

Telecom Regulatory Authority of India

New Delhi – 110 002



Report on Assessment of

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

April – June 2012



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Preface

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

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

The Study for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. Spectrum Planning (India) Limited conducted Survey in Chennai, Kerala and Tamil Nadu circles in period April– June 2012. The present report details the **Quality of Services** findings for the **Kerala Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

Executive Summary

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

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

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

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

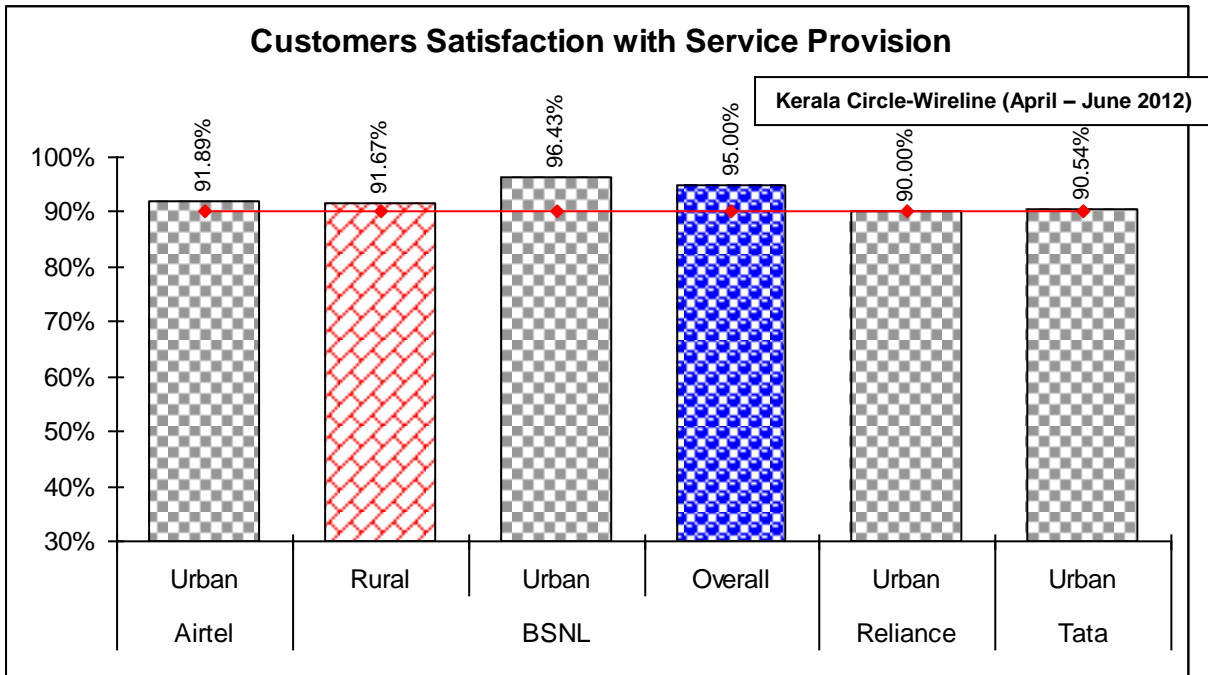
This report pertains to fourth quarter of **Kerala Circle** for which detailed field study was carried out by SPIL team during the period April – June 2012 .by contacting various categories of respondent as per terms of reference. The feedback pertained to subscribers' perception of quality of services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

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

1. Summary of the Survey Module for Basic Wireline

Wireline Operator		Airtel	BSNL			Reliance	Tata
Overall Performance→	Area↓/Benchmark →	Urban	Rural	Urban	Overall	Urban	Urban
Customers satisfied with provisioning of service	≥ 90%	91.89%	91.67%	96.43%	95.00%	90.00%	90.54%
Customers satisfied with billing performance-Postpaid	≥ 95%	93.69%	97.54%	95.80%	96.33%	92.42%	92.97%
Customers satisfied with billing performance-Prepaid	≥ 95%	93.48%				92.03%	91.89%
Customers satisfied with network performance, reliability and availability	≥ 95%	95.12%	96.94%	97.17%	97.10%	93.87%	94.67%
Customers satisfied with maintainability	≥ 95%	94.12%	91.30%	97.22%	94.92%	92.73%	93.94%
Customers satisfied with supplementary and value added services	≥ 90%	85.38%	83.33%	88.71%	87.50%	83.23%	80.75%
Customers satisfied with help services including grievance redressal	≥ 90%	91.80%	93.54%	93.40%	93.44%	91.52%	92.08%
Customers satisfied with overall service quality	≥ 90%	90.13%	92.97%	93.87%	93.60%	88.41%	88.67%

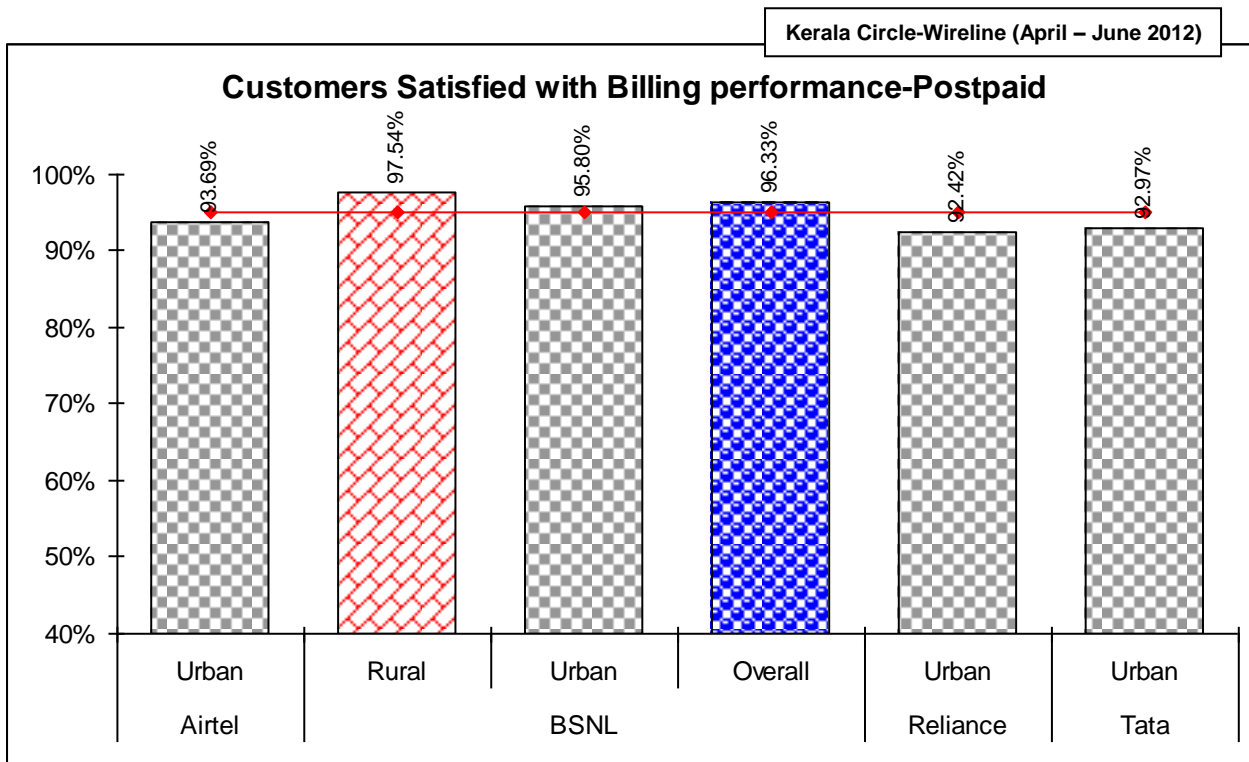
a. Service Provision (Benchmark-90%)



All the four basic wire line operators were able to achieve benchmark level of satisfaction of 90% in the present round of survey with respect to provisioning of services.

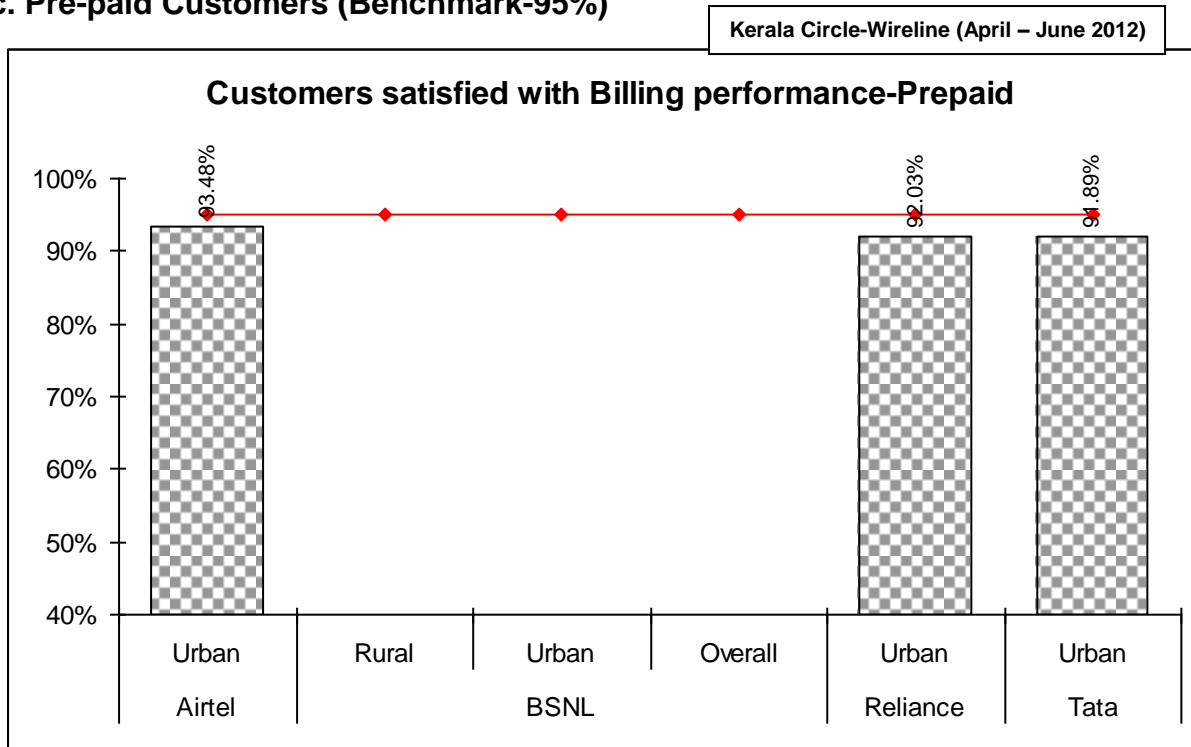
b. Billing Performance

Post-paid Customers (Benchmark-95%)



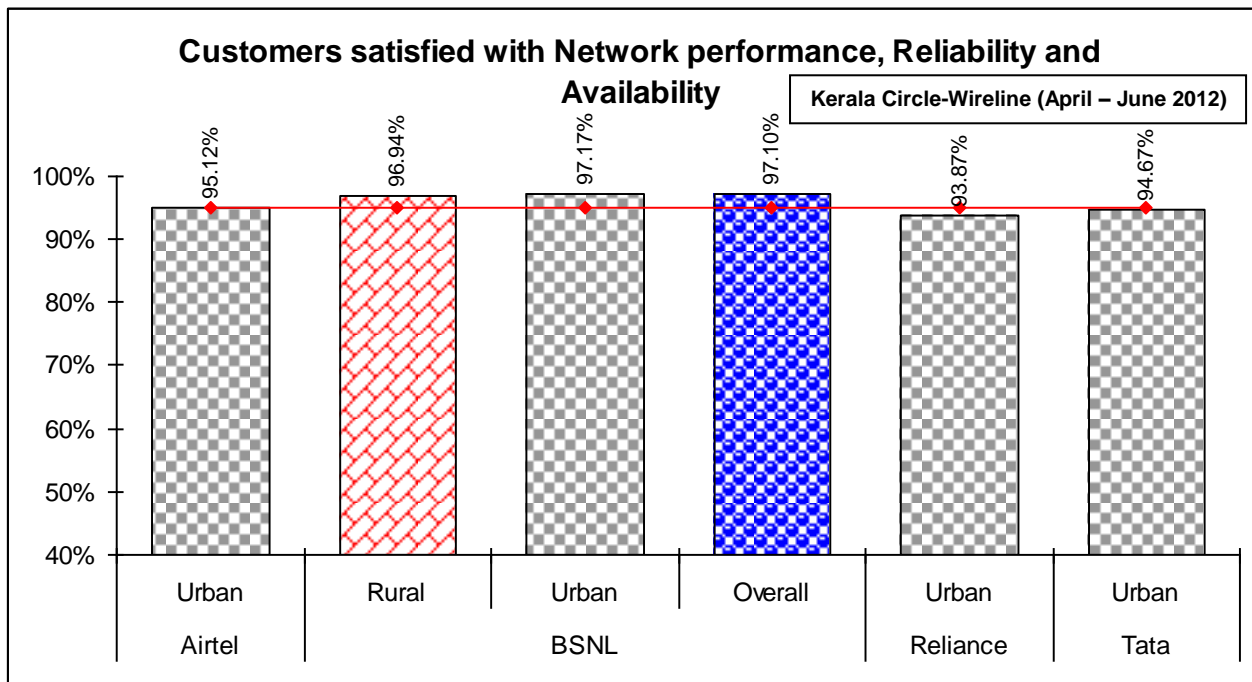
In billing performance only BSNL could achieve the benchmark satisfaction level of 95% for post paid customers both in Rural as well as In Urban areas in the present round of survey.

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



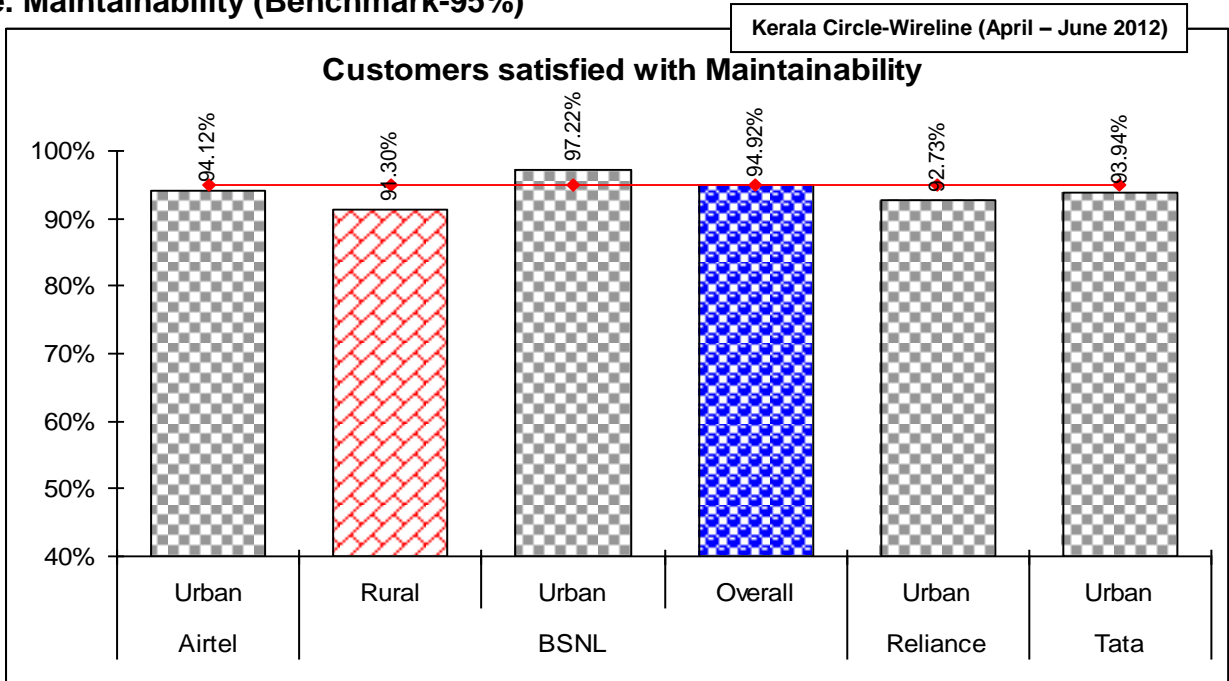
In pre-paid customer services, the billing performance of Airtel, Reliance & TATA in the circle is below the benchmark level of 95% in the present round of survey.

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



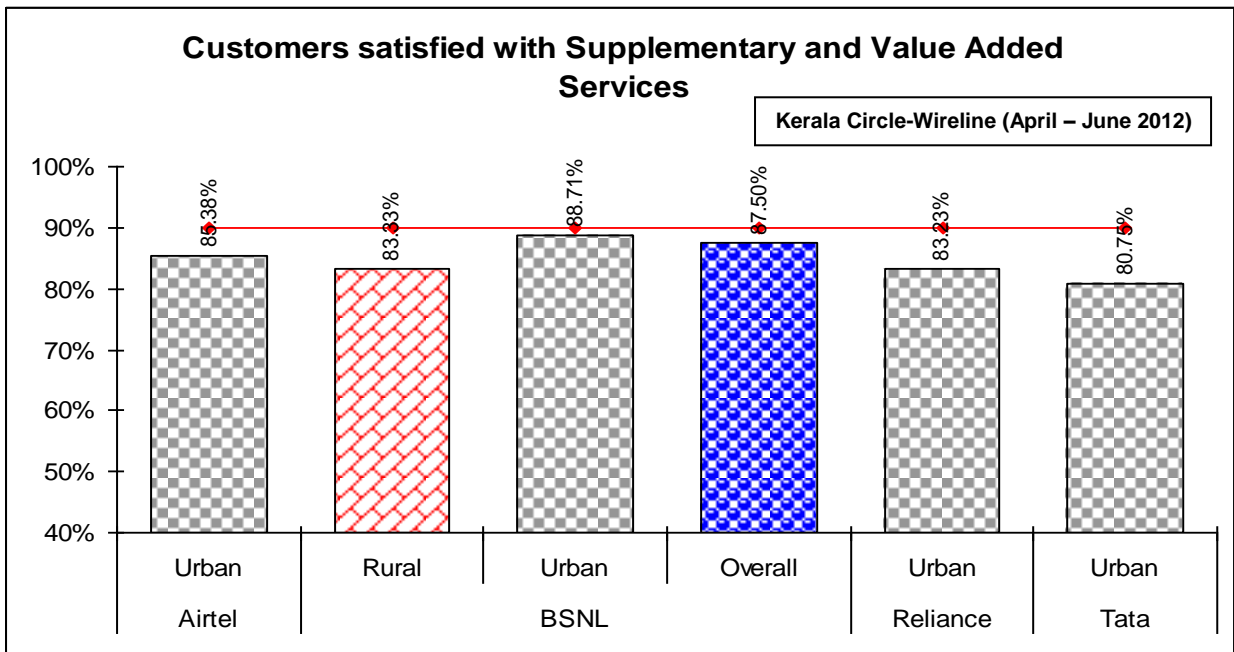
In terms of network performance, reliability and availability of services except Reliance & TATA other operators in the circle viz; BSNL & Airtel could achieve the benchmark satisfaction level of 95% in the present round of survey.

e. Maintainability (Benchmark-95%)



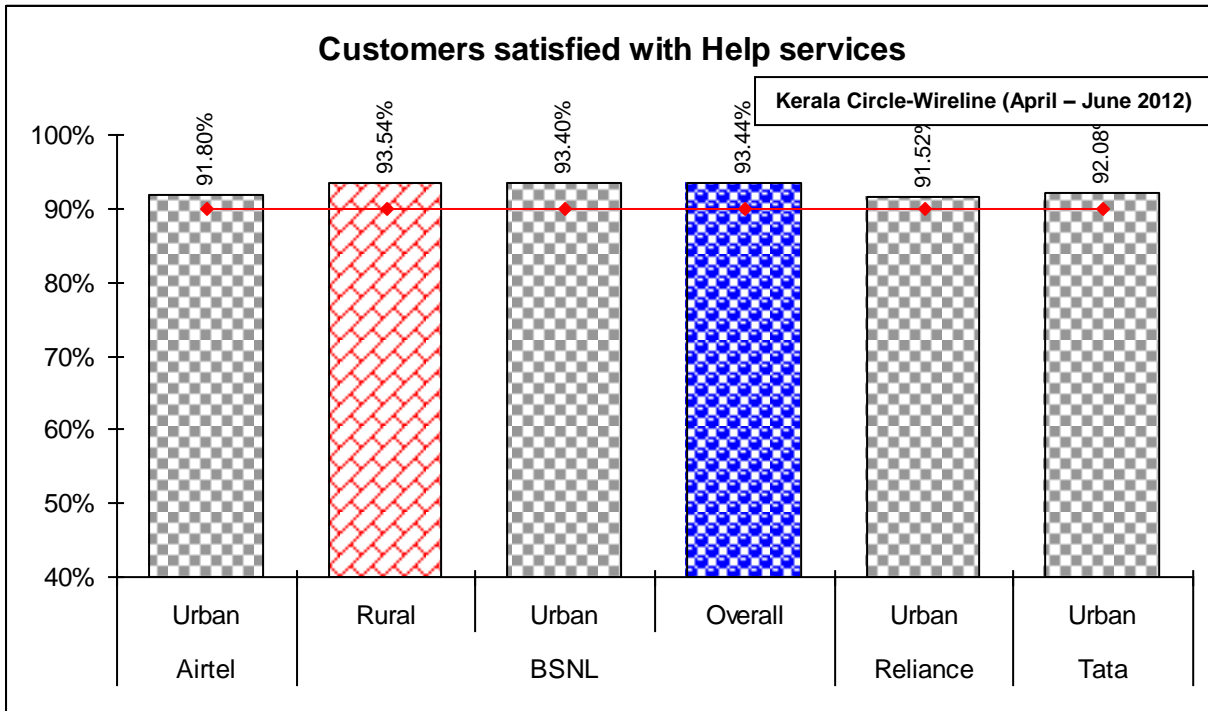
Benchmark satisfaction level of 95 % with respect to Customer satisfaction on maintainability has been achieved by only BSNL in urban areas in the present round of survey.

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



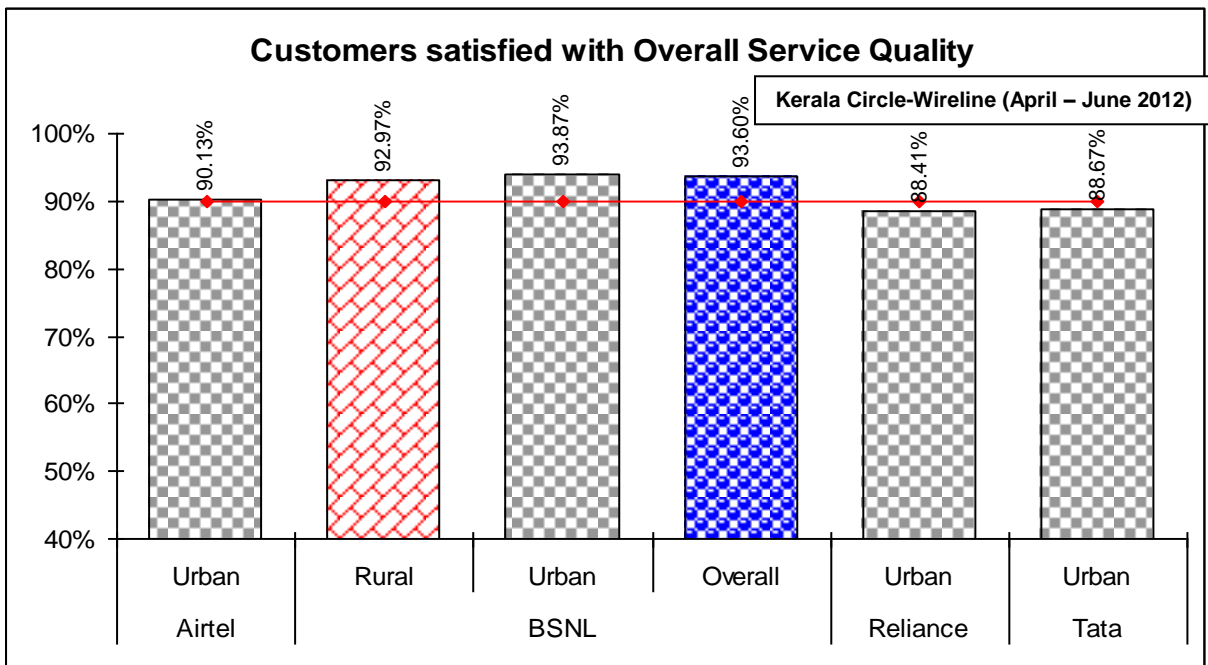
In terms of customer satisfaction with respect to supplementary and value added services, none of the operators could achieve benchmark satisfaction level of 90% in the present round of survey.

g. Help Services (Benchmark-90%)



Benchmark satisfaction level of 90% has been achieved by all the service providers with respect to help services including grievance redressal in the present round of survey.

h. Overall Service Quality (Benchmark-90%)



The overall service quality of BSNL & Airtel has been above the benchmark satisfaction level of 90% while for Reliance and TATA it is below the benchmark level in the present round of survey.

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

Wireline Operator	Area	Awareness of the	
		Customer Care	Appellate Authority
Airtel	Urban	94.57%	4.28%
BSNL	Rural	97.30%	3.24%
	Urban	97.64%	4.72%
	Overall	97.54%	4.27%
Reliance	Urban	92.55%	4.14%
Tata	Urban	91.00%	3.67%

1.2 Key Takeouts & Recommendations – Basic Wireline

Key Takeouts: Overall

There are only 4 Operators present in Kerala providing Basic Wireline services. On two of the parameters all four Operators could manage to achieve Bench Mark level. Among the four Operators providing Wireline services only BSNL is present in rural areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

BSNL in Urban areas has maximum satisfied customers for ‘provisioning of services’ parameter and is much above the average performance on this parameter. Reliance has scored least among all Operators.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, BSNL scored maximum satisfaction from customers on billing performance parameter. Reliance customers have low level of satisfaction on post-paid billing performance, hence this aspect needs further improvement.

Customers Satisfied With Billing Performance-Prepaid

Airtel’s billing performance for pre-paid customers is perceived best amongst all wireline service providers and TATA services need improvement in its performance on pre-paid billing.

Customers Satisfied With Network Performance, Reliability and Availability

The network performance, reliability and availability of service are maximum for BSNL while that of Reliance is least..

Customers Satisfied With Maintainability

BSNL in urban areas scored highest on account of this parameter while Reliance scored least on this parameter.

Customers Satisfied With Supplementary and Value Added Services

Among the 4 Operators of Wireline services in Kerala, BSNL has topped in providing supplementary & value-added services whereas TATA is lagging behind on this parameter in comparison to all other Operators.

Customers Satisfied With Help Services Including Grievance Redressal

Help services including grievance redressal is wanting in case of Reliance while services of BSNL on this aspect are quite appreciated by its customers.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 88 % to 93% to (very small range) as perceived by customers. Therefore, it can be concluded that perception of customers about overall quality of service is more or less same for Basic Wireline services for all 4 Operators.

Key Takeouts: Operator Level

Airtel

Airtel is rated as best performer (ranked one) in terms of pre-paid billing however, needs further improvement in overall performance to achieve Benchmark levels, especially on service provisioning.

BSNL

BSNL performance has been best among all operators in terms of service provisioning, post paid billing , maintainability. Its services in rural areas are pulling down its overall performance and hence further overall improvements would make it a strong player.

Reliance

Reliance wire-line service performance on most of the parameters has been below average. Significant improvements are required for achieving the Benchmark levels.

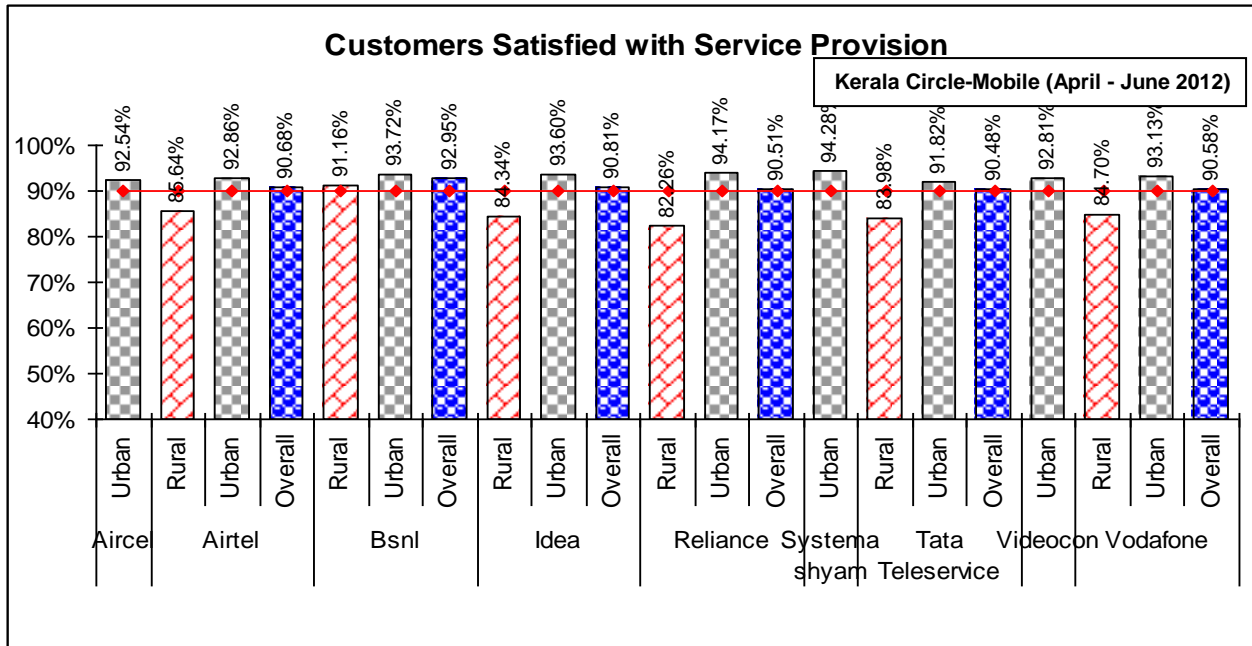
TATA

TATA's performance has been good in terms of network performance, reliability & availability while it needs to further improve its overall service quality.

2.0 Summary of the Survey Module for Cellular Mobile

	Overall Performance→	Customers satisfied with							
		Provisioning of service	Billing performance-Prepaid	Billing performance-Postpaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services including grievance redressal	Overall service quality
Mobile Operator	Area↓/Benchmark →	≥ 90%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 90%	≥ 90%	≥ 90%
Aircel	Urban	92.54%	90.92%	92.42%	94.65%	93.98%	89.45%	89.27%	91.71%
Airtel	Rural	85.64%	93.68%	94.24%	89.78%	86.73%	87.50%	87.43%	87.29%
	Urban	92.86%	94.95%	95.88%	95.18%	94.12%	93.44%	92.63%	95.48%
	Overall	90.68%	94.59%	95.29%	93.55%	92.13%	92.33%	90.95%	93.01%
Bsnl	Rural	91.16%	93.29%	95.00%	91.99%	89.58%	87.38%	91.35%	91.16%
	Urban	93.72%	95.74%	97.71%	96.15%	95.11%	94.35%	93.31%	97.16%
	Overall	92.95%	94.97%	97.01%	94.90%	93.39%	92.94%	92.68%	95.36%
Idea	Rural	84.34%	90.98%	95.12%	94.37%	83.79%	87.50%	87.63%	90.11%
	Urban	93.60%	92.41%	95.91%	95.08%	95.36%	93.37%	91.88%	95.50%
	Overall	90.81%	92.03%	95.61%	94.87%	91.97%	91.97%	90.49%	93.87%
Reliance	Rural	82.26%	92.81%	92.56%	88.44%	86.23%	83.84%	87.97%	87.10%
	Urban	94.17%	95.19%	93.43%	97.32%	95.66%	91.69%	90.17%	93.81%
	Overall	90.51%	94.53%	93.02%	94.60%	92.73%	90.04%	89.50%	91.75%
Systema shyam	Urban	94.28%	91.84%	N.A	93.53%	91.12%	84.28%	88.49%	87.73%
Tata Teleservice	Rural	83.98%	93.67%	92.13%	86.17%	68.69%	81.97%	87.22%	85.44%
	Urban	91.82%	94.09%	94.33%	96.21%	94.33%	87.45%	90.40%	91.62%
	Overall	90.48%	90.91%	93.64%	94.50%	88.46%	86.83%	89.86%	90.56%
Videocon	Urban	92.81%	89.06%	88.83%	92.02%	88.44%	74.77%	87.72%	85.95%
Vodafone	Rural	84.70%	94.44%	93.85%	92.76%	85.22%	84.43%	84.03%	89.62%
	Urban	93.13%	94.71%	97.78%	95.91%	96.12%	92.19%	89.46%	96.21%
	Overall	90.58%	94.62%	96.90%	94.96%	92.89%	90.37%	87.87%	94.21%

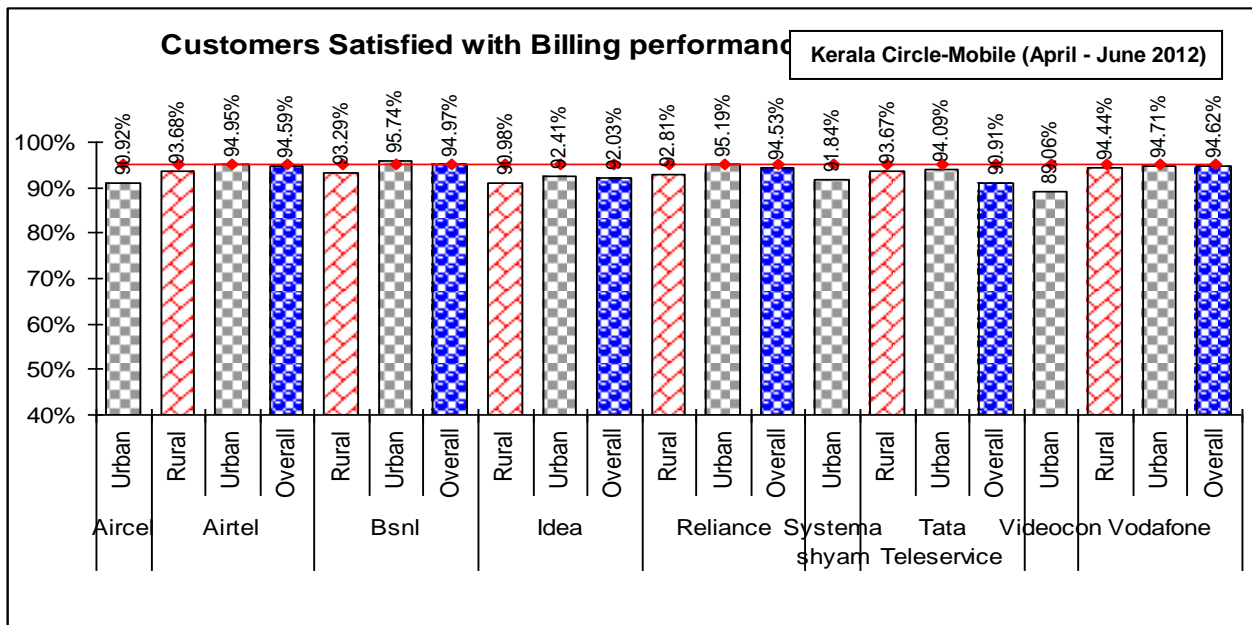
a. Service Provision (Benchmark-90%)



In the present round of survey Aircel,Airtel,Reliance, Systema Shyam,TATA,Videocon ,Vodafone & Idea in Urban,BSNL overall meet the benchmark level of satisfaction with service provisioning (i.e. 90%)

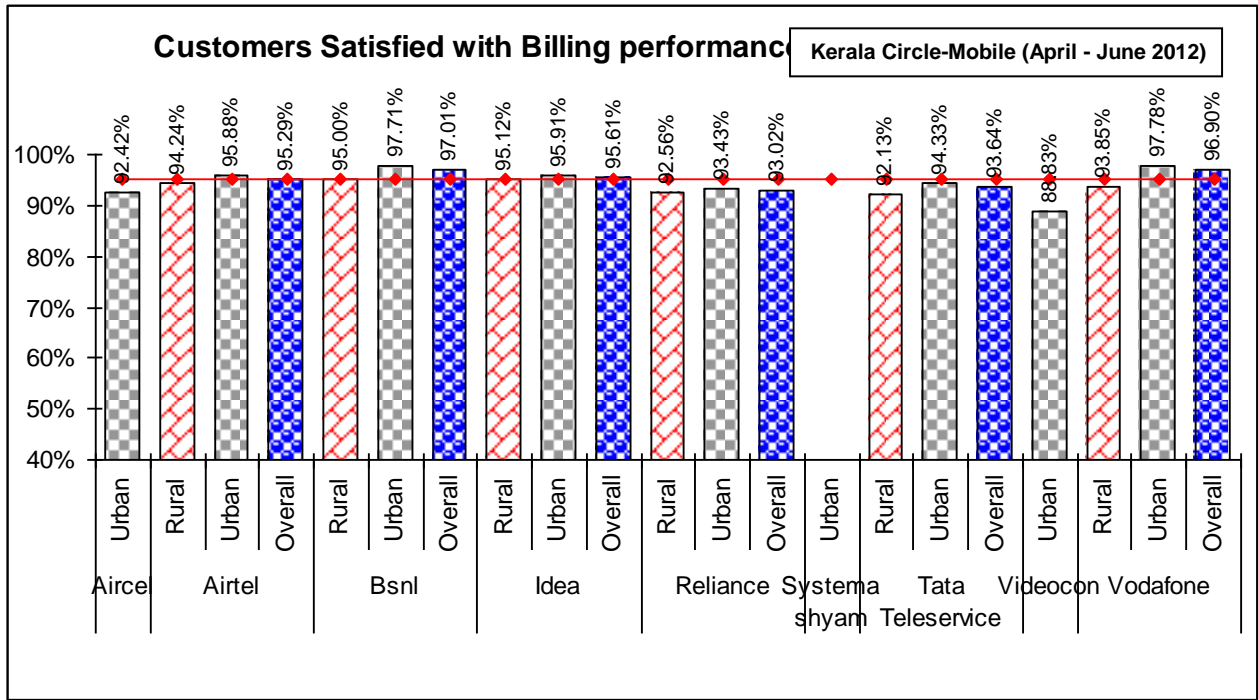
b. Billing Performance

Pre-paid Subscribers

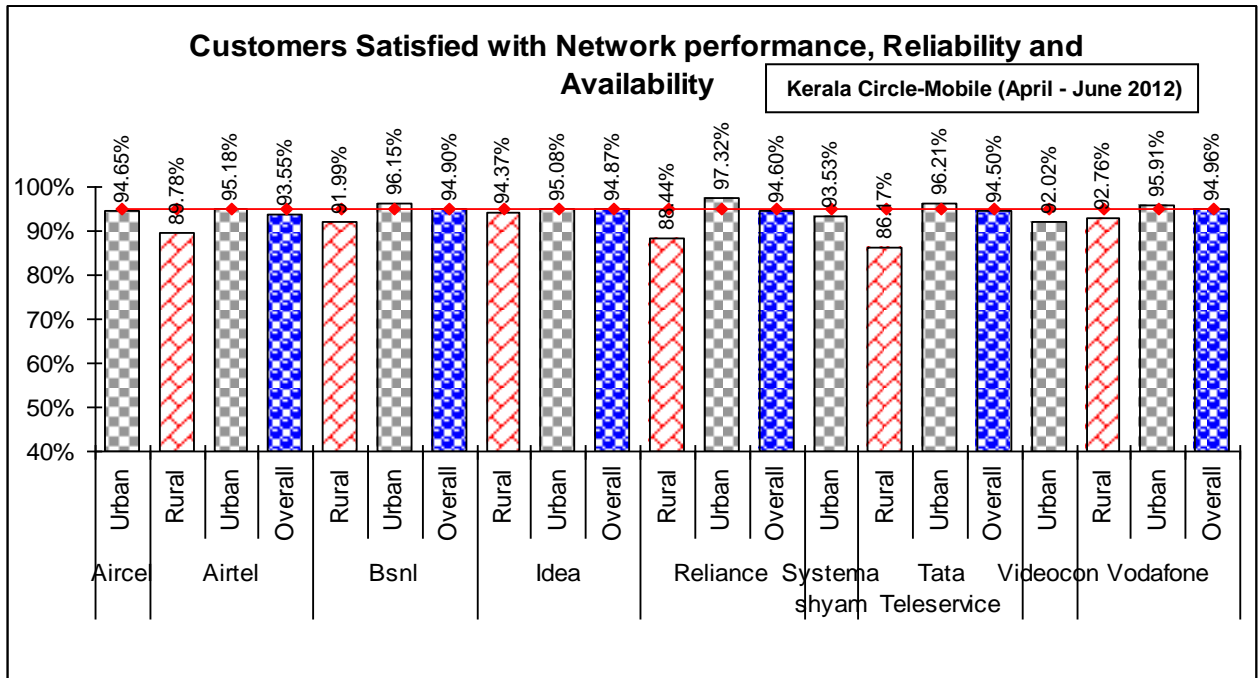


Only BSNL& Reliance in urban areas meet the benchmark level of satisfaction (i.e. 95%) with respect to billing performance of pre-paid while in post paid services Airtel,BSNL,Idea and Vodafone meet the benchmark level.

c. Post-paid Subscribers

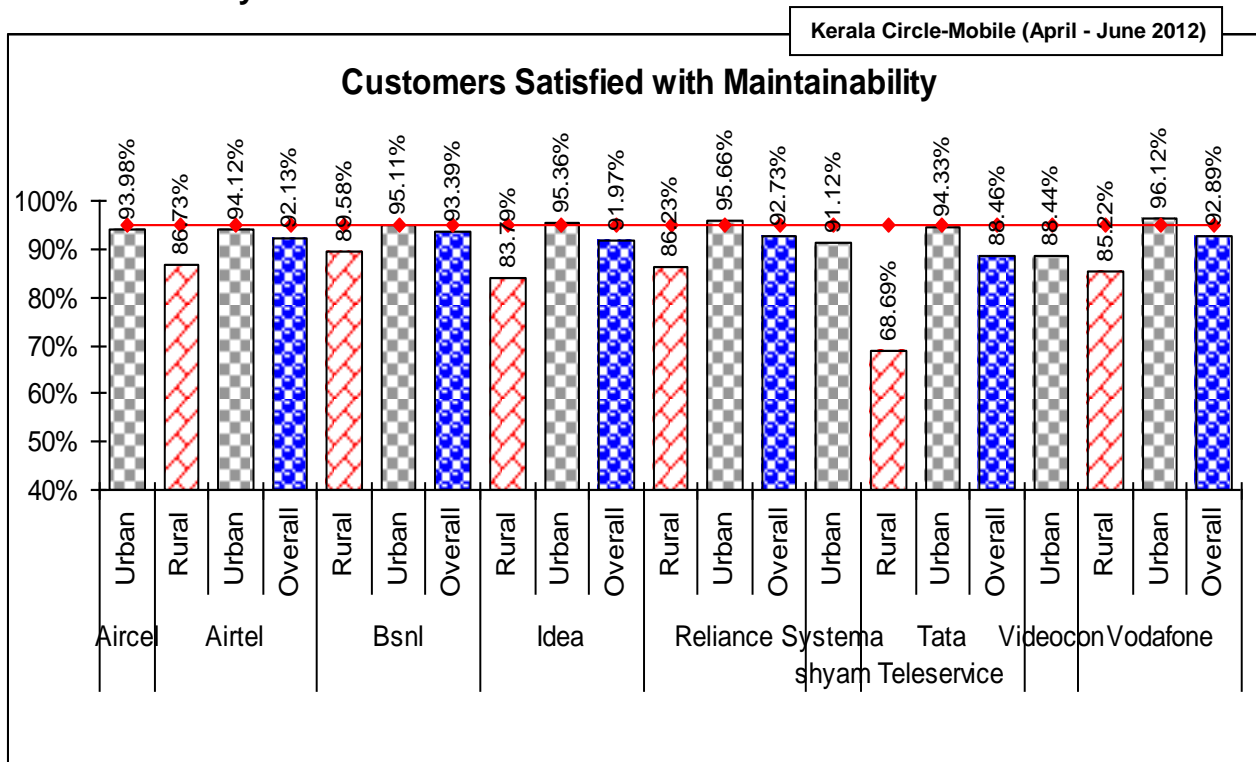


d. Network Performance, Reliability and Availability



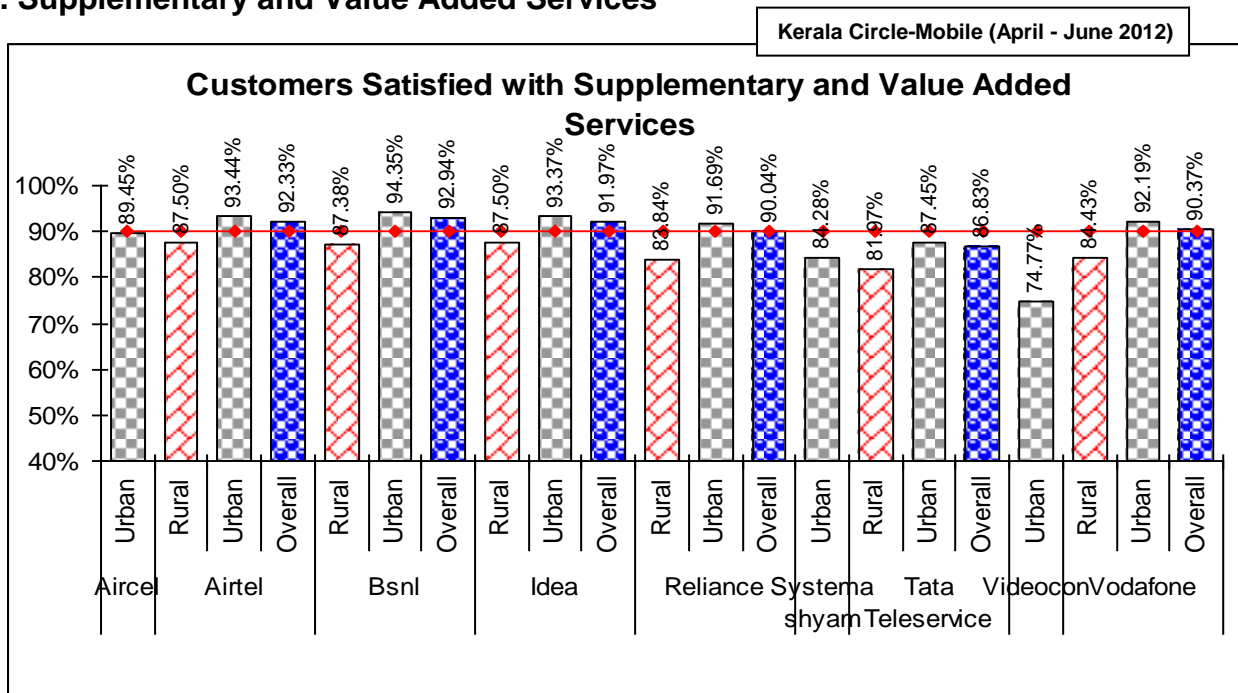
In the present round of survey, Airtel, BSNL, Idea, Reliance, TATA and Vodafone in urban areas meet the benchmark level of satisfaction with respect to Network Performance, Reliability and Availability (i.e. 95%).

e. Maintainability



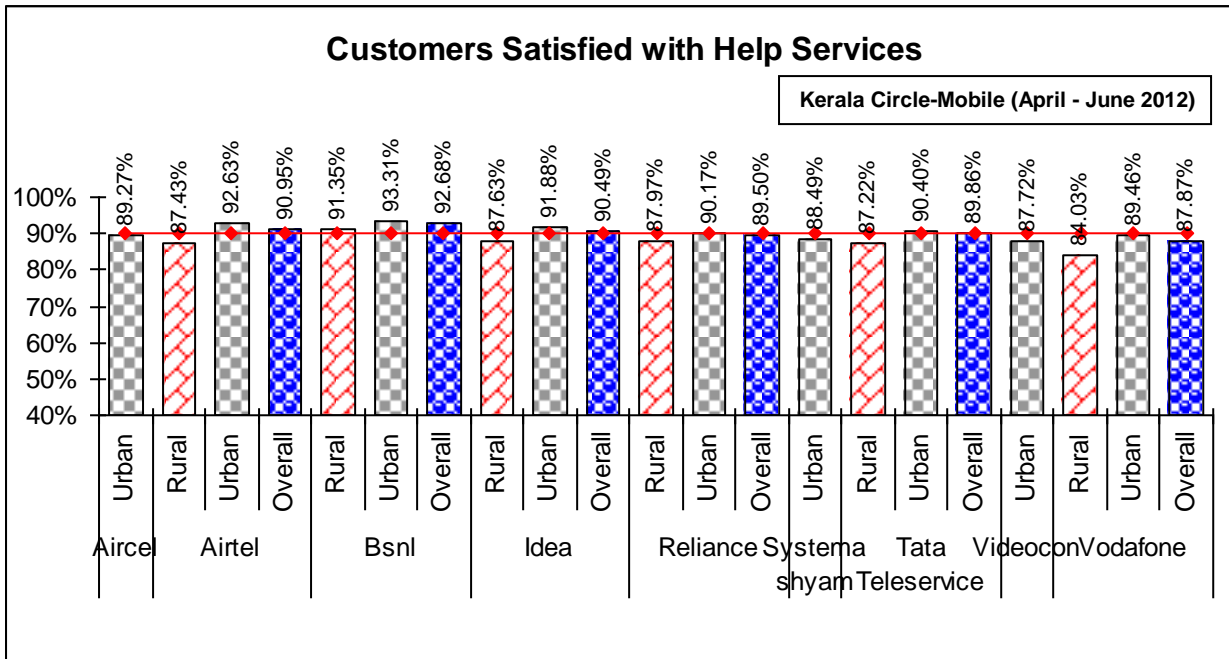
In the present round of survey BSNL, Idea, Reliance and Vodafone in urban areas meet the benchmark level of satisfaction with respect to maintainability (i.e. 95%).

f. Supplementary and Value Added Services



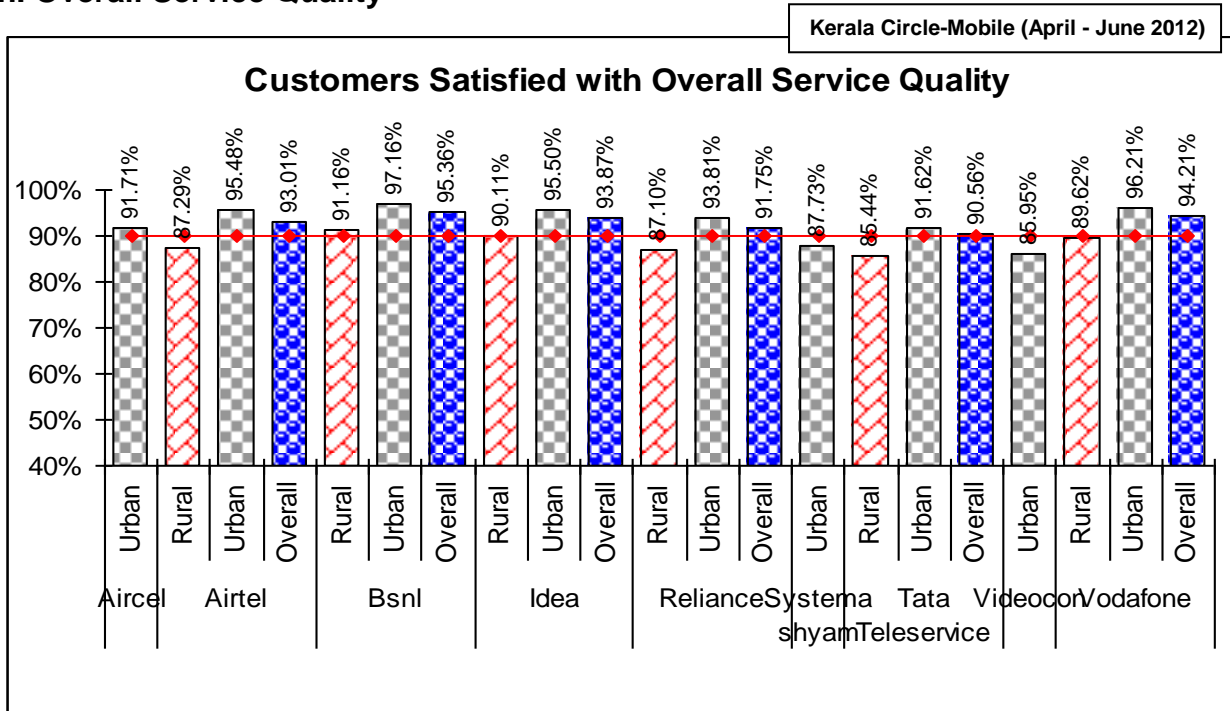
Supplementary and Value Added Services being provided by Airtel, BSNL, Idea, Reliance and Vodafone could meet the benchmark satisfaction level of 90% in the present round of survey.

g. Help Services Including Grievance Redressal



Help services including Grievance redressal being provided by Airtel,BSNL,Idea overall while ,Reliance &TATA in urban could meet the benchmark satisfaction level of 90 % in the present round of survey.

h. Overall Service Quality



The customer satisfaction with respect to overall quality of service provided by Airtel,BSNL,Idea,Reliance ,TATA and Vodafone could meet the benchmark level of 90 % in the present round of survey.

2.1 Consumer Protection and Grievance Redressal for the Cellular Mobile

Mobile Operator	Area	Awareness about	
		Customer Care	Appellate Authority
Aircel	Urban	93.20%	3.15%
	Rural	92.27%	1.66%
	Urban	95.24%	3.33%
Airtel	Overall	94.34%	2.83%
	Rural	93.92%	2.21%
	Urban	95.73%	4.27%
BSNL	Overall	95.19%	3.65%
	Rural	93.96%	2.75%
	Urban	95.73%	4.03%
Idea	Overall	95.20%	3.64%
	Rural	91.94%	1.61%
	Urban	94.76%	3.33%
Reliance	Overall	93.89%	2.81%
Systema shyam	Urban	92.37%	3.65%
	Rural	90.29%	1.94%
Tata Teleservice	Urban	93.41%	3.39%
	Overall	92.88%	3.15%
Videocon	Urban	92.56%	2.81%
	Rural	92.90%	2.19%
	Urban	95.02%	4.27%
Vodafone	Overall	94.38%	3.64%

2.2 Key Takeouts & Recommendations – Cellular Mobile

Key Takeouts: Overall

Out of the 9 Operators present in Kerala, majority of the Operators could meet benchmark level on all parameters. All major Operators have their presence both in Rural and Urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

BSNL's overall performance both in rural as well as urban areas has scored maximum satisfaction of customers. Reliance in rural and TATA in urban areas respectively have scored least for Service Provisions.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by BSNL in urban and Vodafone in rural areas. On the otherhand Idea's in rural areas and Videocon's in urban areas performance is found least satisfactory for prepaid customers amongst the 9 Operators present in Kerala.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, Vodafone in urban and BSNL is found to be the best performer both in rural and urban areas. TATA in rural and Videocon in urban areas have least satisfied postpaid customers w.r.t. billing related issues.

Customers Satisfied With Network Performance, Reliability and Availability

Maximum customers are satisfied with performance of Reliance in urban and Idea in rural in terms of reliability and availability of network. Out of 9 Operators in Kerala, TATA in rural area and Videocon in urban area have the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

Vodafone in urban areas & BSNL in rural has demonstrated the strongest maintainability of signals whereas Videocon in urban area & TATA in rural areas have poor maintainability of signals.

Customers Satisfied With Supplementary and Value Added Services

BSNL in urban area and Idea & Airtel in rural area top the satisfaction levels amongst customers w.r.t. supplementary services and VAS while in rural areas it is least with TATA and in urban areas with Videocon.

Customers Satisfied With Help Services Including Grievance Redressal

BSNL scored maximum in rural areas as well as urban areas and Videocon customers are least satisfied both in urban areas & Vodafone in rural areas on account of help services including grievance redressal.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality both in rural and urban sectors is BSNL. The least score is that of Videocon in urban areas & TATA in rural areas.

Key Takeouts: Operator Level

Aircel

Overall Aircel performance has been average as perceived by Customers since its performance on all 8 parameters has been average, however customer perception about its maintainability is best as it scored highest among all other operators..

Airtel

Airtel performance has been above average on most of the parameters. Needs improvement on its pre-paid billing related performance, network performance and help services including grievance redressal.

BSNL

BSNL reported best performance in pre & post paid billing related aspects, supplementary & VAS services, help services including grievance redressal and Overall service quality. While needs to further improve service provisioning and maintainability aspects of performance.

Idea

Idea reported near average performance on all parameters when compared to all Operators. Provisioning of services activities and value added services should be given due consideration for improvement.

Reliance

Reliance performance has been above average in terms of network performance, reliability & availability as well as maintainability in comparison to all Operators. Reliance needs to pay special attention on value added services and help services including grievance redressal.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has been an average performer though in terms of service provisioning has scored best while it needs to improve its overall service quality.

Tata

Its performance was reported to be below average on maintainability and overall service quality. On all other parameters, Tata has performed above average and is second best performer in terms of network availability and help services including grievance redressal. On service provision it has to improve having scored least.

Vodafone

It has performed best in terms of network performance, reliability and availability while in terms of providing supplementary and value added services to customers, it needs to improve its services.

Videocon

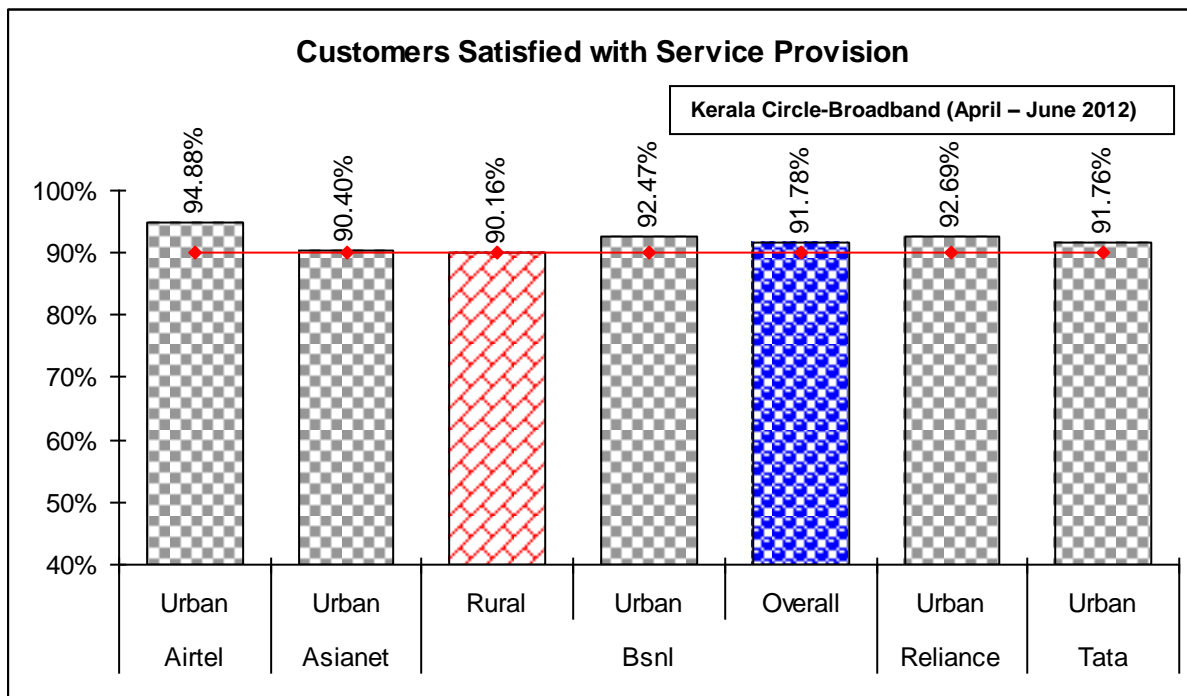
Videocon performance has below average with least score on majority of the parameters, has to improve upon its billing performance- pre & post paid, network performance, reliability and availability, supplementary and value added services to customers, maintainability, help services and overall quality of services.

