Telecom Regulatory Authority of India

Telecom Regulatory Authority of India
भारतीय दूरसंचार विनियामक प्राधिकरण
(An ISO 9001-2000 Certified Organisation)

FINAL REPORT 2009 - 2010

(Maharashtra Circle (including Goa) excluding Mumbai)

Assessment of

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

A MARKET PULSE RESEARCH REPORT

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Table of Contents

PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

(i)   Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and

(ii)   Customer Perception of Service through a Survey

For this survey, customers of Basic Wire-line Service, Cellular Mobile Telephone Service and Broadband Service are interviewed to obtain their feedback on various QoS parameters.

The survey has been divided into four geographic zones covering the 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 cellular mobile service the service areas of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

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

West Zone: Mumbai, Maharashtra (including Goa and excluding Mumbai), Gujarat (including 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, Mizorum, Nagaland, Manipur and Tripura.

With regard to the afore-mentioned survey, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line Service, Cellular Mobile Telephone Service (including FWP) and Broadband Service customers, in **West Zone**.

1. EXECUTIVE SUMMARY

In the period 1st April to 30th June of 2010, Market Pulse has carried out the customer satisfaction survey in Maharashtra circle.

Four basic wire-line service providers present in the circle as on April 2010 have been covered. Across 15 cities of Maharashtra circle, a sample of 4,027 basic wire-line customers has been covered.

Seven cellular mobile telephone service providers present in the circle as on April 2010 have been covered. Across 6 cities of Maharashtra circle, a sample of 7,478 cellular mobile phone customers was covered. Of this, 5,956 were prepaid customers and 1,522 were postpaid customers.

Nine broadband service providers present in the circle as on April 2010 have been covered. Across various points of presence of the Mumbai circle, a sample of 9,613 broadband customers was covered. Of this, 7,251 were postpaid customers and 2,362 were prepaid customers.

The following feedback was obtained from the sample of customers:

- Satisfaction on the Quality of Service parameters as laid down by TRAI, namely…

    - Provision of service (activation/ reactivation)
    - Billing performance
    - Help services including customer grievance redressal
    - Network performance, reliability and availability
    - Maintainability
    - Supplementary and value added service
    - Overall service quality

- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

KEY FINDINGS OF THE SURVEY

1.1 Basic Wire-line Service

- 84% of the basic wire-line service customers in Maharashtra circle were satisfied with their service providers on overall service quality.

- None of the service providers could meet the benchmark set for maintainability and overall service quality.

- While Airtel did not meet the benchmark set for provision of service, BSNL could not meet the service benchmark for Help Services as well as network performance, reliability and availability.

- Reliance did not meet the benchmark set for network performance, reliability and availability.

- 78% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. 42% of the BSNL customers' complaints regarding their bills were not resolved within 4 weeks.

- 88% of all customers reported that the fault was repaired within 3 days.

- 89% of all the basic wire-line service customers said that they were aware about the about the call centre number of their service provider for the purpose of making a complaint/ query. Customers of BSNL (77%) were less aware about the call centre number for the purpose of making a complaint/ query.

- Only 11% and 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer and Appellate Authority, respectively.

- 95% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

1.2 Cellular Mobile Telephone Service

- 83% of all cellular mobile customers were satisfied with overall service quality. Only Idea and Vodafone met the benchmark set for overall service quality.

- All service providers met the benchmark set for provision of service.

- Airtel did not meet the benchmark set for billing performance, help services, network performance and maintainability.

- BSNL did not meet the benchmark set for help services, network performance, maintainability and value added services.

- Idea and Vodafone met the benchmark set for network performance, reliability and availability; others did not.

- Only TTML, Idea and Reliance met the benchmark set for maintainability.

- Aircel and TTML did not meet the benchmark set for value added services.

- 66% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. Satisfaction with Aircel appeared to be the lowest on this count.

- 90% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.

- Very few cellular mobile customers were aware of the contact details of the nodal officer and the appellate authority.

- 89% of the new customers claimed to have received the Manual of Practice.

1.3 Broadband Service

- 80% of all broadband customers were satisfied with overall service quality. Airtel, BSNL, Hathway and Reliance met the benchmark on this parameter.

- All service providers met the benchmarks set for provision of service.

- BSNL and Hathway met the benchmark satisfaction score for help services.

- Tikona, TTML, You and Sify did not meet benchmark set for network performance, reliability and availability.

- None of the service providers met the benchmark set for maintainability.

- All service providers met the benchmarks set for supplementary services.

- 97% of the customers got their working connection within 15 working days.

- Only 52% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. 74% of BSNL customers reported that their complaints were not resolved within 4 weeks.

- 97% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make a complaint/ query.

- 11% and 3% of the broadband customers said that they were aware of the contact details of the Nodal Officer and the Appellate Authority, respectively. Effectiveness of both need further improvement to settle complaints speedily and satisfactorily.

- Only 59% of the new customers claimed to have got the Manual of Practice. This proportion was significantly lower for Hathway.

2 SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Western zone of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chattisgarh).

The current report presents the findings of the survey for Maharashtra circle. This survey was conducted in the period April – June, 2010.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:

   - Provision of service

   - Billing performance

   - Help services including customer grievance redressal

   - Network performance, reliability and availability

   - Maintainability

   - Supplementary and value added service

   - Overall service quality

2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.

- In the survey of basic telephone service and cellular mobile service customers, 75% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.

- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.

- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and 50% through a web-based survey. We used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow-up phone calls were made to drive respondents to the survey.

2.4 Coverage of the Survey

In the period 1st April to 30th June, 2010, we conducted the Customer Satisfaction Survey (CSS) in Maharashtra circle. The following service providers have been covered in the Maharashtra circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Maharashtra Limited (Referred as TTML in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Maharashtra Limited (Referred as TTML in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)
7. Aircel Limited (Referred as Aircel in the report)

2.4.3 Broadband Service

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Hathway Datacom Private Limited (Referred as Hathway in the report)
4. Reliance Communications (Referred as Reliance in the report)
5. Satyam Infoway Limited (Referred as Sify in the report)
6. Tata Communications (Referred as Tata in the report)
7. You India Private Limited (Referred as You in the report)
8. Tata Teleservices Maharashtra Limited (Referred as TTML in the report)
9. Tikona Digital Networks (Referred as Tikon in the report)

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
Maharashtra	Ahmednagar, Aurangabad, Amravati, Beed, Bhandara, Dhule, Panjim, Jalgaon, Kalyan, Kolhapur, Nagpur, Nanded, Nasik, Osmanabad, Pen (Raigad), Pune, Sangli, Satara, Sindhugarh, Solapur, Yavatmal

2.6 Respondent Profile

The random sample included both prepaid & postpaid customers in both household and commercial segments.

2.6.1 Individual/ Household users

- Only those above the age of 18 years were interviewed.
- Actual users of basic telephone service, mobile or broadband services were interviewed

2.6.2 Commercial users

In case of the basic telephone service survey, the administration or accounts executive/ manager or whoever takes care of basic telephone service related issues was interviewed. In case of the broadband survey, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager was interviewed. In case, there was no such person, then the CEO/ MD/ owner of the firm was interviewed.

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in Mumbai for this survey. Random sampling was done in the selected areas to select the respondents.

2.7.1 Basic Telephone (Wire-line) Service: Database obtained from the service providers was used in case of private operators, while for MTNL, door to door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for basic service customers was evenly spread across 5% of the exchanges of each BSO in the circle. These exchanges were covered in urban and rural areas. The stated 5% exchanges was evenly spread over 10% of SDCAs for each BSO.

BSNL: In the Maharashtra circle (including Goa & excluding Mumbai), there are 4973 exchanges and there are 304 SDCAs. 5% of these exchanges can be approximated to 249 exchanges and 10% of these SDCAs are 31 SDCAs. We have covered 249 exchanges and 31 SDCAs across 15 telecom districts which had more than 10 SDCAs each.

Airtel: We have covered Pune because in this circle; Airtel reported presence only in Pune.

Reliance: We have covered Pune, Nasik and Nagpur because Reliance reported presence in these cities.

TTML: We have covered all 5 exchanges i.e. Kolhapur, Nagpur, Nasik, Panjim and Pune.

For basic wire-line service survey, both residential and commercial areas were covered. In case of private operators, the sample was covered only in the urban areas.

Service Providers	Cities Covered	Sample Size
BSNL	15	1067
Airtel	1	970
Reliance	2	970
TTML	5	970
Total		**3977**

Geographical Coverage	Cities Covered
Maharashtra	Ahmednagar, Amravati, Bhandara, Dhule, Panjim, Jalgaon, Kalyan, Kolhapur, Nagpur, Nanded, Nasik, Pen (Raigad), Pune, Satara, Yavatmal

2.7.2 Cellular Mobile Telephone Service (including FWP): 5% of the total sample comprised FWP customers. For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all, there are 34 district headquarters in Maharashtra circle (including Goa & excluding Mumbai). We have selected 6 district headquarters on the basis of their geographical spread namely Nasik (North), Kolhapur (South), Nagpur (East), Pune (West), Ahmednagar (Central) and Panjim (Goa). Urban areas falling within 20 km radius of the district headquarters were also covered.

Service Providers	Cities Covered	Sample Size
Airtel	6	1067
BSNL	6	1067
Reliance	6	1067
Tata	6	1067
Idea	6	1067
Vodafone	6	1067
Aircel	6	1067
Total		**7469**

Geographical Coverage	Cities Covered
Maharashtra	Ahmednagar, Kolhapur, Nagpur, Nasik, Panjim and Pune

2.7.3 Broadband Service: In residential areas, the customer database obtained from the service providers was used. In commercial areas, an office-to-office survey was carried out since penetration of broadband was high in these areas.

The sample for broadband service customers was evenly spread in the areas served by 10% of the Points of Presence (POPs) for each service provider in each service area.

BSNL: There are 181 exchanges (where their broadband service is available) spread across 30 BSNL telecom districts including Goa; thus, we covered 10% of these exchanges i.e. 18 exchanges.

Airtel: Bharti Airtel reported presence in Pune only.

Hathway: As broadband service is available in Pune and Aurangabad, we covered both.

Reliance: Reliance reported presence in Pune, Nagpur and Nasik which were covered.

Sify: There are 16 PoPs, of which Aurangabad, Nagpur, Nasik, Panjim and Pune were covered.

Tata: There are 41 PoPs (33 in Pune alone) of which Pune, Nagpur and Panjim were covered.

You: In rest of Maharastra, You Telecom reported presence in Pune.

TTML: The service provider reported presence in Aurangabad, Kolhapur, Nagpur, Nasik, Panjim, Pune and Sangli which were covered.

Tikon: The service provider reported presence in Pune only which was covered.

Service Providers	Cities Covered	Sample Size
BSNL	18	1067
Airtel	1	1067
Hathway	2	1067
Reliance	3	1067
Sify	5	1067
Tata	3	1067
You	1	1067
TTML	7	1067
Tikona	1	1067
Total		**9603**

Geographical Coverage	Areas Covered
Maharashtra	Ahmednagar, Aurangabad, Amravati, Beed, Bhandara, Dhule, Jalgaon, Kalyan, Kolhapur, Nagpur, Nanded, Nasik, Osmanabad, Panjim, Pen (Raigad), Pune, Sangli, Satara, Sindhugarh, Solapur, Yavatmal

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone. For rural customers, face-to-face interviews were done.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	728	242	970
BSNL	809	270	1079
Reliance	755	252	1007
TTML	728	243	971
Total	**3020**	**1007**	**4027**

2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	800	267	1067
BSNL	801	267	1068
Reliance	800	267	1067
TTML	800	267	1067
Idea	804	268	1072
Vodafone	802	267	1069
Aircel	801	267	1068
Total	**5608**	**1870**	**7478**

2.8.3 Broadband Service

For customer satisfaction survey of Broadband Service customer, 50% of the sample were covered through face-to-face interviews and 50% through a web-based survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow up phone calls were made to drive respondents to the survey.

