%	79	100.0%
Total	Rural	3	2.3%	7	5.4%	105	80.8%	15	11.5%	130	100.0%
	Urban	6	3.4%	8	4.6%	132	75.4%	29	16.6%	175	100.0%
	Total	9	3.0%	15	4.9%	237	77.7%	44	14.4%	305	100.0%

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

Q22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	41	12.8%	279	87.2%	320	100.0%
	Urban	85	11.4%	662	88.6%	747	100.0%
	Total	126	11.8%	941	88.2%	1067	100.0%
BSNL	Rural	37	11.6%	283	88.4%	320	100.0%
	Urban	92	12.3%	655	87.7%	747	100.0%
	Total	129	12.1%	938	87.9%	1067	100.0%
Rel Comm	Rural	41	12.8%	279	87.2%	320	100.0%
	Urban	82	11.0%	665	89.0%	747	100.0%
	Total	123	11.5%	944	88.5%	1067	100.0%
Tata Tele	Rural	37	11.6%	283	88.4%	320	100.0%
	Urban	81	10.8%	666	89.2%	747	100.0%
	Total	118	11.1%	949	88.9%	1067	100.0%
Total	Rural	156	12.2%	1124	87.8%	1280	100.0%
	Urban	340	11.4%	2648	88.6%	2988	100.0%
	Total	496	11.6%	3772	88.4%	4268	100.0%



23. How satisfied are you with the quality of the supplementary services / value added service provided?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	1	2.4%	32	78.0%	8	19.5%	41	100.0%
	Urban	1	1.2%	2	2.4%	72	84.7%	10	11.8%	85	100.0%
	Total	1	0.8%	3	2.4%	104	82.5%	18	14.3%	126	100.0%
BSNL	Rural	2	5.4%	4	10.8%	20	54.1%	11	29.7%	37	100.0%
	Urban	1	1.1%	4	4.3%	73	79.3%	14	15.2%	92	100.0%
	Total	3	2.3%	8	6.2%	93	72.1%	25	19.4%	129	100.0%
Rel Comm	Rural	1	2.4%	5	12.2%	26	63.4%	9	22.0%	41	100.0%
	Urban	4	4.9%	6	7.3%	60	73.2%	12	14.6%	82	100.0%
	Total	5	4.1%	11	8.9%	86	69.9%	21	17.1%	123	100.0%
Tata Tele	Rural	2	5.4%	5	13.5%	23	62.2%	7	18.9%	37	100.0%
	Urban	4	4.9%	6	7.4%	62	76.5%	9	11.1%	81	100.0%
	Total	6	5.1%	11	9.3%	85	72.0%	16	13.6%	118	100.0%
Total	Rural	5	3.2%	15	9.6%	101	64.7%	35	22.4%	156	100.0%
	Urban	10	2.9%	18	5.3%	267	78.5%	45	13.2%	340	100.0%
	Total	15	3.0%	33	6.7%	368	74.2%	80	16.1%	496	100.0%

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	2.4%	1	2.4%	33	80.5%	6	14.6%	41	100.0%
	Urban	2	2.4%	4	4.7%	70	82.4%	9	10.6%	85	100.0%
	Total	3	2.4%	5	4.0%	103	81.7%	15	11.9%	126	100.0%
BSNL	Rural	2	5.4%	4	10.8%	23	62.2%	8	21.6%	37	100.0%
	Urban	5	5.4%	8	8.7%	67	72.8%	12	13.0%	92	100.0%
	Total	7	5.4%	12	9.3%	90	69.8%	20	15.5%	129	100.0%
Rel Comm	Rural	2	4.9%	6	14.6%	26	63.4%	7	17.1%	41	100.0%
	Urban	6	7.3%	9	11.0%	53	64.6%	14	17.1%	82	100.0%
	Total	8	6.5%	15	12.2%	79	64.2%	21	17.1%	123	100.0%
Tata Tele	Rural	2	5.4%	8	21.6%	18	48.6%	9	24.3%	37	100.0%
	Urban	4	4.9%	12	14.8%	54	66.7%	11	13.6%	81	100.0%
	Total	6	5.1%	20	16.9%	72	61.0%	20	16.9%	118	100.0%
Total	Rural	7	4.5%	19	12.2%	100	64.1%	30	19.2%	156	100.0%
	Urban	17	5.0%	33	9.7%	244	71.8%	46	13.5%	340	100.0%
	Total	24	4.8%	52	10.5%	344	69.4%	76	15.3%	496	100.0%

24(b). Please tell me the reasons for your dissatisfaction.									
Service Provider		Not informed of charges		Activated without consent		Not informed about toll free number for unsubscribing		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	50.0%	0	0.0%	1	50.0%	2	100.0%
	Urban	3	50.0%	1	16.7%	2	33.3%	6	100.0%
	Total	4	50.0%	1	12.5%	3	37.5%	8	100.0%
BSNL	Rural	6	100.0%	0	0.0%	0	0.0%	6	100.0%
	Urban	11	84.6%	0	0.0%	2	15.4%	13	100.0%
	Total	17	89.5%	0	0.0%	2	10.5%	19	100.0%
Rel Comm	Rural	6	75.0%	1	12.5%	1	12.5%	8	100.0%
	Urban	12	80.0%	1	6.7%	2	13.3%	15	100.0%
	Total	18	78.3%	2	8.7%	3	13.0%	23	100.0%
Tata Tele	Rural	8	80.0%	0	0.0%	2	20.0%	10	100.0%



	Urban	11	68.8%	1	6.3%	4	25.0%	16	100.0%
	Total	19	73.1%	1	3.8%	6	23.1%	26	100.0%
Total	Rural	21	80.8%	1	3.8%	4	15.4%	26	100.0%
	Urban	37	74.0%	3	6.0%	10	20.0%	50	100.0%
	Total	58	76.3%	4	5.3%	14	18.4%	76	100.0%

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

Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	15	4.7%	305	95.3%	320	100.0%
	Urban	27	3.6%	720	96.4%	747	100.0%
	Total	42	3.9%	1025	96.1%	1067	100.0%
BSNL	Rural	11	3.4%	309	96.6%	320	100.0%
	Urban	21	2.8%	726	97.2%	747	100.0%
	Total	32	3.0%	1035	97.0%	1067	100.0%
Rel Comm	Rural	14	4.4%	306	95.6%	320	100.0%
	Urban	28	3.7%	719	96.3%	747	100.0%
	Total	42	3.9%	1025	96.1%	1067	100.0%
Tata Tele	Rural	12	3.8%	308	96.3%	320	100.0%
	Urban	24	3.2%	723	96.8%	747	100.0%
	Total	36	3.4%	1031	96.6%	1067	100.0%
Total	Rural	52	4.1%	1228	95.9%	1280	100.0%
	Urban	100	3.3%	2888	96.7%	2988	100.0%
	Total	152	3.6%	4116	96.4%	4268	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	4	26.7%	7	46.7%	4	26.7%	15	100.0%
	Urban	1	3.7%	6	22.2%	13	48.1%	7	25.9%	27	100.0%
	Total	1	2.4%	10	23.8%	20	47.6%	11	26.2%	42	100.0%
BSNL	Rural	2	18.2%	4	36.4%	3	27.3%	2	18.2%	11	100.0%
	Urban	4	19.0%	8	38.1%	5	23.8%	4	19.0%	21	100.0%
	Total	6	18.8%	12	37.5%	8	25.0%	6	18.8%	32	100.0%
Rel Comm	Rural	1	7.1%	4	28.6%	4	28.6%	5	35.7%	14	100.0%
	Urban	2	7.1%	6	21.4%	14	50.0%	6	21.4%	28	100.0%
	Total	3	7.1%	10	23.8%	18	42.9%	11	26.2%	42	100.0%
Tata Tele	Rural	2	16.7%	4	33.3%	4	33.3%	2	16.7%	12	100.0%
	Urban	4	16.7%	9	37.5%	3	12.5%	8	33.3%	24	100.0%
	Total	6	16.7%	13	36.1%	7	19.4%	10	27.8%	36	100.0%
Total	Rural	5	9.6%	16	30.8%	18	34.6%	13	25.0%	52	100.0%
	Urban	11	11.0%	29	29.0%	35	35.0%	25	25.0%	100	100.0%
	Total	16	10.5%	45	29.6%	53	34.9%	38	25.0%	152	100.0%

G. OVERALL CUSTOMER SATISFACTION

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	9	2.8%	267	83.4%	42	13.1%	320	100.0%
	Urban	4	0.5%	12	1.6%	634	84.9%	97	13.0%	747	100.0%
	Total	6	0.6%	21	2.0%	901	84.4%	139	13.0%	1067	100.0%
BSNL	Rural	4	1.3%	8	2.5%	263	82.2%	45	14.1%	320	100.0%
	Urban	7	0.9%	16	2.1%	641	85.8%	83	11.1%	747	100.0%
	Total	11	1.0%	24	2.2%	904	84.7%	128	12.0%	1067	100.0%
Rel Comm	Rural	7	2.2%	18	5.6%	258	80.6%	37	11.6%	320	100.0%



26(a). How satisfied are you with the overall quality of your telephone service?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	15	2.0%	38	5.1%	620	83.0%	74	9.9%	747	100.0%
	Total	22	2.1%	56	5.2%	878	82.3%	111	10.4%	1067	100.0%
Tata Tele	Rural	9	2.8%	18	5.6%	252	78.8%	41	12.8%	320	100.0%
	Urban	17	2.3%	41	5.5%	608	81.4%	81	10.8%	747	100.0%
	Total	26	2.4%	59	5.5%	860	80.6%	122	11.4%	1067	100.0%
Total	Rural	22	1.7%	53	4.1%	1040	81.3%	165	12.9%	1280	100.0%
	Urban	43	1.4%	107	3.6%	2503	83.8%	335	11.2%	2988	100.0%
	Total	65	1.5%	160	3.7%	3543	83.0%	500	11.7%	4268	100.0%

26b. Please specify the reason(s) for your dissatisfaction.											
Service Provider		Billing Problem		Complaints not resolved		Network Problem		Voice Problem		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	18.2%	2	18.2%	4	36.4%	3	27.3%	11	100.0%
	Urban	2	12.5%	4	25.0%	6	37.5%	4	25.0%	16	100.0%
	Total	4	14.8%	6	22.2%	10	37.0%	7	25.9%	27	100.0%
BSNL	Rural	1	8.3%	4	33.3%	5	41.7%	2	16.7%	12	100.0%
	Urban	2	8.7%	5	21.7%	9	39.1%	7	30.4%	23	100.0%
	Total	3	8.6%	9	25.7%	14	40.0%	9	25.7%	35	100.0%
Rel Comm	Rural	4	16.0%	3	12.0%	11	44.0%	7	28.0%	25	100.0%
	Urban	5	9.4%	9	17.0%	23	43.4%	16	30.2%	53	100.0%
	Total	9	11.5%	12	15.4%	34	43.6%	23	29.5%	78	100.0%
Tata Tele	Rural	2	7.4%	5	18.5%	16	59.3%	4	14.8%	27	100.0%
	Urban	3	5.2%	6	10.3%	41	70.7%	8	13.8%	58	100.0%
	Total	5	5.9%	11	12.9%	57	67.1%	12	14.1%	85	100.0%
Total	Rural	9	12.0%	14	18.7%	36	48.0%	16	21.3%	75	100.0%
	Urban	12	8.0%	24	16.0%	79	52.7%	35	23.3%	150	100.0%
	Total	21	9.3%	38	16.9%	115	51.1%	51	22.7%	225	100.0%

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?										
Service Provider		Broadband		Mobile		None		Total		
		Count	%age	Count	%age	Count	%age	Count	%age	
Bharti	Rural	8	2.5%	36	11.3%	276	86.3%	320	100.0%	
	Urban	12	1.6%	42	5.6%	693	92.8%	747	100.0%	
	Total	20	1.9%	78	7.3%	969	90.8%	1067	100.0%	
BSNL	Rural	4	1.3%	31	9.7%	285	89.1%	320	100.0%	
	Urban	11	1.5%	44	5.9%	692	92.6%	747	100.0%	
	Total	15	1.4%	75	7.0%	977	91.6%	1067	100.0%	
Rel Comm	Rural	5	1.6%	35	10.9%	280	87.5%	320	100.0%	
	Urban	7	0.9%	42	5.6%	698	93.4%	747	100.0%	
	Total	12	1.1%	77	7.2%	978	91.7%	1067	100.0%	
Tata Tele	Rural	4	1.3%	29	9.1%	287	89.7%	320	100.0%	
	Urban	7	0.9%	41	5.5%	699	93.6%	747	100.0%	
	Total	11	1.0%	70	6.6%	986	92.4%	1067	100.0%	
Total	Rural	21	1.6%	131	10.2%	1128	88.1%	1280	100.0%	
	Urban	37	1.2%	169	5.7%	2782	93.1%	2988	100.0%	
	Total	58	1.4%	300	7.0%	3910	91.6%	4268	100.0%	

28(a). Have you terminated a telephone connection that you had in the last 6 month?						
Service Provider	Yes		No		Total	
	Count	%age	Count	%age	Count	%age



28(a). Have you terminated a telephone connection that you had in the last 6 month?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	12	3.8%	308	96.3%	320	100.0%
	Urban	24	3.2%	723	96.8%	747	100.0%
	Total	36	3.4%	1031	96.6%	1067	100.0%
BSNL	Rural	8	2.5%	312	97.5%	320	100.0%
	Urban	19	2.5%	728	97.5%	747	100.0%
	Total	27	2.5%	1040	97.5%	1067	100.0%
Rel Comm	Rural	9	2.8%	311	97.2%	320	100.0%
	Urban	15	2.0%	732	98.0%	747	100.0%
	Total	24	2.2%	1043	97.8%	1067	100.0%
Tata Tele	Rural	7	2.2%	313	97.8%	320	100.0%
	Urban	12	1.6%	735	98.4%	747	100.0%
	Total	19	1.8%	1048	98.2%	1067	100.0%
Total	Rural	36	2.8%	1244	97.2%	1280	100.0%
	Urban	84	2.8%	2904	97.2%	2988	100.0%
	Total	120	2.8%	4148	97.2%	4268	100.0%

28(b). If Yes, Please name your service provider?											
Service Provider		Airtel		BSNL		Reliance		Tata Indicom		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	2	16.7%	7	58.3%	3	25.0%	12	100.0%
	Urban	0	0.0%	5	20.8%	14	58.3%	5	20.8%	24	100.0%
	Total	0	0.0%	7	19.4%	21	58.3%	8	22.2%	36	100.0%
BSNL	Rural	1	12.5%	0	0.0%	4	50.0%	3	37.5%	8	100.0%
	Urban	2	10.5%	0	0.0%	11	57.9%	6	31.6%	19	100.0%
	Total	3	11.1%	0	0.0%	15	55.6%	9	33.3%	27	100.0%
Rel Comm	Rural	2	22.2%	2	22.2%	0	0.0%	5	55.6%	9	100.0%
	Urban	4	26.7%	5	33.3%	0	0.0%	6	40.0%	15	100.0%
	Total	6	25.0%	7	29.2%	0	0.0%	11	45.8%	24	100.0%
Tata Tele	Rural	2	28.6%	1	14.3%	4	57.1%	0	0.0%	7	100.0%
	Urban	4	33.3%	2	16.7%	6	50.0%	0	0.0%	12	100.0%
	Total	6	31.6%	3	15.8%	10	52.6%	0	0.0%	19	100.0%
Total	Rural	5	13.9%	5	13.9%	15	41.7%	11	30.6%	36	100.0%
	Urban	10	11.9%	12	14.3%	31	36.9%	17	20.2%	84	100.0%
	Total	15	12.5%	17	14.2%	46	38.3%	28	23.3%	120	100.0%

29. How many days were taken for termination of your telephone connection?											
Service Provider		1 day		2-3 days		4-7 days		More than 7 days		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	16.7%	6	50.0%	3	25.0%	1	8.3%	12	100.0%
	Urban	1	4.2%	16	66.7%	5	20.8%	2	8.3%	24	100.0%
	Total	3	8.3%	22	61.1%	8	22.2%	3	8.3%	36	100.0%
BSNL	Rural	1	12.5%	4	50.0%	2	25.0%	1	12.5%	8	100.0%
	Urban	2	10.5%	11	57.9%	4	21.1%	2	10.5%	19	100.0%
	Total	3	11.1%	15	55.6%	6	22.2%	3	11.1%	27	100.0%
Rel Comm	Rural	0	0.0%	5	55.6%	2	22.2%	2	22.2%	9	100.0%
	Urban	1	6.7%	7	46.7%	4	26.7%	3	20.0%	15	100.0%
	Total	1	4.2%	12	50.0%	6	25.0%	5	20.8%	24	100.0%
Tata Tele	Rural	1	14.3%	2	28.6%	2	28.6%	2	28.6%	7	100.0%
	Urban	2	16.7%	3	25.0%	4	33.3%	3	25.0%	12	100.0%
	Total	3	15.8%	5	26.3%	6	31.6%	5	26.3%	19	100.0%
Total	Rural	4	11.1%	17	47.2%	9	25.0%	6	16.7%	36	100.0%
	Urban	6	7.1%	51	60.7%	17	20.2%	10	11.9%	84	100.0%



	Total	10	8.3%	68	56.7%	26	21.7%	16	13.3%	120	100.0%
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30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	121	37.8%	199	62.2%	320	100.0%
	Urban	286	38.3%	461	61.7%	747	100.0%
	Total	407	38.1%	660	61.9%	1067	100.0%
BSNL	Rural	89	27.8%	231	72.2%	320	100.0%
	Urban	112	15.0%	635	85.0%	747	100.0%
	Total	201	18.8%	866	81.2%	1067	100.0%
Rel Comm	Rural	109	34.1%	211	65.9%	320	100.0%
	Urban	204	27.3%	543	72.7%	747	100.0%
	Total	313	29.3%	754	70.7%	1067	100.0%
Tata Tele	Rural	114	35.6%	206	64.4%	320	100.0%
	Urban	214	28.6%	533	71.4%	747	100.0%
	Total	328	30.7%	739	69.3%	1067	100.0%
Total	Rural	433	33.8%	847	66.2%	1280	100.0%
	Urban	816	27.3%	2172	72.7%	2988	100.0%
	Total	1249	29.3%	3019	70.7%	4268	100.0%

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	54	16.9%	266	83.1%	320	100.0%
	Urban	76	10.2%	671	89.8%	747	100.0%
	Total	130	12.2%	937	87.8%	1067	100.0%
BSNL	Rural	59	18.4%	261	81.6%	320	100.0%
	Urban	87	11.6%	660	88.4%	747	100.0%
	Total	146	13.7%	921	86.3%	1067	100.0%
Rel Comm	Rural	49	15.3%	271	84.7%	320	100.0%
	Urban	81	10.8%	666	89.2%	747	100.0%
	Total	130	12.2%	937	87.8%	1067	100.0%
Tata Tele	Rural	57	17.8%	263	82.2%	320	100.0%
	Urban	84	11.2%	663	88.8%	747	100.0%
	Total	141	13.2%	926	86.8%	1067	100.0%
Total	Rural	219	17.1%	1061	82.9%	1280	100.0%
	Urban	328	11.0%	2660	89.0%	2988	100.0%
	Total	547	12.8%	3721	87.2%	4268	100.0%

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	12	22.2%	42	77.8%	54	100.0%
	Urban	17	22.4%	59	77.6%	76	100.0%
	Total	29	22.3%	101	77.7%	130	100.0%
BSNL	Rural	11	18.6%	48	81.4%	59	100.0%
	Urban	21	24.1%	66	75.9%	87	100.0%
	Total	32	21.9%	114	78.1%	146	100.0%
Rel Comm	Rural	9	18.4%	40	81.6%	49	100.0%
	Urban	19	23.5%	62	76.5%	81	100.0%
	Total	28	21.5%	102	78.5%	130	100.0%
Tata Tele	Rural	11	19.3%	46	80.7%	57	100.0%
	Urban	14	16.7%	70	83.3%	84	100.0%
	Total	25	17.7%	116	82.3%	141	100.0%



Total	Rural	43	19.6%	176	80.4%	219	100.0%
	Urban	71	21.6%	257	78.4%	328	100.0%
	Total	114	20.8%	433	79.2%	547	100.0%

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

Service Provider		Stopped receiving		Slight Decrease		Considerable decrease		No Change		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	1	8.3%	1	8.3%	10	83.3%	12	100.0%
	Urban	0	0.0%	2	11.8%	1	5.9%	14	82.4%	17	100.0%
	Total	0	0.0%	3	10.3%	2	6.9%	24	82.8%	29	100.0%
BSNL	Rural	0	0.0%	2	18.2%	1	9.1%	8	72.7%	11	100.0%
	Urban	0	0.0%	3	14.3%	2	9.5%	16	76.2%	21	100.0%
	Total	0	0.0%	5	15.6%	3	9.4%	24	75.0%	32	100.0%
Rel Comm	Rural	0	0.0%	1	11.1%	1	11.1%	7	77.8%	9	100.0%
	Urban	0	0.0%	1	5.3%	2	10.5%	16	84.2%	19	100.0%
	Total	0	0.0%	2	7.1%	3	10.7%	23	82.1%	28	100.0%
Tata Tele	Rural	0	0.0%	1	9.1%	1	9.1%	9	81.8%	11	100.0%
	Urban	0	0.0%	2	14.3%	1	7.1%	11	78.6%	14	100.0%
	Total	0	0.0%	3	12.0%	2	8.0%	20	80.0%	25	100.0%
Total	Rural	0	0.0%	5	11.6%	4	9.3%	34	79.1%	43	100.0%
	Urban	0	0.0%	8	11.3%	6	8.5%	57	80.3%	71	100.0%
	Total	0	0.0%	13	11.4%	10	8.8%	91	79.8%	114	100.0%

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

Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	12	100.0%	12	41.4%
	Urban	1	0.0%	16	0.0%	17	58.6%
	Total	0	0.0%	29	100.0%	29	100.0%
BSNL	Rural	0	0.0%	11	100.0%	11	34.4%
	Urban	0	0.0%	21	0.0%	21	65.6%
	Total	0	0.0%	32	100.0%	32	100.0%
Rel Comm	Rural	0	0.0%	9	100.0%	9	32.1%
	Urban	1	0.0%	18	0.0%	19	67.9%
	Total	0	0.0%	28	100.0%	28	100.0%
Tata Tele	Rural	0	0.0%	11	100.0%	11	44.0%
	Urban	0	0.0%	14	0.0%	14	56.0%
	Total	0	0.0%	25	100.0%	25	100.0%
Total	Rural	0	0.0%	43	100.0%	43	37.7%
	Urban	2	0.0%	69	0.0%	71	62.3%
	Total	2	1.8%	112	98.2%	114	100.0%

32(d). If Yes, then indicate whether

Service Provider		Complaint was registered by the service provider and informed about the action taken on the complaint		Complaint was registered by the service provider and did not informed about the action taken on the complaint		Service Provider refused to register the complaint		Difficult to lodge the complaint		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural										
	Urban	1	100.0%							1	100.0%
	Total										
Rel Comm	Rural										
	Urban	1	100.0%							1	100.0%



32(d). If Yes, then indicate whether											
Service Provider		Complaint was registered by the service provider and informed about the action taken on the complaint		Complaint was registered by the service provider and did not informed about the action taken on the complaint		Service Provider refused to register the complaint		Difficult to lodge the complaint		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Total										
Total	Rural										
	Urban	2	100.0%							2	100.0%
	Total	2	100.0%							2	100.0%



7.2 CELLULAR (MOBILE) SERVICES

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?

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.3%	2	0.6%	163	50.9%	154	48.1%	320	100.0%
	Urban	2	0.3%	5	0.7%	399	53.4%	341	45.6%	747	100.0%
	Total	3	0.3%	7	0.7%	562	52.7%	495	46.4%	1067	100.0%
MTS	Rural	1	0.3%	4	1.3%	154	48.1%	161	50.3%	320	100.0%
	Urban	2	0.3%	6	0.8%	434	58.1%	305	40.8%	747	100.0%
	Total	3	0.3%	10	0.9%	588	55.1%	466	43.7%	1067	100.0%
Aircel	Rural	2	0.6%	6	1.9%	165	51.6%	147	45.9%	320	100.0%
	Urban	4	0.5%	9	1.2%	445	59.6%	289	38.7%	747	100.0%
	Total	6	0.6%	15	1.4%	610	57.2%	436	40.9%	1067	100.0%
Uninor	Rural	2	0.6%	8	2.5%	156	48.8%	154	48.1%	320	100.0%
	Urban	4	0.5%	12	1.6%	437	58.5%	294	39.4%	747	100.0%
	Total	6	0.6%	20	1.9%	593	55.6%	448	42.0%	1067	100.0%
BSNL	Rural	1	0.3%	4	1.3%	152	47.5%	163	50.9%	320	100.0%
	Urban	2	0.3%	6	0.8%	355	47.5%	384	51.4%	747	100.0%
	Total	3	0.3%	10	0.9%	507	47.5%	547	51.3%	1067	100.0%
Reliance Comm	Rural	2	0.6%	5	1.6%	186	58.1%	127	39.7%	320	100.0%
	Urban	4	0.5%	9	1.2%	423	56.6%	311	41.6%	747	100.0%
	Total	6	0.6%	14	1.3%	609	57.1%	438	41.0%	1067	100.0%
TTSL	Rural	2	0.6%	7	2.2%	188	58.8%	123	38.4%	320	100.0%
	Urban	4	0.5%	11	1.5%	335	44.8%	397	53.1%	747	100.0%
	Total	6	0.6%	18	1.7%	523	49.0%	520	48.7%	1067	100.0%
Idea	Rural	1	0.3%	4	1.3%	194	60.6%	121	37.8%	320	100.0%
	Urban	2	0.3%	6	0.8%	352	47.1%	387	51.8%	747	100.0%
	Total	3	0.3%	10	0.9%	546	51.2%	508	47.6%	1067	100.0%
Vodafone	Rural	1	0.3%	2	0.6%	172	53.8%	145	45.3%	320	100.0%
	Urban	2	0.3%	4	0.5%	363	48.6%	378	50.6%	747	100.0%
	Total	3	0.3%	6	0.6%	535	50.1%	523	49.0%	1067	100.0%
Total	Urban	13	0.5%	42	1.5%	1530	53.1%	1295	45.0%	2880	100.0%
	Rural	26	0.4%	68	1.0%	3543	52.7%	3086	45.9%	6723	100.0%
	Total	39	0.4%	110	1.1%	5073	52.8%	4381	45.6%	9603	100.0%

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

Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	199	62.2%	121	37.8%	320	100.0%
	Urban	463	62.0%	284	38.0%	747	100.0%
	Total	662	62.0%	405	38.0%	1067	100.0%
MTS	Rural	194	60.6%	126	39.4%	320	100.0%
	Urban	450	60.2%	297	39.8%	747	100.0%
	Total	644	60.4%	423	39.6%	1067	100.0%
Aircel	Rural	201	62.8%	119	37.2%	320	100.0%
	Urban	456	61.0%	291	39.0%	747	100.0%
	Total	657	61.6%	410	38.4%	1067	100.0%
Uninor	Rural	196	61.3%	124	38.8%	320	100.0%
	Urban	452	60.5%	295	39.5%	747	100.0%
	Total	648	60.7%	419	39.3%	1067	100.0%
BSNL	Rural	201	62.8%	119	37.2%	320	100.0%
	Urban	467	62.5%	280	37.5%	747	100.0%



2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Reliance Comm	Total	668	62.6%	399	37.4%	1067	100.0%
	Rural	193	60.3%	127	39.7%	320	100.0%
	Urban	446	59.7%	301	40.3%	747	100.0%
Tata Tele	Total	639	59.9%	428	40.1%	1067	100.0%
	Rural	199	62.2%	121	37.8%	320	100.0%
	Urban	458	61.3%	289	38.7%	747	100.0%
Idea	Total	657	61.6%	410	38.4%	1067	100.0%
	Rural	200	62.5%	120	37.5%	320	100.0%
	Urban	465	62.2%	282	37.8%	747	100.0%
Vodafone	Total	665	62.3%	402	37.7%	1067	100.0%
	Rural	203	63.4%	117	36.6%	320	100.0%
	Urban	468	62.7%	279	37.3%	747	100.0%
Total	Total	671	62.9%	396	37.1%	1067	100.0%
	Rural	1786	62.0%	1094	38.0%	2880	100.0%
	Urban	4125	61.4%	2598	38.6%	6723	100.0%
Total		5911	61.6%	3692	38.4%	9603	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	11	3.4%	151	47.2%	156	48.8%	320	100.0%
	Urban	4	0.5%	15	2.0%	427	57.2%	301	40.3%	747	100.0%
	Total	6	0.6%	26	2.4%	578	54.2%	457	42.8%	1067	100.0%
MTS	Rural	8	2.5%	19	5.9%	166	51.9%	127	39.7%	320	100.0%
	Urban	9	1.2%	26	3.5%	391	52.3%	321	43.0%	747	100.0%
	Total	17	1.6%	45	4.2%	557	52.2%	448	42.0%	1067	100.0%
Aircel	Rural	6	1.9%	17	5.3%	180	56.3%	117	36.6%	320	100.0%
	Urban	8	1.1%	21	2.8%	431	57.7%	287	38.4%	747	100.0%
	Total	14	1.3%	38	3.6%	611	57.3%	404	37.9%	1067	100.0%
Uninor	Rural	4	1.3%	16	5.0%	203	63.4%	97	30.3%	320	100.0%
	Urban	7	0.9%	21	2.8%	472	63.2%	247	33.1%	747	100.0%
	Total	11	1.0%	37	3.5%	675	63.3%	344	32.2%	1067	100.0%
BSNL	Rural	2	0.6%	6	1.9%	189	59.1%	123	38.4%	320	100.0%
	Urban	7	0.9%	16	2.1%	366	49.0%	358	47.9%	747	100.0%
	Total	9	0.8%	22	2.1%	555	52.0%	481	45.1%	1067	100.0%
Reliance Comm	Rural	2	0.6%	6	1.9%	188	58.8%	124	38.8%	320	100.0%
	Urban	11	1.5%	19	2.5%	396	53.0%	321	43.0%	747	100.0%
	Total	13	1.2%	25	2.3%	584	54.7%	445	41.7%	1067	100.0%
TTSL	Rural	4	1.3%	9	2.8%	181	56.6%	126	39.4%	320	100.0%
	Urban	6	0.8%	17	2.3%	373	49.9%	351	47.0%	747	100.0%
	Total	10	0.9%	26	2.4%	554	51.9%	477	44.7%	1067	100.0%
Idea	Rural	4	1.3%	6	1.9%	189	59.1%	121	37.8%	320	100.0%
	Urban	6	0.8%	14	1.9%	416	55.7%	311	41.6%	747	100.0%
	Total	10	0.9%	20	1.9%	605	56.7%	432	40.5%	1067	100.0%
Vodafone	Rural	4	1.3%	7	2.2%	192	60.0%	117	36.6%	320	100.0%
	Urban	9	1.2%	15	2.0%	399	53.4%	324	43.4%	747	100.0%
	Total	13	1.2%	22	2.1%	591	55.4%	441	41.3%	1067	100.0%
Total	Urban	36	1.3%	97	3.4%	1639	56.9%	1108	38.5%	2880	100.0%
	Rural	67	1.0%	164	2.4%	3671	54.6%	2821	42.0%	6723	100.0%
	Total	103	1.1%	261	2.7%	5310	55.3%	3929	40.9%	9603	100.0%