3.0 Summary of the Survey Module for Broadband

Satisfaction Level of Subscribers with Various Parameters of Broadband Service:

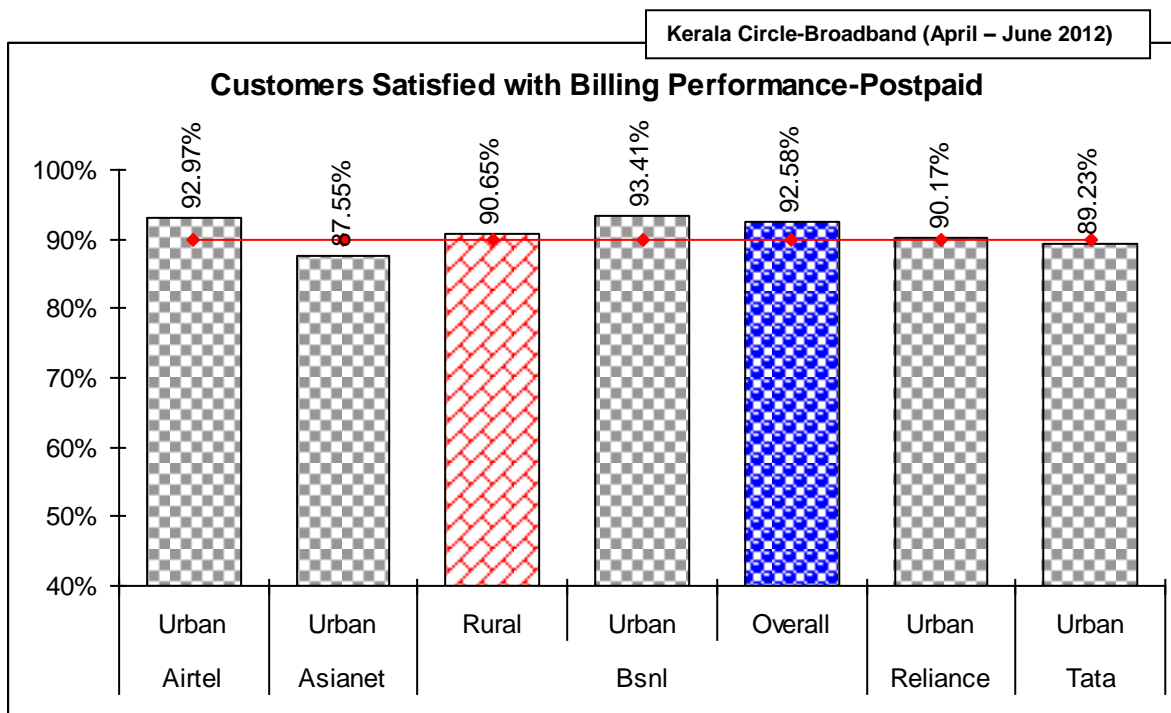
Broadband Operator	Overall Performance → Area↓/Benchmark →	Customers Satisfied with							
		Provisioning of service	Billing performance- Postpaid	Billing performance- Prepaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services	Overall service quality
		≥ 90%	>90%	> 90%	>85%	> 85%	>85%	> 90%	> 85%
Airtel	Urban	94.88%	92.97%	93.85%	87.46%	90.46%	87.76%	92.22%	90.10%
Asianet	Urban	90.40%	87.55%	84.69%	82.28%	86.80%	80.39%	89.29%	83.11%
BSNL	Rural	90.16%	90.65%	92.86%	85.52%	86.44%	88.89%	89.22%	85.79%
	Urban	92.47%	93.41%	96.30%	88.47%	89.90%	89.29%	91.42%	89.41%
	Overall	91.78%	92.58%	95.59%	87.58%	88.88%	89.19%	90.75%	88.32%
Reliance	Urban	92.69%	90.17%	91.38%	84.80%	85.84%	82.50%	89.96%	85.38%
TATA	Urban	91.76%	89.23%	85.82%	81.55%	87.40%	84.62%	89.30%	84.18%

a. Service Provision



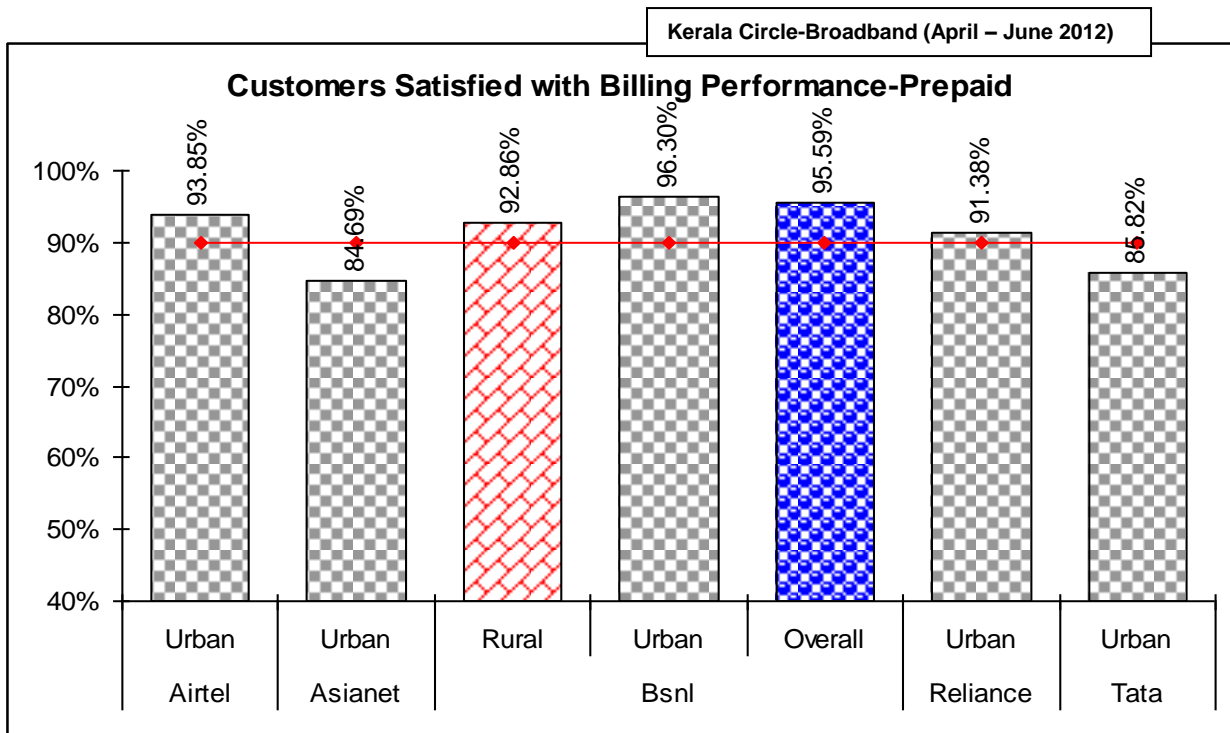
The benchmark satisfaction level with respect to service provision was met by all the service providers in the present round of survey.

b. Customers Satisfied With Billing Performance-Postpaid

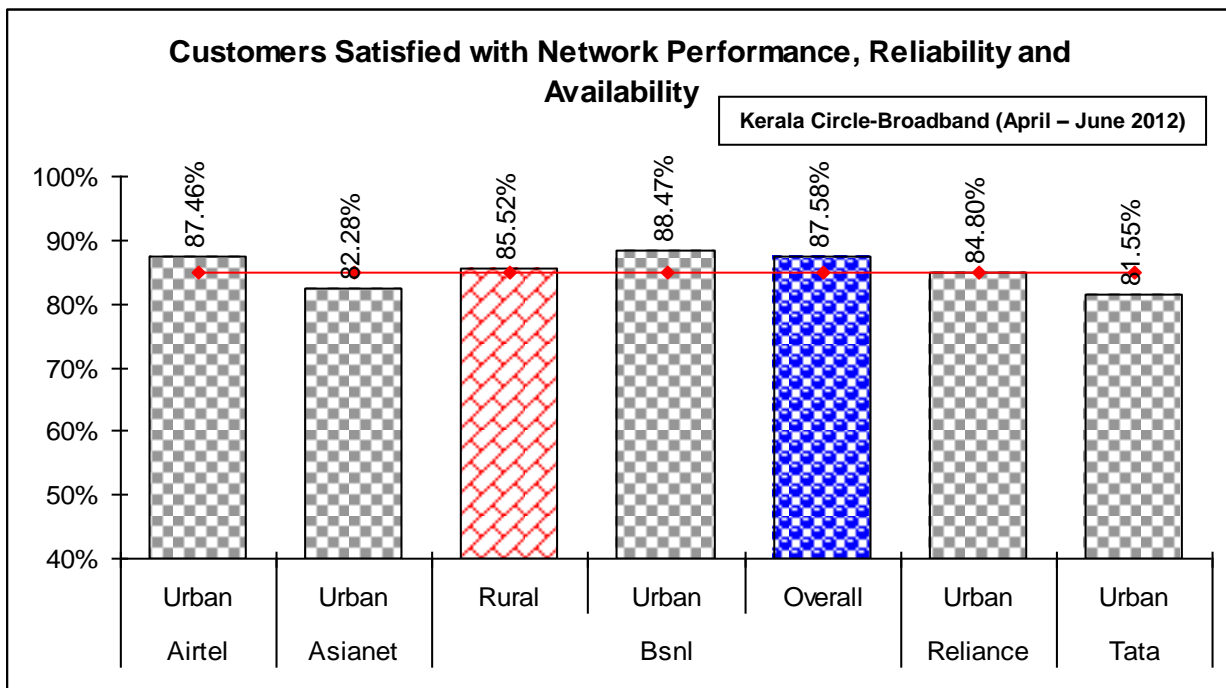


In terms of billing performance of pre paid & post paid customers, the benchmark satisfaction level has been met by BSNL & Airtel while Asianet & TATA could not.

c. Customers Satisfied With Billing Performance-Prepaid

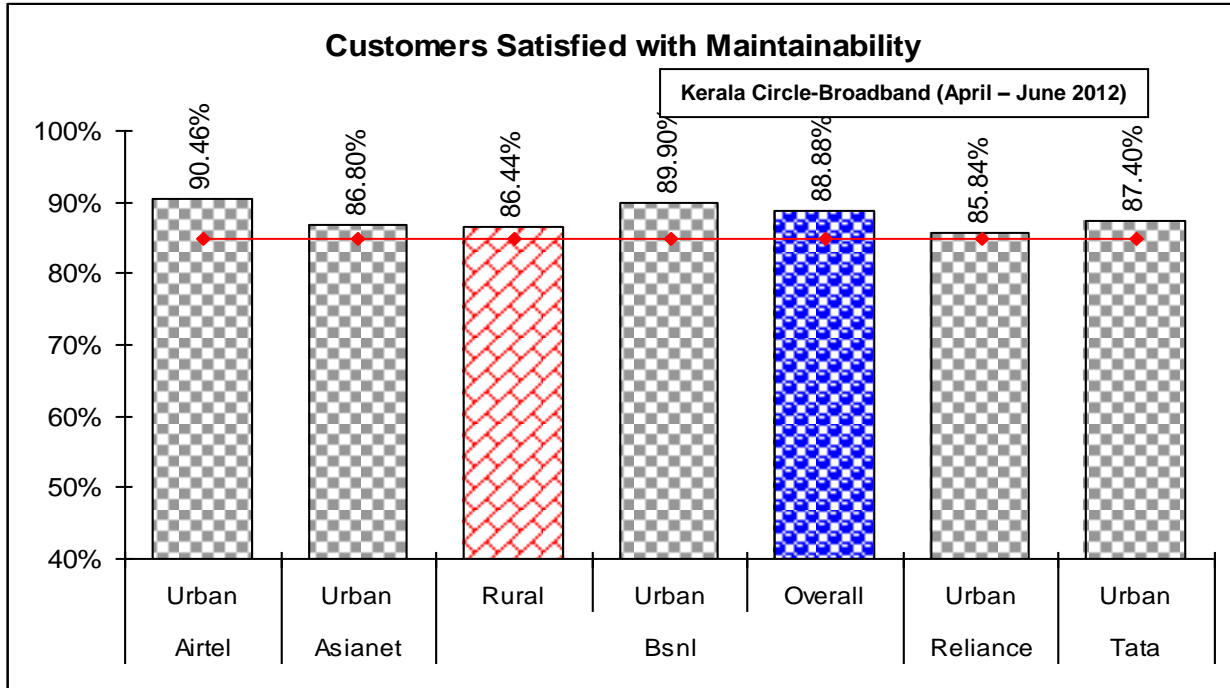


d. Customers Satisfied With Network Performance, Reliability and Availability



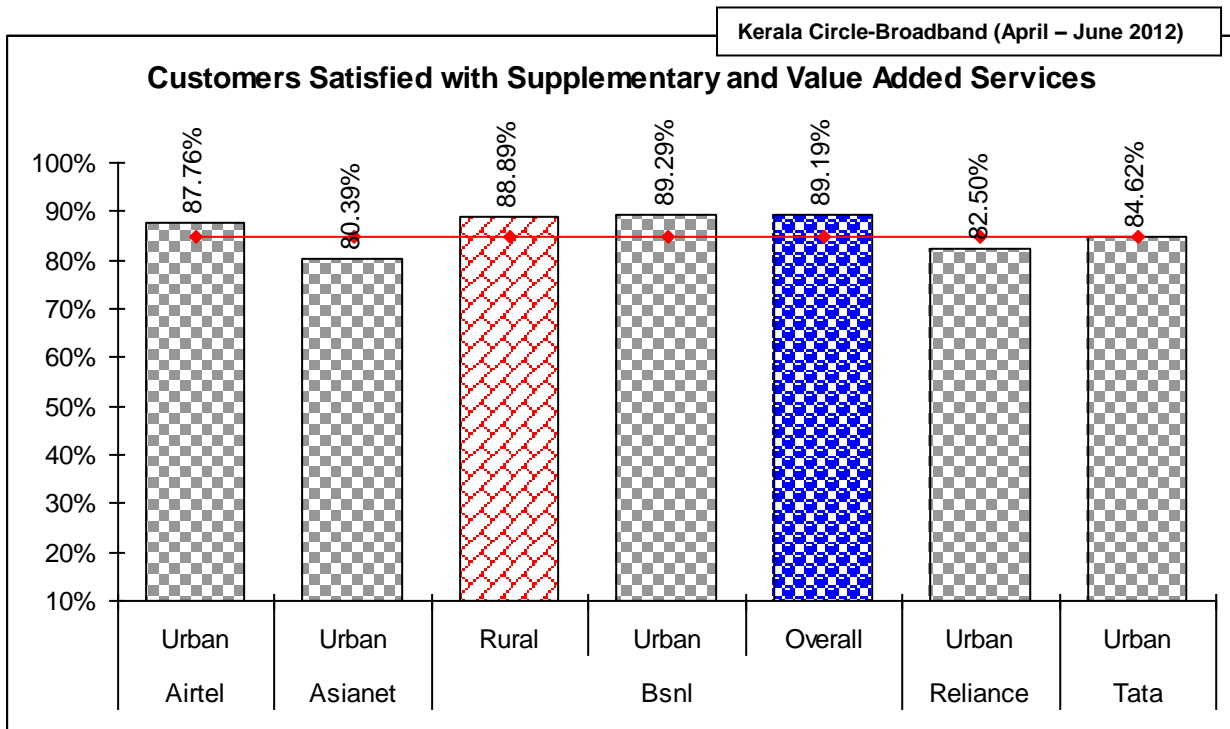
The benchmark satisfaction level has been met by Airtel and BSNL with respect to Network Performance, Reliability and Availability in the present round of survey..

e. Customers Satisfied With Maintainability



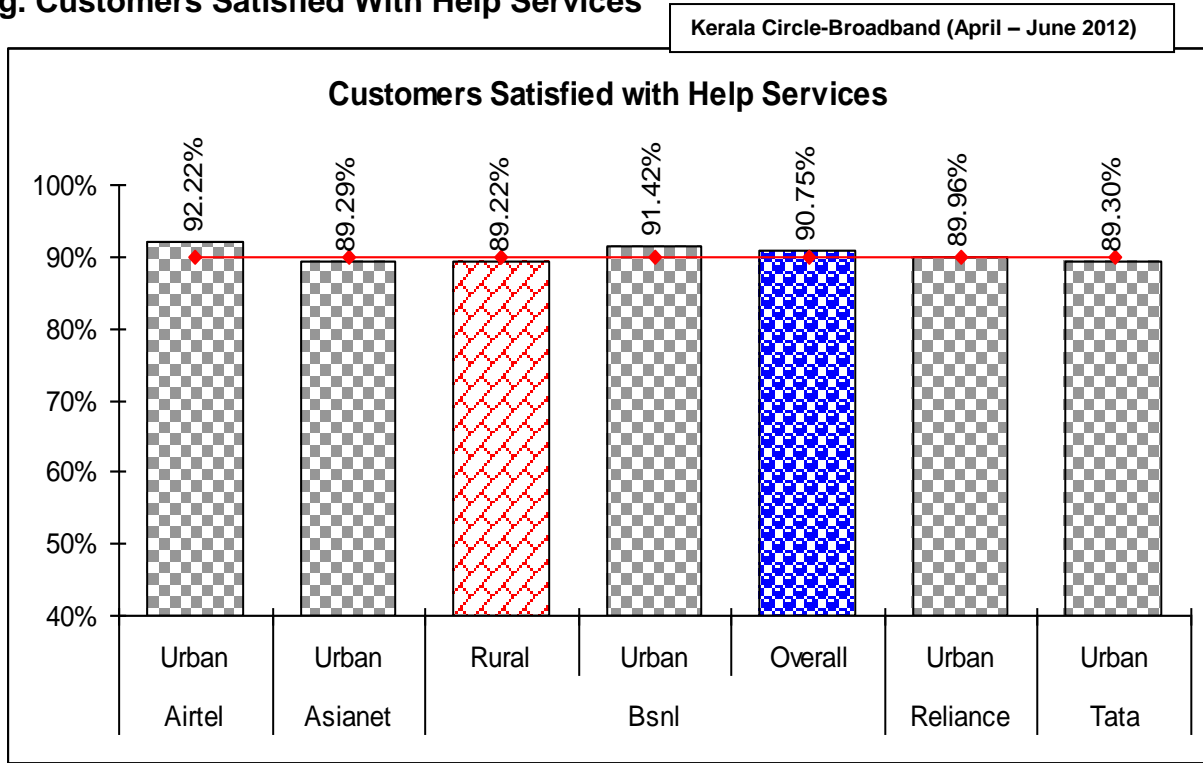
With respect to maintainability, the benchmark satisfaction level has been met by all the service providers in the present round of survey.

f. Customers Satisfied With Supplementary and Value Added Services



The benchmark satisfaction level of 85% has been met by BSNL & Airtel in terms of supplementary and value added services in the present round of survey.

g. Customers Satisfied With Help Services



Airtel and BSNL could meet the benchmark satisfaction level of 90% for help services in the present round of survey.

h. Customers Satisfied With Overall Service Quality



The benchmark satisfaction level of 85% has been met by Reliance, BSNL and Airtel with respect to overall service quality.

3.1 Consumer Protection and Grievance Redressal for the Broadband

Operator	Area	Awareness about	
		Customer Care Number	Appellate Authority
Airtel	Urban	92.08%	7.43%
Asianet	Urban	86.75%	6.79%
BSNL	Rural	78.14%	9.84%
	Urban	92.47%	4.94%
	Overall	88.16%	6.41%
Reliance	Urban	87.04%	9.63%
TATA	Urban	86.00%	7.25%

3.2 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are five Operators present in state of Kerala providing Broadband services. At least two of the Operators could manage to achieve Bench Mark level on most of the parameters. BSNL customers of broadband services in rural areas are as much satisfied as their urban counterpart.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel is most active in urban followed by Reliance & BSNL for provisioning of services whereas Asianet emerged as least active performer for provisioning of services of broadband services in urban areas.

Customers Satisfied With Billing Performance-Postpaid

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

Customers Satisfied With Billing Performance-Prepaid

BSNL is the best performer on prepaid billing whereas Asianet is the least scorer on this parameter amongst all five Operators for broadband services in Kerala.

Customers Satisfied With Network Performance, Reliability and Availability

TATA's performance is least satisfactory while BSNL is best considering the overall performance in rural and urban areas.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Airtel broadband connections maintainability in urban areas while Customers are least satisfied with Reliance on this aspect.

Customers Satisfied With Supplementary and Value Added Services

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

Customers Satisfied With Help Services

Airtel has the best help services followed by BSNL in urban areas and Asianet has least score on this parameter.

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel while overall service quality of Asianet is perceived to be poor.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing above average as compared to other Operators on all parameters but needs to address prepaid billing, Network performance, reliability & availability and Supplementary & VAS for achieving the Benchmark levels in broadband services.

BSNL

Overall BSNL is an above average performer on all parameters having scored highest on three parameters viz: billing performance –prepaid, Network performance, reliability & availability and Supplementary & VAS. It needs definite improvement in Service provisioning and Maintainability.

Asianet

When compared to other Operators, Asianet has performed below average having scored least in six of eight parameters. It needs a better focus on provisioning of services, billing, Supplementary & VAS,,and help services for broadband services.

Reliance

Reliance has scored average score among all operators for network performance, reliability and availability as well as best help services. However it needs to address maintainability where it has scored least among all operators.

TATA

TATA has performed above average on most of the parameters but needs to specifically improve its Network performance, reliability & availability.

1.0 Background

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

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

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

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

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

I. Each Telecom Operators would be required:

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

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

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

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

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

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

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

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

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

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

The Zones comprise following Telecom Circle/Metro Service Areas:

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

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

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

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

The present report is based on the Survey (April -June 2012) in the Telecom circle of Kerala.

2.0 Objective of the Study

To Assess the:

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

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

3.0 Approach and Methodology

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

3.1 Assessment Parameters

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

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service

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

Broadband Service:

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

3.2 Sample Plan

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

3.2.1 Sample Size: Target vs Achievement

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

Wireline:

Name of Operator	Sample Size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	180	420	600	**	608	608
BSNL	180	420	600	185	424	609
Reliance	180	420	600	**	604	604
Tata Teleservices	180	420	600	**	600	600
Total	720	1680	2400	185	2236	2421

** No Rural Customers

Mobile:

Mobile	Sample size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Aircel	180	420	600	**	603	603
Airtel	180	420	600	181	420	601
BSNL	180	420	600	181	422	603
Idea	180	420	600	182	422	604
Reliance	180	420	600	186	420	606
Systema Shyam	180	420	600	**	603	603
Tata Teleservices	180	420	600	103*	501	604
Videocon	180	420	600	**	605	605
Vodafone	180	420	600	183	422	605
Grand Total	1800	4200	6000	1016	4418	5434

* Few Rural Customers ** No Rural Customers ,

Broadband:

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	180	420	600	**	606	606
Asianet	180	420	600	**	604	604
BSNL	180	420	600	183	425	608
Reliance	180	420	600	**	602	602
Tata Comm	180	420	600	**	607	607
Grand Total	900	2100	3000	183	2844	3027

** No Rural Customers

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

Wireline:

Sl.No.	District/SSA	Operator→	BSNL		
		Area→	Rural	Urban	
		Mode of Interview→ SDCA↓	Personal	Personal	Telephonic
1	Kollam	Kollam	37	28	32
2	Kottayam	Kottayam	41	60	63
	Kottayam	Pala	15	16	14
3	Malappuram	Manjeri	25	30	30
	Malappuram	Tirur	27	14	16
4	Palghat	Palghat	15	44	47
5	Pathanamthitta	Thiruvalla	25	15	15
Total of each column			185	207	217
Total survey of each operator done			609		
Total Planned for survey			600		

Sl.No.	District/SSA	Operator→	Airtel		Reliance		Tata Teleservices		Grand Total
		Area→	Urban		Urban		Urban		
		Mode of Interview→ SDCA↓	Personal	Telephonic	Personal	Telephonic	Personal	Telephonic	
1	Ernakulam	Cochin	301	307	-	-	-	-	
2	Calicut	Calicut	-	-	-	-	213	211	
3	Kannur		-	-	-	-	86	90	
4	Trivandrum	Trivandrum	-	-	297	307	-	-	
Total of each column			301	307	297	307	299	301	
Total survey of each operator done			608		604		600		2421
Total Planned for survey			600		600		600		2400

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

Mobile:

Operator→		Aircel			Airtel			BSNL		
Area→		Urban			Rural	Urban		Rural	Urban	
Sl.No.	Mode of Interview→	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic	
	District↓									
1	Calicut	146	152	89	102	102	91	106	104	
2	Ernakulam	151	154	92	107	109	90	105	107	
Total of each column		297	306	181	209	211	181	211	211	
Total survey of each operator		603			601			603		
Total Planned for survey		600			600			600		
Operator→		Idea			Reliance			Systema Shyam		
Area→		Rural	Urban		Rural	Urban		Urban		
Sl.No.	Mode of Interview→	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Telephonic	
	District↓									
1	Calicut	92	104	106	93	101	107	146	143	
2	Ernakulam	90	109	103	93	103	109	156	158	
Total of each column		182	213	209	186	204	216	302	301	
Total survey of each operator		604			606			603		
Total Planned for survey		600			600			600		
Operator→		Tata Teleservices			Videocon			Vodafone		
Area→		Rural	Urban		Urban			Rural	Urban	
Sl.No.	Mode of Interview→	Personal	Personal	Telephonic	Personal	Telephonic	Personal	Personal	Telephonic	
	District↓									
1	Calicut	47	118	129	149	143	86	103	112	
2	Ernakulam	56	125	129	151	162	97	102	105	
Total of each column		103	243	258	300	305	183	205	217	
Total survey of each operator		604			605			605		
Total Planned for survey		600			600			600		

Broadband:

		Operator→	BSNL		
		Area→	Rural	Urban	
Sl. No.	District	Mode of Interview→	Personal	Personal	Telephonic
		SDCA↓			
1	Kollam	Kollam	39	29	32
2	Kottayam	Kottayam	57	75	76
3	Malappuram	Malappuram	56	47	45
4	Palghat	Palghat	13	45	46
5	Pathanamthitta	Thiruvalla	18	15	15
Total of each column			183	211	214
Total Survey of Each Operator				608	
Total Planned for Survey				600	

		Airtel		Asianet		Reliance		TATA		
		Urban		Urban		Urban		Urban		
	District	Mode of Interview	Personal	Telephonic	Personal	Telephonic	Personal	Telephonic	Personal	Telephonic
		SDCA								
1	Calicut	Calicut					146	150		
2	Ernakulam	Ernakulam	302	304	301	303			302	305
3	Trivandrum	Trivandrum					152	154		
Total of each column			302	304	301	303	298	304	302	305
Total Survey of Each Operator			606		604		602		607	
Total Planned for Survey			600		600		600		600	

3.2.2 Sampling Frame

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

3.2.3 Questionnaire(s) Canvassed

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

3.3 Computation of Level of Customer Satisfaction and Benchmarking

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

% of satisfied consumers is ascertained using the following formula:

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

Where CS = % of satisfied consumers

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

N = Total sample size achieved

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

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service

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

Broadband Service:

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

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

4.0 Definition of key terms

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

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

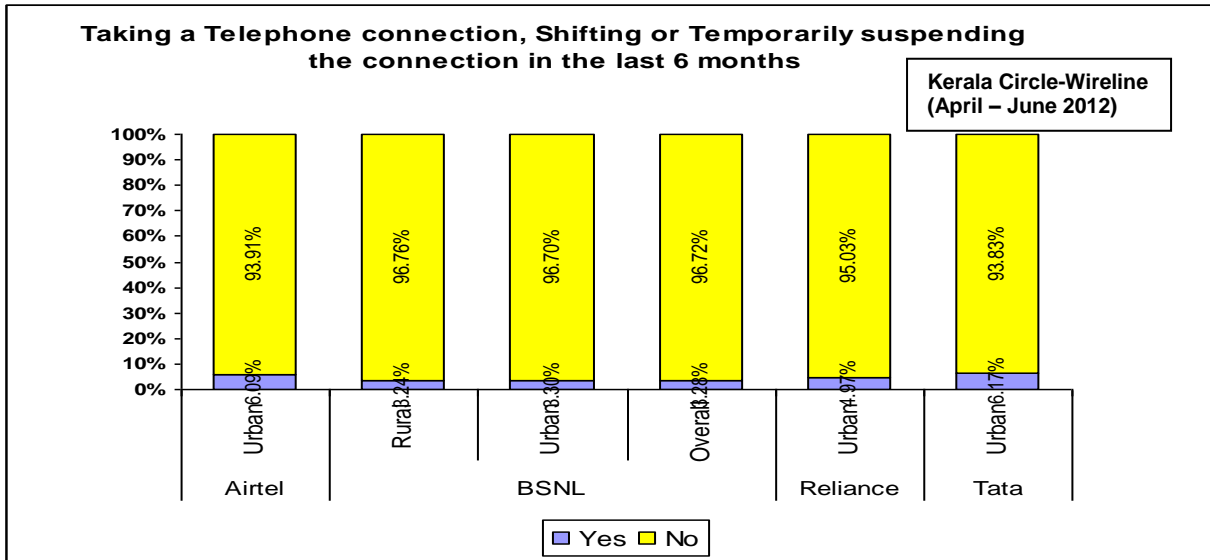
Broadband service – Broadband' is defined in the Broadband Policy 2004 as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point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

5.1 Detailed Findings – Basic Wireline

5.1.1 Service Provision sub-aspects

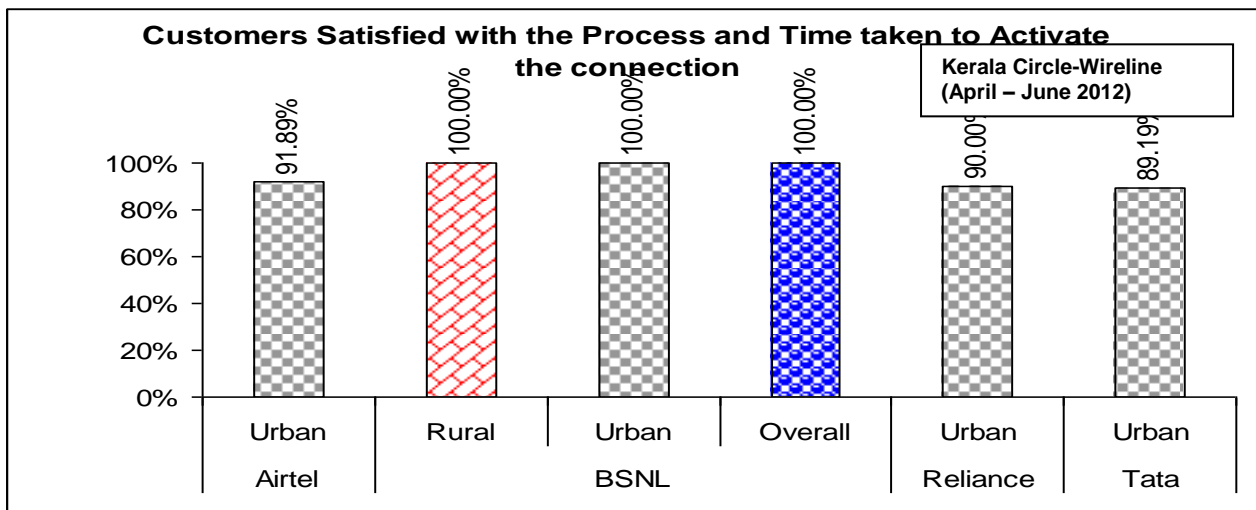
a. Taking a Telephone Connection, Shifting or Temporarily Suspending the Connection in the Last 6 Months

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



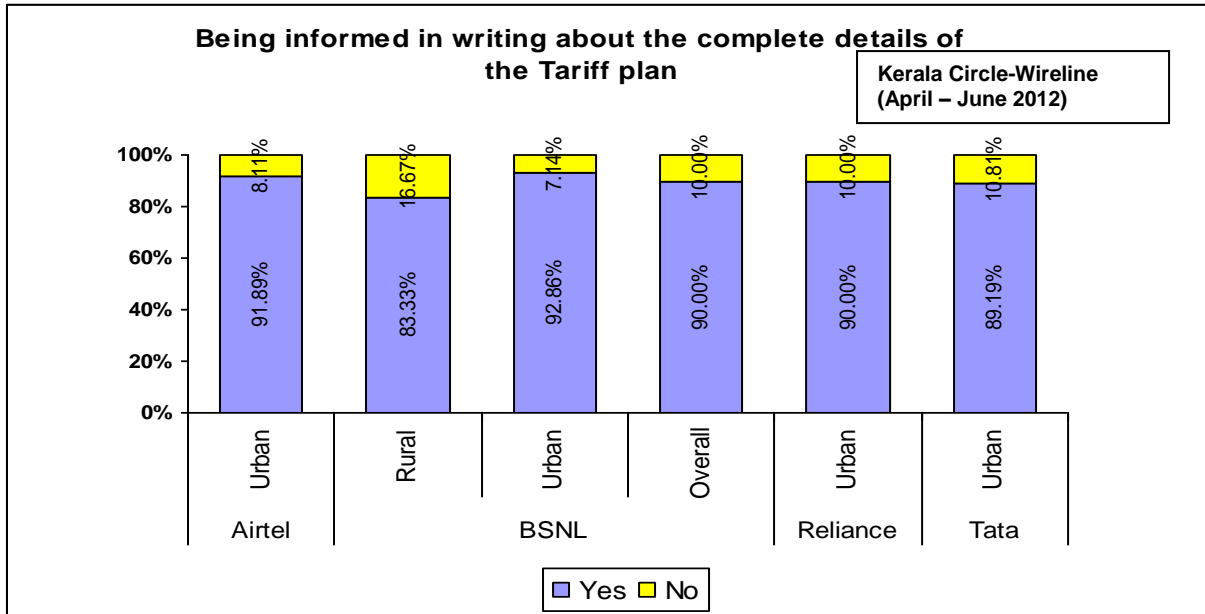
TATA’s (6%) and Reliance (5%) overall subscribers had recently taken a telephone connection or shifted/temporarily suspended their connection, in the present round of survey.

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



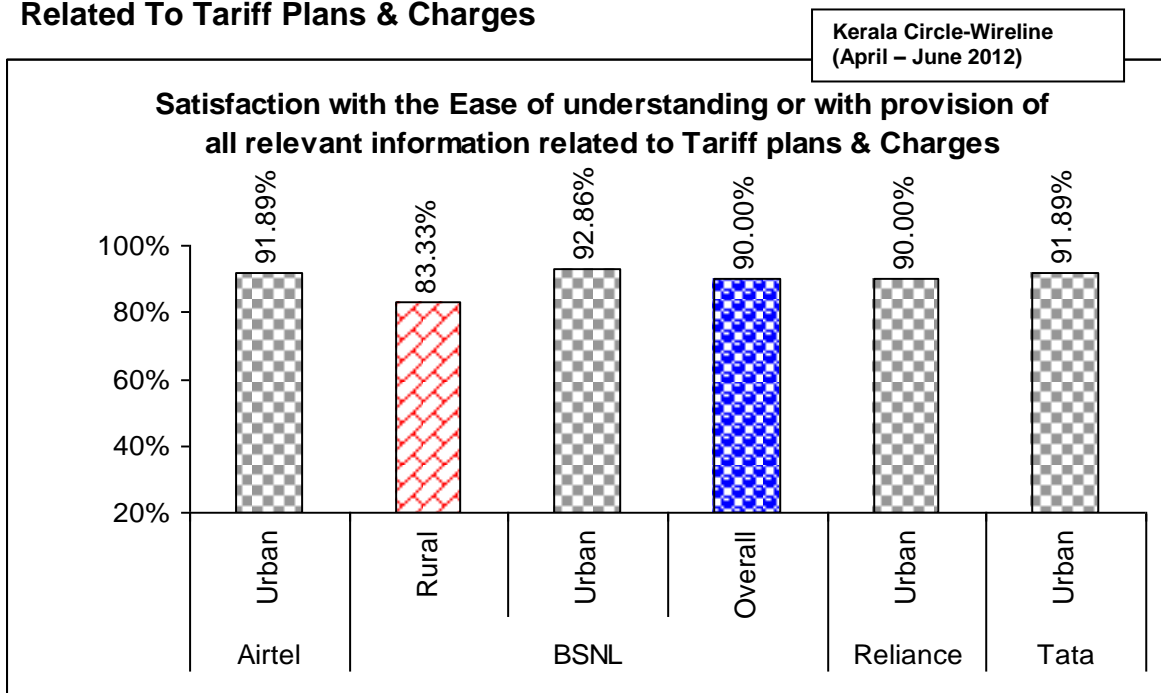
Satisfaction level with respect to the process and time taken to activate the connection has been highest for BSNL followed by Airtel, Reliance ,and Tata.

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



92% (Airtel), 90% (Reliance)& (BSNL) and 89% (Tata) subscribers have confirmed that they have been informed in writing at the time of subscription of service or within a week of activation of service the complete details of the Tariff Plan.

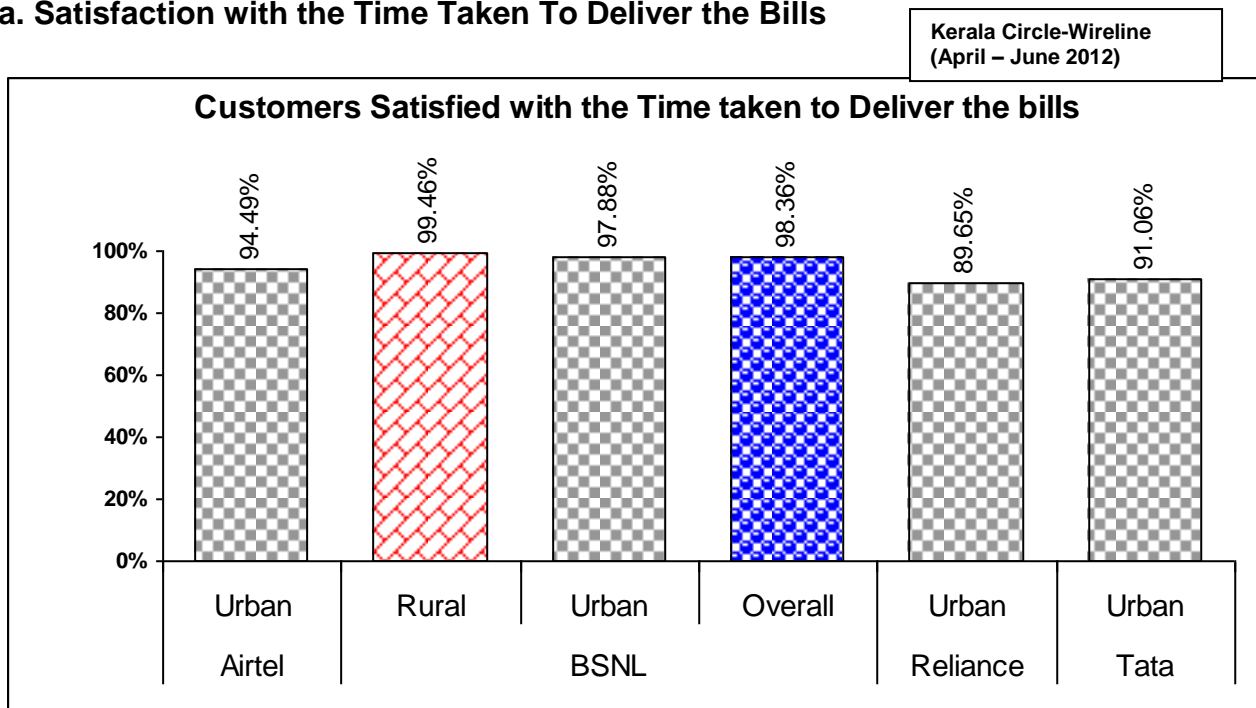
d. The Ease of Understanding or With Provision of All Relevant Information Related To Tariff Plans & Charges



The majority of subscribers of all operators are either very satisfied or satisfied with the ease of understanding / provisions of all related information related to tariff plans & charges. Satisfaction being Airtel and Tata (92%), BSNL & Reliance (90%).

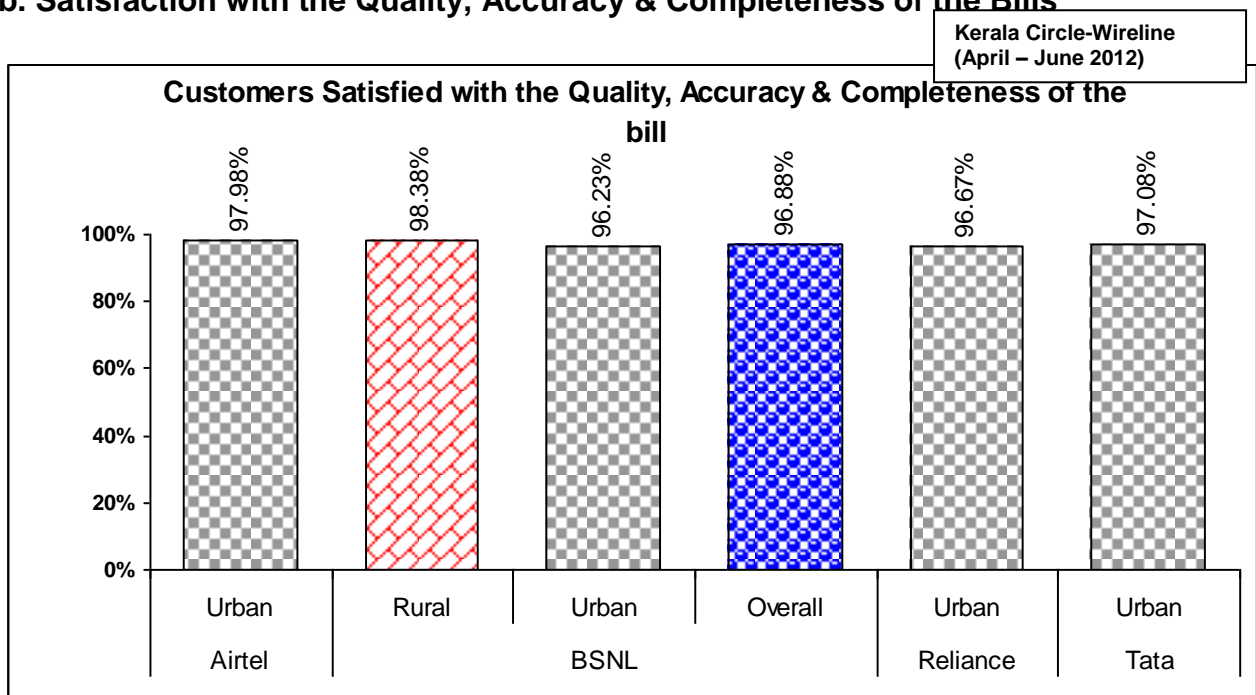
5.1.2 Billing Related sub-aspects

a. Satisfaction with the Time Taken To Deliver the Bills



Over 89 % of subscribers of all operators are either very satisfied or satisfied with the time taken for delivery of their bills. Percentage of subscribers satisfied being Airtel (94%), BSNL (98%), Tata (91%) and Reliance (89%).

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

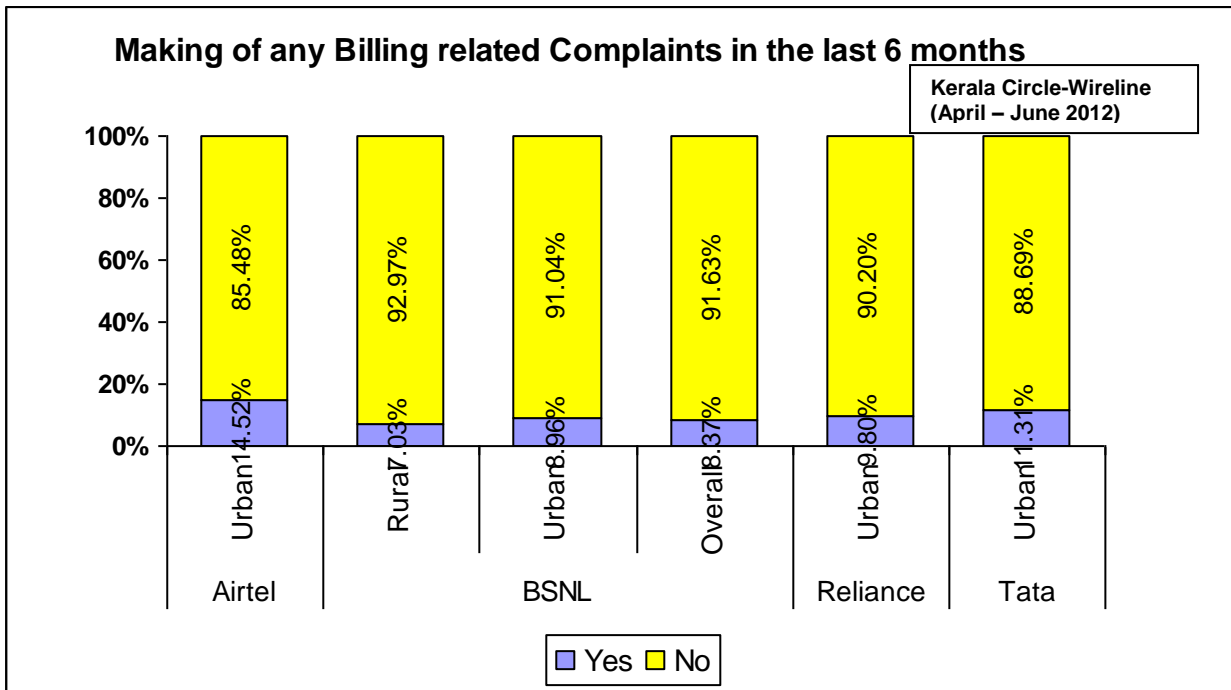


Over 96 % of subscribers of all operators are either very satisfied or satisfied with the quality, accuracy and completeness their bills. Satisfaction being Airtel (98%), Reliance BSNL & Tata (97%).

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

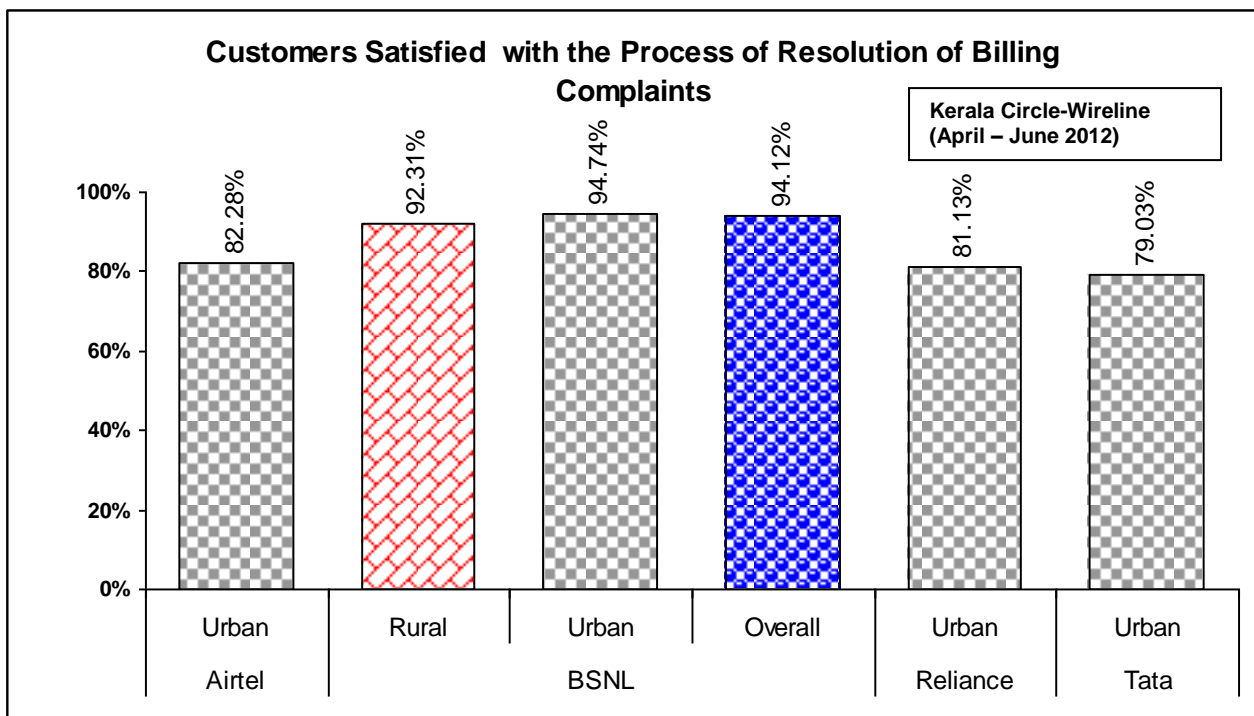
Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
Airtel	Urban	45.45%	18.18%	36.36%	0.00%	0.00%	0.00%	0.00%
	Rural	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%	0.00%
BSNL	Urban	25.00%	25.00%	12.50%	18.75%	12.50%	6.25%	0.00%
	Overall	26.32%	26.32%	10.53%	21.05%	10.53%	5.26%	0.00%
Reliance	Urban	27.78%	11.11%	33.33%	11.11%	16.67%	0.00%	0.00%
Tata	Urban	18.75%	31.25%	18.75%	12.50%	18.75%	0.00%	0.00%
Grand Total		28.13%	21.88%	23.44%	12.50%	12.50%	1.56%	0.00%

d. Billing Related Complaints in the Last 6 Months



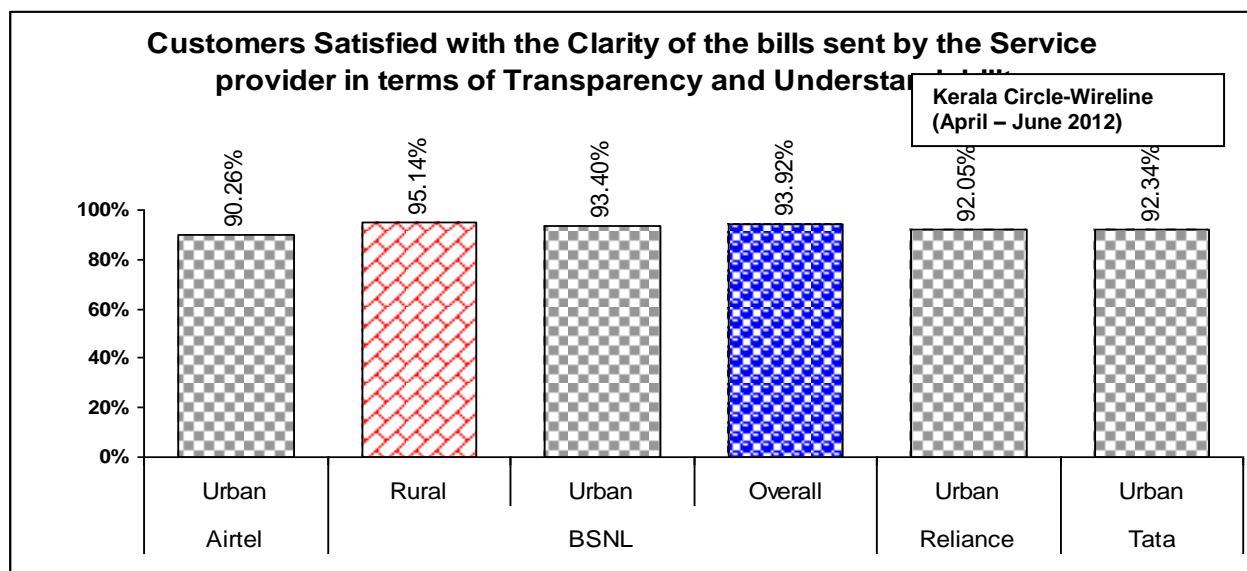
15% of Airtel, 11%Tata, 10% Reliance and 8% BSNL subscribers only had made billing related complaints in the last six months.

e. Satisfaction with the Process of Resolution of Billing Complaints



Over 79 % of subscribers of all operators are either very satisfied or satisfied with the process of resolution of their billing complaints. The satisfaction being BSNL (94%), Airtel (82%),Reliance (81%) and Tata (79%).

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



Over 90 % of subscribers of all operators are either very satisfied or satisfied with the Clarity of bills sent by respective service providers in terms of transparency and Understandability. The satisfaction being BSNL (94%), Reliance & Tata (92%) and Airtel (90%).

Prepaid Customers

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

Wireline Operator	Area	Average
Airtel	Urban	92.19%
BSNL	Rural	NA
	Urban	NA
	Overall	NA
Reliance	Urban	93.65%
Tata	Urban	90.38%

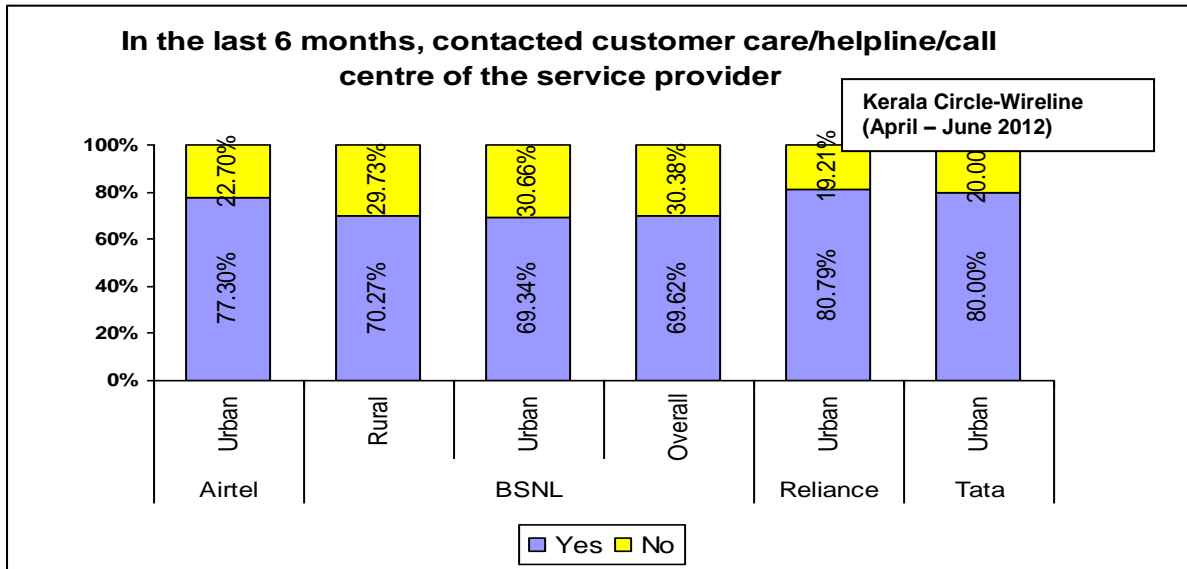
b. The reason for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Airtel	Urban	20.00%	60.00%	20.00%	0.00%	0.00%
	Rural	NA	NA	NA	NA	NA
BSNL	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Urban	50.00%	25.00%	0.00%	25.00%	0.00%
Tata	Urban	0.00%	60.00%	40.00%	0.00%	0.00%

5.1.3 Help Services Related Sub-Aspects

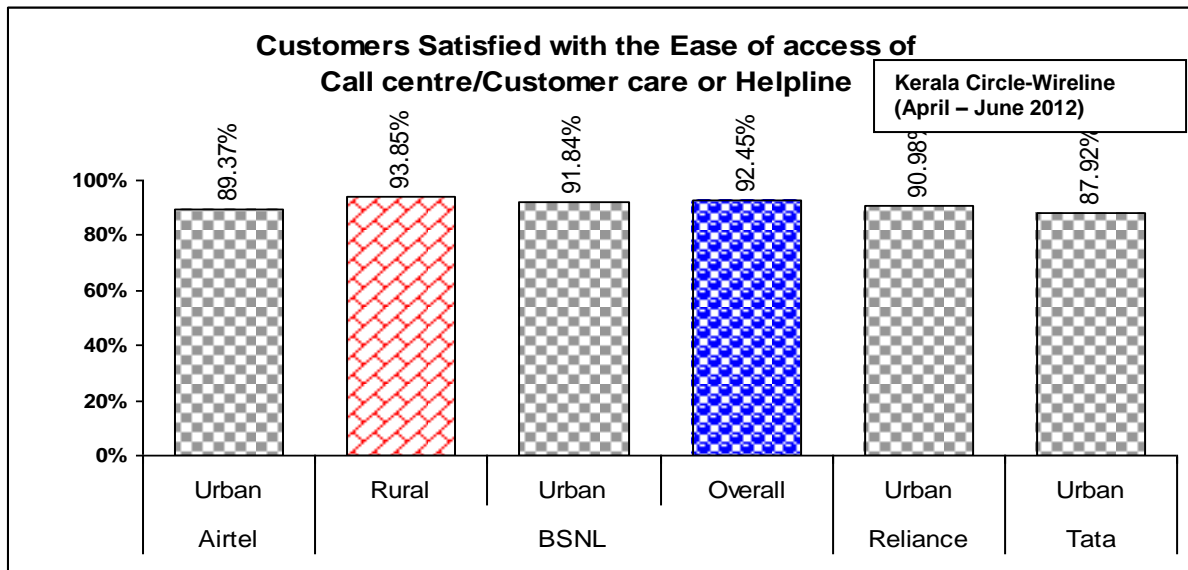
This parameter captures the satisfaction of subscribers on various sub-parameters of help services. This includes the ease of connecting to Complaint Center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

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



Over 19% (Reliance) to 30% (BSNL) subscribers across all operators have not contacted customer care /helpline/call centre of their respective service provider in the last six months.

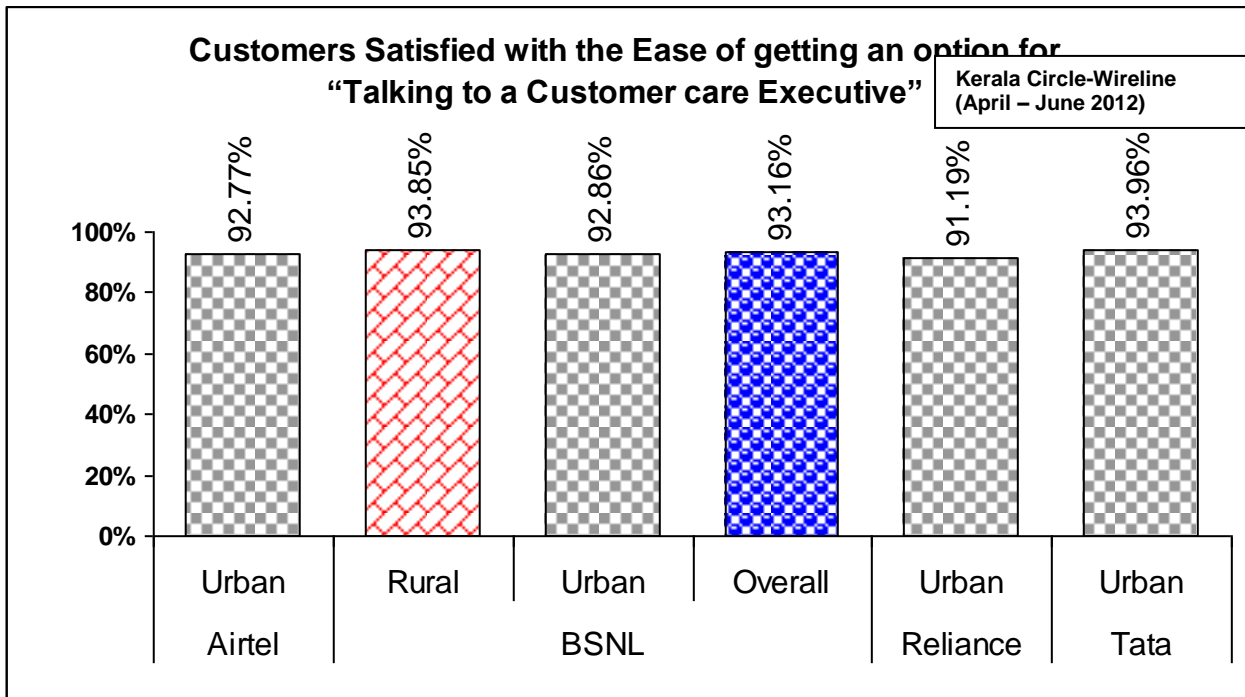
b. Satisfaction with the Ease of Access of Call Centre/ Customer Care or Helpline



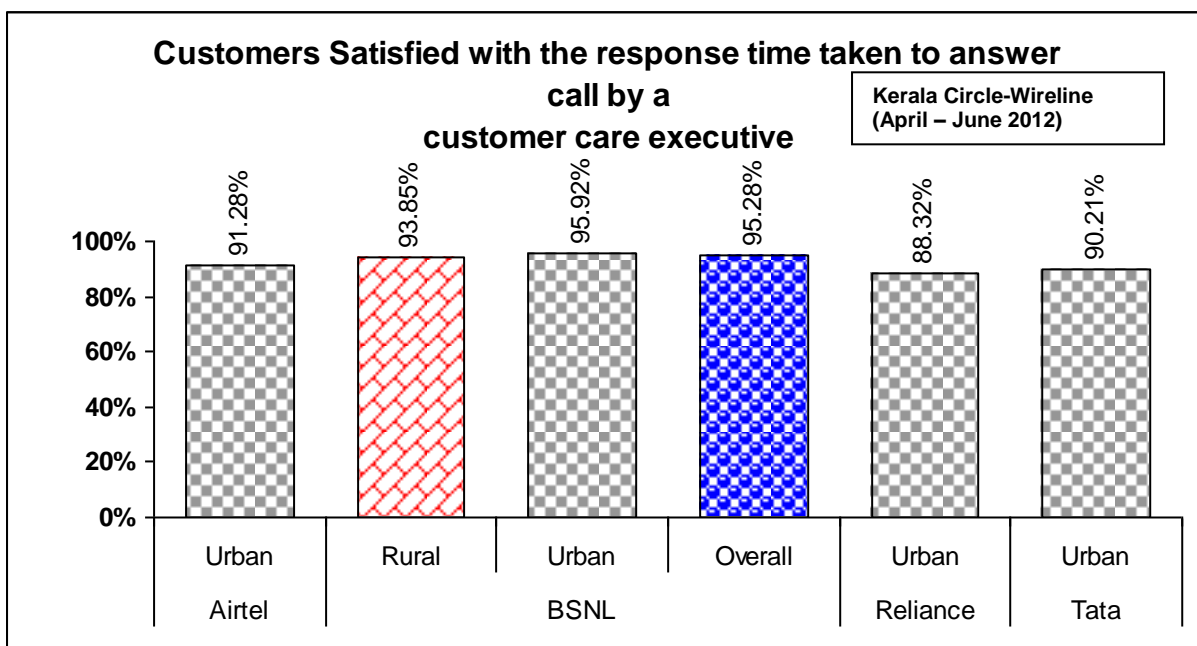
Among subscribers who have contacted their respective call centre/customer care/helpline, over 88% subscribers of all operators are either very satisfied or satisfied with ease of access. The satisfaction being Airtel (89%), BSNL (92%) & Reliance (91%) and Tata (88%).

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

Over 91 % subscribers across all operators have expressed either very satisfied or satisfied with ease of getting an option of talking to a customer care executive.

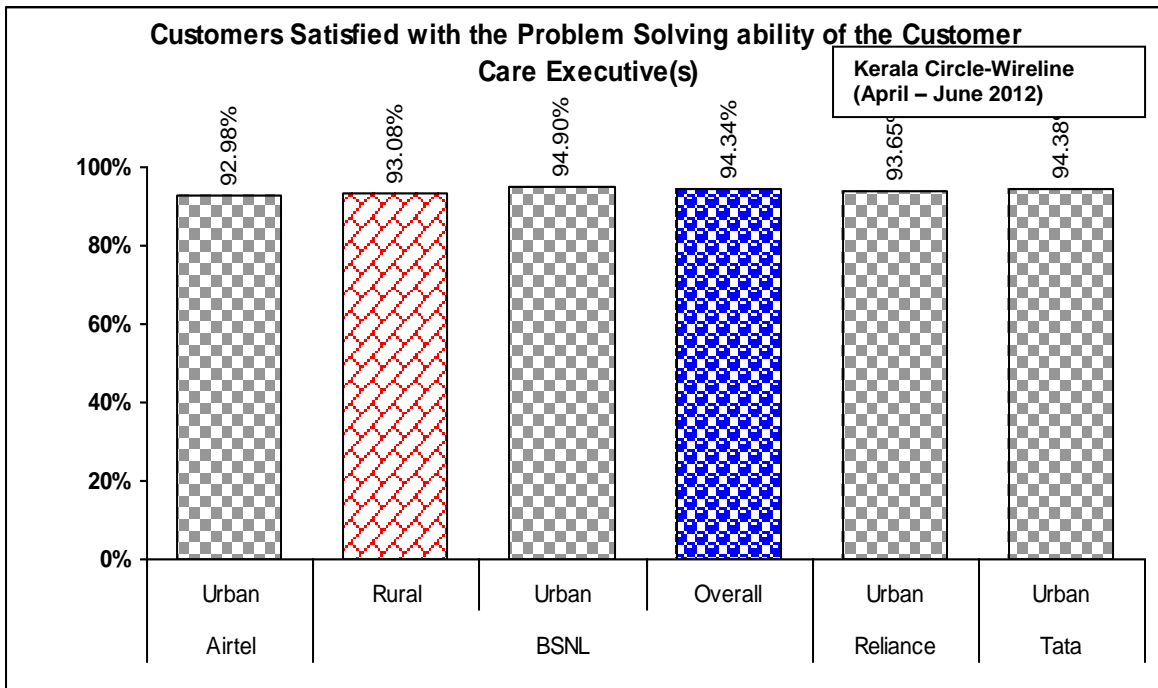


d. Satisfaction with the Response Time Taken To Answer Call by a Customer Care Executive



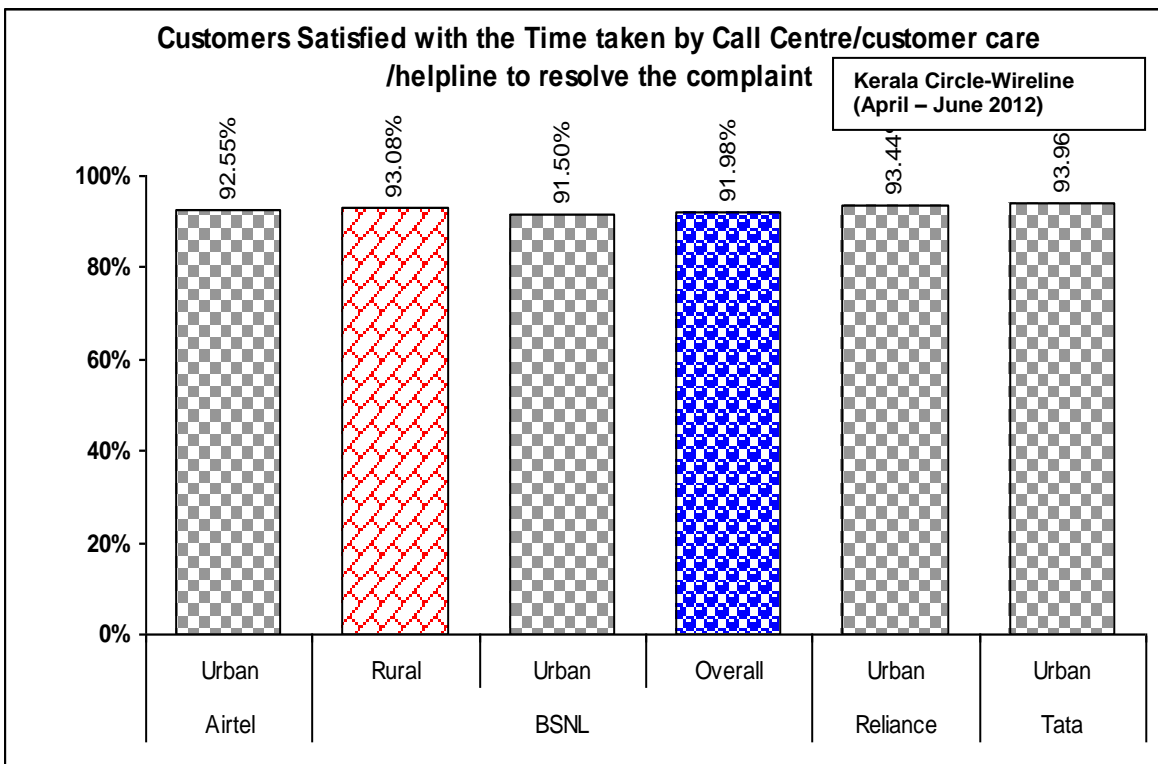
The percentage of subscribers satisfied is over 88% with respect to response time taken by a customer care executive to answer the call

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



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

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



The satisfaction of subscribers across all operators has been over 91% with respect to the time taken by customer care executive to resolve a complaint.