Service Providers	Face to Face (50%)	Internet (50%)	Sample Size Covered
Airtel	535	534	1069
BSNL	534	534	1068
Hathway	534	534	1068
Reliance	534	533	1067
Sify	534	534	1068
Tata	535	534	1069
You	534	534	1068
TTML	535	534	1069
Tikona	534	533	1067
Total	**4809**	**4804**	**9613**

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

A total of 4 basic wire-line service providers present in the circle have been covered. The entire sample of basic wire-line customers comprised postpaid users.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	-	970	970
BSNL	-	1079	1079
Reliance	-	1007	1007
TTML	-	971	971
Total	**-**	**4027**	**4027**

2.9.2 Cellular Mobile Telephone Service

A total of 7 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 7,478, postpaid users were 1,522 with the balance being prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	635	432	1067
BSNL	807	261	1068
Reliance	885	182	1067
TTML	834	233	1067
Idea	728	344	1072
Vodafone	1015	54	1069
Aircel	1052	16	1068
Total	**5956**	**1522**	**7478**

2.9.3 Broadband Service

A total of 9 broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Maharashtra circle, 9613 broadband service customers were covered. Of this total sample, 7251 were postpaid customers and 2362 were prepaid customers.

Service Providers	Postpaid	Prepaid	Sample Size Covered
Airtel	1069	-	1069
BSNL	1068	-	1068
Hathway	610	458	1068
Reliance	1067	-	1067
Sify	-	1068	1068
Tata	865	204	1069
You	436	632	1068
TTML	1069	-	1069
Tikona	1067	-	1067
Total	**7251**	**2362**	**9613**

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1Gender Profile

17%

83%
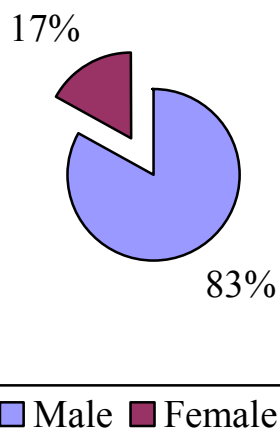
□ Male ■ Female

- 4027 basic telephone service (Wire-line) customers were covered. Of this sample, 3342 (83%) were male and the balance 685 (17%) were female respondents.

2.10.1.2 Age Profile

Age Group	%
Less than 25 years	8
25 – 60 years	91
More than 60 years	1
Base	**4027**

- 91% of the customers were in the age group of 25 – 60 years while 8% were less than 25 years and the balance 1% were more than 60 years old.

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 **Gender Profile**

11%

89%
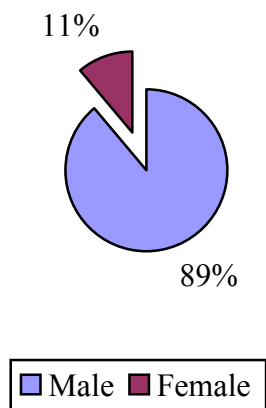
Male Female

- 7478 cellular mobile telephone service customers were covered. Of this sample, 6655 (89%) were male and 823 (11%) were female respondents.

2.11.2.2 Age Profile

Years	%
Less than 25 years	10
25 – 60 years	89
More than 60 years	1
Base	**7478**

- 89% of the customers were in the age group of 25 – 60 years while 10% were less than 25 years and the balance 1% were more than 60 years.

2.11.2.3 Occupation Profile

Occupation	%
Service	38
Businessman/ Self Employed	51
Student	6
Housewife	5
Retired	1
Base	**7478**

- Out of 7478 cellular mobile telephone service customers, 51% of the customers were businessmen/ self-employed and 38% of them were salaried.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

17%

83%
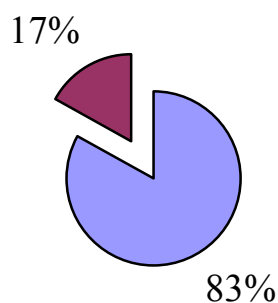
☐ Male ■ Female

- 9613 broadband service customers were covered. Of this sample, 7979 (83%) were male and 1634 (17%) were female respondents.

2.12.3.2 Age Profile

Years	%
Less than 25 years	7
25 – 60 years	93
More than 60 years	-
Base	**9613**

- 93% of the respondents were in the age group of 25 – 60 years while 7% were less than aged 25 years.

2.13 Questionnaire Development Process

Three separate questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2007.

The questionnaires developed were for:

- Basic Wire-line Service

- Cellular Mobile Telephone Service

- Broadband Service

2.14 Methodology for Calculating Percentage of Satisfied Customers

Satisfaction of subscribers has been obtained on a 4-point scale.

To measure the percentage of satisfied customers, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various sub-parameters of customer perception of service, has been computed.

For a parameter, the weighted average of scores on various sub-parameters has been computed.

2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Wire-line, Cellular Mobile Telephone and Broadband service.

The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for maximizing consumer satisfaction by making known the quality of service that the service providers are required to provide and that the user has a right to expect.

All service providers have to follow these benchmarks, as laid down by TRAI.

2.15.1 Basic Wire-line Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>95%
% Satisfied with Billing Services - Prepaid	>95%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>90%
% Satisfaction with Supplementary and Value Added Services	>95%
% Satisfied with Overall Service Quality	>90%

2.15.2 Cellular Mobile Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>95%
% Satisfied with Billing Services - Prepaid	>95%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>90%
% Satisfaction with Supplementary and Value Added Services	>95%
% Satisfied with Overall Service Quality	>90%

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Help Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% Satisfaction with Supplementary Services	>85%
% Satisfied with Overall Customer Satisfaction	>85%

The parameters of customer perception of service have taken into account the following sub-parameters:

A. Basic Wire-line Service

Provision of Service

- Time taken to provide a customer with working telephone connection

Billing Performance (**Postpaid**)

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (**Prepaid**)

- Accuracy of amount deducted on every usage

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of working telephone (dial tone)
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided

Overall Service Quality

- Overall service quality of service provider

B. Cellular Mobile Telephone Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities

Billing Performance (Postpaid)

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Process of resolution of billing complaints

Help Services including customer grievance redressal

- Ease of access of call centre/customer care or helpline
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of signal in customer locality
- Ability to make or receive calls easily
- Voice quality

Maintainability

- Availability of network (signal)
- Restoration of network (signal) problems

Supplementary and Value Added Services

- Quality of the supplementary services provided

Overall Service Quality

- Overall service quality of service provider

C. Broadband Service

Provision of Service

- Time taken to provide customer with broadband connection after registration and payment of initial deposit by customer

Billing performance (Postpaid)

- Timely delivery of bills
- Accuracy of Bills
- Process of resolution of billing complaints
- Clarity of the bills in terms of transparency & understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage

Help Services

- Ease of access of call centre/customer care or helpline

- Response time taken to answer your call by a customer care executive

- Problem solving ability of the customer care executive(s)

- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Speed of broadband connection

- Amount of time for which service is up and working

Maintainability

- Restoration of broadband connection

Supplementary Services

- Quality of the supplementary services provided

Overall Customer Satisfaction

- Overall service quality of service provider

2.16 Definition of Key Terms Used

Appellate Authority: It means one or more persons appointed as appellate authority under regulation 10, by a service provider, falling in the clause (a) or clause (b) of sub-regulation (3) of regulation.

Basic Wire-line Service: It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.

Broadband Service: It means data connection….

(1) which is always on and is able to support interactive services including Internet access.

(2) which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide Broadband service where a multiple of such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.

(3) in which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.

(4) which shall include such service or download speed or features, as may be specified from time to time, by the licensor.

Call Centre: means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the sub-regulation 3 of regulation 1 for redressal of grievances of its consumer by telephone or electronic means or by any other means.

Cellular Mobile Telephone Service: Means….

(1) telecommunication service provided by mean of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunication systems which is designed or adapted to be capable of being used while in motion.

(2) refers to transmission of voice or non-voice message over Licensee's Network in real time but service does not cover broadcasting of any messages, voice or non-voice; however, Cell Broadcast is permitted only to the customers of the service.

(3) in respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.

Consumer: means a consumer of a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1 and includes its customer and subscriber.

Manual: means the Manual of Practice for handling consumer complaints referred to in regulation 20.

Nodal Officer: means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1.

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

The compliance report has been presented, by using the following method:

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 25). According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Wire-line Service

3.1.1 The following table shows the percentage of customers satisfied on QoS parameters.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Maharashtra Circle									
Airtel	970	86	98	-	93	96	92	98	86
BSNL	1079	92	95	-	88	91	75	94	85
Reliance	1007	90	97	-	90	93	77	100	76
TTML	971	95	97	-	93	95	90	96	89
Overall	4027	92	97	-	91	94	84	98	84

- 84% of the basic wire-line service customers in Maharashtra circle were satisfied with their service providers on overall service quality.

- None of the service providers could meet the benchmark set for maintainability and overall service quality.

- While Airtel did not meet the benchmark set for provision of service, BSNL could not meet the service benchmark for help services as well as network performance, reliability and availability.

- Reliance did not meet the benchmark set for network performance, reliability and availability.

3.1.2 % of customers who got a working connection within 7 days.

Service Providers	Base	% Customers	
		Benchmark: 7 days	
Maharashtra Circle			
Airtel	50	84	
BSNL	38	82	
Reliance	70	87	
TTML	131	74	
Overall	**289**	**80**	

- ▪ 80% of all the customers got their working telephone connection within 7 days. Largest proportion of TTML customers reported that more than 7 days was taken to provide a working telephone connection.

3.1.3 % of customers who reported that their telephone fault was repaired within 3 days.

Service Providers	Base	% Customers	
		Benchmark: Within 3 days	
Maharashtra Circle			
Airtel	203	92	
BSNL	225	81	
Reliance	184	86	
TTML	212	94	
Overall	**824**	**88**	

- ▪ 88% of all customers reported that the fault was repaired within 3 days.

3.1.4 % of customers who reported that their telephone service was terminated within 7 days of request.

Service Providers	Base	% Customers
		Benchmark: Within 7 days
Maharashtra Circle		
Airtel	13	92
BSNL	12	83
Reliance	10	90
TTML	14	100
Overall	**49**	**92**

- 92% of customers reported that their telephone connection was terminated within 7 days after they requested the same.

3.1.6 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Service Providers	Base	% Customers
		Benchmark: Within 4 weeks
Maharashtra Circle		
Airtel	285	81
BSNL	244	58
Reliance	192	82
TTML	291	88
Overall	**1012**	**78**

- 78% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

- Very low proportion of BSNL customers reported that their billing complaints were resolved within 4 weeks.

3.2 Cellular Mobile Telephone Service

3.2.1 The following table shows the percentage of customers satisfied on QoS parameters.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Maharashtra Circle									
Airtel	1067	98	94	90	88	88	91	99	75
BSNL	1068	100	96	99	88	79	85	73	71
Reliance	1067	99	97	96	92	91	95	98	82
TTML	1067	98	96	98	93	94	98	88	87
Idea	1072	98	96	96	92	96	96	96	91
Vodafone	1069	99	98	98	96	95	93	96	93
Aircel	1068	99	100	97	93	90	83	85	81
Overall	7478	99	96	97	92	90	91	91	83

- 83% of all cellular mobile customers were satisfied with overall service quality. Only Idea and Vodafone met the benchmark set for overall service quality.
- All service providers met the benchmark set for provision of service.
- Airtel did not meet the benchmark set for billing performance, Help Services, Network performance and Maintainability.
- BSNL did not meet the benchmark set for help services, Network performance, Maintainability and Value added services.
- Idea and Vodafone met the benchmark set for network performance, reliability and availability; others did not.
- Only TTML, Idea and Reliance met the benchmark set for maintainability.
- Aircel and TTML did not meet the benchmark set for value added services.

