

## **Information note to the Press**

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For Immediate release

### **Telecom Regulatory Authority of India**

## **TRAI Releases Report of the independent agencies engaged for the Objective Assessment of Quality of Service and Customer Satisfaction Survey of Telecom Services in Punjab service area.**

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers and collected customers views through survey for the assessment of implementation and effectiveness of the Telecom Consumers Protection and Redressal of Grievance Regulation, 2007 and customers perception of service of Basic, Cellular Mobile and Broadband Service Providers during the period from October to December, 2011. The main findings of the reports are given below:-

## **2 Findings of the independent agency on Quality of Service**

### **2.1 Cellular Mobile Telephone Service:**

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, Aircel, Vodafone, Videocon, Etisalat, Idea Cellular Limited, BSNL, Tata (CDMA and GSM), Reliance Communications (CDMA and GSM), HFCL, MTS and Loop, was conducted. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "A"

### **2.2 Basic Telephone Service (Wire Line):**

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, RCOM, HFCL, TTSL and BSNL was conducted. Service Provider's performance on the selected Key Parameters in respect of Basic Telephone service (Wire Line) based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "B"

### **2.3 Broadband Service:**

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, RCOM, BSNL, HFCL and Hathway was conducted. Service Provider's performance on the selected Key Parameters in respect of Broadband service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "C".

### **3. Telecom Consumers Protection and Redressal of Grievances score:**

The results of the survey reveal that the service providers need to take effective steps for bringing awareness about three stage redressal mechanism including contact details of Nodal Officers/ appellate authority to improve customers satisfaction. Service provider wise overall score on various parameters pertaining to Cellular Mobile Telephone, Basic Service (Wire Line) and Broadband service is enclosed at Annex "D".

4. The detailed Report on Quality of Service – Audit/Objective Assessment and Customer Satisfaction Survey, including grievance redressal mechanism, conducted during the period October, 2011 to December, 2011 is placed at TRAI Website ([www.traigov.in](http://www.traigov.in)).

5 In case of any clarification, please contact, Mr A. Robert. J. Ravi, Advisor (QOS) at Tel. No. 011-23230404/23217914 or at email id: [advqos@traigov.in](mailto:advqos@traigov.in).

**(Rajeev Agrawal)**  
**Secretary**

**Cellular Mobile Services:** Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for October 2011 to December 2011 for Punjab Service Area:

Name of Service Provider	Network Availability		Accessibility & Retainability				Metering and Billing				Help Services		Supplementary services
	(Survey)	(Audit)	(Survey)	(Audit)	(Audit)	(Audit)	(Survey)	(Survey)	(Audit)		(Survey)	(Audit)	(Survey)
	Customers satisfied with Provision of Service	Worst affected BTSs due to downtime (%age)	Customers satisfied with network performance	Call Set-up Success Rate (within licensee's own network)	Call Drop Rate (%age)	%age of connection with good voice quality	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	Metering and billing credibility		% Customers satisfied with help service)	Percentage of calls answered by operators (voice to voice) within 60 sec	% Customers satisfied with supplementary service)
		(Post Paid)	(Pre Paid)										
<b>Bench marks</b>	<b>≥ 90%</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≤ 2%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>&lt; 0.1%</b>		<b>≥ 90%</b>	<b>≥ 90%</b>	<b>≥ 90%</b>
Aircel	98.00	0.00	79.00	99.90	0.66	97.39	91.00	93.00	0.00	0.02	77.00	92.82	95.00
Airtel	99.00	0.15	97.00	99.61	0.76	98.71	95.00	90.00	0.05	0.00	82.00	98.47	93.00
Etisalat	---	0.00	---	99.98	0.72	98.56	---	---	---	0.00	---	92.00	---
Idea	99.00	0.00	97.00	98.72	1.14	96.60	90.00	94.00	0.05	0.00	82.00	88.37	96.00
Loop	---	0.00	---	100	2.68	98.85	---	---	---	0.00	---	100	---
BSNL	99.00	0.03	92.00	98.02	1.99	95.22	96.00	93.0	0.02	0.01	75.00	95.05	85.00
RCOM GSM	99.00	0.06	87.00	99.89	0.57	99.09	91.00	88.00	0.10	0.04	67.00	67.18	93.00
Rcom CDMA		0.00		99.88	0.52	---			0.10	0.04		88.09	
Tata GSM	98.00	0.00	91.00	99.80	0.69	96.41	92.00	94.00	0.38	0.02	85.00	93.24	90.00
Tata CDMA		0.00		99.96	0.96	---			0.16	0.01		95.04	
Videocon	---	0.00	---	99.75	0.78	98.07	---	---	---	0.04	---	99.51	---
Vodafone	98.00	0.09	96.00	99.70	0.77	97.67	89.00	92.00	0.07	0.01	84.00	90.77	92.00
MTS	---	0.00	---	100	0.00	---	---	---	---	0.00	---	100	---
HFCL	100	0.00	91.00	98.85	1.78	---	100	90.00	0.07	0.00	72.00	98.04	86.00

**Basic Telephone Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for October 2011 to December 2011 for Punjab Service Area:**