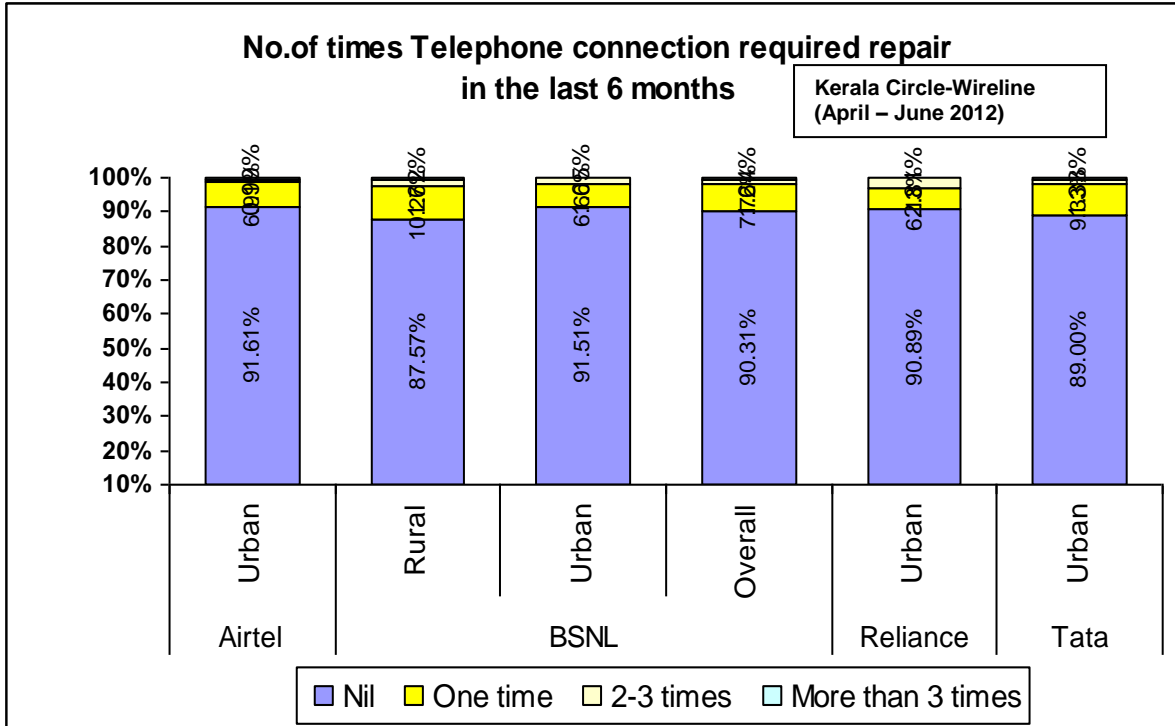
5.1.4 Network Performance, Reliability and Availability Related Sub-Aspects

Wireline Operator	Area	Satisfaction with the		
		Availability of working telephone (dial tone)	Ability to make or receive calls easily	Voice quality
Airtel	Urban	96.05%	93.09%	96.22%
BSNL	Rural	94.05%	98.38%	98.38%
	Urban	96.46%	98.82%	96.23%
	Overall	95.73%	98.69%	96.88%
Reliance	Urban	93.54%	95.36%	92.72%
Tata	Urban	94.00%	95.33%	94.67%

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

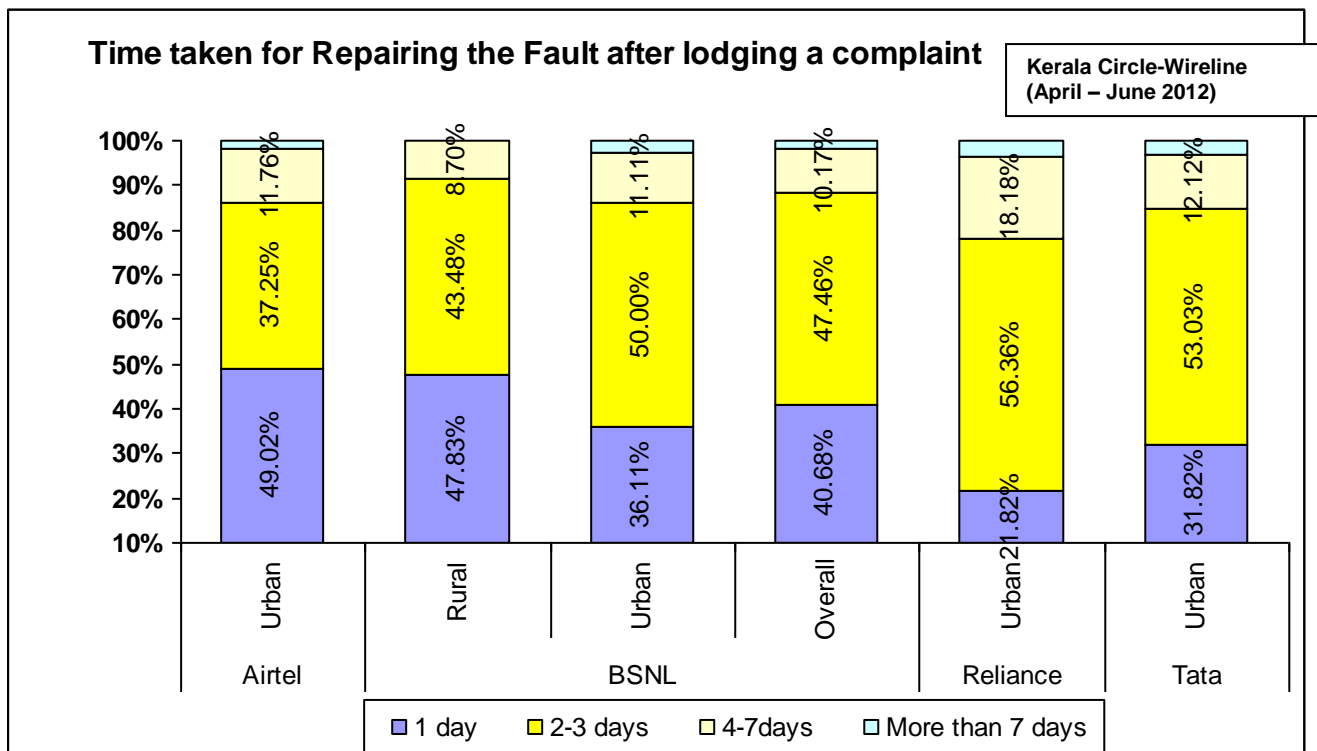
5.1.5 Maintainability Related Sub-Aspects

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



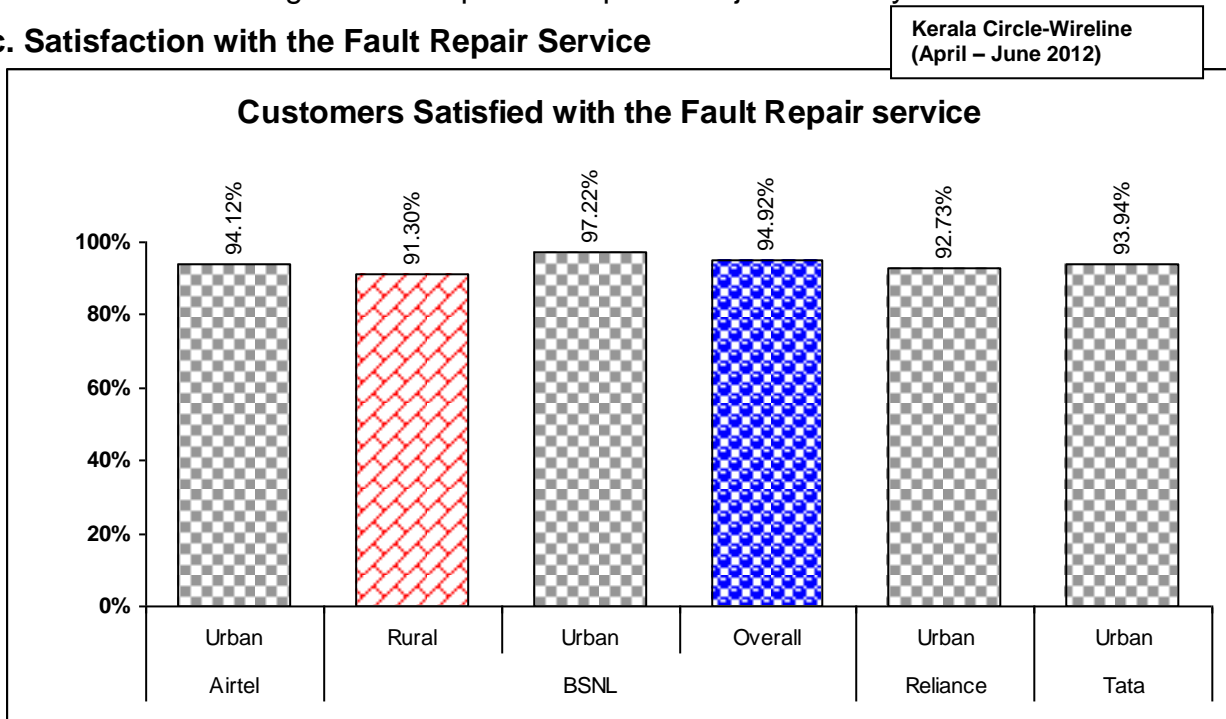
Around 91% of Airtel, 90% of Reliance & overall BSNL and 89% of Tata subscribers never got their telephone connections repaired in last six months.

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



Of those who got repaired their telephones 49% Airtel, 36% BSNL, 32% Tata, and 22% Reliance subscribers got their telephones repaired in just one day.

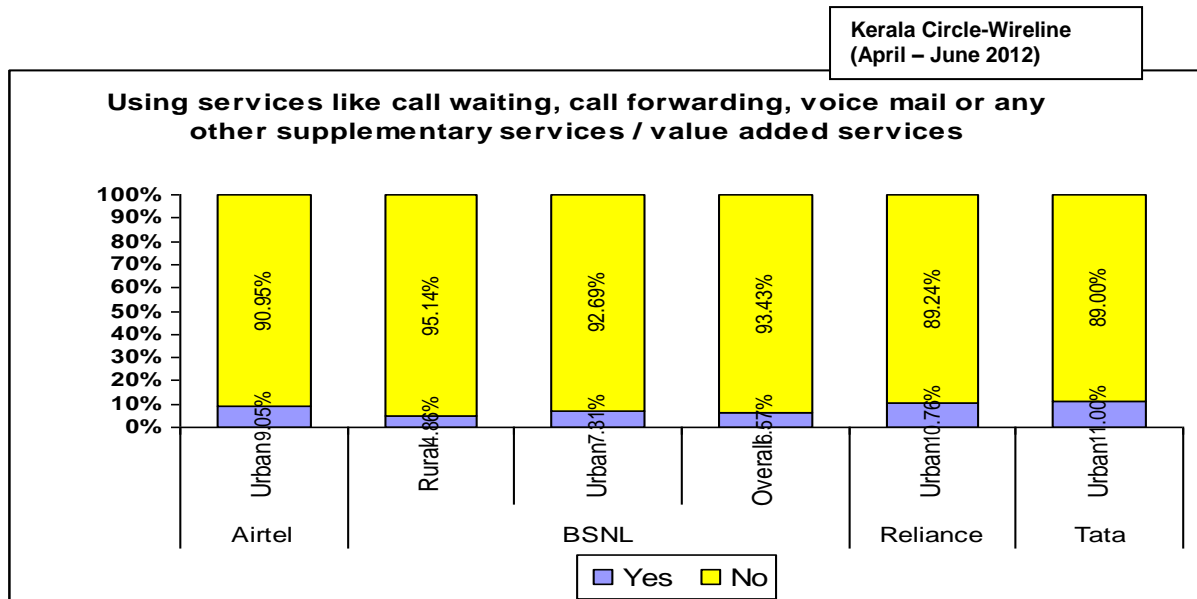
c. Satisfaction with the Fault Repair Service



Majority of subscribers of all operators have expressed either being very satisfied or satisfied with the fault repair services of their respective operators, with satisfaction being BSNL at 95% being highest followed by Airtel & Tata 94% & Reliance at 92%.

5.1.6 Supplementary Services

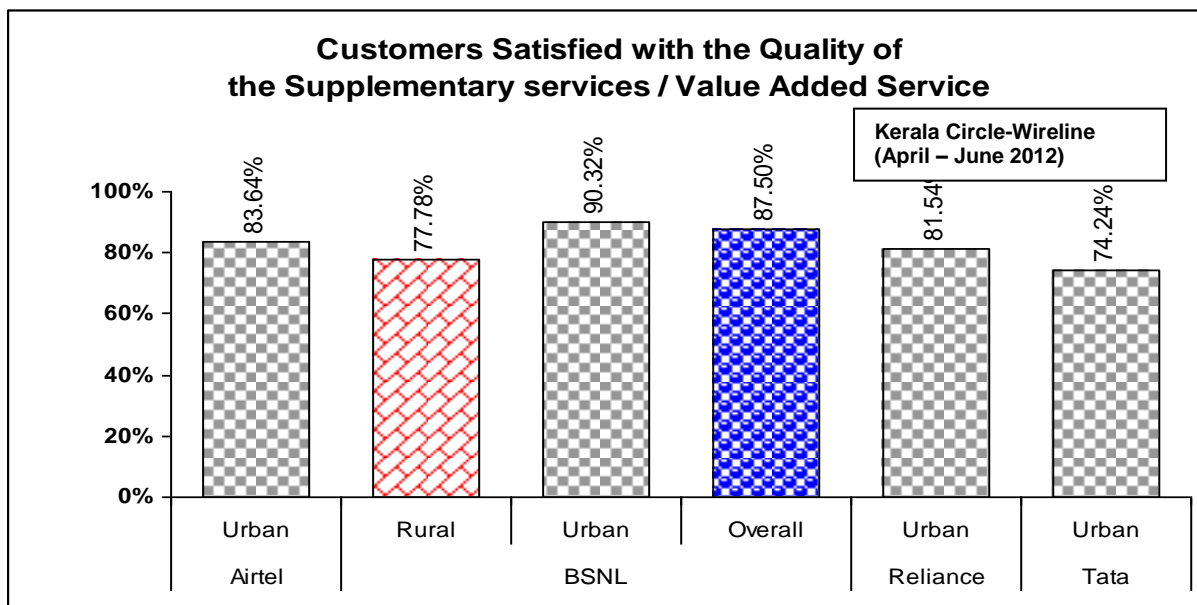
a. Using Services Like Call Waiting, Call Forwarding, Voice Mail Or Any Other Supplementary Services / Value Added Services.



Majority of subscribers from over 89% (Reliance & TATA) to 93% (BSNL) have not used services like call waiting call forwarding, voice mail or other supplementary services / value added services.

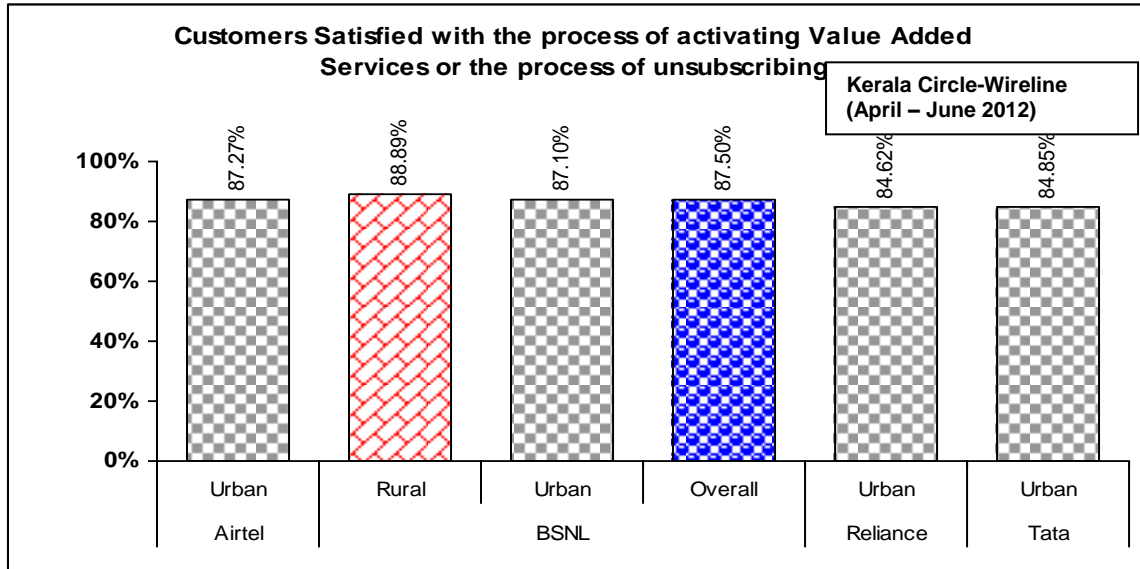
b. Satisfaction with the Quality of the Supplementary Services / Value Added Service

Among those who have used value added services, satisfaction has been over 87% (BSNL). 83% (Airtel), 81% (Reliance) and 74% (TATA).



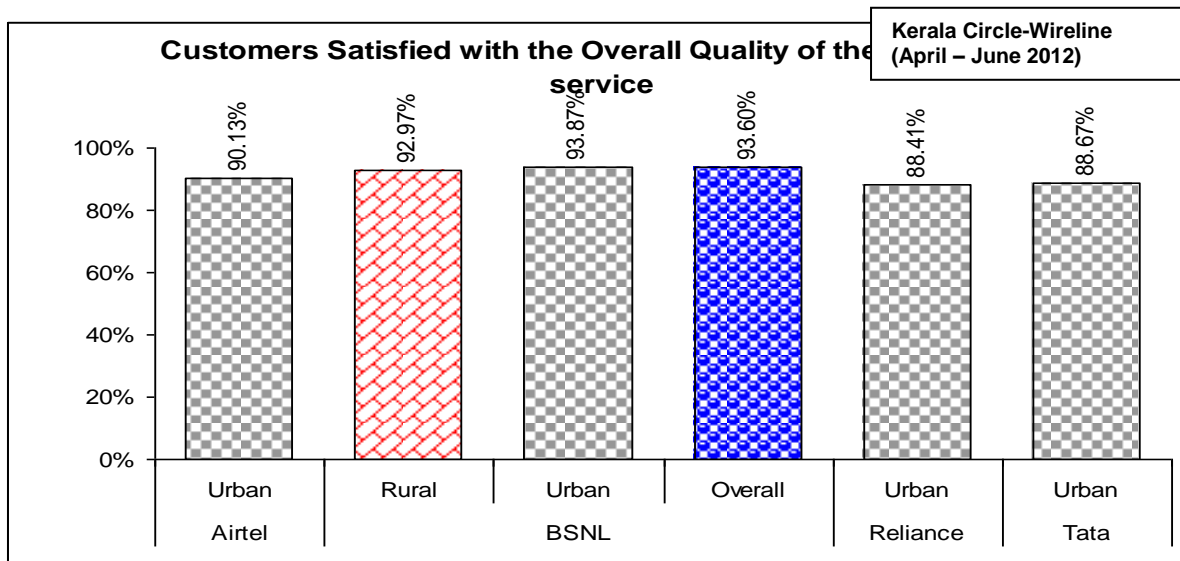
c. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing

Satisfaction levels of subscribers have been over 87% (Airtel & BSNL), 84% (TATA) and (Reliance) with the process of activating value added services or the process of unsubscribing



5.1.7 Overall Customer Satisfaction

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



Subscribers of all service providers have expressed as being either very satisfied or satisfied with the overall quality of their telephone services with satisfaction levels ranging from 88 % (Reliance) to 94 % (BSNL).

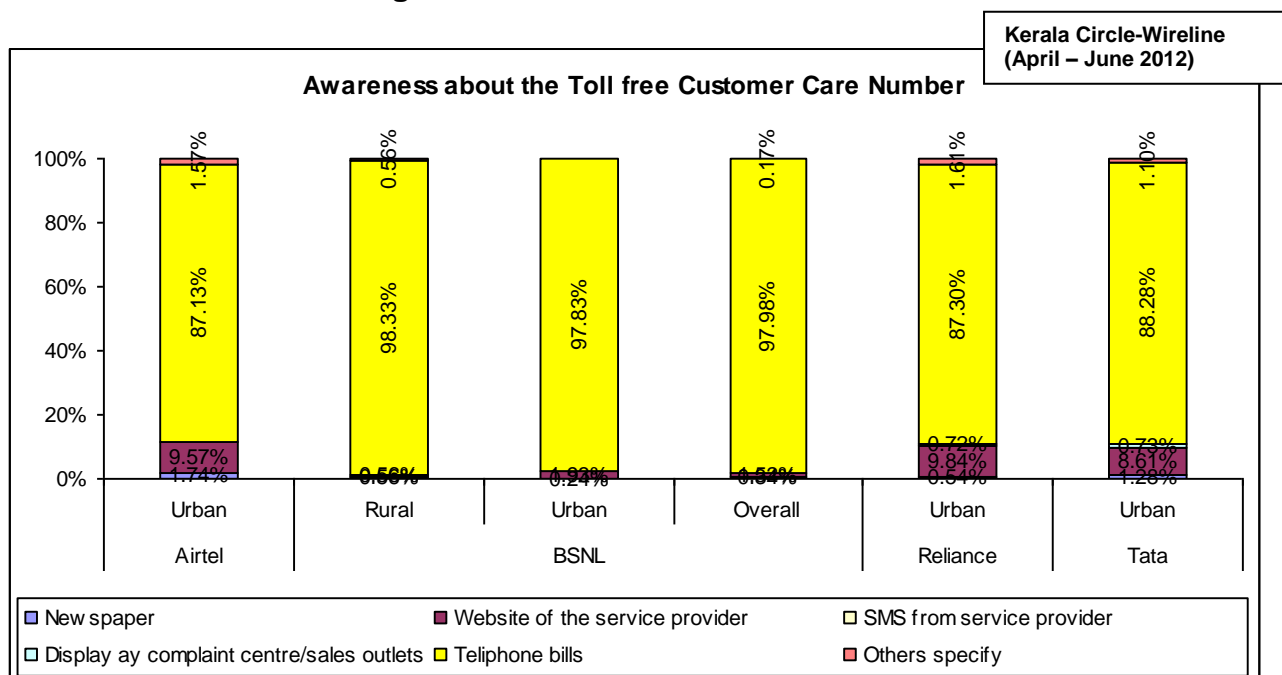
5.1.8 Redressal Mechanism

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

Wireline Operator	Area	Awareness of the	
		Customer Care	Appellate Authority
Airtel BSNL	Urban	94.57%	4.28%
	Rural	97.30%	3.24%
	Urban	97.64%	4.72%
Reliance Tata	Overall	97.54%	4.27%
	Urban	92.55%	4.14%
	Urban	91.00%	3.67%

Mostly subscribers across all operators are aware of availability of customer care services as pointed by present survey findings in which 97% (BSNL), 94% (Airtel), 92% (Reliance) and 91% (TATA) have confirmed this aspect, while awareness of Nodal officers and Appellate Authority has been low.

5.1.9. Sources of knowledge about the Toll free customer care number

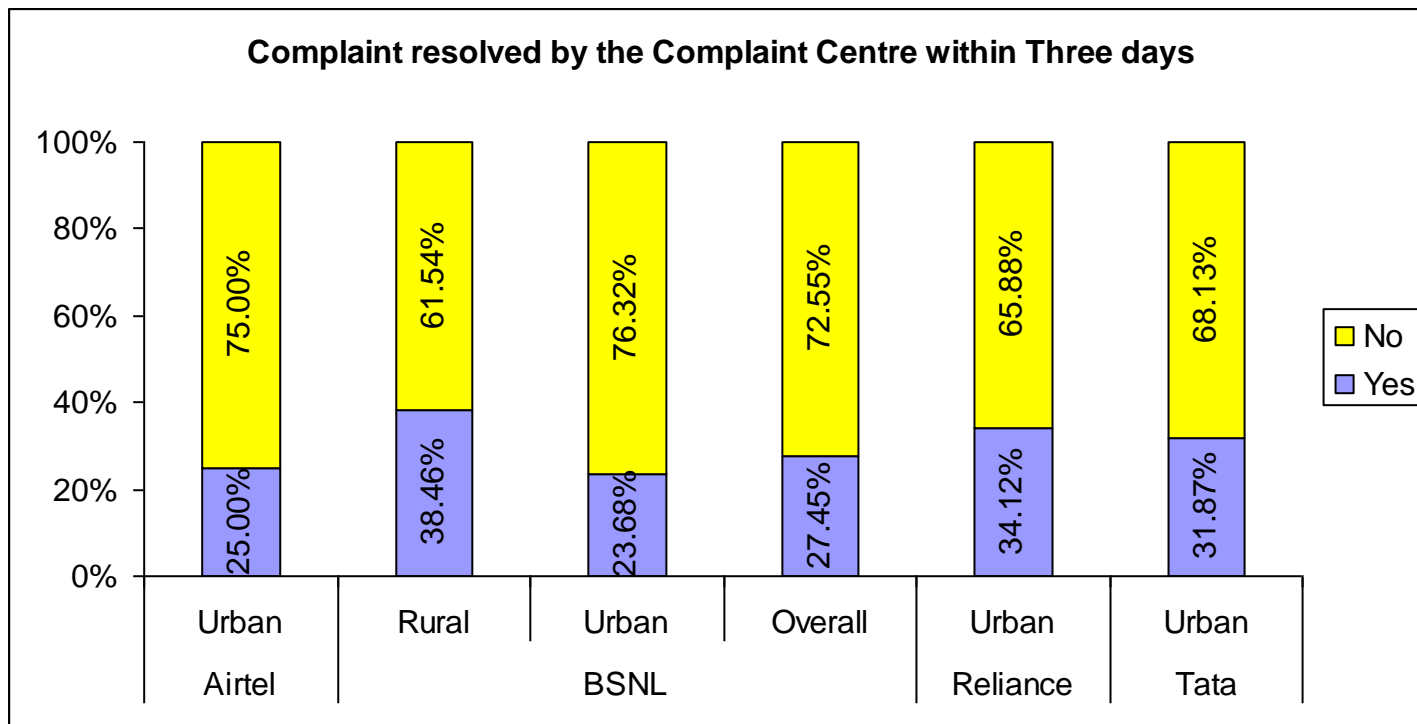


Over 87% of subscribers across all operators are aware about the toll free customer care number through their telephone bills.

Wireline Operator	Area	Making complaint within last 6 months to the toll free Complaint Centre/customer care/ Helpline telephone number		With respect to complaint made to the complaint centre, the most applicable cases				Informing by the Complaint Centre about the action taken on the complaint		Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint	
		Yes	No	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Yes	No	Yes	No
Airtel	Urban	17.11%	82.89%	57.69%	19.23%	20.19%	2.88%	40.38%	59.62%	76.92%	8.65%
BSNL	Rural	7.03%	92.97%	46.15%	30.77%	23.08%	0.00%	30.77%	69.23%	76.92%	7.69%
	Urban	8.96%	91.04%	57.89%	26.32%	13.16%	2.63%	36.84%	63.16%	81.58%	10.53%
	Overall	8.37%	91.63%	54.90%	27.45%	15.69%	1.96%	35.29%	64.71%	80.39%	9.80%
Reliance	Urban	14.07%	85.93%	58.82%	23.53%	14.12%	3.53%	43.53%	56.47%	65.88%	10.59%
Tata	Urban	15.17%	84.83%	50.55%	25.27%	19.78%	4.40%	39.56%	60.44%	61.54%	14.29%

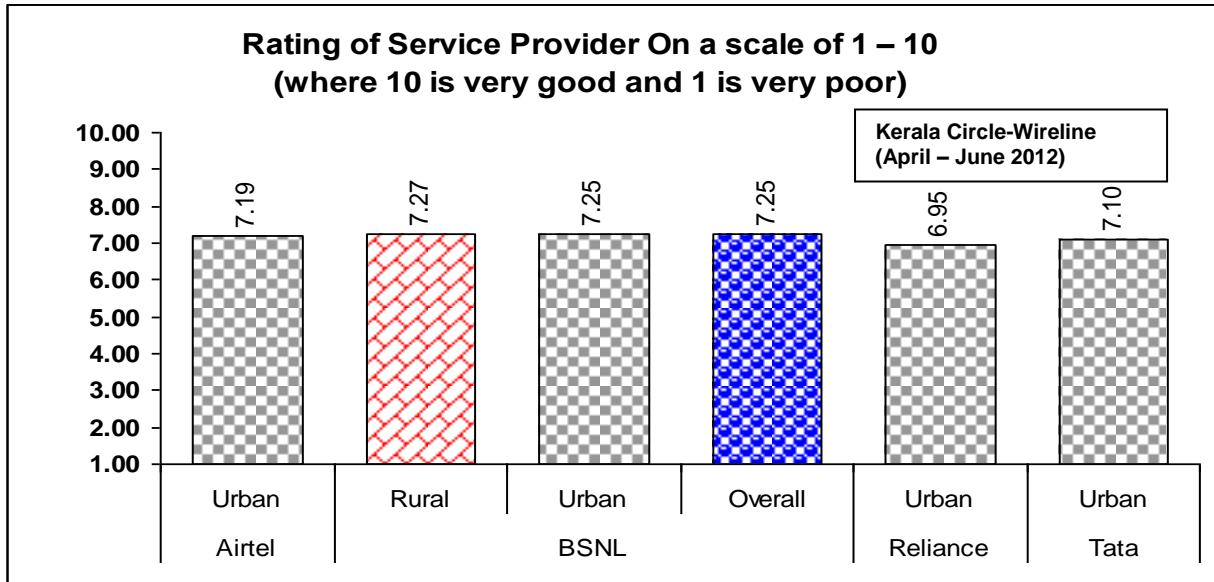
As a next from among the subscribers who are aware of complaint centre only 8 % BSNL to 17 % Airtel subscribers have made complaint during last six months. Over 50% of TATA to 58 % Reliance subscribers have received docket number while 14 % Reliance to 20% Airtel subscribers received it upon request. Further 35% of BSNL to 43% Reliance subscribers were informed by respective complaint centres about action taken on their complaint. Overall 61% of TATA to 80 % of BSNL subscribers had their complaint resolved satisfactorily.

5.1.9 Complaint resolved by the Complaint Centre within Three days



The complaint of over 23% of subscribers across all operators has been resolved by complaint centre within three days.

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

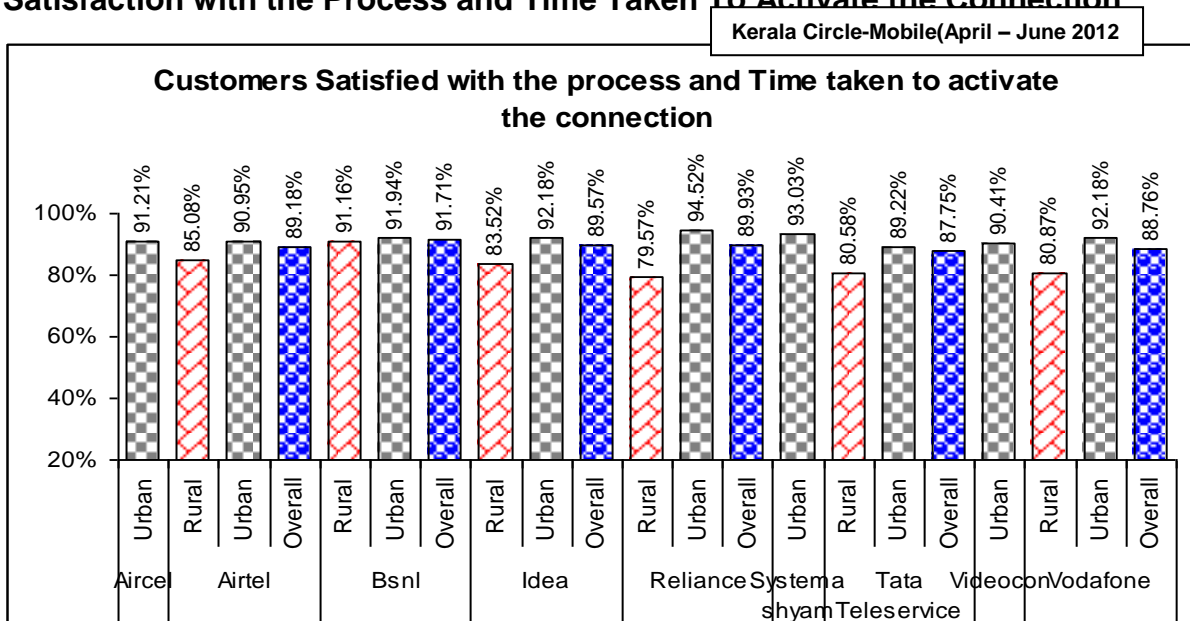


All service operators have been rated good i.e. above 7, with BSNL services getting highest score of 7.25, followed by Airtel at 7.19, TATA at 7.10 and Reliance at 6.95.

5.2 Detailed Findings – Cellular Mobile Services

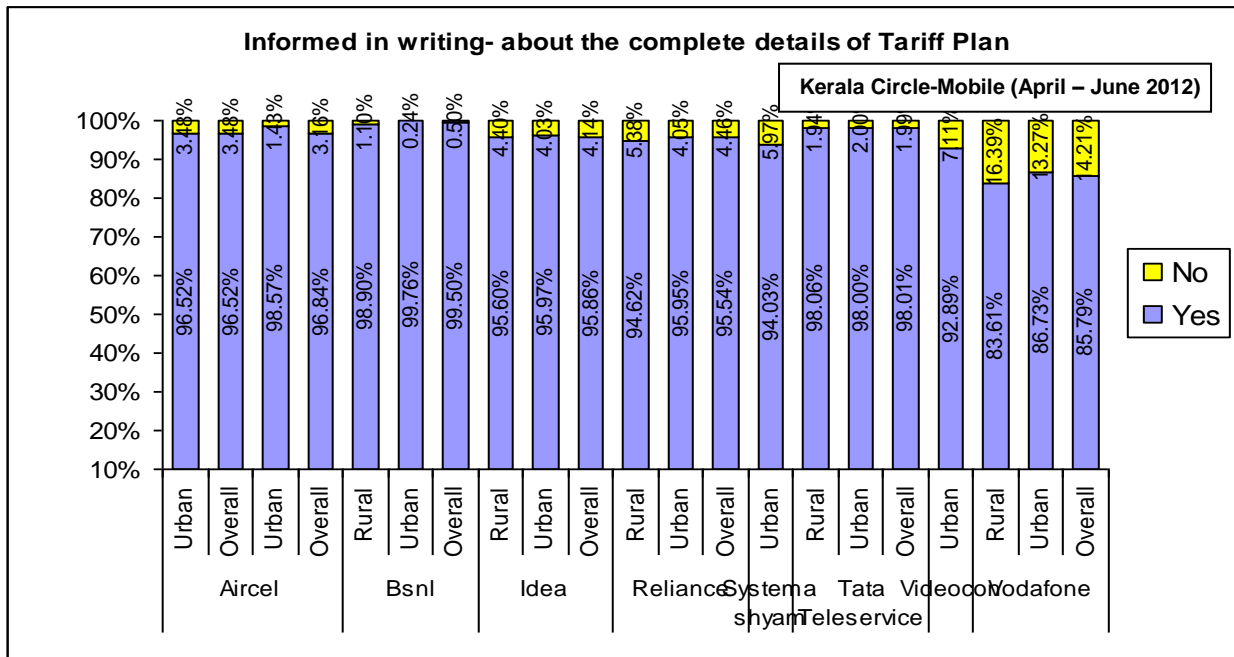
5.2.1 Service Provision

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



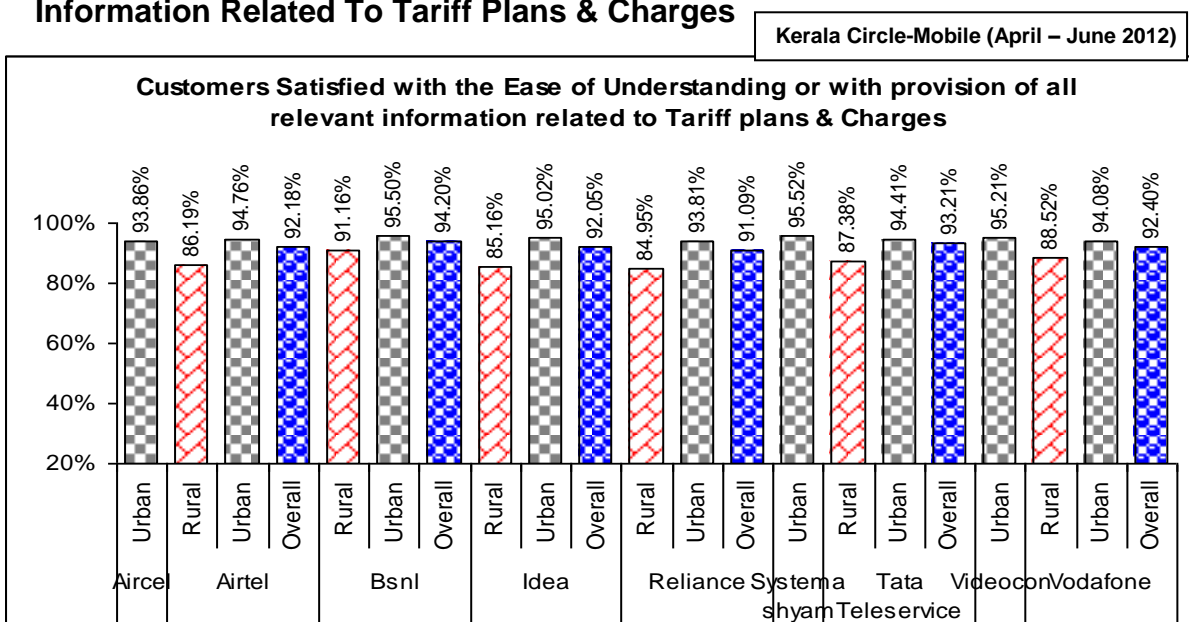
Reliance urban Customers are most satisfied (94%) with the process and time taken to activate a connection as compared to other operators in this round of survey on this parameter of performance.

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



Majority of customers, 99% of BSNL to 86 of Videocon customers are informed in writing about the complete details of tariff plan as per findings of the present round of survey.

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

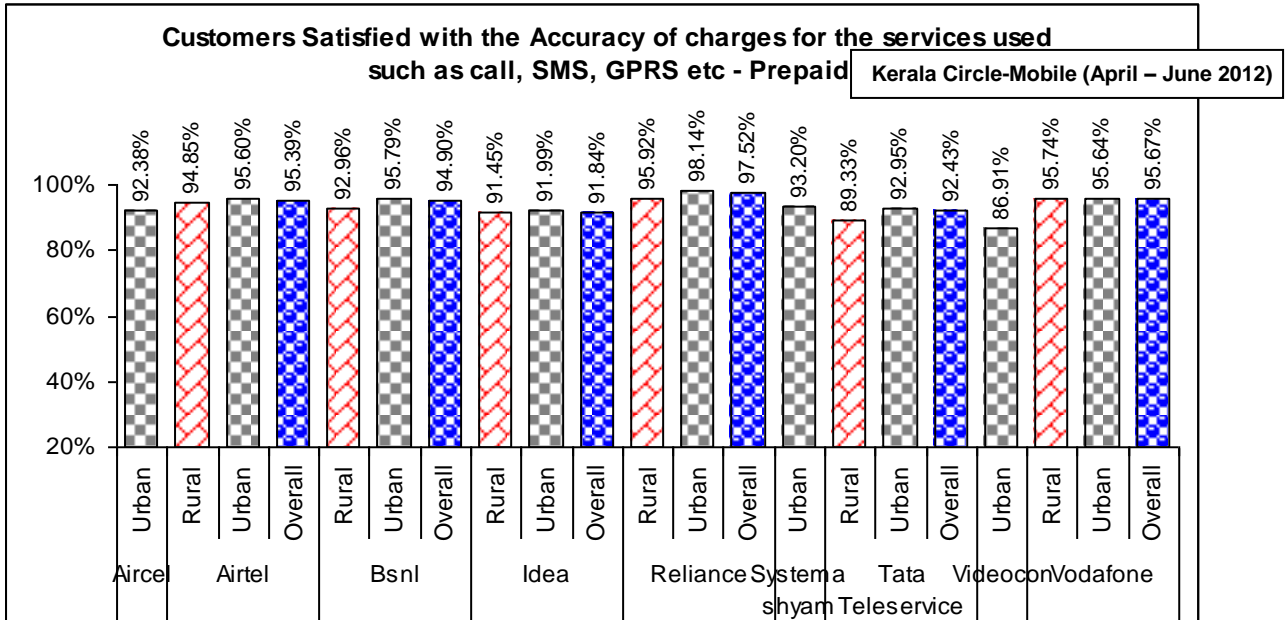


The satisfactions of subscribers varied from 95 % in case of Systema Shyam customers to 85% in case of Reliance rural with respect to ease of understanding or with provision of all relevant information related to tariff plan and charges.

5.2.2 Billing Aspects

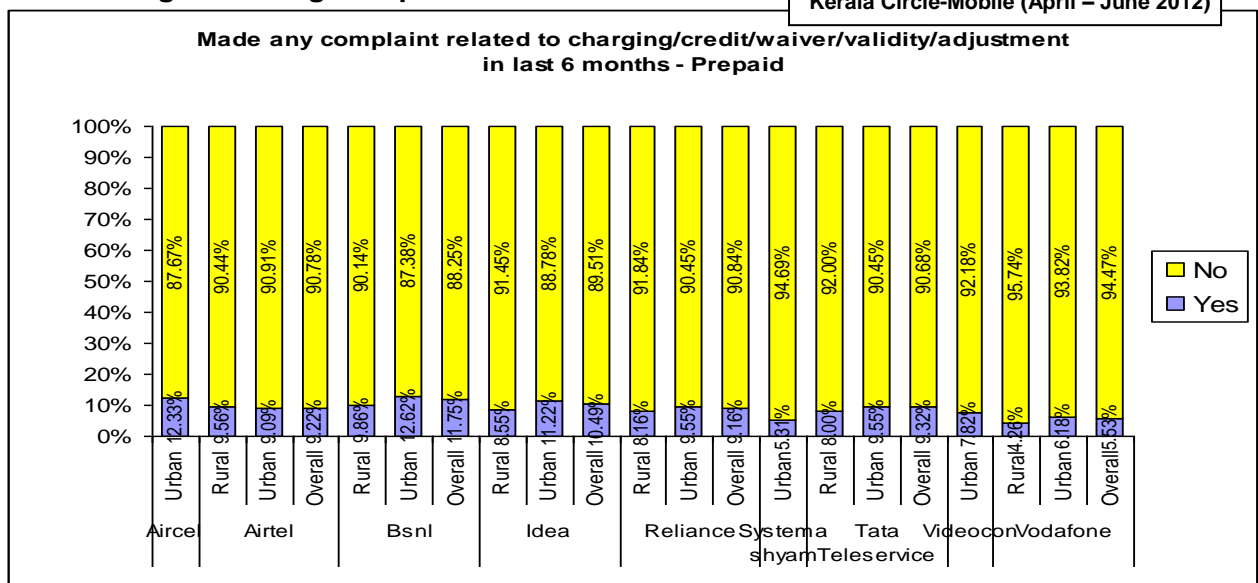
This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

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



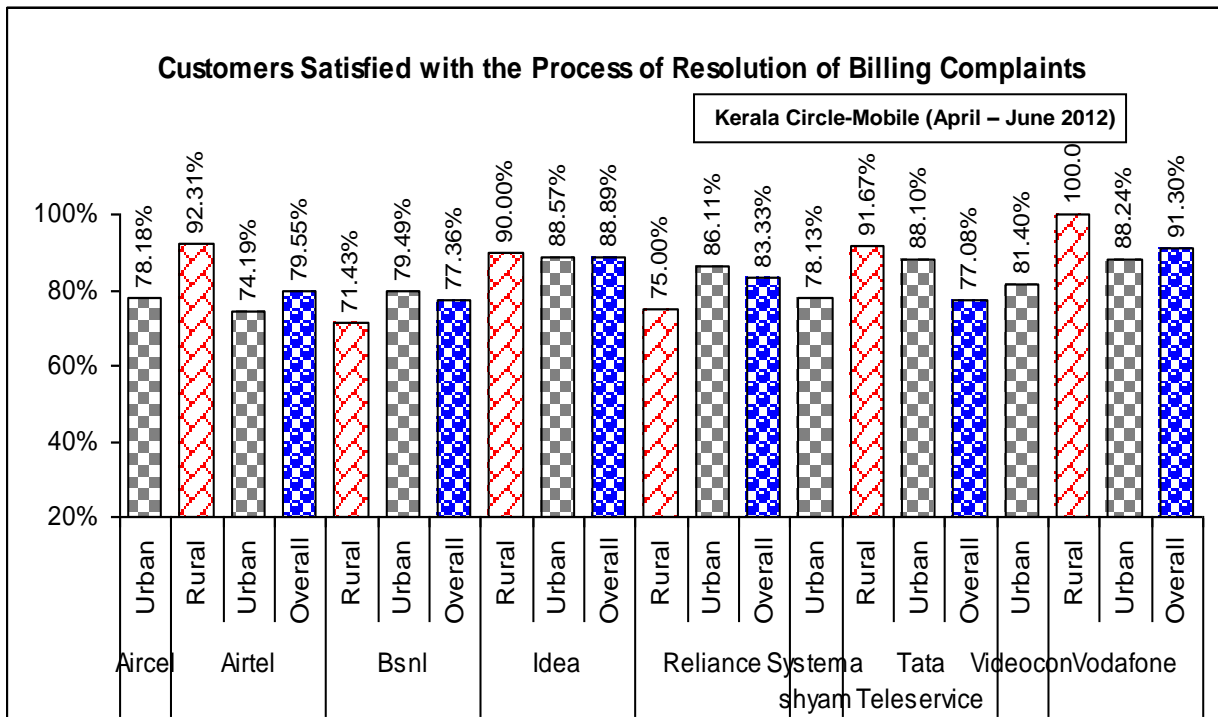
The satisfaction of subscribers with respect to accuracy of charges for services used varied from 98% in case of Reliance urban to 87% in case of Videocon customers during the present round of survey.

b. Percentage of Billing Complaints



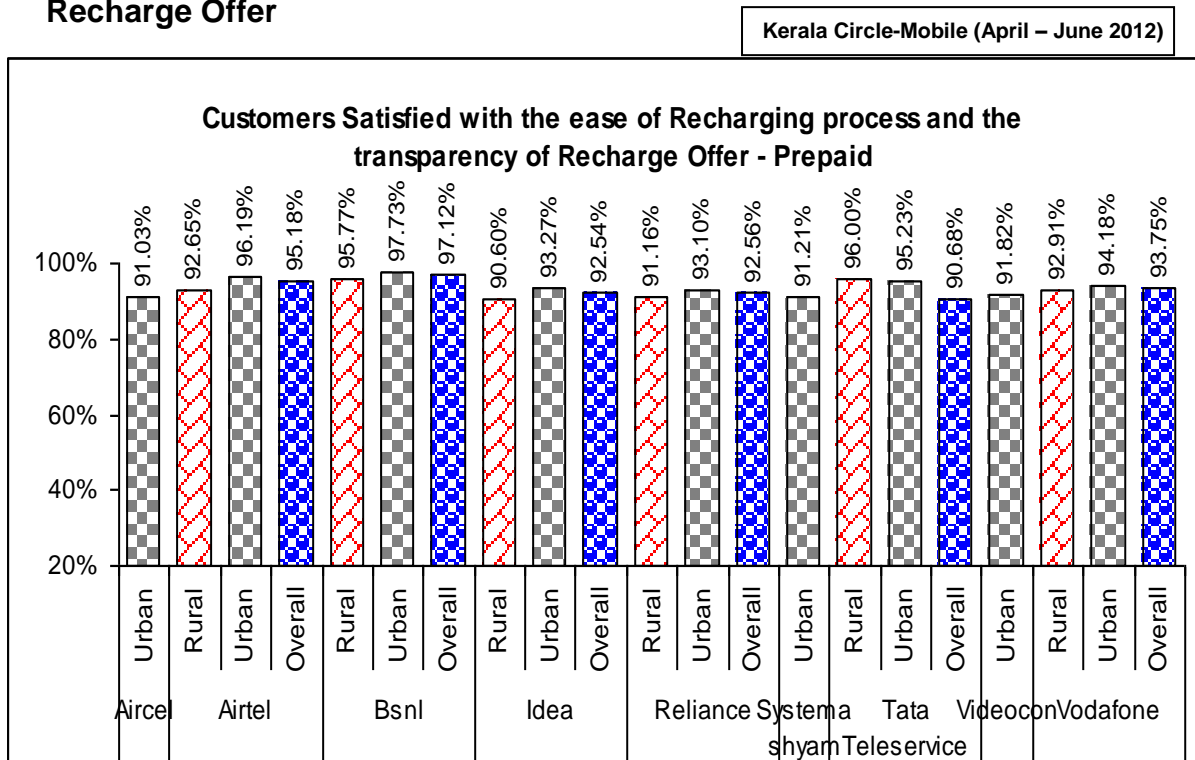
The majority of subscribers have not made any billing complaints only 6% of Vodafone subscribers to 12% of Aircel subscribers have made a complaint during the present round of survey.

c. Satisfaction with the Process of Resolution of Billing Complaints



The satisfaction of subscribers in terms of process of resolution of their complaints has been over 71 % across all operators.

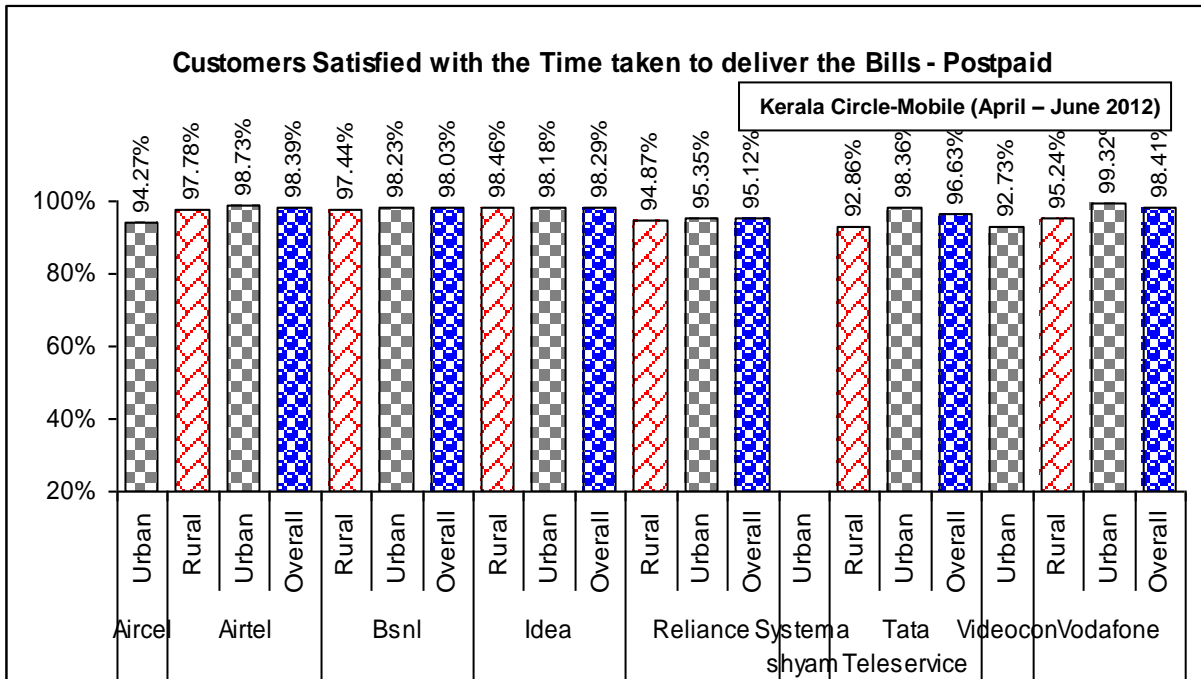
d. Satisfaction with the Ease of Recharging Process and the Transparency of Recharge Offer



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

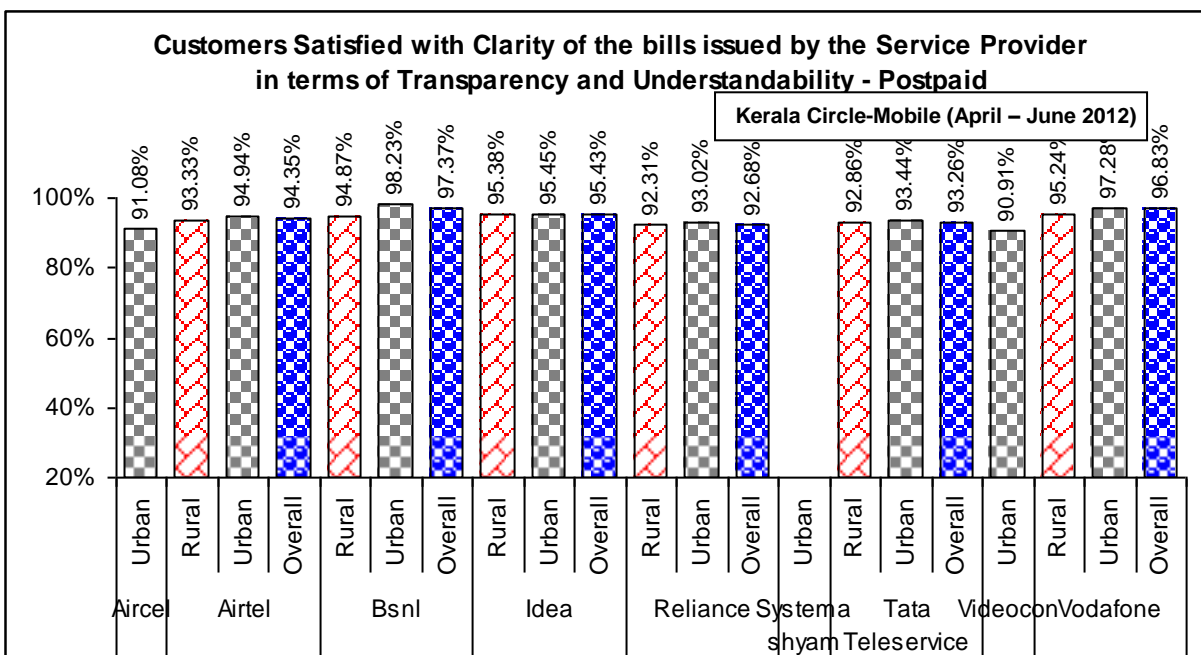
b. Postpaid Customers

Satisfaction with the Time Taken To Deliver the Bills



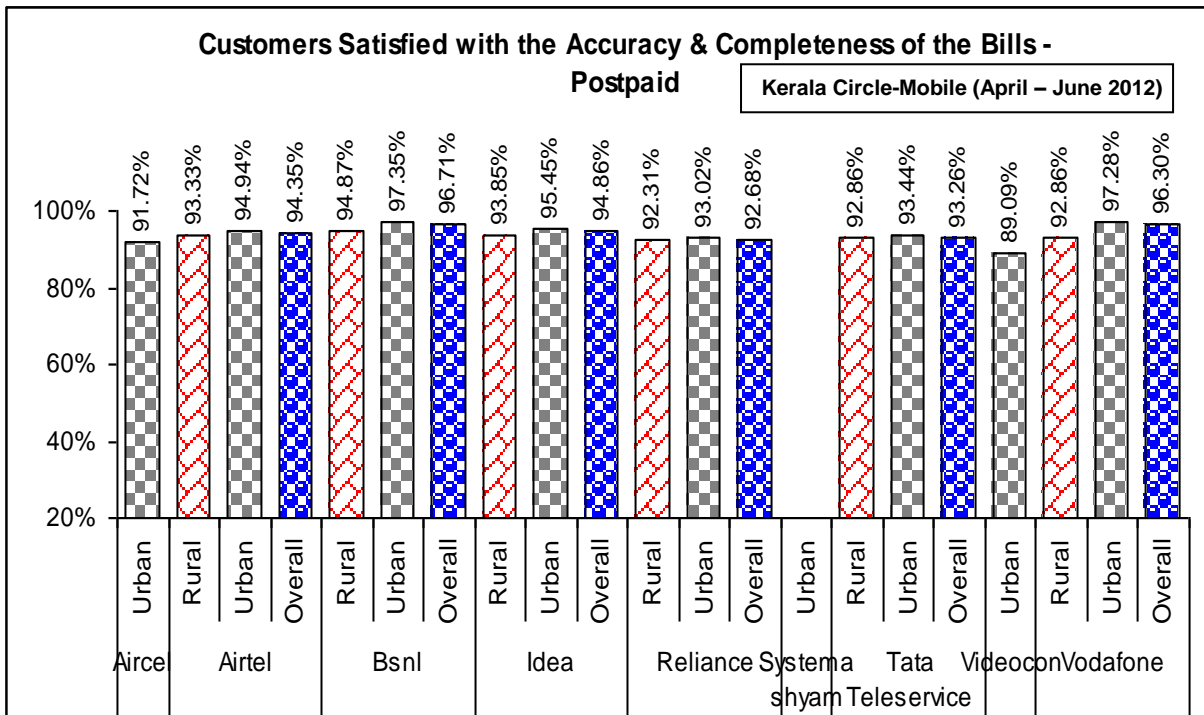
The satisfaction level of subscribers with respect to time taken to deliver the bills has been best for Vodafone at while least satisfaction level was of Videocon.

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



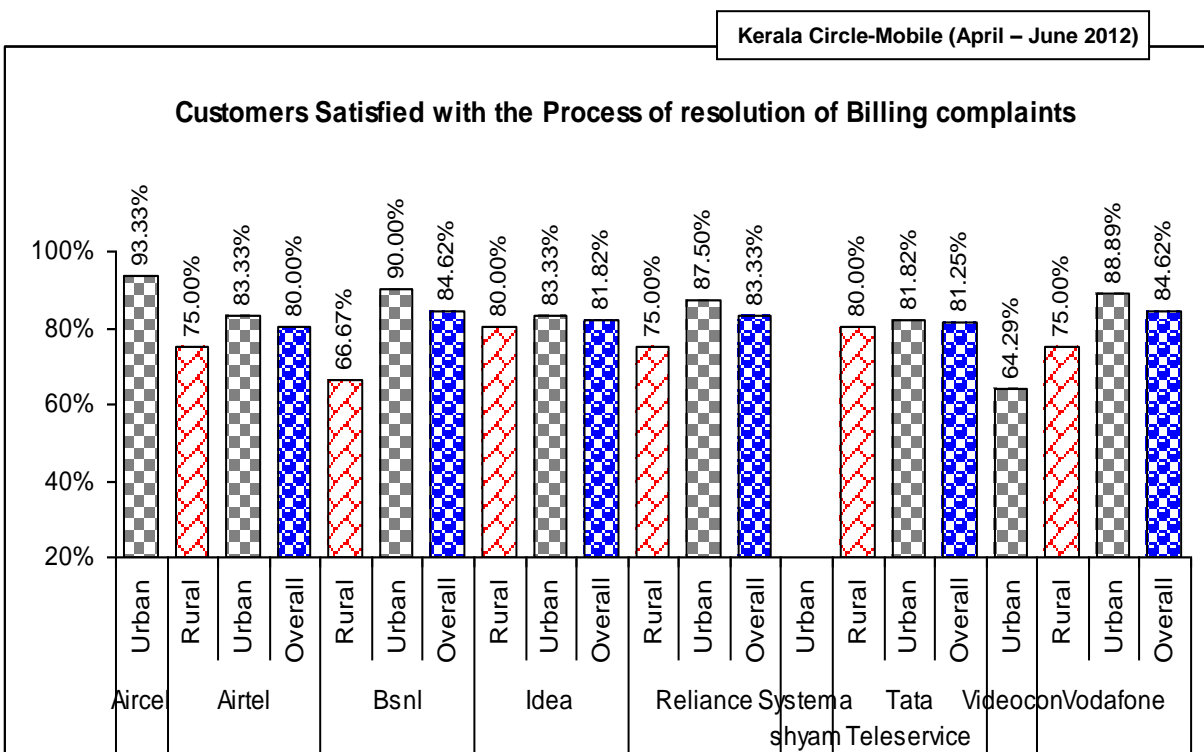
Satisfaction of subscribers with the clarity of bills in terms of transparency and understanding as per present survey findings varied from 90 %(Videocon) to 97 % (BSNL).

Satisfaction with the Accuracy & Completeness of the Bills



BSNL scored highest at 97 % satisfaction of subscribers with respect to accuracy and completeness of bills while Videocon scored lowest on this account at 89%.