3.2.2 % customers who reported billing complaint resolution by call centre within 4 weeks.

Service Providers	Base	% Customers
Airtel	110	74
BSNL	119	62
Reliance	59	80
TTML	73	70
Idea	95	65
Vodafone	45	67
Aircel	52	42
Overall	**553**	**66**

- 66 of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for Aircel.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
Maharashtra Circle									
Airtel	1069	97	97	-	86	92	18	98	91
BSNL	1068	96	98	-	96	98	67	91	97
Hathway	1068	99	96	99	91	87	83	98	89
Reliance	1067	99	98	-	87	90	49	96	88
Sify	1068	99	-	99	81	83	43	97	81
TATA	1069	98	96	98	88	85	40	98	80
You	1068	99	92	99	83	79	51	96	78
TTML	1069	95	99	-	87	74	18	95	71
Tikona	1067	94	85	-	58	52	27	90	46
Overall	**9613**	96	95	99	82	82	45	96	80

- 80% of all broadband customers were satisfied with overall service quality. Airtel, BSNL, Hathway and Reliance met the benchmark on this parameter.

- All service providers met the benchmarks set for provision of service.

- BSNL and Hathway met the benchmark satisfaction score for help services.

- Tikona, TTML, You and Sify did not meet benchmark set for network performance, reliability and availability.

- None of the service providers met the benchmark set for Maintainability.

- All service providers met the benchmarks set for supplementary services.

3.3.2 % of customers who reported getting a working connection with 15 days.

Service Providers	Base	% Customers
Airtel	36	97
BSNL	51	98
Hathway	71	93
Reliance	123	98
Sify	256	98
Tata	141	94
You	263	100
TTML	75	100
Tikona	1011	97
Overall	**2027**	**97**

- 97% of the customers got their working connection within 15 working days.

3.3.3 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Service Providers	Base	% Customers
Airtel	106	75
BSNL	337	26
Hathway	109	62
Reliance	127	71
Sify	131	34
Tata	282	81
You	168	68
TTML	43	54
Tikona	428	38
Overall	**1731**	**52**

- Only 52% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. 74% of BSNL customers reported that their complaints were not resolved within 4 weeks.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – Maharashtra Circle

Customer Satisfaction Survey in the Maharashtra circle was done among customers of 4 Basic Wire-line Service providers i.e. Airtel, BSNL, Reliance and TTML.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following graph shows the percentage of customers satisfied with provision of service.
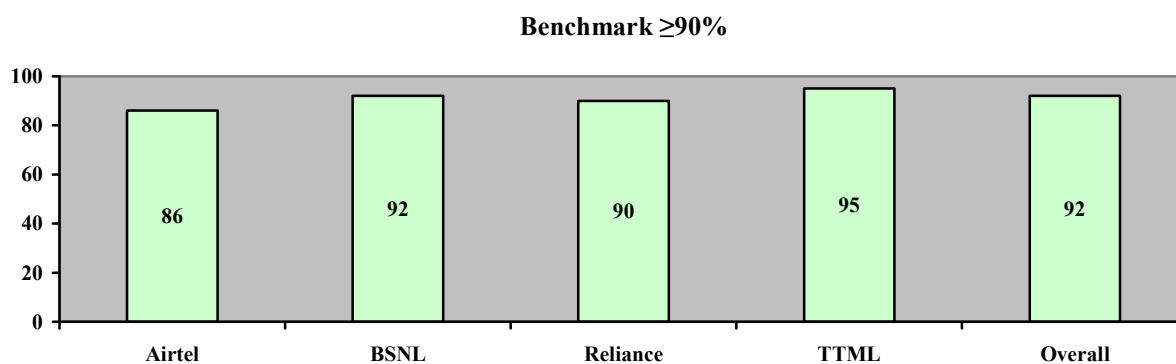
Benchmark ≥90%

- Only Airtel did not meet the benchmark laid down by TRAI.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.
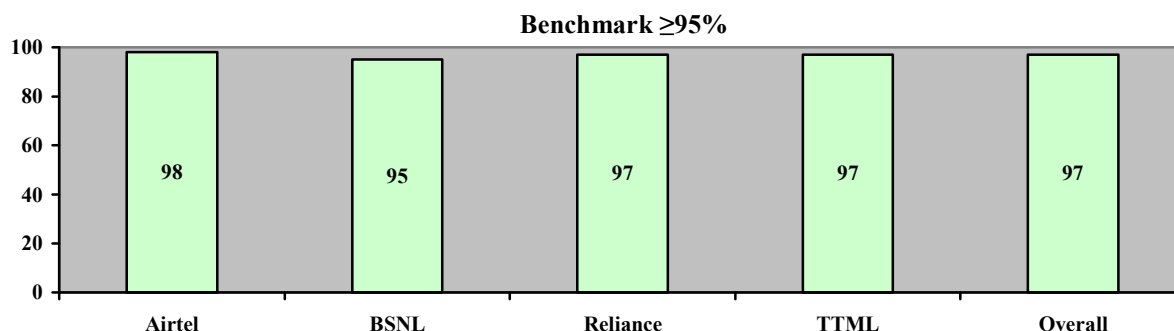
Benchmark ≥95%

- All the service providers were able to meet the benchmark laid down by TRAI.

4.1.2.2a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers				
		Airtel	BSNL	Reliance	TTML	**Overall**
Timely delivery of bills	4027	98	94	97	97	**96**
Accuracy of the bills	4027	98	94	97	97	**97**
Process of resolution of billing complaints	654	96	82	88	95	**91**
Clarity of the bills in terms of transparency & understandability	4027	99	97	98	98	**98**

- Most customers were satisfied with timely delivery of bills, accuracy of bills and clarity of the bills in terms of transparency & understandability.

- A lesser % of BSNL and Reliance customers were satisfied on account of process of resolution of billing complaints.

4.1.2b Customer Satisfaction with Billing Performance among Prepaid Customers

- None of the service providers had prepaid customers for their basic wire-line service.

43

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

4.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.
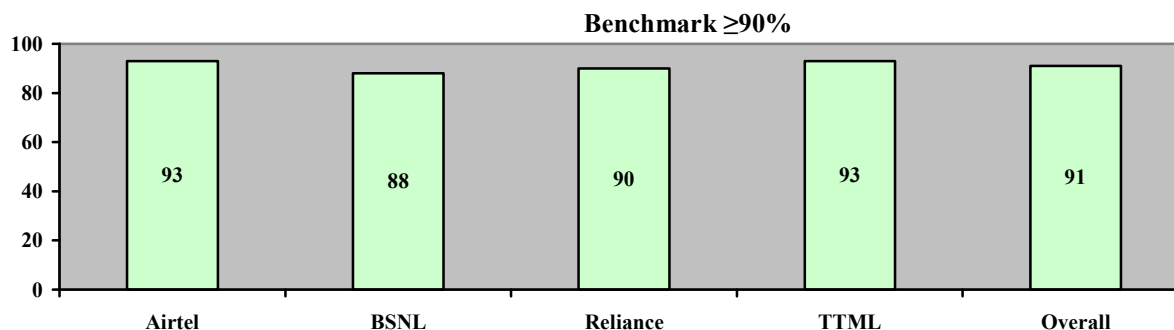
Benchmark ≥90%

- BSNL did not meet the benchmark laid down by TRAI.

4.1.3.2 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal.

Sub Parameters	Base	% Customers				
		Airtel	BSNL	Reliance	TTML	**Overall**
Ease of access of call centre/customer care or helpline	1869	94	89	95	92	**93**
Response time taken to answer your call by a customer care executive	1869	86	85	83	93	**87**
Problem solving ability of the customer care executive(s)	1869	96	88	92	94	**93**
Time taken by call centre/customer care /helpline to resolve your complaint	1869	95	89	91	93	**92**

- BSNL customers were less satisfied with all aspects of help services.

- Airtel, BSNL and Reliance customers were less satisfied with the response time taken by a customer care executive to answer their calls.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.
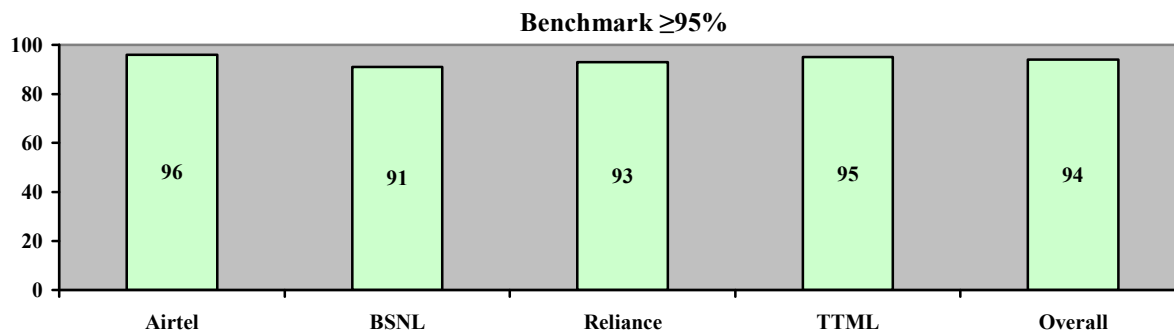
Benchmark ≥95%

- All the service providers except BSNL met the benchmark laid down by TRAI.

4.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers				
		Airtel	BSNL	Reliance	TTML	**Overall**
Availability of working telephone (dial tone)	4027	96	95	92	96	**95**
Ability to make or receive calls easily	4027	98	94	97	96	**97**
Voice quality	4027	94	85	89	93	**90**

- Most customers of all service providers were satisfied with availability of working telephone (dial tone) and ability to make or receive calls easily.