B. BILLING RELATED-PREPAID

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	1.3%	7	2.3%	142	46.7%	151	49.7%	304	100.0%
	Urban	9	1.3%	12	1.7%	482	67.9%	207	29.2%	710	100.0%
	Total	13	1.3%	19	1.9%	624	61.5%	358	35.3%	1014	100.0%
MTS	Rural	9	2.8%	12	3.8%	178	55.6%	121	37.8%	320	100.0%
	Urban	15	2.0%	32	4.3%	439	58.8%	261	34.9%	747	100.0%
	Total	24	2.2%	44	4.1%	617	57.8%	382	35.8%	1067	100.0%
Aircel	Rural	4	1.3%	5	1.6%	188	59.9%	117	37.3%	314	100.0%
	Urban	9	1.2%	15	2.0%	515	69.6%	201	27.2%	740	100.0%
	Total	13	1.2%	20	1.9%	703	66.7%	318	30.2%	1054	100.0%
Uninor	Rural	8	2.5%	9	2.8%	206	64.4%	97	30.3%	320	100.0%
	Urban	11	1.5%	32	4.3%	493	66.0%	211	28.2%	747	100.0%
	Total	19	1.8%	41	3.8%	699	65.5%	308	28.9%	1067	100.0%
BSNL	Rural	3	1.0%	5	1.6%	177	57.1%	125	40.3%	310	100.0%
	Urban	7	1.0%	17	2.3%	454	62.6%	247	34.1%	725	100.0%
	Total	10	1.0%	22	2.1%	631	61.0%	372	35.9%	1035	100.0%
Reliance Comm	Rural	5	1.6%	11	3.6%	166	54.4%	123	40.3%	305	100.0%
	Urban	15	2.1%	21	3.0%	436	61.3%	239	33.6%	711	100.0%
	Total	20	2.0%	32	3.1%	602	59.3%	362	35.6%	1016	100.0%
TTSL	Rural	5	1.7%	14	4.7%	136	45.8%	142	47.8%	297	100.0%
	Urban	7	1.0%	19	2.7%	437	63.0%	231	33.3%	694	100.0%
	Total	12	1.2%	33	3.3%	573	57.8%	373	37.6%	991	100.0%
Idea	Rural	4	1.3%	9	2.9%	157	51.1%	137	44.6%	307	100.0%
	Urban	6	0.8%	15	2.1%	384	53.6%	312	43.5%	717	100.0%
	Total	10	1.0%	24	2.3%	541	52.8%	449	43.8%	1024	100.0%
Vodafone	Rural	5	1.7%	11	3.7%	147	49.5%	134	45.1%	297	100.0%
	Urban	7	1.0%	15	2.2%	371	53.5%	301	43.4%	694	100.0%
	Total	12	1.2%	26	2.6%	518	52.3%	435	43.9%	991	100.0%
Total	Rural	47	1.7%	83	3.0%	1497	54.0%	1147	41.3%	2774	100.0%
	Urban	86	1.3%	178	2.7%	4011	61.9%	2210	34.1%	6485	100.0%
	Total	133	1.4%	261	2.8%	5508	59.5%	3357	36.3%	9259	100.0%

4(b). Please specify the reason(s) for your dissatisfaction;

Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	9.1%	2	18.2%	3	27.3%	5	45.5%	11	100.0%
	Urban	2	9.5%	7	33.3%	8	38.1%	4	19.0%	21	100.0%
	Total	3	9.4%	9	28.1%	11	34.4%	9	28.1%	32	100.0%
MTS	Rural	3	0.0%	2	0.0%	14	0.0%	2	0.0%	21	2100.0%
	Urban	4	8.5%	3	6.4%	32	68.1%	8	17.0%	47	4700.0%
	Total	7	10.3%	5	7.4%	46	67.6%	10	14.7%	68	6800.0%
Aircel	Rural	7	77.8%	5	55.6%	-4	-44.4%	1	11.1%	9	100.0%
	Urban	8	33.3%	7	29.2%	2	8.3%	7	29.2%	24	100.0%
	Total	15	45.5%	12	36.4%	-2	-6.1%	8	24.2%	33	100.0%
Uninor	Rural	12	70.6%	8	47.1%	-5	-29.4%	2	11.8%	17	100.0%
	Urban	5	11.6%	12	27.9%	18	41.9%	8	18.6%	43	100.0%
	Total	17	28.3%	20	33.3%	13	21.7%	10	16.7%	60	100.0%
BSNL	Rural	2	25.0%	3	37.5%	-1	-12.5%	4	50.0%	8	100.0%
	Urban	1	4.2%	11	45.8%	5	20.8%	7	29.2%	24	100.0%
	Total	3	9.4%	14	43.8%	4	12.5%	11	34.4%	32	100.0%



4(b). Please specify the reason(s) for your dissatisfaction;											
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Reliance Comm	Rural	5	31.3%	2	12.5%	5	31.3%	4	25.0%	16	100.0%
	Urban	4	11.1%	5	13.9%	16	44.4%	11	30.6%	36	100.0%
	Total	9	17.3%	7	13.5%	21	40.4%	15	28.8%	52	100.0%
Tata Tele	Rural	2	10.5%	2	10.5%	9	47.4%	6	31.6%	19	100.0%
	Urban	4	15.4%	4	15.4%	10	38.5%	8	30.8%	26	100.0%
	Total	6	13.3%	6	13.3%	19	42.2%	14	31.1%	45	100.0%
Idea	Rural	1	7.7%	2	15.4%	5	38.5%	5	38.5%	13	100.0%
	Urban	3	14.3%	4	19.0%	3	14.3%	11	52.4%	21	100.0%
	Total	4	11.8%	6	17.6%	8	23.5%	16	47.1%	34	100.0%
Vodafone	Rural	2	12.5%	2	12.5%	8	50.0%	4	25.0%	16	100.0%
	Urban	3	13.6%	11	50.0%	-4	-18.2%	12	54.5%	22	100.0%
	Total	5	13.2%	13	34.2%	4	10.5%	16	42.1%	38	100.0%
Total	Rural	35	26.9%	28	21.5%	34	26.2%	33	25.4%	130	100.0%
	Urban	34	12.9%	64	24.2%	90	34.1%	76	28.8%	264	100.0%
	Total	69	17.5%	92	23.4%	124	31.5%	109	27.7%	394	39400.0%

5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	81	26.6%	212	69.7%	304	100.0%
	Urban	192	27.0%	497	70.0%	710	100.0%
	Total	305	30.1%	709	69.9%	1014	100.0%
MTS	Rural	92	28.8%	201	62.8%	320	100.0%
	Urban	216	28.9%	484	64.8%	747	100.0%
	Total	382	35.8%	685	64.2%	1067	100.0%
Aircel	Rural	87	27.7%	241	76.8%	314	100.0%
	Urban	207	28.0%	481	65.0%	740	100.0%
	Total	332	31.5%	722	68.5%	1054	100.0%
Uninor	Rural	94	29.4%	211	65.9%	320	100.0%
	Urban	221	29.6%	474	63.5%	747	100.0%
	Total	382	35.8%	685	64.2%	1067	100.0%
BSNL	Rural	84	27.1%	231	74.5%	310	100.0%
	Urban	199	27.4%	501	69.1%	725	100.0%
	Total	303	29.3%	732	70.7%	1035	100.0%
Reliance Comm	Rural	84	27.5%	227	74.4%	305	100.0%
	Urban	196	27.6%	503	70.7%	711	100.0%
	Total	286	28.1%	730	71.9%	1016	100.0%
Tata Tele	Rural	84	28.3%	201	67.7%	297	100.0%
	Urban	197	28.4%	498	71.8%	694	100.0%
	Total	292	29.5%	699	70.5%	991	100.0%
Idea	Rural	88	28.7%	230	74.9%	307	100.0%
	Urban	209	29.1%	521	72.7%	717	100.0%
	Total	273	26.7%	751	73.3%	1024	100.0%
Vodafone	Rural	81	27.3%	228	76.8%	297	100.0%
	Urban	190	27.4%	525	75.6%	694	100.0%
	Total	238	24.0%	753	76.0%	991	100.0%
Total	Rural	792	28.6%	1982	71.4%	2774	100.0%
	Urban	2001	30.9%	4484	69.1%	6485	100.0%
	Total	2793	30.2%	6466	69.8%	9259	100.0%



5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	2.5%	5	6.2%	66	81.5%	8	9.9%	81	100.0%
	Urban	4	2.1%	8	4.2%	162	84.4%	18	9.4%	192	100.0%
	Total	6	2.0%	13	4.3%	260	85.2%	26	8.5%	305	100.0%
MTS	Rural	4	4.3%	8	8.7%	53	57.6%	27	29.3%	92	100.0%
	Urban	7	3.2%	17	7.9%	121	56.0%	71	32.9%	216	100.0%
	Total	11	2.9%	25	6.5%	248	64.9%	98	25.7%	382	100.0%
Aircel	Rural	4	4.6%	7	8.0%	55	63.2%	21	24.1%	87	100.0%
	Urban	6	2.9%	15	7.2%	103	49.8%	83	40.1%	207	100.0%
	Total	10	3.0%	22	6.6%	196	59.0%	104	31.3%	332	100.0%
Uninor	Rural	5	5.3%	11	11.7%	57	60.6%	21	22.3%	94	100.0%
	Urban	7	3.2%	17	7.7%	136	61.5%	61	27.6%	221	100.0%
	Total	12	3.1%	28	7.3%	260	68.1%	82	21.5%	382	100.0%
BSNL	Rural	4	4.8%	8	9.5%	47	56.0%	25	29.8%	84	100.0%
	Urban	6	3.0%	11	5.5%	81	40.7%	101	50.8%	199	100.0%
	Total	10	3.3%	19	6.3%	148	48.8%	126	41.6%	303	100.0%
Reliance Comm	Rural	2	2.4%	5	6.0%	33	39.3%	44	52.4%	84	100.0%
	Urban	6	3.1%	11	5.6%	82	41.8%	97	49.5%	196	100.0%
	Total	8	2.8%	16	5.6%	121	42.3%	141	49.3%	286	100.0%
TTSL	Rural	4	4.8%	9	10.7%	68	81.0%	3	3.6%	84	100.0%
	Urban	6	3.0%	18	9.1%	170	86.3%	3	1.5%	197	100.0%
	Total	10	3.4%	27	9.2%	249	85.3%	6	2.1%	292	100.0%
Idea	Rural	2	2.3%	5	5.7%	28	31.8%	53	60.2%	88	100.0%
	Urban	4	1.9%	8	3.8%	80	38.3%	117	56.0%	209	100.0%
	Total	6	2.2%	13	4.8%	84	30.8%	170	62.3%	273	100.0%
Vodafone	Rural	2	2.5%	4	4.9%	16	19.8%	59	72.8%	81	100.0%
	Urban	4	2.1%	9	4.7%	58	30.5%	119	62.6%	190	100.0%
	Total	6	2.5%	13	5.5%	41	17.2%	178	74.8%	238	100.0%
Total	Rural	29	3.7%	62	7.8%	440	55.6%	261	33.0%	792	100.0%
	Urban	50	2.5%	114	5.7%	1167	58.3%	670	33.5%	2001	100.0%
	Total	79	2.8%	176	6.3%	1607	57.5%	931	33.3%	2793	100.0%

5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	1.7%	8	3.5%	86	37.5%	132	57.3%	230	100.0%
	Urban	8	1.5%	17	3.2%	302	56.1%	211	39.2%	538	100.0%
	Total	12	1.6%	25	3.3%	388	50.5%	343	44.7%	768	100.0%
MTS	Rural	6	1.9%	9	2.8%	184	57.5%	121	37.8%	320	100.0%
	Urban	9	1.2%	25	3.3%	512	68.5%	201	26.9%	747	100.0%
	Total	15	1.4%	34	3.2%	696	65.2%	322	30.2%	1067	100.0%
Aircel	Rural	4	1.4%	9	3.1%	133	46.2%	142	49.3%	288	100.0%
	Urban	7	1.0%	17	2.5%	431	64.1%	217	32.3%	672	100.0%
	Total	11	1.1%	26	2.7%	564	58.8%	359	37.4%	960	100.0%
Uninor	Rural	4	1.2%	11	3.4%	193	60.3%	112	35.0%	320	100.0%
	Urban	9	1.2%	23	3.1%	518	69.3%	197	26.4%	747	100.0%
	Total	13	1.2%	34	3.2%	711	66.6%	309	29.0%	1067	100.0%
BSNL	Rural	2	0.7%	4	1.4%	129	45.7%	147	52.2%	282	100.0%
	Urban	4	0.6%	11	1.7%	366	55.7%	276	42.0%	657	100.0%
	Total	6	0.6%	15	1.6%	495	52.7%	423	45.0%	939	100.0%
Reliance Comm	Rural	2	0.7%	6	2.1%	147	50.6%	136	46.7%	291	100.0%
	Urban	6	0.9%	18	2.6%	402	59.1%	254	37.4%	680	100.0%
	Total	8	0.8%	24	2.5%	549	56.5%	390	40.2%	971	100.0%
TTSL	Rural	2	0.9%	6	2.7%	84	37.5%	132	58.9%	224	100.0%



5©. How satisfied are you with the ease of recharging process and the transparency of recharge offer? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	6	1.1%	17	3.3%	243	46.5%	257	49.1%	523	100.0%
	Total	8	1.1%	23	3.1%	327	43.8%	389	52.1%	747	100.0%
Idea	Rural	2	0.7%	5	1.6%	160	52.7%	137	45.0%	304	100.0%
	Urban	9	1.3%	24	3.4%	414	58.3%	263	37.1%	710	100.0%
Vodafone	Total	11	1.1%	29	2.9%	574	56.6%	400	39.4%	1014	100.0%
	Rural	2	0.7%	6	2.0%	170	55.4%	129	42.0%	307	100.0%
	Urban	5	0.7%	12	1.7%	449	62.6%	251	35.0%	717	100.0%
Total	Total	7	0.7%	18	1.8%	619	60.4%	380	37.1%	1024	100.0%
	Rural	28	1.1%	64	2.5%	1287	50.1%	1188	46.3%	2567	100.0%
	Urban	63	1.1%	164	2.7%	3636	60.7%	2127	35.5%	5990	100.0%
Total		91	1.1%	228	2.7%	4923	57.5%	3315	38.7%	8557	100.0%

5(d). Please specify the reason(s) for your dissatisfaction.											
Service Provider		Lack of complete information about the offer		Charges/Services not as per the offer		Delay in activation of recharge		Non availability of all denomination recharge coupon		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	25.0%	2	16.7%	5	41.7%	2	16.7%	12	100.0%
	Urban	7	28.0%	4	16.0%	9	36.0%	5	20.0%	25	100.0%
	Total	10	27.0%	6	16.2%	14	37.8%	7	18.9%	37	100.0%
MTS	Rural	4	26.7%	3	20.0%	5	33.3%	3	20.0%	15	100.0%
	Urban	10	29.4%	7	20.6%	10	29.4%	7	20.6%	34	100.0%
	Total	14	28.6%	10	20.4%	15	30.6%	10	20.4%	49	100.0%
Aircel	Rural	3	23.1%	3	23.1%	4	30.8%	3	23.1%	13	100.0%
	Urban	6	25.0%	6	25.0%	5	20.8%	7	29.2%	24	100.0%
	Total	9	24.3%	9	24.3%	9	24.3%	10	27.0%	37	100.0%
Uninor	Rural	4	26.7%	4	26.7%	3	20.0%	4	26.7%	15	100.0%
	Urban	9	28.1%	9	28.1%	5	15.6%	9	28.1%	32	100.0%
	Total	13	27.7%	13	27.7%	8	17.0%	13	27.7%	47	100.0%
BSNL	Rural	1	16.7%	1	16.7%	3	50.0%	1	16.7%	6	100.0%
	Urban	4	26.7%	3	20.0%	4	26.7%	4	26.7%	15	100.0%
	Total	5	23.8%	4	19.0%	7	33.3%	5	23.8%	21	100.0%
Reliance Comm	Rural	2	25.0%	2	25.0%	2	25.0%	2	25.0%	8	100.0%
	Urban	6	25.0%	6	25.0%	5	20.8%	7	29.2%	24	100.0%
	Total	8	25.0%	8	25.0%	7	21.9%	9	28.1%	32	100.0%
Tata Tele	Rural	2	25.0%	2	25.0%	2	25.0%	2	25.0%	8	100.0%
	Urban	7	30.4%	6	26.1%	4	17.4%	6	26.1%	23	100.0%
	Total	9	29.0%	8	25.8%	6	19.4%	8	25.8%	31	100.0%
Idea	Rural	2	28.6%	2	28.6%	1	14.3%	2	28.6%	7	100.0%
	Urban	11	33.3%	9	27.3%	4	12.1%	9	27.3%	33	100.0%
	Total	13	32.5%	11	27.5%	5	12.5%	11	27.5%	40	100.0%
Vodafone	Rural	2	25.0%	2	25.0%	2	25.0%	2	25.0%	8	100.0%
	Urban	5	29.4%	5	29.4%	2	11.8%	5	29.4%	17	100.0%
	Total	7	28.0%	7	28.0%	4	16.0%	7	28.0%	25	100.0%
Total	Rural	23	25.0%	21	22.8%	27	29.3%	21	22.8%	92	100.0%
	Urban	65	28.6%	55	24.2%	48	21.1%	59	26.0%	227	100.0%
	Total	88	27.6%	76	23.8%	75	23.5%	80	25.1%	319	100.0%

5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	240	78.9%	64	21.1%	304	100.0%
	Urban	559	78.7%	151	21.3%	710	100.0%



5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
MTS	Total	799	78.8%	215	21.2%	1014	100.0%
	Rural	253	79.1%	67	20.9%	320	100.0%
	Urban	589	78.8%	158	21.2%	747	100.0%
Aircel	Total	842	78.9%	225	21.1%	1067	100.0%
	Rural	249	79.3%	65	20.7%	314	100.0%
	Urban	586	79.2%	154	20.8%	740	100.0%
Uninor	Total	835	79.2%	219	20.8%	1054	100.0%
	Rural	251	78.4%	69	21.6%	320	100.0%
	Urban	584	78.2%	163	21.8%	747	100.0%
BSNL	Total	835	78.3%	232	21.7%	1067	100.0%
	Rural	248	80.0%	62	20.0%	310	100.0%
	Urban	576	79.4%	149	20.6%	725	100.0%
Reliance Comm	Total	824	79.6%	211	20.4%	1035	100.0%
	Rural	244	80.0%	61	20.0%	305	100.0%
	Urban	564	79.3%	147	20.7%	711	100.0%
Tata Tele	Total	808	79.5%	208	20.5%	1016	100.0%
	Rural	238	80.1%	59	19.9%	297	100.0%
	Urban	554	79.8%	140	20.2%	694	100.0%
Idea	Total	792	79.9%	199	20.1%	991	100.0%
	Rural	245	79.8%	62	20.2%	307	100.0%
	Urban	570	79.5%	147	20.5%	717	100.0%
Vodafone	Total	815	79.6%	209	20.4%	1024	100.0%
	Rural	236	79.5%	61	20.5%	297	100.0%
	Urban	552	79.5%	142	20.5%	694	100.0%
Total	Total	788	79.5%	203	20.5%	991	100.0%
	Rural	2204	79.5%	570	20.5%	2774	100.0%
	Urban	5134	79.2%	1351	20.8%	6485	100.0%
Total		7338	79.3%	1921	20.7%	9259	100.0%

B. BILLING RELATED-POSTPAID

6. How satisfied are you with the time taken to deliver your bills? ; Service Provider Wise

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	1	6.3%	13	81.3%	2	12.5%	16	100.0%
	Urban	0	0.0%	1	2.7%	32	86.5%	4	10.8%	37	100.0%
	Total	0	0.0%	2	3.8%	45	84.9%	6	11.3%	53	100.0%
Aircel	Rural	0	0.0%	1	16.7%	4	66.7%	1	16.7%	6	100.0%
	Urban	0	0.0%	0	0.0%	6	85.7%	1	14.3%	7	100.0%
	Total	0	0.0%	1	7.7%	10	76.9%	2	15.4%	13	100.0%
BSNL	Rural	0	0.0%	1	10.0%	8	80.0%	1	10.0%	10	100.0%
	Urban	0	0.0%	0	0.0%	19	86.4%	3	13.6%	22	100.0%
	Total	0	0.0%	1	3.1%	27	84.4%	4	12.5%	32	100.0%
Reliance Comm	Rural	0	0.0%	1	6.7%	12	80.0%	2	13.3%	15	100.0%
	Urban	0	0.0%	1	2.8%	31	86.1%	4	11.1%	36	100.0%
	Total	0	0.0%	2	3.9%	43	84.3%	6	11.8%	51	100.0%
TTSL	Rural	0	0.0%	1	4.3%	19	82.6%	3	13.0%	23	100.0%
	Urban	1	1.9%	2	3.8%	44	83.0%	6	11.3%	53	100.0%
	Total	1	1.3%	3	3.9%	63	82.9%	9	11.8%	76	100.0%
Idea	Rural	0	0.0%	1	7.7%	10	76.9%	2	15.4%	13	100.0%
	Urban	0	0.0%	1	3.3%	25	83.3%	4	13.3%	30	100.0%
	Total	0	0.0%	2	4.7%	35	81.4%	6	14.0%	43	100.0%
Vodafone	Rural	0	0.0%	1	4.3%	19	82.6%	3	13.0%	23	100.0%
	Urban	0	0.0%	1	1.9%	46	86.8%	6	11.3%	53	100.0%



6. How satisfied are you with the time taken to deliver your bills? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Total	Total	0	0.0%	2	2.6%	65	85.5%	9	11.8%	76	100.0%
	Urban	0	0.0%	7	6.6%	85	80.2%	14	13.2%	106	100.0%
	Rural	1	0.4%	6	2.5%	203	85.3%	28	11.8%	238	100.0%
	Total	1	0.3%	13	3.8%	288	83.7%	42	12.2%	344	100.0%

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	1	6.3%	13	81.3%	2	12.5%	16	100.0%
	Urban	0	0.0%	1	2.7%	32	86.5%	4	10.8%	37	100.0%
	Total	0	0.0%	2	3.8%	45	84.9%	6	11.3%	53	100.0%
Aircel	Rural	0	0.0%	0	0.0%	5	83.3%	1	16.7%	6	100.0%
	Urban		0.0%	0	0.0%	6	85.7%	1	14.3%	7	100.0%
	Total	0	0.0%	0	0.0%	11	84.6%	2	15.4%	13	100.0%
BSNL	Rural		0.0%	0	0.0%	9	90.0%	1	10.0%	10	100.0%
	Urban		0.0%	1	4.5%	18	81.8%	3	13.6%	22	100.0%
	Total	0	0.0%	1	3.1%	27	84.4%	4	12.5%	32	100.0%
Reliance Comm	Rural		0.0%	1	6.7%	12	80.0%	2	13.3%	15	100.0%
	Urban		0.0%	1	2.8%	31	86.1%	4	11.1%	36	100.0%
	Total	0	0.0%	2	3.9%	43	84.3%	6	11.8%	51	100.0%
TTSL	Rural	0	0.0%	2	8.7%	18	78.3%	3	13.0%	23	100.0%
	Urban		0.0%	1	1.9%	46	86.8%	6	11.3%	53	100.0%
	Total	0	0.0%	3	3.9%	64	84.2%	9	11.8%	76	100.0%
Idea	Rural	0	0.0%	1	7.7%	10	76.9%	2	15.4%	13	100.0%
	Urban		0.0%	1	3.3%	25	83.3%	4	13.3%	30	100.0%
	Total	0	0.0%	2	4.7%	35	81.4%	6	14.0%	43	100.0%
Vodafone	Rural		0.0%	1	4.3%	19	82.6%	3	13.0%	23	100.0%
	Urban		0.0%	1	1.9%	46	86.8%	6	11.3%	53	100.0%
	Total	0	0.0%	2	2.6%	65	85.5%	9	11.8%	76	100.0%
Total	Urban	0	0.0%	6	5.7%	86	81.1%	14	13.2%	106	100.0%
	Rural	0	0.0%	6	2.5%	204	85.7%	28	11.8%	238	100.0%
	Total	0	0.0%	12	3.5%	290	84.3%	42	12.2%	344	100.0%

7(b). Please specify the reason(s) for your dissatisfaction;											
Service Provider		Difficult to read the bill		Difficult to understand the language		Calculation not clear		Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Total	1	50.0%	0	0.0%	1	50.0%	0	0.0%	2	100.0%
Aircel	Rural										
	Urban										
	Total										
BSNL	Rural										
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Total	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
Reliance	Rural	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%



7(b). Please specify the reason(s) for your dissatisfaction;											
Service Provider		Difficult to read the bill		Difficult to understand the language		Calculation not clear		Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Comm	Urban	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Total	1	50.0%	0	0.0%	1	50.0%	0	0.0%	2	100.0%
Tata Tele	Rural	1	50.0%	0	0.0%	0	0.0%	1	50.0%	2	100.0%
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
Idea	Total	1	33.3%	0	0.0%	0	0.0%	2	66.7%	3	100.0%
	Rural	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
Vodafone	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Total	0	0.0%	0	0.0%	1	50.0%	1	50.0%	2	100.0%
Total	Rural	2	33.3%	0	0.0%	1	16.7%	3	50.0%	6	100.0%
	Urban	1	16.7%	0	0.0%	0	0.0%	5	83.3%	6	100.0%
Total		3	25.0%	0	0.0%	3	25.0%	6	50.0%	12	100.0%

8(a). How satisfied are you with the accuracy & completeness of the bills?; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	0	0.0%	14	87.5%	2	12.5%	16	100.0%
	Urban	0	0.0%	1	2.7%	32	86.5%	4	10.8%	37	100.0%
	Total	0	0.0%	1	1.9%	46	86.8%	6	11.3%	53	100.0%
Aircel	Rural		0.0%	0	0.0%	5	83.3%	1	16.7%	6	100.0%
	Urban		0.0%	1	14.3%	5	71.4%	1	14.3%	7	100.0%
	Total	0	0.0%	1	7.7%	10	76.9%	2	15.4%	13	100.0%
BSNL	Rural		0.0%	0	0.0%	9	90.0%	1	10.0%	10	100.0%
	Urban		0.0%	1	4.5%	18	81.8%	3	13.6%	22	100.0%
	Total	0	0.0%	1	3.1%	27	84.4%	4	12.5%	32	100.0%
Reliance Comm	Rural		0.0%	0	0.0%	13	86.7%	2	13.3%	15	100.0%
	Urban		0.0%	1	2.8%	31	86.1%	4	11.1%	36	100.0%
	Total	0	0.0%	1	2.0%	44	86.3%	6	11.8%	51	100.0%
TTSL	Rural	0	0.0%	0	0.0%	20	87.0%	3	13.0%	23	100.0%
	Urban		0.0%	1	1.9%	46	86.8%	6	11.3%	53	100.0%
	Total	0	0.0%	1	1.3%	66	86.8%	9	11.8%	76	100.0%
Idea	Rural		0.0%	0	0.0%	11	84.6%	2	15.4%	13	100.0%
	Urban		0.0%	1	3.3%	25	83.3%	4	13.3%	30	100.0%
	Total	0	0.0%	1	2.3%	36	83.7%	6	14.0%	43	100.0%
Vodafone	Rural		0.0%	0	0.0%	20	87.0%	3	13.0%	23	100.0%
	Urban		0.0%	1	1.9%	46	86.8%	6	11.3%	53	100.0%
	Total	0	0.0%	1	1.3%	66	86.8%	9	11.8%	76	100.0%
Total	Urban	0	0.0%	0	0.0%	92	86.8%	14	13.2%	106	100.0%
	Rural	0	0.0%	7	2.9%	203	85.3%	28	11.8%	238	100.0%
	Total	0	0.0%	7	2.0%	295	85.8%	42	12.2%	344	100.0%



8(b). Please specify the reason(s) for your dissatisfaction;													
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural												
	Urban	1	100.0%	0	0.0%	-1	-100.0%	1	100.0%	0	0.0%	1	100.0%
	Total	1	100.0%	0	0.0%	-1	-100.0%	1	100.0%	0	0.0%	1	100.0%
Aircel	Rural												
	Urban	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Total	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
BSNL	Rural												
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
	Total	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Reliance Comm	Rural												
	Urban	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Total	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Tata Tele	Rural												
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
	Total	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Idea	Rural												
	Urban	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Total	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Vodafone	Rural												
	Urban	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%
	Total	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%
Total	Rural												
	Urban	4	57.1%	0	0.0%	0	0.0%	3	42.9%	0	0.0%	7	100.0%
	Total	4	57.1%	0	0.0%	0	0.0%	3	42.9%	0	0.0%	7	100.0%

9(a). Have you made any billing related complaints in the last 6 months? Service Provider Wise							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	4	25.0%	12	75.0%	16	100.0%
	Urban	9	24.3%	28	75.7%	37	100.0%
	Total	13	24.5%	40	75.5%	53	100.0%
Aircel	Rural	2	33.3%	4	66.7%	6	100.0%
	Urban	2	28.6%	5	71.4%	7	100.0%
	Total	4	30.8%	9	69.2%	13	100.0%
BSNL	Rural	2	20.0%	8	80.0%	10	100.0%
	Urban	4	18.2%	18	81.8%	22	100.0%
	Total	6	18.8%	26	81.3%	32	100.0%
Reliance Comm	Rural	4	26.7%	11	73.3%	15	100.0%
	Urban	9	25.0%	27	75.0%	36	100.0%
	Total	13	25.5%	38	74.5%	51	100.0%
Tata Tele	Rural	5	21.7%	18	78.3%	23	100.0%
	Urban	12	22.6%	41	77.4%	53	100.0%
	Total	17	22.4%	59	77.6%	76	100.0%
Idea	Rural	3	23.1%	10	76.9%	13	100.0%
	Urban	6	20.0%	24	80.0%	30	100.0%
	Total	9	20.9%	34	79.1%	43	100.0%
Vodafone	Rural	5	21.7%	18	78.3%	23	100.0%



9(a). Have you made any billing related complaints in the last 6 months? Service Provider Wise							
Service Provider	Yes		No		Total		
	Count	%age	Count	%age	Count	%age	
	Urban	12	22.6%	41	77.4%	53	100.0%
	Total	17	22.4%	59	77.6%	76	100.0%
Total	Rural	25	23.6%	81	76.4%	106	100.0%
	Urban	54	22.7%	184	77.3%	238	100.0%
	Total	79	23.0%	265	77.0%	344	100.0%