Satisfaction with the Process of Resolution of Billing Complaints

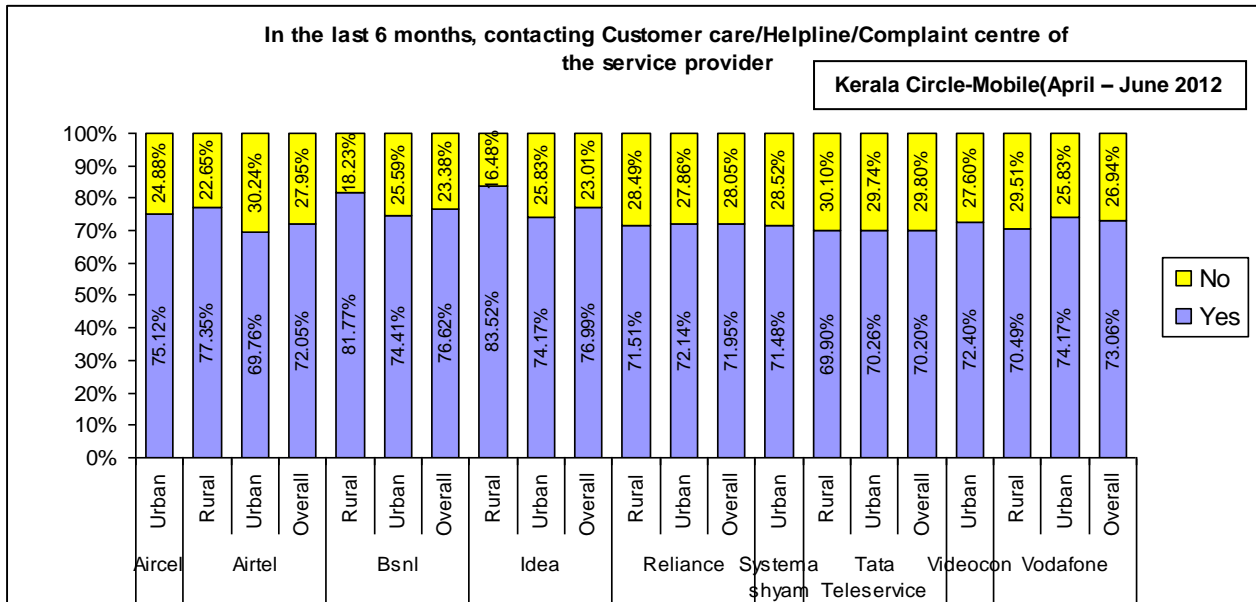


The satisfaction level in terms of process of resolution of billing complaints was highest at 93% for Aircel while it was least for Videocon at 64%.

5.2.3 Help Services

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

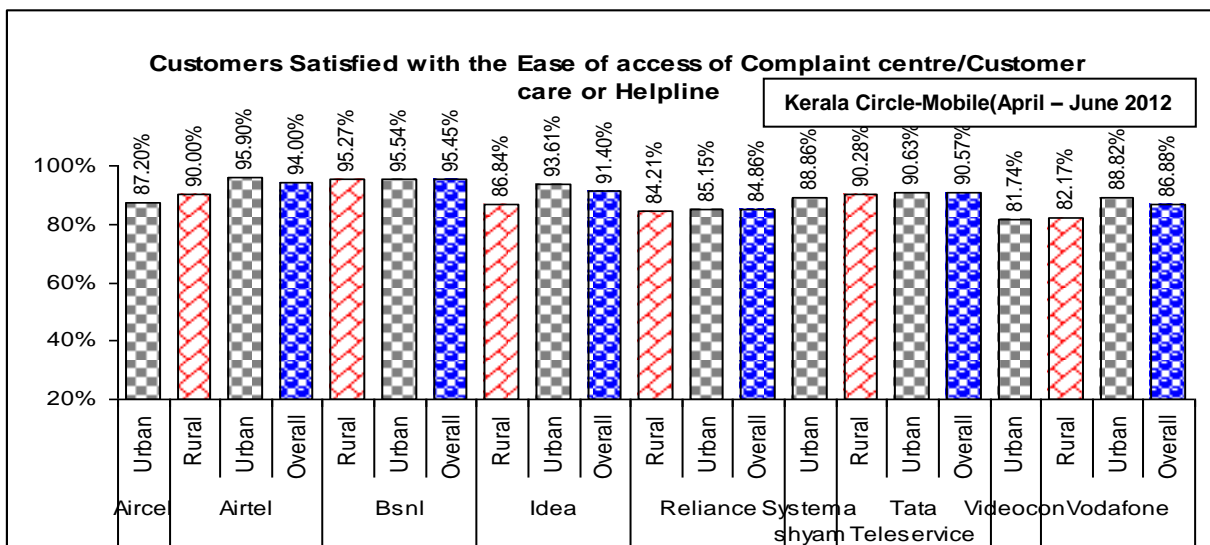
a. In The Last 6 Months, Contacting Customer Care/Helpline/Call Centre Of The Service Provider



70% of TATA subscribers to 77% of Idea subscribers had contacted Customer Care/Helpline/Call Centre of the Service Provider during last six months.

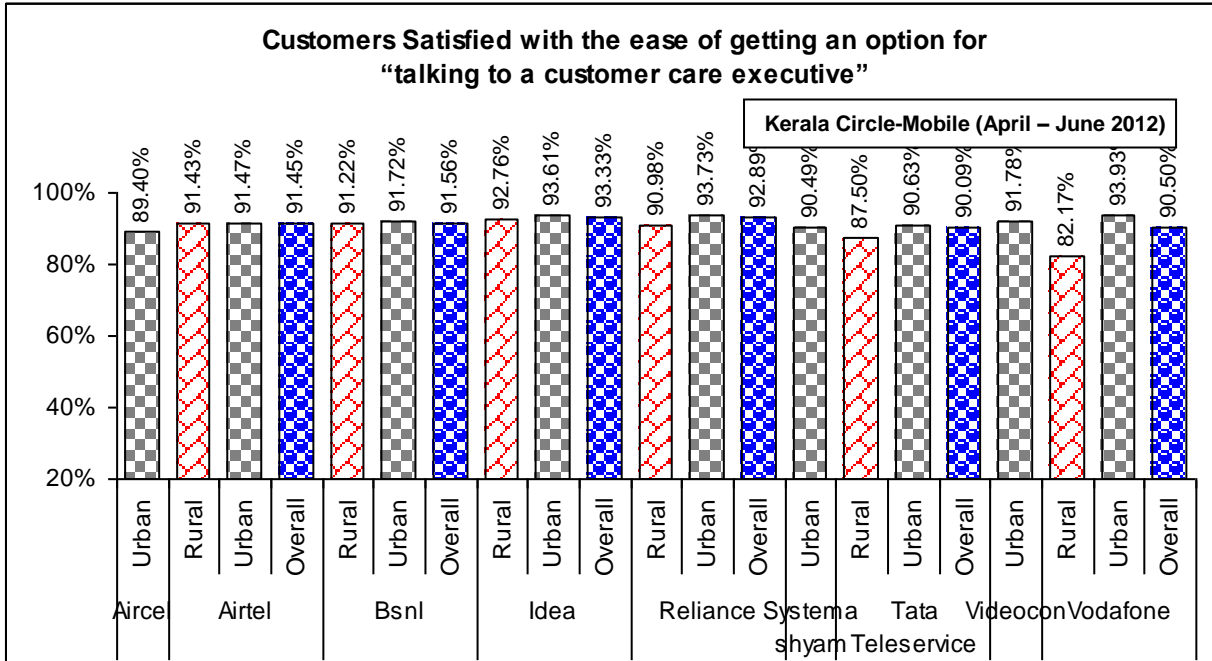
b. Level of Satisfaction on Various Sub-Parameters of Help Services

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



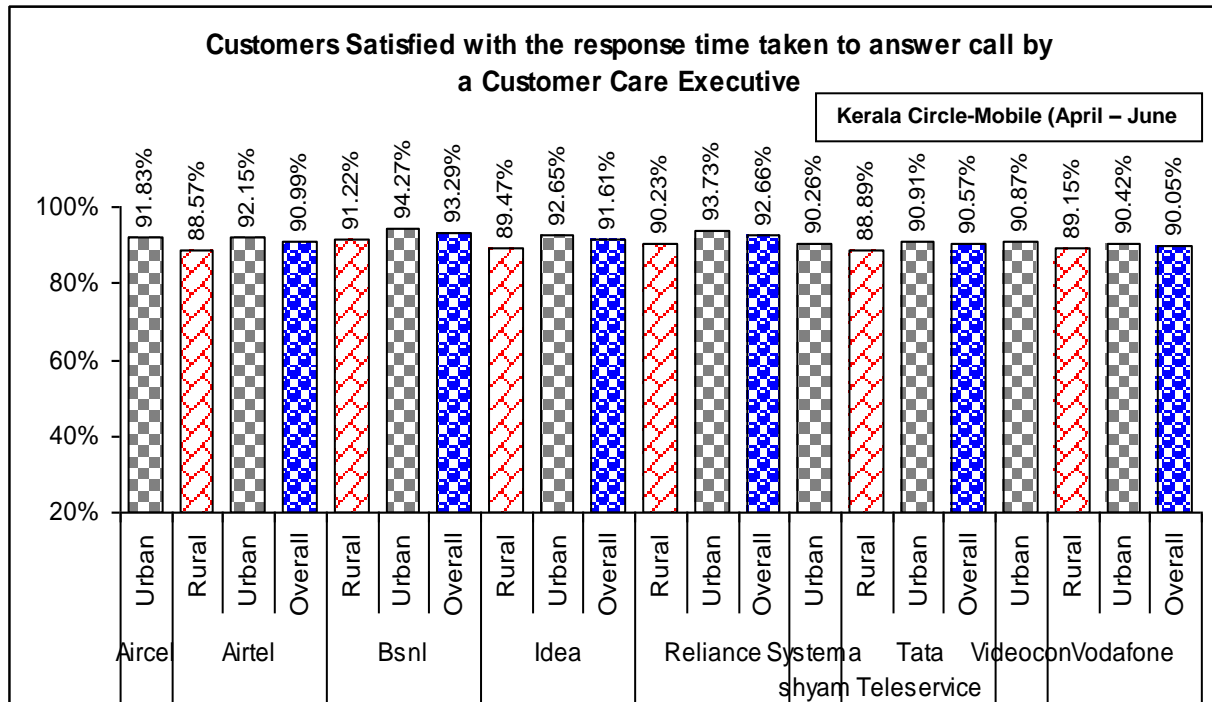
The satisfaction in terms of ease of access of call centres/customer care/helpline has been highest at 95 % for BSNL, followed by Airtel , Idea,TATA in the present round of survey.

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



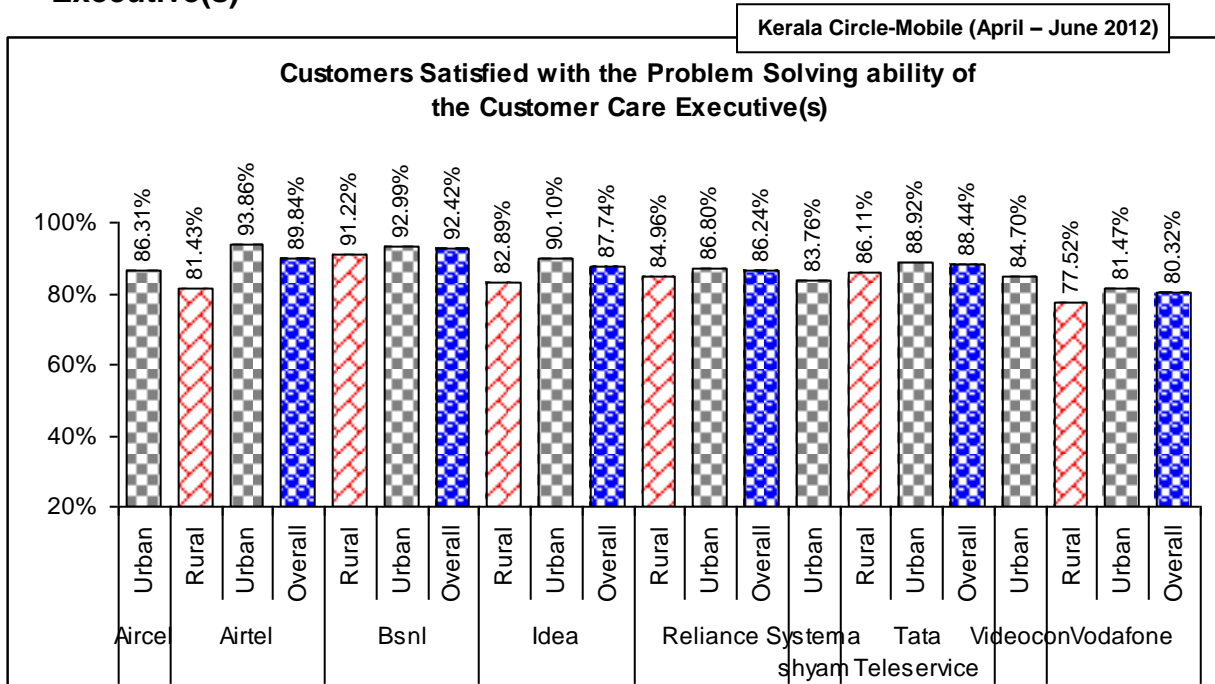
Satisfaction levels in terms of ease of talking to a customer care executive has been highest for Idea at 93 %, followed by BSNL, Airtel and least for Aircel.

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



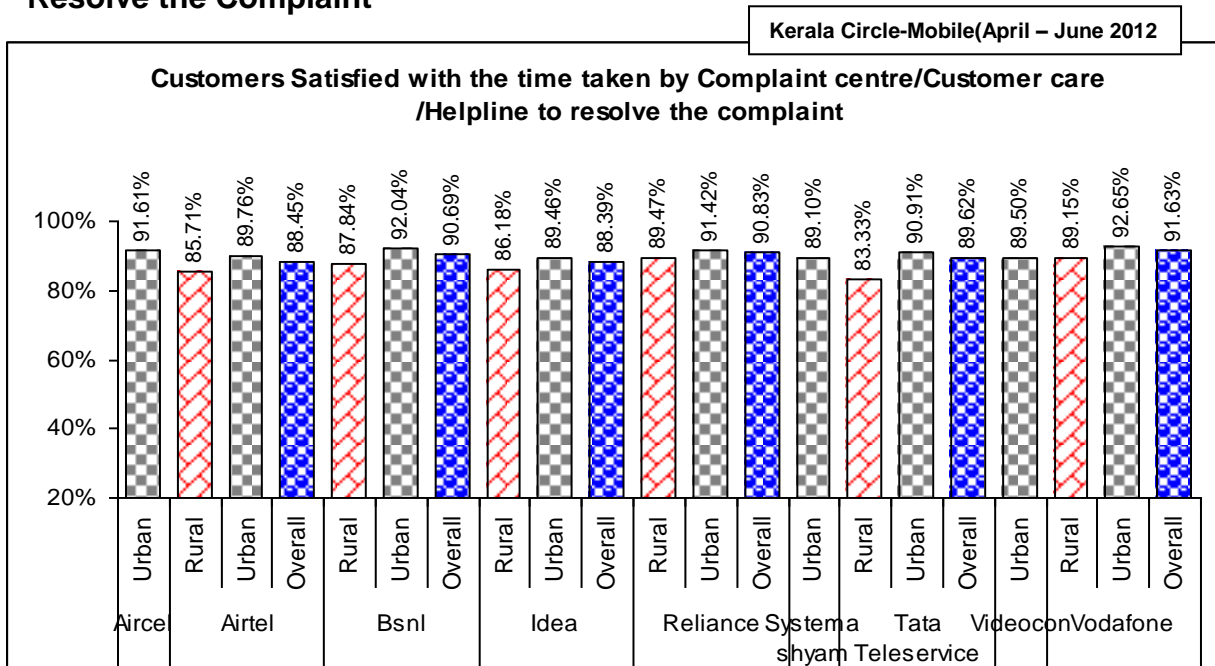
The satisfaction levels in terms of response time taken to answer a call by a customer care executive has been highest at 93 % for BSNL and least for Vodafone at 90%.

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



Subscriber's satisfaction in terms of problem solving ability of customer care executive has been highest for BSNL at 92% and is least for Vodafone at 80% in the present round of survey.

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



The satisfaction levels of subscribers has been highest for Vodafone at 92% towards time taken by call centre /customer care executive to resolve a complaint and is least for Idea at 88%.

5.2.4 Network Performance, Reliability & Availability

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

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

Mobile Operator	Area	Satisfaction with			
		The availability of signal of your service provider in your locality	The ability to make or receive calls easily	Call dropping during conversation	The voice quality
Aircel	Urban	94.69%	92.70%	94.36%	96.85%
Airtel	Rural	95.58%	95.03%	76.24%	92.27%
	Urban	97.86%	96.19%	95.48%	91.19%
	Overall	97.17%	95.84%	89.68%	91.51%
Bsnl	Rural	98.34%	93.37%	96.13%	80.11%
	Urban	96.92%	98.10%	97.16%	92.42%
	Overall	97.35%	96.68%	96.85%	88.72%
Idea	Rural	94.51%	95.05%	95.05%	92.86%
	Urban	95.50%	93.60%	96.68%	94.55%
	Overall	95.20%	94.04%	96.19%	94.04%
Reliance	Rural	93.55%	84.41%	94.09%	81.72%
	Urban	94.52%	97.38%	99.29%	98.10%
	Overall	94.22%	93.40%	97.69%	93.07%
Systema shyam	Urban	91.71%	92.70%	99.34%	90.38%
Tata Teleservice	Rural	85.44%	81.55%	100.00%	77.67%
	Urban	93.81%	96.61%	97.80%	96.61%
	Overall	92.38%	94.04%	98.18%	93.38%
Videocon	Urban	90.41%	93.39%	97.36%	86.94%
Vodafone	Rural	96.72%	93.99%	91.80%	88.52%
	Urban	97.39%	97.16%	91.23%	97.87%
	Overall	97.19%	96.20%	91.40%	95.04%

5.2.5 Maintainability

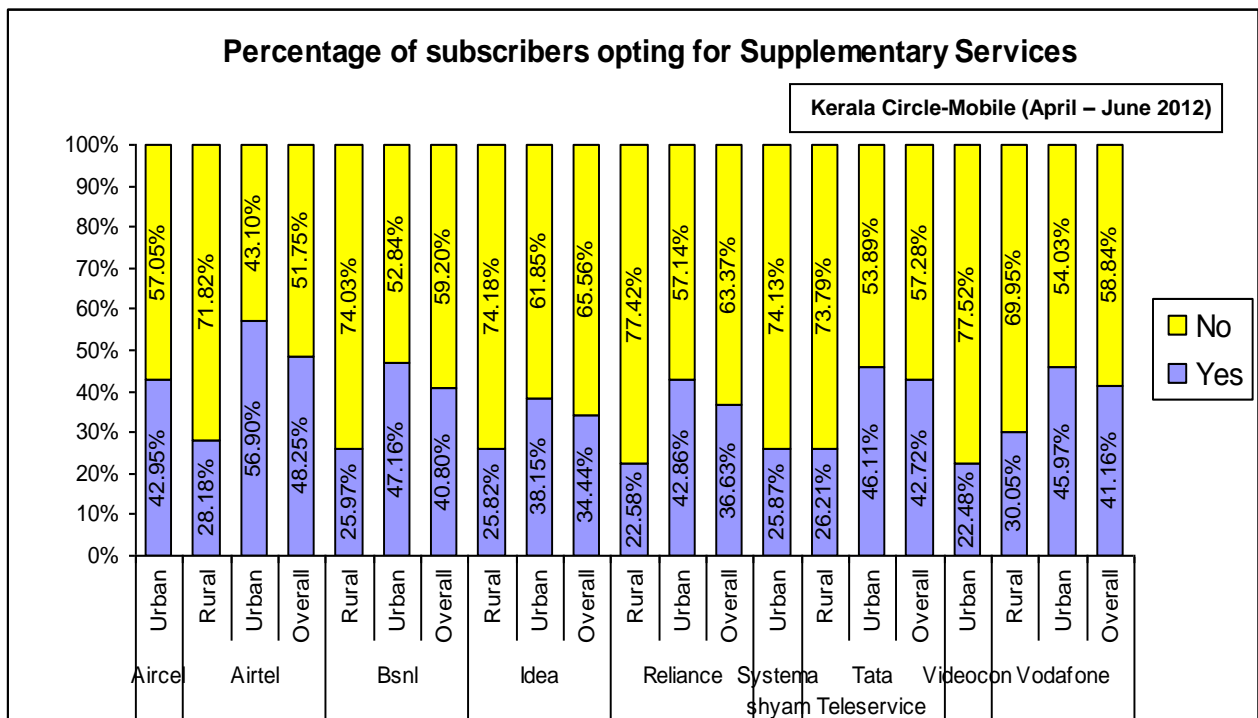
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

Level of satisfaction on various sub parameters of maintainability

Mobile Operator	Area	Frequency of facing signal problems	Satisfaction with the availability of signal	Satisfaction with the restoration of network (signal) problems
Aircel Airtel	Urban	95.02%	95.74%	91.12%
	Rural	92.27%	88.50%	76.11%
	Urban	96.90%	88.34%	96.50%
Bsnl	Overall	95.51%	88.38%	91.45%
	Rural	91.16%	92.45%	84.91%
	Urban	97.39%	92.67%	94.72%
Idea	Overall	95.52%	92.60%	91.60%
	Rural	91.76%	75.78%	80.47%
	Urban	97.39%	93.69%	94.32%
Reliance	Overall	95.70%	88.54%	90.34%
	Rural	90.32%	89.07%	79.23%
	Urban	95.95%	95.26%	95.76%
Systema shyam Tata Teleservice	Overall	94.22%	93.32%	90.58%
	Urban	94.53%	90.39%	88.34%
	Rural	63.11%	84.54%	58.76%
Videocon	Urban	95.21%	94.29%	93.33%
	Overall	89.74%	88.59%	86.85%
	Urban	91.57%	89.10%	84.21%
Vodafone	Rural	87.98%	82.40%	84.00%
	Urban	98.10%	95.07%	94.41%
	Overall	95.04%	91.38%	91.38%

5.2.6 Supplementary Services

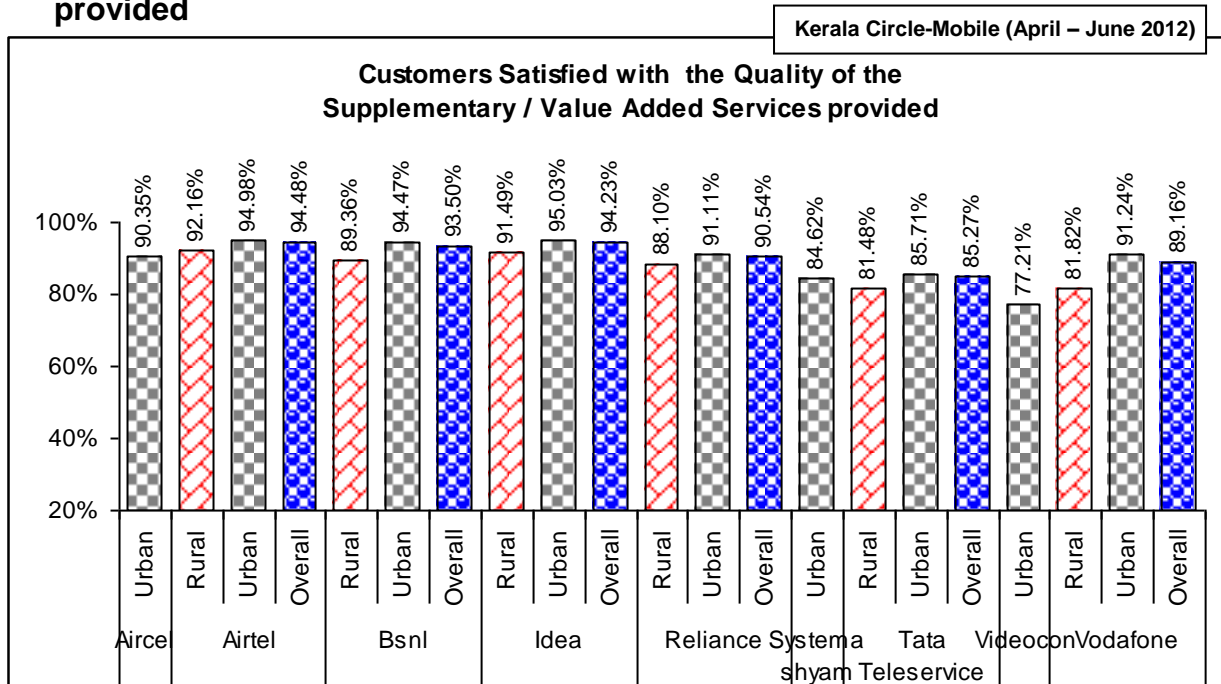
A. Percentage of Subscribers Opting For Supplementary Services



Majority of subscribers do not opt for supplementary services as per findings of this round of survey.

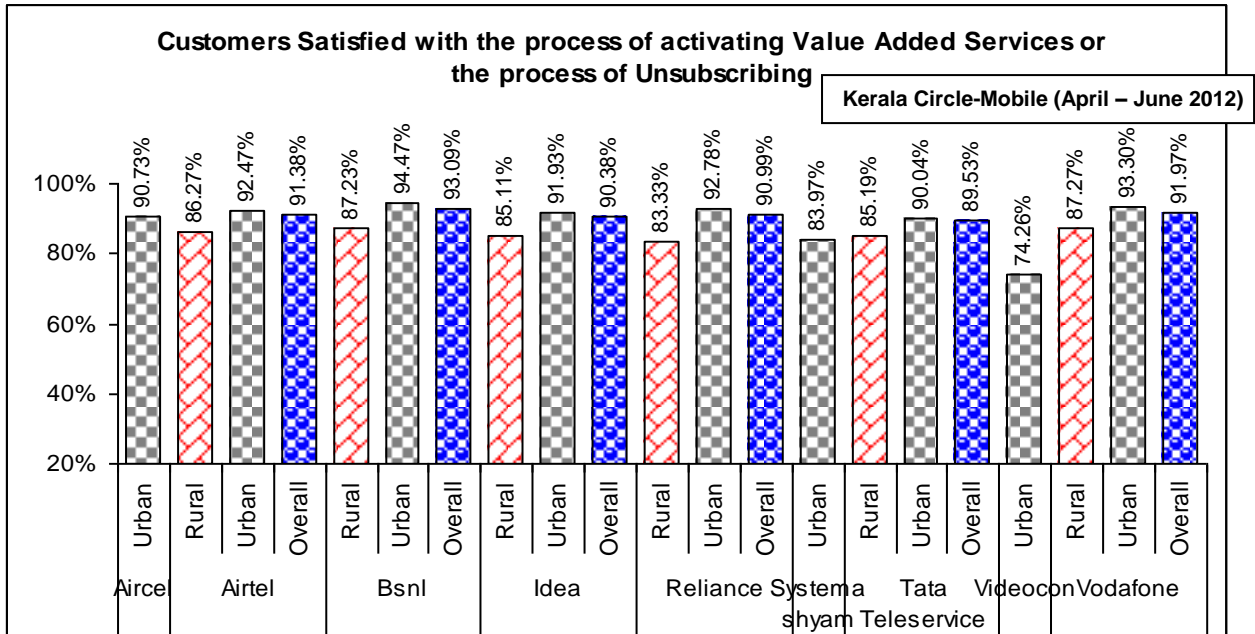
b. Percentage of Subscribers Satisfied With Supplementary Services

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



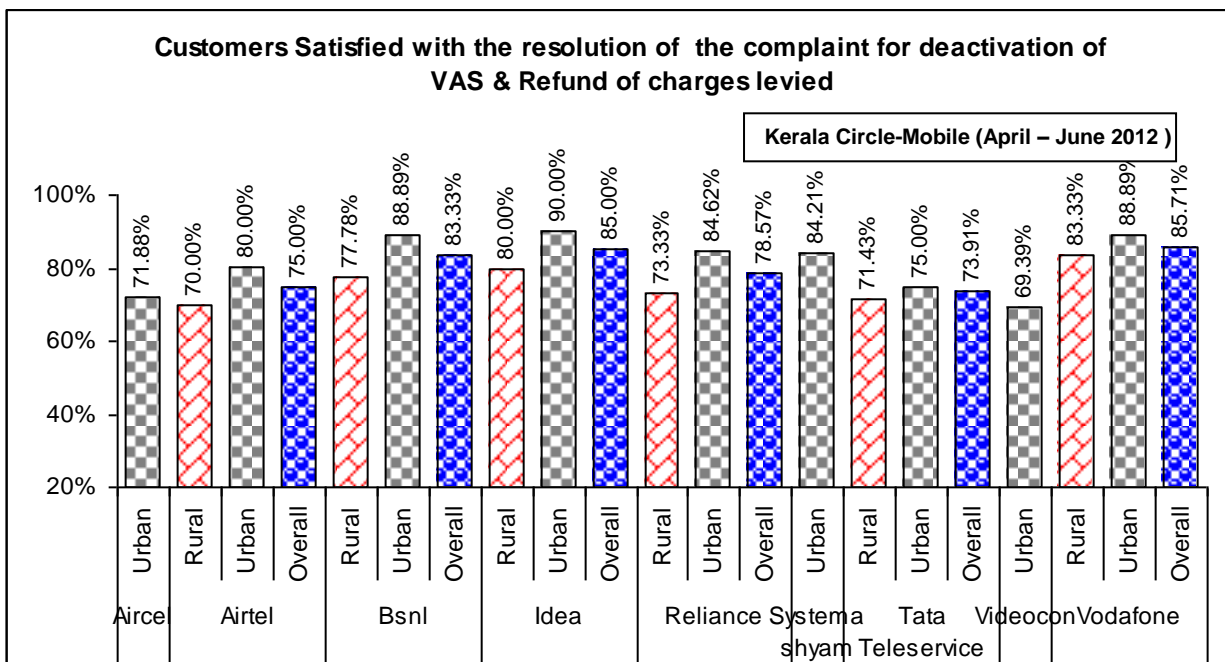
From among those subscribers who opt for supplementary/value added services satisfaction level has been the highest at 94% (Airtel) and least at 77% (Videocon).

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



The satisfaction levels of subscribers with respect to the process of activation of value added services or unsubscribing has been highest for BSNL at 93% and least at 74% for Videocon.

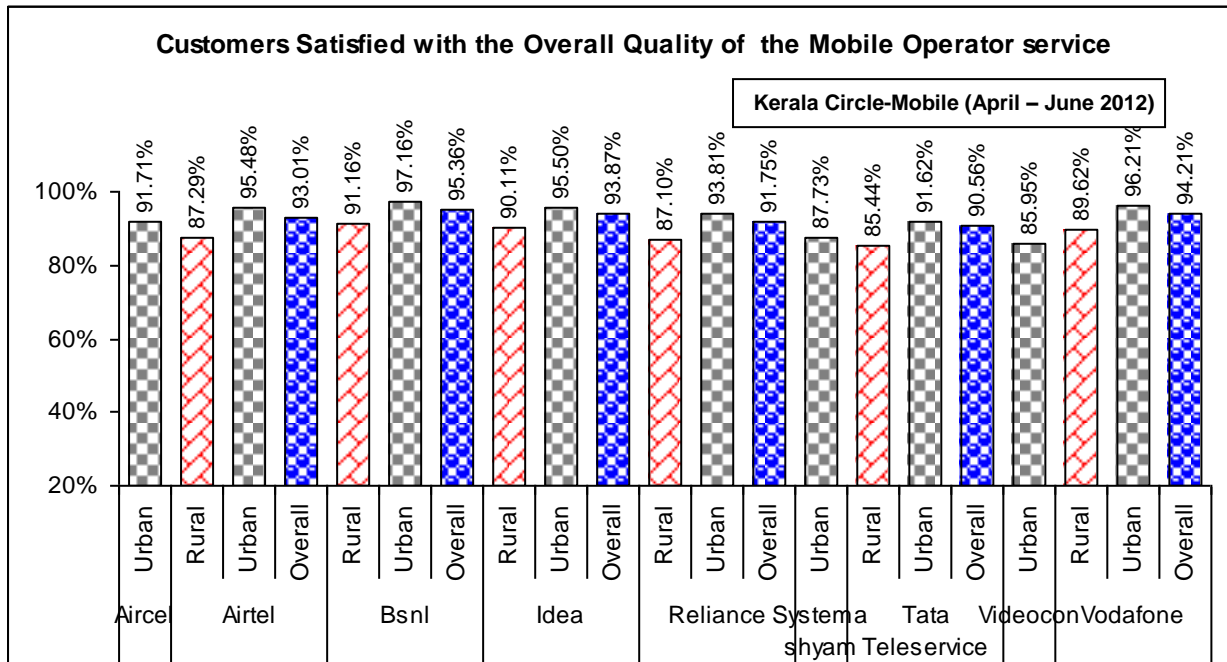
b3. Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied



Satisfaction of subscribers has been highest at 86% (Vodafone), while it has been least at 69% (Videocon) in terms of the resolution of the complaint for deactivation of VAS & refund of charges levied.

5.2.7 Overall Percentage of Subscribers Satisfied

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



The overall satisfaction of subscribers has been highest at 95 % for BSNL, followed by Vodafone, Idea, Airtel & Reliance. The least satisfaction with overall quality of service has been that of Videocon at 86 %.

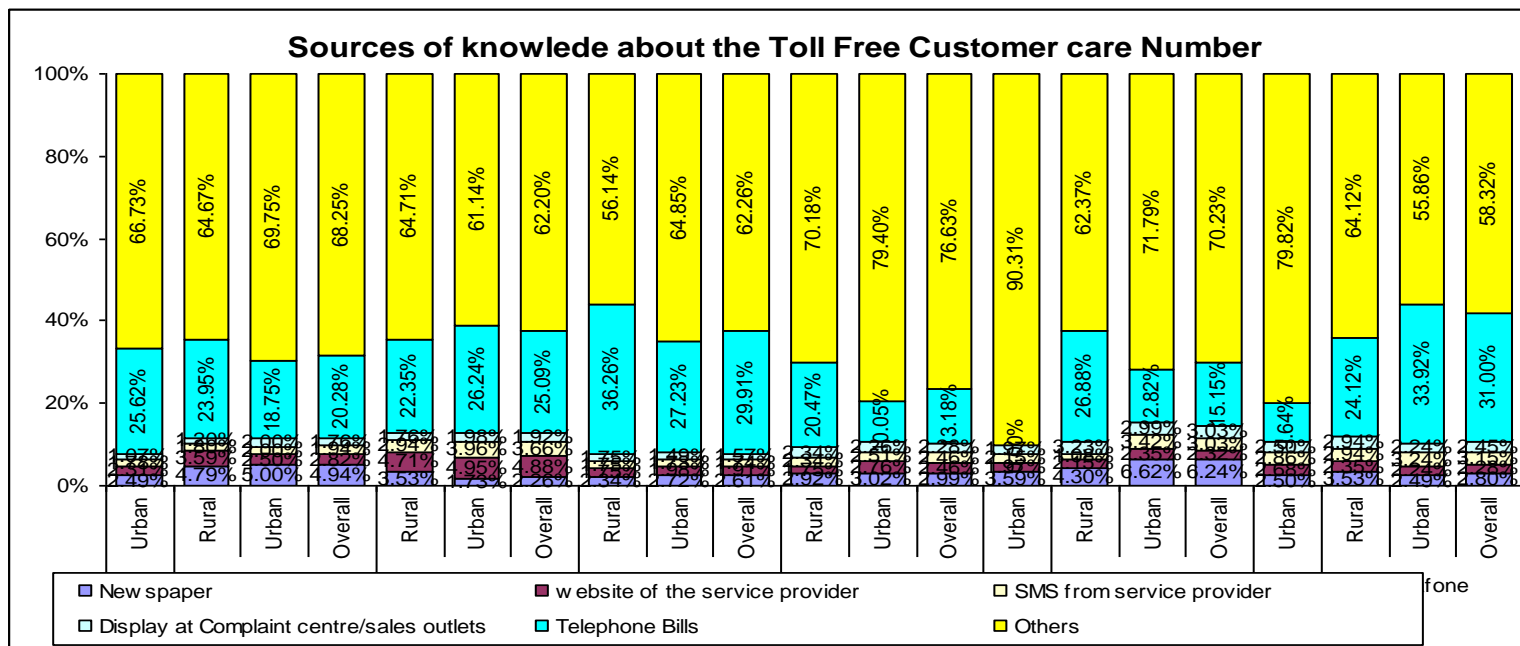
5.2.8 Three Stage Redressal Mechanism

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

Mobile Operator	Area	Awareness about	
		The call centre telephone number of the telecom service provider for making complaints	The contact details of the appellate authority for filing of appeals
Aircel	Urban	93.20%	3.15%
Airtel	Rural	92.27%	1.66%
	Urban	95.24%	3.33%
Bsnl	Overall	94.34%	2.83%
	Rural	93.92%	2.21%
	Urban	95.73%	4.27%
Idea	Overall	95.19%	3.65%
	Rural	93.96%	2.75%
	Urban	95.73%	4.03%
Reliance	Overall	95.20%	3.64%
	Rural	91.94%	1.61%
	Urban	94.76%	3.33%
Systema shyam Tata Teleservice	Overall	93.89%	2.81%
	Urban	92.37%	3.65%
	Rural	90.29%	1.94%
Videocon	Urban	93.41%	3.39%
	Overall	92.88%	3.15%
	Urban	92.56%	2.81%
Vodafone	Rural	92.90%	2.19%
	Urban	95.02%	4.27%
	Overall	94.38%	3.64%

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

5.2.9 Sources of Knowledge about the Toll free Customer Care Number



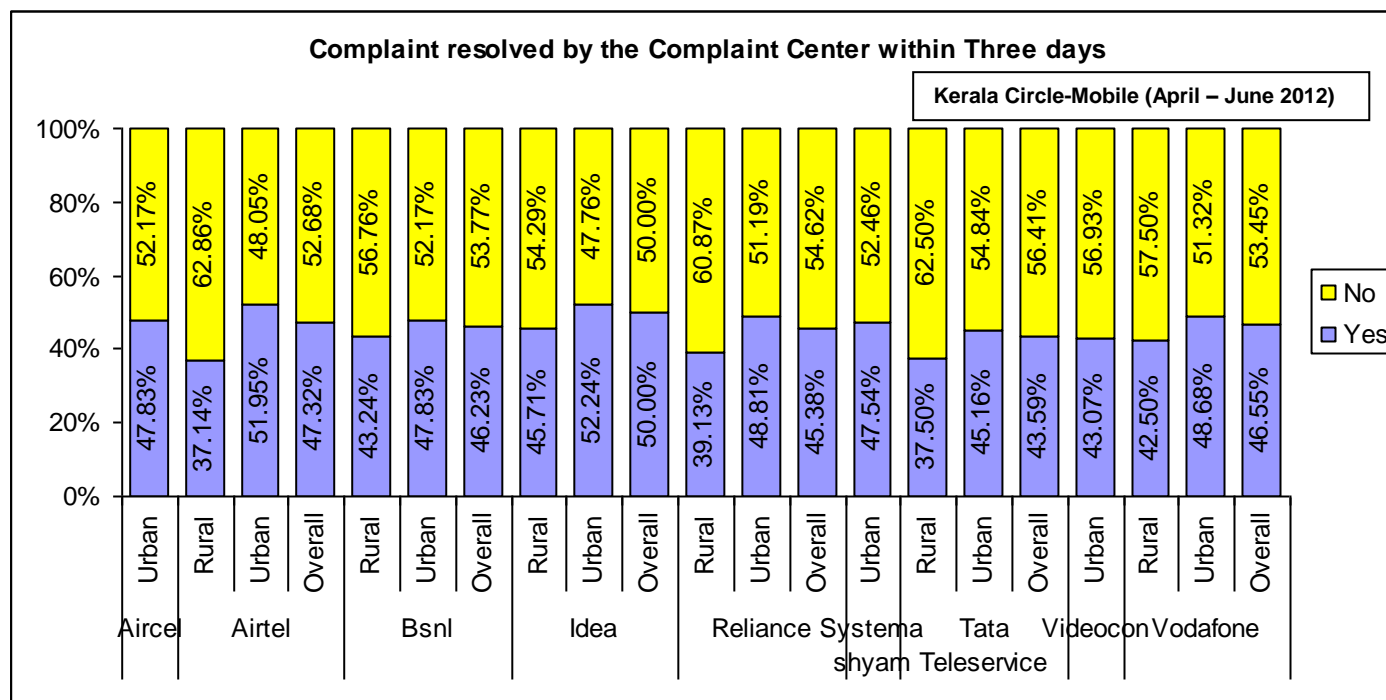
Majority of subscribers are aware of Toll free customer care number either through their telephone bills or other sources like recharge coupons/cards.

As a next stage, around 17% of Idea subscribers to 23% of Videocon subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 43% to 64% of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey not many subscribers opined that docket number was not issued /provided on request/not provided even on request. Also there were negligible responses on refusal to register a complaint and majority of subscribers are informed by respective call centres about the action taken on the complaint.

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

Mobile Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases					Informing by the Call Centre about the action taken on the complaint	
		Yes	No	Complaint was registered and Docket number received	Complaint was registered and Docket number not received	Complaint was registered and Docket number not received	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Yes	No
Aircel	Urban	19.07%	80.93%	43.48%	40.87%	11.30%	2.61%	1.74%	27.83%	72.17%
Airtel	Rural	19.34%	80.66%	60.00%	31.43%	8.57%	0.00%	0.00%	20.00%	80.00%
	Urban	18.33%	81.67%	55.84%	22.08%	20.78%	0.00%	1.30%	35.06%	64.94%
	Overall	18.64%	81.36%	57.14%	25.00%	16.96%	0.00%	0.89%	30.36%	69.64%
Bsnl	Rural	20.44%	79.56%	54.05%	37.84%	5.41%	2.70%	0.00%	27.03%	72.97%
	Urban	16.35%	83.65%	69.57%	18.84%	4.35%	4.35%	2.90%	31.88%	68.12%
	Overall	17.58%	82.42%	64.15%	25.47%	4.72%	3.77%	1.89%	30.19%	69.81%
Idea	Rural	19.23%	80.77%	51.43%	34.29%	14.29%	0.00%	0.00%	22.86%	77.14%
	Urban	15.88%	84.12%	56.72%	28.36%	5.97%	8.96%	0.00%	35.82%	64.18%
	Overall	16.89%	83.11%	54.90%	30.39%	8.82%	5.88%	0.00%	31.37%	68.63%
Reliance	Rural	24.73%	75.27%	45.65%	26.09%	10.87%	17.39%	0.00%	26.09%	73.91%
	Urban	20.00%	80.00%	55.95%	25.00%	16.67%	1.19%	1.19%	30.95%	69.05%
	Overall	21.45%	78.55%	52.31%	25.38%	14.62%	6.92%	0.77%	29.23%	70.77%
Systema shyam	Urban	20.23%	79.77%	54.10%	33.61%	3.28%	6.56%	2.46%	27.87%	72.13%
Tata Teleservice	Rural	23.30%	76.70%	50.00%	33.33%	16.67%	0.00%	0.00%	20.83%	79.17%
	Urban	18.56%	81.44%	59.14%	30.11%	7.53%	1.08%	2.15%	27.96%	72.04%
	Overall	19.37%	80.63%	57.26%	30.77%	9.40%	0.85%	1.71%	26.50%	73.50%
Videocon	Urban	22.64%	77.36%	56.93%	30.66%	6.57%	5.11%	0.73%	26.28%	73.72%
Vodafone	Rural	21.86%	78.14%	50.00%	30.00%	12.50%	7.50%	0.00%	22.50%	77.50%
	Urban	18.01%	81.99%	55.26%	23.68%	11.84%	9.21%	0.00%	31.58%	68.42%
	Overall	19.17%	80.83%	53.45%	25.86%	12.07%	8.62%	0.00%	28.45%	71.55%

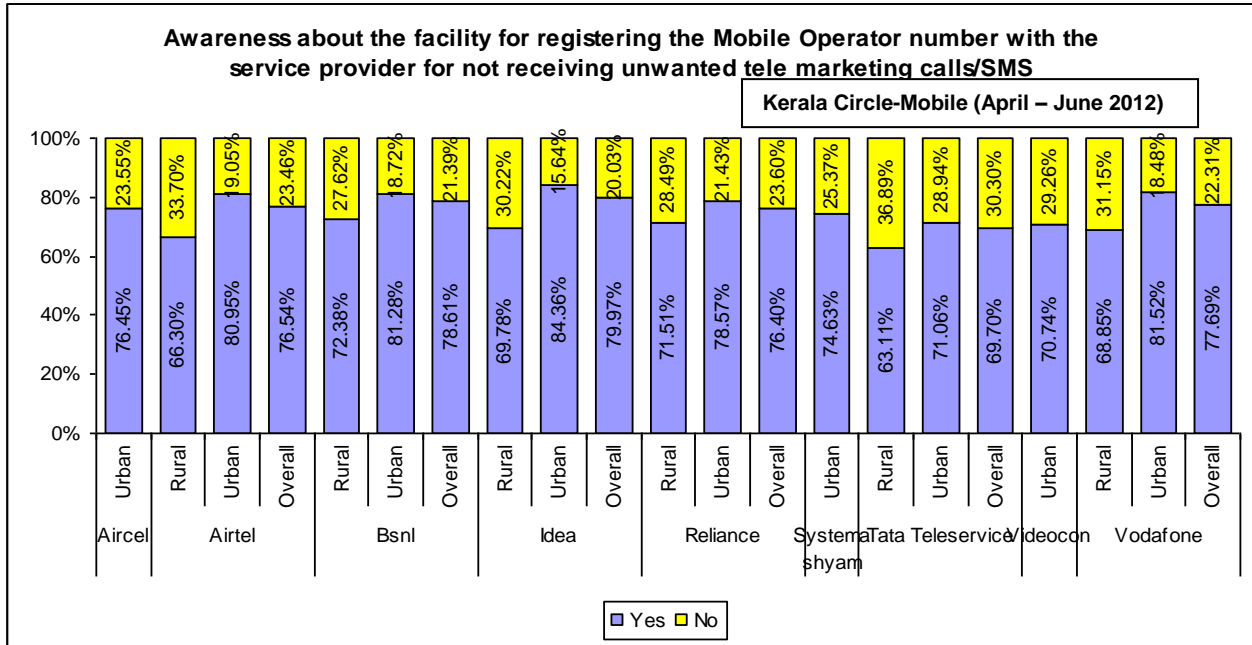
5.2.10 Complaint resolved by the Complaint Center within Three days



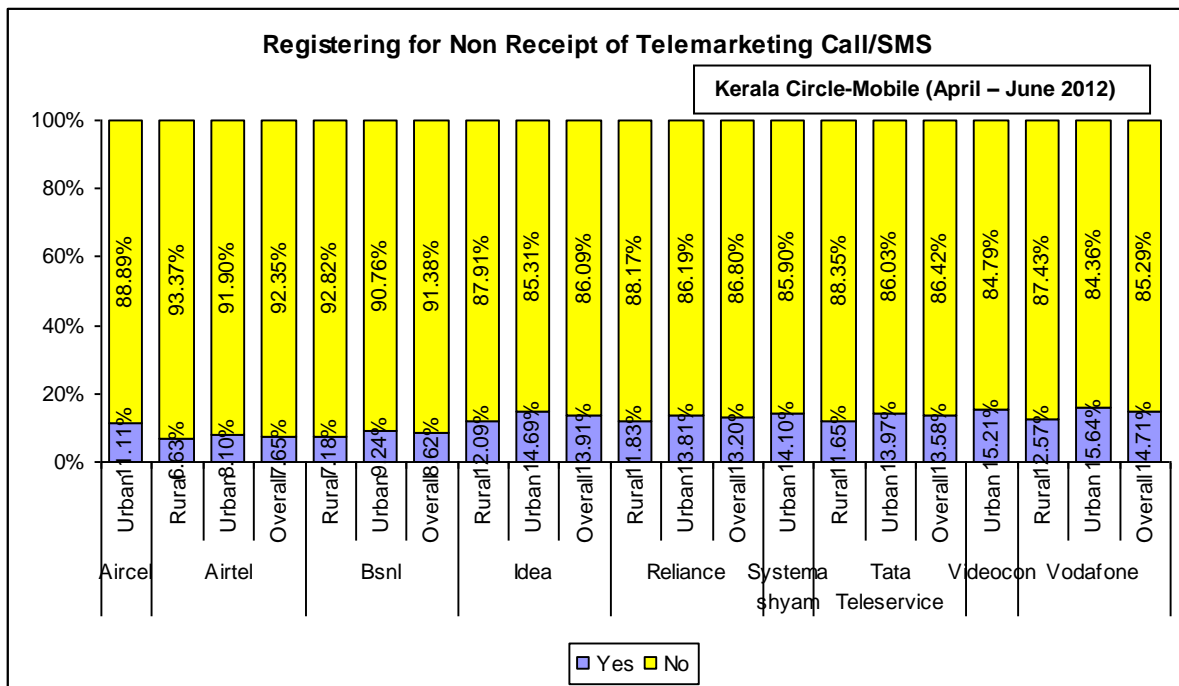
43% of Videocon to 50% of Idea subscribers had their complaint resolved by respective complaint centres within three days.

5.2.11 Registering for Non Receipt of Telemarketing Call/SMS

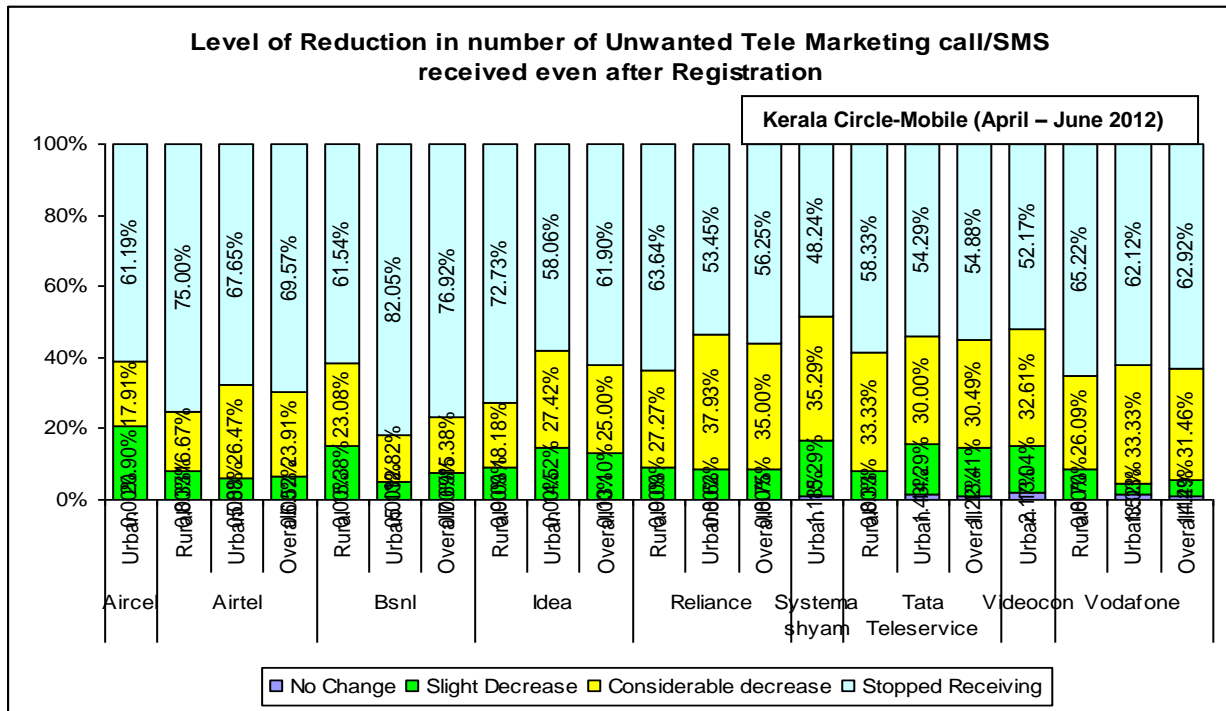
Stage I: In the present round of survey almost 71% of Videocon subscribers to 79 % of BSNL subscribers are aware of registering their mobile number with respective service operator for not receiving any unwanted tele-marketing call and SMS. Following bar diagram shows service providers awareness level.



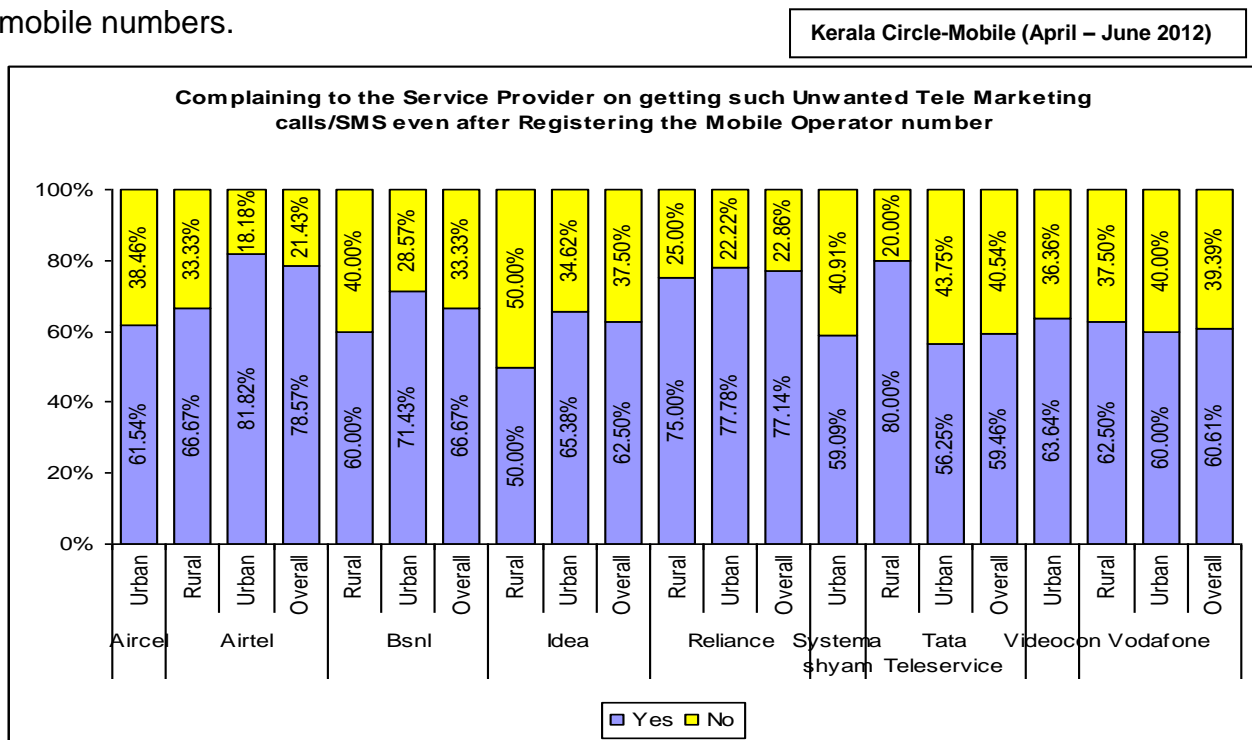
Only 8% of Airtel to 15 Vodafone & Videocon subscribers have registered their mobile with respective service providers for the same. Following bar diagram shows service providers wise percentage of registration.



Stage II: After registering, over 48% of Systema Shyam, 62 % of Aircel, 77% of BSNL subscribers stopped receiving unwanted calls. Following bar diagram shows service providers wise level of reduction in number of unwanted telemarketing calls.

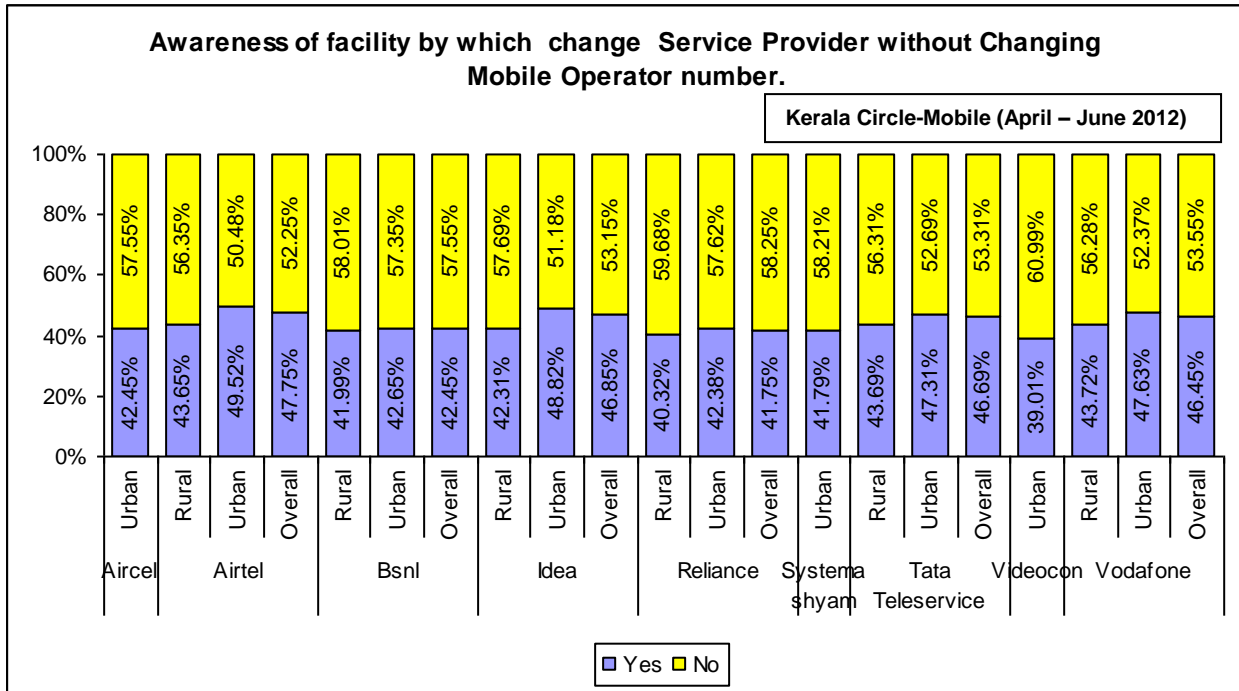


Stage III: At the next stage of process, over 79% Airtel, 64 % Videocon, 61 % of Aircel, 59% of Systema Shyam & TATA subscribers have only made complaints to respective service providers on getting unwanted tele marketing call/SMS even after registering their mobile numbers.

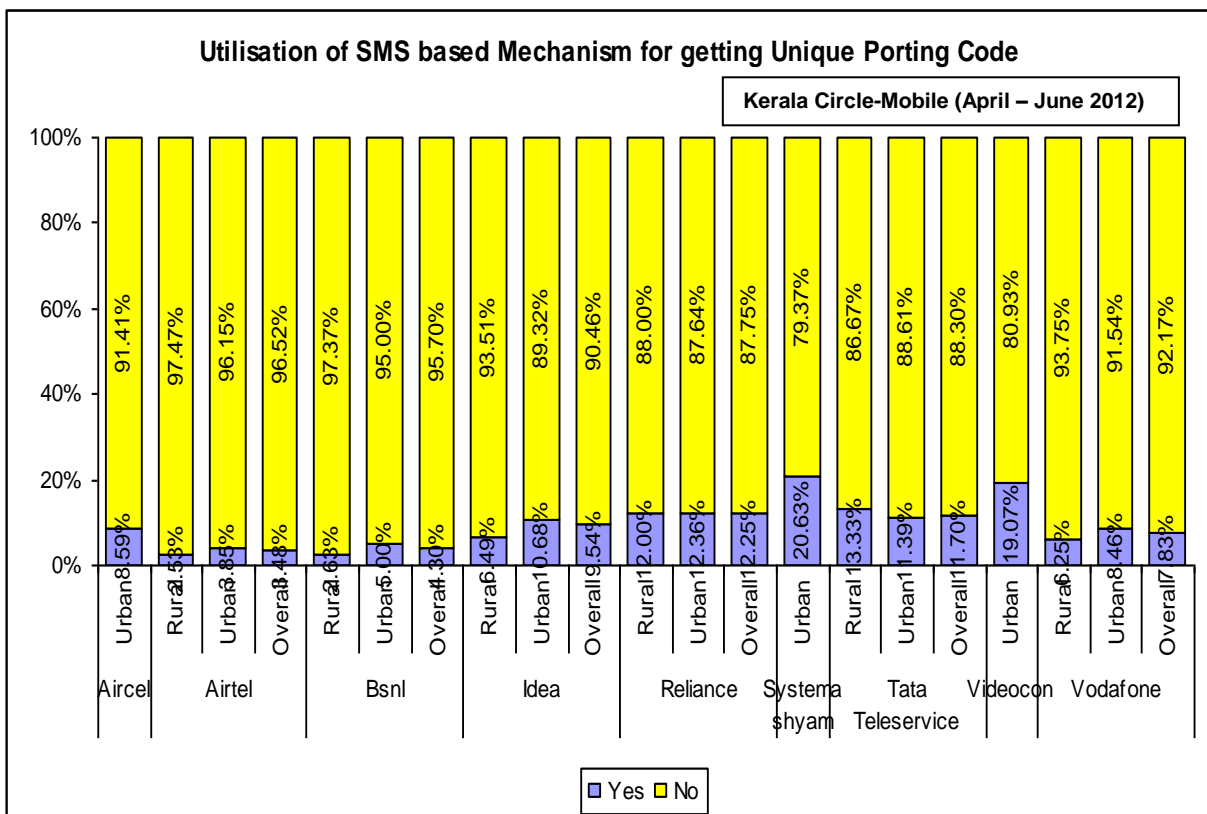


5.2.12 Mobile Number Portability

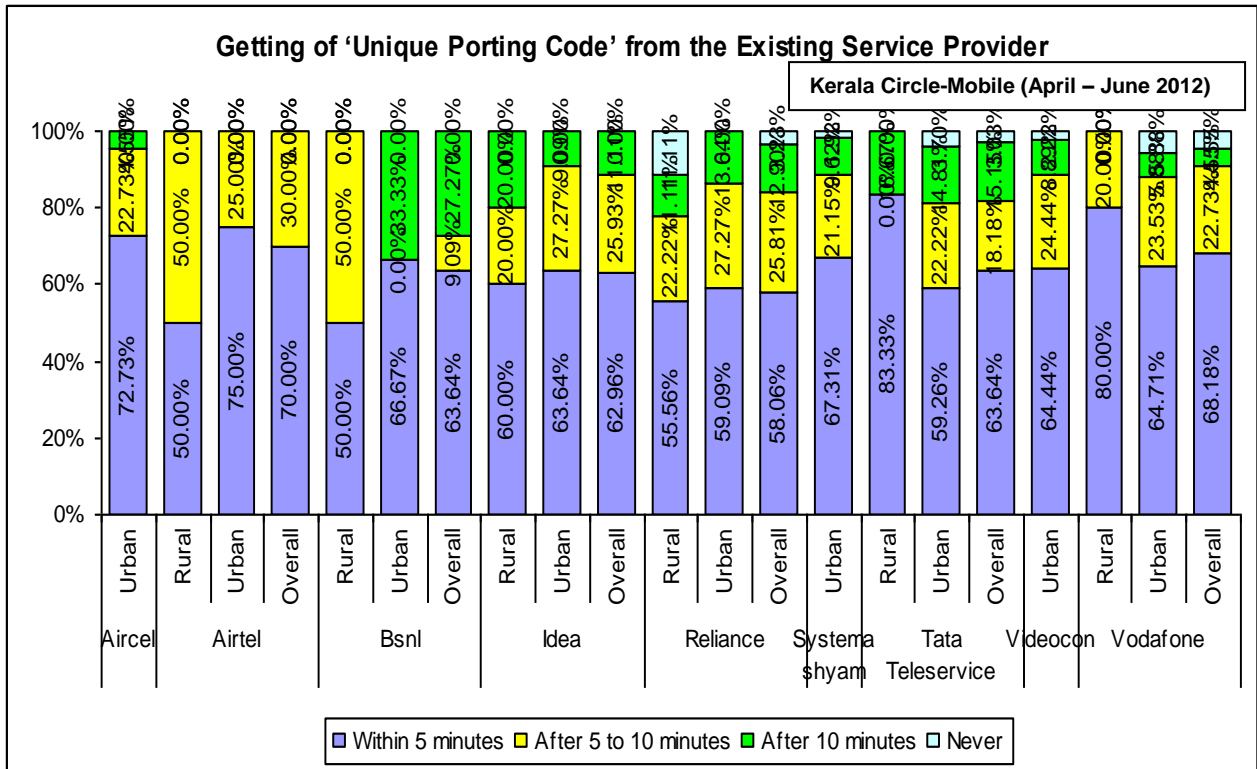
Almost around 39% (Videocon) to 48% (Airtel) subscribers are aware of the facility by which they can change service provider without changing their mobile number.