- MTNL (85%) and Reliance (89%) registered a lower percentage of customers satisfied with the voice quality.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.
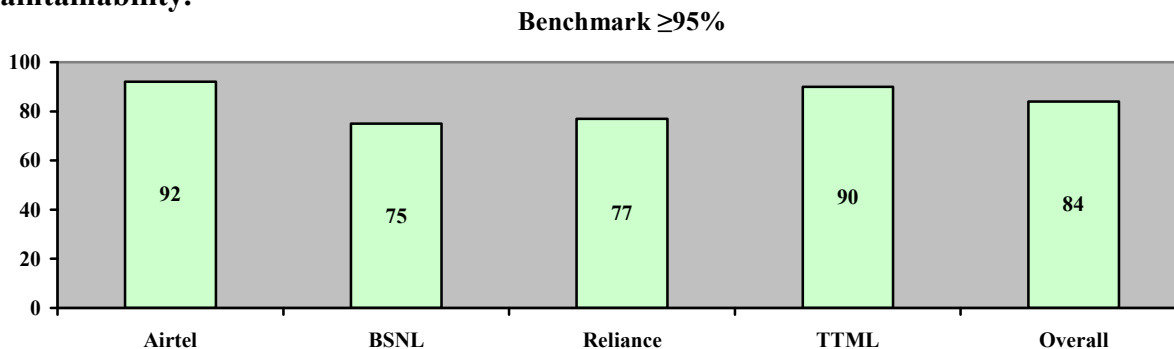
Benchmark ≥95%

- None of the service providers were able to meet the benchmark laid down by TRAI. Both BSNL and Reliance had significantly lower scores on Maintainability.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.
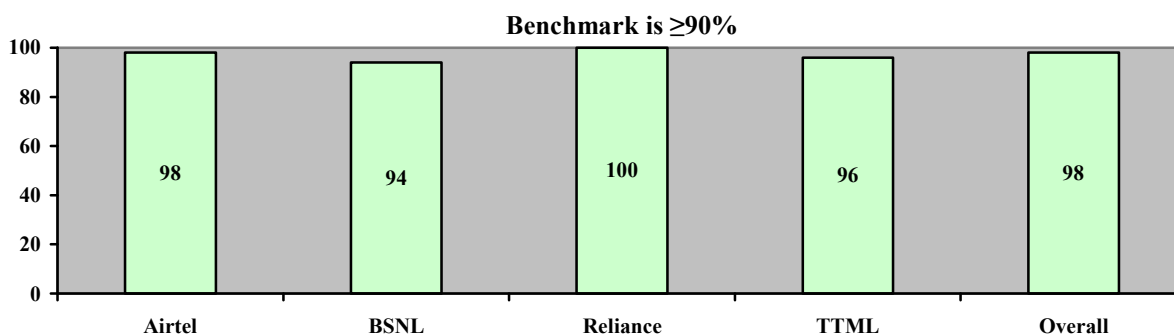
Benchmark is ≥90%

- All the service providers met the benchmark laid down by TRAI for VAS.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following graph shows the % of customers satisfied with overall service quality.
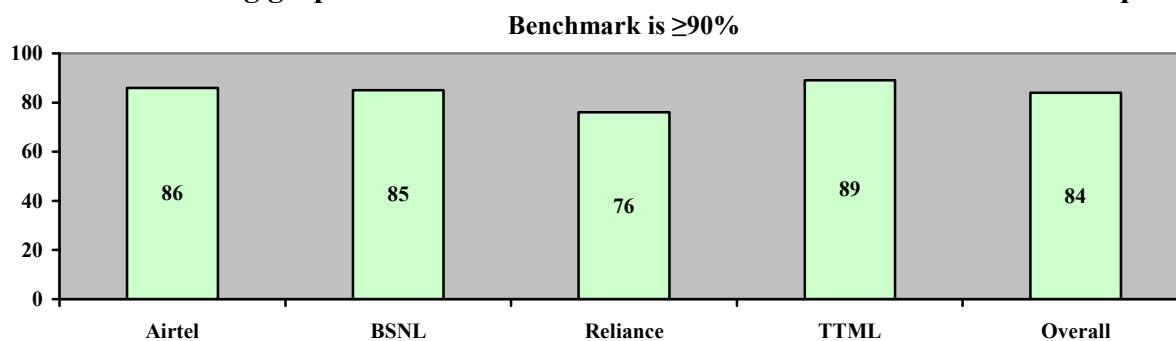
Benchmark is ≥90%

- None of the service providers were able to meet the benchmark laid down by TRAI.
- Reliance registered a significantly lower score on account of overall service quality.

4.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

4.2.1 Awareness and experience of Call Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query

Service Providers	% Customers	Base
Airtel	95	970
BSNL	77	1079
Reliance	97	1007
TTML	86	971
Overall	**89**	**4027**

- 89% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 12 months

Service Providers	% Customers	Base
Airtel	36	970
BSNL	31	1079
Reliance	30	1007
TTML	42	971
Overall	**34**	**4027**

- Approximately 34% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months. The proportion was higher for TTML and Airtel.

4.2.1.3 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints.

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	37	34	17	12	351
BSNL	34	47	17	2	331
Reliance	31	50	14	5	300
TTML	35	49	10	7	405
Overall	**34**	**45**	**14**	**7**	**1387**

▪ 34% of the customers who had complained said that they had received a docket number for most of their complaints. Another 14% received the docket number on request.

▪ 45% of all customers who had complained said that they did not receive docket number for most of their complaints. 7% of all customers who had complained said that they did not receive a docket number for their complaints even on request.

4.2.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Service Providers	% Customers	Base
Airtel	73	351
BSNL	84	331
Reliance	89	300
TTML	95	405
Overall	**85**	**1387**

- 85% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.

- A lower proportion (73%) of Airtel customers were informed about the action taken on their complaint by call centre.

4.2.1.5 The following table shows the % of customers satisfied with complaint resolution.

Service Providers	% Customers	Base
Airtel	96	351
BSNL	86	331
Reliance	89	300
TTML	93	405
Overall	**91**	**1387**

- 91% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.

- The satisfaction level was lower among BSNL customers.

4.2.1.7 The following table shows the percentage of customers who cited different reasons for dissatisfaction with the call centre.

Service Providers	Reasons for dissatisfaction						
	Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	46	15	39	23	8	-	13
BSNL	41	11	28	54	13	-	46
Reliance	45	21	36	64	15	-	33
TTML	40	23	33	57	7	-	30
Overall	**42**	**17**	**33**	**54**	**12**	**-**	122

- The main reason for dissatisfaction among customers was that the customer care took time in the redressal of customers' complaints.

4.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service Providers	% Customer	Base
Airtel	81	285
BSNL	58	244
Reliance	82	192
TTML	88	291
Overall	**78**	**1012**

- 78% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.

- A lower proportion of BSNL customers were satisfied with the resolution of their billing complaints by call centre/customer care within 4 weeks of lodging their complaints.

4.2.2 Awareness and experience of Nodal Officer

Table 4.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Service Providers	% Customers	Base
Airtel	23	970
BSNL	5	1079
Reliance	9	1007
TTML	9	971
Overall	**11**	**4027**

- Only 11% of all basic telephone service customers said that they were aware about the contact details of the nodal officer. This was substantially higher in the case of Airtel.

Table 4.2.2.2 The percentage of customers who have made complaints to the Nodal Officer

Service Providers	% Customers	Base
Airtel	4	224
BSNL	4	54
Reliance	3	93
TTML	2	83
Overall	**3**	**454**

- Of those who were aware of the Nodal Officer's contact details, only 3% claimed to have complained to the nodal officer.

Table 4.2.2.3 The percentage of customers who were intimated about the decision taken on their complaints by the Nodal Officer

Service Providers	% Customers	Base
Airtel	100	8
BSNL	50	2
Reliance	50	3
TTML	100	2
Overall	**81**	**15**

- 81% of those customers, who complained to the Nodal Officer contact details, claimed that they were intimated about the decision taken on their complaints by the Nodal Officer.

Table 4.2.2.4 % of customers satisfied with redressal of complaint by the Nodal Officer

Service Providers	% Customers	Base
Airtel	100	8
BSNL	50	2
Reliance	67	3
TTML	100	2
Overall	**87**	**15**

87% of those customers, who complained to the Nodal Officer contact details, claimed that they satisfied with redressal of complaint by the Nodal Officer.

4.2.4 Awareness and experience of Appellate Authority

Table 4.2.4.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers	% Customers	Base
Airtel	8	970
BSNL	1	1079
Reliance	6	1007
TTML	1	971
Overall	**4**	**4027**

- 4% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

4.2.4.2 Incidence of Appeal being filed in the prescribed form in the last 12 months

- None of the customers filed an appeal with an Appellate Authority in the last 12 months

4.2.5 General Information

Table 4.2.5.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service Providers	% Customers	Base
Airtel	92	51
BSNL	93	40
Reliance	94	72
TTML	97	131
Overall	**95**	**294**

- 95% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

4.3 Cellular Mobile Telephone Service – Maharashtra Circle

Customer Satisfaction Survey in the Maharashtra circle was done among customers of 7 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, Reliance, TTML, Idea, Vodafone and Aircel.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following graph shows the % of customers satisfied with provision of service.

Benchmark ≥90%

Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
98	100	99	98	98	99	99	99
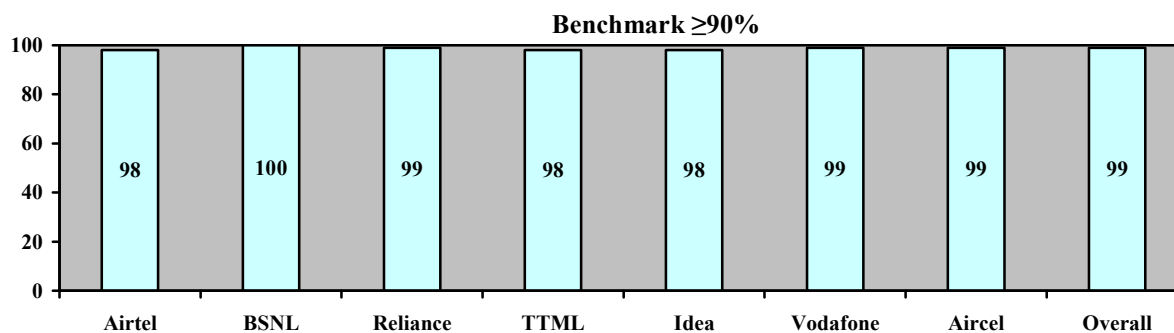
- All the service providers met the benchmark laid down by TRAI.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following graph shows the % of postpaid customers satisfied with billing performance.
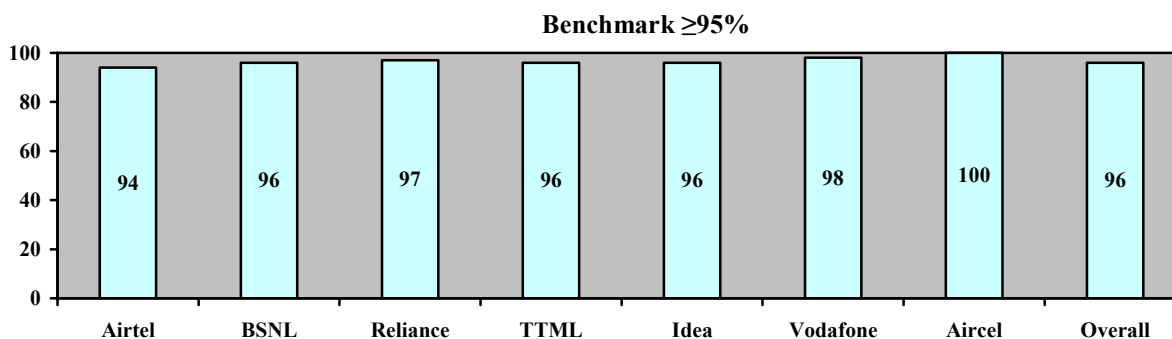
Benchmark ≥95%

- Airtel was not able to meet the benchmark laid down by TRAI.