Name of Service Provider	Network Availability	Accessibility		Metering and Billing			Maintanability		Help Service	
	(Survey)	(Survey)	(Audit)	(Survey)	(Survey)	(Audit)	(Survey)	(Audit)	(Survey)	(Audit)
	Customers satisfied with Provision of Service	Customers satisfied with network performance	Call completion Rate	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	Metering and billing credibility No of bills disputed during over a billing cycle	% Customers satisfied with Maintainability)	Faults Incidences( No. of faults /100 Subscribers)	% Customer s satisfied with help service	% call answered by operator in 60 seconds
<b>Bench marks</b>	<b>≥ 90%</b>	<b>≥ 95%</b>	<b>≥ 55%</b>	<b>≥ 95%</b>	<b>≥ 95%</b>	<b>≤0.1%</b>	<b>≥ 95%</b>	<b>≤ 5</b>	<b>≥ 90%</b>	<b>≥ 90%</b>
<b>BSNL</b>	84.00	93.00	73.71	88.00	---	0.01	71.00	4.08	74.00	88.00
<b>Airtel</b>	77.00	95.00	58.56	90.00	---	0.09	80.00	0.19	87.00	94.47
<b>HFCL</b>	97.00	98.00	55.67	92.00	---	0.03	85.00	4.90	87.00	91.44
<b>Rcom</b>	79.00	91.00	92.89	83.00	---	0.07	73.00	0.58	80.00	98.00
<b>TTSL</b>	---	---	57.61	----	---	0.01	---	0.37	---	98.38

**Broadband Services: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on “Satisfaction” score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for October 2011 to December 2011 for Punjab Service Area:**

Name of Service Provider	Network Availability		Accessibility		Retainability		Metering and Billing			Help Services		Supplementary services
	(Survey)	(Audit)	(Survey)	(Audit)	(Audit)	(Audit)	(Survey)	(Survey)	(Audit)	(Survey)	(Audit)	(Survey)
	Customers satisfied with Provision of Service	% Connections Provided within 15 days	Customers satisfied with network performance	Service availability uptime	% Band width utilized on upstream link	Broad band download speed	% customers satisfied with billing performance (Post Paid)	% customers satisfied with billing performance (Pre Paid)	Billing Complaints per 100 bills issued	% Customers satisfied with help service)	%age of calls answered by operators (voice to voice) within 60 sec	% Customers satisfied with supplementary service)
<b>Bench marks</b>	<b>≥ 90%</b>	<b>100%</b>	<b>≥ 85%</b>	<b>≥ 98%</b>	<b>≤ 80%</b>	<b>≥ 80%</b>	<b>≥ 90%</b>	<b>≥ 90%</b>	<b>&lt; 2%</b>	<b>≥ 90%</b>	<b>≥ 60%</b>	<b>≥ 85%</b>
<b>Airtel</b>	97	82.49	94.00	99.98	75.00	99.00	90.00	---	0.29	86.00	91.63	93.00
<b>BSNL</b>	97	99.95	87.00	99.90	74.37	98.00	94.00	---	0.07	81.00	88.00	100
<b>RCOM</b>	98	---	91.00	99.99	---	100	91.00	---	0.14	87.00	96.00	100
<b>HFCL</b>	98.00	99.56	88.00	99.72	60.00	87.50	93.0	---	0.03	85.00	89.00	95.00
<b>Hathway</b>	99.00	---	85.00	---	---	---	85.00	92	---	75.00	---	100

The provider wise score on various provisions of the Telecom Consumer Protection and Redressal of Grievances Act in respect of Cellular Mobile, Basic Telephone and Broadband service for October 2011 to December 2011 for Punjab Service Area:

S.NO.	Sub Parameter	Airtel			Reliance			BSNL			TTSL	Idea	Vodafone	Aircel	HFCL			Hathway
		Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Cellular (in %)	Basic (in %)	Broadband (in %)	Broadband (in %)
1	For prepaid customers awareness about item-wise usage charge details on	15	---	---	29	---	---	18	---	--	25	27	22	45	21	---	---	15
2	If aware (for pre-paid customers) ever denied of item wise usage change	2	---	---	---	---	---	---	---	---	1	---	---	1	---	---	---	---
3	For new customers provisioning of "Manual of practice while taking the new	85	61	74	79	44	79	69	41	74	83	80	81	86	83	63	80	64
4	Awareness of call center for redressing grievances	61	71	70	67	75	82	62	51	62	61	56	54	61	61	64	72	57
5	Penetration of consumers made any complaint to the toll free number within last 6	43	31	34	40	37	37	23	28	29	32	27	40	32	26	26	37	26
6	Call center informing about the action taken on complaint	67	77	79	56	70	80	61	67	73	72	54	68	56	58	76	82	63
7	Resolution of billing complaint by customer care within 4 weeks of lodging	37	40	73	39	35	68	43	48	64	52	31	49	30	23	41	72	58
8	Percentage satisfied with complaint resolution by call center	7	---	80	7	---	82	4	---	77	---	---	---	---	---	---	84	71
9	Awareness about contact detail of nodal officer for redressing grievances	2	4	7	8	5	7	3	4	4	3	1	1	7	1	4	7	4
10	Awareness about contact detail of appellate authority for redressing grievances	---	2	3	2	2	3	1	1	2	1	1	---	3	1	2	3	---