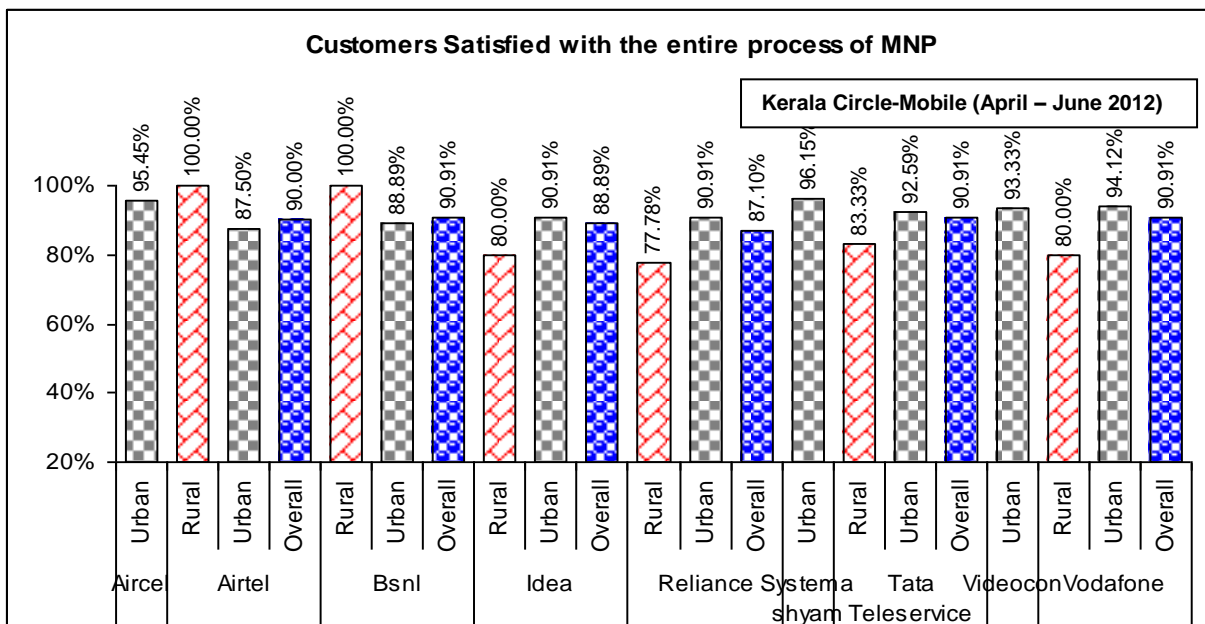
Among these over 19 % (Videocon) to 3% (Airtel) subscribers have utilized SMS based mechanism for getting unique porting code.



Majority of customers, who utilized SMS based mechanism for MNP, received Unique Porting Code within 5 to 10 minutes or after 10 minutes. Service providers and rural-urban wise distribution of time taken in getting 'Unique Porting Code' has been illustrated in this following stacked bar diagram.

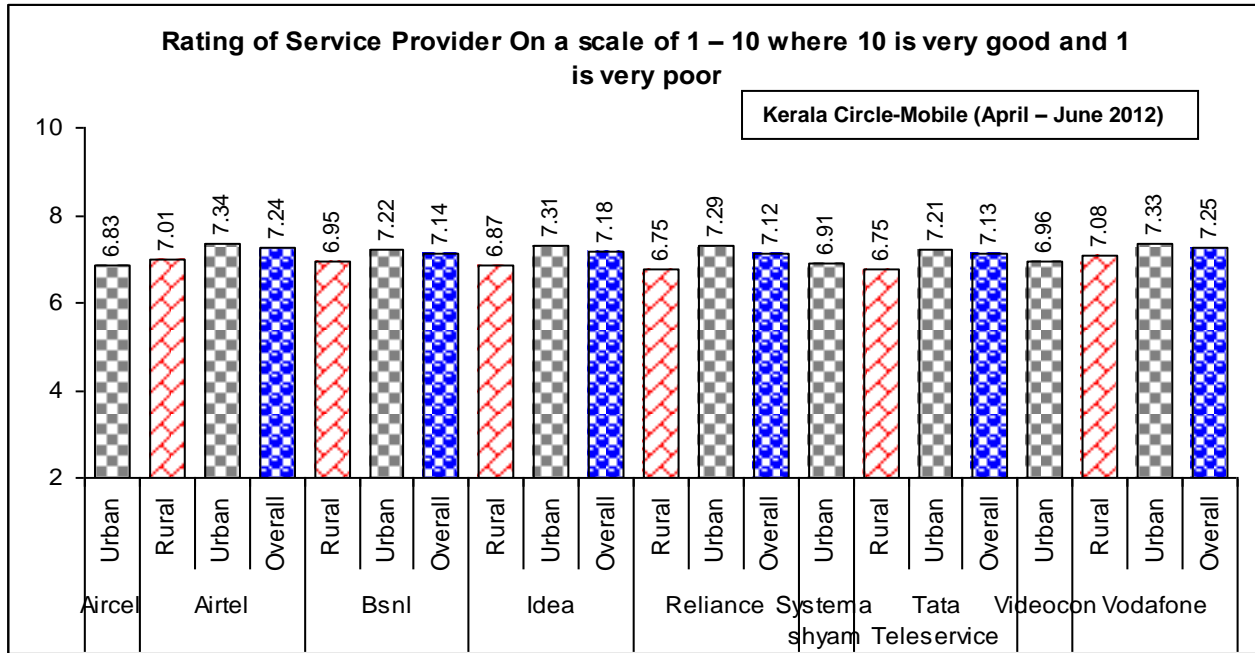


Reliance, Idea, customers, who utilized the service of MNP, have the least satisfaction level whereas Urban subscribers of BSNL, Videocon experienced the maximum satisfaction level.



5.2.13 Overall Rating

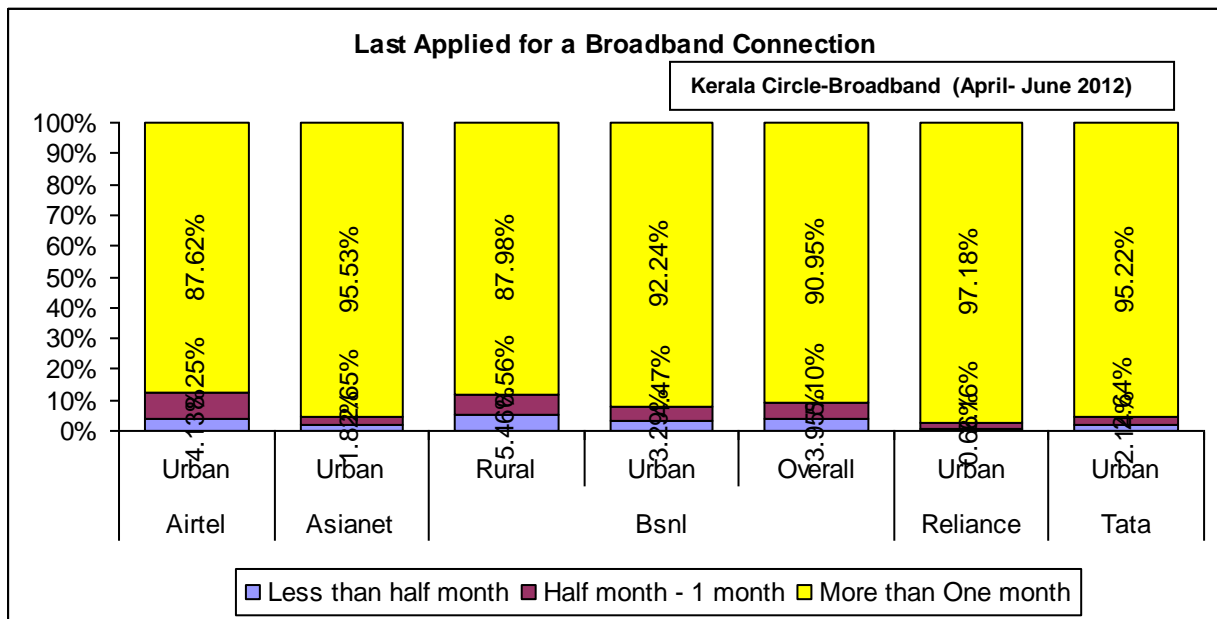
Based on weighted average of rating of various service providers, Vodafone scored highest, followed by Airtel, Idea, BSNL, TATA, Reliance, Videocon, Systema Shyam and Aircel.



5.3 Detailed Findings –Broadband Services.

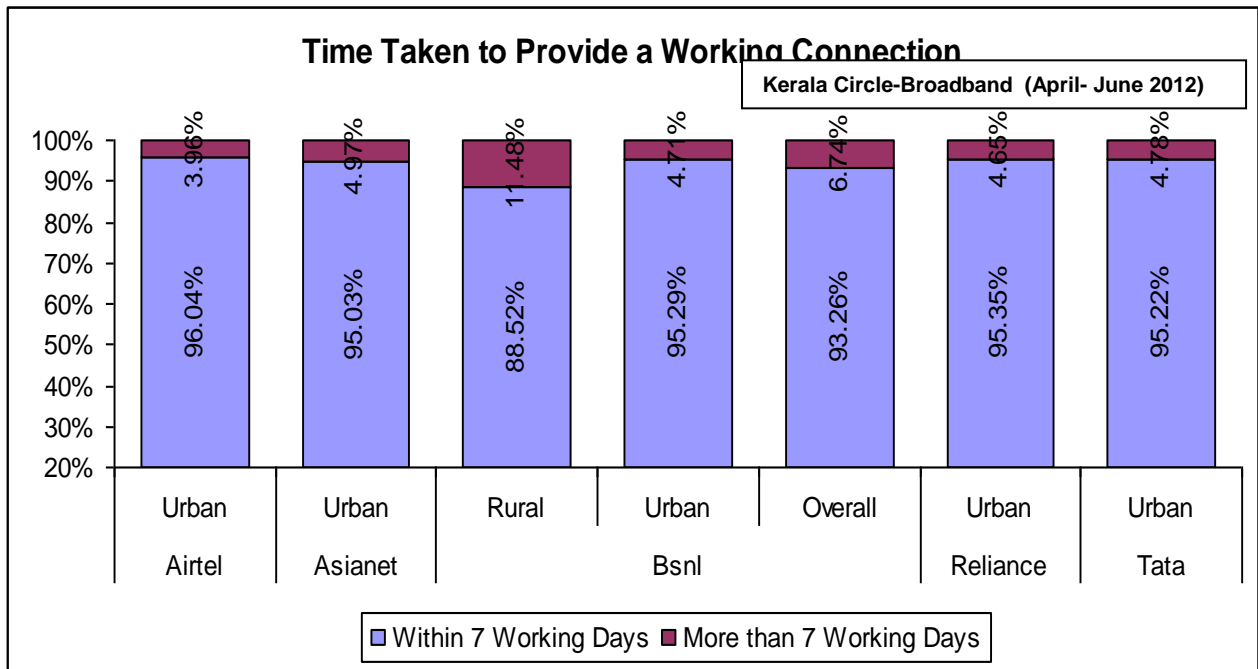
5.3.1 Service Provision

a. Last Applied for Broadband Connection



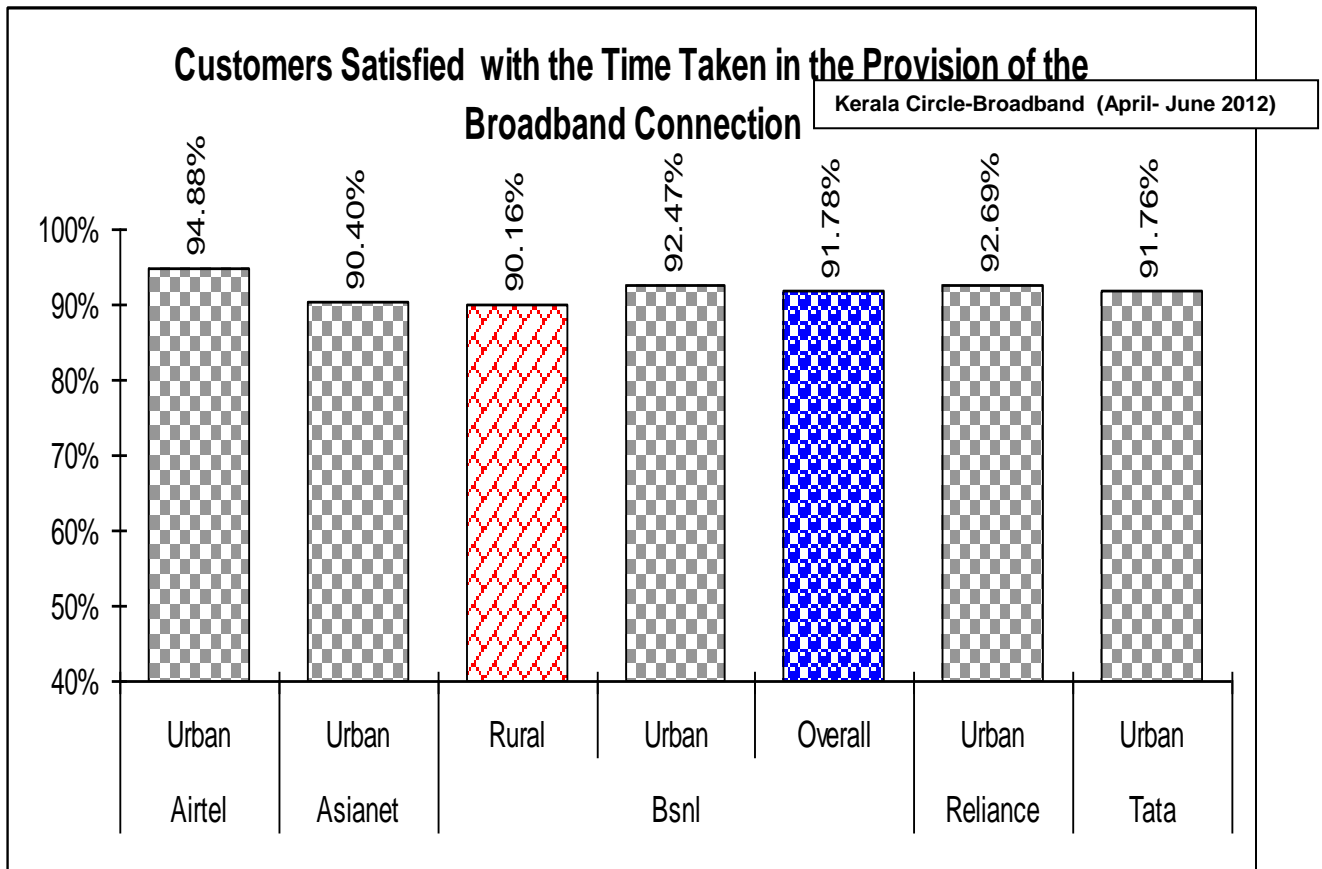
Over 87% of subscribers from across all operators had last applied for broadband connection more than a month ago in the present round of survey.

b. Time Taken to Activate the Service



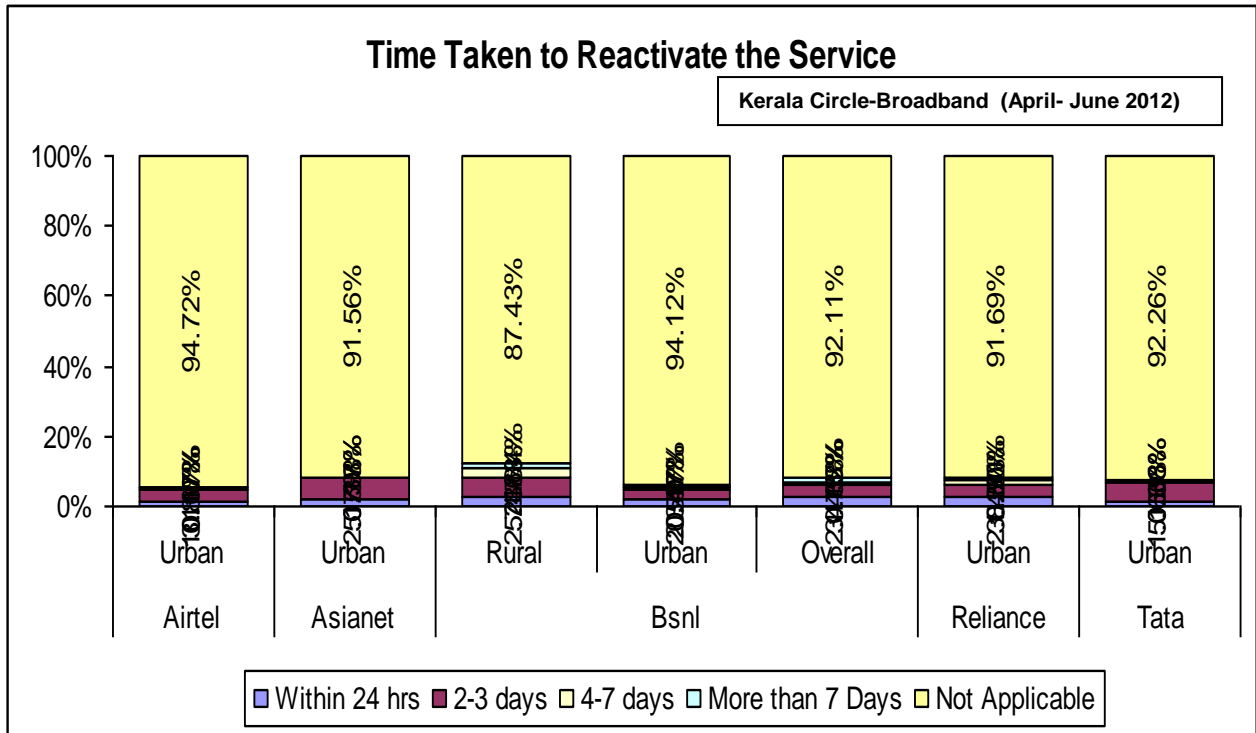
All operators have activated the service for majority of their subscribers within 7 days

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



Overall satisfaction of subscribers varied from 90% (Asianet) to 95% (Airtel) in provisioning of their broad band connection.

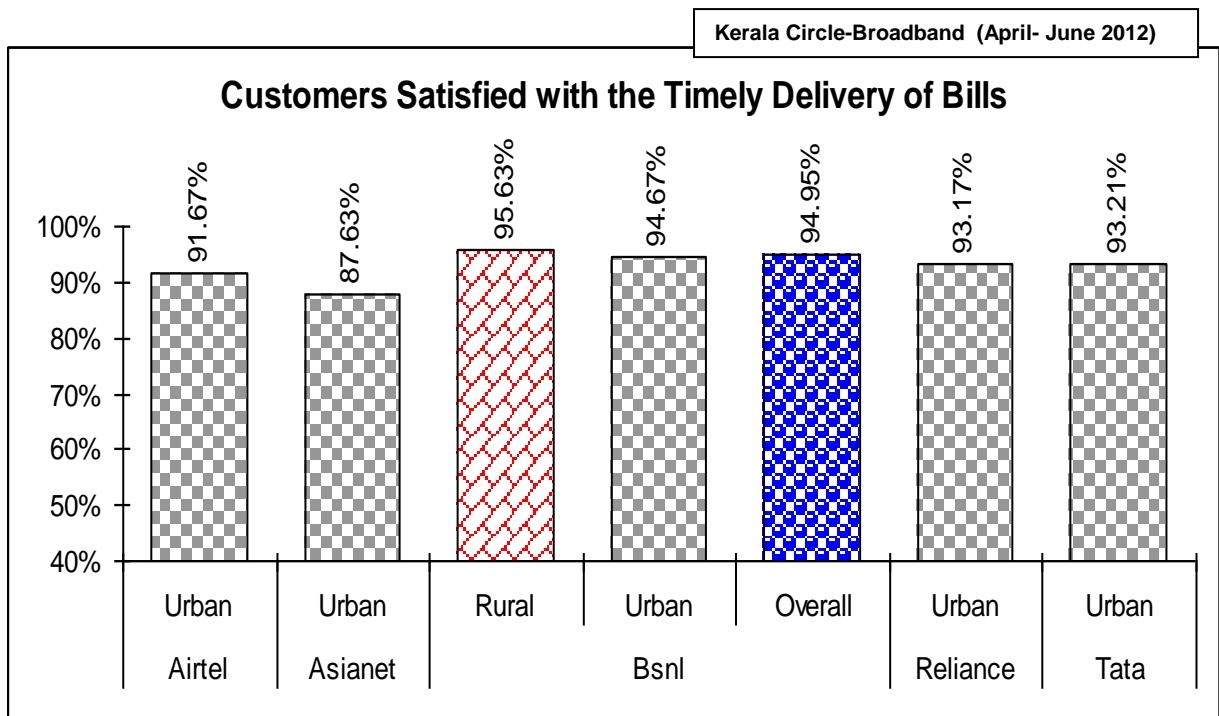
d. Time Taken to Reactivate the Service



The connection was never disconnected in recent period for majority of subscribers across all operators.

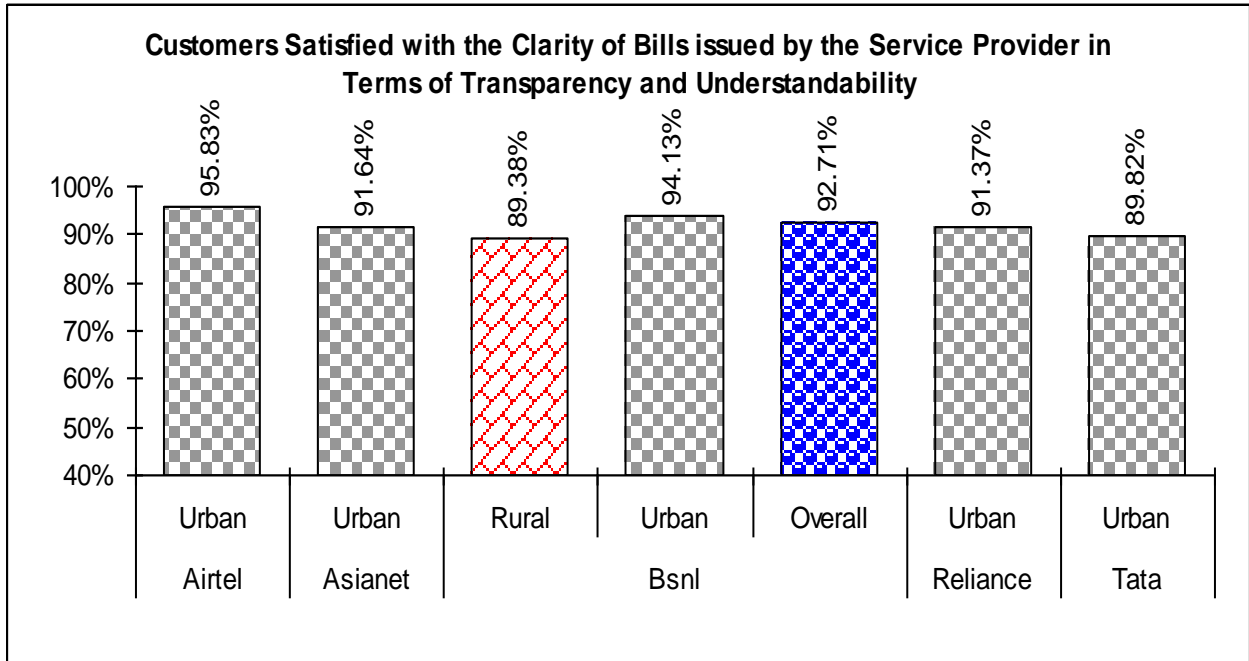
5.3.2 Billing Performance

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



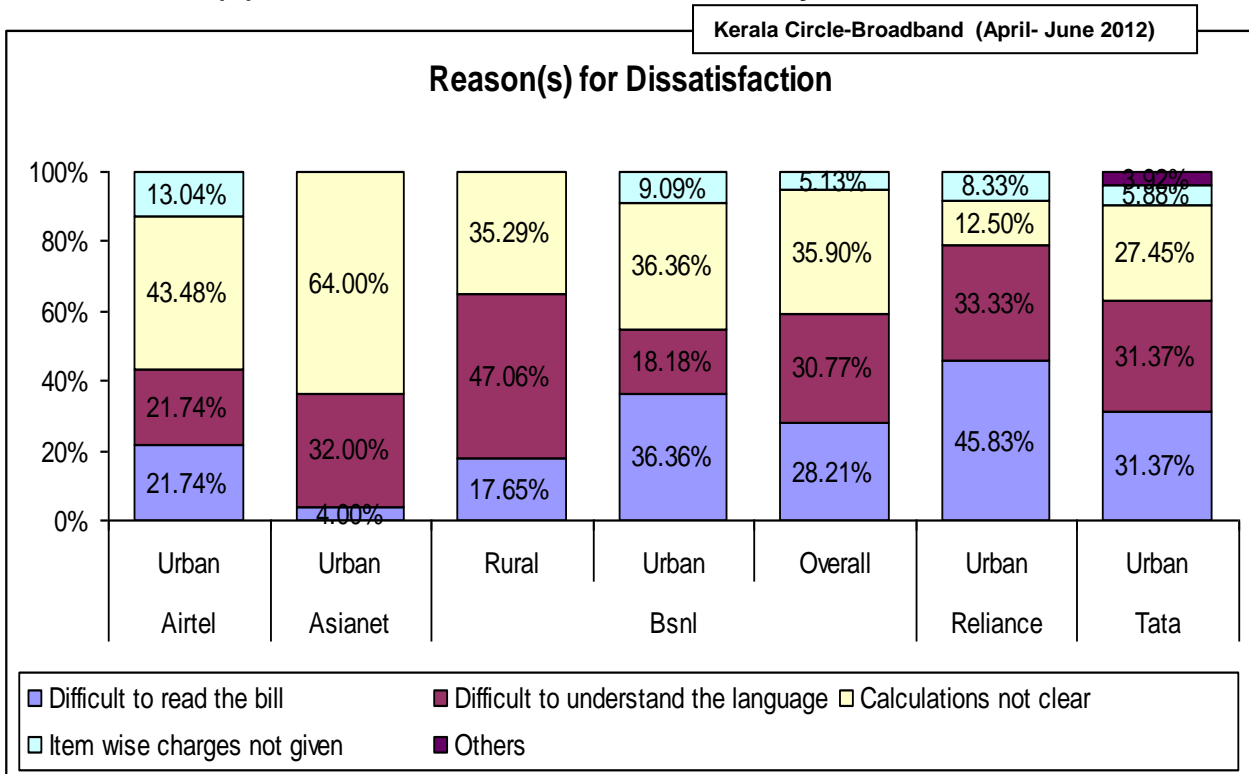
The satisfaction of subscribers ranged from 88% (Asianet) to over 95% (BSNL) in terms of timely delivery of bills.

b. Satisfaction with the Clarity of the Bills Issued By the Service Provider In Terms of Transparency and Understandability Kerala Circle-Broadband (April- June 2012)



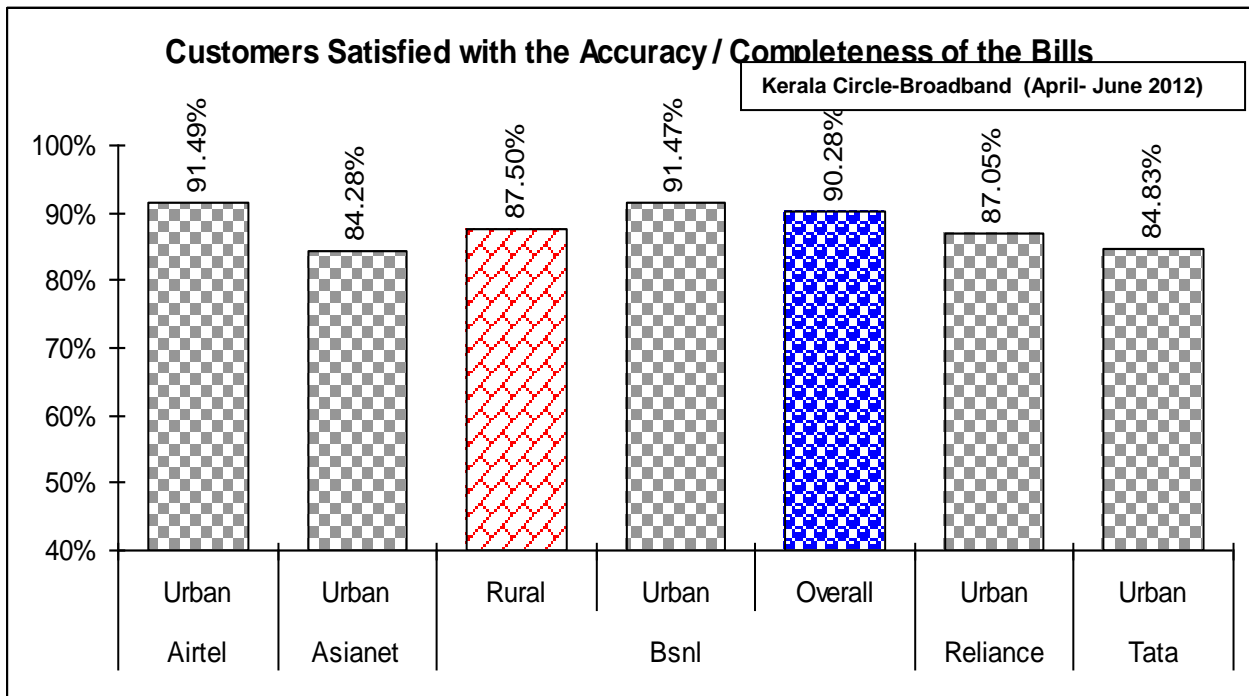
Airtel Subscribers Satisfaction was highest at 96%, while TATA's was lowest at 90% in terms of clarity of bills when it came to transparency and understandability.

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



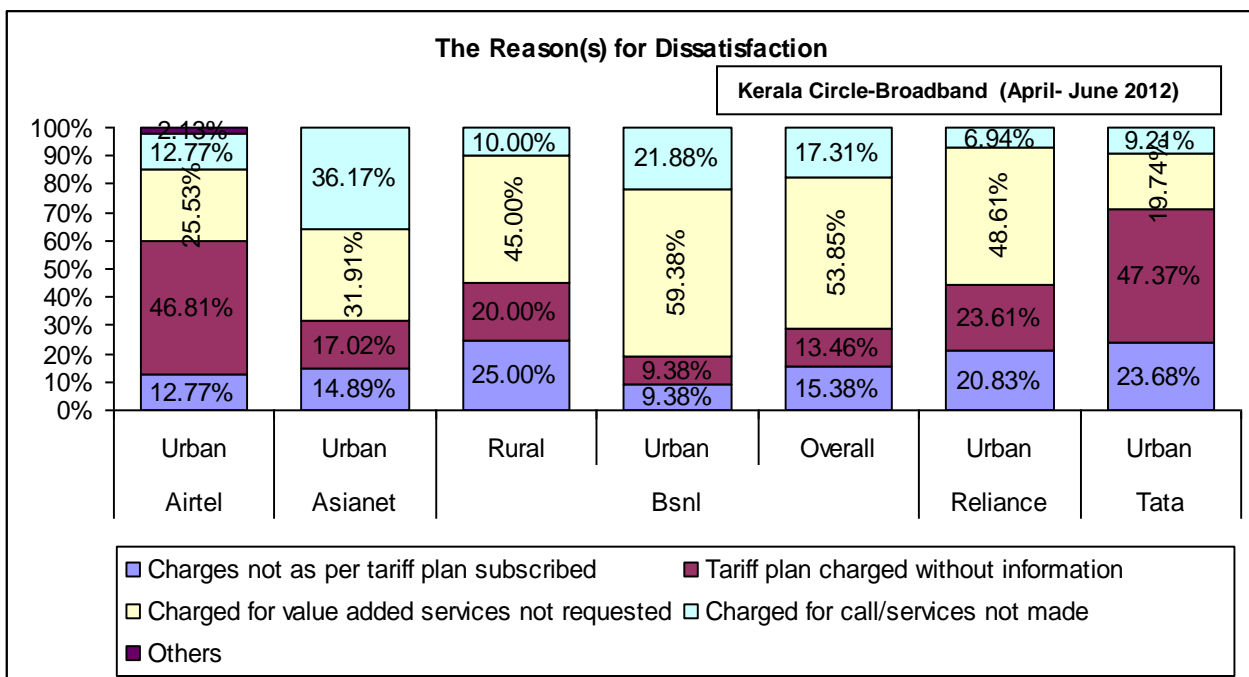
The major reason of dissatisfaction of subscribers in this round of survey was difficulty in understanding and calculations not clear.

D Satisfaction with the Accuracy / Completeness of the Bills



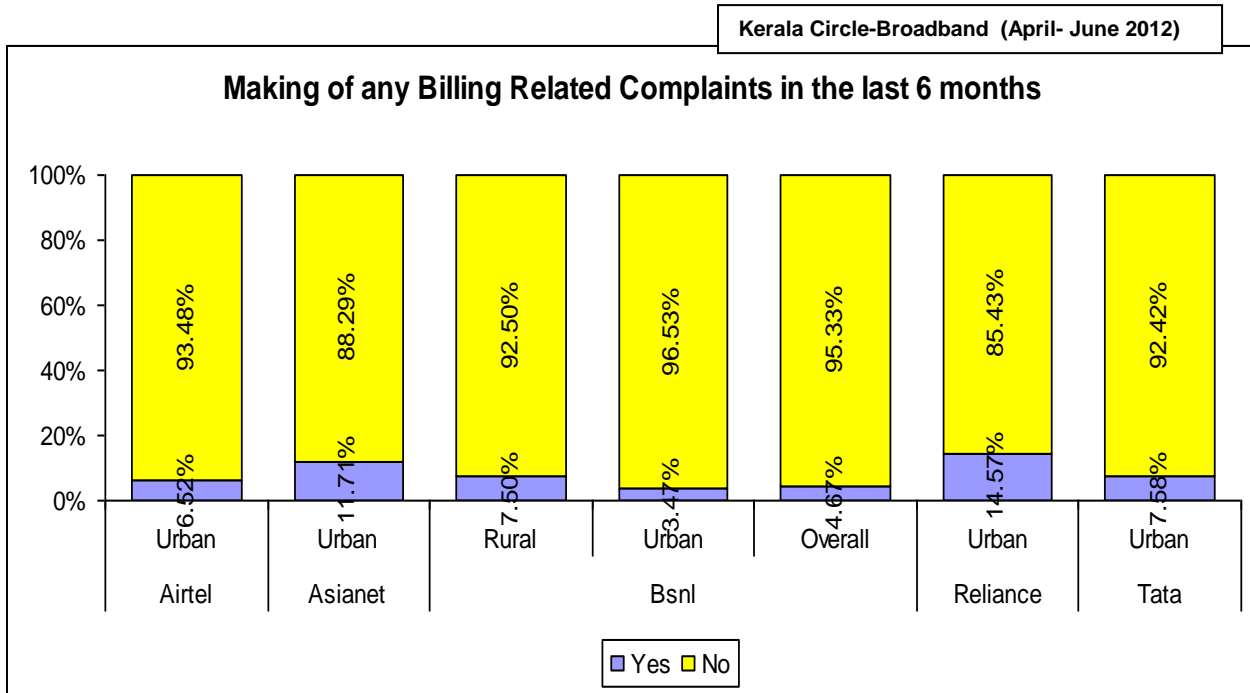
Asianet scored lowest subscribers satisfaction level of 84%, while Airtel scored highest at 91% in terms of accuracy/completeness of bills.

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



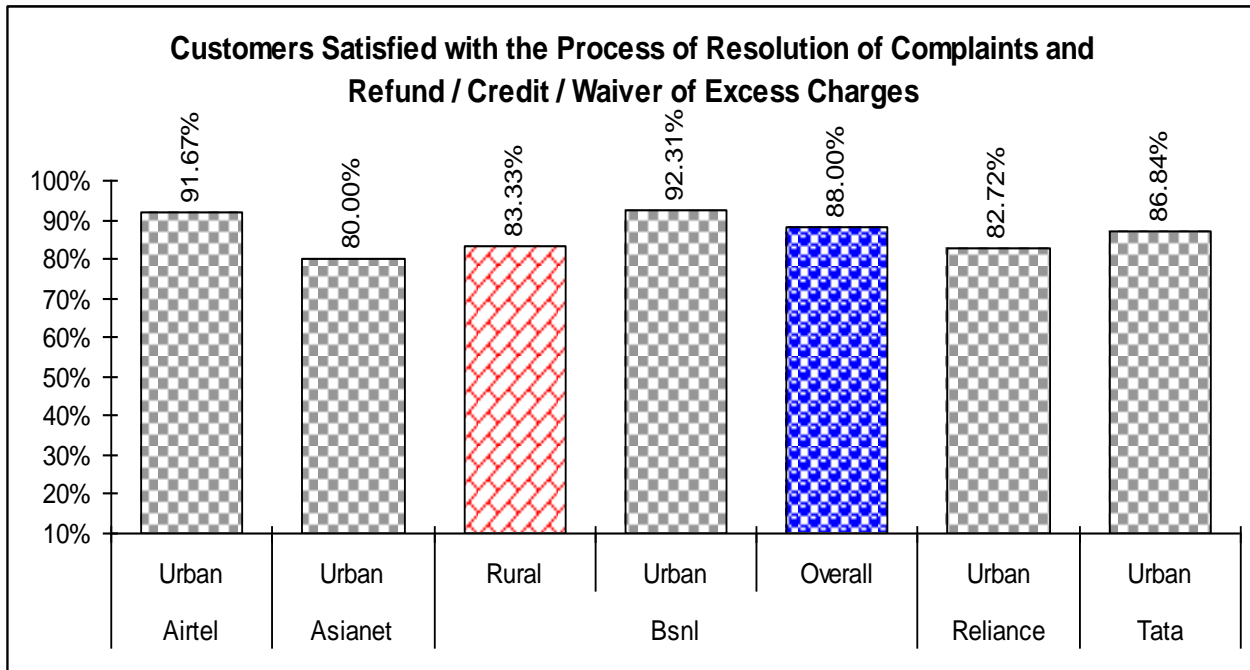
The two major reasons which emerged for dissatisfaction with respect to accuracy and completeness of bills, were 1) Tariff plan changed without information and 2) Subscribers being charged for value added services not requested.

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



Over 85% subscribers of all operators have not made any billing related complaints in the last six months.

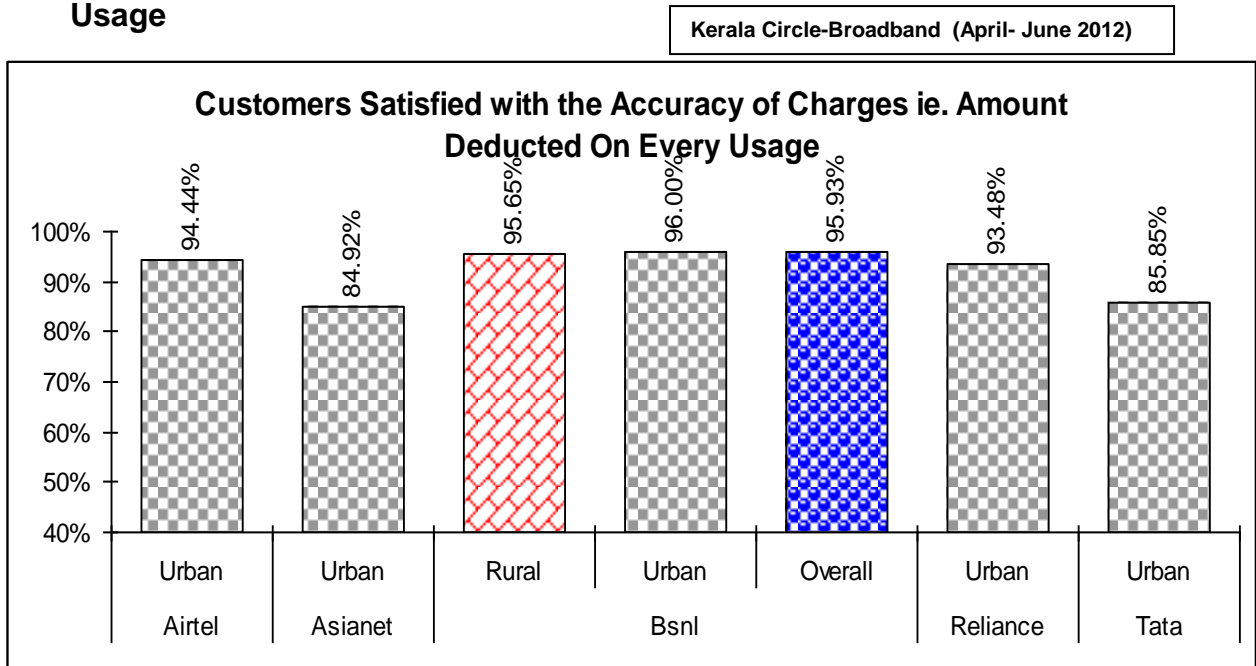
g. Satisfaction with the Process of Resolution of Complaints and Refund / Credit / Waiver of Excess Charges



The satisfaction of subscribers was highest with Airtel 92%,BSNL (88%), TATA (87%) Reliance (83%) followed by Asianet (80%), in terms of process of resolution of complaints and refund of excess charges if levied.

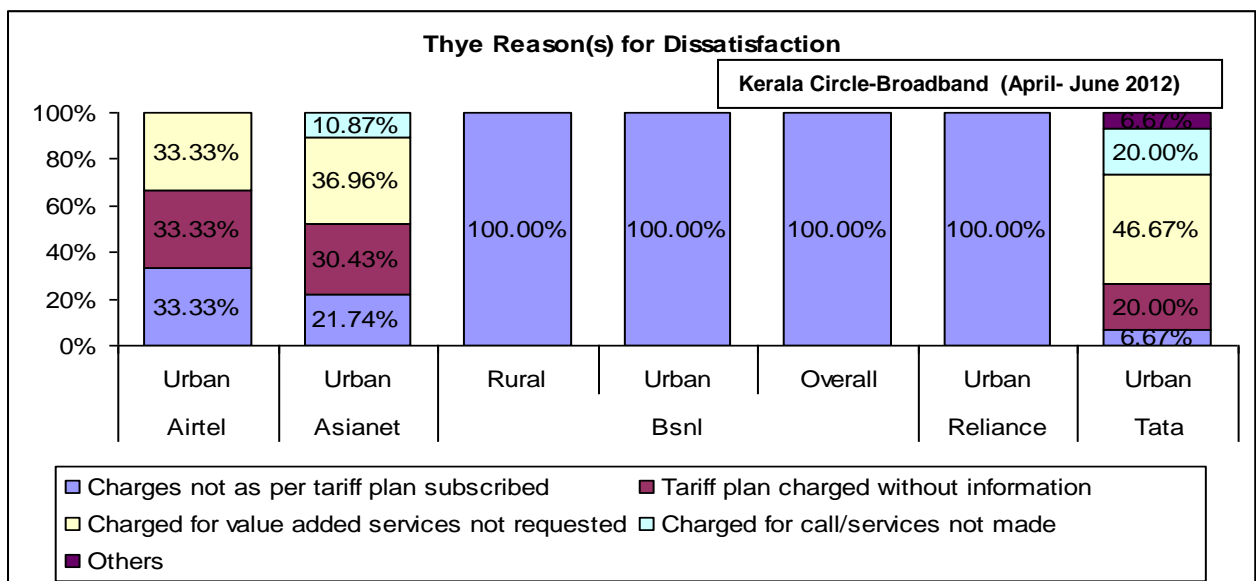
Prepaid Customers

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



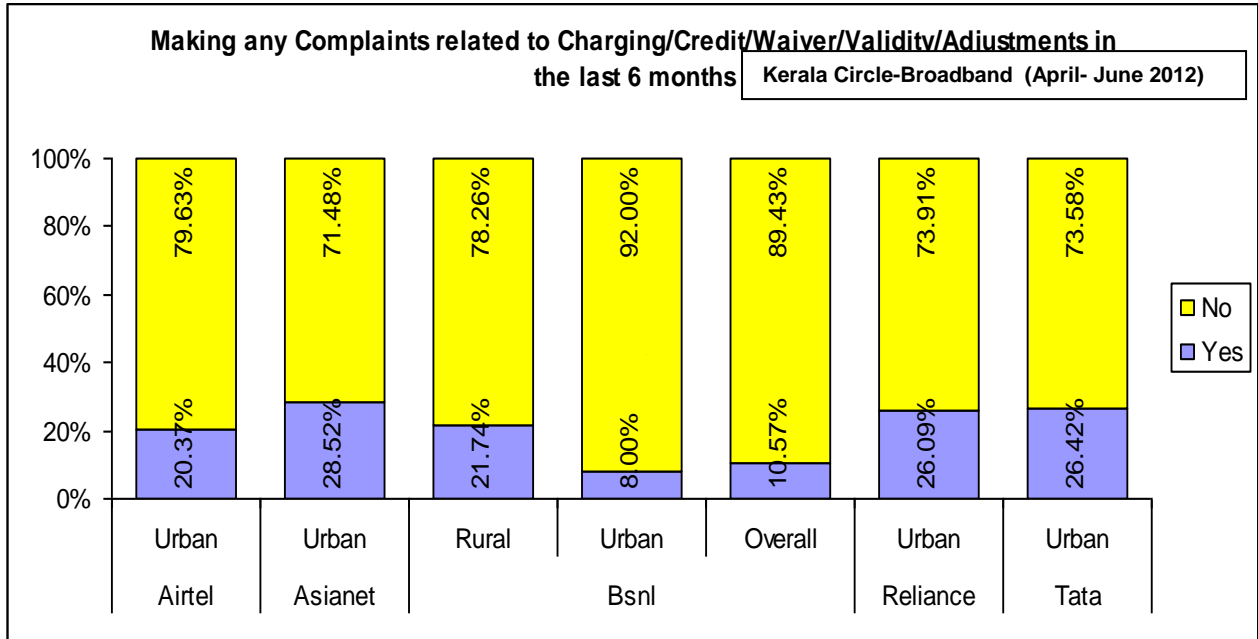
Over 96% BSNL, 94 % Airtel, 93% Reliance, 86% TATA and 85% Asianet subscribers are satisfied with accuracy of charges being deducted on every usage by their respective operators.

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



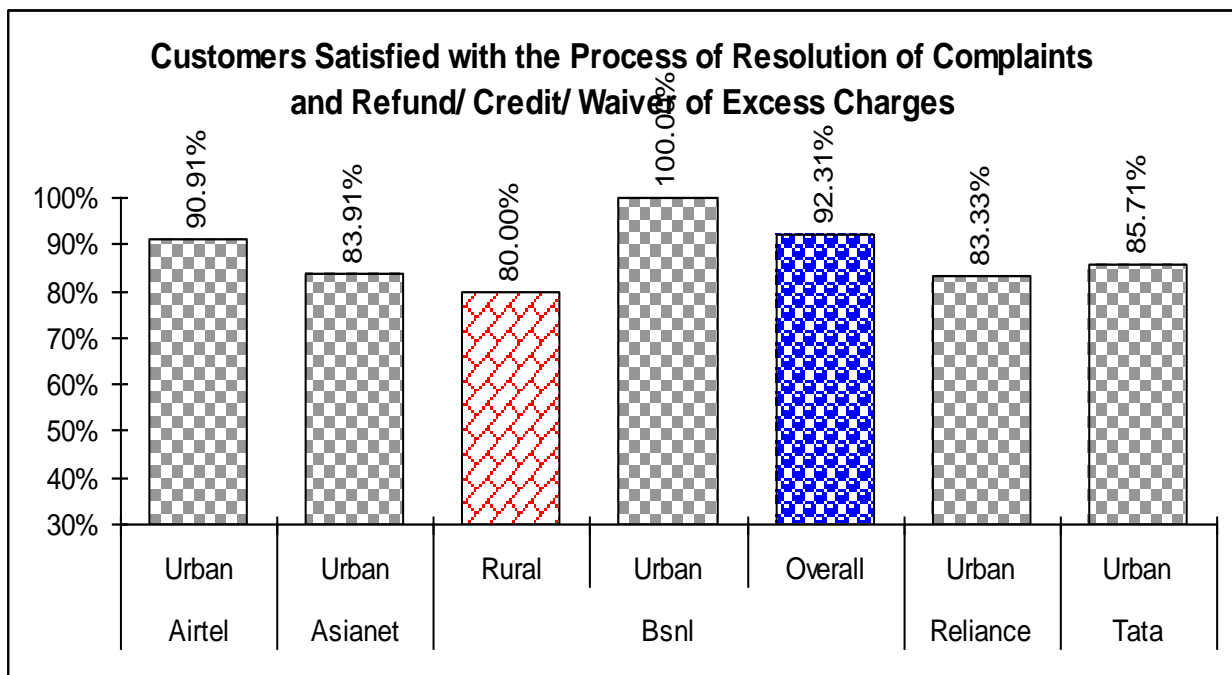
The three major reasons for subscribers across various operators dissatisfaction in terms of accuracy of charges deducted are 1) Charges not as per tariff plan 2) Charged for value added service not requested and 3) Tariff plan changed without information

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



Over 71% subscribers of all operators had not made complaints related to adjustments in last six months

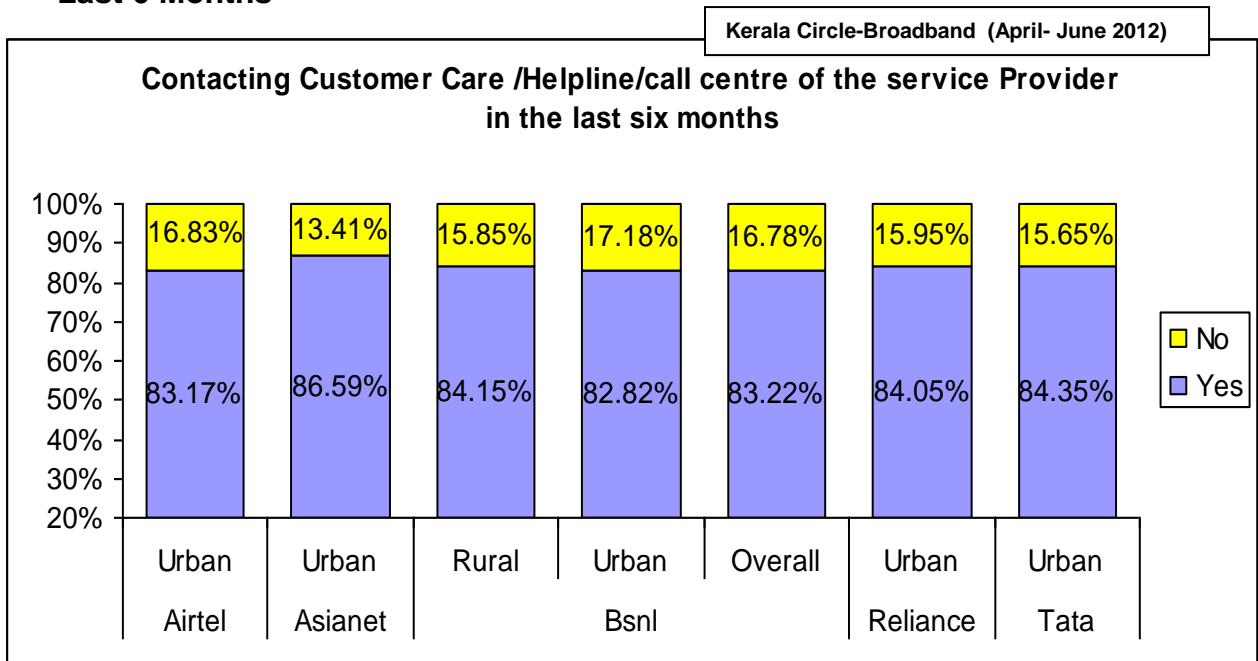
k. Satisfaction with the Process of Resolution of Complaints and Refund/ Credit/ Waiver of Excess Charges



The satisfaction of over 80% has been reported by subscribers of all operators with the process of resolution of complaints and refund of excess charges upon resolution of their complaints

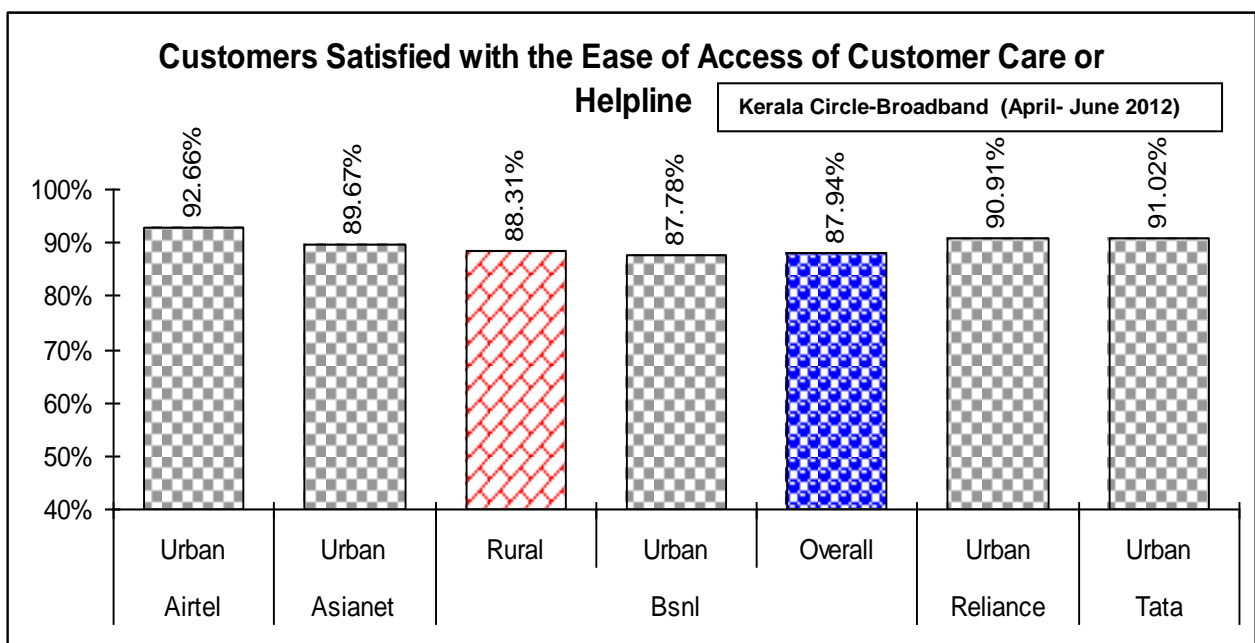
5.3.3 Help Services

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



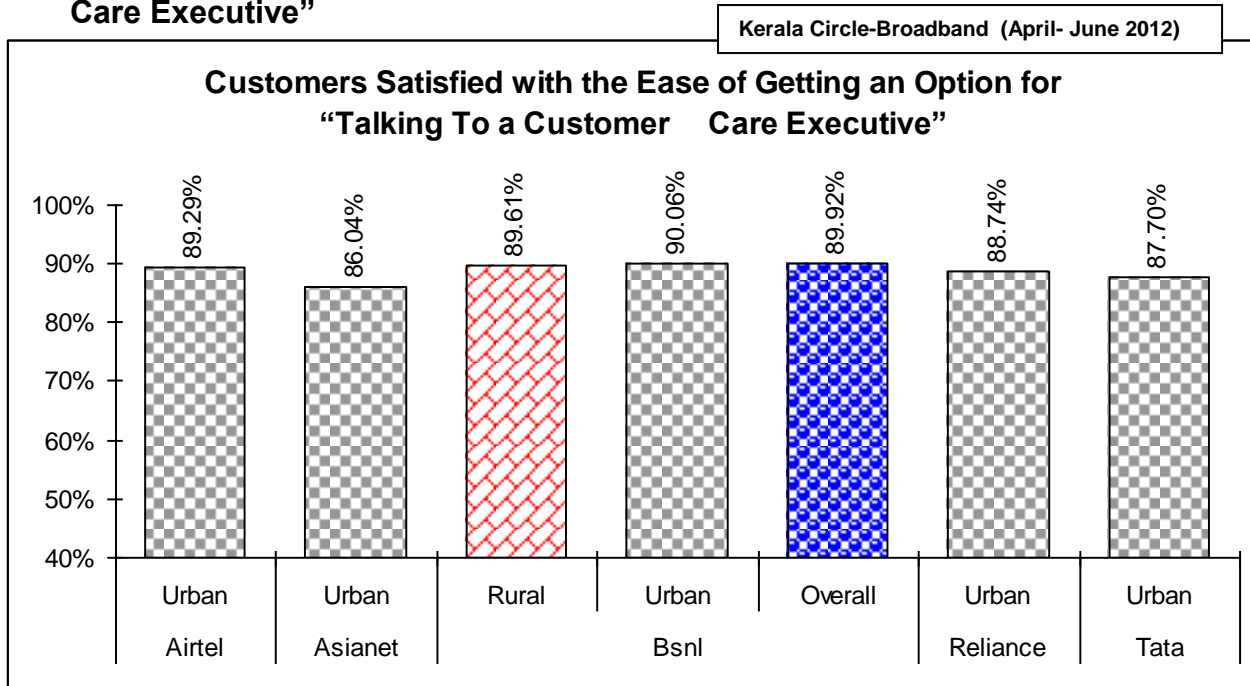
Almost over 83% subscribers across all operators have contacted their respective operator's customer care/ help lines during the last six months.

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



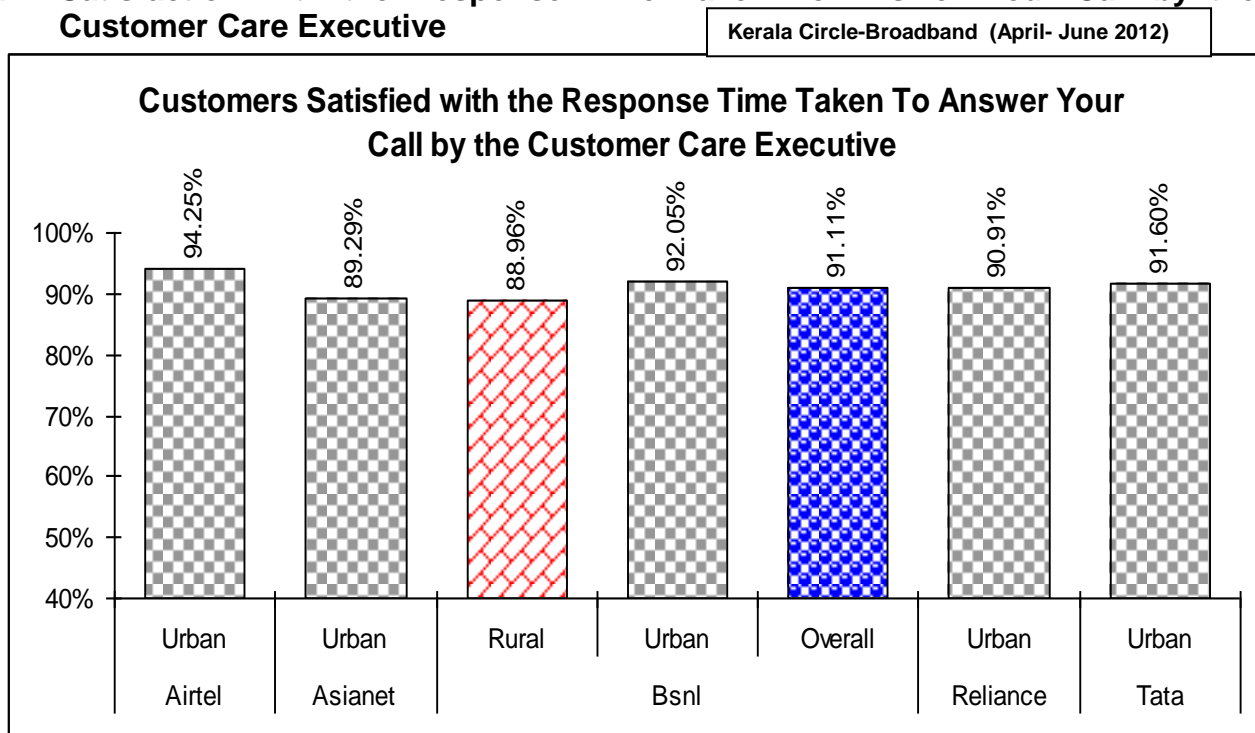
The satisfaction of subscribers across all operators has been over 88% in terms of ease of access of customer care/helpline numbers as most of them expressed very satisfied and satisfied

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



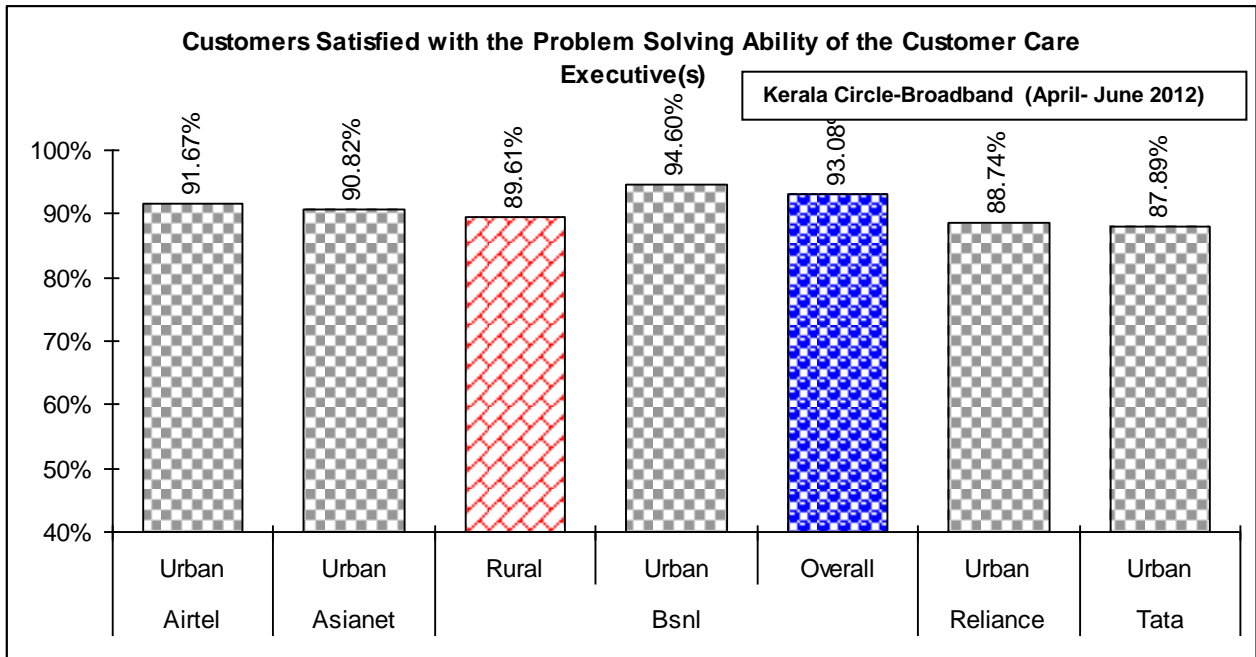
Subscribers have expressed either being very satisfied or satisfied with the ease of getting an option for talking to a customer care executive. The satisfaction level of BSNL is 90% while that of Asianet subscribers is nearly 86 %.