4.3.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers							
		Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
Timely delivery of bills	1522	95	93	97	97	97	94	100	**96**
Accuracy of the bills	1522	94	99	97	97	97	100	100	**97**
Process of resolution of billing complaints	199	63	86	86	79	84	100	100	**81**
Clarity of the bills in terms of transparency & understandability	1522	96	98	98	97	97	98	100	**97**

- Vodafone and Idea had the highest % of postpaid customers satisfied on account of process of resolution of billing complaints. Airtel and TTML had much lower satisfaction scores on account of resolution of billing complaints.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following graph shows the % of prepaid customers satisfied with billing performance.
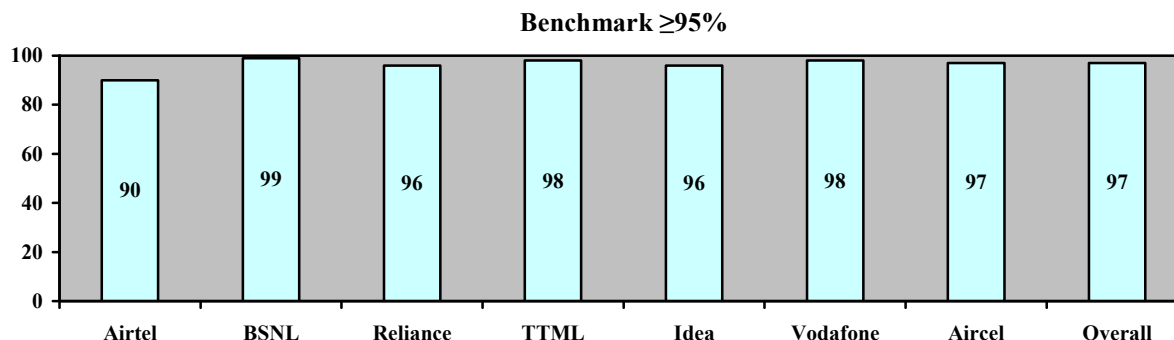
Benchmark ≥95%

- Airtel was not able to meet the benchmark laid down by TRAI.

4.3.2.2b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Prepaid Customers							
		Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
Accuracy of the charges	5956	93	100	98	99	98	99	98	**98**
Process of resolution of billing complaints	687	73	95	82	92	85	93	90	**87**

- Satisfaction of prepaid customers with resolution of billing complaints was lower on account of resolution of billing complaints, particularly in case of Airtel.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.

Benchmark ≥90%

	Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
	88	88	92	93	92	96	93	92
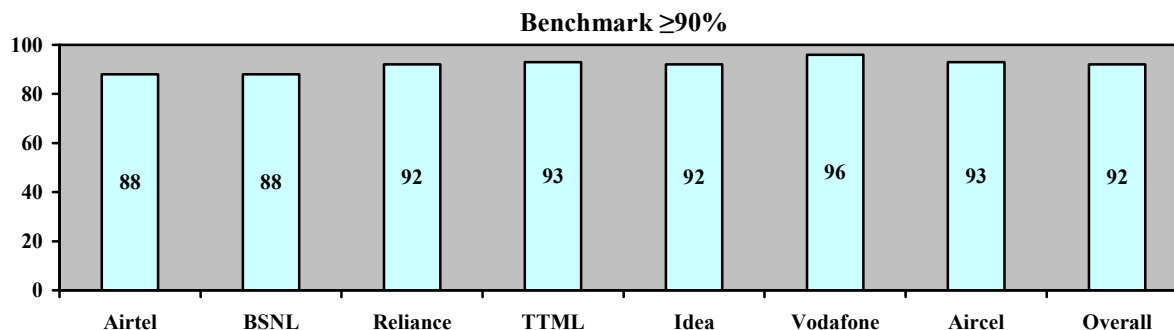
- Airtel and BSNL did not meet the benchmark laid down by TRAI.

- Vodafone (96%) had a higher percentage of satisfied customers on account of help services.

4.3.3.2 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal.

Sub Parameters	Base	% Postpaid Customers							
		Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
Ease of access of call centre/customer care or help-line	4251	88	90	94	96	94	97	95	**93**
Response time taken by customer executive to answer customer call	4251	84	88	93	93	91	93	92	**91**
Problem solving ability of the customer care executive(s)	4251	90	87	89	93	93	96	90	**91**
Time taken by call centre/customer care /helpline to resolve your complaint	4251	91	87	92	92	92	97	95	**92**

- Customers of all service providers were less satisfied on all sub-parameters of help services especially of BSNL.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.
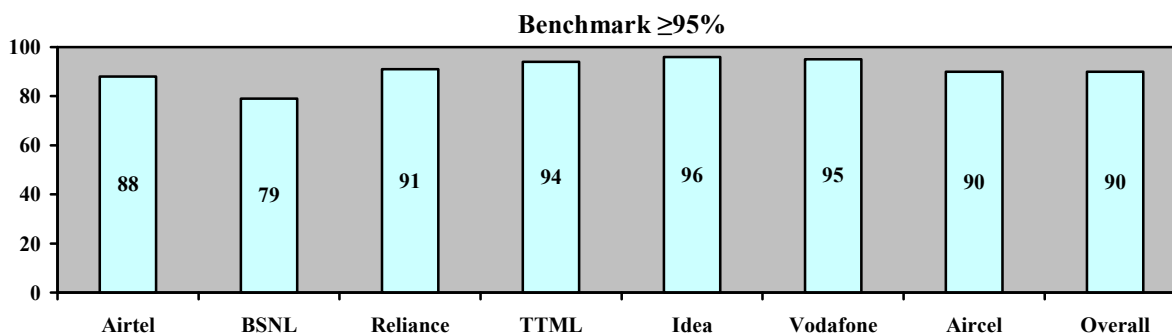
Benchmark ≥95%

- Only Idea and Vodafone were able to meet the benchmark laid down by TRAI.

- BSNL had the lowest percentage of satisfied customers on account of network performance, reliability and availability.

4.3.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Postpaid Customers							
		Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
Availability of signal of your service provider in your locality	7478	81	74	88	92	95	94	84	**87**
Ability to make or receive calls easily	7478	89	79	92	95	96	96	88	**91**
Voice quality	7478	87	80	90	94	96	95	92	**90**

- BSNL had low satisfaction scores on all on all sub-parameters of network performance, reliability and availability.

60

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following graph shows the % of customers satisfied with maintainability.

Benchmark ≥95%

Airtel: 91, BSNL: 85, Reliance: 95, TTML: 98, Idea: 96, Vodafone: 93, Aircel: 83, Overall: 91
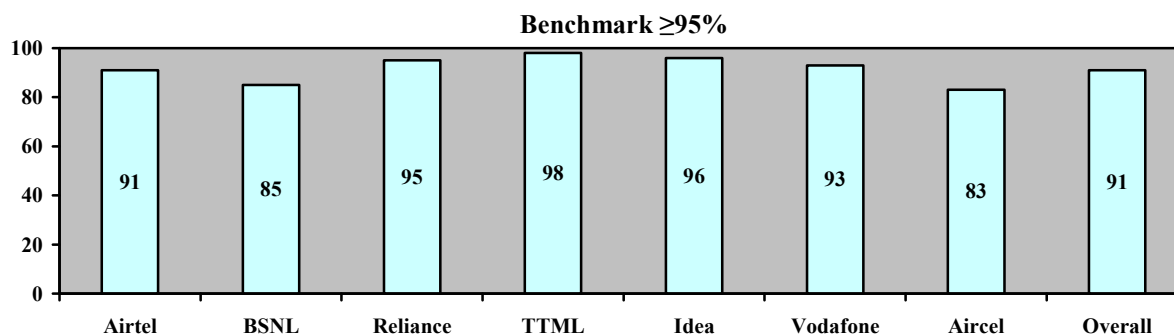
- TTML, Idea and Reliance met the benchmark laid down by TRAI.

4.3.5.2 The following table shows the % of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Base	% Postpaid Customers							
		Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
Availability of network (signal)	7478	91	84	96	98	94	89	76	**90**
Restoration of network (signal) problems	7478	90	86	94	98	97	98	90	**93**

- Lower proportion of Aircel (76%) and BSNL (84%) customers were satisfied with availability of network (signal).
- Lower proportion of BSNL (86%) customers were satisfied with restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

4.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.

Benchmark ≥90%

	Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
Value	99	73	98	88	96	96	85	91
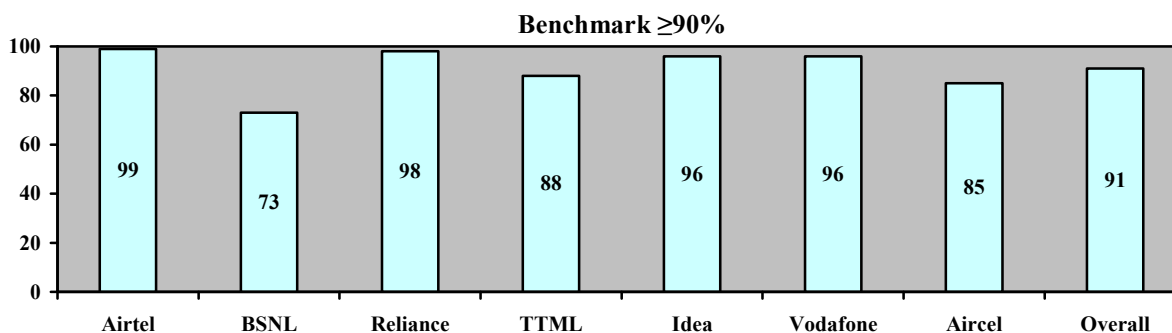
▪ BSNL, Aircel and TTML did not meet the benchmark laid down by TRAI.

4.3.7 Customer Satisfaction with Overall Service Quality

4.3.7.1 The following graph shows the % of customers satisfied with overall service quality.

Benchmark ≥90%

	Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	Overall
Value	75	71	82	87	91	93	81	83
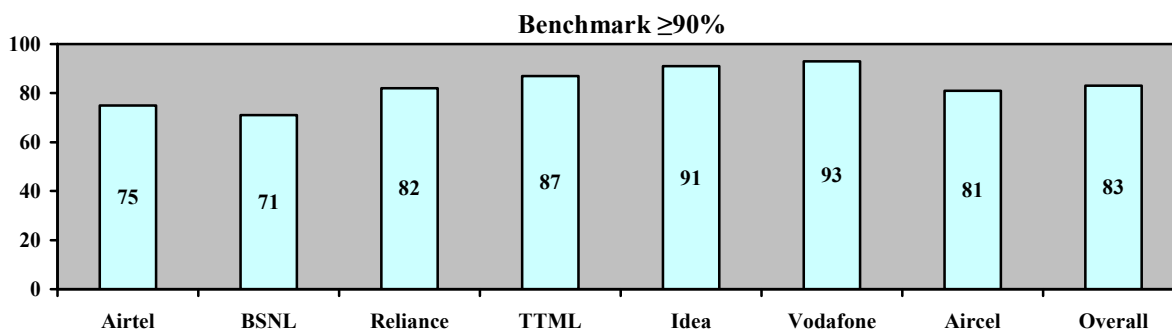
▪ Vodafone and Idea were able to meet the benchmark laid down for overall service quality. Scores for Airtel and BSNL were particularly low.

4.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

4.4.1 Awareness and experience of Call Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query.

Service Providers	% Customers	Base
Airtel	91	1067
BSNL	88	1068
Reliance	95	1067
TTML	95	1067
Idea	93	1072
Vodafone	91	1069
Aircel	80	1068
Overall	**90**	**7478**

- 90% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.

- 20 % of the Aircel customers were not aware of the call centre number.

4.4.1.2 The following table shows the percentage of customers who had complained in last 12 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Service Providers	% Customers	Base
Airtel	28	1067
BSNL	31	1068
Reliance	24	1067
TTML	24	1067
Idea	30	1072
Vodafone	29	1069
Aircel	33	1068
Overall	**28**	**7478**

- 28% of all cellular mobile customers claimed that they had complained in the last 12 months to the toll free Call Centre/ Customer Care/ help-line telephone number.

4.4.1.3 The following table shows the percentage of customers who received or did not receive docket number for their complaints.

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	28	53	10	8	296
BSNL	14	65	16	5	333
Reliance	28	56	12	5	253
TTML	21	58	17	4	255
Idea	33	56	6	6	326
Vodafone	27	47	11	16	308
Aircel	13	45	11	31	353
Overall	**23**	**54**	**11**	**11**	**2124**

- 23% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 11% of those who had complained received docket numbers on request.