9(b). How satisfied are you with the process of resolution of billing complaints? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			0	0.0%	2	50.0%	2	50.0%	4	3.8%
	Urban			1	11.1%	4	44.4%	4	44.4%	9	3.8%
	Total			1	7.7%	6	46.2%	6	46.2%	13	3.8%
Aircel	Rural				0.0%	1	50.0%	1	50.0%	2	1.9%
	Urban			0	0.0%	1	50.0%	1	50.0%	2	0.8%
	Total			0	0.0%	2	50.0%	2	50.0%	4	1.2%
BSNL	Rural				0.0%	1	50.0%	1	50.0%	2	1.9%
	Urban			1	25.0%	0	0.0%	3	75.0%	4	1.7%
	Total			1	16.7%	1	16.7%	4	66.7%	6	1.7%
Reliance Comm	Rural				0.0%	2	50.0%	2	50.0%	4	3.8%
	Urban			1	11.1%	4	44.4%	4	44.4%	9	3.8%
	Total			1	7.7%	6	46.2%	6	46.2%	13	3.8%
TTSL	Rural			0	0.0%	2	40.0%	3	60.0%	5	4.7%
	Urban			1	8.3%	5	41.7%	6	50.0%	12	5.0%
	Total			1	5.9%	7	41.2%	9	52.9%	17	4.9%
Idea	Rural				0.0%	1	33.3%	2	66.7%	3	2.8%
	Urban			1	16.7%	1	16.7%	4	66.7%	6	2.5%
	Total			1	11.1%	2	22.2%	6	66.7%	9	2.6%
Vodafone	Rural				0.0%	2	40.0%	3	60.0%	5	4.7%
	Urban			1	8.3%	5	41.7%	6	50.0%	12	5.0%
	Total			1	5.9%	7	41.2%	9	52.9%	17	4.9%
Total	Urban	0		0	0.0%	11	44.0%	14	56.0%	25	23.6%
	Rural	0		6	11.1%	20	37.0%	28	51.9%	54	22.7%
	Total	0		6	7.6%	31	39.2%	42	53.2%	79	23.0%

C. HELP SERVICES CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	133	41.6%	187	58.4%	320	100.0%
	Urban	302	40.4%	445	59.6%	747	100.0%
	Total	435	40.8%	632	59.2%	1067	100.0%
MTS	Rural	139	43.4%	181	56.6%	320	100.0%
	Urban	308	41.2%	439	58.8%	747	100.0%
	Total	447	41.9%	620	58.1%	1067	100.0%
Aircel	Rural	128	40.0%	192	60.0%	320	100.0%
	Urban	297	39.8%	450	60.2%	747	100.0%
	Total	425	39.8%	642	60.2%	1067	100.0%
Uninor	Rural	125	39.1%	195	60.9%	320	100.0%
	Urban	290	38.8%	457	61.2%	747	100.0%
	Total	415	38.9%	652	61.1%	1067	100.0%
BSNL	Rural	132	41.3%	188	58.8%	320	100.0%
	Urban	300	40.2%	447	59.8%	747	100.0%
	Total	432	40.5%	635	59.5%	1067	100.0%



10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Reliance Comm	Rural	127	39.7%	193	60.3%	320	100.0%
	Urban	296	39.6%	451	60.4%	747	100.0%
	Total	423	39.6%	644	60.4%	1067	100.0%
Tata Tele	Rural	129	40.3%	191	59.7%	320	100.0%
	Urban	300	40.2%	447	59.8%	747	100.0%
	Total	429	40.2%	638	59.8%	1067	100.0%
Idea	Rural	130	40.6%	190	59.4%	320	100.0%
	Urban	302	40.4%	445	59.6%	747	100.0%
	Total	432	40.5%	635	59.5%	1067	100.0%
Vodafone	Rural	131	40.9%	189	59.1%	320	100.0%
	Urban	305	40.8%	442	59.2%	747	100.0%
	Total	436	40.9%	631	59.1%	1067	100.0%
Total	Rural	1174	40.8%	1706	59.2%	2880	100.0%
	Urban	2700	40.2%	4023	59.8%	6723	100.0%
	Total	3874	40.3%	5729	59.7%	9603	100.0%

11. How satisfied are you with the ease of access of call centre/customer care or helpline? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	3.0%	8	6.0%	78	58.6%	43	32.3%	133	100.0%
	Urban	8	2.6%	17	5.6%	208	68.9%	69	22.8%	302	100.0%
	Total	12	2.8%	25	5.7%	286	65.7%	112	25.7%	435	100.0%
MTS	Rural	7	5.0%	16	11.5%	71	51.1%	45	32.4%	139	100.0%
	Urban	10	3.2%	25	8.1%	217	70.5%	56	18.2%	308	100.0%
	Total	17	3.8%	41	9.2%	288	64.4%	101	22.6%	447	100.0%
Aircel	Rural	9	7.0%	19	14.8%	59	46.1%	41	32.0%	128	100.0%
	Urban	14	4.7%	27	9.1%	185	62.3%	71	23.9%	297	100.0%
	Total	23	5.4%	46	10.8%	244	57.4%	112	26.4%	425	100.0%
Uninor	Rural	6	4.8%	18	14.4%	69	55.2%	32	25.6%	125	100.0%
	Urban	9	3.1%	22	7.6%	214	73.8%	45	15.5%	290	100.0%
	Total	15	3.6%	40	9.6%	283	68.2%	77	18.6%	415	100.0%
BSNL	Rural	4	3.0%	9	6.8%	68	51.5%	51	38.6%	132	100.0%
	Urban	8	2.7%	18	6.0%	210	70.0%	64	21.3%	300	100.0%
	Total	12	2.8%	27	6.3%	278	64.4%	115	26.6%	432	100.0%
Reliance Comm	Rural	6	4.7%	11	8.7%	61	48.0%	49	38.6%	127	100.0%
	Urban	8	2.7%	22	7.4%	208	70.3%	58	19.6%	296	100.0%
	Total	14	3.3%	33	7.8%	269	63.6%	107	25.3%	423	100.0%
TTSL	Rural	6	4.7%	12	9.3%	61	47.3%	50	38.8%	129	100.0%
	Urban	14	4.7%	24	8.0%	200	66.7%	62	20.7%	300	100.0%
	Total	20	4.7%	36	8.4%	261	60.8%	112	26.1%	429	100.0%
Idea	Rural	5	3.8%	11	8.5%	67	51.5%	47	36.2%	130	100.0%
	Urban	9	3.0%	20	6.6%	206	68.2%	67	22.2%	302	100.0%
	Total	14	3.2%	31	7.2%	273	63.2%	114	26.4%	432	100.0%
Vodafone	Rural	7	5.3%	17	13.0%	66	50.4%	41	31.3%	131	100.0%
	Urban	11	3.6%	25	8.2%	198	64.9%	71	23.3%	305	100.0%
	Total	18	4.1%	42	9.6%	264	60.6%	112	25.7%	436	100.0%
Total	Rural	54	4.6%	121	10.3%	600	51.1%	399	34.0%	1174	100.0%
	Urban	91	3.4%	200	7.4%	1846	68.4%	563	20.9%	2700	100.0%
	Total	145	3.7%	321	8.3%	2446	63.1%	962	24.8%	3874	100.0%



12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	3.0%	8	6.0%	65	48.9%	56	42.1%	133	100.0%
	Urban	8	2.6%	14	4.6%	197	65.2%	83	27.5%	302	100.0%
	Total	12	2.8%	22	5.1%	262	60.2%	139	32.0%	435	100.0%
MTS	Rural	7	5.0%	15	10.8%	62	44.6%	55	39.6%	139	100.0%
	Urban	12	3.9%	21	6.8%	204	66.2%	71	23.1%	308	100.0%
	Total	19	4.3%	36	8.1%	266	59.5%	126	28.2%	447	100.0%
Aircel	Rural	7	5.5%	15	11.7%	45	35.2%	61	47.7%	128	100.0%
	Urban	9	3.0%	21	7.1%	190	64.0%	77	25.9%	297	100.0%
	Total	16	3.8%	36	8.5%	235	55.3%	138	32.5%	425	100.0%
Uninor	Rural	5	4.0%	11	8.8%	70	56.0%	39	31.2%	125	100.0%
	Urban	8	2.8%	20	6.9%	206	71.0%	56	19.3%	290	100.0%
	Total	13	3.1%	31	7.5%	276	66.5%	95	22.9%	415	100.0%
BSNL	Rural	4	3.0%	9	6.8%	56	42.4%	63	47.7%	132	100.0%
	Urban	7	2.3%	14	4.7%	221	73.7%	58	19.3%	300	100.0%
	Total	11	2.5%	23	5.3%	277	64.1%	121	28.0%	432	100.0%
Reliance Comm	Rural	4	3.1%	6	4.7%	46	36.2%	71	55.9%	127	100.0%
	Urban	7	2.4%	18	6.1%	220	74.3%	51	17.2%	296	100.0%
	Total	9	2.1%	24	5.7%	268	63.4%	122	28.8%	423	100.0%
TTSL	Rural	4	3.1%	7	5.4%	49	38.0%	69	53.5%	129	100.0%
	Urban	7	2.3%	14	4.7%	195	65.0%	84	28.0%	300	100.0%
	Total	11	2.6%	21	4.9%	244	56.9%	153	35.7%	429	100.0%
Idea	Rural	2	1.5%	8	6.2%	63	48.5%	57	43.8%	130	100.0%
	Urban	8	2.6%	14	4.6%	204	67.5%	76	25.2%	302	100.0%
	Total	10	2.3%	22	5.1%	267	61.8%	133	30.8%	432	100.0%
Vodafone	Rural	2	1.5%	6	4.6%	70	53.4%	53	40.5%	131	100.0%
	Urban	7	2.3%	12	3.9%	221	72.5%	65	21.3%	305	100.0%
	Total	9	2.1%	18	4.1%	291	66.7%	118	27.1%	436	100.0%
Total	Rural	39	3.3%	85	7.2%	526	44.8%	524	44.6%	1174	100.0%
	Urban	73	2.7%	148	5.5%	1858	68.8%	621	23.0%	2700	100.0%
	Total	110	2.8%	233	6.0%	2386	61.6%	1145	29.6%	3874	100.0%

13. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	3.0%	8	6.0%	76	57.1%	45	33.8%	133	100.0%
	Urban	8	2.6%	19	6.3%	203	67.2%	72	23.8%	302	100.0%
	Total	12	2.8%	27	6.2%	279	64.1%	117	26.9%	435	100.0%
MTS	Rural	8	5.8%	15	10.8%	68	48.9%	48	34.5%	139	100.0%
	Urban	12	3.9%	25	8.1%	194	63.0%	77	25.0%	308	100.0%
	Total	20	4.5%	40	8.9%	262	58.6%	125	28.0%	447	100.0%
Aircel	Rural	9	7.0%	12	9.4%	66	51.6%	41	32.0%	128	100.0%
	Urban	14	4.7%	18	6.1%	196	66.0%	69	23.2%	297	100.0%
	Total	23	5.4%	30	7.1%	262	61.6%	110	25.9%	425	100.0%
Uninor	Rural	9	7.2%	18	14.4%	63	50.4%	35	28.0%	125	100.0%
	Urban	14	4.8%	24	8.3%	196	67.6%	56	19.3%	290	100.0%
	Total	23	5.5%	42	10.1%	259	62.4%	91	21.9%	415	100.0%
BSNL	Rural	4	3.0%	9	6.8%	62	47.0%	57	43.2%	132	100.0%
	Urban	9	3.0%	17	5.7%	190	63.3%	84	28.0%	300	100.0%
	Total	13	3.0%	26	6.0%	252	58.3%	141	32.6%	432	100.0%
Reliance Comm	Rural	4	3.1%	9	7.1%	61	48.0%	53	41.7%	127	100.0%
	Urban	8	2.7%	15	5.1%	201	67.9%	72	24.3%	296	100.0%
	Total	12	2.8%	24	5.7%	262	61.9%	125	29.6%	423	100.0%
TTSL	Rural	4	3.1%	8	6.2%	70	54.3%	47	36.4%	129	100.0%



13. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	9	3.0%	17	5.7%	206	68.7%	68	22.7%	300	100.0%
	Total	13	3.0%	25	5.8%	276	64.3%	115	26.8%	429	100.0%
Idea	Rural	5	3.8%	9	6.9%	65	50.0%	51	39.2%	130	100.0%
	Urban	9	3.0%	18	6.0%	204	67.5%	71	23.5%	302	100.0%
Vodafone	Total	14	3.2%	27	6.3%	269	62.3%	122	28.2%	432	100.0%
	Rural	4	3.1%	7	5.3%	73	55.7%	47	35.9%	131	100.0%
	Urban	8	2.6%	14	4.6%	220	72.1%	63	20.7%	305	100.0%
Total	Total	12	2.8%	21	4.8%	293	67.2%	110	25.2%	436	100.0%
	Rural	51	4.3%	95	8.1%	604	51.4%	424	36.1%	1174	100.0%
	Urban	91	3.4%	167	6.2%	1810	67.0%	632	23.4%	2700	100.0%
Total		142	3.7%	262	6.8%	2414	62.3%	1056	27.3%	3874	100.0%

14. How satisfied are you with the problem solving ability of the customer care executive(s)? ;Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	3.0%	9	6.8%	86	64.7%	34	25.6%	133	100.0%
	Urban	8	2.6%	18	6.0%	219	72.5%	57	18.9%	302	100.0%
	Total	12	2.8%	27	6.2%	305	70.1%	91	20.9%	435	100.0%
MTS	Rural	8	5.8%	17	12.2%	72	51.8%	42	30.2%	139	100.0%
	Urban	15	4.9%	26	8.4%	213	69.2%	54	17.5%	308	100.0%
	Total	23	5.1%	43	9.6%	285	63.8%	96	21.5%	447	100.0%
Aircel	Rural	7	5.5%	15	11.7%	69	53.9%	37	28.9%	128	100.0%
	Urban	14	4.7%	21	7.1%	215	72.4%	47	15.8%	297	100.0%
	Total	21	4.9%	36	8.5%	284	66.8%	84	19.8%	425	100.0%
Uninor	Rural	8	6.4%	16	12.8%	60	48.0%	41	32.8%	125	100.0%
	Urban	12	4.1%	25	8.6%	195	67.2%	58	20.0%	290	100.0%
	Total	20	4.8%	41	9.9%	255	61.4%	99	23.9%	415	100.0%
BSNL	Rural	4	3.0%	8	6.1%	73	55.3%	47	35.6%	132	100.0%
	Urban	9	3.0%	19	6.3%	210	70.0%	62	20.7%	300	100.0%
	Total	13	3.0%	27	6.3%	283	65.5%	109	25.2%	432	100.0%
Reliance Comm	Rural	4	3.1%	12	9.4%	66	52.0%	45	35.4%	127	100.0%
	Urban	8	2.7%	15	5.1%	212	71.6%	61	20.6%	296	100.0%
	Total	12	2.8%	27	6.4%	278	65.7%	106	25.1%	423	100.0%
TTSL	Rural	4	3.1%	7	5.4%	69	53.5%	49	38.0%	129	100.0%
	Urban	9	3.0%	16	5.3%	212	70.7%	63	21.0%	300	100.0%
	Total	13	3.0%	23	5.4%	281	65.5%	112	26.1%	429	100.0%
Idea	Rural	6	4.6%	9	6.9%	64	49.2%	51	39.2%	130	100.0%
	Urban	11	3.6%	14	4.6%	210	69.5%	67	22.2%	302	100.0%
	Total	17	3.9%	23	5.3%	274	63.4%	118	27.3%	432	100.0%
Vodafone	Rural	2	1.5%	6	4.6%	82	62.6%	41	31.3%	131	100.0%
	Urban	8	2.6%	15	4.9%	224	73.4%	58	19.0%	305	100.0%
	Total	10	2.3%	21	4.8%	306	70.2%	99	22.7%	436	100.0%
Total	Rural	47	4.0%	99	8.4%	641	54.6%	387	33.0%	1174	100.0%
	Urban	94	3.5%	169	6.3%	1910	70.7%	527	19.5%	2700	100.0%
	Total	141	3.6%	268	6.9%	2551	65.8%	914	23.6%	3874	100.0%

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	3.8%	12	9.0%	90	67.7%	26	19.5%	133	100.0%
	Urban	9	3.0%	19	6.3%	217	71.9%	57	18.9%	302	100.0%
	Total	14	3.2%	31	7.1%	307	70.6%	83	19.1%	435	100.0%
MTS	Rural	8	5.8%	11	7.9%	120	86.3%	0.0%	0.0%	139	100.0%



15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	11	3.6%	21	6.8%	157	51.0%	119	38.6%	308	100.0%
	Total	19	4.3%	32	7.2%	277	62.0%	119	26.6%	447	100.0%
Aircel	Rural	9	7.0%	11	8.6%	1	0.8%	107	83.6%	128	100.0%
	Urban	12	4.0%	17	5.7%	175	58.9%	93	31.3%	297	100.0%
	Total	21	4.9%	28	6.6%	176	41.4%	200	47.1%	425	100.0%
	Rural	8	6.4%	19	15.2%	46	36.8%	52	41.6%	125	100.0%
Uninor	Urban	14	4.8%	24	8.3%	173	59.7%	79	27.2%	290	100.0%
	Total	22	5.3%	43	10.4%	219	52.8%	131	31.6%	415	100.0%
BSNL	Rural	4	3.0%	8	6.1%	113	85.6%	7	5.3%	132	100.0%
	Urban	8	2.7%	12	4.0%	183	61.0%	97	32.3%	300	100.0%
	Total	12	2.8%	20	4.6%	296	68.5%	104	24.1%	432	100.0%
	Rural	7	5.5%	12	9.4%	63	49.6%	45	35.4%	127	100.0%
Reliance Comm	Urban	9	3.0%	17	5.7%	189	63.9%	81	27.4%	296	100.0%
	Total	16	3.8%	29	6.9%	252	59.6%	126	29.8%	423	100.0%
TTSL	Rural	4	3.1%	8	6.2%	113	87.6%	4	3.1%	129	100.0%
	Urban	9	3.0%	15	5.0%	209	69.7%	67	22.3%	300	100.0%
	Total	13	3.0%	23	5.4%	322	75.1%	71	16.6%	429	100.0%
	Rural	2	1.5%	6	4.6%	116	89.2%	6	4.6%	130	100.0%
Idea	Urban	9	3.0%	15	5.0%	208	68.9%	70	23.2%	302	100.0%
	Total	11	2.5%	21	4.9%	324	75.0%	76	17.6%	432	100.0%
Vodafone	Rural	4	3.1%	7	5.3%	115	87.8%	5	3.8%	131	100.0%
	Urban	9	3.0%	12	3.9%	201	65.9%	83	27.2%	305	100.0%
	Total	13	3.0%	19	4.4%	316	72.5%	88	20.2%	436	100.0%
	Rural	51	4.3%	94	8.0%	777	66.2%	252	21.5%	1174	100.0%
Total	Urban	90	3.3%	152	5.6%	1712	63.4%	746	27.6%	2700	100.0%
	Total	141	3.6%	246	6.4%	2489	64.2%	998	25.8%	3874	100.0%

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of signal of your service provider in your locality? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	6	1.9%	14	4.4%	188	58.8%	112	35.0%	320	100.0%
	Urban	12	1.6%	24	3.2%	455	60.9%	256	34.3%	747	100.0%
	Total	18	1.7%	38	3.6%	643	60.3%	368	34.5%	1067	100.0%
	Rural	9	2.8%	21	6.6%	173	54.1%	117	36.6%	320	100.0%
MTS	Urban	17	2.3%	32	4.3%	420	56.2%	278	37.2%	747	100.0%
	Total	26	2.4%	53	5.0%	593	55.6%	395	37.0%	1067	100.0%
Aircel	Rural	12	3.8%	19	5.9%	163	50.9%	126	39.4%	320	100.0%
	Urban	17	2.3%	28	3.7%	488	65.3%	214	28.6%	747	100.0%
	Total	29	2.7%	47	4.4%	651	61.0%	340	31.9%	1067	100.0%
	Rural	12	3.8%	21	6.6%	164	51.3%	123	38.4%	320	100.0%
Uninor	Urban	18	2.4%	34	4.6%	485	64.9%	210	28.1%	747	100.0%
	Total	30	2.8%	55	5.2%	649	60.8%	333	31.2%	1067	100.0%
BSNL	Rural	6	1.9%	10	3.1%	161	50.3%	143	44.7%	320	100.0%
	Urban	9	1.2%	21	2.8%	516	69.1%	201	26.9%	747	100.0%
	Total	15	1.4%	31	2.9%	677	63.4%	344	32.2%	1067	100.0%
	Rural	8	2.5%	12	3.8%	193	60.3%	107	33.4%	320	100.0%
Reliance Comm	Urban	12	1.6%	21	2.8%	427	57.2%	287	38.4%	747	100.0%
	Total	20	1.9%	33	3.1%	620	58.1%	394	36.9%	1067	100.0%
TTSL	Rural	11	3.4%	18	5.6%	187	58.4%	104	32.5%	320	100.0%
	Urban	19	2.5%	31	4.1%	400	53.5%	297	39.8%	747	100.0%
	Total	30	2.8%	49	4.6%	587	55.0%	401	37.6%	1067	100.0%
	Rural	4	1.3%	12	3.8%	160	50.0%	144	45.0%	320	100.0%
Idea	Urban	7	0.9%	15	2.0%	380	50.9%	345	46.2%	747	100.0%



16. How satisfied are you with the availability of signal of your service provider in your locality? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Vodafone	Total	11	1.0%	27	2.5%	540	50.6%	489	45.8%	1067	100.0%
	Rural	4	1.3%	8	2.5%	194	60.6%	114	35.6%	320	100.0%
	Urban	7	0.9%	12	1.6%	372	49.8%	356	47.7%	747	100.0%
	Total	11	1.0%	20	1.9%	566	53.0%	470	44.0%	1067	100.0%
Total	Urban	72	2.5%	135	4.7%	1583	55.0%	1090	37.8%	2880	100.0%
	Rural	118	1.8%	218	3.2%	3943	58.6%	2444	36.4%	6723	100.0%
	Total	190	2.0%	353	3.7%	5526	57.5%	3534	36.8%	9603	100.0%

17. How satisfied are you with the ability to make or receive calls easily? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	9	2.8%	18	5.6%	152	47.5%	141	44.1%	320	100.0%
	Urban	17	2.3%	32	4.3%	393	52.6%	305	40.8%	747	100.0%
	Total	26	2.4%	50	4.7%	545	51.1%	446	41.8%	1067	100.0%
MTS	Rural	14	4.4%	19	5.9%	142	44.4%	145	45.3%	320	100.0%
	Urban	18	2.4%	34	4.6%	394	52.7%	301	40.3%	747	100.0%
	Total	32	3.0%	53	5.0%	536	50.2%	446	41.8%	1067	100.0%
Aircel	Rural	11	3.4%	24	7.5%	162	50.6%	123	38.4%	320	100.0%
	Urban	18	2.4%	29	3.9%	455	60.9%	245	32.8%	747	100.0%
	Total	29	2.7%	53	5.0%	617	57.8%	368	34.5%	1067	100.0%
Uninor	Rural	12	3.8%	21	6.6%	134	41.9%	153	47.8%	320	100.0%
	Urban	19	2.5%	38	5.1%	493	66.0%	197	26.4%	747	100.0%
	Total	31	2.9%	59	5.5%	627	58.8%	350	32.8%	1067	100.0%
BSNL	Rural	7	2.2%	9	2.8%	157	49.1%	147	45.9%	320	100.0%
	Urban	19	2.5%	34	4.6%	448	60.0%	246	32.9%	747	100.0%
	Total	26	2.4%	43	4.0%	605	56.7%	393	36.8%	1067	100.0%
Reliance Comm	Rural	11	3.4%	18	5.6%	140	43.8%	151	47.2%	320	100.0%
	Urban	25	3.3%	37	5.0%	422	56.5%	263	35.2%	747	100.0%
	Total	36	3.4%	55	5.2%	562	52.7%	414	38.8%	1067	100.0%
TTSL	Rural	8	2.5%	15	4.7%	180	56.3%	117	36.6%	320	100.0%
	Urban	17	2.3%	34	4.6%	438	58.6%	258	34.5%	747	100.0%
	Total	25	2.3%	49	4.6%	618	57.9%	375	35.1%	1067	100.0%
Idea	Rural	5	1.6%	10	3.1%	153	47.8%	152	47.5%	320	100.0%
	Urban	19	2.5%	30	4.0%	389	52.1%	309	41.4%	747	100.0%
	Total	24	2.2%	40	3.7%	542	50.8%	461	43.2%	1067	100.0%
Vodafone	Rural	7	2.2%	9	2.8%	187	58.4%	117	36.6%	320	100.0%
	Urban	19	2.5%	37	5.0%	315	42.2%	376	50.3%	747	100.0%
	Total	26	2.4%	46	4.3%	502	47.0%	493	46.2%	1067	100.0%
Total	Urban	84	2.9%	143	5.0%	1407	48.9%	1246	43.3%	2880	100.0%
	Rural	171	2.5%	305	4.5%	3747	55.7%	2500	37.2%	6723	100.0%
	Total	255	2.7%	448	4.7%	5154	53.7%	3746	39.0%	9603	100.0%

18. How often does your call drops during conversation?											
Service Provider		Never		Occasionally		Frequently		Very frequently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	114	35.6%	127	39.7%	78	24.4%	1	0.3%	320	100.0%
	Urban	371	49.7%	287	38.4%	87	11.6%	2	0.3%	747	100.0%
	Total	485	45.5%	414	38.8%	165	15.5%	3	0.3%	1067	100.0%
MTS	Rural	50	15.6%	196	61.3%	62	19.4%	12	3.8%	320	100.0%
	Urban	253	33.9%	397	53.1%	78	10.4%	19	2.5%	747	100.0%
	Total	303	28.4%	593	55.6%	140	13.1%	31	2.9%	1067	100.0%
Aircel	Rural	44	13.8%	141	44.1%	121	37.8%	14	4.4%	320	100.0%
	Urban	315	42.2%	263	35.2%	154	20.6%	15	2.0%	747	100.0%



18. How often does your call drops during conversation?											
Service Provider		Never		Occasionally		Frequently		Very frequently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Uninor	Total	359	33.6%	404	37.9%	275	25.8%	29	2.7%	1067	100.0%
	Rural	-1	-0.3%	187	58.4%	117	36.6%	17	5.3%	320	100.0%
	Urban	279	37.3%	332	44.4%	124	16.6%	12	1.6%	747	100.0%
	Total	278	26.1%	519	48.6%	241	22.6%	29	2.7%	1067	100.0%
BSNL	Rural	-18	-5.6%	232	72.5%	104	32.5%	2	0.6%	320	100.0%
	Urban	248	33.2%	384	51.4%	115	15.4%	0	0.0%	747	100.0%
	Total	230	21.6%	616	57.7%	219	20.5%	2	0.2%	1067	100.0%
Reliance Comm	Rural	44	13.8%	175	54.7%	97	30.3%	4	1.3%	320	100.0%
	Urban	290	38.8%	345	46.2%	106	14.2%	6	0.8%	747	100.0%
	Total	334	31.3%	520	48.7%	203	19.0%	10	0.9%	1067	100.0%
TTSL	Rural	52	16.3%	167	52.2%	98	30.6%	3	0.9%	320	100.0%
	Urban	243	32.5%	389	52.1%	115	15.4%	0	0.0%	747	100.0%
	Total	295	27.6%	556	52.1%	213	20.0%	3	0.3%	1067	100.0%
Idea	Rural	146	45.6%	117	36.6%	56	17.5%	1	0.3%	320	100.0%
	Urban	349	46.7%	289	38.7%	109	14.6%	0	0.0%	747	100.0%
	Total	495	46.4%	406	38.1%	165	15.5%	1	0.1%	1067	100.0%
Vodafone	Rural	123	38.4%	117	36.6%	78	24.4%	2	0.6%	320	100.0%
	Urban	392	52.5%	257	34.4%	97	13.0%	1	0.1%	747	100.0%
	Total	515	48.3%	374	35.1%	175	16.4%	3	0.3%	1067	100.0%
Total	Rural	554	19.2%	1459	50.7%	811	28.2%	56	1.9%	2880	100.0%
	Urban	2740	40.8%	2943	43.8%	985	14.7%	55	0.8%	6723	100.0%
	Total	3294	34.3%	4402	45.8%	1796	18.7%	111	1.2%	9603	100.0%

19. How satisfied are you with the voice quality?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	7	2.2%	17	5.3%	87	27.2%	209	65.3%	320	100.0%
	Urban	22	2.9%	39	5.2%	262	35.1%	424	56.8%	747	100.0%
	Total	29	2.7%	56	5.2%	349	32.7%	633	59.3%	1067	100.0%
MTS	Rural	11	3.4%	19	5.9%	290	90.6%		0.0%	320	100.0%
	Urban	34	4.6%	41	5.5%	235	31.5%	437	58.5%	747	100.0%
	Total	45	4.2%	60	5.6%	525	49.2%	437	41.0%	1067	100.0%
Aircel	Rural	12	3.8%	21	6.6%	243	75.9%	44	13.8%	320	100.0%
	Urban	32	4.3%	76	10.2%	480	64.3%	159	21.3%	747	100.0%
	Total	44	4.1%	97	9.1%	723	67.8%	203	19.0%	1067	100.0%
Uninor	Rural	14	4.4%	26	8.1%	213	66.6%	67	20.9%	320	100.0%
	Urban	24	3.2%	47	6.3%	374	50.1%	302	40.4%	747	100.0%
	Total	38	3.6%	73	6.8%	587	55.0%	369	34.6%	1067	100.0%
BSNL	Rural	11	3.4%	27	8.4%	266	83.1%	16	5.0%	320	100.0%
	Urban	19	2.5%	44	5.9%	252	33.7%	432	57.8%	747	100.0%
	Total	30	2.8%	71	6.7%	518	48.5%	448	42.0%	1067	100.0%
Reliance Comm	Rural	9	2.8%	32	10.0%	237	74.1%	42	13.1%	320	100.0%
	Urban	19	2.5%	42	5.6%	375	50.2%	311	41.6%	747	100.0%
	Total	28	2.6%	74	6.9%	612	57.4%	353	33.1%	1067	100.0%
TTSL	Rural	11	3.4%	26	8.1%	271	84.7%	12	3.8%	320	100.0%
	Urban	14	1.9%	45	6.0%	289	38.7%	399	53.4%	747	100.0%
	Total	25	2.3%	71	6.7%	560	52.5%	411	38.5%	1067	100.0%
Idea	Rural	5	1.6%	24	7.5%	251	78.4%	40	12.5%	320	100.0%
	Urban	19	2.5%	42	5.6%	202	27.0%	484	64.8%	747	100.0%
	Total	24	2.2%	66	6.2%	453	42.5%	524	49.1%	1067	100.0%
Vodafone	Rural	9	2.8%	28	8.8%	262	81.9%	21	6.6%	320	100.0%
	Urban	17	2.3%	31	4.1%	148	19.8%	551	73.8%	747	100.0%
	Total	26	2.4%	59	5.5%	410	38.4%	572	53.6%	1067	100.0%