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



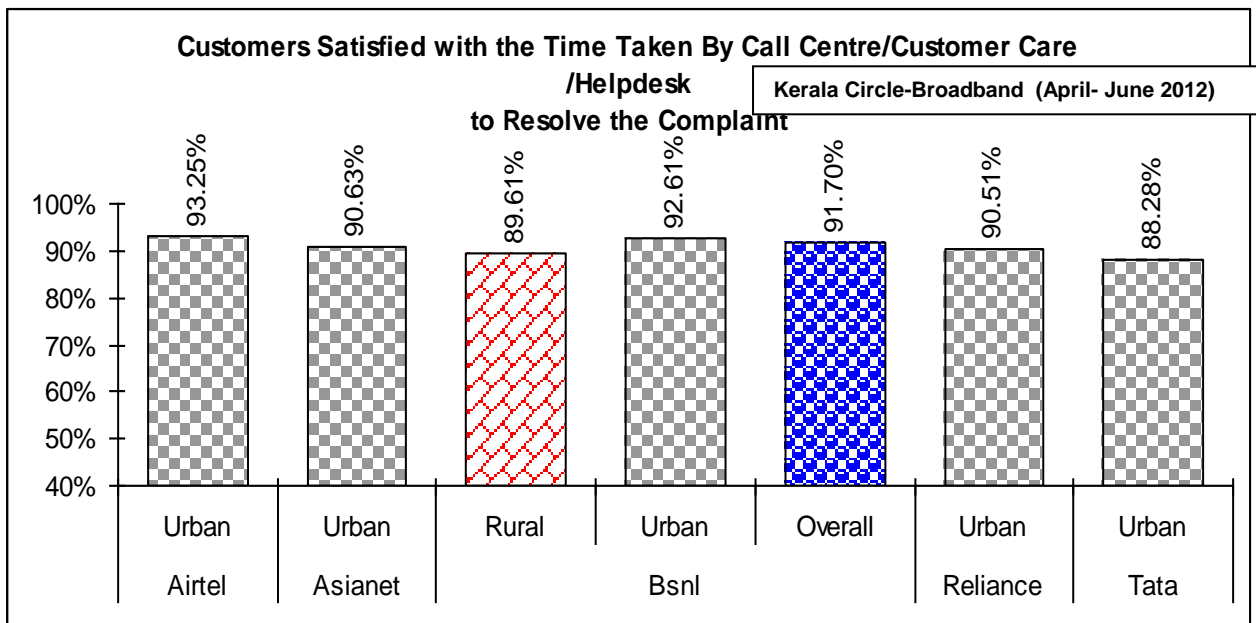
Majority of subscribers across all operators have opined either very satisfied or satisfied with response time taken to answer the call by customer care executive. The overall satisfaction of all subscribers is over 90%.

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



Majority of subscribers across all operators have opined either very satisfied or satisfied with problem solving ability of customer care executive. The overall satisfaction of all subscribers is over 88 %.

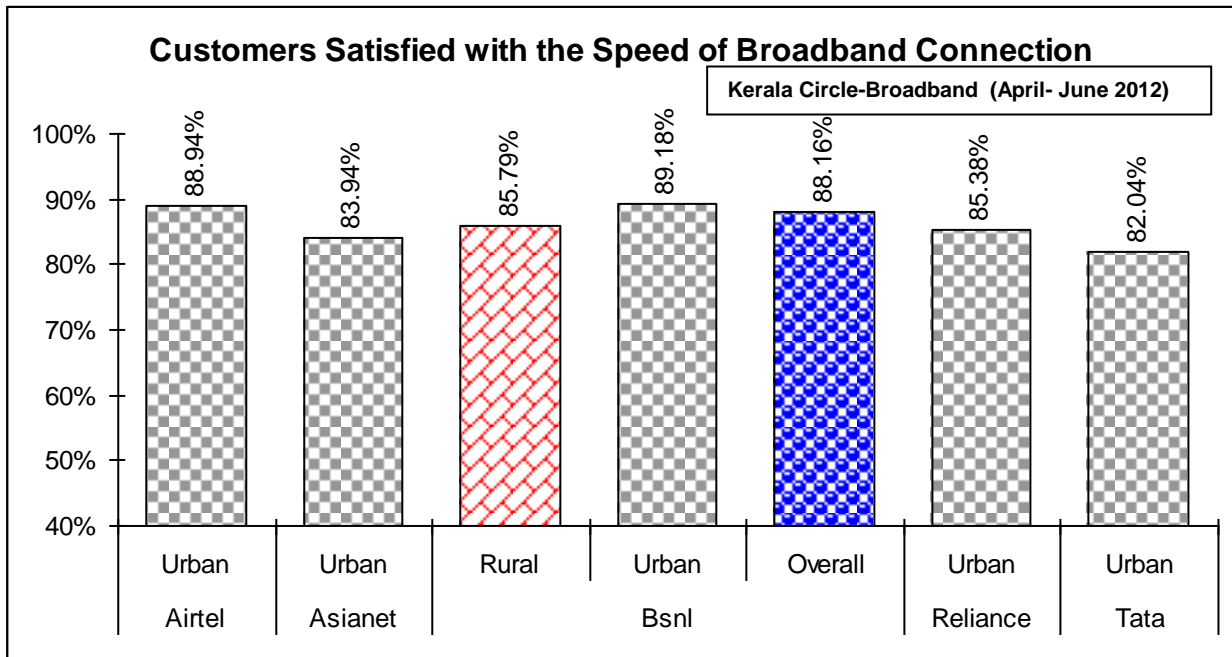
f. Satisfaction with the Time Taken By Call Centre/Customer Care /Helpdesk to Resolve the Complaint



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

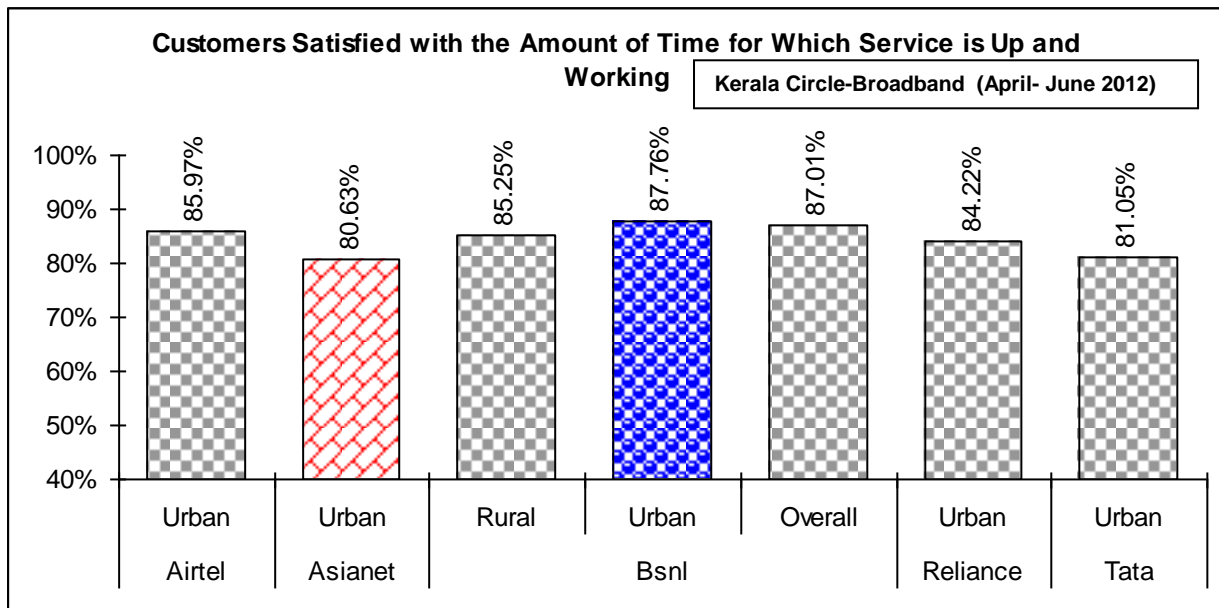
5.3.4 Network Performance, Reliability and Availability

a. Satisfaction with the Speed of Broadband Connection



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

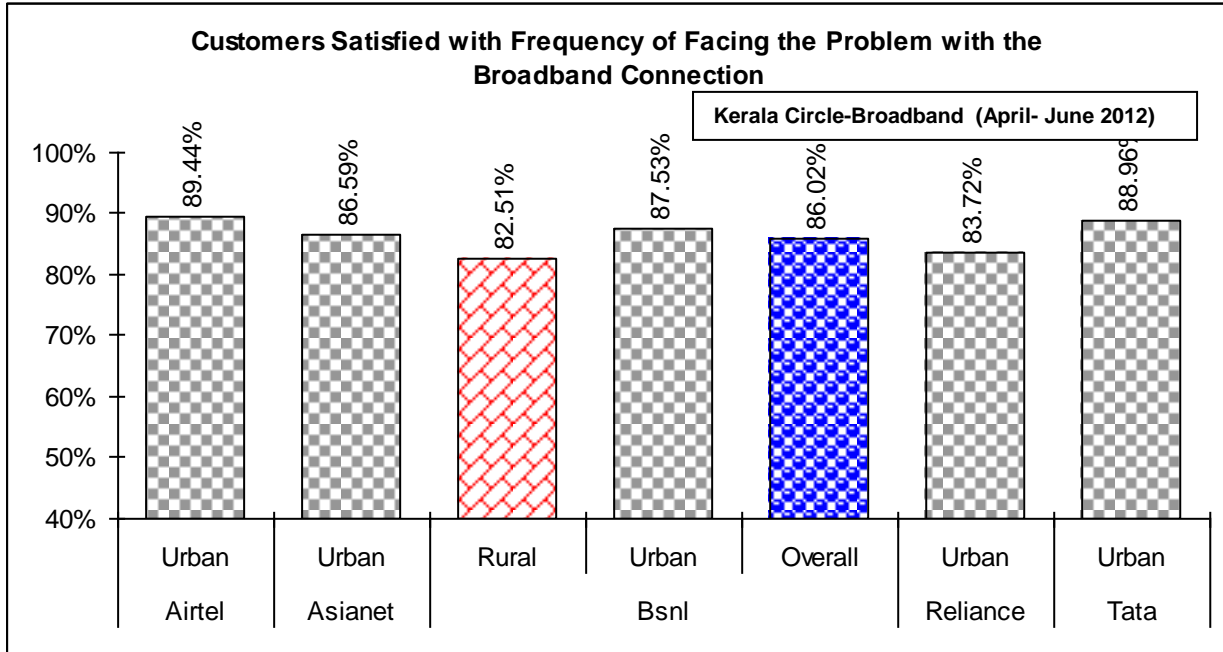
b. Satisfaction with the Amount of Time for Which Service Is Up and Working



Majority of subscribers across all operators have opined either very satisfied or satisfied with the amount of time for which service is up and working. The overall satisfaction of all subscribers is over 81 % across all operators in the present round of survey.

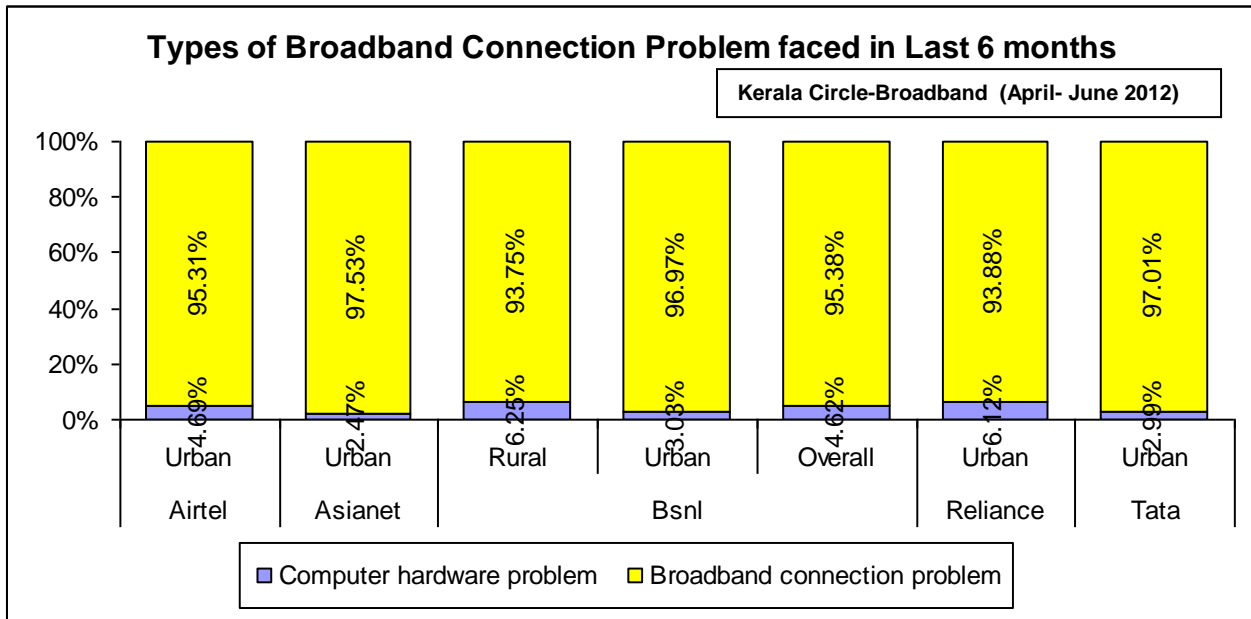
5.3.5 Maintainability

a. Frequency of Facing the Problem with the Broadband Connection



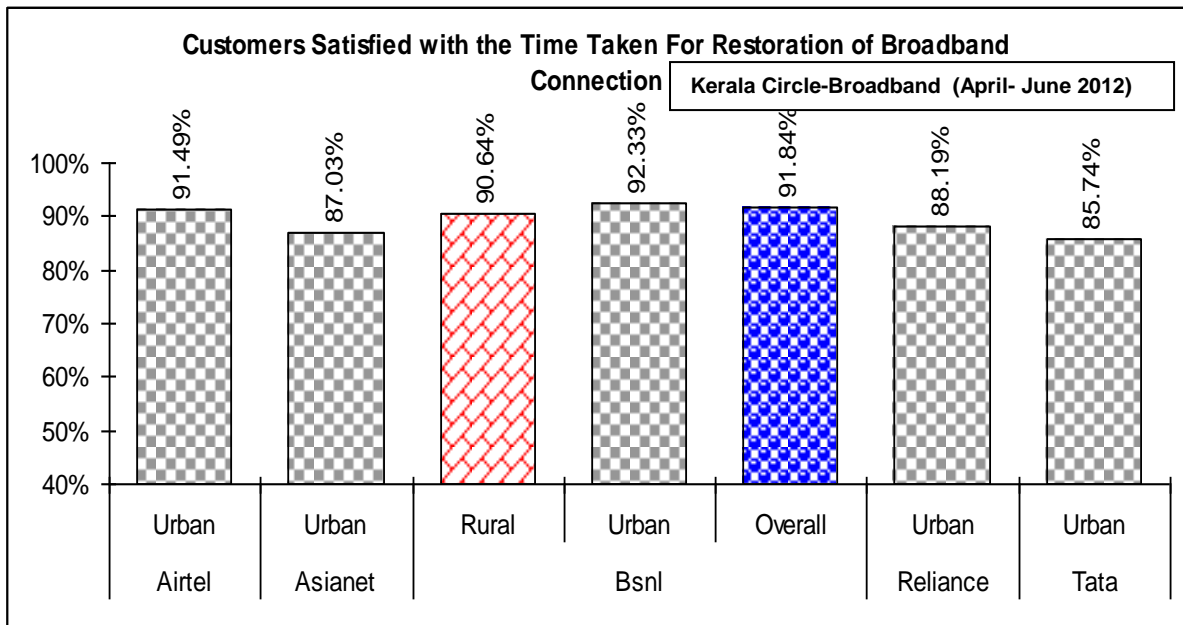
Majority of subscribers across all operators have opined either never or occasionally facing the problem with their broad band connection. The overall satisfaction of all subscribers is over 84 %.

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



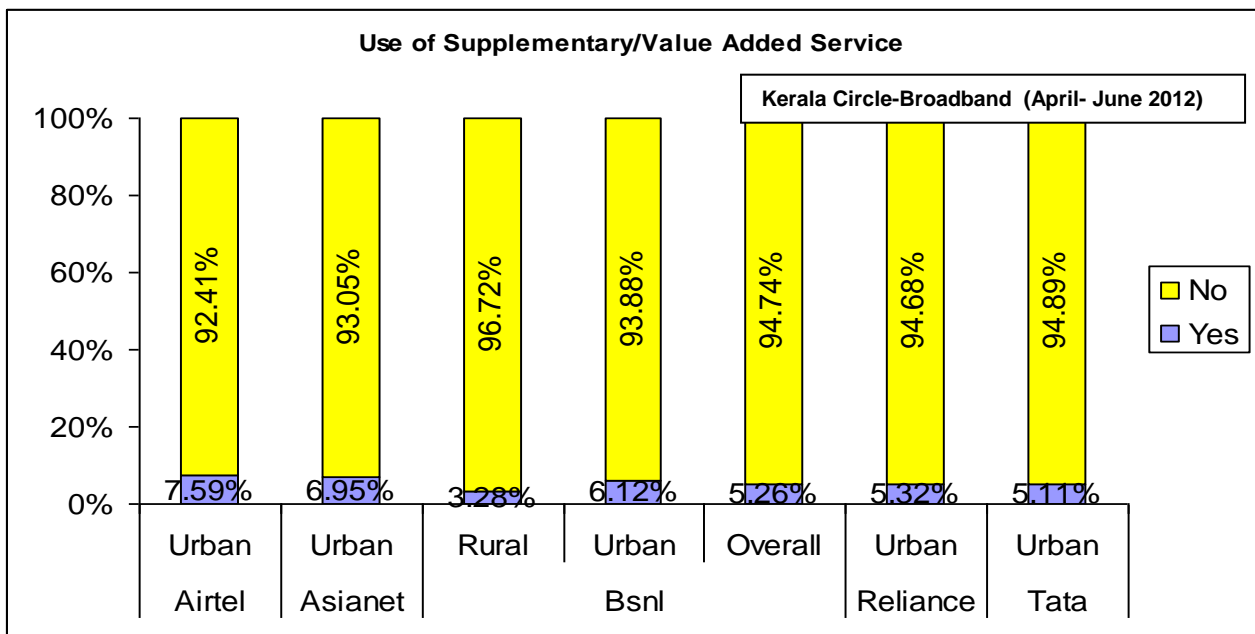
All subscribers across all operators attributed the reason for broadband connection & modem problem provided by service provider as the problem faced during last six months.

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



Almost all subscribers across every operator are either very satisfied or satisfied with time taken for restoration of their broad band connection. The overall satisfaction of all subscribers is over 86 %.

5.3.6 Supplementary Services



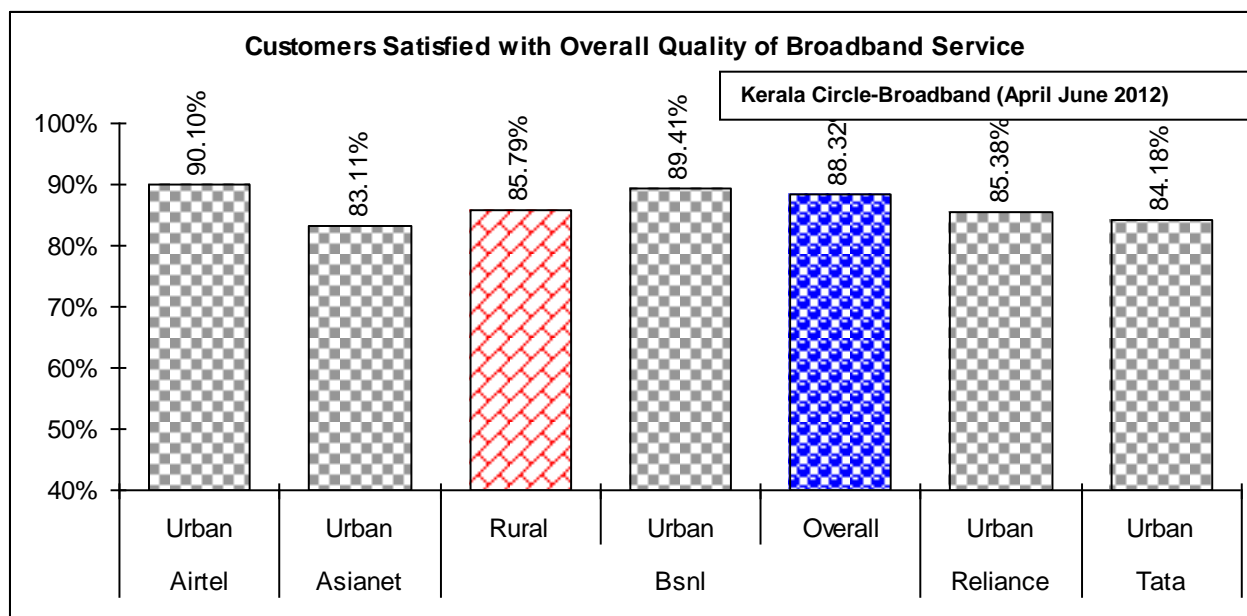
The supplementary services/value added service is not being used by nearly 92% subscribers.

From among those who use these services, around 78% Asianet to 87% BSNL subscribers were satisfied with the process of activating value added services or the process of unsubscribing.

Operator	Area	Use of Supplementary/Value Added Services	Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing	Reason for Dissatisfaction			
		Yes		Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Urban	7.59%	86.96%	16.67%	33.33%	50.00%	0.00%
Asianet	Urban	6.95%	78.57%	11.11%	33.33%	33.33%	22.22%
Bsnl	Rural	3.28%	83.33%	0.00%	0.00%	100.00%	0.00%
	Urban	6.12%	88.46%	33.33%	33.33%	0.00%	33.33%
	Overall	5.26%	87.50%	25.00%	25.00%	25.00%	25.00%
Reliance	Urban	5.32%	81.25%	16.67%	50.00%	0.00%	33.33%
Tata	Urban	5.11%	83.87%	20.00%	40.00%	20.00%	20.00%

Of those who were not satisfied 11% (Asianet) to 25% (BSNL) subscribers gave the reason as not being informed of charges by respective operators, while 25% (BSNL) to 40% (TATA) informed that operator activated without consent, and 20% (Tata) to 50% (Airtel) subscribers were not informed about toll free number for unsubscribing.

5.3.7 Satisfaction with Overall Quality of Broadband Service



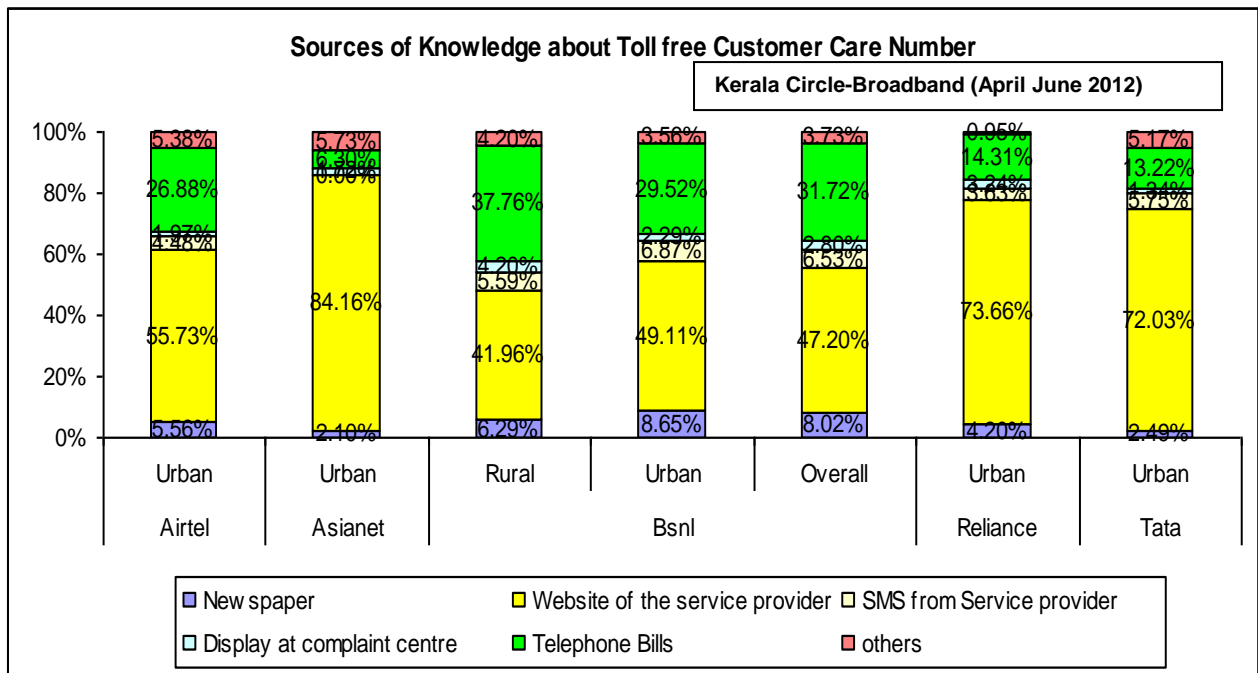
Majority of subscribers have opined that they are either very satisfied or satisfied with the overall quality of their broadband service with highest satisfaction level of 90% (Airtel) followed by 88% (BSNL), 85% (Reliance), 84% (TATA) and 83% (Asianet).

5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007

Operator	Area	Awareness about	
		Customer Care Number	Appellate Authority
		Yes	Yes
Airtel	Urban	92.08%	7.43%
Asianet	Urban	86.75%	6.79%
Bsnl	Rural	78.14%	9.84%
	Urban	92.47%	4.94%
	Overall	88.16%	6.41%
Reliance	Urban	87.04%	9.63%
Tata	Urban	86.00%	7.25%

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

5.3.9 Sources of Knowledge about the Toll free Customer Care Number



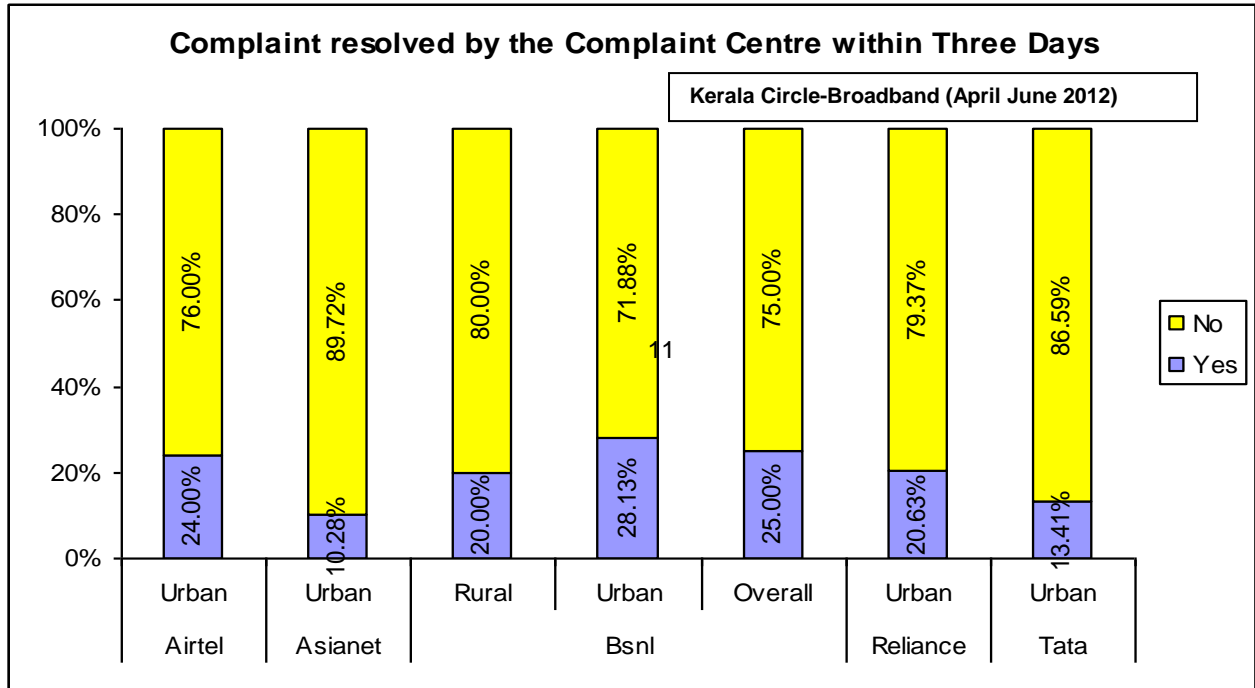
Website of service provider and telephone bills of respective service providers are the main source of knowledge about toll free customer care number.

Operator	Area	Made any complaint to the customer care in last 6 months	With respect to complaint made to the call centre, the most applicable cases					Informed by call centre about the action taken on the complaint
		Yes	Docket number received	No Docket number received	It was received on request	No docket number received even on request	Refused To Register The Complaint	Yes
Airtel	Urban	8.25%	12.00%	74.00%	8.00%	4.00%	2.00%	44.00%
Asianet	Urban	17.72%	77.57%	14.95%	3.74%	0.93%	2.80%	28.97%
Bsnl	Rural	10.93%	55.00%	30.00%	15.00%	0.00%	0.00%	35.00%
	Urban	7.53%	46.88%	40.63%	3.13%	9.38%	0.00%	46.88%
	Overall	8.55%	50.00%	36.54%	7.69%	5.77%	0.00%	42.31%
Reliance	Urban	10.47%	61.90%	11.11%	19.05%	6.35%	1.59%	38.10%
Tata	Urban	13.51%	39.02%	23.17%	25.61%	8.54%	3.66%	30.49%

As a next stage, around 8% of Airtel & BSNL subscribers to 17 % of Asianet subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 12% to 77 % of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis above in the present round of survey 11% to 74% subscribers opined that docket number was not issued .Few opined that it was provided on request/not provided even on request.

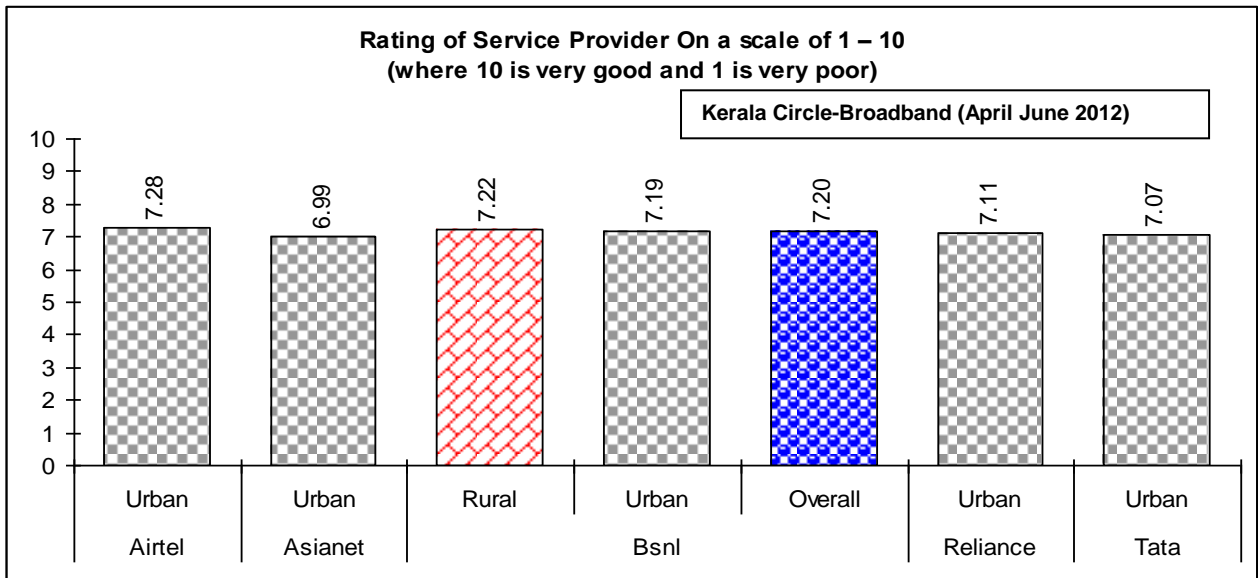
Also 29% Asianet to 44% Airtel subscribers opined that they were informed by call centre about action being taken on their complaint.

5.3.10 Complaint Resolved by the complaint centre within Three days



Over 10% of Asianet subscribers to 25 % BSNL subscribers complaint was resolved by complaint centre within three days

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



All operators have received good ratings by respective subscribers, a score of above 6 on a scale of 1 to 10, highest score being that of Airtel (7.28), followed by BSNL (7.20) , Reliance (7.11), Tata (7.07) and Asianet (6.99).

6.1 Key Takeouts& Recommendations – Basic (Wireline)

Key Takeouts: Overall

There are only 4 Operators present in Kerala providing Basic Wireline services. On two of the parameters all four Operators could manage to achieve Bench Mark level. Among the four Operators providing Wireline services only BSNL is present in rural areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

BSNL in Urban areas has maximum satisfied customers for 'provisioning of services' parameter and is much above the average performance on this parameter. Reliance has scored least among all Operators.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, BSNL scored maximum satisfaction from customers on billing performance parameter. Reliance customers have low level of satisfaction on post-paid billing performance, hence this aspect needs further improvement.

Customers Satisfied With Billing Performance-Prepaid

Airtel's billing performance for pre-paid customers is perceived best amongst all wireline service providers and TATA services need improvement in its performance on pre-paid billing.

Customers Satisfied With Network Performance, Reliability and Availability

The network performance, reliability and availability of service are maximum for BSNL while that of Reliance is least..

Customers Satisfied With Maintainability

BSNL in urban areas scored highest on account of this parameter while Reliance scored least on this parameter.

Customers Satisfied With Supplementary and Value Added Services

Among the 4 Operators of Wireline services in Kerala, BSNL has topped in providing supplementary & value-added services whereas TATA is lagging behind on this parameter in comparison to all other Operators.

Customers Satisfied With Help Services Including Grievance Redressal

Help services including grievance redressal is wanting in case of Reliance while services of BSNL on this aspect are quite appreciated by its customers.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 88 % to 93% to (very small range) as perceived by customers. Therefore, it can be concluded that perception of customers about overall quality of service is more or less same for Basic Wireline services for all 4 Operators.

Key Takeouts: Operator Level

Airtel

Airtel is rated as best performer (ranked one) in terms of pre-paid billing however, needs further improvement in overall performance to achieve Benchmark levels, especially on service provisioning.

BSNL

BSNL performance has been best among all operators in terms of service provisioning, post paid billing , maintainability. Its services in rural areas are pulling down its overall performance and hence further overall improvements would make it a strong player.

Reliance

Reliance wire-line service performance on most of the parameters has been below average. Significant improvements are required for achieving the Benchmark levels.

TATA

TATA's performance has been good in terms of network performance, reliability & availability while it needs to further improve its overall service quality.

6.2 Key Takeouts& Recommendations – Cellular Mobile

Key Takeouts: Overall

Out of the 9 Operators present in Kerala, majority of the Operators could meet benchmark level on all parameters. All major Operators have their presence both in Rural and Urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

BSNL's overall performance both in rural as well as urban areas has scored maximum satisfaction of customers. Reliance in rural and TATA in urban areas respectively have scored least for Service Provisions.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by BSNL in urban and Vodafone in rural areas. On the otherhand Idea's in rural areas and Videocon's in urban areas performance is found least satisfactory for prepaid customers amongst the 9 Operators present in Kerala.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, Vodafone in urban and BSNL is found to be the best performer both in rural and urban areas. TATA in rural and Videocon in urban areas have least satisfied postpaid customers w.r.t. billing related issues.

Customers Satisfied With Network Performance, Reliability and Availability

Maximum customers are satisfied with performance of Reliance in urban and Idea in rural in terms of reliability and availability of network. Out of 9 Operators in Kerala, TATA in rural area and Videocon in urban area have the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

Vodafone in urban areas & BSNL in rural has demonstrated the strongest maintainability of signals whereas Videocon in urban area & TATA in rural areas have poor maintainability of signals.

Customers Satisfied With Supplementary and Value Added Services

BSNL in urban area and Idea& Airtel in rural area top the satisfaction levels amongst customers w.r.t. supplementary services and VAS while in rural areas it is least with TATA and in urban areas with Videocon.

Customers Satisfied With Help Services Including Grievance Redressal

BSNL scored maximum in rural areas as well as urban areas and Videocon customers are least satisfied both in urban areas & Vodafone in rural areas on account of help services including grievance redressal.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality both in rural and urban sectors is BSNL. The least score is that of Videocon in urban areas & TATA in rural areas.

Key Takeouts: Operator Level

Aircel

Overall Aircel performance has been average as perceived by Customers since its performance on all 8 parameters has been average, however customer perception about its maintainability is best as it scored highest among all other operators..

Airtel

Airtel performance has been above average on most of the parameters. Needs improvement on its pre-paid billing related performance, network performance and help services including grievance redressal.

BSNL

BSNL reported best performance in pre & post paid billing related aspects, supplementary & VAS services, help services including grievance redressal and Overall service quality. While needs to further improve service provisioning and maintainability aspects of performance.

Idea

Idea reported near average performance on all parameters when compared to all Operators. Provisioning of services activities and value added services should be given due consideration for improvement.

Reliance

Reliance performance has been above average in terms of network performance, reliability & availability as well as maintainability in comparison to all Operators. Reliance needs to pay special attention on value added services and help services including grievance redressal.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has been an average performer though in terms of service provisioning has scored best while it needs to improve its overall service quality.

Tata

Its performance was reported to be below average on maintainability and overall service quality. On all other parameters, Tata has performed above average and is second best performer in terms of network availability and help services including grievance redressal. On service provision it has to improve having scored least.

Vodafone

It has performed best in terms of network performance, reliability and availability while in terms of providing supplementary and value added services to customers, it needs to improve its services.

Videocon

Videocon performance has below average with least score on majority of the parameters, has to improve upon its billing performance- pre & post paid, network performance, reliability and availability, supplementary and value added services to customers, maintainability, help services and overall quality of services.

6.3 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are five Operators present in state of Kerala providing Broadband services. At least two of the Operators could manage to achieve Bench Mark level on most of the parameters. BSNL customers of broadband services in rural areas are as much satisfied as their urban counterpart.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel is most active in urban followed by Reliance & BSNL for provisioning of services whereas Asianet emerged as least active performer for provisioning of services of broadband services in urban areas.

Customers Satisfied With Billing Performance-Postpaid

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

Customers Satisfied With Billing Performance-Prepaid

BSNL is the best performer on prepaid billing whereas Asianet is the least scorer on this parameter amongst all five Operators for broadband services in Kerala.

Customers Satisfied With Network Performance, Reliability and Availability

TATA's performance is least satisfactory while BSNL is best considering the overall performance in rural and urban areas.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Airtel broadband connections maintainability in urban areas while Customers are least satisfied with Reliance on this aspect.

Customers Satisfied With Supplementary and Value Added Services

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

Customers Satisfied With Help Services

Airtel has the best help services followed by BSNL in urban areas and Asianet has least score on this parameter.

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel while overall service quality of Asianet is perceived to be poor.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing above average as compared to other Operators on all parameters but needs to address prepaid billing, Network performance, reliability & availability and Supplementary & VAS for achieving the Benchmark levels in broadband services.

BSNL

Overall BSNL is an above average performer on all parameters having scored highest on three parameters viz: billing performance –prepaid, Network performance, reliability & availability and Supplementary & VAS. It needs definite improvement in Service provisioning and Maintainability.

Asianet

When compared to other Operators, Asianet has performed below average having scored least in six of eight parameters. It needs a better focus on provisioning of services, billing, Supplementary & VAS,,and help services for broadband services.

Reliance

Reliance has scored average score among all operators for network performance, reliability and availability as well as best help services. However it needs to address maintainability where it has scored least among all operators.

TATA

TATA has performed above average on most of the parameters but needs to specifically improve its Network performance, reliability & availability.

7.0 Annexure (Question wise Responses)

7.1 Basic Service (Wireline)

A. Service Provision

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

Wireline Operator	Area	Yes	No
Airtel	Urban	6.09%	93.91%
BSNL	Rural	3.24%	96.76%
	Urban	3.30%	96.70%
	Overall	3.28%	96.72%
Reliance	Urban	4.97%	95.03%
Tata	Urban	6.17%	93.83%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	13.51%	78.38%	8.11%	0.00%	91.89%	8.11%
BSNL	Rural	16.67%	83.33%	0.00%	0.00%	100.00%	0.00%
	Urban	14.29%	85.71%	0.00%	0.00%	100.00%	0.00%
	Overall	15.00%	85.00%	0.00%	0.00%	100.00%	0.00%
Reliance	Urban	3.33%	86.67%	10.00%	0.00%	90.00%	10.00%
Tata	Urban	13.51%	75.68%	8.11%	2.70%	89.19%	10.81%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	91.89%	8.11%
BSNL	Rural	83.33%	16.67%
	Urban	92.86%	7.14%
	Overall	90.00%	10.00%
Reliance	Urban	90.00%	10.00%
Tata	Urban	89.19%	10.81%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	2.70%	89.19%	8.11%	0.00%	91.89%	8.11%
BSNL	Rural	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
	Urban	7.14%	85.71%	7.14%	0.00%	92.86%	7.14%
	Overall	10.00%	80.00%	10.00%	0.00%	90.00%	10.00%
Reliance	Urban	3.33%	86.67%	10.00%	0.00%	90.00%	10.00%
Tata	Urban	2.70%	89.19%	8.11%	0.00%	91.89%	8.11%

B. Billing Related-Postpaid Customer

4. Satisfaction with the time taken to deliver the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	1.84%	92.65%	4.78%	0.74%	94.49%	5.51%
BSNL	Rural	7.03%	92.43%	0.00%	0.54%	99.46%	0.54%
	Urban	2.59%	95.28%	1.18%	0.94%	97.88%	2.12%
	Overall	3.94%	94.42%	0.82%	0.82%	98.36%	1.64%
Reliance	Urban	5.18%	84.47%	9.80%	0.55%	89.65%	10.35%
Tata	Urban	9.12%	81.93%	7.30%	1.64%	91.06%	8.94%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	1.29%	96.69%	2.02%	0.00%	97.98%	2.02%
BSNL	Rural	15.14%	83.24%	1.62%	0.00%	98.38%	1.62%
	Urban	0.47%	95.75%	3.77%	0.00%	96.23%	3.77%
	Overall	4.93%	91.95%	3.12%	0.00%	96.88%	3.12%
Reliance	Urban	4.25%	92.42%	2.96%	0.37%	96.67%	3.33%
Tata	Urban	2.19%	94.89%	2.92%	0.00%	97.08%	2.92%

5(b) The reason(s) for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/ services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
Airtel	Urban	45.45%	18.18%	36.36%	0.00%	0.00%	0.00%	0.00%
BSNL	Rural	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%	0.00%
	Urban	25.00%	25.00%	12.50%	18.75%	12.50%	6.25%	0.00%
	Overall	26.32%	26.32%	10.53%	21.05%	10.53%	5.26%	0.00%
Reliance	Urban	27.78%	11.11%	33.33%	11.11%	16.67%	0.00%	0.00%
Tata	Urban	18.75%	31.25%	18.75%	12.50%	18.75%	0.00%	0.00%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	14.52%	85.48%
BSNL	Rural	7.03%	92.97%
	Urban	8.96%	91.04%
	Overall	8.37%	91.63%
Reliance	Urban	9.80%	90.20%

Tata	Urban	11.31%	88.69%
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7. Satisfaction with the process of resolution of billing complaints

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	0.00%	82.28%	17.72%	0.00%	82.28%	17.72%
BSNL	Rural	15.38%	76.92%	7.69%	0.00%	92.31%	7.69%
	Urban	0.00%	94.74%	5.26%	0.00%	94.74%	5.26%
	Overall	3.92%	90.20%	5.88%	0.00%	94.12%	5.88%
Reliance	Urban	0.00%	81.13%	15.09%	3.77%	81.13%	18.87%
Tata	Urban	0.00%	79.03%	17.74%	3.23%	79.03%	20.97%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2	Total
Airtel	Urban	2.57%	87.68%	8.46%	1.29%	90.26%	9.74%	100.00%
BSNL	Rural	3.24%	91.89%	4.86%	0.00%	95.14%	4.86%	100.00%
	Urban	2.36%	91.04%	6.13%	0.47%	93.40%	6.60%	100.00%
	Overall	2.63%	91.30%	5.75%	0.33%	93.92%	6.08%	100.00%
Reliance	Urban	4.62%	87.43%	5.36%	2.59%	92.05%	7.95%	100.00%
Tata	Urban	13.14%	79.20%	6.75%	0.91%	92.34%	7.66%	100.00%

9. Reason(s) for dissatisfaction

Wireline Operator	Area	Difficult to read the Bills	Difficult to understand the Language	Calculations not clear	Item wise charges like total minuts of usage of local,STD,ISD calls and charges thereon not given	Others
Airtel	Urban	20.75%	18.87%	18.87%	41.51%	0.00%
BSNL	Rural	33.33%	22.22%	11.11%	22.22%	11.11%
	Urban	10.71%	28.57%	50.00%	7.14%	3.57%
	Overall	16.22%	27.03%	40.54%	10.81%	5.41%
Reliance	Urban	23.26%	20.93%	27.91%	27.91%	0.00%
Tata	Urban	21.43%	33.33%	11.90%	33.33%	0.00%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	4.69%	87.50%	6.25%	1.56%	92.19%	7.81%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Urban	7.94%	85.71%	4.76%	1.59%	93.65%	6.35%
Tata	Urban	0.00%	90.38%	7.69%	1.92%	90.38%	9.62%

10(b) Reason(s) for dissatisfaction

Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Airtel	Urban	20.00%	60.00%	20.00%	0.00%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Urban	50.00%	25.00%	0.00%	25.00%	0.00%
Tata	Urban	0.00%	60.00%	40.00%	0.00%	0.00%

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

Wireline Operator		1	2
Wireline Operator	Area	Yes	No
Airtel	Urban	15.63%	84.38%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	19.05%	80.95%
Tata	Urban	13.46%	86.54%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	10.00%	80.00%	10.00%	0.00%	90.00%	10.00%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Urban	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
Tata	Urban	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	9.38%	85.94%	3.13%	1.56%	95.31%	4.69%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Urban	0.00%	92.06%	4.76%	3.17%	92.06%	7.94%
Tata	Urban	9.62%	84.62%	3.85%	1.92%	94.23%	5.77%

10(f) The reason(s) for dissatisfaction

Wireline Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Airtel	Urban	0.00%	33.33%	0.00%	66.67%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Reliance	Urban	40.00%	40.00%	20.00%	0.00%	0.00%
Tata	Urban	33.33%	33.33%	33.33%	0.00%	0.00%

C. Help Services/Customer Care Including Customer Grievance Redressal

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

Wireline Operator	Area	Yes	No
Airtel	Urban	77.30%	22.70%
BSNL	Rural	70.27%	29.73%
	Urban	69.34%	30.66%
	Overall	69.62%	30.38%
Reliance	Urban	80.79%	19.21%
Tata	Urban	80.00%	20.00%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	2.60%	86.77%	10.63%	0.00%	89.37%	10.63%
BSNL	Rural	7.69%	86.15%	2.31%	3.85%	93.85%	6.15%
	Urban	2.72%	89.12%	6.46%	1.70%	91.84%	8.16%
	Overall	4.25%	88.21%	5.19%	2.36%	92.45%	7.55%
Reliance	Urban	1.84%	89.14%	7.79%	1.23%	90.98%	9.02%
Tata	Urban	5.83%	82.08%	10.83%	1.25%	87.92%	12.08%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	40.64%	52.13%	5.74%	1.49%	92.77%	7.23%
BSNL	Rural	11.54%	82.31%	4.62%	1.54%	93.85%	6.15%
	Urban	5.78%	87.07%	6.80%	0.34%	92.86%	7.14%
	Overall	7.55%	85.61%	6.13%	0.71%	93.16%	6.84%
Reliance	Urban	32.99%	58.20%	7.79%	1.02%	91.19%	8.81%
Tata	Urban	8.96%	85.00%	5.00%	1.04%	93.96%	6.04%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	6.60%	84.68%	6.81%	1.91%	91.28%	8.72%
BSNL	Rural	20.00%	73.85%	5.38%	0.77%	93.85%	6.15%
	Urban	20.41%	75.51%	3.74%	0.34%	95.92%	4.08%
	Overall	20.28%	75.00%	4.25%	0.47%	95.28%	4.72%
Reliance	Urban	17.21%	71.11%	8.81%	2.87%	88.32%	11.68%
Tata	Urban	26.67%	63.54%	5.83%	3.96%	90.21%	9.79%
Grand Total		17.67%	73.47%	6.50%	2.36%	91.14%	8.86%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	4.47%	88.51%	5.32%	1.70%	92.98%	7.02%
BSNL	Rural	13.85%	79.23%	6.15%	0.77%	93.08%	6.92%
	Urban	7.48%	87.41%	4.08%	1.02%	94.90%	5.10%
	Overall	9.43%	84.91%	4.72%	0.94%	94.34%	5.66%
Reliance	Urban	14.14%	79.51%	5.53%	0.82%	93.65%	6.35%
Tata	Urban	14.38%	80.00%	4.79%	0.83%	94.38%	5.63%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	35.96%	56.60%	4.47%	2.98%	92.55%	7.45%
BSNL	Rural	4.62%	88.46%	4.62%	2.31%	93.08%	6.92%
	Urban	2.04%	89.46%	5.44%	3.06%	91.50%	8.50%
	Overall	2.83%	89.15%	5.19%	2.83%	91.98%	8.02%
Reliance	Urban	10.45%	82.99%	4.51%	2.05%	93.44%	6.56%
Tata	Urban	7.92%	86.04%	4.17%	1.88%	93.96%	6.04%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	13.16%	82.89%	3.13%	0.82%	96.05%	3.95%
BSNL	Rural	16.76%	77.30%	4.86%	1.08%	94.05%	5.95%
	Urban	19.81%	76.65%	3.07%	0.47%	96.46%	3.54%
	Overall	18.88%	76.85%	3.61%	0.66%	95.73%	4.27%
Reliance	Urban	18.54%	75.00%	5.46%	0.99%	93.54%	6.46%
Tata	Urban	19.00%	75.00%	4.67%	1.33%	94.00%	6.00%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	13.16%	79.93%	3.95%	2.96%	93.09%	6.91%
BSNL	Rural	27.57%	70.81%	1.08%	0.54%	98.38%	1.62%
	Urban	16.27%	82.55%	0.71%	0.47%	98.82%	1.18%

	Overall	19.70%	78.98%	0.82%	0.49%	98.69%	1.31%
Reliance	Urban	9.27%	86.09%	2.98%	1.66%	95.36%	4.64%
Tata	Urban	17.33%	78.00%	2.67%	2.00%	95.33%	4.67%

18. Satisfaction with the voice quality

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	58.06%	38.16%	3.45%	0.33%	96.22%	3.78%
BSNL	Rural	42.16%	56.22%	1.08%	0.54%	98.38%	1.62%
	Urban	36.32%	59.91%	3.77%	0.00%	96.23%	3.77%
	Overall	38.10%	58.78%	2.96%	0.16%	96.88%	3.12%
Reliance	Urban	64.74%	27.98%	6.95%	0.33%	92.72%	7.28%
Tata	Urban	32.33%	62.33%	3.50%	1.83%	94.67%	5.33%

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

Wireline Operator	Area	Nil	One time	2-3 times	More than 3 times
Airtel	Urban	91.61%	6.91%	0.99%	0.49%
BSNL	Rural	87.57%	10.27%	1.62%	0.54%
	Urban	91.51%	6.60%	1.65%	0.24%
	Overall	90.31%	7.72%	1.64%	0.33%
Reliance	Urban	90.89%	6.13%	2.81%	0.17%
Tata	Urban	89.00%	9.33%	1.33%	0.33%

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

Wireline Operator	Area	1 day	2-3 days	4-7days	More than 7 days
Airtel	Urban	49.02%	37.25%	11.76%	1.96%
BSNL	Rural	47.83%	43.48%	8.70%	0.00%
	Urban	36.11%	50.00%	11.11%	2.78%
	Overall	40.68%	47.46%	10.17%	1.69%
Reliance	Urban	21.82%	56.36%	18.18%	3.64%
Tata	Urban	31.82%	53.03%	12.12%	3.03%

21. Satisfaction with the fault repair service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	23.53%	70.59%	3.92%	1.96%	94.12%	5.88%
BSNL	Rural	17.39%	73.91%	8.70%	0.00%	91.30%	8.70%
	Urban	2.78%	94.44%	2.78%	0.00%	97.22%	2.78%
	Overall	8.47%	86.44%	5.08%	0.00%	94.92%	5.08%
Reliance	Urban	1.82%	90.91%	0.00%	7.27%	92.73%	7.27%
Tata	Urban	12.12%	81.82%	3.03%	3.03%	93.94%	6.06%

G. Supplementary Services and Value Added Services

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

Wireline Operator	Area	Yes	No
Airtel	Urban	9.05%	90.95%
BSNL	Rural	4.86%	95.14%
	Urban	7.31%	92.69%
	Overall	6.57%	93.43%
Reliance	Urban	10.76%	89.24%
Tata	Urban	11.00%	89.00%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	12.73%	70.91%	14.55%	1.82%	83.64%	16.36%
BSNL	Rural	11.11%	66.67%	22.22%	0.00%	77.78%	22.22%
	Urban	16.13%	74.19%	9.68%	0.00%	90.32%	9.68%
	Overall	15.00%	72.50%	12.50%	0.00%	87.50%	12.50%
Reliance	Urban	12.31%	69.23%	15.38%	3.08%	81.54%	18.46%
Tata	Urban	10.61%	63.64%	24.24%	1.52%	74.24%	25.76%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	12.73%	74.55%	10.91%	1.82%	87.27%	12.73%
BSNL	Rural	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
	Urban	12.90%	74.19%	12.90%	0.00%	87.10%	12.90%
	Overall	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%
Reliance	Urban	12.31%	72.31%	12.31%	3.08%	84.62%	15.38%
Tata	Urban	10.61%	74.24%	13.64%	1.52%	84.85%	15.15%

24(b) The reasons for dissatisfaction

Wireline Operator	Area	Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	other reasons
Airtel	Urban	28.57%	28.57%	28.57%	14.29%
BSNL	Rural	0.00%	0.00%	100.00%	0.00%
	Urban	25.00%	0.00%	50.00%	25.00%
	Overall	20.00%	0.00%	60.00%	20.00%
Reliance	Urban	30.00%	40.00%	20.00%	10.00%
Tata	Urban	30.00%	30.00%	20.00%	20.00%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	3.29%	96.71%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Urban	4.14%	95.86%
Tata	Urban	4.83%	95.17%

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

Airtel	Urban	5.00%	80.00%	10.00%	5.00%	85.00%	15.00%	100.00%
BSNL	Rural	NA	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA	NA
Reliance	Urban	8.00%	76.00%	12.00%	4.00%	84.00%	16.00%	100.00%
Tata	Urban	10.34%	75.86%	6.90%	6.90%	86.21%	13.79%	100.00%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	5.76%	84.38%	7.73%	2.14%	90.13%	9.87%
BSNL	Rural	5.95%	87.03%	5.95%	1.08%	92.97%	7.03%
	Urban	4.01%	89.86%	5.42%	0.71%	93.87%	6.13%
	Overall	4.60%	89.00%	5.58%	0.82%	93.60%	6.40%
Reliance	Urban	4.30%	84.11%	10.26%	1.32%	88.41%	11.59%
Tata	Urban	5.33%	83.33%	9.33%	2.00%	88.67%	11.33%

26(b) Reason(s) for dissatisfaction

Wireline Operator	Area	Billing Problem	Customer care service problem	Maintainability Problem	Network Problem	Supplementary Service problem	Voice Problem
Airtel	Urban	25.00%	56.67%	1.67%	6.67%	6.67%	3.33%
BSNL	Rural	15.38%	76.92%	0.00%	0.00%	0.00%	7.69%
	Urban	30.77%	65.38%	3.85%	0.00%	0.00%	0.00%
	Overall	25.64%	69.23%	2.56%	0.00%	0.00%	2.56%
Reliance	Urban	34.29%	44.29%	5.71%	2.86%	10.00%	2.86%
Tata	Urban	25.00%	47.06%	2.94%	4.41%	5.88%	14.71%

27. Other services being taken by this service provider

Wireline Operator	Area	Broadband	Mobile	Others	None
Airtel	Urban	7.73%	17.43%	0.00%	74.84%
BSNL	Rural	6.49%	22.70%	0.00%	70.81%
	Urban	5.66%	14.62%	0.00%	79.72%
	Overall	5.91%	17.08%	0.00%	77.01%
Reliance	Urban	9.27%	9.77%	0.00%	80.96%
Tata	Urban	9.17%	16.33%	0.00%	74.50%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	2.96%	97.04%
BSNL	Rural	0.00%	100.00%
	Urban	2.36%	97.64%
	Overall	1.64%	98.36%
Reliance	Urban	3.31%	96.69%
Tata	Urban	3.83%	96.17%

28(b) Name of previous service provider

Wireline Operator	Area	Airtel	BSNL	Reliance	Tata	Total
Airtel	Urban	0.00%	72.22%	16.67%	11.11%	100.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	30.00%	0.00%	30.00%	40.00%	100.00%
	Overall	30.00%	0.00%	30.00%	40.00%	100.00%
Reliance	Urban	20.00%	55.00%	0.00%	25.00%	100.00%
Tata	Urban	13.04%	73.91%	13.04%	0.00%	100.00%

29. Number of days taken for termination of the connection

Wireline Operator	Area	1 Day	2-3 days	4-7days	More than 7 days	Total
Airtel	Urban	27.78%	27.78%	44.44%	0.00%	100.00%
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	20.00%	30.00%	50.00%	0.00%	100.00%
	Overall	20.00%	30.00%	50.00%	0.00%	100.00%
Reliance	Urban	30.00%	15.00%	55.00%	0.00%	100.00%
Tata	Urban	26.09%	39.13%	34.78%	0.00%	100.00%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	4.11%	95.89%
BSNL	Rural	4.86%	95.14%
	Urban	6.37%	93.63%
	Overall	5.91%	94.09%
Reliance	Urban	4.97%	95.03%
Tata	Urban	5.00%	95.00%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	13.65%	86.35%
BSNL	Rural	13.51%	86.49%
	Urban	16.27%	83.73%
	Overall	15.44%	84.56%
Reliance	Urban	13.41%	86.59%
Tata	Urban	19.33%	80.67%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	1.15%	98.85%
BSNL	Rural	0.00%	100.00%
	Urban	0.47%	99.53%
	Overall	0.33%	99.67%
Reliance	Urban	2.15%	97.85%
Tata	Urban	2.33%	97.67%

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

Wireline Operator	Area	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Airtel	Urban	0.00%	28.57%	42.86%	28.57%
BSNL	Rural	NA	NA	NA	NA
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%
Reliance	Urban	7.69%	23.08%	30.77%	38.46%
Tata	Urban	7.14%	42.86%	21.43%	28.57%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	40.00%	60.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	37.50%	62.50%
Tata	Urban	40.00%	60.00%

32(d) Effect of complaint

Wireline Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Airtel	Urban	50.00%	50.00%	0.00%	0.00%
BSNL	Rural	NA	NA	NA	NA
	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Reliance	Urban	66.67%	33.33%	0.00%	0.00%
Tata	Urban	25.00%	75.00%	0.00%	0.00%

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

Wireline Operator	Area	
Airtel	Urban	7.19
BSNL	Rural	7.27
	Urban	7.25
	Overall	7.25
Reliance	Urban	6.95
Tata	Urban	7.10

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

Wireline Operator	Area	Yes	No
Airtel	Urban	94.57%	5.43%
BSNL	Rural	97.30%	2.70%
	Urban	97.64%	2.36%
	Overall	97.54%	2.46%
Reliance	Urban	92.55%	7.45%
Tata	Urban	91.00%	9.00%

34(b) Awareness about toll free customer Care number

Wireline Operator	Area	Newspaper	Website of the service provider	SMS from service provider	Display ay complaint centre/sales outlets	Telephone bills	Others specify
Airtel	Urban	1.74%	9.57%	0.00%	0.00%	87.13%	1.57%
BSNL	Rural	0.56%	0.56%	0.00%	0.00%	98.33%	0.56%
	Urban	0.24%	1.93%	0.00%	0.00%	97.83%	0.00%
	Overall	0.34%	1.52%	0.00%	0.00%	97.98%	0.17%
Reliance	Urban	0.54%	9.84%	0.00%	0.72%	87.30%	1.61%
Tata	Urban	1.28%	8.61%	0.00%	0.73%	88.28%	1.10%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	17.11%	82.89%
BSNL	Rural	7.03%	92.97%
	Urban	8.96%	91.04%
	Overall	8.37%	91.63%
Reliance	Urban	14.07%	85.93%
Tata	Urban	15.17%	84.83%

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

Wireline Operator	Area	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Refused to register the complaint
Airtel	Urban	57.69%	19.23%	20.19%	2.88%	0.00%
BSNL	Rural	46.15%	30.77%	23.08%	0.00%	0.00%
	Urban	57.89%	26.32%	13.16%	2.63%	0.00%
	Overall	54.90%	27.45%	15.69%	1.96%	0.00%
Reliance	Urban	58.82%	23.53%	14.12%	3.53%	0.00%
Tata	Urban	50.55%	25.27%	19.78%	4.40%	0.00%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	1.92%	98.08%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Urban	2.35%	97.65%
Tata	Urban	4.40%	95.60%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	40.38%	59.62%
BSNL	Rural	30.77%	69.23%
	Urban	36.84%	63.16%
	Overall	35.29%	64.71%
Reliance	Urban	43.53%	56.47%
Tata	Urban	39.56%	60.44%

39(a) Complaint resolved by the complaint centre within Three days

Wireline Operator	Area	Yes	No
Airtel	Urban	25.00%	75.00%
BSNL	Rural	38.46%	61.54%
	Urban	23.68%	76.32%
	Overall	27.45%	72.55%
Reliance	Urban	34.12%	65.88%
Tata	Urban	31.87%	68.13%

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

Wireline Operator	Area	Yes	No	Not Applicable
Airtel	Urban	76.92%	8.65%	14.42%
	Rural	76.92%	7.69%	15.38%
BSNL	Urban	81.58%	10.53%	7.89%
	Overall	80.39%	9.80%	9.80%
Reliance	Urban	65.88%	10.59%	23.53%
Tata	Urban	61.54%	14.29%	24.18%

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

Wireline	Area	Yes	No
Airtel	Urban	4.28%	95.72%
	Rural	3.24%	96.76%
BSNL	Urban	4.72%	95.28%
	Overall	4.27%	95.73%
Reliance	Urban	4.14%	95.86%
Tata	Urban	3.67%	96.33%

42. Sources of Knowledge about the contact details of the appellate authority

Wireline Operator	Area	Newspaper	Website of the service provider	Display ay complaint centre/sales outlets	Telephone bills	Others specify
Airtel	Urban	0.00%	26.92%	7.69%	11.54%	53.85%
BSNL	Rural	0.00%	16.67%	16.67%	16.67%	50.00%
	Urban	0.00%	30.00%	5.00%	10.00%	55.00%
	Overall	0.00%	26.92%	7.69%	11.54%	53.85%
Reliance	Urban	0.00%	28.00%	4.00%	12.00%	56.00%
Tata	Urban	0.00%	27.27%	9.09%	18.18%	45.45%