- 54% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints. 11% of all the cellular mobile customers who had complained said that they did not receive docket numbers for their complaints even on request.

4.4.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by call centre.

Service Providers	% Customers	Base
Airtel	90	296
BSNL	90	333
Reliance	94	253
TTML	92	255
Idea	90	326
Vodafone	78	308
Aircel	70	353
Overall	**86**	**2124**

- 86% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.4.1.5 The following table shows the percentage of customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline.

Service Providers	% Customers	Base
Airtel	89	296
BSNL	93	333
Reliance	91	253
TTML	90	255
Idea	94	326
Vodafone	96	308
Aircel	98	353
Overall	**93**	**2124**

- 93% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was higher among Aircel and Vodafone customers.

4.4.1.6 The following table shows the percentage of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	15	3	29	74	12	-	34
BSNL	54	14	23	27	14	-	22
Reliance	29	8	17	67	13	4	24
TTML	27	15	19	54	19	-	26
Idea	73	14	23	41	18	5	22
Vodafone	47	20	40	73	13	-	15
Aircel	25	38	13	38	25	-	8
Overall	**37**	**13**	**24**	**56**	**15**	**1**	**151**

- The main reasons for dissatisfaction with customer care are mentioned below.

(i)   Time taken by call centre for redressal of complaints

(ii)   Difficult to connect to call centre executive

(iii)   Customer care executive not equipped with adequate information.

4.4.1.7 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service Providers	% Customers	Base
Airtel	74	110
BSNL	62	119
Reliance	80	59
TTML	70	73
Idea	65	95
Vodafone	67	45
Aircel	42	52
Overall	**66**	**553**

- Only 66% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

- This was particularly low in the case of Aircel.

4.4.2 Awareness and experience of Nodal Officer

4.4.2.1 The following table shows the percentage of customers who were aware about contact details of the nodal officer.

Service Providers	% Customers	Base
Airtel	6	1067
BSNL	2	1068
Reliance	4	1067
TTML	4	1067
Idea	3	1072
Vodafone	2	1069
Aircel	2	1068
Overall	**3**	**7478**

- Only 3% of the cellular mobile customers were aware of the contact details of the nodal officer.

4.4.2.2 The following table shows the % of customers who complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

Service Providers	% Customers	Base
Airtel	27	64
BSNL	8	24
Reliance	8	37
TTML	11	47
Idea	7	28
Vodafone	4	26
Aircel	-	25
Overall	**12**	**251**

- Only 12% 0f the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Service Providers	% Customers	Base
Airtel	65	17
BSNL	100	2
Reliance	67	3
TTML	60	5
Idea	100	2
Vodafone	100	1
Aircel	-	-
Overall	**70**	**30**

- ▪ 70% of the customers who complained to the nodal officer were intimated about the decision taken on their complaints.

4.4.2.4 Satisfaction with Nodal Officer

Service Providers	% Customers	Base
Airtel	94	17
BSNL	100	2
Reliance	67	3
TTML	100	5
Idea	100	2
Vodafone	100	1
Aircel	-	-
Overall	**93**	**30**

- ▪ 93% of the customers who complained to the nodal officer were satisfied with the redressal of the complaint by the nodal officer.

4.4.3 Awareness and experiences with Appellate Authority

4.4.3.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers	% Customers	Base
Airtel	2	1067
BSNL	1	1068
Reliance	1	1067
TTML	2	1067
Idea	1	1072
Vodafone	1	1069
Aircel	1	1068
Overall	**1**	**7478**

▪ Only 1% customers were aware of the contact details of appellate authority.

4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 12 months

▪ None of the customers, who were aware about the appellate authority filed an appeal with the appellate authority.

4.4.4 General Information

4.4.4.1 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service Providers	% Customers	Base
Airtel	95	635
BSNL	59	807
Reliance	84	885
TTML	81	834
Idea	73	728
Vodafone	68	1015
Aircel	66	1052
Overall	**74**	**5956**

- Only 74% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.4.4.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection.

Service Providers	% Customers	Base
Airtel	-	635
BSNL	1	807
Reliance	-	885
TTML	-	834
Idea	3	728
Vodafone	2	1015
Aircel	-	1052
Overall	**1**	**5956**

- Only 1% of all the prepaid customers said that they were denied item-wise usage charge details.

4.4.4.3 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

| Service Providers | Reason(s) for denying customers request for item-wise usage charges | | | |
	No reason given	Technical problem	Others	Base
Airtel	-	-	-	-
BSNL	86	14	-	7
Reliance	50	50	-	2
TTML	-	-	-	-
Idea	80	20	-	20
Vodafone	95	5	-	20
Aircel	50	50	-	2
Overall	**84**	**16**	**-**	**51**

- 16% of the prepaid customers who had asked for item-wise charges said that "technical problem" was the main reason cited by the service provider for denying their request while 84% said that no reasons were mentioned.

4.4.4.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, toll free number of the call centre and contact detail of Nodal Officer & Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

Service Providers	% Customers	Base
Airtel	91	121
BSNL	85	13
Reliance	88	110
TTML	86	320
Idea	91	45
Vodafone	69	310
Aircel	96	948
Overall	**89**	**1867**

- Only 89% of the new customers claimed to have received the Manual of Practice.

4.5 Broadband Service – Maharashtra circle

The survey of customer perception of Satisfaction was done in Maharashtra circle among customers of 9 Broadband service providers i.e. Airtel, BSNL, Hathway, Reliance, Sify, Tata, You, TTML and Tikona.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following graph shows the % of customers satisfied with provision of service.
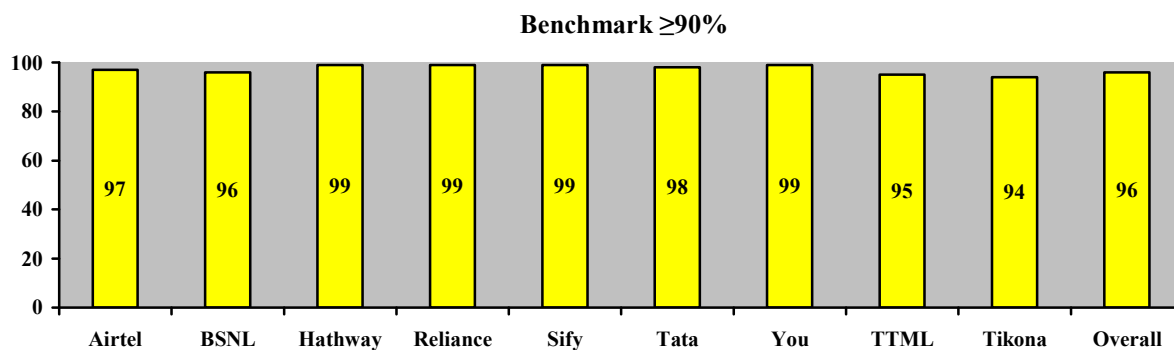
Benchmark ≥90%

- All the service providers met the benchmark set for provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.
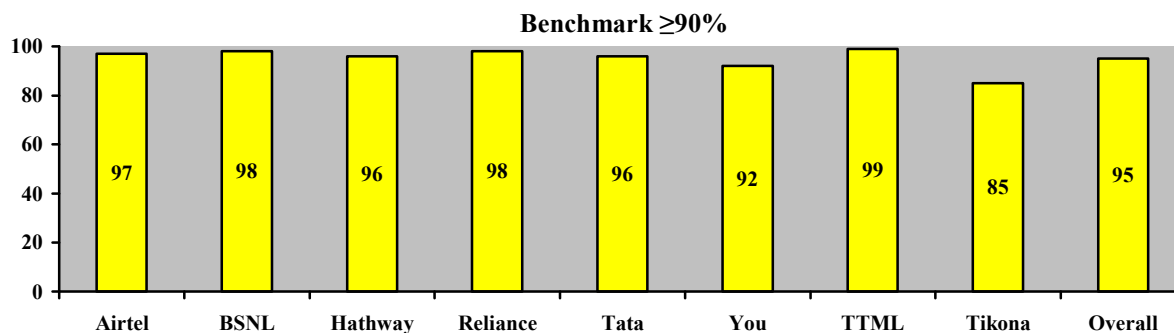
Benchmark ≥90%

- Tikona did not meet the benchmark laid down by TRAI.
- TTML had the highest % of postpaid customers satisfied on account of billing performance.

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers								
		Airtel	BSNL	Hathway	Reliance	Tata	You	TTML	Tikona	**Overall**
Timely delivery of bills	7251	97	99	95	97	97	88	98	87	**95**
Accuracy of the bills	7251	98	99	98	98	97	93	100	88	**96**
Process of resolution of billing complaints	1030	87	68	77	92	77	82	78	38	**70**
Clarity of the bills in terms of transparency and understandability	7251	99	99	99	99	97	98	100	92	**98**

- Postpaid customers of Tikona and You were less satisfied with timely delivery of bills and accuracy the bills.

- Postpaid customers of Tikona and BSNL were less satisfied customers on account of the process of resolution of billing complaints.

- Tikona postpaid customers were less satisfied with clarity of the bills in terms of transparency and understandability.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

4.5.2.1b This graph shows the % of prepaid customers satisfied with billing performance.
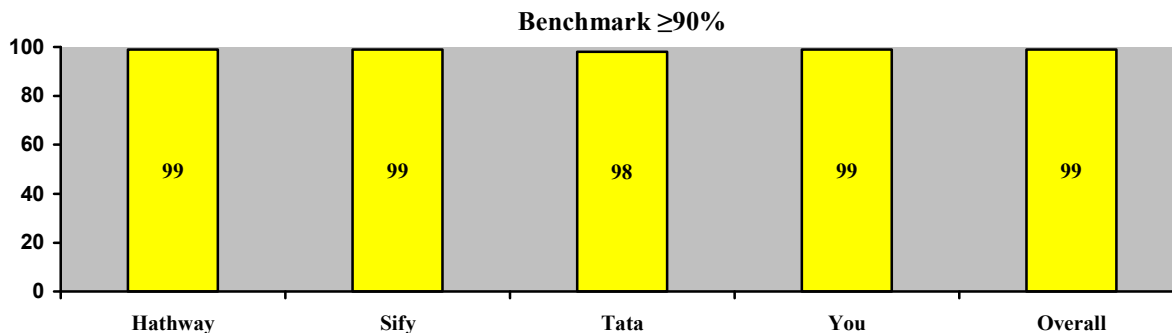
Benchmark ≥90%

- All the service providers met the benchmark laid down by TRAI.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following graph shows the percentage of satisfied customers with help services.
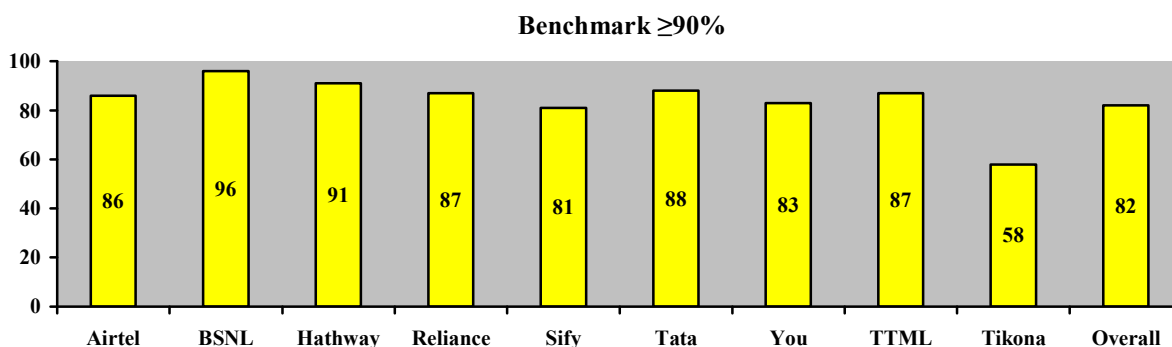
Benchmark ≥90%

- BSNL and Hathway met the benchmark laid down by TRAI.