19. How satisfied are you with the voice quality?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Total	Urban	89	3.1%	220	7.6%	2120	73.6%	451	15.7%	2880	100.0%
	Rural	200	3.0%	407	6.1%	2617	38.9%	3499	52.0%	6723	100.0%
	Total	289	3.0%	627	6.5%	4737	49.3%	3950	41.1%	9603	100.0%

E. MAINTAINABILITY (FAULT REPAIR)

20. How often do you face signal problems?											
Service Provider		Never		Occasionally		Frequently		Very frequently		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	170	53.0%	130	40.5%	14	4.5%	6	2.0%	320	100.0%
	Urban	398	53.3%	305	40.8%	21	2.8%	23	3.1%	747	100.0%
	Total	568	53%	435	40.7%	35	3%	30	3%	1067	100.0%
MTS	Rural	54	17.0%	147	45.9%	99	31.0%	20	6.1%	320	100.0%
	Urban	381	51.0%	306	41.0%	41	5.4%	19	2.6%	747	100.0%
	Total	435	41%	453	42.4%	140	16%	39	4%	1067	100.0%
Aircel	Rural	58	18.0%	137	42.8%	112	35.1%	13	4.1%	320	100.0%
	Urban	252	33.7%	271	36.3%	181	24.2%	43	5.8%	747	100.0%
	Total	309	29%	408	38.3%	293	27%	56	5%	1067	100.0%
Uninor	Rural	61	19.1%	192	60.1%	57	17.7%	10	3.1%	320	100.0%
	Urban	388	52.0%	226	30.2%	90	12.1%	43	5.7%	747	100.0%
	Total	450	42%	418	39.2%	147	14%	52	5%	1067	100.0%
BSNL	Rural	148	46.2%	140	43.8%	25	7.9%	7	2.1%	320	100.0%
	Urban	436	58.3%	267	35.7%	34	4.6%	10	1.4%	747	100.0%
	Total	583	55%	407	38.1%	60	6%	17	2%	1067	100.0%
Reliance Comm	Rural	84	26.4%	177	55.4%	46	14.5%	12	3.7%	320	100.0%
	Urban	419	56.1%	243	32.5%	66	8.9%	19	2.5%	747	100.0%
	Total	504	47%	420	39.4%	113	11%	31	3%	1067	100.0%
Tata Tele	Rural	146	45.7%	144	45.1%	15	4.8%	14	4.4%	320	100.0%
	Urban	329	44.0%	329	44.1%	69	9.2%	20	2.7%	747	100.0%
	Total	475	45%	474	44.4%	84	8%	34	3%	1067	100.0%
Idea	Rural	243	76.0%	53	16.7%	18	5.7%	5	1.6%	320	100.0%
	Urban	426	57.0%	250	33.5%	62	8.3%	9	1.2%	747	100.0%
	Total	669	63%	304	28.5%	80	8%	14	1%	1067	100.0%
Vodafone	Rural	227	71.0%	61	19.1%	22	6.8%	10	3.1%	320	100.0%
	Urban	471	63.0%	201	26.9%	68	9.1%	7	1.0%	747	100.0%
	Total	698	65%	262	24.6%	90	8%	17	2%	1067	100.0%
Total	Rural	1192	41.4%	1182	41.0%	410	14.2%	97	3.4%	2880	100.0%
	Urban	3499	52.0%	2398	35.7%	632	9.4%	194	2.9%	6723	100.0%
	Total	4691	48.8%	3580	37.3%	1042	10.8%	291	3.0%	9603	100.0%

21. How satisfied are you with the availability of signal in your area? ;Service Provider Wise

21. How satisfied are you with the availability of signal in your area? ;Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	1.3%	8	2.5%	252	78.8%	56	17.5%	320	100.0%
	Urban	8	1.1%	17	2.3%	477	63.9%	245	32.8%	747	100.0%
	Total	12	1.1%	25	2.3%	729	68.3%	301	28.2%	1067	100.0%
MTS	Rural	8	2.5%	12	3.8%	241	75.3%	59	18.4%	320	100.0%
	Urban	15	2.0%	26	3.5%	472	63.2%	234	31.3%	747	100.0%
	Total	23	2.2%	38	3.6%	713	66.8%	293	27.5%	1067	100.0%
Aircel	Rural	8	2.5%	16	5.0%	226	70.6%	70	21.9%	320	100.0%
	Urban	14	1.9%	28	3.7%	490	65.6%	215	28.8%	747	100.0%
	Total	22	2.1%	44	4.1%	716	67.1%	285	26.7%	1067	100.0%
Uninor	Rural	11	3.4%	19	5.9%	245	76.6%	45	14.1%	320	100.0%
	Urban	17	2.3%	31	4.1%	498	66.7%	201	26.9%	747	100.0%
	Total	28	2.6%	50	4.7%	743	69.6%	246	23.1%	1067	100.0%



21. How satisfied are you with the availability of signal in your area? ;Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Rural	6	1.9%	9	2.8%	229	71.6%	76	23.8%	320	100.0%
	Urban	11	1.5%	19	2.5%	450	60.2%	267	35.7%	747	100.0%
	Total	17	1.6%	28	2.6%	679	63.6%	343	32.1%	1067	100.0%
Reliance Comm	Rural	9	2.8%	14	4.4%	230	71.9%	67	20.9%	320	100.0%
	Urban	11	1.5%	21	2.8%	459	61.4%	256	34.3%	747	100.0%
	Total	20	1.9%	35	3.3%	689	64.6%	323	30.3%	1067	100.0%
TTSL	Rural	6	1.9%	11	3.4%	240	75.0%	63	19.7%	320	100.0%
	Urban	14	1.9%	30	4.0%	449	60.1%	254	34.0%	747	100.0%
	Total	20	1.9%	41	3.8%	689	64.6%	317	29.7%	1067	100.0%
Idea	Rural	4	1.3%	8	2.5%	250	78.1%	58	18.1%	320	100.0%
	Urban	9	1.2%	25	3.3%	437	58.5%	276	36.9%	747	100.0%
	Total	13	1.2%	33	3.1%	687	64.4%	334	31.3%	1067	100.0%
Vodafone	Rural	4	1.3%	6	1.9%	264	82.5%	46	14.4%	320	100.0%
	Urban	11	1.5%	19	2.5%	455	60.9%	262	35.1%	747	100.0%
	Total	15	1.4%	25	2.3%	719	67.4%	308	28.9%	1067	100.0%
Total	Urban	60	2.1%	103	3.6%	2177	75.6%	540	18.8%	2880	100.0%
	Rural	110	1.6%	216	3.2%	4187	62.3%	2210	32.9%	6723	100.0%
	Total	170	1.8%	319	3.3%	6364	66.3%	2750	28.6%	9603	100.0%

22. How satisfied are you with the restoration of network (signal) problems? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	1.6%	9	2.8%	102	31.9%	204	63.8%	320	100.0%
	Urban	11	1.5%	21	2.8%	282	37.8%	433	58.0%	747	100.0%
	Total	16	1.5%	30	2.8%	384	36.0%	637	59.7%	1067	100.0%
MTS	Rural	15	4.7%	21	6.6%	284	88.8%		0.0%	320	100.0%
	Urban	24	3.2%	39	5.2%	233	31.2%	451	60.4%	747	100.0%
	Total	39	3.7%	60	5.6%	517	48.5%	451	42.3%	1067	100.0%
Aircel	Rural	16	5.0%	28	8.8%	215	67.2%	61	19.1%	320	100.0%
	Urban	21	2.8%	44	5.9%	483	64.7%	199	26.6%	747	100.0%
	Total	37	3.5%	72	6.7%	698	65.4%	260	24.4%	1067	100.0%
Uninor	Rural	18	5.6%	30	9.4%	211	65.9%	61	19.1%	320	100.0%
	Urban	25	3.3%	47	6.3%	380	50.9%	295	39.5%	747	100.0%
	Total	43	4.0%	77	7.2%	591	55.4%	356	33.4%	1067	100.0%
BSNL	Rural	14	4.4%	21	6.6%	269	84.1%	16	5.0%	320	100.0%
	Urban	22	2.9%	32	4.3%	230	30.8%	463	62.0%	747	100.0%
	Total	36	3.4%	53	5.0%	499	46.8%	479	44.9%	1067	100.0%
Reliance Comm	Rural	11	3.4%	22	6.9%	218	68.1%	69	21.6%	320	100.0%
	Urban	26	3.5%	37	5.0%	347	46.5%	337	45.1%	747	100.0%
	Total	37	3.5%	59	5.5%	565	53.0%	406	38.1%	1067	100.0%
TTSL	Rural	17	5.3%	26	8.1%	262	81.9%	15	4.7%	320	100.0%
	Urban	28	3.7%	46	6.2%	293	39.2%	380	50.9%	747	100.0%
	Total	45	4.2%	72	6.7%	555	52.0%	395	37.0%	1067	100.0%
Idea	Rural	4	1.3%	8	2.5%	272	85.0%	36	11.3%	320	100.0%
	Urban	8	1.1%	12	1.6%	147	19.7%	580	77.6%	747	100.0%
	Total	12	1.1%	20	1.9%	419	39.3%	616	57.7%	1067	100.0%
Vodafone	Rural	4	1.3%	8	2.5%	279	87.2%	29	9.1%	320	100.0%
	Urban	8	1.1%	12	1.6%	199	26.6%	528	70.7%	747	100.0%
	Total	12	1.1%	20	1.9%	478	44.8%	557	52.2%	1067	100.0%
Total	Urban	104	3.6%	173	6.0%	2112	73.3%	491	17.0%	2880	100.0%
	Rural	173	2.6%	290	4.3%	2594	38.6%	3666	54.5%	6723	100.0%
	Total	277	2.9%	463	4.8%	4706	49.0%	4157	43.3%	9603	100.0%

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES



23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	131	40.9%	189	59.1%	320	100.0%
	Urban	306	41.0%	441	59.0%	747	100.0%
	Total	437	41.0%	630	59.0%	1067	100.0%
MTS	Rural	125	39.1%	195	60.9%	320	100.0%
	Urban	293	39.2%	454	60.8%	747	100.0%
	Total	418	39.2%	649	60.8%	1067	100.0%
Aircel	Rural	123	38.4%	197	61.6%	320	100.0%
	Urban	290	38.8%	457	61.2%	747	100.0%
	Total	413	38.7%	654	61.3%	1067	100.0%
Uninor	Rural	123	38.4%	197	61.6%	320	100.0%
	Urban	287	38.4%	460	61.6%	747	100.0%
	Total	410	38.4%	657	61.6%	1067	100.0%
BSNL	Rural	129	40.3%	191	59.7%	320	100.0%
	Urban	317	42.4%	430	57.6%	747	100.0%
	Total	446	41.8%	621	58.2%	1067	100.0%
Reliance Comm	Rural	130	40.6%	190	59.4%	320	100.0%
	Urban	307	41.1%	440	58.9%	747	100.0%
	Total	437	41.0%	630	59.0%	1067	100.0%
Tata Tele	Rural	128	40.0%	192	60.0%	320	100.0%
	Urban	301	40.3%	446	59.7%	747	100.0%
	Total	429	40.2%	638	59.8%	1067	100.0%
Idea	Rural	129	40.3%	191	59.7%	320	100.0%
	Urban	306	41.0%	441	59.0%	747	100.0%
	Total	435	40.8%	632	59.2%	1067	100.0%
Vodafone	Rural	123	38.4%	197	61.6%	320	100.0%
	Urban	170	22.8%	577	77.2%	747	100.0%
	Total	293	27.5%	774	72.5%	1067	100.0%
Total	Rural	1141	39.6%	1739	60.4%	2880	100.0%
	Urban	2577	38.3%	4146	61.7%	6723	100.0%
	Total	3718	38.7%	5885	61.3%	9603	100.0%

24. How satisfied are you with the quality of the supplementary services / value added service provided?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	1.5%	4	3.1%	82	62.6%	43	32.8%	131	100.0%
	Urban	4	1.3%	6	2.0%	224	73.2%	72	23.5%	306	100.0%
	Total	6	1.4%	10	2.3%	306	70.0%	115	26.3%	437	100.0%
MTS	Rural	4	3.2%	7	5.6%	60	48.0%	54	43.2%	125	100.0%
	Urban	9	3.1%	14	4.8%	183	62.5%	87	29.7%	293	100.0%
	Total	13	3.1%	21	5.0%	243	58.1%	141	33.7%	418	100.0%
Aircel	Rural	4	3.3%	6	4.9%	58	47.2%	55	44.7%	123	100.0%
	Urban	8	2.8%	12	4.1%	192	66.2%	78	26.9%	290	100.0%
	Total	12	2.9%	9	2.2%	259	62.7%	133	32.2%	413	100.0%
Uninor	Rural	4	3.3%	6	4.9%	79	64.2%	34	27.6%	123	100.0%
	Urban	9	3.1%	14	4.9%	195	67.9%	69	24.0%	287	100.0%
	Total	13	3.2%	20	4.9%	274	66.8%	103	25.1%	410	100.0%
BSNL	Rural	2	1.6%	3	2.3%	82	63.6%	42	32.6%	129	100.0%
	Urban	4	1.3%	6	1.9%	183	57.7%	124	39.1%	317	100.0%
	Total	6	1.3%	9	2.0%	265	59.4%	166	37.2%	446	100.0%
Reliance Comm	Rural	2	1.5%	5	3.8%	76	58.5%	47	36.2%	130	100.0%
	Urban	4	1.3%	7	2.3%	153	49.8%	143	46.6%	307	100.0%
	Total	6	1.4%	12	2.7%	229	52.4%	190	43.5%	437	100.0%
TTSL	Rural	4	3.1%	8	6.3%	63	49.2%	53	41.4%	128	100.0%



24. How satisfied are you with the quality of the supplementary services / value added service provided?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	7	2.3%	11	3.7%	158	52.5%	125	41.5%	301	100.0%
	Total	11	2.6%	19	4.4%	221	51.5%	178	41.5%	429	100.0%
Idea	Rural	2	1.6%	4	3.1%	76	58.9%	47	36.4%	129	100.0%
	Urban	4	1.3%	9	2.9%	154	50.3%	139	45.4%	306	100.0%
	Total	6	1.4%	13	3.0%	230	52.9%	186	42.8%	435	100.0%
	Rural	2	1.6%	4	3.3%	66	53.7%	51	41.5%	123	100.0%
Vodafone	Urban	2	1.2%	4	2.4%	46	27.1%	118	69.4%	170	100.0%
	Total	4	1.4%	8	2.7%	112	38.2%	169	57.7%	293	100.0%
Total	Rural	26	2.3%	47	4.1%	642	56.3%	426	37.3%	1141	100.0%
	Urban	51	2.0%	83	3.2%	1488	57.7%	955	37.1%	2577	100.0%
	Total	77	2.1%	121	3.3%	2139	57.5%	1381	37.1%	3718	100.0%

25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing? ; Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	1.5%	4	3.1%	69	52.7%	56	42.7%	131	100.0%
	Urban	4	1.3%	7	2.3%	219	71.6%	76	24.8%	306	100.0%
	Total	6	1.4%	11	2.5%	288	65.9%	132	30.2%	437	100.0%
MTS	Rural	4	3.2%	7	5.6%	51	40.8%	63	50.4%	125	100.0%
	Urban	8	2.7%	12	4.1%	192	65.5%	81	27.6%	293	100.0%
	Total	12	2.9%	19	4.5%	243	58.1%	144	34.4%	418	100.0%
Aircel	Rural	5	4.1%	7	5.7%	39	31.7%	72	58.5%	123	100.0%
	Urban	8	2.8%	15	5.2%	169	58.3%	98	33.8%	290	100.0%
	Total	13	3.1%	22	5.3%	208	50.4%	170	41.2%	413	100.0%
Uninor	Rural	3	2.4%	6	4.9%	30	24.4%	84	68.3%	123	100.0%
	Urban	9	3.1%	14	4.9%	159	55.4%	105	36.6%	287	100.0%
	Total	12	2.9%	20	4.9%	189	46.1%	189	46.1%	410	100.0%
BSNL	Rural	2	1.6%	4	3.1%	32	24.8%	91	70.5%	129	100.0%
	Urban	4	1.3%	8	2.5%	193	60.9%	112	35.3%	317	100.0%
	Total	6	1.3%	12	2.7%	225	50.4%	203	45.5%	446	100.0%
Reliance Comm	Rural	2	1.5%	5	3.8%	36	27.7%	87	66.9%	130	100.0%
	Urban	5	1.6%	11	3.6%	175	57.0%	116	37.8%	307	100.0%
	Total	7	1.6%	16	3.7%	211	48.3%	203	46.5%	437	100.0%
TTSL	Rural	2	1.6%	5	3.9%	45	35.2%	76	59.4%	128	100.0%
	Urban	4	1.3%	11	3.7%	165	54.8%	121	40.2%	301	100.0%
	Total	6	1.4%	16	3.7%	210	49.0%	197	45.9%	429	100.0%
Idea	Rural	2	1.6%	4	3.1%	56	43.4%	67	51.9%	129	100.0%
	Urban	4	1.3%	7	2.3%	164	53.6%	131	42.8%	306	100.0%
	Total	6	1.4%	11	2.5%	220	50.6%	198	45.5%	435	100.0%
Vodafone	Rural	2	1.6%	3	2.4%	49	39.8%	69	56.1%	123	100.0%
	Urban	2	1.2%	4	2.4%	46	27.1%	118	69.4%	170	100.0%
	Total	4	1.4%	7	2.4%	95	32.4%	187	63.8%	293	100.0%
Total	Rural	24	2.1%	45	3.9%	407	35.7%	665	58.3%	1141	100.0%
	Urban	48	1.9%	89	3.5%	1482	57.5%	958	37.2%	2577	100.0%
	Total	72	1.9%	134	3.6%	1889	50.8%	1623	43.7%	3718	100.0%

25(b). Please tell me the reasons for your dissatisfaction;				
Service Provider	Not informed of charges	Activated without	Not informed	Total



				consent		about toll free number for unsubscribing			
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	33.3%	2	33.3%	2	33.3%	6	100.0%
	Urban	4	36.4%	3	27.3%	4	36.4%	11	100.0%
	Total	6	35.3%	5	29.4%	6	35.3%	17	100.0%
MTS	Rural	5	45.5%	5	45.5%	1	9.1%	11	100.0%
	Urban	8	40.0%	8	42.3%	4	17.7%	20	100.0%
	Total	13	41.9%	13	43.4%	5	14.7%	31	100.0%
Aircel	Rural	4	33.3%	4	33.3%	4	33.3%	12	100.0%
	Urban	8	34.8%	8	34.8%	7	30.4%	23	100.0%
	Total	12	34.3%	12	34.3%	11	31.4%	35	100.0%
Uninor	Rural	3	33.3%	5	55.6%	1	11.1%	9	100.0%
	Urban	5	21.7%	7	30.4%	11	47.8%	23	100.0%
	Total	8	25.0%	12	37.5%	12	37.5%	32	100.0%
BSNL	Rural	2	33.3%	3	50.0%	1	16.7%	6	100.0%
	Urban	5	41.7%	5	41.7%	2	16.7%	12	100.0%
	Total	7	38.9%	8	44.4%	3	16.7%	18	100.0%
Reliance Comm	Rural	4	57.1%	4	57.1%	-1	-14.3%	7	100.0%
	Urban	6	37.5%	5	31.3%	5	31.3%	16	100.0%
	Total	10	43.5%	9	39.1%	4	17.4%	23	100.0%
Tata Tele	Rural	3	42.9%	4	57.1%	0	0.0%	7	100.0%
	Urban	4	26.7%	5	33.3%	6	40.0%	15	100.0%
	Total	7	31.8%	9	40.9%	6	27.3%	22	100.0%
Idea	Rural	2	33.3%	2	33.3%	2	33.3%	6	100.0%
	Urban	4	36.4%	4	36.4%	3	27.3%	11	100.0%
	Total	6	35.3%	6	35.3%	5	29.4%	17	100.0%
Vodafone	Rural	1	20.0%	2	40.0%	2	40.0%	5	100.0%
	Urban	3	50.0%	4	66.7%	-1	-16.7%	6	100.0%
	Total	4	36.4%	6	54.5%	1	9.1%	11	100.0%
Total	Rural	26	37.7%	31	44.9%	12	17.4%	69	100.0%
	Urban	47	34.3%	49	36.1%	41	29.6%	137	100.0%
	Total	73	35.4%	80	39.1%	53	25.5%	206	100.0%

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	98	30.6%	222	69.4%	320	100.0%
	Urban	226	30.3%	521	69.7%	747	100.0%
	Total	324	30.4%	743	69.6%	1067	100.0%
MTS	Rural	95	29.7%	225	70.3%	320	100.0%
	Urban	221	29.6%	526	70.4%	747	100.0%
	Total	316	29.6%	751	70.4%	1067	100.0%
Aircel	Rural	94	29.4%	226	70.6%	320	100.0%
	Urban	231	30.9%	516	69.1%	747	100.0%
	Total	325	30.5%	742	69.5%	1067	100.0%
Uninor	Rural	98	30.6%	222	69.4%	320	100.0%
	Urban	234	31.3%	513	68.7%	747	100.0%
	Total	332	31.1%	735	68.9%	1067	100.0%
BSNL	Rural	91	28.4%	229	71.6%	320	100.0%
	Urban	220	29.5%	527	70.5%	747	100.0%
	Total	311	29.1%	756	70.9%	1067	100.0%
Reliance Comm	Rural	89	27.8%	231	72.2%	320	100.0%
	Urban	219	29.3%	528	70.7%	747	100.0%
	Total	308	28.9%	759	71.1%	1067	100.0%
Tata Tele	Rural	90	28.1%	230	71.9%	320	100.0%



26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	219	29.3%	528	70.7%	747	100.0%
	Total	309	29.0%	758	71.0%	1067	100.0%
Idea	Rural	91	28.4%	229	71.6%	320	100.0%
	Urban	218	29.2%	529	70.8%	747	100.0%
	Total	309	29.0%	758	71.0%	1067	100.0%
Vodafone	Rural	92	28.8%	228	71.3%	320	100.0%
	Urban	217	29.0%	530	71.0%	747	100.0%
	Total	309	29.0%	758	71.0%	1067	100.0%
Total	Rural	838	29.1%	2042	70.9%	2880	100.0%
	Urban	2005	29.8%	4718	70.2%	6723	100.0%
	Total	2843	29.6%	6760	70.4%	9603	100.0%

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	47	48.0%	51	52.0%	98	100.0%
	Urban	102	45.0%	124	55.0%	226	100.0%
	Total	149	45.9%	175	54.1%	324	100.0%
MTS	Rural	44	46.0%	51	54.0%	95	100.0%
	Urban	115	52.0%	106	48.0%	221	100.0%
	Total	159	50.2%	157	49.8%	316	100.0%
Aircel	Rural	39	41.0%	55	59.0%	94	100.0%
	Urban	109	47.0%	122	53.0%	231	100.0%
	Total	147	45.3%	178	54.7%	325	100.0%
Uninor	Rural	42	43.0%	56	57.0%	98	100.0%
	Urban	115	49.0%	119	51.0%	234	100.0%
	Total	157	47.2%	175	52.8%	332	100.0%
BSNL	Rural	39	43.0%	52	57.0%	91	100.0%
	Urban	106	48.0%	114	52.0%	220	100.0%
	Total	145	46.5%	166	53.5%	311	100.0%
Reliance Comm	Rural	44	49.0%	45	51.0%	89	100.0%
	Urban	112	51.0%	107	49.0%	219	100.0%
	Total	155	50.4%	153	49.6%	308	100.0%
Tata Tele	Rural	40	44.0%	50	56.0%	90	100.0%
	Urban	114	52.0%	105	48.0%	219	100.0%
	Total	153	49.7%	156	50.3%	309	100.0%
Idea	Rural	37	41.0%	54	59.0%	91	100.0%
	Urban	105	48.0%	113	52.0%	218	100.0%
	Total	142	45.9%	167	54.1%	309	100.0%
Vodafone	Rural	41	45.0%	51	55.0%	92	100.0%
	Urban	115	53.0%	102	47.0%	217	100.0%
	Total	156	50.6%	153	49.4%	309	100.0%
Total	Rural	372	44.4%	466	55.6%	838	100.0%
	Urban	991	49.4%	1014	50.6%	2005	100.0%
	Total	1363	47.9%	1480	52.1%	2843	5410.9%

28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?					
Service Provider	None	Delay in deactivation resulting in repeat	Customer care refused to register	Not aware of whom to contact	Total



		complaints				the complaint					
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	2.1%	25	53.2%	4	8.5%	17	36.1%	47	100.0%
	Urban	7	6.9%	66	64.6%	8	7.9%	21	20.6%	102	100.0%
	Total	8	5.4%	91	61.0%	12	8.1%	38	25.5%	149	100.0%
MTS	Rural	4	9.2%	22	49.7%	4	9.2%	14	32.0%	44	100.0%
	Urban	15	13.3%	68	58.9%	9	7.8%	23	20.0%	115	100.0%
	Total	19	12.2%	89	56.3%	13	8.2%	37	23.3%	159	100.0%
Aircel	Rural	2	5.2%	30	76.6%	3	7.8%	4	10.4%	39	100.0%
	Urban	24	22.1%	67	61.8%	9	8.3%	9	7.8%	109	100.0%
	Total	26	17.7%	97	65.7%	12	8.2%	13	8.5%	147	100.0%
Uninor	Rural	6	14.2%	25	59.7%	4	9.5%	7	16.6%	42	100.0%
	Urban	28	24.4%	55	47.7%	11	9.6%	21	18.3%	115	100.0%
	Total	34	21.7%	80	50.9%	15	9.6%	28	17.9%	157	100.0%
BSNL	Rural	11	28.1%	13	33.6%	3	7.7%	12	30.7%	39	100.0%
	Urban	32	30.3%	46	43.1%	9	8.5%	19	18.0%	106	100.0%
	Total	43	29.7%	59	40.6%	12	8.3%	31	21.4%	145	100.0%
Reliance Comm	Rural	9	20.6%	19	42.7%	4	9.2%	12	27.5%	44	100.0%
	Urban	16	14.3%	70	62.4%	11	9.8%	15	13.4%	112	100.0%
	Total	25	16.1%	88	56.9%	15	9.7%	27	17.4%	155	100.0%
Tata Tele	Rural	7	17.7%	19	47.0%	3	7.6%	11	27.8%	40	100.0%
	Urban	21	18.4%	52	45.6%	9	7.9%	32	28.1%	114	100.0%
	Total	28	18.2%	70	45.9%	12	7.8%	43	28.0%	153	100.0%
Idea	Rural	5	13.4%	22	59.8%	3	8.0%	7	18.8%	37	100.0%
	Urban	15	14.3%	62	58.9%	11	10.5%	17	16.2%	105	100.0%
	Total	20	14.1%	84	59.1%	14	9.9%	24	16.9%	142	100.0%
Vodafone	Rural	6	14.5%	16	39.6%	4	9.7%	15	36.2%	41	100.0%
	Urban	19	16.5%	65	56.5%	12	10.4%	19	16.5%	115	100.0%
	Total	25	20.7%	46	38.0%	16	13.2%	34	28.1%	121	100.0%
Total	Rural	51	13.7%	190	51.1%	32	8.6%	99	26.6%	372	100.0%
	Urban	177	17.9%	549	55.4%	89	9.0%	176	17.7%	991	100.0%
	Total	228	16.7%	739	54.2%	121	8.9%	275	20.1%	1363	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	4.3%	4	8.5%	30	63.9%	11	23.4%	47	100.0%
	Urban	4	3.9%	6	5.9%	63	61.7%	29	28.5%	102	100.0%
	Total	6	4.0%	10	6.7%	93	62.4%	40	26.9%	149	100.0%
MTS	Rural	2	4.6%	5	11.4%	27	61.1%	10	22.9%	44	100.0%
	Urban	7	6.1%	12	10.4%	74	64.3%	22	19.1%	115	100.0%
	Total	9	5.7%	17	10.7%	101	63.4%	32	20.2%	159	100.0%
Aircel	Rural	2	5.2%	4	10.4%	30	76.6%	3	7.8%	39	100.0%
	Urban	5	4.6%	11	10.1%	68	62.2%	25	23.0%	109	100.0%
	Total	7	4.8%	15	10.2%	97	66.0%	28	19.0%	147	100.0%
Uninor	Rural	2	4.7%	7	16.6%	27	64.4%	6	14.2%	42	100.0%
	Urban	6	5.2%	11	9.6%	77	66.9%	21	18.3%	115	100.0%
	Total	8	5.1%	18	11.5%	104	66.2%	27	17.2%	157	100.0%
BSNL	Rural	2	5.1%	3	7.7%	17	43.8%	17	43.4%	39	100.0%
	Urban	3	2.8%	4	3.8%	79	74.4%	20	19.0%	106	100.0%
	Total	5	3.5%	7	4.8%	96	66.1%	37	25.6%	145	100.0%
Reliance Comm	Rural	2	4.6%	4	9.2%	27	61.0%	11	25.2%	44	100.0%
	Urban	4	3.6%	7	6.3%	72	64.2%	29	26.0%	112	100.0%
	Total	6	3.9%	11	7.1%	98	63.3%	40	25.8%	155	100.0%
TTSL	Rural	1	2.5%	3	7.6%	24	59.6%	12	30.3%	40	100.0%
	Urban	3	2.6%	4	3.5%	84	73.7%	23	20.2%	114	100.0%
	Total	4	2.6%	7	4.6%	107	70.0%	35	22.8%	153	100.0%



28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Idea	Rural	1	2.7%	2	5.4%	32	86.6%	2	5.4%	37	100.0%
	Urban	2	1.9%	3	2.9%	79	75.2%	21	20.1%	105	100.0%
	Total	3	2.1%	5	3.5%	111	78.2%	23	16.2%	142	100.0%
Vodafone	Rural	1	2.4%	2	4.8%	19	46.9%	19	45.9%	41	100.0%
	Urban	1	0.9%	4	3.5%	89	77.4%	21	18.3%	115	100.0%
	Total	2	1.3%	6	3.8%	108	69.3%	40	25.6%	156	100.0%
Total	Rural	15	4.0%	34	9.1%	232	62.4%	91	24.4%	372	100.0%
	Urban	35	3.5%	62	6.3%	683	68.9%	211	21.3%	991	100.0%
	Total	50	3.7%	96	7.0%	915	67.1%	302	22.2%	1363	100.0%

G. OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your telephone service? ;Service Provider Wise											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	5	1.6%	12	3.8%	168	52.5%	135	42.2%	320	100.0%
	Urban	11	1.5%	21	2.8%	482	64.5%	233	31.2%	747	100.0%
	Total	16	1.5%	33	3.1%	650	60.9%	368	34.5%	1067	100.0%
MTS	Rural	9	2.8%	21	6.6%	152	47.5%	138	43.1%	320	100.0%
	Urban	17	2.3%	39	5.2%	316	42.3%	375	50.2%	747	100.0%
	Total	26	2.4%	60	5.6%	468	43.9%	513	48.1%	1067	100.0%
Aircel	Rural	11	3.4%	18	5.6%	146	45.6%	145	45.3%	320	100.0%
	Urban	21	2.8%	29	3.9%	483	64.7%	214	28.6%	747	100.0%
	Total	32	3.0%	47	4.4%	629	59.0%	359	33.6%	1067	100.0%
Uninor	Rural	8	2.5%	21	6.6%	190	59.4%	101	31.6%	320	100.0%
	Urban	21	2.8%	37	5.0%	394	52.7%	295	39.5%	747	100.0%
	Total	29	2.7%	58	5.4%	584	54.7%	396	37.1%	1067	100.0%
BSNL	Rural	6	1.9%	12	3.8%	178	55.6%	124	38.8%	320	100.0%
	Urban	12	1.6%	24	3.2%	364	48.7%	347	46.5%	747	100.0%
	Total	18	1.7%	36	3.4%	542	50.8%	471	44.1%	1067	100.0%
Reliance Comm	Rural	7	2.2%	15	4.7%	171	53.4%	127	39.7%	320	100.0%
	Urban	12	1.6%	31	4.1%	415	55.6%	289	38.7%	747	100.0%
	Total	19	1.8%	46	4.3%	586	54.9%	416	39.0%	1067	100.0%
TTSL	Rural	8	2.5%	16	5.0%	165	51.6%	131	40.9%	320	100.0%
	Urban	15	2.0%	28	3.7%	459	61.4%	245	32.8%	747	100.0%
	Total	23	2.2%	44	4.1%	624	58.5%	376	35.2%	1067	100.0%
Idea	Rural	6	1.9%	11	3.4%	166	51.9%	137	42.8%	320	100.0%
	Urban	11	1.5%	24	3.2%	282	37.8%	430	57.6%	747	100.0%
	Total	17	1.6%	35	3.3%	448	42.0%	567	53.1%	1067	100.0%
Vodafone	Rural	4	1.3%	11	3.4%	163	50.9%	142	44.4%	320	100.0%
	Urban	9	1.2%	19	2.5%	228	30.5%	491	65.7%	747	100.0%
	Total	13	1.2%	30	2.8%	391	36.6%	633	59.3%	1067	100.0%
Total	Urban	64	2.2%	137	4.8%	1499	52.0%	1180	41.0%	2880	100.0%
	Rural	129	1.9%	252	3.7%	3423	50.9%	2919	43.4%	6723	100.0%
	Total	193	2.0%	389	4.1%	4922	51.3%	4099	42.7%	9603	100.0%



29b. Please specify the reason(s) for your dissatisfaction.													
Service Provider		Charges not as per tariff plan		Complaints not resolved		Fare of recharging process		Network problem		No GPRS activation		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	23.5%	5	29.4%	3	17.6%	4	23.5%	1	5.9%	17	100.0%
	Urban	7	21.9%	10	31.3%	6	18.8%	7	21.9%	2	6.3%	32	100.0%
	Total	11	22.4%	15	30.6%	9	18.4%	11	22.4%	3	6.1%	49	100.0%
MTS	Rural	7	23.3%	9	30.0%	5	16.7%	7	23.3%	2	6.7%	30	100.0%
	Urban	14	25.0%	17	30.4%	9	16.1%	12	21.4%	4	7.1%	56	100.0%
	Total	21	24.4%	26	30.2%	14	16.3%	19	22.1%	6	7.0%	86	100.0%
Aircel	Rural	6	20.7%	8	27.6%	4	13.8%	10	34.5%	1	3.4%	29	100.0%
	Urban	11	22.0%	14	28.0%	7	14.0%	14	28.0%	4	8.0%	50	100.0%
	Total	17	21.5%	22	27.8%	11	13.9%	24	30.4%	5	6.3%	79	100.0%
Uninor	Rural	6	20.7%	9	31.0%	5	17.2%	7	24.1%	2	6.9%	29	100.0%
	Urban	12	20.7%	18	31.0%	11	19.0%	12	20.7%	5	8.6%	58	100.0%
	Total	18	20.7%	27	31.0%	16	18.4%	19	21.8%	7	8.0%	87	100.0%
BSNL	Rural	3	16.7%	4	22.2%	3	16.7%	7	38.9%	1	5.6%	18	100.0%
	Urban	7	19.4%	10	27.8%	7	19.4%	10	27.8%	2	5.6%	36	100.0%
	Total	10	18.5%	14	25.9%	10	18.5%	17	31.5%	3	5.6%	54	100.0%
Reliance Comm	Rural	5	22.7%	6	27.3%	4	18.2%	6	27.3%	1	4.5%	22	100.0%
	Urban	10	23.3%	12	27.9%	8	18.6%	9	20.9%	4	9.3%	43	100.0%
	Total	15	23.1%	18	27.7%	12	18.5%	15	23.1%	5	7.7%	65	100.0%
Tata Tele	Rural	5	20.8%	6	25.0%	4	16.7%	8	33.3%	1	4.2%	24	100.0%
	Urban	9	20.9%	12	27.9%	8	18.6%	10	23.3%	4	9.3%	43	100.0%
	Total	14	20.9%	18	26.9%	12	17.9%	18	26.9%	5	7.5%	67	100.0%
Idea	Rural	4	23.5%	5	29.4%	3	17.6%	4	23.5%	1	5.9%	17	100.0%
	Urban	9	25.7%	11	31.4%	7	20.0%	6	17.1%	2	5.7%	35	100.0%
	Total	13	25.0%	16	30.8%	10	19.2%	10	19.2%	3	5.8%	52	100.0%
Vodafone	Rural	3	20.0%	4	26.7%	2	13.3%	5	33.3%	1	6.7%	15	100.0%
	Urban	6	21.4%	8	28.6%	4	14.3%	8	28.6%	2	7.1%	28	100.0%
	Total	9	20.9%	12	27.9%	6	14.0%	13	30.2%	3	7.0%	43	100.0%
Total	Rural	43	21.4%	56	27.9%	33	16.4%	58	28.9%	11	5.5%	201	100.0%
	Urban	85	22.3%	112	29.4%	67	17.6%	88	23.1%	29	7.6%	381	100.0%
	Total	128	22.0%	168	28.9%	100	17.2%	146	25.1%	40	6.9%	582	100.0%

H. GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?									
Service Provider		Broadband		Wireline		None		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	64	20.0%	62	19.4%	194	60.6%	320	100.0%
	Urban	141	18.9%	132	17.7%	474	63.5%	747	100.0%
	Total	205	19.2%	194	18.2%	668	62.6%	1067	100.0%
MTS	Rural		0.0%		0.0%	320	100.0%	320	100.0%
	Urban		0.0%		0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
Aircel	Rural		0.0%		0.0%	320	100.0%	320	100.0%
	Urban		0.0%		0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
Uninor	Rural		0.0%		0.0%	320	100.0%	320	100.0%
	Urban		0.0%		0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
BSNL	Rural	49	15.3%	51	15.9%	220	68.8%	320	100.0%
	Urban	156	20.9%	142	19.0%	449	60.1%	747	100.0%
	Total	205	19.2%	193	18.1%	669	62.7%	1067	100.0%
Reliance	Rural	48	15.0%	42	13.1%	230	71.9%	320	100.0%



30. What kind of other services are you also taking from this service provider?									
Service Provider		Broadband		Wireline		None		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Comm	Urban	152	20.3%	149	19.9%	446	59.7%	747	100.0%
	Total	200	18.7%	191	17.9%	676	63.4%	1067	100.0%
TTSL	Rural	61	19.1%	68	21.3%	191	59.7%	320	100.0%
	Urban	126	16.9%	135	18.1%	486	65.1%	747	100.0%
Idea	Total	187	17.5%	203	19.0%	677	63.4%	1067	100.0%
	Rural		0.0%		0.0%	320	100.0%	320	100.0%
Vodafone	Urban		0.0%		0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
Total	Rural		0.0%		0.0%	320	100.0%	320	100.0%
	Urban	0	0.0%	0	0.0%	747	100.0%	747	100.0%
Total	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
	Rural	222	7.7%	223	7.7%	2435	84.5%	2880	100.0%
	Urban	575	8.6%	558	8.3%	5590	83.1%	6723	100.0%
Total		797	8.3%	781	8.1%	8025	83.6%	9603	100.0%

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	249	77.8%	71	22.2%	320	100.0%
	Urban	565	75.6%	182	24.4%	747	100.0%
	Total	814	76.3%	253	23.7%	1067	100.0%
MTS	Rural	243	75.9%	77	24.1%	320	100.0%
	Urban	568	76.0%	179	24.0%	747	100.0%
	Total	811	76.0%	256	24.0%	1067	100.0%
Aircel	Rural	253	79.1%	67	20.9%	320	100.0%
	Urban	578	77.4%	169	22.6%	747	100.0%
	Total	831	77.9%	236	22.1%	1067	100.0%
Uninor	Rural	248	77.5%	72	22.5%	320	100.0%
	Urban	580	77.6%	167	22.4%	747	100.0%
	Total	828	77.6%	239	22.4%	1067	100.0%
BSNL	Rural	255	79.7%	65	20.3%	320	100.0%
	Urban	591	79.1%	156	20.9%	747	100.0%
	Total	846	79.3%	221	20.7%	1067	100.0%
Reliance Comm	Rural	243	75.9%	77	24.1%	320	100.0%
	Urban	571	76.4%	176	23.6%	747	100.0%
	Total	814	76.3%	253	23.7%	1067	100.0%
TTSL	Rural	249	77.8%	71	22.2%	320	100.0%
	Urban	567	75.9%	180	24.1%	747	100.0%
	Total	816	76.5%	251	23.5%	1067	100.0%
Idea	Rural	252	78.8%	68	21.3%	320	100.0%
	Urban	582	77.9%	165	22.1%	747	100.0%
	Total	834	78.2%	233	21.8%	1067	100.0%
Vodafone	Rural	248	77.5%	72	22.5%	320	100.0%
	Urban	584	78.2%	163	21.8%	747	100.0%
	Total	832	78.0%	235	22.0%	1067	100.0%
Total	Rural	2240	77.8%	640	22.2%	2880	100.0%
	Urban	5186	77.1%	1537	22.9%	6723	100.0%
	Total	7426	77.3%	2177	22.7%	9603	100.0%

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?



Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	79	24.7%	241	75.3%	320	100.0%
	Urban	185	24.8%	562	75.2%	747	100.0%
	Total	264	24.7%	803	75.3%	1067	100.0%
MTS	Rural	81	25.3%	239	74.7%	320	100.0%
	Urban	190	25.4%	557	74.6%	747	100.0%
	Total	271	25.4%	796	74.6%	1067	100.0%
Aircel	Rural	88	27.5%	232	72.5%	320	100.0%
	Urban	200	26.8%	547	73.2%	747	100.0%
	Total	288	27.0%	779	73.0%	1067	100.0%
Uninor	Rural	79	24.7%	241	75.3%	320	100.0%
	Urban	182	24.4%	565	75.6%	747	100.0%
	Total	261	24.5%	806	75.5%	1067	100.0%
BSNL	Rural	82	25.6%	238	74.4%	320	100.0%
	Urban	190	25.4%	557	74.6%	747	100.0%
	Total	272	25.5%	795	74.5%	1067	100.0%
Reliance Comm	Rural	79	24.7%	241	75.3%	320	100.0%
	Urban	185	24.8%	562	75.2%	747	100.0%
	Total	264	24.7%	803	75.3%	1067	100.0%
TTSL	Rural	81	25.3%	239	74.7%	320	100.0%
	Urban	188	25.2%	559	74.8%	747	100.0%
	Total	269	25.2%	798	74.8%	1067	100.0%
Idea	Rural	79	24.7%	241	75.3%	320	100.0%
	Urban	183	24.5%	564	75.5%	747	100.0%
	Total	262	24.6%	805	75.4%	1067	100.0%
Vodafone	Rural	81	25.3%	239	74.7%	320	100.0%
	Urban	186	24.9%	561	75.1%	747	100.0%
	Total	267	25.0%	800	75.0%	1067	100.0%
Total	Rural	729	25.3%	2151	74.7%	2880	100.0%
	Urban	1689	25.1%	5034	74.9%	6723	100.0%
	Total	2418	25.2%	7185	74.8%	9603	100.0%

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

Service Provider		Stopped receiving		Slight Decrease		Considerable decrease		No Change		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.3%	42	53.2%	32	40.5%	4	5.1%	79	100.0%
	Urban	2	1.1%	117	63.2%	56	30.3%	10	5.4%	185	100.0%
	Total	3	1.1%	159	60.2%	88	33.3%	14	5.3%	264	100.0%
MTS	Rural	0	0.0%	34	42.0%	29	35.8%	18	22.2%	81	100.0%
	Urban	0	0.0%	96	50.5%	71	37.4%	23	12.1%	190	100.0%
	Total	0	0.0%	130	48.0%	100	36.9%	41	15.1%	271	100.0%
Aircel	Rural	0	0.0%	35	39.8%	29	33.0%	24	27.3%	88	100.0%
	Urban	1	0.5%	94	47.0%	70	35.0%	35	17.5%	200	100.0%
	Total	1	0.3%	129	44.8%	99	34.4%	59	20.5%	288	100.0%
Uninor	Rural	0	0.0%	37	46.8%	25	31.6%	17	21.5%	79	100.0%
	Urban	0	0.0%	105	57.7%	67	36.8%	10	5.5%	182	100.0%
	Total	0	0.0%	142	54.4%	92	35.2%	27	10.3%	261	100.0%
BSNL	Rural	0	0.0%	47	57.3%	31	37.8%	4	4.9%	82	100.0%
	Urban	1	0.5%	111	58.4%	71	37.4%	7	3.7%	190	100.0%
	Total	1	0.4%	158	58.1%	102	37.5%	11	4.0%	272	100.0%
Reliance Comm	Rural	0	0.0%	37	46.8%	27	34.2%	15	19.0%	79	100.0%
	Urban	0	0.0%	106	57.3%	72	38.9%	7	3.8%	185	100.0%
	Total	0	0.0%	143	54.2%	99	37.5%	22	8.3%	264	100.0%
TTSL	Rural	0	0.0%	41	50.6%	28	34.6%	12	14.8%	81	100.0%
	Urban	1	0.5%	109	58.0%	71	37.8%	7	3.7%	188	100.0%
	Total	1	0.4%	150	55.8%	99	36.8%	19	7.1%	269	100.0%



33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?											
Service Provider		Stopped receiving		Slight Decrease		Considerable decrease		No Change		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Idea	Rural	0	0.0%	41	51.9%	30	38.0%	8	10.1%	79	100.0%
	Urban	1	0.5%	105	57.4%	69	37.7%	8	4.4%	183	100.0%
	Total	1	0.4%	146	55.7%	99	37.8%	16	6.1%	262	100.0%
Vodafone	Rural	1	1.2%	46	56.8%	29	35.8%	5	6.2%	81	100.0%
	Urban	1	0.5%	108	58.1%	72	38.7%	5	2.7%	186	100.0%
	Total	2	0.7%	154	57.7%	101	37.8%	10	3.7%	267	100.0%
Total	Rural	2	0.3%	360	49.4%	260	35.7%	107	14.7%	729	100.0%
	Urban	7	0.4%	951	56.3%	619	36.6%	112	6.6%	1689	100.0%
	Total	9	0.4%	1311	54.2%	879	36.4%	219	9.1%	2418	100.0%

33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	1	1.3%	78	98.7%	79	100.0%
	Urban	3	1.6%	182	98.4%	185	100.0%
	Total	4	1.5%	260	98.5%	264	100.0%
MTS	Rural	0	0.0%	81	100.0%	81	100.0%
	Urban	2	1.1%	188	98.9%	190	100.0%
	Total	2	0.7%	269	99.3%	271	100.0%
Aircel	Rural	0	0.0%	88	100.0%	88	100.0%
	Urban	2	1.0%	198	99.0%	200	100.0%
	Total	2	0.7%	286	99.3%	288	100.0%
Uninor	Rural	0	0.0%	79	100.0%	79	100.0%
	Urban	2	1.1%	180	98.9%	182	100.0%
	Total	2	0.8%	259	99.2%	261	100.0%
BSNL	Rural	0	0.0%	82	100.0%	82	100.0%
	Urban	3	1.6%	187	98.4%	190	100.0%
	Total	3	1.1%	269	98.9%	272	100.0%
Reliance Comm	Rural	0	0.0%	79	100.0%	79	100.0%
	Urban	3	1.6%	182	98.4%	185	100.0%
	Total	3	1.1%	261	98.9%	264	100.0%
TTSL	Rural	1	1.2%	80	98.8%	81	100.0%
	Urban	1	0.5%	187	99.5%	188	100.0%
	Total	2	0.7%	267	99.3%	269	100.0%
Idea	Rural	1	1.3%	78	98.7%	79	100.0%
	Urban	2	1.1%	181	98.9%	183	100.0%
	Total	3	1.1%	259	98.9%	262	100.0%
Vodafone	Rural	1	1.2%	80	98.8%	81	100.0%
	Urban	2	1.1%	184	98.9%	186	100.0%
	Total	3	1.1%	264	98.9%	267	100.0%
Total	Rural	4	0.5%	725	99.5%	729	100.0%
	Urban	20	1.2%	1669	98.8%	1689	100.0%
	Total	24	1.0%	2394	99.0%	2418	100.0%



33(c). If Yes, then indicate whether

Service Provider		Complaint was registered by the service provider and informed about the action taken on the complaint		Complaint was registered by the service provider and did not informed about the action taken on the complaint		Service Provider refused to register the complaint		Difficult to lodge the complaint		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	1	100.0%					1	100.0%
	Urban	1	33.3%	2	66.7%					3	100.0%
	Total	1	25.0%	3	75.0%					4	100.0%
MTS	Rural									0	100.0%
	Urban	1	50.0%	1	50.0%					2	100.0%
	Total	1	50.0%	1	50.0%					2	100.0%
Aircel	Rural									0	100.0%
	Urban	1	50.0%	1	50.0%					2	100.0%
	Total	1	50.0%	1	50.0%					2	100.0%
Uninor	Rural									0	100.0%
	Urban		0.0%	2	100.0%					2	100.0%
	Total	0	0.0%	2	100.0%					2	100.0%
BSNL	Rural									0	100.0%
	Urban	1	33.3%	2	66.7%					3	100.0%
	Total	1	33.3%	2	66.7%					3	100.0%
Reliance Comm	Rural									0	100.0%
	Urban	1	33.3%	2	66.7%					3	100.0%
	Total	1	33.3%	2	66.7%					3	100.0%
TTSL	Rural		0.0%	1	100.0%					1	100.0%
	Urban	1	100.0%	0	0.0%					1	100.0%
	Total	1	50.0%	1	50.0%					2	100.0%
Idea	Rural		0.0%	1	100.0%					1	100.0%
	Urban	1	50.0%	1	50.0%					2	100.0%
	Total	1	33.3%	2	66.7%					3	100.0%
Vodafone	Rural		0.0%	1	100.0%					1	100.0%
	Urban	1	50.0%	1	50.0%					2	100.0%
	Total	1	33.3%	2	66.7%					3	100.0%
Total	Rural	0	0.0%	4	100.0%	0	0.0%	0	0.0%	4	100.0%
	Urban	8	40.0%	12	60.0%	0	0.0%	0	0.0%	20	100.0%
	Total	8	33.3%	16	66.7%	0	0.0%	0	0.0%	24	100.0%

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

Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	198	61.9%	122	38.1%	320	100.0%
	Urban	540	72.3%	207	27.7%	747	100.0%
	Total	738	69.2%	329	30.8%	1067	100.0%
MTS	Rural	192	60.0%	128	40.0%	320	100.0%
	Urban	538	72.0%	209	28.0%	747	100.0%
	Total	730	68.4%	337	31.6%	1067	100.0%
Aircel	Rural	196	61.3%	124	38.8%	320	100.0%
	Urban	537	71.9%	210	28.1%	747	100.0%
	Total	733	68.7%	334	31.3%	1067	100.0%
Uninor	Rural	190	59.4%	130	40.6%	320	100.0%
	Urban	536	71.8%	211	28.2%	747	100.0%
	Total	726	68.0%	341	32.0%	1067	100.0%



34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural	195	60.9%	125	39.1%	320	100.0%
	Urban	539	72.2%	208	27.8%	747	100.0%
	Total	734	68.8%	333	31.2%	1067	100.0%
Reliance Comm	Rural	193	60.3%	127	39.7%	320	100.0%
	Urban	541	72.4%	206	27.6%	747	100.0%
	Total	734	68.8%	333	31.2%	1067	100.0%
TTSL	Rural	191	59.7%	129	40.3%	320	100.0%
	Urban	535	71.6%	212	28.4%	747	100.0%
	Total	726	68.0%	341	32.0%	1067	100.0%
Idea	Rural	195	60.9%	125	39.1%	320	100.0%
	Urban	541	72.4%	206	27.6%	747	100.0%
	Total	736	69.0%	331	31.0%	1067	100.0%
Vodafone	Rural	195	60.9%	125	39.1%	320	100.0%
	Urban	542	72.6%	205	27.4%	747	100.0%
	Total	737	69.1%	330	30.9%	1067	100.0%
Total	Rural	1745	60.6%	1135	39.4%	2880	100.0%
	Urban	4849	72.1%	1874	27.9%	6723	100.0%
	Total	6594	68.7%	3009	31.3%	9603	100.0%

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	7	3.5%	191	96.5%	198	100.0%
	Urban	57	10.6%	483	89.4%	540	100.0%
	Total	64	8.7%	674	91.3%	738	100.0%
MTS	Rural	10	5.2%	182	94.8%	192	100.0%
	Urban	71	13.2%	467	86.8%	538	100.0%
	Total	81	11.1%	649	88.9%	730	100.0%
Aircel	Rural	9	4.6%	187	95.4%	196	100.0%
	Urban	58	10.8%	479	89.2%	537	100.0%
	Total	67	9.1%	666	90.9%	733	100.0%
Uninor	Rural	8	4.2%	182	95.8%	190	100.0%
	Urban	61	11.4%	475	88.6%	536	100.0%
	Total	69	9.5%	657	90.5%	726	100.0%
BSNL	Rural	7	3.6%	188	96.4%	195	100.0%
	Urban	58	10.8%	481	89.2%	539	100.0%
	Total	65	8.9%	669	91.1%	734	100.0%
Reliance Comm	Rural	8	4.1%	185	95.9%	193	100.0%
	Urban	58	10.7%	483	89.3%	541	100.0%
	Total	66	9.0%	668	91.0%	734	100.0%
TTSL	Rural	6	3.1%	185	96.9%	191	100.0%
	Urban	58	10.8%	477	89.2%	535	100.0%
	Total	64	8.8%	662	91.2%	726	100.0%
Idea	Rural	6	3.1%	189	96.9%	195	100.0%
	Urban	57	10.5%	484	89.5%	541	100.0%
	Total	63	8.6%	673	91.4%	736	100.0%
Vodafone	Rural	5	2.6%	190	97.4%	195	100.0%
	Urban	56	10.3%	486	89.7%	542	100.0%
	Total	61	8.3%	676	91.7%	737	100.0%
Total	Rural	66	3.8%	1679	96.2%	1745	100.0%
	Urban	534	11.0%	4315	89.0%	4849	100.0%
	Total	600	9.1%	5994	90.9%	6594	100.0%



34(c). When did you get 'Unique Porting Code' from your existing service provider? ; Service Provider Wise											
Service Provider		within 5 min		after 5 to 10 min		after 10 min		never		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	28.6%	4	57.1%	1	14.3%	0	0.0%	7	100.0%
	Urban	17	29.8%	31	54.4%	8	14.0%	1	1.8%	57	100.0%
	Total	19	29.7%	35	54.7%	9	14.1%	1	1.6%	64	100.0%
MTS	Rural	1	10.0%	6	60.0%	2	20.0%	1	10.0%	10	100.0%
	Urban	16	22.5%	45	63.4%	9	12.7%	1	1.4%	71	100.0%
	Total	17	21.0%	51	63.0%	11	13.6%	2	2.5%	81	100.0%
Aircel	Rural	1	11.1%	6	66.7%	2	22.2%	0	0.0%	9	100.0%
	Urban	15	25.9%	31	53.4%	11	19.0%	1	1.7%	58	100.0%
	Total	16	23.9%	37	55.2%	13	19.4%	1	1.5%	67	100.0%
Uninor	Rural	1	12.5%	4	50.0%	2	25.0%	1	12.5%	8	100.0%
	Urban	15	24.6%	33	54.1%	12	19.7%	1	1.6%	61	100.0%
	Total	16	23.2%	37	53.6%	14	20.3%	2	2.9%	69	100.0%
BSNL	Rural	2	28.6%	4	57.1%	1	14.3%	0	0.0%	7	100.0%
	Urban	18	31.0%	32	55.2%	8	13.8%	0	0.0%	58	100.0%
	Total	20	30.8%	36	55.4%	9	13.8%	0	0.0%	65	100.0%
Reliance Comm	Rural	2	25.0%	5	62.5%	1	12.5%	0	0.0%	8	100.0%
	Urban	16	27.6%	33	56.9%	8	13.8%	1	1.7%	58	100.0%
	Total	18	27.3%	38	57.6%	9	13.6%	1	1.5%	66	100.0%
TTSL	Rural	1	16.7%	4	66.7%	1	16.7%	0	0.0%	6	100.0%
	Urban	16	27.6%	32	55.2%	9	15.5%	1	1.7%	58	100.0%
	Total	17	26.6%	36	56.3%	10	15.6%	1	1.6%	64	100.0%
Idea	Rural	2	33.3%	3	50.0%	1	16.7%	0	0.0%	6	100.0%
	Urban	20	35.1%	29	50.9%	8	14.0%	0	0.0%	57	100.0%
	Total	22	34.9%	32	50.8%	9	14.3%	0	0.0%	63	100.0%
Vodafone	Rural	1	20.0%	3	60.0%	1	20.0%	0	0.0%	5	100.0%
	Urban	14	25.0%	33	58.9%	8	14.3%	1	1.8%	56	100.0%
	Total	15	24.6%	36	59.0%	9	14.8%	1	1.6%	61	100.0%
Total	Rural	13	19.7%	39	59.1%	12	18.2%	2	3.0%	66	100.0%
	Urban	147	27.5%	299	56.0%	81	15.2%	7	1.3%	534	100.0%
	Total	160	26.7%	338	56.3%	93	15.5%	9	1.5%	600	100.0%

34(d). If you have utilized the service of MNP, are you satisfied with its entire process?											
Service Provider		very dissatisfied		dissatisfied		satisfied		very satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	14.3%	2	28.6%	1	14.3%	3	42.9%	7	100.0%
	Urban		0.0%	9	15.8%	38	66.7%	10	17.5%	57	100.0%
	Total	1	1.6%	11	17.2%	39	60.9%	13	20.3%	64	100.0%
MTS	Rural		0.0%	3	30.0%	0	0.0%	7	70.0%	10	100.0%
	Urban		0.0%	14	19.7%	42	59.2%	15	21.1%	71	100.0%
	Total	0	0.0%	17	21.0%	42	51.9%	22	27.2%	81	100.0%
Aircel	Rural		0.0%	2	22.2%	3	33.3%	4	44.4%	9	100.0%
	Urban		0.0%	10	17.2%	37	63.8%	11	19.0%	58	100.0%
	Total	0	0.0%	12	17.9%	40	59.7%	15	22.4%	67	100.0%
Uninor	Rural		0.0%	2	25.0%	2	25.0%	4	50.0%	8	100.0%
	Urban		0.0%	9	14.8%	42	68.9%	10	16.4%	61	100.0%
	Total	0	0.0%	11	15.9%	44	63.8%	14	20.3%	69	100.0%
BSNL	Rural		0.0%	2	28.6%	2	28.6%	3	42.9%	7	100.0%
	Urban		0.0%	8	13.8%	41	70.7%	9	15.5%	58	100.0%
	Total	0	0.0%	10	15.4%	43	66.2%	12	18.5%	65	100.0%
Reliance Comm	Rural		0.0%	2	25.0%	3	37.5%	3	37.5%	8	100.0%
	Urban		0.0%	9	15.5%	39	67.2%	10	17.2%	58	100.0%
	Total	0	0.0%	11	16.7%	42	63.6%	13	19.7%	66	100.0%
TTSL	Rural		0.0%	2	33.3%	1	16.7%	3	50.0%	6	100.0%
	Urban		0.0%	10	17.2%	36	62.1%	12	20.7%	58	100.0%



34(d). If you have utilized the service of MNP, are you satisfied with its entire process?											
Service Provider		very dissatisfied		dissatisfied		satisfied		very satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Idea	Total	0	0.0%	12	18.8%	37	57.8%	15	23.4%	64	100.0%
	Rural		0.0%	2	33.3%	0	0.0%	4	66.7%	6	100.0%
	Urban		0.0%	8	14.0%	39	68.4%	10	17.5%	57	100.0%
Vodafone	Total	0	0.0%	10	15.9%	39	61.9%	14	22.2%	63	100.0%
	Rural		0.0%	1	20.0%	2	40.0%	2	40.0%	5	100.0%
	Urban		0.0%	8	14.3%	38	67.9%	10	17.9%	56	100.0%
Total	Total	0	0.0%	9	14.8%	40	65.6%	12	19.7%	61	100.0%
	Rural		0.0%	18	27.3%	15	22.7%	33	50.0%	66	100.0%
	Urban		0.0%	85	15.9%	352	65.9%	97	18.2%	534	100.0%
	Total		0.0%	103	17.2%	367	61.2%	130	21.7%	600	100.0%



7.3 BROADBAND SERVICES

A. SERVICE PROVISION

1a. When did you last apply for a broadband connection?									
Service Provider		More than 7 to 15 days ago		More than 15 to 30 days ago		More than 30 days ago		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	129	40.4%	92	28.6%	99	31.0%	320	100.0%
	Urban	281	37.6%	227	30.4%	239	32.0%	747	100.0%
	Total	410	38.4%	319	29.9%	338	31.7%	1067	100.0%
BSNL	Rural	164	51.2%	54	16.8%	102	32.0%	320	100.0%
	Urban	373	49.9%	113	15.1%	261	35.0%	747	100.0%
	Total	537	50.3%	166	15.6%	364	34.1%	1067	100.0%
Hathway	Rural	157	49.0%	61	19.0%	102	32.0%	320	100.0%
	Urban	381	51.0%	75	10.0%	291	39.0%	747	100.0%
	Total	538	50.4%	136	12.7%	394	36.9%	1067	100.0%
Reliance Comm	Rural	163	51.0%	64	20.0%	93	29.0%	320	100.0%
	Urban	303	40.5%	213	28.5%	232	31.0%	747	100.0%
	Total	466	43.7%	277	25.9%	324	30.4%	1067	100.0%
Tata Comm	Rural	138	43.0%	83	26.0%	99	31.0%	320	100.0%
	Urban	328	43.8%	151	20.2%	269	36.0%	747	100.0%
	Total	466	43.6%	234	21.9%	368	34.5%	1067	100.0%
You Telecom	Rural	134	42.0%	96	30.0%	90	28.0%	320	100.0%
	Urban	329	44.0%	179	24.0%	239	32.0%	747	100.0%
	Total	463	43.4%	275	25.8%	329	30.8%	1067	100.0%
Tikona	Rural	135	42.3%	76	23.7%	109	34.0%	320	100.0%
	Urban	326	43.6%	145	19.4%	276	37.0%	747	100.0%
	Total	461	43.2%	221	20.7%	385	36.1%	1067	100.0%
Total	Rural	1020	45.6%	525	23.4%	694	31.0%	2240	100.0%
	Urban	2319	44.4%	1102	21.1%	1808	34.6%	5229	100.0%
	Total	3340	44.7%	1627	21.8%	2502	33.5%	7469	100.0%