43. Filing of any appeal in last 6 months

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

44. File an appeal to the appelete authority

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

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

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

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

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

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

Wireline	Area	Yes	No
Airtel BSNL	Urban	62.50%	37.50%
	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	55.56%	44.44%
Tata	Urban	59.62%	40.38%

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

Wireline	Area	Yes	No
Airtel BSNL	Urban	9.38%	90.63%
	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	11.11%	88.89%
Tata	Urban	11.54%	88.46%

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

Wireline	Area	No reason	Technical Problem	Others
Airtel BSNL	Urban	70.00%	30.00%	0.00%
	Rural	NA	NA	NA
	Urban	NA	NA	NA
Reliance Tata	Overall	NA	NA	NA
	Urban	71.43%	28.57%	0.00%
	Urban	63.64%	36.36%	0.00%

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

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

7.2 Cellular Mobile (Wireless)

A. Service Provision

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	2.32%	88.89%	7.96%	0.83%	91.21%	8.79%
Airtel	Rural	2.76%	82.32%	14.92%	0.00%	85.08%	14.92%
	Urban	5.95%	85.00%	9.05%	0.00%	90.95%	9.05%
	Overall	4.99%	84.19%	10.82%	0.00%	89.18%	10.82%
Bsnl	Rural	2.76%	88.40%	8.84%	0.00%	91.16%	8.84%
	Urban	4.98%	86.97%	8.06%	0.00%	91.94%	8.06%
	Overall	4.31%	87.40%	8.29%	0.00%	91.71%	8.29%
Idea	Rural	10.99%	72.53%	16.48%	0.00%	83.52%	16.48%
	Urban	8.53%	83.65%	6.40%	1.42%	92.18%	7.82%
	Overall	9.27%	80.30%	9.44%	0.99%	89.57%	10.43%
Reliance	Rural	10.75%	68.82%	19.89%	0.54%	79.57%	20.43%
	Urban	6.90%	87.62%	5.48%	0.00%	94.52%	5.48%
	Overall	8.09%	81.85%	9.90%	0.17%	89.93%	10.07%
Systema shyam	Urban	4.81%	88.23%	6.14%	0.83%	93.03%	6.97%
Tata Teleservice	Rural	9.71%	70.87%	19.42%	0.00%	80.58%	19.42%
	Urban	5.79%	83.43%	9.38%	1.40%	89.22%	10.78%
	Overall	6.46%	81.29%	11.09%	1.16%	87.75%	12.25%
Videocon	Urban	5.95%	84.46%	6.78%	2.81%	90.41%	9.59%
Vodafone	Rural	8.20%	72.68%	19.13%	0.00%	80.87%	19.13%
	Urban	17.30%	74.88%	7.11%	0.71%	92.18%	7.82%
	Overall	14.55%	74.21%	10.74%	0.50%	88.76%	11.24%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	96.52%	3.48%
	Overall	96.52%	3.48%
	Urban	98.57%	1.43%
	Overall	96.84%	3.16%
Bsnl	Rural	98.90%	1.10%
	Urban	99.76%	0.24%
	Overall	99.50%	0.50%
Idea	Rural	95.60%	4.40%
	Urban	95.97%	4.03%
	Overall	95.86%	4.14%
Reliance	Rural	94.62%	5.38%
	Urban	95.95%	4.05%
	Overall	95.54%	4.46%
Systema shyam	Urban	94.03%	5.97%
Tata Teleservice	Rural	98.06%	1.94%
	Urban	98.00%	2.00%
	Overall	98.01%	1.99%
Videocon	Urban	92.89%	7.11%
Vodafone	Rural	83.61%	16.39%
	Urban	86.73%	13.27%
	Overall	85.79%	14.21%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	0.83%	93.03%	5.97%	0.17%	93.86%	6.14%
Airtel	Rural	0.00%	86.19%	13.81%	0.00%	86.19%	13.81%
	Urban	0.24%	94.52%	5.24%	0.00%	94.76%	5.24%
	Overall	0.17%	92.01%	7.82%	0.00%	92.18%	7.82%
Bsnl	Rural	0.55%	90.61%	8.84%	0.00%	91.16%	8.84%
	Urban	2.13%	93.36%	4.50%	0.00%	95.50%	4.50%
	Overall	1.66%	92.54%	5.80%	0.00%	94.20%	5.80%
Idea	Rural	12.09%	73.08%	14.84%	0.00%	85.16%	14.84%
	Urban	9.00%	86.02%	4.74%	0.24%	95.02%	4.98%
	Overall	9.93%	82.12%	7.78%	0.17%	92.05%	7.95%
Reliance	Rural	1.61%	83.33%	15.05%	0.00%	84.95%	15.05%
	Urban	0.71%	93.10%	5.95%	0.24%	93.81%	6.19%
	Overall	0.99%	90.10%	8.75%	0.17%	91.09%	8.91%
Systema shyam	Urban	3.15%	92.37%	4.31%	0.17%	95.52%	4.48%
Tata Teleservice	Rural	1.94%	85.44%	12.62%	0.00%	87.38%	12.62%
	Urban	3.59%	90.82%	5.39%	0.20%	94.41%	5.59%
	Overall	3.31%	89.90%	6.62%	0.17%	93.21%	6.79%
Videocon	Urban	0.00%	95.21%	4.79%	0.00%	95.21%	4.79%
Vodafone	Rural	2.19%	86.34%	11.48%	0.00%	88.52%	11.48%
	Urban	15.64%	78.44%	5.92%	0.00%	94.08%	5.92%
	Overall	11.57%	80.83%	7.60%	0.00%	92.40%	7.60%

B. Billing Related-Prepaid Customer

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	22.20%	70.18%	4.71%	2.91%	92.38%	7.62%
Airtel	Rural	7.35%	87.50%	4.41%	0.74%	94.85%	5.15%
	Urban	1.17%	94.43%	4.11%	0.29%	95.60%	4.40%
	Overall	2.94%	92.45%	4.19%	0.42%	95.39%	4.61%
Bsnl	Rural	16.90%	76.06%	4.93%	2.11%	92.96%	7.04%
	Urban	6.47%	89.32%	4.21%	0.00%	95.79%	4.21%
	Overall	9.76%	85.14%	4.43%	0.67%	94.90%	5.10%
Idea	Rural	6.84%	84.62%	8.55%	0.00%	91.45%	8.55%
	Urban	0.00%	91.99%	6.41%	1.60%	91.99%	8.01%
	Overall	1.86%	89.98%	6.99%	1.17%	91.84%	8.16%
Reliance	Rural	0.00%	95.92%	1.36%	2.72%	95.92%	4.08%
	Urban	2.12%	96.02%	1.59%	0.27%	98.14%	1.86%
	Overall	1.53%	95.99%	1.53%	0.95%	97.52%	2.48%
Systema shyam	Urban	6.47%	86.73%	4.64%	2.16%	93.20%	6.80%
Tata Teleservice	Rural	5.33%	84.00%	10.67%	0.00%	89.33%	10.67%
	Urban	2.27%	90.68%	3.64%	3.41%	92.95%	7.05%
	Overall	2.72%	89.71%	4.66%	2.91%	92.43%	7.57%
Videocon	Urban	1.82%	85.09%	9.82%	3.27%	86.91%	13.09%
Vodafone	Rural	7.80%	87.94%	2.84%	1.42%	95.74%	4.26%
	Urban	2.18%	93.45%	3.64%	0.73%	95.64%	4.36%
	Overall	4.09%	91.59%	3.37%	0.96%	95.67%	4.33%

4(b) Reason(s) for dissatisfaction

Mobile Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others
Aircel	Urban	17.65%	58.82%	23.53%	0.00%	0.00%
Airtel	Rural	14.29%	42.86%	0.00%	42.86%	0.00%
	Urban	26.67%	60.00%	6.67%	6.67%	0.00%
	Overall	22.73%	54.55%	4.55%	18.18%	0.00%
Bsnl	Rural	10.00%	40.00%	20.00%	20.00%	10.00%
	Urban	15.38%	53.85%	15.38%	7.69%	7.69%
	Overall	13.04%	47.83%	17.39%	13.04%	8.70%
Idea	Rural	10.00%	20.00%	40.00%	20.00%	10.00%
	Urban	4.00%	64.00%	20.00%	4.00%	8.00%
	Overall	5.71%	51.43%	25.71%	8.57%	8.57%
Reliance	Rural	16.67%	33.33%	50.00%	0.00%	0.00%
	Urban	0.00%	71.43%	28.57%	0.00%	0.00%
	Overall	7.69%	53.85%	38.46%	0.00%	0.00%
Systema shyam	Urban	14.63%	46.34%	21.95%	9.76%	7.32%
Tata Teleservice	Rural	12.50%	50.00%	37.50%	0.00%	0.00%
	Urban	32.26%	38.71%	16.13%	6.45%	6.45%
	Overall	28.21%	41.03%	20.51%	5.13%	5.13%
Videocon	Urban	30.56%	45.83%	16.67%	5.56%	1.39%
Vodafone	Rural	16.67%	33.33%	50.00%	0.00%	0.00%
	Urban	33.33%	50.00%	8.33%	8.33%	0.00%
	Overall	27.78%	44.44%	22.22%	5.56%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	12.33%	87.67%
Airtel	Rural	9.56%	90.44%
	Urban	9.09%	90.91%
	Overall	9.22%	90.78%
Bsnl	Rural	9.86%	90.14%
	Urban	12.62%	87.38%
	Overall	11.75%	88.25%
Idea	Rural	8.55%	91.45%
	Urban	11.22%	88.78%
	Overall	10.49%	89.51%
Reliance	Rural	8.16%	91.84%
	Urban	9.55%	90.45%
	Overall	9.16%	90.84%
Systema shyam	Urban	5.31%	94.69%
Tata Teleservice	Rural	8.00%	92.00%
	Urban	9.55%	90.45%
	Overall	9.32%	90.68%
Videocon	Urban	7.82%	92.18%
Vodafone	Rural	4.26%	95.74%
	Urban	6.18%	93.82%
	Overall	5.53%	94.47%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	10.91%	67.27%	21.82%	0.00%	78.18%	21.82%
Airtel	Rural	30.77%	61.54%	7.69%	0.00%	92.31%	7.69%
	Urban	12.90%	61.29%	25.81%	0.00%	74.19%	25.81%
	Overall	18.18%	61.36%	20.45%	0.00%	79.55%	20.45%
Bsnl	Rural	14.29%	57.14%	14.29%	14.29%	71.43%	28.57%
	Urban	20.51%	58.97%	12.82%	7.69%	79.49%	20.51%
	Overall	18.87%	58.49%	13.21%	9.43%	77.36%	22.64%
Idea	Rural	0.00%	90.00%	10.00%	0.00%	90.00%	10.00%
	Urban	11.43%	77.14%	8.57%	2.86%	88.57%	11.43%
	Overall	8.89%	80.00%	8.89%	2.22%	88.89%	11.11%
Reliance	Rural	8.33%	66.67%	25.00%	0.00%	75.00%	25.00%
	Urban	11.11%	75.00%	5.56%	8.33%	86.11%	13.89%
	Overall	10.42%	72.92%	10.42%	6.25%	83.33%	16.67%
Systema shyam	Urban	9.38%	68.75%	21.88%	0.00%	78.13%	21.88%
Tata Teleservice	Rural	0.00%	91.67%	8.33%	0.00%	91.67%	8.33%
	Urban	5.95%	82.14%	8.33%	3.57%	88.10%	11.90%
	Overall	10.42%	66.67%	16.67%	6.25%	77.08%	22.92%
Videocon	Urban	18.60%	62.79%	9.30%	9.30%	81.40%	18.60%
Vodafone	Rural	16.67%	83.33%	0.00%	0.00%	100.00%	0.00%
	Urban	11.76%	76.47%	11.76%	0.00%	88.24%	11.76%
	Overall	13.04%	78.26%	8.70%	0.00%	91.30%	8.70%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	6.50%	84.53%	2.91%	6.05%	91.03%	8.97%
Airtel	Rural	7.35%	85.29%	4.41%	2.94%	92.65%	7.35%
	Urban	3.23%	92.96%	3.23%	0.59%	96.19%	3.81%
	Overall	4.40%	90.78%	3.56%	1.26%	95.18%	4.82%
Bsnl	Rural	7.75%	88.03%	4.23%	0.00%	95.77%	4.23%
	Urban	5.50%	92.23%	1.94%	0.32%	97.73%	2.27%
	Overall	6.21%	90.91%	2.66%	0.22%	97.12%	2.88%
Idea	Rural	1.71%	88.89%	5.13%	4.27%	90.60%	9.40%
	Urban	3.21%	90.06%	6.41%	0.32%	93.27%	6.73%
	Overall	2.80%	89.74%	6.06%	1.40%	92.54%	7.46%
Reliance	Rural	3.40%	87.76%	7.48%	1.36%	91.16%	8.84%
	Urban	3.98%	89.12%	4.77%	2.12%	93.10%	6.90%
	Overall	3.82%	88.74%	5.53%	1.91%	92.56%	7.44%
Systema shyam	Urban	9.45%	81.76%	6.80%	1.99%	91.21%	8.79%
Tata Teleservice	Rural	2.00%	94.00%	3.33%	0.67%	96.00%	4.00%
	Urban	1.25%	93.98%	3.98%	0.80%	95.23%	4.77%
	Overall	2.72%	87.96%	7.77%	1.55%	90.68%	9.32%
Videocon	Urban	4.00%	87.82%	5.45%	2.73%	91.82%	8.18%
Vodafone	Rural	4.26%	88.65%	3.55%	3.55%	92.91%	7.09%
	Urban	2.18%	92.00%	4.00%	1.82%	94.18%	5.82%
	Overall	2.88%	90.87%	3.85%	2.40%	93.75%	6.25%

5(d) The reason(s) for dissatisfaction

Mobile Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Aircel	Urban	15.00%	40.00%	25.00%	12.50%	7.50%
	Rural	30.00%	40.00%	20.00%	10.00%	0.00%
Airtel	Urban	0.00%	46.15%	46.15%	7.69%	0.00%
	Overall	13.04%	43.48%	34.78%	8.70%	0.00%
	Rural	0.00%	33.33%	16.67%	33.33%	16.67%
Bsnl	Urban	14.29%	14.29%	42.86%	14.29%	14.29%
	Overall	7.69%	23.08%	30.77%	23.08%	15.38%
	Rural	27.27%	27.27%	9.09%	27.27%	9.09%
Idea	Urban	0.00%	23.81%	52.38%	23.81%	0.00%
	Overall	9.38%	25.00%	37.50%	25.00%	3.13%
	Rural	38.46%	30.77%	15.38%	7.69%	7.69%
Reliance	Urban	26.92%	42.31%	15.38%	11.54%	3.85%
	Overall	30.77%	38.46%	15.38%	10.26%	5.13%
	Urban	15.09%	33.96%	26.42%	18.87%	5.66%
Systema shyam	Rural	83.33%	16.67%	0.00%	0.00%	0.00%
	Urban	80.95%	14.29%	4.76%	0.00%	0.00%
Tata Teleservice	Overall	81.25%	14.58%	4.17%	0.00%	0.00%
	Urban	31.11%	26.67%	31.11%	6.67%	4.44%
	Rural	30.00%	40.00%	20.00%	10.00%	0.00%
Vodafone	Urban	12.50%	50.00%	12.50%	12.50%	12.50%
	Overall	19.23%	46.15%	15.38%	11.54%	7.69%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	63.81%	36.19%
	Urban	36.09%	63.91%
	Overall	42.82%	57.18%
Airtel	Rural	94.57%	5.43%
	Urban	90.08%	9.92%
	Overall	92.02%	7.98%
BSNL	Rural	95.76%	4.24%
	Urban	76.95%	23.05%
	Overall	82.16%	17.84%
Idea	Rural	98.09%	1.91%
	Urban	96.77%	3.23%
	Overall	97.16%	2.84%
Reliance	Rural	92.99%	7.01%
	Urban	90.50%	9.50%
	Overall	91.23%	8.77%
Systema Shyam	Rural	96.36%	3.64%
	Urban	97.39%	2.61%
	Overall	97.08%	2.92%
Tata	Rural	26.54%	73.46%
	Urban	55.17%	44.83%
	Overall	46.57%	53.43%
Uninor	Rural	87.05%	12.95%
	Urban	85.44%	14.56%

	Overall	85.93%	14.07%
Videocon	Rural	94.78%	5.22%
	Urban	92.86%	7.14%
	Overall	93.32%	6.68%
Vodafone	Rural	70.97%	29.03%
	Urban	79.89%	20.11%
	Overall	76.78%	23.22%

C. Billing Related-Postpaid Customers

6. Satisfaction with the time taken to deliver the bills

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	31.17%	62.34%	6.49%	0.00%	93.51%	6.49%
	Urban	2.08%	86.46%	11.46%	0.00%	88.54%	11.46%
	Overall	15.03%	75.72%	9.25%	0.00%	90.75%	9.25%
Airtel	Rural	0.00%	86.02%	13.98%	0.00%	86.02%	13.98%
	Urban	0.00%	97.67%	2.33%	0.00%	97.67%	2.33%
	Overall	0.00%	94.92%	5.08%	0.00%	94.92%	5.08%
BSNL	Rural	37.10%	54.84%	8.06%	0.00%	91.94%	8.06%
	Urban	32.74%	44.25%	22.12%	0.88%	76.99%	23.01%
	Overall	34.29%	48.00%	17.14%	0.57%	82.29%	17.71%
Idea	Rural	13.04%	78.26%	8.70%	0.00%	91.30%	8.70%
	Urban	5.88%	78.43%	7.84%	7.84%	84.31%	15.69%
	Overall	8.11%	78.38%	8.11%	5.41%	86.49%	13.51%
Reliance	Rural	16.00%	76.00%	4.00%	4.00%	92.00%	8.00%
	Urban	7.14%	80.95%	7.14%	4.76%	88.10%	11.90%
	Overall	10.45%	79.10%	5.97%	4.48%	89.55%	10.45%
Systema Shyam	Rural	6.67%	73.33%	6.67%	13.33%	80.00%	20.00%
	Urban	8.11%	78.38%	8.11%	5.41%	86.49%	13.51%
	Overall	7.69%	76.92%	7.69%	7.69%	84.62%	15.38%
Tata	Rural	5.26%	78.95%	10.53%	5.26%	84.21%	15.79%
	Urban	9.09%	75.00%	11.36%	4.55%	84.09%	15.91%
	Overall	7.94%	76.19%	11.11%	4.76%	84.13%	15.87%
Uninor	Rural	0.00%	97.73%	2.27%	0.00%	97.73%	2.27%
	Urban	0.00%	93.27%	6.73%	0.00%	93.27%	6.73%
	Overall	0.00%	94.59%	5.41%	0.00%	94.59%	5.41%
Videocon	Rural	13.33%	80.00%	6.67%	0.00%	93.33%	6.67%
	Urban	9.38%	71.88%	9.38%	9.38%	81.25%	18.75%
	Overall	10.64%	74.47%	8.51%	6.38%	85.11%	14.89%
Vodafone	Rural	1.08%	82.80%	13.98%	2.15%	83.87%	16.13%
	Urban	2.03%	85.37%	11.38%	1.22%	87.40%	12.60%
	Overall	1.77%	84.66%	12.09%	1.47%	86.43%	13.57%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	12.74%	78.34%	6.37%	2.55%	91.08%	8.92%
Airtel	Rural	4.44%	88.89%	4.44%	2.22%	93.33%	6.67%
	Urban	22.78%	72.15%	2.53%	2.53%	94.94%	5.06%
	Overall	16.13%	78.23%	3.23%	2.42%	94.35%	5.65%
Bsnl	Rural	12.82%	82.05%	5.13%	0.00%	94.87%	5.13%
	Urban	1.77%	96.46%	1.77%	0.00%	98.23%	1.77%
	Overall	4.61%	92.76%	2.63%	0.00%	97.37%	2.63%
Idea	Rural	40.00%	55.38%	3.08%	1.54%	95.38%	4.62%
	Urban	43.64%	51.82%	4.55%	0.00%	95.45%	4.55%
	Overall	42.29%	53.14%	4.00%	0.57%	95.43%	4.57%
Reliance	Rural	30.77%	61.54%	7.69%	0.00%	92.31%	7.69%
	Urban	16.28%	76.74%	4.65%	2.33%	93.02%	6.98%
	Overall	23.17%	69.51%	6.10%	1.22%	92.68%	7.32%
Systema shyam	Urban	NA	NA	NA	NA	NA	NA
Tata Teleservice	Rural	3.57%	89.29%	7.14%	0.00%	92.86%	7.14%
	Urban	1.64%	91.80%	6.56%	0.00%	93.44%	6.56%
	Overall	2.25%	91.01%	6.74%	0.00%	93.26%	6.74%
Videocon	Urban	23.64%	67.27%	9.09%	0.00%	90.91%	9.09%
Vodafone	Rural	0.00%	95.24%	4.76%	0.00%	95.24%	4.76%
	Urban	21.77%	75.51%	1.36%	1.36%	97.28%	2.72%
	Overall	16.93%	79.89%	2.12%	1.06%	96.83%	3.17%

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

Mobile Operator	Area	Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others
Aircel	Urban	0.00%	7.14%	7.14%	28.57%	57.14%
Airtel	Rural	0.00%	0.00%	0.00%	33.33%	66.67%
	Urban	0.00%	25.00%	25.00%	25.00%	25.00%
	Overall	0.00%	14.29%	14.29%	28.57%	42.86%
Bsnl	Rural	0.00%	0.00%	0.00%	50.00%	50.00%
	Urban	0.00%	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	25.00%	75.00%
Idea	Rural	0.00%	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	100.00%	0.00%	0.00%
	Overall	0.00%	0.00%	71.43%	0.00%	28.57%
Reliance	Rural	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban	0.00%	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	50.00%	0.00%	50.00%
Systema shyam	Urban	NA	NA	NA	NA	NA
Tata Teleservice	Rural	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	0.00%	0.00%	75.00%	25.00%	0.00%

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	Overall	0.00%	16.67%	66.67%	16.67%	0.00%
Videocon	Urban	0.00%	80.00%	0.00%	0.00%	20.00%
Vodafone	Rural	0.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	0.00%	0.00%	50.00%	50.00%
	Overall	0.00%	0.00%	0.00%	66.67%	33.33%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	7.01%	84.71%	5.73%	2.55%	91.72%	8.28%
Airtel	Rural	6.67%	86.67%	6.67%	0.00%	93.33%	6.67%
	Urban	20.25%	74.68%	5.06%	0.00%	94.94%	5.06%
	Overall	15.32%	79.03%	5.65%	0.00%	94.35%	5.65%
Bsnl	Rural	12.82%	82.05%	2.56%	2.56%	94.87%	5.13%
	Urban	0.00%	97.35%	2.65%	0.00%	97.35%	2.65%
	Overall	3.29%	93.42%	2.63%	0.66%	96.71%	3.29%
Idea	Rural	38.46%	55.38%	6.15%	0.00%	93.85%	6.15%
	Urban	32.73%	62.73%	3.64%	0.91%	95.45%	4.55%
	Overall	34.86%	60.00%	4.57%	0.57%	94.86%	5.14%
Reliance	Rural	23.08%	69.23%	7.69%	0.00%	92.31%	7.69%
	Urban	11.63%	81.40%	0.00%	6.98%	93.02%	6.98%
	Overall	17.07%	75.61%	3.66%	3.66%	92.68%	7.32%
Systema shyam	Urban	NA	NA	NA	NA	NA	NA
Tata Teleservice	Rural	3.57%	89.29%	7.14%	0.00%	92.86%	7.14%
	Urban	13.11%	80.33%	6.56%	0.00%	93.44%	6.56%
	Overall	10.11%	83.15%	6.74%	0.00%	93.26%	6.74%
Videocon	Urban	10.91%	78.18%	9.09%	1.82%	89.09%	10.91%
Vodafone	Rural	0.00%	92.86%	7.14%	0.00%	92.86%	7.14%
	Urban	24.49%	72.79%	2.72%	0.00%	97.28%	2.72%
	Overall	19.05%	77.25%	3.70%	0.00%	96.30%	3.70%

8(b) The reason(s) for dissatisfaction

Mobile Operator	Area	Charges not as per tariff plan subscribed	Tariff Plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Calculations are not clear	Others
Aircel	Urban	53.85%	23.08%	0.00%	15.38%	7.69%	0.00%
Airtel	Rural	0.00%	33.33%	66.67%	0.00%	0.00%	0.00%
	Urban	25.00%	25.00%	25.00%	0.00%	25.00%	0.00%
	Overall	14.29%	28.57%	42.86%	0.00%	14.29%	0.00%
Bsnl	Rural	0.00%	50.00%	0.00%	0.00%	50.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	0.00%	80.00%	0.00%	0.00%	20.00%	0.00%
Idea	Rural	0.00%	25.00%	25.00%	0.00%	50.00%	0.00%
	Urban	40.00%	0.00%	40.00%	0.00%	20.00%	0.00%
	Overall	22.22%	11.11%	33.33%	0.00%	33.33%	0.00%
Reliance	Rural	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%
	Urban	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
	Overall	16.67%	16.67%	0.00%	66.67%	0.00%	0.00%
Systema shyam	Urban	NA	NA	NA	NA	NA	NA
Tata Teleservice	Rural	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%
	Urban	25.00%	25.00%	0.00%	50.00%	0.00%	0.00%
	Overall	NA	NA	NA	NA	NA	NA
Videocon	Urban	16.67%	0.00%	0.00%	0.00%	83.33%	0.00%
Vodafone	Rural	0.00%	66.67%	33.33%	0.00%	0.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Overall	57.14%	28.57%	14.29%	0.00%	0.00%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	19.11%	80.89%
Airtel	Rural	8.89%	91.11%
	Urban	7.59%	92.41%
	Overall	8.06%	91.94%
Bsnl	Rural	7.69%	92.31%
	Urban	8.85%	91.15%
	Overall	8.55%	91.45%
Idea	Rural	15.38%	84.62%
	Urban	10.91%	89.09%
	Overall	12.57%	87.43%
Reliance	Rural	10.26%	89.74%
	Urban	18.60%	81.40%
	Overall	14.63%	85.37%
Systema shyam	Urban	NA	NA
Tata Teleservice	Rural	17.86%	82.14%
	Urban	18.03%	81.97%
	Overall	17.98%	82.02%
Videocon	Urban	25.45%	74.55%
Vodafone	Rural	9.52%	90.48%
	Urban	6.12%	93.88%
	Overall	6.88%	93.12%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	10.00%	83.33%	6.67%	0.00%	93.33%	6.67%
Airtel	Rural	0.00%	75.00%	0.00%	25.00%	75.00%	25.00%
	Urban	0.00%	83.33%	0.00%	16.67%	83.33%	16.67%
	Overall	0.00%	80.00%	0.00%	20.00%	80.00%	20.00%
Bsnl	Rural	33.33%	33.33%	0.00%	33.33%	66.67%	33.33%
	Urban	0.00%	90.00%	10.00%	0.00%	90.00%	10.00%
	Overall	7.69%	76.92%	7.69%	7.69%	84.62%	15.38%
Idea	Rural	0.00%	80.00%	10.00%	10.00%	80.00%	20.00%
	Urban	0.00%	83.33%	8.33%	8.33%	83.33%	16.67%
	Overall	0.00%	81.82%	9.09%	9.09%	81.82%	18.18%
Reliance	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
	Overall	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
Systema shyam	Urban	NA	NA	NA	NA	NA	NA
Tata Teleservice	Rural	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Urban	18.18%	63.64%	18.18%	0.00%	81.82%	18.18%
	Overall	12.50%	68.75%	18.75%	0.00%	81.25%	18.75%
Videocon	Urban	0.00%	64.29%	21.43%	14.29%	64.29%	35.71%
Vodafone	Rural	25.00%	50.00%	25.00%	0.00%	75.00%	25.00%
	Urban	33.33%	55.56%	11.11%	0.00%	88.89%	11.11%
	Overall	30.77%	53.85%	15.38%	0.00%	84.62%	15.38%

D. Help Services/Customer Care Including Customer Grievance Redressal

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

Mobile Operator	Area	Yes	No
Aircel	Urban	75.12%	24.88%
Airtel	Rural	77.35%	22.65%
	Urban	69.76%	30.24%
	Overall	72.05%	27.95%
Bsnl	Rural	81.77%	18.23%
	Urban	74.41%	25.59%
	Overall	76.62%	23.38%
Idea	Rural	83.52%	16.48%
	Urban	74.17%	25.83%
	Overall	76.99%	23.01%
Reliance	Rural	71.51%	28.49%
	Urban	72.14%	27.86%
	Overall	71.95%	28.05%
Systema shyam	Urban	71.48%	28.52%
Tata Teleservice	Rural	69.90%	30.10%
	Urban	70.26%	29.74%
	Overall	70.20%	29.80%
Videocon	Urban	72.40%	27.60%
Vodafone	Rural	70.49%	29.51%
	Urban	74.17%	25.83%
	Overall	73.06%	26.94%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	20.09%	67.11%	9.71%	3.09%	87.20%	12.80%
Airtel	Rural	26.43%	63.57%	10.00%	0.00%	90.00%	10.00%
	Urban	21.16%	74.74%	3.75%	0.34%	95.90%	4.10%
	Overall	22.86%	71.13%	5.77%	0.23%	94.00%	6.00%
Bsnl	Rural	27.03%	68.24%	3.38%	1.35%	95.27%	4.73%
	Urban	14.33%	81.21%	3.50%	0.96%	95.54%	4.46%
	Overall	18.40%	77.06%	3.46%	1.08%	95.45%	4.55%
Idea	Rural	3.29%	83.55%	11.18%	1.97%	86.84%	13.16%
	Urban	22.04%	71.57%	3.83%	2.56%	93.61%	6.39%
	Overall	15.91%	75.48%	6.24%	2.37%	91.40%	8.60%
Reliance	Rural	4.51%	79.70%	12.78%	3.01%	84.21%	15.79%
	Urban	1.32%	83.83%	13.86%	0.99%	85.15%	14.85%
	Overall	2.29%	82.57%	13.53%	1.61%	84.86%	15.14%
Systema shyam	Urban	0.46%	88.40%	10.44%	0.70%	88.86%	11.14%
Tata Teleservice	Rural	26.39%	63.89%	9.72%	0.00%	90.28%	9.72%
	Urban	17.33%	73.30%	8.52%	0.85%	90.63%	9.38%
	Overall	18.87%	71.70%	8.73%	0.71%	90.57%	9.43%
Videocon	Urban	8.22%	73.52%	17.81%	0.46%	81.74%	18.26%
Vodafone	Rural	12.40%	69.77%	17.05%	0.78%	82.17%	17.83%
	Urban	15.65%	73.16%	10.86%	0.32%	88.82%	11.18%
	Overall	14.71%	72.17%	12.67%	0.45%	86.88%	13.12%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	14.13%	75.28%	5.74%	4.86%	89.40%	10.60%
Airtel	Rural	15.71%	75.71%	7.14%	1.43%	91.43%	8.57%
	Urban	12.97%	78.50%	7.17%	1.37%	91.47%	8.53%
	Overall	13.86%	77.60%	7.16%	1.39%	91.45%	8.55%
Bsnl	Rural	20.95%	70.27%	4.73%	4.05%	91.22%	8.78%
	Urban	7.64%	84.08%	7.32%	0.96%	91.72%	8.28%
	Overall	11.90%	79.65%	6.49%	1.95%	91.56%	8.44%
Idea	Rural	5.92%	86.84%	3.95%	3.29%	92.76%	7.24%
	Urban	22.04%	71.57%	6.39%	0.00%	93.61%	6.39%
	Overall	16.77%	76.56%	5.59%	1.08%	93.33%	6.67%
Reliance	Rural	5.26%	85.71%	6.02%	3.01%	90.98%	9.02%
	Urban	15.51%	78.22%	5.28%	0.99%	93.73%	6.27%
	Overall	12.39%	80.50%	5.50%	1.61%	92.89%	7.11%
Systema shyam	Urban	6.73%	83.76%	9.28%	0.23%	90.49%	9.51%
Tata Teleservice	Rural	13.89%	73.61%	12.50%	0.00%	87.50%	12.50%
	Urban	6.53%	84.09%	8.81%	0.57%	90.63%	9.38%
	Overall	7.78%	82.31%	9.43%	0.47%	90.09%	9.91%
Videocon	Urban	2.74%	89.04%	7.76%	0.46%	91.78%	8.22%
Vodafone	Rural	1.55%	80.62%	17.05%	0.78%	82.17%	17.83%
	Urban	11.50%	82.43%	5.75%	0.32%	93.93%	6.07%
	Overall	8.60%	81.90%	9.05%	0.45%	90.50%	9.50%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	6.40%	85.43%	5.96%	2.21%	91.83%	8.17%
Airtel	Rural	7.14%	81.43%	10.71%	0.71%	88.57%	11.43%
	Urban	2.39%	89.76%	7.51%	0.34%	92.15%	7.85%
	Overall	3.93%	87.07%	8.55%	0.46%	90.99%	9.01%
Bsnl	Rural	10.14%	81.08%	8.78%	0.00%	91.22%	8.78%
	Urban	29.30%	64.97%	5.41%	0.32%	94.27%	5.73%
	Overall	23.16%	70.13%	6.49%	0.22%	93.29%	6.71%
Idea	Rural	23.68%	65.79%	10.53%	0.00%	89.47%	10.53%
	Urban	33.23%	59.42%	6.39%	0.96%	92.65%	7.35%
	Overall	30.11%	61.51%	7.74%	0.65%	91.61%	8.39%
Reliance	Rural	30.08%	60.15%	9.77%	0.00%	90.23%	9.77%
	Urban	49.17%	44.55%	6.27%	0.00%	93.73%	6.27%
	Overall	43.35%	49.31%	7.34%	0.00%	92.66%	7.34%
Systema shyam	Urban	2.09%	88.17%	9.28%	0.46%	90.26%	9.74%
Tata Teleservice	Rural	4.17%	84.72%	11.11%	0.00%	88.89%	11.11%
	Urban	8.81%	82.10%	8.81%	0.28%	90.91%	9.09%
	Overall	8.02%	82.55%	9.20%	0.24%	90.57%	9.43%
Videocon	Urban	13.01%	77.85%	9.13%	0.00%	90.87%	9.13%
Vodafone	Rural	15.50%	73.64%	10.08%	0.78%	89.15%	10.85%
	Urban	10.54%	79.87%	9.27%	0.32%	90.42%	9.58%
	Overall	11.99%	78.05%	9.50%	0.45%	90.05%	9.95%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	11.70%	74.61%	13.25%	0.44%	86.31%	13.69%
Airtel	Rural	12.14%	69.29%	17.86%	0.71%	81.43%	18.57%
	Urban	35.84%	58.02%	5.46%	0.68%	93.86%	6.14%
	Overall	28.18%	61.66%	9.47%	0.69%	89.84%	10.16%
Bsnl	Rural	18.24%	72.97%	0.68%	8.11%	91.22%	8.78%
	Urban	15.29%	77.71%	7.01%	0.00%	92.99%	7.01%
	Overall	16.23%	76.19%	4.98%	2.60%	92.42%	7.58%
Idea	Rural	26.97%	55.92%	17.11%	0.00%	82.89%	17.11%
	Urban	29.07%	61.02%	9.27%	0.64%	90.10%	9.90%
	Overall	28.39%	59.35%	11.83%	0.43%	87.74%	12.26%
Reliance	Rural	51.88%	33.08%	15.04%	0.00%	84.96%	15.04%
	Urban	38.94%	47.85%	13.20%	0.00%	86.80%	13.20%
	Overall	42.89%	43.35%	13.76%	0.00%	86.24%	13.76%
Systema shyam	Urban	12.99%	70.77%	15.78%	0.46%	83.76%	16.24%
Tata Teleservice	Rural	0.00%	86.11%	13.89%	0.00%	86.11%	13.89%
	Urban	20.45%	68.47%	11.08%	0.00%	88.92%	11.08%
	Overall	16.98%	71.46%	11.56%	0.00%	88.44%	11.56%
Videocon	Urban	2.05%	82.65%	15.07%	0.23%	84.70%	15.30%
Vodafone	Rural	26.36%	51.16%	22.48%	0.00%	77.52%	22.48%
	Urban	36.10%	45.37%	18.53%	0.00%	81.47%	18.53%
	Overall	33.26%	47.06%	19.68%	0.00%	80.32%	19.68%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	5.08%	86.53%	6.84%	1.55%	91.61%	8.39%
Airtel	Rural	7.14%	78.57%	12.86%	1.43%	85.71%	14.29%
	Urban	5.12%	84.64%	10.24%	0.00%	89.76%	10.24%
	Overall	5.77%	82.68%	11.09%	0.46%	88.45%	11.55%
Bsnl	Rural	20.27%	67.57%	4.05%	8.11%	87.84%	12.16%
	Urban	38.85%	53.18%	7.64%	0.32%	92.04%	7.96%
	Overall	32.90%	57.79%	6.49%	2.81%	90.69%	9.31%
Idea	Rural	13.16%	73.03%	13.82%	0.00%	86.18%	13.82%
	Urban	13.42%	76.04%	10.22%	0.32%	89.46%	10.54%
	Overall	13.33%	75.05%	11.40%	0.22%	88.39%	11.61%
Reliance	Rural	1.50%	87.97%	10.53%	0.00%	89.47%	10.53%
	Urban	3.30%	88.12%	8.58%	0.00%	91.42%	8.58%
	Overall	2.75%	88.07%	9.17%	0.00%	90.83%	9.17%
Systema shyam	Urban	18.79%	70.30%	10.67%	0.23%	89.10%	10.90%
Tata Teleservice	Rural	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Urban	5.40%	85.51%	9.09%	0.00%	90.91%	9.09%
	Overall	4.48%	85.14%	10.38%	0.00%	89.62%	10.38%
Videocon	Urban	7.99%	81.51%	9.82%	0.68%	89.50%	10.50%
Vodafone	Rural	13.95%	75.19%	10.85%	0.00%	89.15%	10.85%
	Urban	12.78%	79.87%	7.35%	0.00%	92.65%	7.35%
	Overall	13.12%	78.51%	8.37%	0.00%	91.63%	8.37%

E. Network Performance, Reliability and Availability

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	0.00%	94.69%	5.31%	0.00%	94.69%	5.31%
Airtel	Rural	0.00%	95.58%	4.42%	0.00%	95.58%	4.42%
	Urban	0.48%	97.38%	2.14%	0.00%	97.86%	2.14%
	Overall	0.33%	96.84%	2.83%	0.00%	97.17%	2.83%
Bsnl	Rural	0.00%	98.34%	1.66%	0.00%	98.34%	1.66%
	Urban	0.24%	96.68%	3.08%	0.00%	96.92%	3.08%
	Overall	0.17%	97.18%	2.65%	0.00%	97.35%	2.65%
Idea	Rural	13.74%	80.77%	5.49%	0.00%	94.51%	5.49%
	Urban	9.24%	86.26%	4.03%	0.47%	95.50%	4.50%
	Overall	10.60%	84.60%	4.47%	0.33%	95.20%	4.80%
Reliance	Rural	2.15%	91.40%	6.45%	0.00%	93.55%	6.45%
	Urban	0.00%	94.52%	5.48%	0.00%	94.52%	5.48%
	Overall	0.66%	93.56%	5.78%	0.00%	94.22%	5.78%
Systema shyam	Urban	0.50%	91.21%	8.29%	0.00%	91.71%	8.29%
Tata Teleservice	Rural	0.97%	84.47%	14.56%	0.00%	85.44%	14.56%
	Urban	0.80%	93.01%	6.19%	0.00%	93.81%	6.19%
	Overall	0.83%	91.56%	7.62%	0.00%	92.38%	7.62%
Videocon	Urban	0.33%	90.08%	7.44%	2.15%	90.41%	9.59%
Vodafone	Rural	1.09%	95.63%	3.28%	0.00%	96.72%	3.28%
	Urban	2.13%	95.26%	1.66%	0.95%	97.39%	2.61%
	Overall	1.82%	95.37%	2.15%	0.66%	97.19%	2.81%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	0.66%	92.04%	6.97%	0.33%	92.70%	7.30%
Airtel	Rural	0.00%	95.03%	4.97%	0.00%	95.03%	4.97%
	Urban	1.43%	94.76%	3.81%	0.00%	96.19%	3.81%
	Overall	1.00%	94.84%	4.16%	0.00%	95.84%	4.16%
Bsnl	Rural	1.66%	91.71%	6.63%	0.00%	93.37%	6.63%
	Urban	1.90%	96.21%	1.90%	0.00%	98.10%	1.90%
	Overall	1.82%	94.86%	3.32%	0.00%	96.68%	3.32%
Idea	Rural	15.38%	79.67%	4.95%	0.00%	95.05%	4.95%
	Urban	10.90%	82.70%	6.16%	0.24%	93.60%	6.40%
	Overall	12.25%	81.79%	5.79%	0.17%	94.04%	5.96%
Reliance	Rural	1.61%	82.80%	15.59%	0.00%	84.41%	15.59%
	Urban	8.33%	89.05%	2.62%	0.00%	97.38%	2.62%
	Overall	6.27%	87.13%	6.60%	0.00%	93.40%	6.60%
Systema shyam	Urban	1.82%	90.88%	7.13%	0.17%	92.70%	7.30%
Tata Teleservice	Rural	0.00%	81.55%	18.45%	0.00%	81.55%	18.45%
	Urban	2.59%	94.01%	3.39%	0.00%	96.61%	3.39%
	Overall	2.15%	91.89%	5.96%	0.00%	94.04%	5.96%
Videocon	Urban	4.63%	88.76%	6.61%	0.00%	93.39%	6.61%
Vodafone	Rural	2.19%	91.80%	6.01%	0.00%	93.99%	6.01%
	Urban	5.92%	91.23%	2.61%	0.24%	97.16%	2.84%
	Overall	4.79%	91.40%	3.64%	0.17%	96.20%	3.80%

18. Satisfaction with call dropping during conversation

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	7.46%	86.90%	5.64%	0.00%	94.36%	5.64%
Airtel	Rural	66.85%	9.39%	23.76%	0.00%	76.24%	23.76%
	Urban	66.67%	28.81%	4.52%	0.00%	95.48%	4.52%
	Overall	66.72%	22.96%	10.32%	0.00%	89.68%	10.32%
Bsnl	Rural	69.61%	26.52%	3.87%	0.00%	96.13%	3.87%
	Urban	65.64%	31.52%	2.84%	0.00%	97.16%	2.84%
	Overall	66.83%	30.02%	3.15%	0.00%	96.85%	3.15%
Idea	Rural	67.03%	28.02%	4.95%	0.00%	95.05%	4.95%
	Urban	63.51%	33.18%	3.08%	0.24%	96.68%	3.32%
	Overall	64.57%	31.62%	3.64%	0.17%	96.19%	3.81%
Reliance	Rural	91.40%	2.69%	5.91%	0.00%	94.09%	5.91%
	Urban	92.86%	6.43%	0.71%	0.00%	99.29%	0.71%
	Overall	92.41%	5.28%	2.31%	0.00%	97.69%	2.31%
Systema shyam	Urban	58.87%	40.46%	0.66%	0.00%	99.34%	0.66%
Tata Teleservice	Rural	46.60%	53.40%	0.00%	0.00%	100.00%	0.00%
	Urban	60.28%	37.52%	2.20%	0.00%	97.80%	2.20%
	Overall	57.95%	40.23%	1.82%	0.00%	98.18%	1.82%
Videocon	Urban	59.67%	37.69%	2.31%	0.33%	97.36%	2.64%
Vodafone	Rural	68.31%	23.50%	8.20%	0.00%	91.80%	8.20%
	Urban	56.87%	34.36%	8.77%	0.00%	91.23%	8.77%
	Overall	60.33%	31.07%	8.60%	0.00%	91.40%	8.60%

19. Satisfaction with the voice quality

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	2.99%	93.86%	3.15%	0.00%	96.85%	3.15%
Airtel	Rural	24.86%	67.40%	7.73%	0.00%	92.27%	7.73%
	Urban	7.62%	83.57%	8.81%	0.00%	91.19%	8.81%
	Overall	12.81%	78.70%	8.49%	0.00%	91.51%	8.49%
Bsnl	Rural	15.47%	64.64%	19.89%	0.00%	80.11%	19.89%
	Urban	13.03%	79.38%	7.58%	0.00%	92.42%	7.58%
	Overall	13.76%	74.96%	11.28%	0.00%	88.72%	11.28%
Idea	Rural	15.93%	76.92%	6.59%	0.55%	92.86%	7.14%
	Urban	18.96%	75.59%	5.21%	0.24%	94.55%	5.45%
	Overall	18.05%	75.99%	5.63%	0.33%	94.04%	5.96%
Reliance	Rural	6.45%	75.27%	18.28%	0.00%	81.72%	18.28%
	Urban	13.10%	85.00%	1.90%	0.00%	98.10%	1.90%
	Overall	11.06%	82.01%	6.93%	0.00%	93.07%	6.93%
Systema shyam	Urban	5.97%	84.41%	9.45%	0.17%	90.38%	9.62%
Tata Teleservice	Rural	0.97%	76.70%	22.33%	0.00%	77.67%	22.33%
	Urban	5.59%	91.02%	3.39%	0.00%	96.61%	3.39%
	Overall	4.80%	88.58%	6.62%	0.00%	93.38%	6.62%
Videocon	Urban	5.12%	81.82%	12.89%	0.17%	86.94%	13.06%
Vodafone	Rural	36.61%	51.91%	11.48%	0.00%	88.52%	11.48%
	Urban	22.99%	74.88%	1.90%	0.24%	97.87%	2.13%
	Overall	27.11%	67.93%	4.79%	0.17%	95.04%	4.96%

F. Maintainability

20. Frequency of facing signal problems

Mobile Operator	Area	Never	Occasionally	Frequently	Very Frequently	Left 2	Right 2
Aircel	Urban	6.63%	88.39%	4.98%	0.00%	95.02%	4.98%
Airtel	Rural	37.57%	54.70%	7.73%	0.00%	92.27%	7.73%
	Urban	18.33%	78.57%	3.10%	0.00%	96.90%	3.10%
	Overall	24.13%	71.38%	4.49%	0.00%	95.51%	4.49%
Bsnl	Rural	12.15%	79.01%	8.84%	0.00%	91.16%	8.84%
	Urban	19.19%	78.20%	2.61%	0.00%	97.39%	2.61%
	Overall	17.08%	78.44%	4.48%	0.00%	95.52%	4.48%
Idea	Rural	29.67%	62.09%	7.69%	0.55%	91.76%	8.24%
	Urban	24.88%	72.51%	2.37%	0.24%	97.39%	2.61%
	Overall	26.32%	69.37%	3.97%	0.33%	95.70%	4.30%
Reliance	Rural	1.61%	88.71%	9.68%	0.00%	90.32%	9.68%
	Urban	4.52%	91.43%	4.05%	0.00%	95.95%	4.05%
	Overall	3.63%	90.59%	5.78%	0.00%	94.22%	5.78%
Systema shyam	Urban	3.32%	91.21%	5.47%	0.00%	94.53%	5.47%
Tata Teleservice	Rural	5.83%	57.28%	36.89%	0.00%	63.11%	36.89%
	Urban	16.17%	79.04%	4.79%	0.00%	95.21%	4.79%
	Overall	14.40%	75.33%	10.26%	0.00%	89.74%	10.26%
Videocon	Urban	12.07%	79.50%	8.43%	0.00%	91.57%	8.43%
Vodafone	Rural	31.69%	56.28%	12.02%	0.00%	87.98%	12.02%
	Urban	27.96%	70.14%	1.90%	0.00%	98.10%	1.90%
	Overall	29.09%	65.95%	4.96%	0.00%	95.04%	4.96%

21. Satisfaction with the availability of signal

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	1.78%	93.96%	4.09%	0.18%	95.74%	4.26%
Airtel	Rural	0.00%	88.50%	11.50%	0.00%	88.50%	11.50%
	Urban	0.58%	87.76%	11.66%	0.00%	88.34%	11.66%
	Overall	0.44%	87.94%	11.62%	0.00%	88.38%	11.62%
Bsnl	Rural	3.77%	88.68%	7.55%	0.00%	92.45%	7.55%
	Urban	2.93%	89.74%	7.33%	0.00%	92.67%	7.33%
	Overall	3.20%	89.40%	7.40%	0.00%	92.60%	7.40%
Idea	Rural	9.38%	66.41%	24.22%	0.00%	75.78%	24.22%
	Urban	11.04%	82.65%	5.99%	0.32%	93.69%	6.31%
	Overall	10.56%	77.98%	11.24%	0.22%	88.54%	11.46%
Reliance	Rural	3.28%	85.79%	10.93%	0.00%	89.07%	10.93%
	Urban	2.74%	92.52%	4.74%	0.00%	95.26%	4.74%
	Overall	2.91%	90.41%	6.68%	0.00%	93.32%	6.68%
Systema shyam	Urban	2.40%	87.99%	9.61%	0.00%	90.39%	9.61%
Tata Teleservice	Rural	0.00%	84.54%	15.46%	0.00%	84.54%	15.46%
	Urban	3.10%	91.19%	5.71%	0.00%	94.29%	5.71%
	Overall	2.51%	86.07%	11.41%	0.00%	88.59%	11.41%
Videocon	Urban	4.89%	84.21%	10.90%	0.00%	89.10%	10.90%
Vodafone	Rural	2.40%	80.00%	17.60%	0.00%	82.40%	17.60%
	Urban	1.97%	93.09%	4.93%	0.00%	95.07%	4.93%
	Overall	2.10%	89.28%	8.62%	0.00%	91.38%	8.62%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	33.57%	57.55%	8.88%	0.00%	91.12%	8.88%
Airtel	Rural	40.71%	35.40%	23.01%	0.88%	76.11%	23.89%
	Urban	29.45%	67.06%	3.21%	0.29%	96.50%	3.50%
	Overall	32.24%	59.21%	8.11%	0.44%	91.45%	8.55%
Bsnl	Rural	25.16%	59.75%	15.09%	0.00%	84.91%	15.09%
	Urban	7.62%	87.10%	5.28%	0.00%	94.72%	5.28%
	Overall	13.20%	78.40%	8.40%	0.00%	91.60%	8.40%
Idea	Rural	18.75%	61.72%	19.53%	0.00%	80.47%	19.53%
	Urban	25.55%	68.77%	5.36%	0.32%	94.32%	5.68%
	Overall	23.60%	66.74%	9.44%	0.22%	90.34%	9.66%
Reliance	Rural	1.09%	78.14%	20.22%	0.55%	79.23%	20.77%
	Urban	14.96%	80.80%	3.99%	0.25%	95.76%	4.24%
	Overall	10.62%	79.97%	9.08%	0.34%	90.58%	9.42%
Systema shyam	Urban	45.45%	42.88%	11.66%	0.00%	88.34%	11.66%
Tata Teleservice	Rural	18.56%	40.21%	41.24%	0.00%	58.76%	41.24%
	Urban	27.86%	65.48%	6.67%	0.00%	93.33%	6.67%
	Overall	26.11%	60.74%	13.15%	0.00%	86.85%	13.15%
Videocon	Urban	37.22%	46.99%	14.10%	1.69%	84.21%	15.79%
Vodafone	Rural	5.60%	78.40%	16.00%	0.00%	84.00%	16.00%
	Urban	3.62%	90.79%	5.26%	0.33%	94.41%	5.59%
	Overall	4.20%	87.18%	8.39%	0.23%	91.38%	8.62%

G. Supplementary Services and Value Added Services

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

Mobile Operator	Area	Yes	No
Aircel	Urban	42.95%	57.05%
Airtel	Rural	28.18%	71.82%
	Urban	56.90%	43.10%
	Overall	48.25%	51.75%
Bsnl	Rural	25.97%	74.03%
	Urban	47.16%	52.84%
	Overall	40.80%	59.20%
Idea	Rural	25.82%	74.18%
	Urban	38.15%	61.85%
	Overall	34.44%	65.56%
Reliance	Rural	22.58%	77.42%
	Urban	42.86%	57.14%
	Overall	36.63%	63.37%
Systema shyam	Urban	25.87%	74.13%
Tata Teleservice	Rural	26.21%	73.79%
	Urban	46.11%	53.89%
	Overall	42.72%	57.28%
Videocon	Urban	22.48%	77.52%
Vodafone	Rural	30.05%	69.95%
	Urban	45.97%	54.03%
	Overall	41.16%	58.84%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	0.00%	90.35%	9.65%	0.00%	90.35%	9.65%
Airtel	Rural	0.00%	92.16%	7.84%	0.00%	92.16%	7.84%
	Urban	19.25%	75.73%	4.60%	0.42%	94.98%	5.02%
	Overall	15.86%	78.62%	5.17%	0.34%	94.48%	5.52%
Bsnl	Rural	4.26%	85.11%	10.64%	0.00%	89.36%	10.64%
	Urban	0.00%	94.47%	5.53%	0.00%	94.47%	5.53%
	Overall	0.81%	92.68%	6.50%	0.00%	93.50%	6.50%
Idea	Rural	0.00%	91.49%	6.38%	2.13%	91.49%	8.51%
	Urban	0.62%	94.41%	4.97%	0.00%	95.03%	4.97%
	Overall	0.48%	93.75%	5.29%	0.48%	94.23%	5.77%
Reliance	Rural	0.00%	88.10%	11.90%	0.00%	88.10%	11.90%
	Urban	5.00%	86.11%	8.89%	0.00%	91.11%	8.89%
	Overall	4.05%	86.49%	9.46%	0.00%	90.54%	9.46%
Systema shyam	Urban	1.28%	83.33%	15.38%	0.00%	84.62%	15.38%
Tata Teleservice	Rural	0.00%	81.48%	18.52%	0.00%	81.48%	18.52%
	Urban	0.87%	84.85%	12.55%	1.73%	85.71%	14.29%
	Overall	0.78%	84.50%	13.18%	1.55%	85.27%	14.73%
Videocon	Urban	0.00%	77.21%	21.32%	1.47%	77.21%	22.79%
Vodafone	Rural	1.82%	80.00%	18.18%	0.00%	81.82%	18.18%
	Urban	0.52%	90.72%	8.76%	0.00%	91.24%	8.76%
	Overall	0.80%	88.35%	10.84%	0.00%	89.16%	10.84%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	0.00%	90.73%	9.27%	0.00%	90.73%	9.27%
Airtel	Rural	0.00%	86.27%	13.73%	0.00%	86.27%	13.73%
	Urban	0.42%	92.05%	7.11%	0.42%	92.47%	7.53%
	Overall	0.34%	91.03%	8.28%	0.34%	91.38%	8.62%
Bsnl	Rural	0.00%	87.23%	12.77%	0.00%	87.23%	12.77%
	Urban	0.00%	94.47%	5.03%	0.50%	94.47%	5.53%
	Overall	0.00%	93.09%	6.50%	0.41%	93.09%	6.91%
Idea	Rural	0.00%	85.11%	14.89%	0.00%	85.11%	14.89%
	Urban	0.00%	91.93%	8.07%	0.00%	91.93%	8.07%
	Overall	0.00%	90.38%	9.62%	0.00%	90.38%	9.62%
Reliance	Rural	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Urban	0.56%	92.22%	6.67%	0.56%	92.78%	7.22%
	Overall	0.45%	90.54%	8.56%	0.45%	90.99%	9.01%
Systema shyam	Urban	0.64%	83.33%	16.03%	0.00%	83.97%	16.03%
Tata Teleservice	Rural	0.00%	85.19%	14.81%	0.00%	85.19%	14.81%
	Urban	0.00%	90.04%	9.96%	0.00%	90.04%	9.96%
	Overall	0.00%	89.53%	10.47%	0.00%	89.53%	10.47%
Videocon	Urban	0.00%	74.26%	25.74%	0.00%	74.26%	25.74%
Vodafone	Rural	3.64%	83.64%	12.73%	0.00%	87.27%	12.73%
	Urban	0.00%	93.30%	6.19%	0.52%	93.30%	6.70%
	Overall	0.80%	91.16%	7.63%	0.40%	91.97%	8.03%

25(b) The reasons for dissatisfaction

Mobile Operator	Area	Not Informed of Charges	Activated Without consent	Not informed about toll free number for unsubscribing	Other reasons
Aircel	Urban	37.50%	29.17%	33.33%	0.00%
Airtel	Rural	28.57%	71.43%	0.00%	0.00%
	Urban	5.56%	50.00%	44.44%	0.00%
	Overall	12.00%	56.00%	32.00%	0.00%
Bsnl	Rural	33.33%	50.00%	16.67%	0.00%
	Urban	27.27%	45.45%	9.09%	18.18%
	Overall	29.41%	47.06%	11.76%	11.76%
Idea	Rural	42.86%	42.86%	14.29%	0.00%
	Urban	15.38%	46.15%	30.77%	7.69%
	Overall	25.00%	45.00%	25.00%	5.00%
Reliance	Rural	42.86%	42.86%	14.29%	0.00%
	Urban	46.15%	46.15%	7.69%	0.00%
	Overall	45.00%	45.00%	10.00%	0.00%
Systema shyam	Urban	60.00%	16.00%	20.00%	4.00%
Tata Teleservice	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	34.78%	34.78%	26.09%	4.35%
	Overall	29.63%	44.44%	22.22%	3.70%
Videocon	Urban	40.00%	28.57%	31.43%	0.00%
Vodafone	Rural	42.86%	28.57%	28.57%	0.00%
	Urban	61.54%	23.08%	15.38%	0.00%
	Overall	55.00%	25.00%	20.00%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	11.94%	88.06%
Airtel	Rural	17.68%	82.32%
	Urban	5.95%	94.05%
	Overall	9.48%	90.52%
Bsnl	Rural	11.05%	88.95%
	Urban	4.50%	95.50%
	Overall	6.47%	93.53%
Idea	Rural	11.54%	88.46%
	Urban	6.87%	93.13%
	Overall	8.28%	91.72%
Reliance	Rural	18.82%	81.18%
	Urban	6.43%	93.57%
	Overall	10.23%	89.77%
Systema shyam	Urban	19.07%	80.93%
Tata Teleservice	Rural	15.53%	84.47%
	Urban	6.59%	93.41%
	Overall	8.11%	91.89%
Videocon	Urban	17.69%	82.31%
Vodafone	Rural	14.21%	85.79%
	Urban	5.45%	94.55%
	Overall	8.10%	91.90%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	44.44%	55.56%
	Rural	31.25%	68.75%
Airtel	Urban	40.00%	60.00%
	Overall	35.09%	64.91%
	Rural	45.00%	55.00%
Bsnl	Urban	47.37%	52.63%
	Overall	46.15%	53.85%
	Rural	47.62%	52.38%
Idea	Urban	34.48%	65.52%
	Overall	40.00%	60.00%
	Rural	42.86%	57.14%
Reliance	Urban	48.15%	51.85%
	Overall	45.16%	54.84%
	Rural	49.57%	50.43%
Systema shyam	Urban	49.57%	50.43%
Tata Teleservice	Rural	43.75%	56.25%
	Urban	48.48%	51.52%
	Overall	46.94%	53.06%
Videocon	Urban	45.79%	54.21%
Vodafone	Rural	46.15%	53.85%
	Urban	39.13%	60.87%
	Overall	42.86%	57.14%

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

Mobile Operator	Area	None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others
Aircel	Urban	31.25%	18.75%	37.50%	12.50%	0.00%
Airtel	Rural	30.00%	10.00%	60.00%	0.00%	0.00%
	Urban	40.00%	0.00%	50.00%	10.00%	0.00%
	Overall	35.00%	5.00%	55.00%	5.00%	0.00%
Bsnl	Rural	33.33%	11.11%	55.56%	0.00%	0.00%
	Urban	44.44%	0.00%	55.56%	0.00%	0.00%
	Overall	38.89%	5.56%	55.56%	0.00%	0.00%
Idea	Rural	30.00%	10.00%	60.00%	0.00%	0.00%
	Urban	40.00%	0.00%	60.00%	0.00%	0.00%
	Overall	35.00%	5.00%	60.00%	0.00%	0.00%
Reliance	Rural	40.00%	0.00%	60.00%	0.00%	0.00%
	Urban	46.15%	0.00%	46.15%	7.69%	0.00%
	Overall	42.86%	0.00%	53.57%	3.57%	0.00%
Systema shyam	Urban	29.82%	3.51%	33.33%	33.33%	0.00%
Tata Teleservice	Rural	42.86%	14.29%	42.86%	0.00%	0.00%
	Urban	43.75%	6.25%	50.00%	0.00%	0.00%
	Overall	43.48%	8.70%	47.83%	0.00%	0.00%
Videocon	Urban	38.78%	16.33%	42.86%	0.00%	2.04%
Vodafone	Rural	33.33%	16.67%	50.00%	0.00%	0.00%
	Urban	33.33%	0.00%	66.67%	0.00%	0.00%
	Overall	33.33%	9.52%	57.14%	0.00%	0.00%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	18.75%	53.13%	28.13%	0.00%	71.88%	28.13%
Airtel	Rural	0.00%	70.00%	30.00%	0.00%	70.00%	30.00%
	Urban	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Overall	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
Bsnl	Rural	44.44%	33.33%	11.11%	11.11%	77.78%	22.22%
	Urban	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
	Overall	27.78%	55.56%	11.11%	5.56%	83.33%	16.67%
Idea	Rural	10.00%	70.00%	20.00%	0.00%	80.00%	20.00%
	Urban	0.00%	90.00%	10.00%	0.00%	90.00%	10.00%
	Overall	5.00%	80.00%	15.00%	0.00%	85.00%	15.00%
Reliance	Rural	13.33%	60.00%	26.67%	0.00%	73.33%	26.67%
	Urban	38.46%	46.15%	7.69%	7.69%	84.62%	15.38%
	Overall	25.00%	53.57%	17.86%	3.57%	78.57%	21.43%
Systema shyam	Urban	19.30%	64.91%	15.79%	0.00%	84.21%	15.79%
Tata Teleservice	Rural	0.00%	71.43%	28.57%	0.00%	71.43%	28.57%
	Urban	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Overall	0.00%	73.91%	26.09%	0.00%	73.91%	26.09%
Videocon	Urban	22.45%	46.94%	20.41%	10.20%	69.39%	30.61%
Vodafone	Rural	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
	Urban	44.44%	44.44%	11.11%	0.00%	88.89%	11.11%
	Overall	28.57%	57.14%	14.29%	0.00%	85.71%	14.29%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	8.79%	82.92%	6.47%	1.82%	91.71%	8.29%
Airtel	Rural	16.57%	70.72%	11.05%	1.66%	87.29%	12.71%
	Urban	8.57%	86.90%	4.05%	0.48%	95.48%	4.52%
	Overall	10.98%	82.03%	6.16%	0.83%	93.01%	6.99%
Bsnl	Rural	33.70%	57.46%	6.63%	2.21%	91.16%	8.84%
	Urban	5.45%	91.71%	2.61%	0.24%	97.16%	2.84%
	Overall	13.93%	81.43%	3.81%	0.83%	95.36%	4.64%
Idea	Rural	24.18%	65.93%	9.34%	0.55%	90.11%	9.89%
	Urban	7.11%	88.39%	4.27%	0.24%	95.50%	4.50%
	Overall	12.25%	81.62%	5.79%	0.33%	93.87%	6.13%
Reliance	Rural	5.38%	81.72%	11.83%	1.08%	87.10%	12.90%
	Urban	13.57%	80.24%	5.24%	0.95%	93.81%	6.19%
	Overall	11.06%	80.69%	7.26%	0.99%	91.75%	8.25%
Systema shyam	Urban	8.79%	78.94%	11.77%	0.50%	87.73%	12.27%
Tata Teleservice	Rural	11.65%	73.79%	14.56%	0.00%	85.44%	14.56%
	Urban	6.59%	85.03%	7.98%	0.40%	91.62%	8.38%
	Overall	7.45%	83.11%	9.11%	0.33%	90.56%	9.44%
Videocon	Urban	5.79%	80.17%	12.89%	1.16%	85.95%	14.05%
Vodafone	Rural	11.48%	78.14%	10.38%	0.00%	89.62%	10.38%
	Urban	12.56%	83.65%	2.61%	1.18%	96.21%	3.79%
	Overall	12.23%	81.98%	4.96%	0.83%	94.21%	5.79%