- Tikona (58%) had the lowest proportion of satisfied customers on account of Help Services.

4.5.3.3 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	Base	% Customers									
		Airtel	BSNL	Hathway	Reliance	Sify	Tata	You	TTML	Tikona	**Overall**
Ease of access of call centre/ customer care or helpline	5493	81	97	92	88	85	89	84	83	66	**84**
Response time taken by customer executive to answer customer call	5493	80	95	92	85	82	87	81	91	63	**83**
Problem solving ability of customer care executive(s)	5493	91	95	90	87	77	87	82	88	43	**80**
Time taken by call centre/ customer care / help-line to resolve your complaint	5493	91	95	91	88	82	87	85	88	59	**83**

- Higher proportion of BSNL customers were satisfied with all the sub parameters of help services.

- A lower % of Tikona customers were satisfied on all the parameters.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.

Benchmark ≥85%

Airtel 92, BSNL 98, Hathway 87, Reliance 90, Sify 83, Tata 85, You 79, TTML 74, Tikona 52, Overall 82
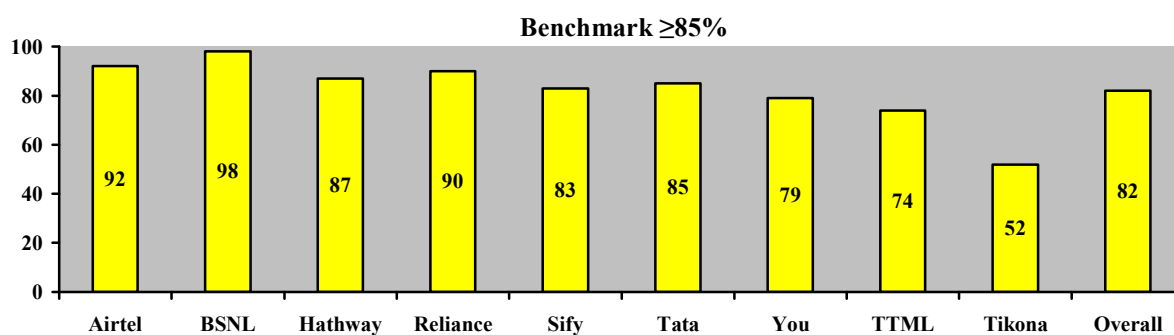
- Tikona, TTML, You and Sify did not meet the benchmark laid down by TRAI.

- BSNL had a higher percentage of satisfied customers on account of network performance, reliability & availability than other service providers.

4.5.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers									
		Airtel	BSNL	Hathway	Reliance	Sify	Tata	You	TTML	Tikona	**Overall**
Speed of broadband connection	9613	93	98	87	88	81	81	80	68	38	**79**
Amount of time for which service is up and working	9613	92	97	86	92	86	88	79	81	66	**85**

- A higher % of BSNL and Airtel customers were satisfied with the sub-parameters of network performance, reliability & availability.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following graph shows the % of customers satisfied with maintainability.
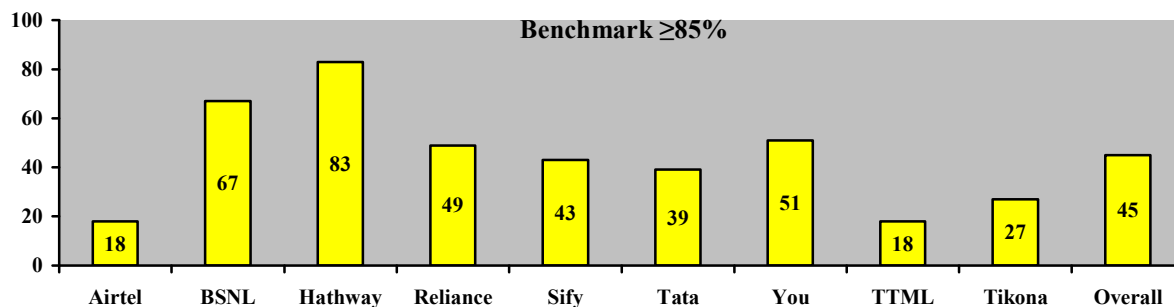
- None of the service providers were able to meet the benchmark laid down by TRAI for maintainability.

- Hathway (83%) had a higher percentage of satisfied customers than others.

- Airtel, TTML and Tikona had the lowest percentage of satisfied customers on account of maintainability.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following graph shows the percentage of customers satisfied with supplementary services.
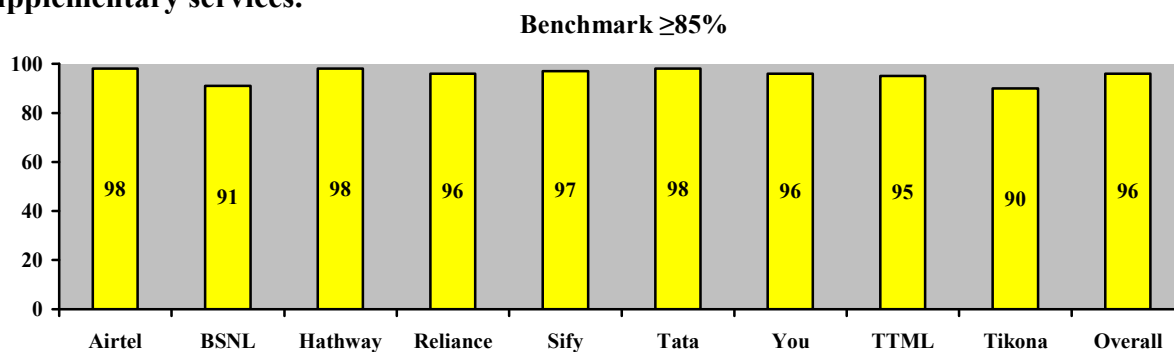
- All the service providers met the benchmark laid down by TRAI.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service.
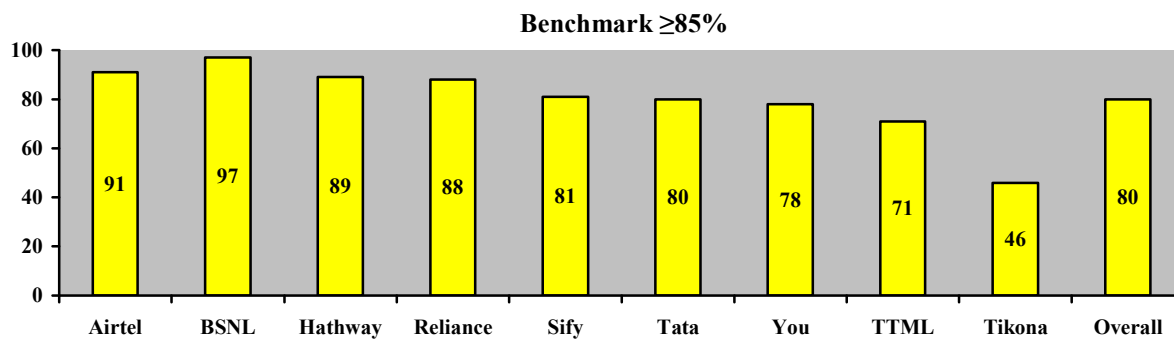
Benchmark ≥85%

- Tikona, TTML, You, Tata and Sify did not meet the benchmark set overall service quality.

4.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service Subscribers

4.6.1 Awareness and experience of Call Centre

4.6.1.1 % of customers aware about the call centre number for making a complaint/ query.

Service Providers	% Customers	Base
Airtel	98	1069
BSNL	97	1068
Hathway	97	1068
Reliance	98	1067
Sify	99	1068
Tata	97	1069
You	99	1068
TTML	95	1069
Tikona	96	1067
Overall	**97**	**9613**

- 97% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query.

4.6.1.2 The following table shows the percentage of customers who had complained in last 12 months to the toll free call centre/ customer care/ help-line telephone number.

Service Providers	% Customers	Base
Airtel	25	1069
BSNL	40	1068
Hathway	27	1068
Reliance	24	1067
Sify	53	1068
Tata	54	1069
You	67	1068
TTML	42	1069
Tikona	78	1067
Overall	**46**	**9613**

- 46% of all broadband customers claimed to have complained in the last 12 months.

4.6.1.3 The following table shows the percentage of customers who received or did not receive the docket number for their complaints.

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	17	27	42	15	269
BSNL	22	56	21	1	431
Hathway	39	7	7	47	286
Reliance	28	25	37	11	255
Sify	31	18	18	33	568
Tata	59	20	18	3	580
You	53	12	24	11	710
TTML	7	67	4	22	450
Tikona	17	39	35	10	831
Overall	**32**	**30**	**23**	**15**	**4380**

- Only 32% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. Another 23% received the docket number on request.

- 30% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. The incidence was higher among TTML and BSNL customers.

- 15% of all broadband customers who had complained said that they did not receive docket numbers even on request.

4.6.1.4 The following table shows the percentage of customers who were informed about the action taken on their complaint by the call centre.

Service Providers	% Customers	Base
Airtel	74	269
BSNL	92	431
Hathway	62	286
Reliance	80	255
Sify	56	568
Tata	85	580
You	66	710
TTML	79	450
Tikona	36	831
Overall	**67**	**4380**

- 67% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for Tikona at 36%.

4.6.1.5 The following table shows the % of customers satisfied with complaint resolution.

Service Providers	% Customers	Base
Airtel	89	269
BSNL	94	431
Hathway	74	286
Reliance	82	255
Sify	62	568
Tata	85	580
You	77	710
TTML	81	450
Tikona	31	831
Overall	**70**	**4380**

- 70% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.

- The satisfaction was lower among Tikona customers but significantly higher for BSNL.

4.6.1.6 % of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	39	31	46	58	15	-	26
BSNL	43	5	10	57	24	-	21
Hathway	23	16	14	78	8	-	80
Reliance	49	29	34	54	11	-	35
Sify	25	6	3	91	8	-	224
Tata	19	5	16	87	15	-	86
You	19	2	7	96	7	-	168
TTML	55	27	18	82	14	-	88
Tikona	18	11	14	86	5	-	583
Overall	**24**	**11**	**13**	**85**	**11**	**-**	**1311**

- The main reason for dissatisfaction with customer care was that customer care took time in the redressal of complaints.

4.6.1.7 % of customers who got their billing complaint resolved satisfactorily by call centre/ customer care within 4 weeks of lodging their complaints.

Service Providers	% Customers	Base
Airtel	75	106
BSNL	26	337
Hathway	62	109
Reliance	71	127
Sify	34	131
Tata	81	282
You	68	168
TTML	54	43
Tikona	38	428
Overall	**52**	**1731**

▪ 52% of the billing complaints were satisfactorily resolved. BSNL registered a lower satisfaction score on this account.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 % of customers who were aware about the contact details of the nodal officer.

Service Providers	% Customers	Base
Airtel	17	1069
BSNL	4	1068
Hathway	9	1068
Reliance	8	1067
Sify	13	1068
Tata	18	1069
You	8	1068
TTML	2	1069
Tikona	17	1067
Overall	**11**	**9613**

▪ Only 11% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

4.6.2.2 The following table shows the percentage of customers who had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

Service Providers	% Customers	Base
Airtel	0.4	1069
BSNL	-	1068
Hathway	0.5	1068
Reliance	-	1067
Sify	0.4	1068
Tata	0.6	1069
You	0.5	1068
TTML	-	1069
Tikona	3.6	1067
Overall	**0.6**	**9613**

- 1% of the customers who were aware of the nodal officer had complained to the nodal officer.