1b. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?							
Service Provider		Within 7 working days		More than 7 working days		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	282	88.0%	38	12.0%	320	100.0%
	Urban	642	86.0%	105	14.0%	747	100.0%
	Total	924	86.6%	143	13.4%	1067	100.0%
BSNL	Rural	288	90.0%	32	10.0%	320	100.0%
	Urban	657	88.0%	90	12.0%	747	100.0%
	Total	945	88.6%	122	11.4%	1067	100.0%
Hathway	Rural	291	91.0%	29	9.0%	320	100.0%
	Urban	665	89.0%	82	11.0%	747	100.0%
	Total	956	89.6%	111	10.4%	1067	100.0%
Reliance Comm	Rural	275	86.0%	45	14.0%	320	100.0%
	Urban	627	84.0%	120	16.0%	747	100.0%
	Total	903	84.6%	164	15.4%	1067	100.0%
Tata Comm	Rural	282	88.0%	38	12.0%	320	100.0%
	Urban	627	84.0%	120	16.0%	747	100.0%
	Total	909	85.2%	158	14.8%	1067	100.0%
You Telecom	Rural	269	84.0%	51	16.0%	320	100.0%
	Urban	613	82.0%	134	18.0%	747	100.0%
	Total	881	82.6%	186	17.4%	1067	100.0%
Tikona	Rural	291	91.0%	29	9.0%	320	100.0%
	Urban	665	89.0%	82	11.0%	747	100.0%
	Total	956	89.6%	111	10.4%	1067	100.0%



1b. After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?							
Service Provider		Within 7 working days		More than 7 working days		Total	
		Count	%age	Count	%age	Count	%age
Total	Rural	1978	88.3%	262	11.7%	2240	100.0%
	Urban	4497	86.0%	732	14.0%	5229	100.0%
	Total	6475	86.7%	994	13.3%	7469	100.0%

2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	1.3%	10	3.1%	245	76.6%	61	19.1%	320	100.0%
	Urban	6	0.8%	14	1.9%	538	72.0%	189	25.3%	747	100.0%
	Total	10	0.9%	24	2.2%	783	73.4%	250	23.4%	1067	100.0%
BSNL	Rural	2	0.6%	6	1.9%	241	75.3%	71	22.2%	320	100.0%
	Urban	3	0.4%	9	1.2%	543	72.7%	192	25.7%	747	100.0%
	Total	5	0.5%	15	1.4%	784	73.5%	263	24.6%	1067	100.0%
Hathway	Rural	4	1.3%	9	2.8%	235	73.4%	72	22.5%	320	100.0%
	Urban	6	0.8%	12	1.6%	551	73.8%	178	23.8%	747	100.0%
	Total	10	0.9%	21	2.0%	786	73.7%	250	23.4%	1067	100.0%
Reliance Comm	Rural	4	1.3%	12	3.8%	237	74.1%	67	20.9%	320	100.0%
	Urban	5	0.7%	17	2.3%	528	70.7%	197	26.4%	747	100.0%
	Total	9	0.8%	29	2.7%	765	71.7%	264	24.7%	1067	100.0%
Tata Comm	Rural	6	1.9%	14	4.4%	227	70.9%	73	22.8%	320	100.0%
	Urban	7	0.9%	19	2.5%	523	70.0%	198	26.5%	747	100.0%
	Total	13	1.2%	33	3.1%	750	70.3%	271	25.4%	1067	100.0%
You Telecom	Rural	5	1.6%	9	2.8%	227	70.9%	79	24.7%	320	100.0%
	Urban	7	0.9%	14	1.9%	539	72.2%	187	25.0%	747	100.0%
	Total	12	1.1%	23	2.2%	766	71.8%	266	24.9%	1067	100.0%
Tikona	Rural	4	1.3%	12	3.8%	230	71.9%	74	23.1%	320	100.0%
	Urban	6	0.8%	17	2.3%	541	72.4%	183	24.5%	747	100.0%
	Total	10	0.9%	29	2.7%	771	72.3%	257	24.1%	1067	100.0%
Total	Urban	29	1.3%	72	3.2%	1642	73.3%	497	22.2%	2240	100.0%
	Rural	40	0.8%	102	2.0%	3763	72.0%	1324	25.3%	5229	100.0%
	Total	69	0.9%	174	2.3%	5405	72.4%	1821	24.4%	7469	100.0%

3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?													
Service Provider		Within 24 hrs		2-3 days		4-7 days		More than 7 days		Not Applicable		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	129	40.3%	23	7.1%	32	10.1%	5	1.5%	131	41.0%	320	100.0%
	Urban	223	29.8%	62	8.3%	99	13.2%	20	2.7%	344	46.0%	747	100.0%
	Total	352	32.9%	85	7.9%	131	12.3%	25	2.3%	475	44.5%	1067	100.0%
BSNL	Rural	114	35.5%	27	8.5%	40	12.5%	14	4.5%	125	39.0%	320	100.0%
	Urban	212	28.3%	69	9.3%	106	14.2%	46	6.2%	314	42.0%	747	100.0%
	Total	325	30.5%	97	9.1%	146	13.7%	60	5.7%	439	41.1%	1067	100.0%
Hathway	Rural	132	41.4%	26	8.1%	47	14.7%	12	3.8%	102	32.0%	320	100.0%
	Urban	155	20.8%	69	9.2%	125	16.8%	39	5.2%	359	48.0%	747	100.0%
	Total	288	27.0%	95	8.9%	173	16.2%	51	4.8%	461	43.2%	1067	100.0%
Reliance Comm	Rural	124	38.9%	28	8.9%	45	14.0%	13	4.2%	109	34.0%	320	100.0%
	Urban	185	24.8%	91	12.2%	122	16.4%	42	5.6%	306	41.0%	747	100.0%
	Total	310	29.0%	120	11.2%	167	15.7%	55	5.2%	415	38.9%	1067	100.0%
Tata Comm	Rural	121	37.9%	30	9.3%	39	12.1%	9	2.7%	122	38.0%	320	100.0%
	Urban	178	23.8%	98	13.1%	110	14.7%	29	3.9%	332	44.5%	747	100.0%
	Total	299	28.0%	128	12.0%	149	13.9%	38	3.5%	454	42.6%	1067	100.0%



3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?													
Service Provider		Within 24 hrs		2-3 days		4-7 days		More than 7 days		Not Applicable		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
You Telecom	Rural	121	37.7%	40	12.6%	37	11.6%	13	4.1%	109	34.0%	320	100.0%
	Urban	204	27.3%	98	13.2%	111	14.8%	50	6.7%	284	38.0%	747	100.0%
	Total	325	30.5%	139	13.0%	148	13.8%	63	5.9%	393	36.8%	1067	100.0%
Tikona	Rural	144	45.1%	28	8.7%	39	12.1%	10	3.1%	99	31.0%	320	100.0%
	Urban	194	26.0%	73	9.8%	130	17.4%	36	4.8%	314	42.0%	747	100.0%
	Total	339	31.7%	101	9.5%	169	15.8%	46	4.3%	413	38.7%	1067	100.0%
Total	Rural	886	39.5%	202	9.0%	279	12.4%	76	3.4%	797	35.6%	2240	100.0%
	Urban	1351	25.8%	561	10.7%	803	15.4%	262	5.0%	2252	43.1%	5229	100.0%
	Total	2237	30.0%	763	10.2%	1082	14.5%	338	4.5%	3049	40.8%	7469	100.0%

B. BILLING RELATED-PREPAID

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Rural	0	0.0%	1	14.3%	5	71.4%	1	14.3%	7	100.0%
	Urban	0	0.0%	1	10.0%	7	70.0%	2	20.0%	10	100.0%
	Total	0	0.0%	2	11.8%	12	70.6%	3	17.6%	17	100.0%
Hathway	Rural	4	1.3%	9	2.8%	262	81.9%	45	14.1%	320	100.0%
	Urban	9	1.2%	15	2.0%	525	70.3%	198	26.5%	747	100.0%
	Total	13	1.2%	24	2.2%	787	73.8%	243	22.8%	1067	100.0%
Tata Comm	Rural	2	1.8%	7	6.4%	53	48.5%	47	43.2%	109	100.0%
	Urban	4	1.6%	7	2.8%	146	57.5%	97	38.2%	254	100.0%
	Total	6	1.7%	14	3.9%	199	54.8%	144	39.7%	363	100.0%
You Telecom	Rural	0	0.0%	0	0.0%	21	63.6%	12	36.4%	33	100.0%
	Urban	0	0.0%	1	1.3%	42	54.5%	34	44.2%	77	100.0%
	Total	0	0.0%	1	0.9%	63	57.3%	46	41.8%	110	100.0%
Total	Urban	6	1.3%	17	3.6%	341	72.7%	105	22.4%	469	100.0%
	Rural	13	1.2%	24	2.2%	720	66.2%	331	30.4%	1088	100.0%
	Total	19	1.2%	41	2.6%	1061	68.1%	436	28.0%	1557	100.0%

9(b). Please specify the reason(s) for your dissatisfaction.											
Service Provider		Charges not as per tariff plan subscribed		Tariff plan changed without information		Charged for value added services not subscribed		Charged for calls/services not used		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Rural	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Total	1	50.0%	0	0.0%	0	0.0%	1	50.0%	2	100.0%
Hathway	Rural	1	7.7%	10	76.9%	1	7.7%	1	7.7%	13	100.0%
	Urban	3	12.5%	17	70.8%	2	8.3%	2	8.3%	24	100.0%
	Total	4	10.8%	27	73.0%	3	8.1%	3	8.1%	37	100.0%
Tata Comm	Rural	1	11.1%	3	33.3%	2	22.2%	3	33.3%	9	100.0%
	Urban	2	18.2%	1	9.1%	2	18.2%	6	54.5%	11	100.0%
	Total	3	15.0%	4	20.0%	4	20.0%	9	45.0%	20	100.0%
You Telecom	Rural										
	Urban	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
	Total	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
Total	Rural	3	13.0%	13	56.5%	3	13.0%	4	17.4%	23	100.0%
	Urban	5	13.5%	18	48.6%	4	10.8%	10	27.0%	37	100.0%
	Total	8	13.3%	31	51.7%	7	11.7%	14	23.3%	60	100.0%



9(c). Have you made any complaint related to charging/ credit/ waiver/ validity/ adjustments in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
BSNL	Rural	4	57.1%	3	42.9%	7	100.0%
	Urban	5	50.0%	5	50.0%	10	100.0%
	Total	9	52.9%	8	47.1%	17	100.0%
Hathway	Rural	64	58.8%	45	41.2%	109	100.0%
	Urban	155	61.0%	99	39.0%	254	100.0%
	Total	219	60.3%	144	39.7%	363	100.0%
Tata Comm	Rural	195	60.9%	125	39.1%	320	100.0%
	Urban	461	61.7%	286	38.3%	747	100.0%
	Total	656	61.5%	411	38.5%	1067	100.0%
You Telecom	Rural	21	63.6%	12	36.4%	33	100.0%
	Urban	50	64.9%	27	35.1%	77	100.0%
	Total	71	64.5%	39	35.5%	110	100.0%
Total	Rural	284	61.0%	181	39.0%	465	100.0%
	Urban	671	61.8%	415	38.2%	1086	100.0%
	Total	955	61.6%	596	38.4%	1551	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
BSNL	Rural	0	0.0%	0	0.0%	3	75.0%	1	25.0%	4	100.0%
	Urban	0	0.0%	0	0.0%	4	80.0%	1	20.0%	5	100.0%
	Total	0	0.0%	0	0.0%	7	77.8%	2	22.2%	9	100.0%
Hathway	Rural	3	4.7%	9	14.1%	42	65.6%	10	15.6%	64	100.0%
	Urban	4	2.6%	11	7.1%	122	78.7%	18	11.6%	155	100.0%
	Total	7	3.2%	20	9.1%	164	74.9%	28	12.8%	219	100.0%
Tata Comm	Rural	4	2.1%	8	4.1%	155	79.5%	28	14.4%	195	100.0%
	Urban	6	1.3%	25	5.4%	334	72.5%	96	20.8%	461	100.0%
	Total	10	1.5%	33	5.0%	489	74.5%	124	18.9%	656	100.0%
You Telecom	Rural	1	4.8%	2	9.5%	10	47.6%	8	38.1%	21	100.0%
	Urban	1	2.0%	4	8.0%	24	48.0%	21	42.0%	50	100.0%
	Total	2	2.8%	6	8.5%	34	47.9%	29	40.8%	71	100.0%
Total	Urban	8	2.8%	19	6.7%	210	73.9%	47	16.5%	284	100.0%
	Rural	11	1.6%	40	6.0%	484	72.1%	136	20.3%	671	100.0%
	Total	19	2.0%	59	6.2%	694	72.7%	183	19.2%	955	100.0%

B. BILLING RELATED-POSTPAID

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	6	1.9%	200	62.5%	112	35.0%	320	100.0%
	Urban	4	0.5%	8	1.1%	270	36.1%	465	62.3%	747	100.0%
	Total	6	0.6%	14	1.3%	470	44.0%	577	54.1%	1067	100.0%
BSNL	Rural	5	1.6%	15	4.8%	191	61.0%	102	32.6%	313	100.0%
	Urban	6	0.8%	21	2.8%	313	42.5%	397	53.9%	737	100.0%
	Total	11	1.0%	36	3.4%	504	48.0%	499	47.5%	1050	100.0%
Reliance Comm	Rural	8	2.5%	27	8.4%	167	52.2%	118	36.9%	320	100.0%
	Urban	9	1.2%	21	2.8%	282	37.7%	435	58.2%	747	100.0%
	Total	17	1.6%	48	4.5%	449	42.1%	553	51.8%	1067	100.0%
Tata Comm	Rural	4	1.9%	9	4.3%	120	56.9%	78	36.9%	211	100.0%
	Urban	9	1.8%	14	2.8%	203	41.2%	267	54.2%	493	100.0%
	Total	13	1.8%	23	3.3%	323	45.9%	345	49.0%	704	100.0%
You	Rural	2	0.7%	7	2.4%	267	93.0%	11	3.8%	287	100.0%



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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Telecom	Urban	6	0.9%	21	3.1%	609	90.9%	34	5.1%	670	100.0%
	Total	8	0.8%	28	2.9%	876	91.5%	45	4.7%	957	100.0%
Tikona	Rural	4	1.2%	16	5.0%	179	56.0%	121	37.8%	320	100.0%
	Urban	9	1.2%	28	3.7%	314	42.0%	396	53.0%	747	100.0%
	Total	13	1.2%	44	4.1%	493	46.2%	517	48.5%	1067	100.0%
Total	Urban	25	1.4%	80	4.5%	1125	63.5%	542	30.6%	1772	100.0%
	Rural	43	1.0%	113	2.7%	1990	48.1%	1994	48.2%	4140	100.0%
	Total	68	1.2%	193	3.3%	3115	52.7%	2536	42.9%	5912	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural			4	1.2%	215	67.2%	101	31.6%	320	100.0%
	Urban			6	0.8%	354	47.4%	387	51.8%	747	100.0%
	Total			10	0.9%	569	53.3%	488	45.7%	1067	100.0%
BSNL	Rural			14	4.4%	182	57.4%	121	38.2%	317	100.0%
	Urban			24	3.3%	317	43.1%	394	53.6%	735	100.0%
	Total			38	3.6%	504	47.7%	515	48.7%	1057	100.0%
Reliance Comm	Rural			8	2.5%	200	62.5%	112	35.0%	320	100.0%
	Urban			4	0.5%	411	55.0%	332	44.5%	747	100.0%
	Total			12	1.1%	611	57.3%	444	41.6%	1067	100.0%
Tata Comm	Rural			5	2.4%	128	60.7%	78	36.9%	211	100.0%
	Urban			2	0.4%	254	51.5%	237	48.1%	493	100.0%
	Total			7	1.0%	382	54.3%	315	44.7%	704	100.0%
You Telecom	Rural			5	1.7%	273	95.1%	9	3.1%	287	100.0%
	Urban			8	1.2%	637	95.1%	25	3.7%	670	100.0%
	Total			13	1.4%	910	95.1%	34	3.6%	957	100.0%
Tikona	Rural			6	1.9%	194	60.6%	120	37.5%	320	100.0%
	Urban			4	0.5%	431	57.7%	312	41.8%	747	100.0%
	Total			10	0.9%	625	58.6%	432	40.5%	1067	100.0%
Total	Urban	0		42	2.4%	1193	67.2%	541	30.5%	1776	100.0%
	Rural	0		48	1.2%	2403	58.1%	1687	40.8%	4138	100.0%
	Total	0		90	1.5%	3601	60.8%	2228	37.6%	5919	100.0%

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

Service Provider		Difficult to read the bill		Difficult to understand the language		Calculation not clear		Item-wise charges like total minutes of usage not given		Others (please specify)		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	25.0%			1	25.0%	2	50.0%			4	100.0%
	Urban	2	33.3%			1	16.7%	3	50.0%			6	100.0%
	Total	3	30.0%	0		2	20.0%	5	50.0%	0		10	100.0%
BSNL	Rural	8	57.1%			2	14.3%	4	28.6%			14	100.0%
	Urban	16	66.7%			2	8.3%	6	25.0%			24	100.0%
	Total	24	63.2%	0		4	10.5%	10	26.3%	0		38	100.0%
Reliance Comm	Rural	5	62.5%			1	12.5%	2	25.0%			8	100.0%
	Urban	2	50.0%			1	25.0%	1	25.0%			4	100.0%
	Total	7	58.3%	0		2	16.7%	3	25.0%	0		12	100.0%
Tata Comm	Rural	3	60.0%			1	20.0%	1	20.0%			5	100.0%
	Urban	1	50.0%				0.0%	1	50.0%			2	100.0%
	Total	4	57.1%	0		1	14.3%	2	28.6%	0		7	100.0%
You	Rural	4	80.0%				0.0%	1	20.0%			5	100.0%



5(b). Please specify the reason(s) for your dissatisfaction.													
Service Provider		Difficult to read the bill		Difficult to understand the language		Calculation not clear		Item-wise charges like total minutes of usage not given		Others (please specify)		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Telecom	Urban	5	62.5%			2	25.0%	1	12.5%			8	100.0%
	Total	9	69.2%	0		2	15.4%	2	15.4%	0		13	100.0%
Tikona	Rural	4	66.7%			1	16.7%	1	16.7%			6	100.0%
	Urban	3	75.0%				0.0%	1	25.0%			4	100.0%
	Total	7	70.0%	0		1	10.0%	2	20.0%	0		10	100.0%
Total	Rural	25	59.5%			6	14.3%	11	26.2%			42	100.0%
	Urban	29	60.4%			6	12.5%	13	27.1%			48	100.0%
	Total	54	60.0%			12	13.3%	24	26.7%			90	100.0%

6(a) How satisfied are you with the accuracy/completeness of the bills?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	5	1.6%	204	63.8%	111	34.7%	320	100.0%
	Urban		0.0%	12	1.6%	470	62.9%	265	35.5%	747	100.0%
	Total		0.0%	17	1.6%	674	63.2%	376	35.2%	1067	100.0%
BSNL	Rural		0.0%	9	2.8%	209	65.9%	99	31.2%	317	100.0%
	Urban		0.0%	14	1.9%	474	64.5%	247	33.6%	735	100.0%
	Total		0.0%	23	2.2%	688	65.1%	346	32.7%	1057	100.0%
Reliance Comm	Rural		0.0%	7	2.2%	212	66.3%	101	31.6%	320	100.0%
	Urban		0.0%	4	0.5%	486	65.1%	257	34.4%	747	100.0%
	Total		0.0%	11	1.0%	698	65.4%	358	33.6%	1067	100.0%
Tata Comm	Rural		0.0%	4	1.9%	146	69.2%	61	28.9%	211	100.0%
	Urban		0.0%	15	3.0%	339	68.8%	139	28.2%	493	100.0%
	Total		0.0%	19	2.7%	485	68.9%	200	28.4%	704	100.0%
You Telecom	Rural		0.0%	6	2.1%	280	97.6%	1	0.3%	287	100.0%
	Urban		0.0%	8	1.2%	638	95.2%	24	3.6%	670	100.0%
	Total		0.0%	14	1.5%	918	95.9%	25	2.6%	957	100.0%
Tikona	Rural		0.0%	14	4.4%	197	61.6%	109	34.1%	320	100.0%
	Urban		0.0%	34	4.6%	451	60.4%	262	35.1%	747	100.0%
	Total		0.0%	48	4.5%	648	60.7%	371	34.8%	1067	100.0%
Total	Urban	0	0.0%	45	2.5%	1249	70.3%	482	27.1%	1776	100.0%
	Rural	0	0.0%	87	2.1%	2857	69.0%	1194	28.9%	4138	100.0%
	Total	0	0.0%	132	2.2%	4111	69.5%	1676	28.3%	5919	100.0%

6(b). Please specify the reason(s) for your dissatisfaction.													
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	60.0%	1	20.0%	1	20.0%	0	0.0%	0	0.0%	5	100.0%
	Urban	3	25.0%	3	25.0%	4	33.3%	2	16.7%	0	0.0%	12	100.0%
	Total	6	35.3%	4	23.5%	5	29.4%	2	11.8%	0	0.0%	17	100.0%
BSNL	Rural	6	0.0%	1	0.0%	2	0.0%	0	0.0%	0	0.0%	9	100.0%
	Urban	5	0.0%	2	0.0%	4	0.0%	3	0.0%	0	0.0%	14	100.0%
	Total	11	0.0%	3	0.0%	6	0.0%	3	0.0%	0	0.0%	23	100.0%
Reliance Comm	Rural	5	71.4%	1	14.3%	1	14.3%	0	0.0%	0	0.0%	7	100.0%
	Urban	0	0.0%	2	50.0%	1	25.0%	3	75.0%	0	0.0%	4	100.0%
	Total	3	27.3%	3	27.3%	2	18.2%	3	27.3%	0	0.0%	11	100.0%
Tata Comm	Rural	2	50.0%	0	0.0%	1	25.0%	1	25.0%	0	0.0%	4	100.0%
	Urban	9	60.0%	1	6.7%	4	26.7%	1	6.7%	0	0.0%	15	100.0%



6(b). Please specify the reason(s) for your dissatisfaction.													
Service Provider		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		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Total		11	57.9%	1	5.3%	5	26.3%	2	10.5%	0	0.0%	19	100.0%
You Telecom	Rural	6	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	100.0%
	Urban	7	87.5%	0	0.0%	1	12.5%	0	0.0%	0	0.0%	8	100.0%
	Total	13	92.9%	0	0.0%	1	7.1%	0	0.0%	0	0.0%	14	100.0%
Tikona	Rural	10	71.4%	1	7.1%	1	7.1%	2	14.3%	0	0.0%	14	100.0%
	Urban	20	58.8%	3	8.8%	4	11.8%	7	20.6%	0	0.0%	34	100.0%
	Total	30	62.5%	4	8.3%	5	10.4%	9	18.8%	0	0.0%	48	100.0%
Total	Rural	32	71.1%	4	8.9%	6	13.3%	3	6.7%	0	0.0%	45	100.0%
	Urban	42	48.3%	11	12.6%	18	20.7%	16	18.4%	0	0.0%	87	100.0%
	Total	74	56.1%	15	11.4%	24	18.2%	19	14.4%	0	0.0%	132	100.0%

7. Have you made any billing related complaints in the last 6 months?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	82	25.6%	238	74.4%	320	100.0%
	Urban	190	25.4%	557	74.6%	747	100.0%
	Total	272	25.5%	795	74.5%	1067	100.0%
BSNL	Rural	75	23.7%	242	76.3%	317	100.0%
	Urban	181	24.5%	559	75.5%	740	100.0%
	Total	256	24.2%	801	75.8%	1057	100.0%
Reliance Comm	Rural	75	23.4%	245	76.6%	320	100.0%
	Urban	180	24.1%	567	75.9%	747	100.0%
	Total	255	23.9%	812	76.1%	1067	100.0%
Tata Comm	Rural	51	24.1%	160	75.9%	211	100.0%
	Urban	120	24.4%	373	75.6%	493	100.0%
	Total	171	24.3%	533	75.7%	704	100.0%
You Telecom	Rural	69	24.0%	218	76.0%	287	100.0%
	Urban	162	24.2%	508	75.8%	670	100.0%
	Total	231	24.1%	726	75.9%	957	100.0%
Tikona	Rural	79	24.7%	241	75.3%	320	100.0%
	Urban	187	25.0%	560	75.0%	747	100.0%
	Total	266	24.9%	801	75.1%	1067	100.0%
Total	Rural	431	24.3%	1345	75.7%	1776	100.0%
	Urban	1020	24.6%	3123	75.4%	4143	100.0%
	Total	1451	24.5%	4468	75.5%	5919	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	4.9%	14	17.1%	62	75.6%	2	2.4%	82	100.0%
	Urban	8	4.2%	21	11.1%	43	22.6%	118	62.1%	190	100.0%
	Total	12	4.4%	35	12.9%	105	38.6%	120	44.1%	272	100.0%
BSNL	Rural	6	8.0%	16	21.3%	52	69.3%	1	1.3%	75	100.0%
	Urban	9	5.0%	11	6.1%	106	58.6%	55	30.4%	181	100.0%
	Total	15	5.9%	27	10.5%	158	61.7%	56	21.9%	256	100.0%
Reliance Comm	Rural	4	5.3%	7	9.3%	38	50.7%	26	34.7%	75	100.0%
	Urban	9	5.0%	24	13.3%	108	60.0%	39	21.7%	180	100.0%
	Total	13	5.1%	31	12.2%	146	57.3%	65	25.5%	255	100.0%
Tata Comm	Rural	4	7.8%	8	15.7%	28	54.9%	11	21.6%	51	100.0%
	Urban	2	1.7%	7	5.8%	36	30.0%	75	62.5%	120	100.0%



8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
You Telecom	Total	6	3.5%	15	8.8%	64	37.4%	86	50.3%	171	100.0%
	Rural	2	2.9%	6	8.7%	60	87.0%	1	1.4%	69	100.0%
	Urban	6	3.7%	19	11.7%	135	83.3%	2	1.2%	162	100.0%
Tikona	Total	8	3.5%	25	10.8%	195	84.4%	3	1.3%	231	100.0%
	Rural	4	5.1%	12	15.2%	43	54.4%	20	25.3%	79	100.0%
	Urban	9	4.8%	22	11.8%	89	47.6%	67	35.8%	187	100.0%
Total	Total	13	4.9%	34	12.8%	132	49.6%	87	32.7%	266	100.0%
	Urban	24	5.6%	63	14.6%	283	65.7%	61	14.2%	431	100.0%
	Rural	43	4.2%	104	10.2%	517	50.7%	356	34.9%	1020	100.0%
Total		67	4.6%	167	11.5%	800	55.1%	417	28.7%	1451	100.0%

C. HELP SERVICES CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	51	15.9%	269	84.1%	320	100.0%
	Urban	140	18.7%	607	81.3%	747	100.0%
	Total	191	17.9%	876	82.1%	1067	100.0%
BSNL	Rural	56	17.5%	264	82.5%	320	100.0%
	Urban	151	20.2%	596	79.8%	747	100.0%
	Total	207	19.4%	860	80.6%	1067	100.0%
Hathway	Rural	61	19.1%	259	80.9%	320	100.0%
	Urban	156	20.9%	591	79.1%	747	100.0%
	Total	217	20.3%	850	79.7%	1067	100.0%
Reliance Comm	Rural	53	16.6%	267	83.4%	320	100.0%
	Urban	146	19.5%	601	80.5%	747	100.0%
	Total	199	18.7%	868	81.3%	1067	100.0%
Tata Comm	Rural	56	17.5%	264	82.5%	320	100.0%
	Urban	149	19.9%	598	80.1%	747	100.0%
	Total	205	19.2%	862	80.8%	1067	100.0%
You Telecom	Rural	54	16.9%	266	83.1%	320	100.0%
	Urban	147	19.7%	600	80.3%	747	100.0%
	Total	201	18.8%	866	81.2%	1067	100.0%
Tikona	Rural	49	15.3%	271	84.7%	320	100.0%
	Urban	131	17.5%	616	82.5%	747	100.0%
	Total	180	16.9%	887	83.1%	1067	100.0%
Total	Rural	380	17.0%	1860	83.0%	2240	100.0%
	Urban	1020	19.5%	4209	80.5%	5229	100.0%
	Total	1400	18.7%	6069	81.3%	7469	100.0%

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

11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	1	2.0%	44	86.3%	6	11.8%	51	100.0%
	Urban		0.0%	2	1.4%	110	78.6%	28	20.0%	140	100.0%
	Total	0	0.0%	3	1.6%	154	80.6%	34	17.8%	191	100.0%
BSNL	Rural	4	7.1%	5	8.9%	24	42.9%	23	41.1%	56	100.0%
	Urban	7	4.6%	16	10.6%	48	31.8%	80	53.0%	151	100.0%
	Total	11	5.3%	21	10.1%	72	34.8%	103	49.8%	207	100.0%
Hathway	Rural	1	1.6%	4	6.6%	50	82.0%	6	9.8%	61	100.0%
	Urban	0	0.0%	5	3.2%	113	72.4%	38	24.4%	156	100.0%
	Total	1	0.5%	9	4.1%	163	75.1%	44	20.3%	217	100.0%