29(b) Reason(s) for Dissatisfaction

Operator	Billing Problem	Network Problem	Unauthorized activation of VAS	Voice Problem	Customer Care Service Problem	Other problems
Aircel	22.00%	34.00%	10.00%	0.00%	16.00%	18.00%
Airtel	7.14%	4.76%	16.67%	2.38%	28.57%	40.48%
Bsnl	14.29%	0.00%	3.57%	0.00%	60.71%	21.43%
Idea	13.51%	13.51%	10.81%	8.11%	27.03%	27.03%
Reliance	18.00%	8.00%	12.00%	2.00%	30.00%	30.00%
Systema shyam	2.70%	24.32%	17.57%	6.76%	8.11%	40.54%
Tata Teleservice	24.56%	24.56%	3.51%	7.02%	10.53%	29.82%
Videocon	9.41%	34.12%	3.53%	17.65%	7.06%	28.24%
Vodafone	5.71%	17.14%	5.71%	11.43%	28.57%	31.43%

H. General Information

30. Other telecom services being used

Mobile Operator	Area	Broadband	Wireline	Other	None
Aircel	Urban	0.00%	0.00%	0.83%	99.17%
Airtel	Rural	3.87%	1.10%	0.00%	95.03%
	Urban	3.33%	0.71%	0.24%	95.71%
	Overall	3.49%	0.83%	0.17%	95.51%
Bsnl	Rural	3.87%	0.55%	0.00%	95.58%
	Urban	4.27%	7.58%	0.00%	88.15%
	Overall	4.15%	5.47%	0.00%	90.38%
Idea	Rural	0.00%	0.00%	1.10%	98.90%
	Urban	0.00%	0.00%	2.61%	97.39%
	Overall	0.00%	0.00%	2.15%	97.85%
Reliance	Rural	2.15%	0.54%	0.54%	96.77%
	Urban	3.57%	2.14%	0.00%	94.29%
	Overall	3.14%	1.65%	0.17%	95.05%
Systema shyam	Urban	0.00%	0.00%	0.00%	100.00%
Tata Teleservice	Rural	0.97%	1.94%	0.00%	97.09%
	Urban	3.39%	2.40%	1.00%	93.21%
	Overall	2.98%	2.32%	0.83%	93.87%
Videocon	Urban	0.00%	0.00%	0.00%	100.00%
Vodafone	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.24%	99.76%
	Overall	0.00%	0.00%	0.17%	99.83%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	76.45%	23.55%
Airtel	Rural	66.30%	33.70%
	Urban	80.95%	19.05%
	Overall	76.54%	23.46%
Bsnl	Rural	72.38%	27.62%
	Urban	81.28%	18.72%
	Overall	78.61%	21.39%
Idea	Rural	69.78%	30.22%
	Urban	84.36%	15.64%
	Overall	79.97%	20.03%
Reliance	Rural	71.51%	28.49%
	Urban	78.57%	21.43%
	Overall	76.40%	23.60%
Systema shyam	Urban	74.63%	25.37%
Tata Teleservice	Rural	63.11%	36.89%
	Urban	71.06%	28.94%
	Overall	69.70%	30.30%
Videocon	Urban	70.74%	29.26%
Vodafone	Rural	68.85%	31.15%
	Urban	81.52%	18.48%
	Overall	77.69%	22.31%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	11.11%	88.89%
Airtel	Rural	6.63%	93.37%
	Urban	8.10%	91.90%
	Overall	7.65%	92.35%
Bsnl	Rural	7.18%	92.82%
	Urban	9.24%	90.76%
	Overall	8.62%	91.38%
Idea	Rural	12.09%	87.91%
	Urban	14.69%	85.31%
	Overall	13.91%	86.09%
Reliance	Rural	11.83%	88.17%
	Urban	13.81%	86.19%
	Overall	13.20%	86.80%
Systema shyam	Urban	14.10%	85.90%
Tata Teleservice	Rural	11.65%	88.35%
	Urban	13.97%	86.03%
	Overall	13.58%	86.42%
Videocon	Urban	15.21%	84.79%
Vodafone	Rural	12.57%	87.43%
	Urban	15.64%	84.36%
	Overall	14.71%	85.29%

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

Mobile Operator	Area	No Change	Slight Decrease	Considerable decrease	Stopped Receiving
Aircel	Urban	0.00%	20.90%	17.91%	61.19%
Airtel	Rural	0.00%	8.33%	16.67%	75.00%
	Urban	0.00%	5.88%	26.47%	67.65%
	Overall	0.00%	6.52%	23.91%	69.57%
Bsnl	Rural	0.00%	15.38%	23.08%	61.54%
	Urban	0.00%	5.13%	12.82%	82.05%
	Overall	0.00%	7.69%	15.38%	76.92%
Idea	Rural	0.00%	9.09%	18.18%	72.73%
	Urban	0.00%	14.52%	27.42%	58.06%
	Overall	0.00%	13.10%	25.00%	61.90%
Reliance	Rural	0.00%	9.09%	27.27%	63.64%
	Urban	0.00%	8.62%	37.93%	53.45%
	Overall	0.00%	8.75%	35.00%	56.25%
Systema shyam	Urban	1.18%	15.29%	35.29%	48.24%
Tata Teleservice	Rural	0.00%	8.33%	33.33%	58.33%
	Urban	1.43%	14.29%	30.00%	54.29%
	Overall	1.22%	13.41%	30.49%	54.88%
Videocon	Urban	2.17%	13.04%	32.61%	52.17%
Vodafone	Rural	0.00%	8.70%	26.09%	65.22%
	Urban	1.52%	3.03%	33.33%	62.12%
	Overall	1.12%	4.49%	31.46%	62.92%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	61.54%	38.46%
Airtel	Rural	66.67%	33.33%
	Urban	81.82%	18.18%
	Overall	78.57%	21.43%
Bsnl	Rural	60.00%	40.00%
	Urban	71.43%	28.57%
	Overall	66.67%	33.33%
Idea	Rural	50.00%	50.00%
	Urban	65.38%	34.62%
	Overall	62.50%	37.50%
Reliance	Rural	75.00%	25.00%
	Urban	77.78%	22.22%
	Overall	77.14%	22.86%
Systema shyam	Urban	59.09%	40.91%
Tata Teleservice	Rural	80.00%	20.00%
	Urban	56.25%	43.75%
	Overall	59.46%	40.54%
Videocon	Urban	63.64%	36.36%
Vodafone	Rural	62.50%	37.50%
	Urban	60.00%	40.00%
	Overall	60.61%	39.39%

33(c) Effect of complaint

Mobile Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Aircel	Urban	84.62%	11.54%	3.85%	0.00%
Airtel	Rural	66.67%	33.33%	0.00%	0.00%
	Urban	90.91%	9.09%	0.00%	0.00%
	Overall	85.71%	14.29%	0.00%	0.00%
Bsnl	Rural	80.00%	0.00%	20.00%	0.00%
	Urban	85.71%	14.29%	0.00%	0.00%
	Overall	83.33%	8.33%	8.33%	0.00%
Idea	Rural	83.33%	16.67%	0.00%	0.00%
	Urban	84.62%	11.54%	3.85%	0.00%
	Overall	84.38%	12.50%	3.13%	0.00%
Reliance	Rural	75.00%	25.00%	0.00%	0.00%
	Urban	85.19%	11.11%	3.70%	0.00%
	Overall	82.86%	14.29%	2.86%	0.00%
Systema shyam	Urban	81.82%	11.36%	6.82%	0.00%
Tata Teleservice	Rural	80.00%	20.00%	0.00%	0.00%
	Urban	78.13%	12.50%	6.25%	3.13%
	Overall	78.38%	13.51%	5.41%	2.70%
Videocon	Urban	81.82%	11.36%	6.82%	0.00%
Vodafone	Rural	87.50%	12.50%	0.00%	0.00%
	Urban	76.00%	12.00%	12.00%	0.00%
	Overall	78.79%	12.12%	9.09%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	42.45%	57.55%
Airtel	Rural	43.65%	56.35%
	Urban	49.52%	50.48%
	Overall	47.75%	52.25%
Bsnl	Rural	41.99%	58.01%
	Urban	42.65%	57.35%
	Overall	42.45%	57.55%
Idea	Rural	42.31%	57.69%
	Urban	48.82%	51.18%
	Overall	46.85%	53.15%
Reliance	Rural	40.32%	59.68%
	Urban	42.38%	57.62%
	Overall	41.75%	58.25%
Systema shyam	Urban	41.79%	58.21%
Tata Teleservice	Rural	43.69%	56.31%
	Urban	47.31%	52.69%
	Overall	46.69%	53.31%
Videocon	Urban	39.01%	60.99%
Vodafone	Rural	43.72%	56.28%
	Urban	47.63%	52.37%
	Overall	46.45%	53.55%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	8.59%	91.41%
Airtel	Rural	2.53%	97.47%
	Urban	3.85%	96.15%
	Overall	3.48%	96.52%
Bsnl	Rural	2.63%	97.37%
	Urban	5.00%	95.00%
	Overall	4.30%	95.70%
Idea	Rural	6.49%	93.51%
	Urban	10.68%	89.32%
	Overall	9.54%	90.46%
Reliance	Rural	12.00%	88.00%
	Urban	12.36%	87.64%
	Overall	12.25%	87.75%
Systema shyam	Urban	20.63%	79.37%
Tata Teleservice	Rural	13.33%	86.67%
	Urban	11.39%	88.61%
	Overall	11.70%	88.30%
Videocon	Urban	19.07%	80.93%
Vodafone	Rural	6.25%	93.75%
	Urban	8.46%	91.54%
	Overall	7.83%	92.17%

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

Mobile Operator	Area	After 5 to 10 minutes			
		Within 5 minutes	After 5 to 10 minutes	After 10 minutes	Never
Aircel	Urban	72.73%	22.73%	4.55%	0.00%
Airtel	Rural	50.00%	50.00%	0.00%	0.00%
	Urban	75.00%	25.00%	0.00%	0.00%
	Overall	70.00%	30.00%	0.00%	0.00%
Bsnl	Rural	50.00%	50.00%	0.00%	0.00%
	Urban	66.67%	0.00%	33.33%	0.00%
	Overall	63.64%	9.09%	27.27%	0.00%
Idea	Rural	60.00%	20.00%	20.00%	0.00%
	Urban	63.64%	27.27%	9.09%	0.00%
	Overall	62.96%	25.93%	11.11%	0.00%
Reliance	Rural	55.56%	22.22%	11.11%	11.11%
	Urban	59.09%	27.27%	13.64%	0.00%
	Overall	58.06%	25.81%	12.90%	3.23%
Systema shyam	Urban	67.31%	21.15%	9.62%	1.92%
Tata Teleservice	Rural	83.33%	0.00%	16.67%	0.00%
	Urban	59.26%	22.22%	14.81%	3.70%
	Overall	63.64%	18.18%	15.15%	3.03%
Videocon	Urban	64.44%	24.44%	8.89%	2.22%
Vodafone	Rural	80.00%	20.00%	0.00%	0.00%
	Urban	64.71%	23.53%	5.88%	5.88%
	Overall	68.18%	22.73%	4.55%	4.55%

34(d) Satisfaction with the entire process of MNP

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Urban	4.55%	90.91%	0.00%	4.55%	95.45%	4.55%
Airtel	Rural	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
	Overall	10.00%	80.00%	10.00%	0.00%	90.00%	10.00%
Bsnl	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
	Overall	9.09%	81.82%	9.09%	0.00%	90.91%	9.09%
Idea	Rural	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Urban	0.00%	90.91%	9.09%	0.00%	90.91%	9.09%
	Overall	0.00%	88.89%	11.11%	0.00%	88.89%	11.11%
Reliance	Rural	0.00%	77.78%	11.11%	11.11%	77.78%	22.22%
	Urban	0.00%	90.91%	9.09%	0.00%	90.91%	9.09%
	Overall	0.00%	87.10%	9.68%	3.23%	87.10%	12.90%
Systema shyam	Urban	1.92%	94.23%	3.85%	0.00%	96.15%	3.85%
Tata Teleservice	Rural	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Urban	0.00%	92.59%	3.70%	3.70%	92.59%	7.41%
	Overall	0.00%	90.91%	6.06%	3.03%	90.91%	9.09%
Videocon	Urban	0.00%	93.33%	6.67%	0.00%	93.33%	6.67%
Vodafone	Rural	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Urban	0.00%	94.12%	5.88%	0.00%	94.12%	5.88%
	Overall	0.00%	90.91%	9.09%	0.00%	90.91%	9.09%

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

Mobile Operator	Area	
Aircel	Urban	6.83
Airtel	Rural	7.01
	Urban	7.34
	Overall	7.24
Bsnl	Rural	6.95
	Urban	7.22
	Overall	7.14
Idea	Rural	6.87
	Urban	7.31
	Overall	7.18
Reliance	Rural	6.75
	Urban	7.29
	Overall	7.12
Systema shyam	Urban	6.91
Tata Teleservice	Rural	6.75
	Urban	7.21
	Overall	7.13
Videocon	Urban	6.96
Vodafone	Rural	7.08
	Urban	7.33
	Overall	7.25

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

Mobile Operator	Area	Yes	No
Aircel	Urban	93.20%	6.80%
Airtel	Rural	92.27%	7.73%
	Urban	95.24%	4.76%
	Overall	94.34%	5.66%
Bsnl	Rural	93.92%	6.08%
	Urban	95.73%	4.27%
	Overall	95.19%	4.81%
Idea	Rural	93.96%	6.04%
	Urban	95.73%	4.27%
	Overall	95.20%	4.80%
Reliance	Rural	91.94%	8.06%
	Urban	94.76%	5.24%
	Overall	93.89%	6.11%
Systema shyam	Urban	92.37%	7.63%
Tata Teleservice	Rural	90.29%	9.71%
	Urban	93.41%	6.59%
	Overall	92.88%	7.12%
Videocon	Urban	92.56%	7.44%
Vodafone	Rural	92.90%	7.10%
	Urban	95.02%	4.98%
	Overall	94.38%	5.62%

37. Awareness about the toll free customer care number

Mobile Operator	Area	Newspaper	website of the service provider	SMS from service provider	Display at Complaint centre/sales outlets	Telephone Bills	Others
Aircel	Urban	2.49%	2.31%	1.78%	1.07%	25.62%	66.73%
Airtel	Rural	4.79%	3.59%	1.80%	1.20%	23.95%	64.67%
	Urban	5.00%	2.50%	2.00%	2.00%	18.75%	69.75%
	Overall	4.94%	2.82%	1.94%	1.76%	20.28%	68.25%
Bsnl	Rural	3.53%	4.71%	2.94%	1.76%	22.35%	64.71%
	Urban	1.73%	4.95%	3.96%	1.98%	26.24%	61.14%
	Overall	2.26%	4.88%	3.66%	1.92%	25.09%	62.20%
Idea	Rural	2.34%	1.75%	1.75%	1.75%	36.26%	56.14%
	Urban	2.72%	1.98%	1.73%	1.49%	27.23%	64.85%
	Overall	2.61%	1.91%	1.74%	1.57%	29.91%	62.26%
Reliance	Rural	2.92%	1.75%	2.34%	2.34%	20.47%	70.18%
	Urban	3.02%	2.76%	2.51%	2.26%	10.05%	79.40%
	Overall	2.99%	2.46%	2.46%	2.28%	13.18%	76.63%
Systema shyam	Urban	3.59%	1.97%	2.15%	1.97%	0.00%	90.31%
Tata Teleservice	Rural	4.30%	2.15%	1.08%	3.23%	26.88%	62.37%
	Urban	6.62%	2.35%	3.42%	2.99%	12.82%	71.79%
	Overall	6.24%	2.32%	3.03%	3.03%	15.15%	70.23%
Videocon	Urban	2.50%	2.68%	2.86%	2.50%	9.64%	79.82%
Vodafone	Rural	3.53%	2.35%	2.94%	2.94%	24.12%	64.12%
	Urban	2.49%	2.24%	3.24%	2.24%	33.92%	55.86%
	Overall	2.80%	2.28%	3.15%	2.45%	31.00%	58.32%

38. Made any complaint within last 6 months

Mobile Operator	Area	Yes	No
Aircel	Urban	19.07%	80.93%
Airtel	Rural	19.34%	80.66%
	Urban	18.33%	81.67%
	Overall	18.64%	81.36%
Bsnl	Rural	20.44%	79.56%
	Urban	16.35%	83.65%
	Overall	17.58%	82.42%
Idea	Rural	19.23%	80.77%
	Urban	15.88%	84.12%
	Overall	16.89%	83.11%
Reliance	Rural	24.73%	75.27%
	Urban	20.00%	80.00%
	Overall	21.45%	78.55%
Systema shyam	Urban	20.23%	79.77%
Tata Teleservice	Rural	23.30%	76.70%
	Urban	18.56%	81.44%
	Overall	19.37%	80.63%
Videocon	Urban	22.64%	77.36%
Vodafone	Rural	21.86%	78.14%
	Urban	18.01%	81.99%
	Overall	19.17%	80.83%

39. After lodging a complaint

Mobile Operator	Area	Complaint was registered and Docket number received	Complaint was registered and Docket number not received	Complaint was registered and Docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint
Aircel	Urban	43.48%	40.87%	11.30%	2.61%	1.74%
Airtel	Rural	60.00%	31.43%	8.57%	0.00%	0.00%
	Urban	55.84%	22.08%	20.78%	0.00%	1.30%
	Overall	57.14%	25.00%	16.96%	0.00%	0.89%
Bsnl	Rural	54.05%	37.84%	5.41%	2.70%	0.00%
	Urban	69.57%	18.84%	4.35%	4.35%	2.90%
	Overall	64.15%	25.47%	4.72%	3.77%	1.89%
Idea	Rural	51.43%	34.29%	14.29%	0.00%	0.00%
	Urban	56.72%	28.36%	5.97%	8.96%	0.00%
	Overall	54.90%	30.39%	8.82%	5.88%	0.00%
Reliance	Rural	45.65%	26.09%	10.87%	17.39%	0.00%
	Urban	55.95%	25.00%	16.67%	1.19%	1.19%
	Overall	52.31%	25.38%	14.62%	6.92%	0.77%
Systema shyam	Urban	54.10%	33.61%	3.28%	6.56%	2.46%
Tata Teleservice	Rural	50.00%	33.33%	16.67%	0.00%	0.00%
	Urban	59.14%	30.11%	7.53%	1.08%	2.15%
	Overall	57.26%	30.77%	9.40%	0.85%	1.71%
Videocon	Urban	56.93%	30.66%	6.57%	5.11%	0.73%
Vodafone	Rural	50.00%	30.00%	12.50%	7.50%	0.00%
	Urban	55.26%	23.68%	11.84%	9.21%	0.00%
	Overall	53.45%	25.86%	12.07%	8.62%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	33.63%	66.37%
Airtel	Rural	25.71%	74.29%
	Urban	35.53%	64.47%
	Overall	32.43%	67.57%
Bsnl	Rural	27.03%	72.97%
	Urban	31.34%	68.66%
	Overall	29.81%	70.19%
Idea	Rural	22.86%	77.14%
	Urban	28.36%	71.64%
	Overall	26.47%	73.53%
Reliance	Rural	23.91%	76.09%
	Urban	31.33%	68.67%
	Overall	28.68%	71.32%
Systema shyam	Urban	32.77%	67.23%
Tata Teleservice	Rural	25.00%	75.00%
	Urban	31.87%	68.13%
	Overall	30.43%	69.57%
Videocon	Urban	31.62%	68.38%
Vodafone	Rural	30.00%	70.00%
	Urban	30.26%	69.74%
	Overall	30.17%	69.83%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	27.83%	72.17%
	Rural	20.00%	80.00%
Airtel	Urban	35.06%	64.94%
	Overall	30.36%	69.64%
	Rural	27.03%	72.97%
Bsnl	Urban	31.88%	68.12%
	Overall	30.19%	69.81%
	Rural	22.86%	77.14%
Idea	Urban	35.82%	64.18%
	Overall	31.37%	68.63%
	Rural	26.09%	73.91%
Reliance	Urban	30.95%	69.05%
	Overall	29.23%	70.77%
	Rural	27.87%	72.13%
Systema shyam	Urban	27.87%	72.13%
Tata Teleservice	Rural	20.83%	79.17%
	Urban	27.96%	72.04%
	Overall	26.50%	73.50%
Videocon	Urban	26.28%	73.72%
Vodafone	Rural	22.50%	77.50%
	Urban	31.58%	68.42%
	Overall	28.45%	71.55%

42(a) Was your complaint resolved by the complaint center within three days

Mobile Operator	Area	Yes	No
Aircel	Urban	47.83%	52.17%
Airtel	Rural	37.14%	62.86%
	Urban	51.95%	48.05%
	Overall	47.32%	52.68%
Bsnl	Rural	43.24%	56.76%
	Urban	47.83%	52.17%
	Overall	46.23%	53.77%
Idea	Rural	45.71%	54.29%
	Urban	52.24%	47.76%
	Overall	50.00%	50.00%
Reliance	Rural	39.13%	60.87%
	Urban	48.81%	51.19%
	Overall	45.38%	54.62%
Systema shyam	Urban	47.54%	52.46%
Tata Teleservice	Rural	37.50%	62.50%
	Urban	45.16%	54.84%
	Overall	43.59%	56.41%
Videocon	Urban	43.07%	56.93%
Vodafone	Rural	42.50%	57.50%
	Urban	48.68%	51.32%
	Overall	46.55%	53.45%

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

Mobile Operator	Area	Yes	No	Not Applicable
Aircel	Urban	65.22%	8.70%	26.09%
Airtel	Rural	54.29%	8.57%	37.14%
	Urban	48.05%	3.90%	48.05%
	Overall	50.00%	5.36%	44.64%
Bsnl	Rural	45.95%	5.41%	48.65%
	Urban	66.67%	4.35%	28.99%
	Overall	59.43%	4.72%	35.85%
Idea	Rural	54.29%	5.71%	40.00%
	Urban	68.66%	2.99%	28.36%
	Overall	63.73%	3.92%	32.35%
Reliance	Rural	17.39%	2.17%	80.43%
	Urban	52.38%	3.57%	44.05%
	Overall	40.00%	3.08%	56.92%
Systema shyam	Urban	27.87%	3.28%	68.85%
Tata Teleservice	Rural	41.67%	8.33%	50.00%
	Urban	55.91%	5.38%	38.71%
	Overall	52.99%	5.98%	41.03%
Videocon	Urban	39.42%	5.11%	55.47%
Vodafone	Rural	15.00%	2.50%	82.50%
	Urban	7.89%	0.00%	92.11%
	Overall	10.34%	0.86%	88.79%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	3.15%	96.85%
Airtel	Rural	1.66%	98.34%
	Urban	3.33%	96.67%
	Overall	2.83%	97.17%
Bsnl	Rural	2.21%	97.79%
	Urban	4.27%	95.73%
	Overall	3.65%	96.35%
Idea	Rural	2.75%	97.25%
	Urban	4.03%	95.97%
	Overall	3.64%	96.36%
Reliance	Rural	1.61%	98.39%
	Urban	3.33%	96.67%
	Overall	2.81%	97.19%
Systema shyam	Urban	3.65%	96.35%
Tata Teleservice	Rural	1.94%	98.06%
	Urban	3.39%	96.61%
	Overall	3.15%	96.85%
Videocon	Urban	2.81%	97.19%
Vodafone	Rural	2.19%	97.81%
	Urban	4.27%	95.73%
	Overall	3.64%	96.36%

45. Sources of Awareness about the toll free customer care number

Mobile Operator	Area	News paper	website of the service provider	Display at complaint Centres/sales outlets	Telephone bills	Others
Aircel	Urban	0.00%	68.42%	0.00%	10.53%	21.05%
Airtel	Rural	0.00%	66.67%	0.00%	0.00%	33.33%
	Urban	0.00%	71.43%	0.00%	7.14%	21.43%
	Overall	0.00%	70.59%	0.00%	5.88%	23.53%
Bsnl	Rural	0.00%	75.00%	0.00%	0.00%	25.00%
	Urban	0.00%	77.78%	0.00%	5.56%	16.67%
	Overall	0.00%	77.27%	0.00%	4.55%	18.18%
Idea	Rural	0.00%	40.00%	0.00%	20.00%	40.00%
	Urban	0.00%	82.35%	0.00%	5.88%	11.76%
	Overall	0.00%	72.73%	0.00%	9.09%	18.18%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	78.57%	0.00%	7.14%	14.29%
	Overall	0.00%	82.35%	0.00%	5.88%	11.76%
Systema shyam	Urban	0.00%	81.82%	0.00%	9.09%	9.09%
Tata Teleservice	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	76.47%	0.00%	5.88%	17.65%
	Overall	0.00%	78.95%	0.00%	5.26%	15.79%
Videocon	Urban	0.00%	70.59%	0.00%	11.76%	17.65%
Vodafone	Rural	0.00%	75.00%	0.00%	25.00%	0.00%
	Urban	0.00%	83.33%	0.00%	5.56%	11.11%
	Overall	0.00%	81.82%	0.00%	9.09%	9.09%

46. Filing of any appeal in last 6 months

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

47. File your appeal to the appellate authority

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

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

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

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

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

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

Mobile Operator	Area	Yes	No
Aircel	Urban	56.95%	43.05%
Airtel	Rural	48.53%	51.47%
	Urban	58.36%	41.64%
	Overall	55.56%	44.44%
Bsnl	Rural	47.89%	52.11%
	Urban	55.99%	44.01%
	Overall	53.44%	46.56%
Idea	Rural	44.44%	55.56%
	Urban	59.94%	40.06%
	Overall	55.71%	44.29%
Reliance	Rural	38.78%	61.22%
	Urban	52.52%	47.48%
	Overall	48.66%	51.34%
Systema shyam	Urban	56.22%	43.78%
Tata Teleservice	Rural	36.00%	64.00%
	Urban	55.45%	44.55%
	Overall	52.62%	47.38%
Videocon	Urban	53.27%	46.73%
Vodafone	Rural	46.10%	53.90%
	Urban	55.64%	44.36%
	Overall	52.40%	47.60%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	9.19%	90.81%
Airtel	Rural	6.62%	93.38%
	Urban	12.02%	87.98%
	Overall	10.48%	89.52%
Bsnl	Rural	5.63%	94.37%
	Urban	11.97%	88.03%
	Overall	9.98%	90.02%
Idea	Rural	5.98%	94.02%
	Urban	11.86%	88.14%
	Overall	10.26%	89.74%
Reliance	Rural	5.44%	94.56%
	Urban	9.28%	90.72%
	Overall	8.21%	91.79%
Systema shyam	Urban	10.45%	89.55%
Tata Teleservice	Rural	4.00%	96.00%
	Urban	10.23%	89.77%
	Overall	9.32%	90.68%
Videocon	Urban	9.27%	90.73%
Vodafone	Rural	6.38%	93.62%
	Urban	11.27%	88.73%
	Overall	9.62%	90.38%

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

Mobile Operator	Area	No reason	Technical Problem	Others
Aircel	Urban	80.49%	17.07%	2.44%
Airtel	Rural	77.78%	22.22%	0.00%
	Urban	85.37%	4.88%	9.76%
	Overall	84.00%	8.00%	8.00%
Bsnl	Rural	75.00%	0.00%	25.00%
	Urban	89.19%	8.11%	2.70%
	Overall	86.67%	6.67%	6.67%
Idea	Rural	100.00%	0.00%	0.00%
	Urban	100.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%
Reliance	Rural	87.50%	12.50%	0.00%
	Urban	97.14%	2.86%	0.00%
	Overall	95.35%	4.65%	0.00%
Systema shyam	Urban	88.89%	6.35%	4.76%
Tata Teleservice	Rural	66.67%	33.33%	0.00%
	Urban	95.56%	2.22%	2.22%
	Overall	93.75%	4.17%	2.08%
Videocon	Urban	88.24%	7.84%	3.92%
Vodafone	Rural	100.00%	0.00%	0.00%
	Urban	96.77%	3.23%	0.00%
	Overall	97.50%	2.50%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Urban	83.75%	16.25%
Airtel	Rural	79.56%	20.44%
	Urban	85.48%	14.52%
	Overall	83.69%	16.31%
Bsnl	Rural	81.22%	18.78%
	Urban	89.34%	10.66%
	Overall	86.90%	13.10%
Idea	Rural	80.22%	19.78%
	Urban	90.28%	9.72%
	Overall	87.25%	12.75%
Reliance	Rural	81.72%	18.28%
	Urban	89.76%	10.24%
	Overall	87.29%	12.71%
Systema shyam	Urban	85.07%	14.93%
Tata Teleservice	Rural	78.64%	21.36%
	Urban	81.04%	18.96%
	Overall	80.63%	19.37%
Videocon	Urban	83.47%	16.53%
Vodafone	Rural	78.14%	21.86%
	Urban	88.86%	11.14%
	Overall	85.62%	14.38%

7.3 Broadband Services

A .Service Provision

1(a) Last applied for a broadband connection

Broadband Operator	Area	Less than half month	Half month - 1 month	More than One month
Airtel	Urban	4.13%	8.25%	87.62%
Asianet	Urban	1.82%	2.65%	95.53%
Bsnl	Rural	5.46%	6.56%	87.98%
	Urban	3.29%	4.47%	92.24%
	Overall	3.95%	5.10%	90.95%
Reliance	Urban	0.66%	2.16%	97.18%
Tata	Urban	2.14%	2.64%	95.22%

1(b) Time taken to provide a working connection

Broadband Operator	Area	Within 7 Working Days	More than 7 Working Days
Airtel	Urban	96.04%	3.96%
Asianet	Urban	95.03%	4.97%
Bsnl	Rural	88.52%	11.48%
	Urban	95.29%	4.71%
	Overall	93.26%	6.74%
Reliance	Urban	95.35%	4.65%
Tata	Urban	95.22%	4.78%

2. Satisfaction with time taken for activation

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	0.00%	94.88%	4.46%	0.66%	94.88%	5.12%
Asianet	Urban	0.00%	90.40%	7.95%	1.66%	90.40%	9.60%
Bsnl	Rural	0.00%	90.16%	7.10%	2.73%	90.16%	9.84%
	Urban	0.00%	92.47%	6.82%	0.71%	92.47%	7.53%
	Overall	0.00%	91.78%	6.91%	1.32%	91.78%	8.22%
Reliance	Urban	1.50%	91.20%	4.15%	3.16%	92.69%	7.31%
Tata	Urban	1.65%	90.12%	5.27%	2.97%	91.76%	8.24%

3. Time taken for Reactivate service

Broadband Operator	Area	Within 24 hrs	2-3 days	4-7 days	More than 7 Days	Not Applicable
Airtel	Urban	1.16%	3.80%	0.17%	0.17%	94.72%
Asianet	Urban	2.15%	5.79%	0.33%	0.17%	91.56%
Bsnl	Rural	2.73%	5.46%	2.73%	1.64%	87.43%
	Urban	2.35%	2.59%	0.47%	0.47%	94.12%
	Overall	2.47%	3.45%	1.15%	0.82%	92.11%
Reliance	Urban	2.82%	3.49%	1.50%	0.50%	91.69%
Tata	Urban	1.15%	5.60%	0.66%	0.33%	92.26%

B. Billing Related-Postpaid Customer

4. Satisfaction with timely delivery of bills –Postpaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	6.70%	84.96%	7.61%	0.72%	91.67%	8.33%
Asianet	Urban	6.35%	81.27%	10.03%	2.34%	87.63%	12.37%
Bsnl	Rural	8.75%	86.88%	3.75%	0.63%	95.63%	4.38%
	Urban	13.60%	81.07%	4.53%	0.80%	94.67%	5.33%
	Overall	12.15%	82.80%	4.30%	0.75%	94.95%	5.05%
Reliance	Urban	2.52%	90.65%	5.76%	1.08%	93.17%	6.83%
Tata	Urban	3.99%	89.22%	5.19%	1.60%	93.21%	6.79%

5(a) Satisfaction with Clarity of Bills

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	2.90%	92.93%	2.90%	1.27%	95.83%	4.17%
Asianet	Urban	3.01%	88.63%	6.35%	2.01%	91.64%	8.36%
Bsnl	Rural	10.63%	78.75%	8.75%	1.88%	89.38%	10.63%
	Urban	3.73%	90.40%	4.27%	1.60%	94.13%	5.87%
	Overall	5.79%	86.92%	5.61%	1.68%	92.71%	7.29%
Reliance	Urban	8.09%	83.27%	6.83%	1.80%	91.37%	8.63%
Tata	Urban	2.40%	87.43%	8.78%	1.40%	89.82%	10.18%

5(b) Reason for Dissatisfaction

Broadband Operator	Area	Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges not given	Others
Airtel	Urban	21.74%	21.74%	43.48%	13.04%	
Asianet	Urban	4.00%	32.00%	64.00%		
Bsnl	Rural	17.65%	47.06%	35.29%		
	Urban	36.36%	18.18%	36.36%	9.09%	
	Overall	28.21%	30.77%	35.90%	5.13%	
Reliance	Urban	45.83%	33.33%	12.50%	8.33%	
Tata	Urban	31.37%	31.37%	27.45%	5.88%	3.92%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	3.62%	87.86%	6.88%	1.63%	91.49%	8.51%
Asianet	Urban	6.35%	77.93%	12.71%	3.01%	84.28%	15.72%
Bsnl	Rural	8.75%	78.75%	10.63%	1.88%	87.50%	12.50%
	Urban	8.80%	82.67%	6.93%	1.60%	91.47%	8.53%
	Overall	8.79%	81.50%	8.04%	1.68%	90.28%	9.72%
Reliance	Urban	10.97%	76.08%	11.33%	1.62%	87.05%	12.95%
Tata	Urban	4.59%	80.24%	12.77%	2.40%	84.83%	15.17%

6(b) Reason for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Urban	12.77%	46.81%	25.53%	12.77%	2.13%
Asianet	Urban	14.89%	17.02%	31.91%	36.17%	
Bsnl	Rural	25.00%	20.00%	45.00%	10.00%	
	Urban	9.38%	9.38%	59.38%	21.88%	
	Overall	15.38%	13.46%	53.85%	17.31%	
Reliance	Urban	20.83%	23.61%	48.61%	6.94%	
Tata	Urban	23.68%	47.37%	19.74%	9.21%	

7. Billing complaint in last 6 months - Postpaid

Broadband Operator	Area	Yes	No
Airtel	Urban	6.52%	93.48%
Asianet	Urban	11.71%	88.29%
Bsnl	Rural	7.50%	92.50%
	Urban	3.47%	96.53%
	Overall	4.67%	95.33%
Reliance	Urban	14.57%	85.43%
Tata	Urban	7.58%	92.42%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	16.67%	75.00%	5.56%	2.78%	91.67%	8.33%
Asianet	Urban	8.57%	71.43%	14.29%	5.71%	80.00%	20.00%
Bsnl	Rural	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
	Urban	7.69%	84.62%	7.69%	0.00%	92.31%	7.69%
	Overall	12.00%	76.00%	12.00%	0.00%	88.00%	12.00%
Reliance	Urban	13.58%	69.14%	12.35%	4.94%	82.72%	17.28%
Tata	Urban	5.26%	81.58%	10.53%	2.63%	86.84%	13.16%

C Billing Related to Prepaid customers

9(a) Satisfaction with accuracy of charges - Prepaid

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	20.37%	74.07%	3.70%	1.85%	94.44%	5.56%
Asianet	Urban	5.57%	79.34%	12.13%	2.95%	84.92%	15.08%
Bsnl	Rural	4.35%	91.30%	4.35%	0.00%	95.65%	4.35%
	Urban	39.00%	57.00%	3.00%	1.00%	96.00%	4.00%
	Overall	32.52%	63.41%	3.25%	0.81%	95.93%	4.07%
Reliance	Urban	8.70%	84.78%	6.52%	0.00%	93.48%	6.52%
Tata	Urban	6.60%	79.25%	10.38%	3.77%	85.85%	14.15%

9(b) Reasons for Dissatisfaction

Broadband Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Urban	33.33%	33.33%	33.33%		
Asianet	Urban	21.74%	30.43%	36.96%	10.87%	
Bsnl	Rural	100.00%				
	Urban	100.00%				
	Overall	100.00%				
Reliance	Urban	100.00%				
Tata	Urban	6.67%	20.00%	46.67%	20.00%	6.67%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	20.37%	79.63%
Asianet	Urban	28.52%	71.48%
Bsnl	Rural	21.74%	78.26%
	Urban	8.00%	92.00%
	Overall	10.57%	89.43%
Reliance	Urban	26.09%	73.91%
Tata	Urban	26.42%	73.58%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	18.18%	72.73%	9.09%	0.00%	90.91%	9.09%
Asianet	Urban	8.05%	75.86%	12.64%	3.45%	83.91%	16.09%
Bsnl	Rural	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Urban	25.00%	75.00%	0.00%	0.00%	100.00%	0.00%
	Overall	15.38%	76.92%	7.69%	0.00%	92.31%	7.69%
Reliance	Urban	8.33%	75.00%	16.67%	0.00%	83.33%	16.67%
Tata	Urban	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%

D Help Services

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

Broadband Operator	Area	Yes	No
Airtel	Urban	83.17%	16.83%
Asianet	Urban	86.59%	13.41%
Bsnl	Rural	84.15%	15.85%
	Urban	82.82%	17.18%
	Overall	83.22%	16.78%
Reliance	Urban	84.05%	15.95%
Tata	Urban	84.35%	15.65%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	5.36%	87.30%	6.35%	0.99%	92.66%	7.34%
Asianet	Urban	2.10%	87.57%	7.07%	3.25%	89.67%	10.33%
Bsnl	Rural	7.14%	81.17%	9.74%	1.95%	88.31%	11.69%
	Urban	7.39%	80.40%	9.09%	3.13%	87.78%	12.22%
	Overall	7.31%	80.63%	9.29%	2.77%	87.94%	12.06%
Reliance	Urban	2.37%	88.54%	5.73%	3.36%	90.91%	9.09%
Tata	Urban	5.86%	85.16%	6.45%	2.54%	91.02%	8.98%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	9.33%	79.96%	8.33%	2.38%	89.29%	10.71%
Asianet	Urban	11.09%	74.95%	9.94%	4.02%	86.04%	13.96%
Bsnl	Rural	16.23%	73.38%	5.84%	4.55%	89.61%	10.39%
	Urban	5.97%	84.09%	7.95%	1.99%	90.06%	9.94%
	Overall	9.09%	80.83%	7.31%	2.77%	89.92%	10.08%
Reliance	Urban	4.74%	83.99%	8.89%	2.37%	88.74%	11.26%
Tata	Urban	1.95%	85.74%	9.77%	2.54%	87.70%	12.30%

12. Satisfaction with response time to answer call

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	4.37%	89.88%	5.16%	0.60%	94.25%	5.75%
Asianet	Urban	2.10%	87.19%	8.60%	2.10%	89.29%	10.71%
Bsnl	Rural	11.69%	77.27%	9.74%	1.30%	88.96%	11.04%
	Urban	12.22%	79.83%	5.97%	1.99%	92.05%	7.95%
	Overall	12.06%	79.05%	7.11%	1.78%	91.11%	8.89%
Reliance	Urban	6.32%	84.58%	6.92%	2.17%	90.91%	9.09%
Tata	Urban	5.08%	86.52%	6.45%	1.95%	91.60%	8.40%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	0.60%	91.07%	7.54%	0.79%	91.67%	8.33%
Asianet	Urban	0.19%	90.63%	6.12%	3.06%	90.82%	9.18%
Bsnl	Rural	16.88%	72.73%	6.49%	3.90%	89.61%	10.39%
	Urban	26.14%	68.47%	4.55%	0.85%	94.60%	5.40%
	Overall	23.32%	69.76%	5.14%	1.78%	93.08%	6.92%
Reliance	Urban	5.34%	83.40%	11.07%	0.20%	88.74%	11.26%
Tata	Urban	4.69%	83.20%	9.18%	2.93%	87.89%	12.11%

14. Satisfaction with time taken to resolve complaint

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	5.16%	88.10%	5.36%	1.39%	93.25%	6.75%
Asianet	Urban	8.03%	82.60%	6.12%	3.25%	90.63%	9.37%
Bsnl	Rural	9.09%	80.52%	8.44%	1.95%	89.61%	10.39%
	Urban	5.11%	87.50%	6.25%	1.14%	92.61%	7.39%
	Overall	6.32%	85.38%	6.92%	1.38%	91.70%	8.30%
Reliance	Urban	7.11%	83.40%	6.52%	2.96%	90.51%	9.49%
Tata	Urban	5.66%	82.62%	8.40%	3.32%	88.28%	11.72%

E. Network Performance, Reliability and Availability

15. Satisfaction with speed of broadband connection

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	5.94%	83.00%	9.57%	1.49%	88.94%	11.06%
Asianet	Urban	2.81%	81.13%	13.58%	2.48%	83.94%	16.06%
Bsnl	Rural	8.20%	77.60%	10.38%	3.83%	85.79%	14.21%
	Urban	4.71%	84.47%	7.53%	3.29%	89.18%	10.82%
	Overall	5.76%	82.40%	8.39%	3.45%	88.16%	11.84%
Reliance	Urban	1.16%	84.22%	12.13%	2.49%	85.38%	14.62%
Tata	Urban	2.97%	79.08%	15.65%	2.31%	82.04%	17.96%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	3.47%	82.51%	10.73%	3.30%	85.97%	14.03%
Asianet	Urban	8.94%	71.69%	16.89%	2.48%	80.63%	19.37%
Bsnl	Rural	13.66%	71.58%	10.93%	3.83%	85.25%	14.75%
	Urban	6.82%	80.94%	10.12%	2.12%	87.76%	12.24%
	Overall	8.88%	78.13%	10.36%	2.63%	87.01%	12.99%
Reliance	Urban	5.32%	78.90%	13.62%	2.16%	84.22%	15.78%
Tata	Urban	1.65%	79.41%	15.82%	3.13%	81.05%	18.95%

F. Maintainability

17. Frequency of problem in broadband connection

Broadband Operator	Area	Never	Occasionally	Frequently	Very Frequently
Airtel	Urban	1.16%	88.28%	9.24%	1.32%
Asianet	Urban	6.79%	79.80%	11.09%	2.32%
Bsnl	Rural	6.56%	75.96%	14.21%	3.28%
	Urban	1.88%	85.65%	11.06%	1.41%
	Overall	3.29%	82.73%	12.01%	1.97%
Reliance	Urban	9.97%	73.75%	13.95%	2.33%
Tata	Urban	6.43%	82.54%	9.06%	1.98%

18. Broadband connection problem faced in the last 6 months

Broadband Operator	Area	Computer hardware problem	Broadband connection problem
Airtel	Urban	4.69%	95.31%
Asianet	Urban	2.47%	97.53%
Bsnl	Rural	6.25%	93.75%
	Urban	3.03%	96.97%
	Overall	4.62%	95.38%
Reliance	Urban	6.12%	93.88%
Tata	Urban	2.99%	97.01%

19. Satisfaction with time taken to restore connection

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	2.84%	88.65%	8.01%	0.50%	91.49%	8.51%
Asianet	Urban	5.86%	81.17%	11.01%	1.95%	87.03%	12.97%
Bsnl	Rural	11.70%	78.95%	7.02%	2.34%	90.64%	9.36%
	Urban	7.19%	85.13%	6.00%	1.68%	92.33%	7.67%
	Overall	8.50%	83.33%	6.29%	1.87%	91.84%	8.16%
Reliance	Urban	16.42%	71.77%	9.59%	2.21%	88.19%	11.81%
Tata	Urban	2.64%	83.10%	12.32%	1.94%	85.74%	14.26%

G. Supplementary Services

20(a) Use of Supplementary/Value Added Services

Broadband Operator	Area	Yes	No
Airtel	Urban	7.59%	92.41%
Asianet	Urban	6.95%	93.05%
Bsnl	Rural	3.28%	96.72%
	Urban	6.12%	93.88%
	Overall	5.26%	94.74%
Reliance	Urban	5.32%	94.68%
Tata	Urban	5.11%	94.89%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	13.04%	73.91%	10.87%	2.17%	86.96%	13.04%
Asianet	Urban	7.14%	71.43%	19.05%	2.38%	78.57%	21.43%
Bsnl	Rural	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Urban	3.85%	84.62%	7.69%	3.85%	88.46%	11.54%
	Overall	3.13%	84.38%	9.38%	3.13%	87.50%	12.50%
Reliance	Urban	3.13%	78.13%	12.50%	6.25%	81.25%	18.75%
Tata	Urban	6.45%	77.42%	12.90%	3.23%	83.87%	16.13%

20(c) Reason for Dissatisfaction

Broadband Operator	Area	Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Urban	16.67%	33.33%	50.00%	0.00%
Asianet	Urban	11.11%	33.33%	33.33%	22.22%
Bsnl	Rural	0.00%	0.00%	100.00%	0.00%
	Urban	33.33%	33.33%	0.00%	33.33%
	Overall	25.00%	25.00%	25.00%	25.00%
Reliance	Urban	16.67%	50.00%	0.00%	33.33%
Tata	Urban	20.00%	40.00%	20.00%	20.00%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	5.78%	94.22%
Asianet	Urban	9.60%	90.40%
Bsnl	Rural	13.11%	86.89%
	Urban	4.94%	95.06%
	Overall	7.40%	92.60%
Reliance	Urban	8.97%	91.03%
Tata	Urban	9.56%	90.44%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	8.57%	91.43%
Asianet	Urban	15.52%	84.48%
Bsnl	Rural	12.50%	87.50%
	Urban	9.52%	90.48%
	Overall	11.11%	88.89%
Reliance	Urban	14.81%	85.19%
Tata	Urban	13.79%	86.21%

21(c) Difficulties faced while deactivating services

Broadband Operator	Area	None	Delay in Deactivation resulting in repeat complaint	Customer care refused to register the complaint	Not aware of whom to be contacted	Others
Airtel	Urban	33.33%	33.33%	0.00%	33.33%	0.00%
Asianet	Urban	33.33%	33.33%	22.22%	11.11%	0.00%
Bsnl	Rural	33.33%	66.67%	0.00%	0.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	60.00%	40.00%	0.00%	0.00%	0.00%
Reliance	Urban	50.00%	37.50%	0.00%	12.50%	0.00%
Tata	Urban	25.00%	62.50%	12.50%	0.00%	0.00%

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

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	33.33%	66.67%	0.00%	0.00%	100.00%	0.00%
Asianet	Urban	11.11%	77.78%	11.11%	0.00%	88.89%	11.11%
Bsnl	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Reliance	Urban	0.00%	87.50%	12.50%	0.00%	87.50%	12.50%
Tata	Urban	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%

G. Overall Customer Satisfaction

23(a) Satisfaction with Overall Quality of Broadband Service

Broadband Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	7.59%	82.51%	7.92%	1.98%	90.10%	9.90%
Asianet	Urban	5.30%	77.81%	12.25%	4.64%	83.11%	16.89%
Bsnl	Rural	11.48%	74.32%	9.84%	4.37%	85.79%	14.21%
	Urban	2.59%	86.82%	8.24%	2.35%	89.41%	10.59%
	Overall	5.26%	83.06%	8.72%	2.96%	88.32%	11.68%
Reliance	Urban	1.99%	83.39%	12.29%	2.33%	85.38%	14.62%
Tata	Urban	3.29%	80.89%	13.51%	2.31%	84.18%	15.82%

23 (b) Reasons for Dissatisfaction

Operator	Airtel	Asianet	Bsnl			Reliance	Tata
Reasons for Dissatisfaction	Urban	Urban	Rural	Urban	Overall	Urban	Urban
Billing problem	40.00%	9.80%	30.77%	20.00%	23.94%	11.36%	22.92%
Customer care problem	0.00%	0.00%	15.38%	4.44%	8.45%	0.00%	0.00%
Internet speed very slow	23.33%	24.51%	15.38%	44.44%	33.80%	47.73%	31.25%
Network problem	6.67%	4.90%	11.54%	2.22%	5.63%	0.00%	3.13%
No reason given	0.00%	54.90%	3.85%	2.22%	2.82%	13.64%	14.58%
Service problem	13.33%	0.00%	3.85%	6.67%	5.63%	0.00%	0.00%
Technical problem	0.00%	0.00%	3.85%	0.00%	1.41%	0.00%	0.00%
Usage charge problem	16.67%	5.88%	15.38%	20.00%	18.31%	27.27%	28.13%

H. General

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

Broadband Operator	Area	Average Number
Airtel	Urban	2
	Overall	2
Asianet	Urban	2
	Overall	2
Bsnl	Rural	2
	Urban	2
	Overall	2
Reliance	Urban	2
	Overall	2
Tata	Urban	2
	Overall	2
Grand Total		2

24(b) Other telecom services taking from service provider

Broadband Operator	Area	Mobile	Wireline	Others	None
Airtel	Urban	4.13%	0.66%	0.66%	94.55%
Asianet	Urban	0.00%	0.00%	0.00%	100.00%
Bsnl	Rural	1.09%	3.83%	2.19%	92.90%
	Urban	2.59%	2.12%	0.24%	95.06%
	Overall	2.14%	2.63%	0.82%	94.41%
Reliance	Urban	0.33%	10.30%	0.33%	89.04%
Tata	Urban	1.81%	5.60%	1.65%	90.94%

25. Awareness about the knowledge of measuring the broadband connection

Broadband Operator	Area	Yes	No
Airtel	Urban	59.24%	40.76%
Asianet	Urban	45.53%	54.47%
Bsnl	Rural	31.15%	68.85%
	Urban	55.29%	44.71%
	Overall	48.03%	51.97%
Reliance	Urban	49.00%	51.00%
Tata	Urban	53.54%	46.46%

26. Rate the service provider

Broadband Operator	Area	Weighted Average
Airtel	Urban	7.28
Asianet	Urban	6.99
Bsnl	Rural	7.22
	Urban	7.19
	Overall	7.20
Reliance	Urban	7.11
Tata	Urban	7.07

27. Awareness about call centre telephone number

Broadband Operator	Area	Yes	No
Airtel	Urban	92.08%	7.92%
Asianet	Urban	86.75%	13.25%
Bsnl	Rural	78.14%	21.86%
	Urban	92.47%	7.53%
	Overall	88.16%	11.84%
Reliance	Urban	87.04%	12.96%
Tata	Urban	86.00%	14.00%

28. Sources of knowledge about toll free customer care number

Operator	Area	Newspaper	Website of the service provider	SMS from Service provider	Display at complaint centre	Telephone Bills	others
Airtel	Urban	5.56%	55.73%	4.48%	1.97%	26.88%	5.38%
Asianet	Urban	2.10%	84.16%	0.00%	1.72%	6.30%	5.73%
Bsnl	Rural	6.29%	41.96%	5.59%	4.20%	37.76%	4.20%
	Urban	8.65%	49.11%	6.87%	2.29%	29.52%	3.56%
	Overall	8.02%	47.20%	6.53%	2.80%	31.72%	3.73%
Reliance	Urban	4.20%	73.66%	3.63%	3.24%	14.31%	0.95%
Tata	Urban	2.49%	72.03%	5.75%	1.34%	13.22%	5.17%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	8.25%	91.75%
Asianet	Urban	17.72%	82.28%
Bsnl	Rural	10.93%	89.07%
	Urban	7.53%	92.47%
	Overall	8.55%	91.45%
Reliance	Urban	10.47%	89.53%
Tata	Urban	13.51%	86.49%

30. If complaint Made

Broadband Operator	Area	Complaint was Registered and Docket number received	Complaint was Registered and Docket number not received	Complaint was Registered and Docket number provided on request	Complaint was Registered and Docket number not provided even on request	Refused to register the complaint
Airtel	Urban	12.00%	74.00%	8.00%	4.00%	2.00%
Asianet	Urban	77.57%	14.95%	3.74%	0.93%	2.80%
Bsnl	Rural	55.00%	30.00%	15.00%	0.00%	0.00%
	Urban	46.88%	40.63%	3.13%	9.38%	0.00%
	Overall	50.00%	36.54%	7.69%	5.77%	0.00%
Reliance	Urban	61.90%	11.11%	19.05%	6.35%	1.59%
Tata	Urban	39.02%	23.17%	25.61%	8.54%	3.66%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	20.41%	79.59%
Asianet	Urban	15.38%	84.62%
Bsnl	Rural	25.00%	75.00%
	Urban	31.25%	68.75%
	Overall	28.85%	71.15%
Reliance	Urban	27.42%	72.58%
Tata	Urban	16.46%	83.54%

32. . Informed by complaint centre through SMS about the action taken on the complaint

Broadband Operator	Area	Yes	No
Airtel	Urban	44.00%	56.00%
Asianet	Urban	28.97%	71.03%
Bsnl	Rural	35.00%	65.00%
	Urban	46.88%	53.13%
	Overall	42.31%	57.69%
Reliance	Urban	38.10%	61.90%
Tata	Urban	30.49%	69.51%

33. Complaint Resolved by the complaint centre within three days

Broadband Operator	Area	Yes	No
Airtel	Urban	24.00%	76.00%
Asianet	Urban	10.28%	89.72%
Bsnl	Rural	20.00%	80.00%
	Urban	28.13%	71.88%
	Overall	25.00%	75.00%
Reliance	Urban	20.63%	79.37%
Tata	Urban	13.41%	86.59%

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

Broadband Operator	Area	Yes	No	Not Applicable
Airtel	Urban	88.00%	6.00%	6.00%
Asianet	Urban	73.83%	10.28%	15.89%
Bsnl	Rural	40.00%	5.00%	55.00%
	Urban	40.63%	3.13%	56.25%
	Overall	40.38%	3.85%	55.77%
Reliance	Urban	77.78%	7.94%	14.29%
Tata	Urban	60.98%	15.85%	23.17%

35. Awareness about the contact details of the appellate authority

Broadband Operator	Area	Yes	No
Airtel	Urban	7.43%	92.57%
Asianet	Urban	6.79%	93.21%
Bsnl	Rural	9.84%	90.16%
	Urban	4.94%	95.06%
	Overall	6.41%	93.59%
Reliance	Urban	9.63%	90.37%
Tata	Urban	7.25%	92.75%

36. Sources of the contact details of the appellate authority

Broadband Operator	Area	Newspaper	Website of the service provider	Display at complaint centre/sales outlets	Telephone bills	Other
Airtel	Urban	6.67%	68.89%	2.22%	20.00%	2.22%
Asianet	Urban	2.44%	73.17%	0.00%	19.51%	4.88%
Bsnl	Rural	11.11%	50.00%	5.56%	33.33%	0.00%
	Urban	14.29%	38.10%	14.29%	23.81%	9.52%
	Overall	12.82%	43.59%	10.26%	28.21%	5.13%
Reliance	Urban	6.90%	62.07%	3.45%	17.24%	10.34%
Tata	Urban	9.09%	59.09%	4.55%	20.45%	6.82%

37. Filed any Appeal in last 6 months

Broadband Operator	Area	Yes	No
Airtel	Urban	0	100.00%
Asianet	Urban	0	100.00%
Bsnl	Rural	0	100.00%
	Urban	0	100.00%
	Overall	0	100.00%
Reliance	Urban	0	100.00%
Tata	Urban	0	100.00%

38. Sources of filing appeal to the appellate authority

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

39. Receive unique appeal number within three days from the appellate authority

Broadband Operator	Area	Yes	No
Airtel	Urban	NA	NA
Asianet	Urban	NA	NA

Bsnl	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Urban	NA	NA
Tata	Urban	NA	NA

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

Broadband Operator	Area	Yes	No	Appeal filed only recently
Airtel	Urban	NA	NA	NA
Asianet	Urban	NA	NA	NA
Bsnl	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Urban	NA	NA	NA
Tata	Urban	NA	NA	NA

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

Broadband Operator	Area	Yes	No
Airtel	Urban	1.85%	5.56%
Asianet	Urban	49.18%	87.54%
Bsnl	Rural	30.43%	69.57%
	Urban	59.57%	40.43%
	Overall	50.00%	50.00%
Reliance	Urban	32.61%	67.39%
Tata	Urban	40.57%	59.43%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	7.41%	92.59%
Asianet	Urban	3.61%	96.39%
Bsnl	Rural	4.35%	95.65%
	Urban	12.77%	87.23%
	Overall	10.00%	90.00%
Reliance	Urban	10.87%	89.13%
Tata	Urban	4.72%	95.28%

43. Reasons for denial

Broadband Operator	Area	No Reason Given	Technical Problem	Others
Airtel	Urban	100.00%	0.00%	0.00%

Asianet	Urban	63.64%	27.27%	9.09%
Bsni	Rural	100.00%	0.00%	0.00%
	Urban	83.33%	0.00%	16.67%
	Overall	85.71%	0.00%	14.29%
Reliance	Urban	80.00%	20.00%	0.00%
Tata	Urban	100.00%	0.00%	0.00%

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

Broadband Operator	Area	Yes	No
Airtel	Urban	98.84%	1.16%
Asianet	Urban	91.23%	8.77%
Bsni	Rural	94.54%	5.46%
	Urban	97.41%	2.59%
	Overall	96.55%	3.45%
Reliance	Urban	91.20%	8.80%
Tata	Urban	94.89%	5.11%

7.4 Questionnaire – Wireline Survey

SURVEY OF Basic Service (WIRELINE) Year 2010-2011

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

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

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

STD Code	Telephone Number

3 35-44 4 More than

45

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

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

1.9 User Type: 1 Postpaid 2 Prepaid

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

1.11 District _____ Address: _____

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

1.13 Name of SDCA (only for surveyor):

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

1.15 Mode of Interview: 1 Telephonic 2 In-person

Signature of Subscriber

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

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

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

For Prepaid Customers only

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

<p>(Ask this Question only if 1 OR 2 is coded in Q10(e))</p> <p>10(f). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others(please specify)_____</p>
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

<p>19. How many times has your telephone connection required repair in the last 6 months?</p>	<p><input type="checkbox"/> 4 Nil <input type="checkbox"/> 3 One time</p> <p><input type="checkbox"/> 2 2-3 times <input type="checkbox"/> 1 More than 3 times</p> <p>(If '4', go to Q 22)</p>
<p>20. How long did it take generally for repairing the fault after lodging a complaint?</p>	<p><input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days</p> <p><input type="checkbox"/> 2 4-7 days <input type="checkbox"/> 1 More than 7 days</p>
<p>21. How satisfied are you with the fault repair service?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

<p>22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No —————> (If no, go to Q 25)</p>
<p>23. How satisfied are you with the quality of the supplementary services / value added service provided?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

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

G. OVERALL CUSTOMER SATISFACTION

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

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Mobile <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
28(a). Have you terminated a Telephone connection that you had in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 30)
28(b). If yes, please name your previous service provider?	<input type="checkbox"/> 2 Airtel <input type="checkbox"/> 5 BSNL <input type="checkbox"/> 15 Rel Com <input type="checkbox"/> 22 TATA <input type="checkbox"/> 26 Vodafone
29. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days <input type="checkbox"/> 1 more than 7 days
30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32(a) Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 33)
(Ask only if Yes in Q 32(a)) 32(b) Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (If '4' go to Q.33)

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

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<p>34(a). Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). How did you come to know about the toll free customer care number? [MULTIPLE CODE]</p>	<p>[1] Newspaper [2] Website of the service provider [3] SMS from service provider [4] Display at complaint centres/ sales outlets [5] Telephone bills [6] Other, specify _____</p>
<p>35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/ Helpline telephone number?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q 41]</p>
<p>36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)</p>	<p>[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint</p>
<p>[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36)] 37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>39 Was your complaint resolved by the complaint centre within three (3) days?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>40. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not Applicable</p>

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

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of Operation Manager: _____

Thank You

SURVEY OF Cellular Mobile Telephone Service Year 2010-2011

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

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

1.2 Name: _____ **1.3 Gender:** 1 Male 2 Female

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

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

**Signature of
Subscriber**

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

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

1.9 User Type: 1 Postpaid 2 Prepaid

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

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

District: _____ **Address:** _____

1.11 Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

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

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5(a) Have you made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> 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"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
5(c) How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(c)) 5(d) Please specify the reason(s) for your dissatisfaction? (Multiple Code)	<input type="checkbox"/> Lack of complete information about the offer <input type="checkbox"/> Charges/Services not as per the offer <input type="checkbox"/> Delay in activation of recharge <input type="checkbox"/> Non availability of all denomination recharge coupons <input type="checkbox"/> Others (please specify)
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> Yes <input type="checkbox"/> No

C. BILLING RELATED – POSTPAID CUSTOMER

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

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/helpline/Complaint centre of your service provider?	<input type="checkbox"/> 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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 26)
24. How satisfied are you with the quality of the Supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <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"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 25(b) only if 1 OR 2 is coded)

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

H. OVERALL CUSTOMER SATISFACTION

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

I. GENERAL INFORMATION

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

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

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<p>36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
<p>37. How did you come to know about the toll free customer care number? [MULTIPLE CODE]</p>	<p>[1] Newspaper</p> <p>[2] Website of the service provider</p> <p>[3] SMS from service provider</p> <p>[4] Display at complaint centres/ sales outlets</p> <p>[5] Telephone bills</p> <p>[6] Other, specify _____</p>
<p>38. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/ Helpline telephone number?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q 44]</p>
<p>39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)</p>	<p>[1] Complaint was registered and docket number received</p> <p>[2] Complaint was registered and docket number not received</p> <p>[3] Complaint was registered and docket number provided on request</p> <p>[4] Complaint was registered and docket number not provided even on request</p> <p>[5] Refused to register the complaint</p>
<p>[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 39] 40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

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41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<input type="checkbox"/> Yes <input type="checkbox"/> No
42. Was your complaint resolved by the complaint centre within three (3) days ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
43. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable
44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken 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 Q52 are for prepaid customers only)	
50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
51. Have you been denied of your request for item-wise usage charge details for your prepaid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (if no go to Q 53)
52. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)
53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Complaint centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

Name of the interviewer: _____ Date: _____
 Name of the scrutinizer: _____ Date: _____
 Back-check done by: _____ Date of back check: _____
 Name of field officer: _____

Thank You

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

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

D. HELP SERVICE

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

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 21(a))
20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q20(b))	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	
20(c). Please tell me the reasons for your dissatisfaction?		
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))

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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"/> Yes <input type="checkbox"/> 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?	[1] Yes [2] No [IF NO, GO TO Q 35]
30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? (Single Code)	[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint
[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30]]	
31. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	<input type="checkbox"/> Yes <input type="checkbox"/> No
32. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	<input type="checkbox"/> Yes <input type="checkbox"/> No
33. Was your complaint resolved by the complaint centre within three (3) days ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable
35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes [2] No [IF NO, GO TO Q41]
36. How did you come to know about the contact details of the Appellate Authority? [MULTIPLE CODE]	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify_____

37. Have you filed any appeal in last six (6) months ?	[1] Yes [2] No [IF NO, GO TO Q41]
38. How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify _____
39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	[1] Yes [2] No
40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently
(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"/> Yes <input type="checkbox"/> No
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no go to Q 44)
43. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify)
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?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

Thank You