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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Reliance Comm	Rural	2	3.8%	5	9.4%	19	35.8%	27	50.9%	53	100.0%
	Urban	1	0.7%	2	1.4%	109	74.7%	34	23.3%	146	100.0%
	Total	3	1.5%	7	3.5%	128	64.3%	61	30.7%	199	100.0%
Tata Comm	Rural	2	3.6%	8	14.3%	5	8.9%	41	73.2%	56	100.0%
	Urban	4	2.7%	11	7.4%	22	14.8%	112	75.2%	149	100.0%
	Total	6	2.9%	19	9.3%	27	13.2%	153	74.6%	205	100.0%
You Telecom	Rural	2	3.7%	4	7.4%	18	33.3%	30	55.6%	54	100.0%
	Urban	2	1.4%	7	4.8%	23	15.6%	115	78.2%	147	100.0%
	Total	4	2.0%	11	5.5%	41	20.4%	145	72.1%	201	100.0%
Tikona	Rural	1	2.0%	4	8.2%	37	75.5%	7	14.3%	49	100.0%
	Urban	2	1.5%	6	4.6%	90	68.7%	33	25.2%	131	100.0%
	Total	3	1.7%	10	5.6%	127	70.6%	40	22.2%	180	100.0%
Total	Rural	12	3.2%	31	8.2%	197	51.8%	140	36.8%	380	100.0%
	Urban	16	1.6%	49	4.8%	515	50.5%	440	43.1%	1020	100.0%
	Total	28	2.0%	80	5.7%	712	50.9%	580	41.4%	1400	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	2	3.9%	44	86.3%	5	9.8%	51	100.0%
	Urban		0.0%	8	5.7%	109	77.9%	23	16.4%	140	100.0%
	Total		0.0%	10	5.2%	153	80.1%	28	14.7%	191	100.0%
BSNL	Rural		0.0%	6	10.7%	3	5.4%	47	83.9%	56	100.0%
	Urban		0.0%	12	7.9%	66	43.7%	73	48.3%	151	100.0%
	Total		0.0%	18	8.7%	69	33.3%	120	58.0%	207	100.0%
Hathway	Rural		0.0%	2	3.3%	55	90.2%	4	6.6%	61	100.0%
	Urban		0.0%	5	3.2%	77	49.4%	74	47.4%	156	100.0%
	Total		0.0%	7	3.2%	132	60.8%	78	35.9%	217	100.0%
Reliance Comm	Rural		0.0%	6	11.3%	19	35.8%	28	52.8%	53	100.0%
	Urban		0.0%	9	6.2%	95	65.1%	42	28.8%	146	100.0%
	Total		0.0%	15	7.5%	114	57.3%	70	35.2%	199	100.0%
Tata Comm	Rural		0.0%	5	8.9%	28	50.0%	23	41.1%	56	100.0%
	Urban		0.0%	14	9.4%	80	53.7%	55	36.9%	149	100.0%
	Total		0.0%	19	9.3%	108	52.7%	78	38.0%	205	100.0%
You Telecom	Rural		0.0%	4	7.4%	23	42.6%	27	50.0%	54	100.0%
	Urban		0.0%	12	8.2%	56	38.1%	79	53.7%	147	100.0%
	Total		0.0%	16	8.0%	79	39.3%	106	52.7%	201	100.0%
Tikona	Rural		0.0%	2	4.1%	38	77.6%	9	18.4%	49	100.0%
	Urban		0.0%	7	5.3%	92	70.2%	32	24.4%	131	100.0%
	Total		0.0%	9	5.0%	130	72.2%	41	22.8%	180	100.0%
Total	Rural		0.0%	27	7.1%	210	55.3%	143	37.6%	380	100.0%
	Urban		0.0%	67	6.6%	575	56.4%	378	37.1%	1020	100.0%
	Total		0.0%	94	6.7%	785	56.1%	521	37.2%	1400	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	1	2.0%	47	92.2%	3	5.9%	51	100.0%
	Urban		0.0%	4	2.9%	114	81.4%	22	15.7%	140	100.0%
	Total	0	0.0%	5	2.6%	161	84.3%	25	13.1%	191	100.0%
BSNL	Rural		0.0%	4	7.1%	30	53.6%	22	39.3%	56	100.0%
	Urban		0.0%	8	5.3%	67	44.4%	76	50.3%	151	100.0%



12. How satisfied are you with the response time taken to answer your call by a customer care executive?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Hathway	Total	0	0.0%	12	5.8%	97	46.9%	98	47.3%	207	100.0%
	Rural		0.0%	2	3.3%	57	93.4%	2	3.3%	61	100.0%
	Urban		0.0%	6	3.8%	72	46.2%	78	50.0%	156	100.0%
	Total	0	0.0%	8	3.7%	129	59.4%	80	36.9%	217	100.0%
Reliance Comm	Rural	0	0.0%	6	11.3%	25	47.2%	22	41.5%	53	100.0%
	Urban	0	0.0%	9	6.2%	89	61.0%	48	32.9%	146	100.0%
	Total	0	0.0%	15	7.5%	114	57.3%	70	35.2%	199	100.0%
Tata Comm	Rural		0.0%	7	12.5%	17	30.4%	32	57.1%	56	100.0%
	Urban		0.0%	14	9.4%	63	42.3%	72	48.3%	149	100.0%
	Total	0	0.0%	21	10.2%	80	39.0%	104	50.7%	205	100.0%
You Telecom	Rural		0.0%	4	7.4%	21	38.9%	29	53.7%	54	100.0%
	Urban		0.0%	6	4.1%	41	27.9%	100	68.0%	147	100.0%
	Total	0	0.0%	10	5.0%	62	30.8%	129	64.2%	201	100.0%
Tikona	Rural	0	0.0%	2	4.1%	41	83.7%	6	12.2%	49	100.0%
	Urban	0	0.0%	8	6.1%	81	61.8%	42	32.1%	131	100.0%
	Total	0	0.0%	10	5.6%	122	67.8%	48	26.7%	180	100.0%
Total	Rural	0	0.0%	26	6.8%	238	62.6%	116	30.5%	380	100.0%
	Urban	0	0.0%	55	5.4%	527	51.7%	438	42.9%	1020	100.0%
	Total	0	0.0%	81	5.8%	765	54.6%	554	39.6%	1400	100.0%

13. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural		0.0%	2	3.9%	43	84.3%	6	11.8%	51	100.0%
	Urban		0.0%	4	2.9%	84	60.0%	52	37.1%	140	100.0%
	Total		0.0%	6	3.1%	127	66.5%	58	30.4%	191	100.0%
BSNL	Rural		0.0%	4	7.1%	29	51.8%	23	41.1%	56	100.0%
	Urban		0.0%	8	5.3%	68	45.0%	75	49.7%	151	100.0%
	Total		0.0%	12	5.8%	97	46.9%	98	47.3%	207	100.0%
Hathway	Rural		0.0%	4	6.6%	51	83.6%	6	9.8%	61	100.0%
	Urban		0.0%	7	4.5%	63	40.4%	86	55.1%	156	100.0%
	Total		0.0%	11	5.1%	114	52.5%	92	42.4%	217	100.0%
Reliance Comm	Rural	0	0.0%	4	7.5%	23	43.4%	26	49.1%	53	100.0%
	Urban	0	0.0%	14	9.6%	74	50.7%	58	39.7%	146	100.0%
	Total	0	0.0%	18	9.0%	97	48.7%	84	42.2%	199	100.0%
Tata Comm	Rural		0.0%	5	8.9%	30	53.6%	21	37.5%	56	100.0%
	Urban		0.0%	15	10.1%	17	11.4%	117	78.5%	149	100.0%
	Total		0.0%	20	9.8%	47	22.9%	138	67.3%	205	100.0%
You Telecom	Rural		0.0%	2	3.7%	15	27.8%	37	68.5%	54	100.0%
	Urban		0.0%	6	4.1%	2	1.4%	139	94.6%	147	100.0%
	Total		0.0%	8	4.0%	17	8.5%	176	87.6%	201	100.0%
Tikona	Rural	0	0.0%	4	8.2%	36	73.5%	9	18.4%	49	100.0%
	Urban	5	3.8%	10	7.6%	49	37.4%	67	51.1%	131	100.0%
	Total	5	2.8%	14	7.8%	85	47.2%	76	42.2%	180	100.0%
Total	Rural	0	0.0%	25	6.6%	227	59.7%	128	33.7%	380	100.0%
	Urban	5	0.5%	64	6.3%	357	35.0%	594	58.2%	1020	100.0%
	Total	5	0.4%	89	6.4%	584	41.7%	722	51.6%	1400	100.0%

14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?					
Service Provider	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Total



		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	4	7.8%	6	11.8%	36	70.6%	5	9.8%	51	100.0%
	Urban	2	1.4%	10	7.1%	72	51.4%	56	40.0%	140	100.0%
	Total	6	3.1%	16	8.4%	108	56.5%	61	31.9%	191	100.0%
BSNL	Rural	1	1.8%	2	3.6%	30	53.6%	23	41.1%	56	100.0%
	Urban		0.0%	4	2.6%	56	37.1%	91	60.3%	151	100.0%
	Total	1	0.5%	6	2.9%	86	41.5%	114	55.1%	207	100.0%
Hathway	Rural	4	6.6%	6	9.8%	48	78.7%	3	4.9%	61	100.0%
	Urban	5	3.2%	10	6.4%	42	26.9%	99	63.5%	156	100.0%
	Total	9	4.1%	16	7.4%	90	41.5%	102	47.0%	217	100.0%
Reliance Comm	Rural	1	1.9%	4	7.5%	19	35.8%	29	54.7%	53	100.0%
	Urban	9	6.2%	16	11.0%	62	42.5%	59	40.4%	146	100.0%
	Total	10	5.0%	20	10.1%	81	40.7%	88	44.2%	199	100.0%
Tata Comm	Rural	2	3.6%	4	7.1%	5	8.9%	45	80.4%	56	100.0%
	Urban	2	1.3%	6	4.0%	43	28.9%	98	65.8%	149	100.0%
	Total	4	2.0%	10	4.9%	48	23.4%	143	69.8%	205	100.0%
You Telecom	Rural	1	1.9%	2	3.7%	16	29.6%	35	64.8%	54	100.0%
	Urban	1	2.0%	2	1.4%	16	10.9%	128	87.1%	147	100.0%
	Total	2	1.0%	4	2.0%	32	15.9%	163	81.1%	201	100.0%
Tikona	Rural	2	4.1%	4	8.2%	35	71.4%	8	16.3%	49	100.0%
	Urban	3	2.3%	6	4.6%	65	49.6%	57	43.5%	131	100.0%
	Total	5	2.8%	10	5.6%	100	55.6%	65	36.1%	180	100.0%
Total	Rural	15	3.9%	28	7.4%	189	49.7%	148	38.9%	380	100.0%
	Urban	22	2.2%	54	5.3%	356	34.9%	588	57.6%	1020	100.0%
	Total	37	2.6%	82	5.9%	545	38.9%	736	52.6%	1400	100.0%

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	7	2.2%	238	74.4%	73	22.8%	320	100.0%
	Urban		0.0%	21	2.8%	245	32.8%	481	64.4%	747	100.0%
	Total	2	0.2%	28	2.6%	483	45.3%	554	51.9%	1067	100.0%
BSNL	Rural	7	2.2%	15	4.7%	177	55.3%	121	37.8%	320	100.0%
	Urban	9	1.2%	37	5.0%	212	28.4%	489	65.5%	747	100.0%
	Total	16	1.5%	52	4.9%	389	36.5%	610	57.2%	1067	100.0%
Hathway	Rural	2	0.6%	9	2.8%	253	79.1%	56	17.5%	320	100.0%
	Urban	7	0.9%	17	2.3%	256	34.3%	467	62.5%	747	100.0%
	Total	9	0.8%	26	2.4%	509	47.7%	523	49.0%	1067	100.0%
Reliance Comm	Rural	7	2.2%	19	5.9%	101	31.6%	193	60.3%	320	100.0%
	Urban	8	1.1%	21	2.8%	99	13.3%	619	82.9%	747	100.0%
	Total	15	1.4%	40	3.7%	200	18.7%	812	76.1%	1067	100.0%
Tata Comm	Rural	2	0.6%	9	2.8%	78	24.4%	231	72.2%	320	100.0%
	Urban	6	0.8%	22	2.9%	256	34.3%	463	62.0%	747	100.0%
	Total	8	0.7%	31	2.9%	334	31.3%	694	65.0%	1067	100.0%
You Telecom	Rural	6	1.9%	18	5.6%	144	45.0%	152	47.5%	320	100.0%
	Urban	9	1.2%	26	3.5%	121	16.2%	591	79.1%	747	100.0%
	Total	15	1.4%	44	4.1%	265	24.8%	743	69.6%	1067	100.0%
Tikona	Rural	7	2.2%	21	6.6%	251	78.4%	41	12.8%	320	100.0%
	Urban	9	1.2%	31	4.1%	205	27.4%	502	67.2%	747	100.0%
	Total	16	1.5%	52	4.9%	456	42.7%	543	50.9%	1067	100.0%
Total	Rural	33	1.5%	98	4.4%	1242	55.4%	867	38.7%	2240	100.0%
	Urban	48	0.9%	175	3.3%	1394	26.7%	3612	69.1%	5229	100.0%
	Total	81	1.1%	273	3.7%	2636	35.3%	4479	60.0%	7469	100.0%

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



Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	6	1.8%	28	7.0%	262	49.1%	24	42.1%	320	100.0%
	Urban	12	0.7%	42	5.4%	170	42.1%	523	51.2%	747	100.0%
	Total	18	0.7%	70	5.5%	432	42.5%	547	51.2%	1067	100.0%
BSNL	Rural	7	0.7%	31	13.5%	104	20.6%	178	65.2%	320	100.0%
	Urban	11	0.6%	47	4.1%	194	15.1%	495	80.2%	747	100.0%
	Total	18	0.7%	78	8.1%	298	17.4%	673	73.9%	1067	100.0%
Hathway	Rural	11	1.3%	34	15.4%	230	25.6%	45	57.7%	320	100.0%
	Urban	18	3.3%	49	9.1%	328	52.0%	352	35.6%	747	100.0%
	Total	29	3.2%	83	9.6%	558	50.1%	397	37.2%	1067	100.0%
Reliance Comm	Rural	9	0.8%	29	10.5%	94	15.6%	188	73.2%	320	100.0%
	Urban	14	0.9%	42	9.2%	155	23.9%	536	66.0%	747	100.0%
	Total	23	0.8%	71	9.5%	249	21.9%	724	67.7%	1067	100.0%
Tata Comm	Rural	7	2.6%	32	12.6%	116	15.0%	165	69.7%	320	100.0%
	Urban	12	2.2%	44	4.8%	166	16.6%	525	76.4%	747	100.0%
	Total	19	2.3%	76	7.6%	282	16.0%	690	74.0%	1067	100.0%
You Telecom	Rural	6	0.4%	25	11.7%	153	26.9%	136	61.0%	320	100.0%
	Urban	7	0.1%	47	9.2%	84	18.5%	609	72.2%	747	100.0%
	Total	13	0.2%	72	9.7%	237	20.2%	745	69.8%	1067	100.0%
Tikona	Rural	14	4.3%	42	13.0%	246	56.5%	18	26.1%	320	100.0%
	Urban	28	2.0%	125	13.9%	102	34.8%	492	49.2%	747	100.0%
	Total	42	2.2%	167	13.9%	348	36.2%	510	47.8%	1067	100.0%
Total	Rural	60	2.7%	221	9.9%	1205	53.8%	754	33.7%	2240	100.0%
	Urban	102	2.0%	396	7.6%	1199	22.9%	3532	67.5%	5229	100.0%
	Total	162	2.2%	617	8.3%	2404	32.2%	4286	57.4%	7469	100.0%

E. MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?											
Service Provider		Very frequently		Frequently		Occasionally		Never		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	0.3%	14	4.4%	181	56.6%	124	38.8%	320	100.0%
	Urban	4	0.5%	44	5.9%	289	38.7%	410	54.9%	747	100.0%
	Total	5	0.5%	58	5.4%	470	44.0%	534	50.0%	1067	100.0%
BSNL	Rural	2	0.6%	15	4.7%	158	49.4%	145	45.3%	320	100.0%
	Urban	7	0.9%	31	4.1%	292	39.1%	417	55.8%	747	100.0%
	Total	9	0.8%	46	4.3%	450	42.2%	562	52.7%	1067	100.0%
Hathway	Rural	1	0.3%	15	4.7%	192	60.0%	112	35.0%	320	100.0%
	Urban	6	0.8%	37	5.0%	266	35.6%	438	58.6%	747	100.0%
	Total	7	0.7%	52	4.9%	458	42.9%	550	51.5%	1067	100.0%
Reliance Comm	Rural	2	0.6%	15	4.7%	154	48.1%	149	46.6%	320	100.0%
	Urban	9	1.2%	32	4.3%	277	37.1%	429	57.4%	747	100.0%
	Total	11	1.0%	47	4.4%	431	40.4%	578	54.2%	1067	100.0%
Tata Comm	Rural	4	1.3%	14	4.4%	124	38.8%	178	55.6%	320	100.0%
	Urban	7	0.9%	31	4.1%	241	32.3%	468	62.7%	747	100.0%
	Total	11	1.0%	45	4.2%	365	34.2%	646	60.5%	1067	100.0%
You Telecom	Rural	2	0.6%	15	4.7%	136	42.5%	167	52.2%	320	100.0%
	Urban	8	1.1%	34	4.6%	227	30.4%	478	64.0%	747	100.0%
	Total	10	0.9%	49	4.6%	363	34.0%	645	60.4%	1067	100.0%
Tikona	Rural	3	0.9%	18	5.6%	168	52.5%	131	40.9%	320	100.0%
	Urban	7	0.9%	41	5.5%	218	29.2%	481	64.4%	747	100.0%
	Total	10	0.9%	59	5.5%	386	36.2%	612	57.4%	1067	100.0%
Total	Rural	15	0.7%	106	4.7%	1113	49.7%	1006	44.9%	2240	100.0%
	Urban	48	0.9%	250	4.8%	1810	34.6%	3121	59.7%	5229	100.0%
	Total	63	0.8%	356	4.8%	2923	39.1%	4127	55.3%	7469	100.0%

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



Service Provider		Problem was related to my computer hardware/ software		Problem was related to the broadband connection & modem provided by service provider		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	7	46.7%	8	53.3%	15	100.0%
	Urban	22	45.8%	26	54.2%	48	100.0%
	Total	29	46.0%	34	54.0%	63	100.0%
BSNL	Rural	8	47.1%	9	52.9%	17	100.0%
	Urban	17	44.7%	21	55.3%	38	100.0%
	Total	25	45.5%	30	54.5%	55	100.0%
Hathway	Rural	7	43.8%	9	56.3%	16	100.0%
	Urban	19	44.2%	24	55.8%	43	100.0%
	Total	26	44.1%	33	55.9%	59	100.0%
Reliance Comm	Rural	7	41.2%	10	58.8%	17	100.0%
	Urban	18	43.9%	23	56.1%	41	100.0%
	Total	25	43.1%	33	56.9%	58	100.0%
Tata Comm	Rural	8	44.4%	10	55.6%	18	100.0%
	Urban	18	47.4%	20	52.6%	38	100.0%
	Total	26	46.4%	30	53.6%	56	100.0%
You Telecom	Rural	7	41.2%	10	58.8%	17	100.0%
	Urban	17	40.5%	25	59.5%	42	100.0%
	Total	24	40.7%	35	59.3%	59	100.0%
Tikona	Rural	9	42.9%	12	57.1%	21	100.0%
	Urban	21	43.8%	27	56.3%	48	100.0%
	Total	30	43.5%	39	56.5%	69	100.0%
Total	Rural	53	43.8%	68	56.2%	121	100.0%
	Urban	132	44.3%	166	55.7%	298	100.0%
	Total	185	44.2%	234	55.8%	419	100.0%

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

Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	6.7%	4	26.7%	9	60.0%	1	6.7%	15	100.0%
	Urban	2	4.2%	12	25.0%	27	56.3%	7	14.6%	48	100.0%
	Total	3	4.8%	16	25.4%	36	57.1%	8	12.7%	63	100.0%
BSNL	Rural	1	5.9%	5	29.4%	11	64.7%		0.0%	17	100.0%
	Urban	2	5.3%	9	23.7%	27	71.1%		0.0%	38	100.0%
	Total	3	5.5%	14	25.5%	38	69.1%	0	0.0%	55	100.0%
Hathway	Rural	2	12.5%	4	25.0%	9	56.3%	1	6.3%	16	100.0%
	Urban	4	9.3%	9	20.9%	19	44.2%	11	25.6%	43	100.0%
	Total	6	10.2%	13	22.0%	28	47.5%	12	20.3%	59	100.0%
Reliance Comm	Rural	2	11.8%	3	17.6%	12	70.6%	0	0.0%	17	100.0%
	Urban	2	4.9%	10	24.4%	23	56.1%	6	14.6%	41	100.0%
	Total	4	6.9%	13	22.4%	35	60.3%	6	10.3%	58	100.0%
Tata Comm	Rural	2	11.1%	5	27.8%	11	61.1%		0.0%	18	100.0%
	Urban	4	10.5%	12	31.6%	22	57.9%		0.0%	38	100.0%
	Total	6	10.7%	17	30.4%	33	58.9%	0	0.0%	56	100.0%
You Telecom	Rural	1	5.9%	5	29.4%	11	64.7%	0	0.0%	17	100.0%
	Urban	2	4.8%	12	28.6%	27	64.3%	1	2.4%	42	100.0%
	Total	3	5.1%	17	28.8%	38	64.4%	1	1.7%	59	100.0%
Tikona	Rural	1	4.8%	6	28.6%	12	57.1%	2	9.5%	21	100.0%
	Urban	3	6.3%	12	25.0%	17	35.4%	16	33.3%	48	100.0%
	Total	4	5.8%	18	26.1%	29	42.0%	18	26.1%	69	100.0%
Total	Urban	10	8.3%	32	26.4%	75	62.0%	4	3.3%	121	100.0%
	Rural	19	6.4%	76	25.5%	162	54.4%	41	13.8%	298	100.0%



19. How satisfied are you with the time taken for restoration of Broadband connection?										
Service Provider	Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
	Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Total	29	6.9%	108	25.8%	237	56.6%	45	10.7%	419	100.0%

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

20a. Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	31	9.7%	289	90.3%	320	100.0%
	Urban	62	8.3%	685	91.7%	747	100.0%
	Total	93	8.7%	974	91.3%	1067	100.0%
BSNL	Rural	29	9.1%	291	90.9%	320	100.0%
	Urban	52	7.0%	695	93.0%	747	100.0%
	Total	81	7.6%	986	92.4%	1067	100.0%
Hathway	Rural	25	7.8%	295	92.2%	320	100.0%
	Urban	67	9.0%	680	91.0%	747	100.0%
	Total	92	8.6%	975	91.4%	1067	100.0%
Reliance Comm	Rural	12	3.8%	308	96.3%	320	100.0%
	Urban	66	8.8%	681	91.2%	747	100.0%
	Total	78	7.3%	989	92.7%	1067	100.0%
Tata Comm	Rural	26	8.1%	294	91.9%	320	100.0%
	Urban	61	8.2%	686	91.8%	747	100.0%
	Total	87	8.2%	980	91.8%	1067	100.0%
You Telecom	Rural	25	7.8%	295	92.2%	320	100.0%
	Urban	54	7.2%	693	92.8%	747	100.0%
	Total	79	7.4%	988	92.6%	1067	100.0%
Tikona	Rural	21	6.6%	299	93.4%	320	100.0%
	Urban	56	7.5%	691	92.5%	747	100.0%
	Total	77	7.2%	990	92.8%	1067	100.0%
Total	Rural	169	7.5%	2071	92.5%	2240	100.0%
	Urban	418	8.0%	4811	92.0%	5229	100.0%
	Total	587	7.9%	6882	92.1%	7469	100.0%

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	3.2%	3	9.7%	23	74.2%	4	12.9%	31	100.0%
	Urban	2	3.2%	8	12.9%	38	61.3%	14	22.6%	62	100.0%
	Total	3	3.2%	11	11.8%	61	65.6%	18	19.4%	93	100.0%
BSNL	Rural	1	3.4%	3	10.3%	17	58.6%	8	27.6%	29	100.0%
	Urban	2	3.8%	5	9.6%	24	46.2%	21	40.4%	52	100.0%
	Total	3	3.7%	8	9.9%	41	50.6%	29	35.8%	81	100.0%
Hathway	Rural	1	4.0%	4	16.0%	18	72.0%	2	8.0%	25	100.0%
	Urban	2	3.0%	6	9.0%	50	74.6%	9	13.4%	67	100.0%
	Total	3	3.3%	10	10.9%	68	73.9%	11	12.0%	92	100.0%
Reliance Comm	Rural	1	8.3%	2	16.7%	5	41.7%	4	33.3%	12	100.0%
	Urban	2	3.0%	6	9.1%	46	69.7%	12	18.2%	66	100.0%
	Total	3	3.8%	8	10.3%	51	65.4%	16	20.5%	78	100.0%
Tata Comm	Rural	2	7.7%	4	15.4%	15	57.7%	5	19.2%	26	100.0%
	Urban	2	3.3%	8	13.1%	34	55.7%	17	27.9%	61	100.0%
	Total	4	4.6%	12	13.8%	49	56.3%	22	25.3%	87	100.0%
You Telecom	Rural	1	4.0%	2	8.0%	21	84.0%	1	4.0%	25	100.0%
	Urban	2	3.7%	6	11.1%	34	63.0%	12	22.2%	54	100.0%
	Total	3	3.8%	8	10.1%	55	69.6%	13	16.5%	79	100.0%
Tikona	Rural	1	4.8%	4	19.0%	12	57.1%	4	19.0%	21	100.0%



20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	2	3.6%	10	17.9%	32	57.1%	12	21.4%	56	100.0%
	Total	3	3.9%	14	18.2%	44	57.1%	16	20.8%	77	100.0%
Total	Rural	8	4.7%	22	13.0%	111	65.7%	28	16.6%	169	100.0%
	Urban	14	3.3%	49	11.7%	258	61.7%	97	23.2%	418	100.0%
	Total	22	3.7%	71	12.1%	369	62.9%	125	21.3%	587	100.0%

20(c). Please tell me the reasons for your dissatisfaction.									
Service Provider		Not informed of charges		Activated without consent		Not informed about toll free number for unsubscribing		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	50.0%	1	25.0%	1	25.0%	4	100.0%
	Urban	2	20.0%	3	30.0%	5	50.0%	10	100.0%
	Total	4	28.6%	4	28.6%	6	42.9%	14	100.0%
BSNL	Rural	2	50.0%	-3	-75.0%	5	125.0%	4	100.0%
	Urban	3	42.9%	2	28.6%	2	28.6%	7	100.0%
	Total	5	45.5%	-1	-9.1%	7	63.6%	11	100.0%
Hathway	Rural	2	40.0%	1	20.0%	2	40.0%	5	100.0%
	Urban	3	37.5%	3	37.5%	2	25.0%	8	100.0%
	Total	5	38.5%	4	30.8%	4	30.8%	13	100.0%
Reliance Comm	Rural	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Urban	2	25.0%	2	25.0%	4	50.0%	8	100.0%
	Total	3	27.3%	3	27.3%	5	45.5%	11	100.0%
Tata Comm	Rural	2	33.3%	2	33.3%	2	33.3%	6	100.0%
	Urban	3	30.0%	4	40.0%	3	30.0%	10	100.0%
	Total	5	31.3%	6	37.5%	5	31.3%	16	100.0%
You Telecom	Rural	1	33.3%	1	33.3%	1	33.3%	3	100.0%
	Urban	1	12.5%	3	37.5%	4	50.0%	8	100.0%
	Total	2	18.2%	4	36.4%	5	45.5%	11	100.0%
Tikona	Rural	1	20.0%	2	40.0%	2	40.0%	5	100.0%
	Urban	4	33.3%	4	33.3%	4	33.3%	12	100.0%
	Total	5	29.4%	6	35.3%	6	35.3%	17	100.0%
Total	Rural	11	36.7%	5	16.7%	14	46.7%	30	100.0%
	Urban	18	28.6%	21	33.3%	24	38.1%	63	100.0%
	Total	29	31.2%	26	28.0%	38	40.9%	93	100.0%

21a. 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)							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	51	15.9%	269	84.1%	320	100.0%
	Urban	134	17.9%	613	82.1%	747	100.0%
	Total	185	17.3%	882	82.7%	1067	100.0%
BSNL	Rural	45	14.1%	275	85.9%	320	100.0%
	Urban	127	17.0%	620	83.0%	747	100.0%
	Total	172	16.1%	895	83.9%	1067	100.0%
Hathway	Rural	59	18.4%	261	81.6%	320	100.0%
	Urban	152	20.3%	595	79.7%	747	100.0%
	Total	211	19.8%	856	80.2%	1067	100.0%
Reliance Comm	Rural	49	15.3%	271	84.7%	320	100.0%
	Urban	139	18.6%	608	81.4%	747	100.0%
	Total	188	17.6%	879	82.4%	1067	100.0%
Tata Comm	Rural	61	19.1%	259	80.9%	320	100.0%



21a. 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)							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
	Urban	149	19.9%	598	80.1%	747	100.0%
	Total	210	19.7%	857	80.3%	1067	100.0%
You Telecom	Rural	60	18.8%	260	81.3%	320	100.0%
	Urban	151	20.2%	596	79.8%	747	100.0%
	Total	211	19.8%	856	80.2%	1067	100.0%
Tikona	Rural	62	19.4%	258	80.6%	320	100.0%
	Urban	154	20.6%	593	79.4%	747	100.0%
	Total	216	20.2%	851	79.8%	1067	100.0%
Total	Rural	387	17.3%	1853	82.7%	2240	100.0%
	Urban	1006	19.2%	4223	80.8%	5229	100.0%
	Total	1393	18.7%	6076	81.3%	7469	100.0%

21b. Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	28	54.9%	23	45.1%	51	100.0%
	Urban	76	56.7%	58	43.3%	134	100.0%
	Total	104	56.2%	81	43.8%	185	100.0%
BSNL	Rural	24	53.3%	21	46.7%	45	100.0%
	Urban	71	55.9%	56	44.1%	127	100.0%
	Total	95	55.2%	77	44.8%	172	100.0%
Hathway	Rural	30	50.8%	29	49.2%	59	100.0%
	Urban	81	53.3%	71	46.7%	152	100.0%
	Total	111	52.6%	100	47.4%	211	100.0%
Reliance Comm	Rural	27	55.1%	22	44.9%	49	100.0%
	Urban	77	55.4%	62	44.6%	139	100.0%
	Total	104	55.3%	84	44.7%	188	100.0%
Tata Comm	Rural	32	52.5%	29	47.5%	61	100.0%
	Urban	81	54.4%	68	45.6%	149	100.0%
	Total	113	53.8%	97	46.2%	210	100.0%
You Telecom	Rural	31	51.7%	29	48.3%	60	100.0%
	Urban	82	54.3%	69	45.7%	151	100.0%
	Total	113	53.6%	98	46.4%	211	100.0%
Tikona	Rural	32	51.6%	30	48.4%	62	100.0%
	Urban	82	53.2%	72	46.8%	154	100.0%
	Total	114	52.8%	102	47.2%	216	100.0%
Total	Rural	204	52.7%	183	47.3%	387	100.0%
	Urban	550	54.7%	456	45.3%	1006	100.0%
	Total	754	54.1%	639	45.9%	1393	100.0%

21c. What difficulties you have faced while deactivating of such services and refund of charges levied?											
Service Provider		None		Delay in deactivation resulting in repeat complaints		Customer care refused to register the complaint		Not aware of whom to contact		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	1	3.6%	16	57.1%	2	7.1%	9	32.1%	28	100.0%
	Urban		0.0%	45	59.2%	7	9.2%	24	31.6%	76	100.0%
	Total	1	1.0%	61	58.7%	9	8.7%	33	31.7%	104	100.0%
BSNL	Rural	1	4.2%	14	58.3%	2	8.3%	7	29.2%	24	100.0%
	Urban	2	2.8%	42	59.2%	6	8.5%	21	29.6%	71	100.0%
	Total	3	3.2%	56	58.9%	8	8.4%	28	29.5%	95	100.0%
Hathway	Rural	2	6.7%	16	53.3%	2	6.7%	10	33.3%	30	100.0%



21c. What difficulties you have faced while deactivating of such services and refund of charges levied?											
Service Provider		None		Delay in deactivation resulting in repeat complaints		Customer care refused to register the complaint		Not aware of whom to contact		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
	Urban	5	6.2%	46	56.8%	7	8.6%	23	28.4%	81	100.0%
	Total	7	6.3%	62	55.9%	9	8.1%	33	29.7%	111	100.0%
Reliance Comm	Rural	1	3.7%	14	51.9%	2	7.4%	10	37.0%	27	100.0%
	Urban	4	5.2%	43	55.8%	7	9.1%	23	29.9%	77	100.0%
	Total	5	4.8%	57	54.8%	9	8.7%	33	31.7%	104	100.0%
Tata Comm	Rural	2	6.3%	18	56.3%	3	9.4%	9	28.1%	32	100.0%
	Urban	6	7.4%	46	56.8%	8	9.9%	21	25.9%	81	100.0%
	Total	8	7.1%	64	56.6%	11	9.7%	30	26.5%	113	100.0%
You Telecom	Rural	2	6.5%	16	51.6%	3	9.7%	10	32.3%	31	100.0%
	Urban	7	8.5%	45	54.9%	8	9.8%	22	26.8%	82	100.0%
	Total	9	8.0%	61	54.0%	11	9.7%	32	28.3%	113	100.0%
Tikona	Rural	2	6.3%	17	53.1%	2	6.3%	11	34.4%	32	100.0%
	Urban	7	8.5%	46	56.1%	7	8.5%	22	26.8%	82	100.0%
	Total	9	7.9%	63	55.3%	9	7.9%	33	28.9%	114	100.0%
Total	Rural	11	5.4%	111	54.4%	16	7.8%	66	32.4%	204	100.0%
	Urban	31	5.6%	313	56.9%	50	9.1%	156	28.4%	550	100.0%
	Total	42	5.6%	424	56.2%	66	8.8%	222	29.4%	754	100.0%

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?											
Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	0	0.0%	1	3.6%	26	92.9%	1	3.6%	28	100.0%
	Urban		0.0%	1	1.3%	55	72.4%	20	26.3%	76	100.0%
	Total	0	0.0%	2	1.9%	81	77.9%	21	20.2%	104	100.0%
BSNL	Rural		0.0%	1	4.2%	15	62.5%	8	33.3%	24	100.0%
	Urban		0.0%	4	5.6%	44	62.0%	23	32.4%	71	100.0%
	Total	0	0.0%	5	5.3%	59	62.1%	31	32.6%	95	100.0%
Hathway	Rural		0.0%	1	3.3%	26	86.7%	3	10.0%	30	100.0%
	Urban	2	2.5%	4	4.9%	35	43.2%	40	49.4%	81	100.0%
	Total	2	1.8%	5	4.5%	61	55.0%	43	38.7%	111	100.0%
Reliance Comm	Rural		0.0%	1	3.7%	14	51.9%	12	44.4%	27	100.0%
	Urban	1	1.3%	4	5.2%	38	49.4%	34	44.2%	77	100.0%
	Total	1	1.0%	5	4.8%	52	50.0%	46	44.2%	104	100.0%
Tata Comm	Rural		0.0%	1	3.1%	29	90.6%	2	6.3%	32	100.0%
	Urban	1	1.2%	3	3.7%	71	87.7%	6	7.4%	81	100.0%
	Total	1	0.9%	4	3.5%	100	88.5%	8	7.1%	113	100.0%
You Telecom	Rural		0.0%	1	3.2%	24	77.4%	6	19.4%	31	100.0%
	Urban	1	1.2%	2	2.4%	47	57.3%	32	39.0%	82	100.0%
	Total	1	0.9%	3	2.7%	71	62.8%	38	33.6%	113	100.0%
Tikona	Rural		0.0%	2	6.3%	28	87.5%	2	6.3%	32	100.0%
	Urban		0.0%	4	4.9%	50	61.0%	28	34.1%	82	100.0%
	Total	0	0.0%	6	5.3%	78	68.4%	30	26.3%	114	100.0%
Total	Rural	0	0.0%	8	3.9%	162	79.4%	34	16.7%	204	120.7%
	Urban	5	0.9%	22	4.0%	340	61.8%	183	33.3%	550	131.6%
	Total	5	0.7%	30	4.0%	502	66.6%	217	28.8%	754	128.4%

G. OVERALL CUSTOMER SATISFACTION

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



Service Provider		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total	
		Count	%age	Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	2	0.6%	14	4.4%	282	88.1%	22	6.9%	320	100.0%
	Urban	3	0.4%	23	3.1%	275	36.8%	446	59.7%	747	100.0%
	Total	5	0.5%	37	3.5%	557	52.2%	468	43.9%	1067	100.0%
BSNL	Rural	6	1.9%	14	4.4%	101	31.6%	199	62.2%	320	100.0%
	Urban	8	1.1%	32	4.3%	344	46.1%	363	48.6%	747	100.0%
	Total	14	1.3%	46	4.3%	445	41.7%	562	52.7%	1067	100.0%
Hathway	Rural	7	2.2%	19	5.9%	234	73.1%	60	18.8%	320	100.0%
	Urban	11	1.5%	41	5.5%	380	50.9%	315	42.2%	747	100.0%
	Total	18	1.7%	60	5.6%	614	57.5%	375	35.1%	1067	100.0%
Reliance Comm	Rural	6	1.9%	18	5.6%	191	59.7%	105	32.8%	320	100.0%
	Urban	10	1.3%	39	5.2%	301	40.3%	397	53.1%	747	100.0%
	Total	16	1.5%	57	5.3%	492	46.1%	502	47.0%	1067	100.0%
Tata Comm	Rural	7	2.2%	17	5.3%	146	45.6%	150	46.9%	320	100.0%
	Urban	9	1.2%	45	6.0%	363	48.6%	330	44.2%	747	100.0%
	Total	16	1.5%	62	5.8%	509	47.7%	480	45.0%	1067	100.0%
You Telecom	Rural	2	0.6%	12	3.8%	186	58.1%	120	37.5%	320	100.0%
	Urban	4	0.5%	25	3.3%	263	35.2%	455	60.9%	747	100.0%
	Total	6	0.6%	37	3.5%	449	42.1%	575	53.9%	1067	100.0%
Tikona	Rural	8	2.5%	27	8.4%	255	79.7%	30	9.4%	320	100.0%
	Urban	16	2.1%	61	8.2%	245	32.8%	425	56.9%	747	100.0%
	Total	24	2.2%	88	8.2%	500	46.9%	455	42.6%	1067	100.0%
Total	Urban	38	1.7%	121	5.4%	1395	62.3%	686	30.6%	2240	100.0%
	Rural	61	1.2%	266	5.1%	2171	41.5%	2731	52.2%	5229	100.0%
	Total	99	1.3%	387	5.2%	3566	47.7%	3417	45.7%	7469	100.0%

Q23b. Please specify the reason(s) for your dissatisfaction									
Service Provider		Complaints not resolved		Low Speed		Network Problem		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	3	18.8%	5	31.3%	8	50.0%	16	100.0%
	Urban	5	19.2%	9	34.6%	12	46.2%	26	100.0%
	Total	8	19.0%	14	33.3%	20	47.6%	42	100.0%
BSNL	Rural	3	15.0%	6	30.0%	11	55.0%	20	100.0%
	Urban	8	20.0%	14	35.0%	18	45.0%	40	100.0%
	Total	11	18.3%	20	33.3%	29	48.3%	60	100.0%
Hathway	Rural	5	19.2%	8	30.8%	13	50.0%	26	100.0%
	Urban	11	21.2%	17	32.7%	24	46.2%	52	100.0%
	Total	16	20.5%	25	32.1%	37	47.4%	78	100.0%
Reliance Comm	Rural	4	16.7%	7	29.2%	13	54.2%	24	100.0%
	Urban	9	18.4%	15	30.6%	25	51.0%	49	100.0%
	Total	13	17.8%	22	30.1%	38	52.1%	73	100.0%
Tata Comm	Rural	5	20.8%	7	29.2%	12	50.0%	24	100.0%
	Urban	12	22.2%	17	31.5%	25	46.3%	54	100.0%
	Total	17	21.8%	24	30.8%	37	47.4%	78	100.0%
You Telecom	Rural	3	21.4%	4	28.6%	7	50.0%	14	100.0%
	Urban	6	20.7%	9	31.0%	14	48.3%	29	100.0%
	Total	9	20.9%	13	30.2%	21	48.8%	43	100.0%
Tikona	Rural	7	20.0%	11	31.4%	17	48.6%	35	100.0%
	Urban	16	20.8%	25	32.5%	36	46.8%	77	100.0%
	Total	23	20.5%	36	32.1%	53	47.3%	112	100.0%
Total	Rural	30	18.9%	48	30.2%	81	50.9%	159	100.0%
	Urban	67	20.5%	106	32.4%	154	47.1%	327	100.0%
	Total	97	20.0%	154	31.7%	235	48.4%	486	100.0%

H. GENERAL INFORMATION

Q24. How many persons in your house are using this Broadband connection?
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Service Provider		Up to 2 Users		3-4 Users		Above 4 Users		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	210	65.6%	110	34.4%	0	0.0%	320	100.00%
	Urban	474	63.5%	272	36.4%	1	0.1%	747	100.00%
	Total	684	64.1%	382	35.8%	1	0.1%	1067	100.00%
BSNL	Rural	211	65.9%	109	34.1%	0	0.0%	320	100.00%
	Urban	478	64.0%	269	36.0%	0	0.0%	747	100.00%
	Total	689	64.6%	378	35.4%	0	0.0%	1067	100.00%
Hathway	Rural	209	65.3%	111	34.7%	0	0.0%	320	100.00%
	Urban	481	64.4%	265	35.5%	1	0.1%	747	100.00%
	Total	690	64.7%	376	35.2%	1	0.1%	1067	100.00%
Reliance Comm	Rural	213	66.6%	107	33.4%	0	0.0%	320	100.00%
	Urban	488	65.3%	259	34.7%	0	0.0%	747	100.00%
	Total	701	65.7%	366	34.3%	0	0.0%	1067	100.00%
Tata Comm	Rural	206	64.4%	114	35.6%	0	0.0%	320	100.00%
	Urban	475	63.6%	271	36.3%	1	0.1%	747	100.00%
	Total	681	63.8%	385	36.1%	1	0.1%	1067	100.00%
You Telecom	Rural	208	65.0%	112	35.0%	0	0.0%	320	100.00%
	Urban	485	64.9%	262	35.1%	0	0.0%	747	100.00%
	Total	693	64.9%	374	35.1%	0	0.0%	1067	100.00%
Tikona	Rural	212	66.3%	108	33.8%	0	0.0%	320	100.00%
	Urban	492	65.9%	255	34.1%	0	0.0%	747	100.00%
	Total	704	66.0%	363	34.0%	0	0.0%	1067	100.00%
Total	Rural	1469	65.6%	771	34.4%	0	0.0%	2240	100.00%
	Urban	3373	64.5%	1853	35.4%	3	0.1%	5229	100.00%
	Total	4842	64.8%	2624	35.1%	3	0.0%	7469	100.00%

Q24a. What kind of other services are you also taking from this service provider?

Service Provider		Wireline		Mobile		None		Total	
		Count	%age	Count	%age	Count	%age	Count	%age
Bharti	Rural	264	82.5%	42	13.1%	14	4.4%	320	100.0%
	Urban	620	83.0%	107	14.3%	20	2.7%	747	100.0%
	Total	884	82.8%	149	14.0%	34	3.2%	1067	100.0%
BSNL	Rural	267	83.4%	46	14.4%	7	2.2%	320	100.0%
	Urban	628	84.1%	111	14.9%	8	1.1%	747	100.0%
	Total	895	83.9%	157	14.7%	15	1.4%	1067	100.0%
Hathway	Rural	0	0.0%	0	0.0%	320	100.0%	320	100.0%
	Urban	0	0.0%	0	0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
Reliance Comm	Rural	267	83.4%	41	12.8%	12	3.8%	320	100.0%
	Urban	621	83.1%	109	14.6%	17	2.3%	747	100.0%
	Total	888	83.2%	150	14.1%	29	2.7%	1067	100.0%
Tata Comm	Rural	0	0.0%	0	0.0%	320	100.0%	320	100.0%
	Urban	0	0.0%	0	0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
You Telecom	Rural	0	0.0%	0	0.0%	320	100.0%	320	100.0%
	Urban	0	0.0%	0	0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
Tikona	Rural	0	0.0%	0	0.0%	320	100.0%	320	100.0%
	Urban	0	0.0%	0	0.0%	747	100.0%	747	100.0%
	Total	0	0.0%	0	0.0%	1067	100.0%	1067	100.0%
Total	Rural	798	35.6%	129	5.8%	1313	58.6%	2240	100.0%
	Urban	1869	35.7%	327	6.3%	3033	58.0%	5229	100.0%
	Total	2667	35.7%	456	6.1%	4346	58.2%	7469	100.0%



Q25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?							
Service Provider		Yes		No		Total	
		Count	%age	Count	%age	Count	%age
Bharti	Rural	99	30.9%	221	69.1%	320	100.0%
	Urban	223	29.9%	524	70.1%	747	100.0%
	Total	322	30.2%	745	69.8%	1067	100.0%
BSNL	Rural	95	29.7%	225	70.3%	320	100.0%
	Urban	218	29.2%	529	70.8%	747	100.0%
	Total	313	29.3%	754	70.7%	1067	100.0%
Hathway	Rural	89	27.8%	231	72.2%	320	100.0%
	Urban	207	27.7%	540	72.3%	747	100.0%
	Total	296	27.7%	771	72.3%	1067	100.0%
Reliance Comm	Rural	94	29.4%	226	70.6%	320	100.0%
	Urban	213	28.5%	534	71.5%	747	100.0%
	Total	307	28.8%	760	71.2%	1067	100.0%
Tata Comm	Rural	96	30.0%	224	70.0%	320	100.0%
	Urban	222	29.7%	525	70.3%	747	100.0%
	Total	318	29.8%	749	70.2%	1067	100.0%
You Telecom	Rural	89	27.8%	231	72.2%	320	100.0%
	Urban	200	26.8%	547	73.2%	747	100.0%
	Total	289	27.1%	778	72.9%	1067	100.0%
Tikona	Rural	92	28.8%	228	71.3%	320	100.0%
	Urban	209	28.0%	538	72.0%	747	100.0%
	Total	301	28.2%	766	71.8%	1067	100.0%
Total	Rural	654	29.2%	1586	70.8%	2240	100.0%
	Urban	1492	28.5%	3737	71.5%	5229	100.0%
	Total	2146	28.7%	5323	71.3%	7469	100.0%



8. Annexure – Questionnaires



S.No Mode of interview: 1 Telephonic 2 In-personS.No.

(For office use only)

CLIENT SATISFACTION WITH QUALITY OF BASIC SERVICES

Good morning/ afternoon/ evening. I am from VOICE. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.**ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.****S1.1.** Which landline service provider are you using currently?
 1 Airtel 2 BSNL 3 Reliance 4 Tata Indicom 5 MTS/ Sistema Shyam 6 HFCL 7 MTNL
S1.2 NAME:**S1.3 GENDER** 1 Male 2 Female**S1.4 Age (in years):**
 1 Less than 25 2 25-34 3 35-44 4 More than 45

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not someone else's: _____

(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)

S1.6 Please tell us your Occupation:
 1 Service 2 Business/self employee
 3 Student 4 Housewife 5 Retired
S1.5 TEL No.

STD CODE	Tel No.
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S1.7 Usage Type: 1 Residential 2 Commercial**S1.8. RECORD Area:** 1 Rural 2 Urban**S1.9. User Type:** 1 Postpaid 2 Prepaid**S1.10. State:** _____**S1.12. Name of SDCA:** _____**S1.13 Name of Exchange:** _____**S1.11 District** _____

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**A. SERVICE PROVISION**

1(a)	Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No SKIP TO SECTION B
1 (b)	In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?	<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	3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied

B. BILLING RELATED**Only for Postpaid Customers (For Pre-Paid customers go to Q 10 (a))**

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

Only for Prepaid Customers

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
10 (b)	(Ask this question only if 1 OR 2 is coded in Q10(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 <i>Charges not as per tariff plan subscribed</i>	
		<input type="checkbox"/> 2 <i>Tariff plan changed without information</i>	
		<input type="checkbox"/> 3 <i>Charged for value added services not subscribed</i>	
		<input type="checkbox"/> 4 <i>Charged for calls/services not made/used</i>	
		<input type="checkbox"/> 5 <i>Others (please specify) _____</i>	
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
10 (e)	How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
10 (f)	(Ask Q 10(f) only if 1 OR 2 is coded in Q 10 (e)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 <i>Lack of complete information about the offer</i>	
		<input type="checkbox"/> 2 <i>Charges/Services not as per the offer</i>	
		<input type="checkbox"/> 3 <i>Delay in activation of recharge</i>	
		<input type="checkbox"/> 4 <i>Non availability of all denomination recharge coupons</i>	
		<input type="checkbox"/> 5 <i>Others (please specify) _____</i>	

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

19	How many times has your telephone connection required repair in the last 6 months?	<input type="checkbox"/> 1 Nil (<i>go to Q22</i>)	<input type="checkbox"/> 2 one time
		<input type="checkbox"/> 3 2-3 times	<input type="checkbox"/> 4 More than 3 times
20	How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 1 day	<input type="checkbox"/> 2 2-3 days
		<input type="checkbox"/> 3 4-7 days	<input type="checkbox"/> 4 more than 7 days
21	How satisfied are you with the fault repair service?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22	Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 25)
23	How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
24(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

24(b)	(Ask Q 24(b) only if 1 OR 2 is coded in 24(a)) 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 other reasons, 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))
25(a)	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
26(b)	(Ask this question only if 1 OR 2 is coded in Q26(a)) 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 Other, Specify----- <input type="checkbox"/> 4 None
28(a)	Have you terminated a telephone connection that you had in the last 6 month?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 30)
28(b)	If Yes, Please name your service provider? <input type="checkbox"/> 1 Airte l <input type="checkbox"/> 2 BSNL <input type="checkbox"/> 3 Reliance <input type="checkbox"/> 4 Tata Indicom <input type="checkbox"/> 5 MTS/ Sistema Shyam <input type="checkbox"/> 6 HFCL <input type="checkbox"/> 7 MTNL	
29	How many days were taken for termination of your telephone connection?	<input type="checkbox"/> 1 1 day <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 more than 7 days
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 → (If No, go to Q 33)
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)
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

32(c)	(Ask Q32(c) only if 3 OR 2 OR 1 coded in Q 32 (b) else go to Q33) 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)
32(d)	If Yes, then indicate whether -----	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken on the complaint <input type="checkbox"/> 2 Complaint was registered by the service provider and did not informed about the action taken on the complaint <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 TELECOM CONSUMERS COMPLAINT REDRESSAL		
34(a)	Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	[1] Yes [2] No
34 (b)	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 _____
35	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 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)	[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
37	[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36]) 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?	[1] Yes [2] No
38	Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	[1] Yes [2] No
39	Was your complaint resolved by the complaint centre within three (3) days ?	[1] Yes [2] No

40	Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	[1] Yes [2] No [3] 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"/> 1 Yes <input type="checkbox"/> 2 No
48	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)
49	What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (specify) _____
50	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not remember

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of Operation Manager: _____

S.No Mode of interview : 1 Telephonic 2 In-personS.No.

(For office use only)

CLIENT SATISFACTION WITH QUALITY OF CELLULAR SERVICES

Good morning/ afternoon/ evening. I am from VOICE. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.**ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.****S1.1.** Which mobile phone or fixed wireless phone (FWP) service provider are you using currently?

- 1 Airtel 2 BSNL 3 Reliance Comm 4 Tata Indicom 5 S tel 6 Idea
 7 Vodafone 8 Dishnet 9 Reliance Telecom 10 Siesta Shyam 11 Spice Comm 12 Aircel
 13 Unitech 14 Loop Mobile 15 MTNL

S1.2 NAME: _____**S1.3 GENDER** 1 Male 2 Female**S1.4 Age (in years):**

- 1 Less than 25 2 25-34 3 35-44 4 More than 45

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not someone else's: _____

(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)

S1.5 Mobile/ Fixed Wireless No. (with STD Code)

STD CODE		Tel No.	
----------	--	---------	--

S1.5 Usage Type: 1 Residential 2 Commercial**S1.6. RECORD Area:** 1 Rural 2 Urban**S1.7. User Type:** 1 Postpaid 2 Prepaid**S1.8. State:** _____**S1.9 District:** _____**S1.10 Address:** _____**S1.11 Please tell us your Occupation:**

- 1 Service 2 Business/self employee
 3 Student 4 Housewife 5 Retired

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY**I. 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

J. BILLING RELATED**Prepaid Customers (For Post-Paid customers go to Q 6)**

4(a)	How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
4(b)	(Ask this question only if 1 OR 2 is coded in Q4(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

5(a)	Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 5(c))
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?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
5(c)	How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
5(d)	(Ask this question only if 1 OR 2 is coded in Q 5(c)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupon <input type="checkbox"/> 5 Others (please specify) _____
5(e)	Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

Only for Postpaid Customers

6	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
7 (a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
7 (b)	(Ask Q 7(b) only if 1 OR 2 is coded in 7(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 <i>Difficult to read the bill</i> <input type="checkbox"/> 2 <i>Difficult to understand the language</i> <input type="checkbox"/> 3 <i>Calculation not clear</i> <input type="checkbox"/> 4 <i>Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given</i> <input type="checkbox"/> 5 <i>Others (please specify) _____</i>
8(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
8(b)	(Ask this question only if 1 OR 2 is coded in Q8(a)) 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 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____
9(a)	Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
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

K. 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
L. 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"/> 1 never <input type="checkbox"/> 2 occasionally
		<input type="checkbox"/> 3 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
M. MAINTAINABILITY (FAULT REPAIR)		
20	How often do you face signal problems?	<input type="checkbox"/> 1 never <input type="checkbox"/> 2 occasionally
		<input type="checkbox"/> 3 frequently <input type="checkbox"/> 1 very frequently
21	How satisfied are you with the availability of signal in your area?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 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
N. 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 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

25(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
25(b)	(Ask this question only if 1 OR 2 is coded in Q25(a)) 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"/> 6 Others (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))
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 and 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

O. 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
29(b)	(Ask this question only if 1 OR 2 is coded in Q29(a)) Please specify the reason(s) for your dissatisfaction	1. _____	
		2. _____	
		3. _____	

P. GENERAL INFORMATION

30	What kind of other services are you also taking from this service provider?	<input type="checkbox"/> 1 Broadband	<input type="checkbox"/> 2 Wireline
		<input type="checkbox"/> 3 Other, Specify-----	<input type="checkbox"/> 4 None
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 → (If No, go to Q 34(a))
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))
33(a)	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

33(b)	(Ask Q33(b) only if 3 OR 2 OR 1 coded in Q 33 (a) else go to Q34(a)) 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 34(a))
33(c)	If Yes, then indicate whether -----	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken on the complaint <input type="checkbox"/> 2 Complaint was registered by the service provider and did not informed about the action taken on the complaint <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a)	Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 35)
34(b)	Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 35)
34(c)	When did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 within 5 min <input type="checkbox"/> 2 after 5 to 10 min <input type="checkbox"/> 2 after 10 min <input type="checkbox"/> 1 never
34(d)	If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 very satisfied <input type="checkbox"/> 3 satisfied <input type="checkbox"/> 2 dissatisfied <input type="checkbox"/> 1 very dissatisfied
35	On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

36	Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	[1] Yes [2] No
37	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 _____
38	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 Q44]
39	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
40	[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 39]) Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the	[1] Yes [2] No

41	Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	[1] Yes [2] No
42	Was your complaint resolved by the complaint centre within three (3) days ?	[1] Yes [2] No
43	Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable
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?	[1] Yes [2] No [IF NO, GO TO Q50]
45	How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____
46	Have you filed any appeal in last six (6) months ?	[1] Yes [2] No [IF NO, GO TO Q50]
47	How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify _____
48	Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	[1] Yes [2] No
49	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

(Q50 to Q53 are for Prepaid Customers only)

50	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
51	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)
52	What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (specify) _____
53	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not remember

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of Operation Manager: _____

S.No Mode of interview: web/ email In-personS.No.

(For office use only)

CLIENT SATISFACTION WITH QUALITY OF BROADBAND SERVICES

Good morning/ afternoon/ evening. I am from VOICE. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.**ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.****S1.1 Which broadband service you are using?**

- | | | | | | |
|---|--|---------------------------------------|--------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> 1 Airtel | <input type="checkbox"/> 2 BSNL | <input type="checkbox"/> 3 Rel Com | <input type="checkbox"/> 4 Tata Comm | <input type="checkbox"/> 5 Sify | <input type="checkbox"/> 6 Hathway |
| <input type="checkbox"/> 7 Tata Teleservice | <input type="checkbox"/> 8 You Telecom | <input type="checkbox"/> 9 Spectranet | <input type="checkbox"/> 10 Syscon | <input type="checkbox"/> 11 Tikona | <input type="checkbox"/> 12 MTNL |
| <input type="checkbox"/> 13 Ankhnet | | | | | |

S1.2 NAME: _____**S1.3 EMAIL:** _____**S1.4 GENDER** 1 Male 2 Female**S1.5 Age (in years):** 1 Less than 25 2 25-34 3 35-44 4 More than 45

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not someone else's: _____

(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)

S1.6 Please tell us your Occupation:

- | | |
|------------------------------------|---|
| <input type="checkbox"/> 1 Service | <input type="checkbox"/> 2 Business/self employee |
| <input type="checkbox"/> 3 Student | <input type="checkbox"/> 4 Housewife <input type="checkbox"/> 5 Retired |

S1.7 TEL No.

STD CODE		Tel No.	
----------	--	---------	--

S1.8 Usage Type: 1 Residential 2 Commercial**S1.9. RECORD Area:** 1 Rural 2 Urban**S1.10. User Type:** 1 Postpaid 2 Prepaid**S1.11. State:** _____**S1.12. Name of SDCA:** _____**S1.13 Name of PoP:** _____**S1.14 Name of Exchange** _____**S1.15 District** _____**S1.16 Address:** _____**QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY****Q. SERVICE PROVISION**

1(a)	When did you last apply for a broadband connection?	<input type="checkbox"/> 1 more than 7 to 15 days ago	<input type="checkbox"/> 2 more than 15 to 30 days ago	<input type="checkbox"/> 3 more than 30 days ago
1 (b)	After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 within 7 working days	<input type="checkbox"/> 2 more than 7 working days	
2	How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied	
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied	
3	In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 1 within 24 hrs	<input type="checkbox"/> 2 2-3 days	
		<input type="checkbox"/> 3 4-7 days	<input type="checkbox"/> 4 more than 7 days	
		<input type="checkbox"/> 5 Not Applicable		

R. BILLING RELATED**Only for Postpaid Customers (For Pre-Paid customers go to Q 9(a))**

4	How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

5(a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied
5(b)	(Ask this question only if 1 OR 2 is coded in Q5(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 <i>Difficult to read the bills</i>	
		<input type="checkbox"/> 2 <i>Difficult to understand the language</i>	
		<input type="checkbox"/> 3 <i>Calculations not clear</i>	
		<input type="checkbox"/> 4 <i>Item-wise charges like total minutes of usage not given</i>	
		<input type="checkbox"/> 5 <i>Others (please specify) _____</i>	
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
6(b)	Ask this question only if 1 OR 2 is coded in Q6(a) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 <i>Charges not as per tariff plan subscribed</i>	
		<input type="checkbox"/> 2 <i>Tariff plan changed without information</i>	
		<input type="checkbox"/> 3 <i>Charged for value added services not subscribed</i>	
		<input type="checkbox"/> 4 <i>Charged for services not used</i>	
		<input type="checkbox"/> 5 <i>Others (please specify) _____</i>	
7.	Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No → (If No, go to Q 10)
8.	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

Only for Prepaid Customers

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
9 (b)	(Ask this question only if 1 OR 2 is coded in Q9(a)) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 <i>Charges not as per tariff plan subscribed</i>	
		<input type="checkbox"/> 2 <i>Tariff plan changed without information</i>	
		<input type="checkbox"/> 3 <i>Charged for value added services not subscribed</i>	
		<input type="checkbox"/> 4 <i>Charged for services not used</i>	
		<input type="checkbox"/> 5 <i>Others (please specify) _____</i>	
9 (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)
9 (d)	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

S. 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 15)
11(a)	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
11(b)	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 very satisfied	<input type="checkbox"/> 3 satisfied
		<input type="checkbox"/> 2 dissatisfied	<input type="checkbox"/> 1 very dissatisfied

12	How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4	very satisfied	<input type="checkbox"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
13	How satisfied are you with the problem solving ability of 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
14	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

T. 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"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<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"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied

U. MAINTAINABILITY (FAULT REPAIR)

17	How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4	Never	<input type="checkbox"/> 3	occasionally
		<input type="checkbox"/> 2	frequently	<input type="checkbox"/> 1	Very frequently
<i>(If coded 4 and 3 go to Q 20(a), section F.</i>					
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 & modem provided by 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"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied

V. SUPPLEMENTARY SERVICES AND VALUE ADDED 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"/> 3	satisfied
		<input type="checkbox"/> 2	dissatisfied	<input type="checkbox"/> 1	very dissatisfied
20(c)	(Ask Q 20(c) only if 1 OR 2 is coded in 20(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	other reasons, specify _____		
21(a)	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 2	No → (If No, go to Q 23 (a))
21(b)	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))

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 contact		
		<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

W. 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
23(b)	(Ask this question only if 1 OR 2 is coded in Q23(a)) Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____			

X. GENERAL INFORMATION

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

QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

27	Are you aware of the 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
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?	<input type="checkbox"/> [1] Yes	<input type="checkbox"/> [2] No [IF NO, GO TO Q35]
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	

31	[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30] Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	[1] Yes [2] No
32	Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	[1] Yes [2] No
33	Was your complaint resolved by the complaint centre within three (3) days ?	[1] Yes [2] No
	Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable
35	In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[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
(Q41 to Q43 are for Prepaid Customers only)		
41	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
42	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 44)
43	What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (specify) _____
44	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Do not remember

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____

Back-check done by: _____

Date of back-check: _____

Name of Operation Manager: _____