4.6.2.3 The following table shows the percentage of customers who were intimated by the Nodal Officer about the decision taken on their complaint.

Service Providers	% Customers	Base
Airtel	100	4
BSNL	-	-
Hathway	100	5
Reliance	-	-
Sify	25	4
Tata	67	6
You	60	5
TTML	-	-
Tikona	68	38
Overall	**69**	**62**

- 69% of the customers who had complained to the nodal officer were intimated the decision taken on their complaints.

4.6.2.4 The following table shows the percentage of customers satisfied with the redressal of the complaint by the Nodal Officer.

Service Providers	% Customers	Base
Airtel	100	4
BSNL	-	-
Hathway	20	5
Reliance	-	-
Sify	0	4
Tata	50	6
You	20	5
TTML	-	-
Tikona	0	38
Overall	**15**	**62**

▪ Only 15% of the customers who had complained to the nodal officer were satisfied with the subsequent redressal of the complaint.

4.6.3.5 % of customers who cited different reasons for dissatisfaction with Nodal Officer.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to nodal officer	Nodal officer not polite/ courteous	Nodal officer not equipped with adequate information	Time taken by nodal officer for redressal of complaints is too long	Nodal officer not unable to understand the problems	Others	Base
Airtel	-	-	-	-	-	-	-
BSNL	-	-	-	-	-	-	-
Hathway	100	100	-	-	-	-	4
Reliance	-	-	-	-	-	-	-
Sify	75	-	-	50	25	-	4
Tata	67	-	-	100	-	-	3
You	75	-	-	50	25	-	4
TTML	-	-	-	-	-	-	-
Tikona	54	60	32	46	-	-	37
Overall	**62**	**50**	**23**	**46**	**4**	**-**	**52**

- 62% of the 52 customers, who were not satisfied, claimed that nodal officer was difficult to contact.

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 % of customers who were aware about Appellate Authority's contact details

Service Providers	% Customers	Base
Airtel	7	1069
BSNL	2	1068
Hathway	1	1068
Reliance	2	1067
Sify	1	1068
Tata	11	1069
You	2	1068
TTML	-	1069
Tikona	4	1067
Overall	**3**	**9613**

- Only 3% of the broadband customers said that they were aware of the contact details of the Appellate Authority.

4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 12 months

- Of the 322 broadband customers, who were aware of the appellate authority, only 29 customers had filed an appeal with the appellate authority.

4.6.4.3 Acknowledgement Receipt

- All the customers, who filed an appeal with an appellate authority, received an acknowledgement from the appellate authority.

4.6.4.4 Decision of the Appellate Authority

- Of the 29 appeals with the appellate authority, decisions were taken on 18 appeals. Ten appeals had been filed recently.
- One customer, who filed an appeal with the appellate authority was awaiting a decision on his/her appeals.

4.6.5 General Information

4.6.5.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request.

Service Providers	% Prepaid customers	Base
Airtel	-	-
BSNL	-	-
Hathway	28	458
Reliance	-	-
Sify	37	1068
Tata	45	204
You	58	632
TTML	-	-
Tikona	-	-
Overall	**41**	**2362**

- 41% of the prepaid broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.

4.6.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

Service Providers	% Prepaid customers	Base
Airtel	-	-
BSNL	-	-
Hathway	1.5	458
Reliance	-	-
Sify	1.7	1068
Tata	2.5	204
You	0.3	632
TTML	-	-
Tikona	-	-
Overall	**1.4**	**2362**

- Only 1% of the customers said that they were denied item-wise usage charge details.

4.6.5.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied.

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Airtel	-	-	-	-
BSNL	-	-	-	-
Hathway	57	43	-	7
Reliance	-	-	-	-
Sify	67	33	-	18
Tata	20	80	-	5
You	50	50	-	2
TTML	-	-	-	-
Tikona	-	-	-	-
Overall	**56**	**44**	**-**	**32**

- Customers stated that no reason was given for denying their request for itemized usage charges.

4.6.5.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service Providers	% Customers	Base
Airtel	89	36
BSNL	98	51
Hathway	73	71
Reliance	81	123
Sify	52	256
Tata	94	141
You	57	263
TTML	73	75
Tikona	48	1011
Overall	**59**	**2027**

- 59% of the new customers claimed to have got the Manual of Practice. This proportion was significantly lower for Tikona.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

5.1.1 84% of the basic telephone service customers in Maharashtra circle were satisfied with their service providers on overall service quality. None of the service providers meet the benchmark set for overall service quality.

5.1.2 All the service providers met the benchmark set for the following parameters:

- Billing performance (postpaid)
- Supplementary & value added services

5.1.3 Airtel and Reliance did not meet the benchmark set for provision of service.

5.1.4 BSNL did not meet the benchmark set for help services. Process of resolution of billing complaints was not found to be satisfactory in case of BSNL.

5.1.5 Most new basic wire-line customers got their lines activated within 7 days. More than 85% reported that the faults were repaired within 3 days.

5.1.6 Grievance Redressal: The call center is used by a substantial proportion of wire-line customers; Almost 34% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

However, only 89% were aware about the call centre's toll free number for the purpose of making a complaint/ query. Customers of BSNL (77%) were less aware about the call centre number.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 91% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ cutomer care/ help-line.

However, only 78% of the billing complaints had been satisfactorily addressed.

A very small proportion of the customers (11%) were aware of the Nodal Officer and the Appellate Authority. Experience of customers with the Nodal Officer was satisfactory in most of the cases.

A majority of the new customers claimed that they had received the Manual of Practice.

5.2 Cellular Mobile Service

5.2.1 83% of all cellular mobile service customers were satisfied with overall service quality. Vodafone and Idea were the only service providers to meet the benchmark set for overall quality of service.

5.2.2 All the service providers met the benchmark set for provision of service.

5.2.3 Airtel could not meet the benchmark set for billing performance on account of the process of resolution of billing complaints.

5.2.4 Airtel and BSNL did not meet the benchmark set for help services including customer grievance redressal (on account of all parameters).

5.2.5 The benchmark for network performance was met only by Vodafone and Idea.

5.2.6 Maintainability was another area of concern with 4 of the 7 service providers failing to meet the benchmark.

5.2.5 Grievance Redressal: The call center is used by a substantial proportion of cellular mobile service customers; almost 28% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

90% of the customers were aware about the call centre's toll free number for the purpose of making a complaint/ query.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 93% of all cellular mobile service customers who had lodged complaints said that they were satisfied with the system of resolving

their complaints by the call centre/ cutomer care/ help-line. Only 66% of the billing complaints were satisfactorily addressed.

A very small proportion of the customers (3% & 1% respectively) were aware of the Nodal Officer and the Appellate Authority.

A majority of the new customers (89%) claimed that they had received the Manual of Practice.

5.3 Broadband Service

5.3.1 80% of all cellular mobile service customers were satisfied with overall service quality. Five of the 9 service providers failed to meet the benchmark.

5.3.2 All the service providers met the benchmark set for the following parameters:

- Provision of service
- Billing performance (prepaid)
- Supplementary services

5.3.3 Tikona did not meet the benchmark set for billing performance (postpaid).

5.3.4 BSNL and Hathway met the benchmark set for help services, others did not.

5.3.5 Tikona, TTML, You and Sify did not meet the benchmark set for network performance, reliability and availability.

5.3.6 None of the service providers met the benchmark set for maintainability.

5.3.7 97% of the customers got their working connection within 15 working days.

5.3.8 Grievance Redressal: The call center is used by a substantial proportion of broadband service customers; Almost 46% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

97% were aware about the call centre's toll free number for the purpose of making a complaint/ query.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 70% of all broadband service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ cutomer care/ help-line. In the case of Tikona, the satisfaction on this account was significantly lower at 31%.

A very small proportion of the customers (11% and 3%) were aware of the Nodal Officer and the Appellate Authority respectively. Only 15% of the customers were satisfied with their experience with the Nodal Officer.

Only 41% of the prepaid customers were aware that they could item-wise details of charge details.

59% of the new customers claimed to have got the Manual of Practice. This proportion was significantly lower for Tikona.

6. RECOMMENDATIONS (QUALITY OF SERVICE)

6.1 Basic Wire-line Service

6.1.1 Airtel needs to improve upon provision of service.

6.1.2 BSNL and Reliance should improve upon process of resolution of billing complaints as well as voice quality.

6.1.3 BSNL should also improve upon their help services.

6.1.4 All service providers need to improve upon maintainability of service.

6.1.5 All service providers need to improve upon their overall service quality.

6.1.6 Service providers need to convey all details of the tariff plan to all their new customers.

6.1.7 Effectiveness of the DNC register still needs to be enhanced so that unsolicited calls are cut out totally.

6.1.8 Grievance Redressal Mechanism: Service providers should make their customers aware about the contact details of their Customer Care, Nodal Officer and Appellate Authority.
The effectiveness of the Nodal Officer needs to be enhanced so that complaints are speedily addressed.

In addition, the new customers should be informed about the facility whereby they can get item-wise usage charges on request.
The Manual of Practice should be delivered to all new customers.

6.2 Cellular Mobile Telephone Service

6.2.1 Airtel, BSNL, Reliance, TTML and Idea need to improve their process for resolution of billing complaints.

6.2.2 Airtel and BSNL need to improve their help services.

6.2.3 Airtel, BSNL, Reliance, TTML, and Aircel need to improve network performance, reliability & availability.

6.2.4 Airtel, BSNL, Vodafone and Aircel need to improve upon maintainability of service.

6.2.5 BSNL, TTML and Aircel need to improve their value added services.

6.2.6 The overall service quality of Airtel, BSNL Reliance, TTML and Aircel need to be improved.

6.2.7 Service providers need to convey all details of the tariff plan to all their new customers.

6.2.8 Effectiveness of the DNC register still needs to be enhanced so that unsolicited calls are cut out totally.

6.2.9 Grievance Redressal Mechanism: Service providers should make their customers aware about the contact details of their Customer Care, Nodal Officer and Appellate Authority.

The effectiveness of the Nodal Officer needs to be enhanced so that complaints are speedily addressed.

In addition, the new customers should be informed that they can get item-wise usage charges on request.
The Manual of Practice should be delivered to all new customers.

6.3 Broadband Internet Service

6.3.1 Maintainability is the main area of concern that needs improvement for all the broadband service providers.

6.3.2 Tikona need to improve their postpaid billing process.

6.3.3 Airtel, Reliance, Sify, Tata, TATA, You, TTML and Tikona need to improve their help services.

6.3.4 The overall service quality of Sify, TATA, You, TTML and Tikona needs to be improved.

6.3.5 Grievance Redressal Mechanism: Service providers should make their customers aware about the contact details of their Nodal Officer and Appellate Authority.

The effectiveness of both the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are speedily addressed.

In addition, the new customers should be informed that they can get item-wise usage charges on request.

Annexure 1: Detailed Tables (Basic Telephone Service - Customers Survey)

A. Service Provision

A.1. (Q 1) When did you last apply for a phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	13	37	920	970
	%	1.3%	3.8%	94.8%	100.0%
BSNL	Count	17	21	1041	1079
	%	1.5%	1.9%	96.4%	100.0%
Reliance	Count	24	46	937	1007
	%	2.3%	4.5%	93.0%	100.0%
TTML	Count	65	66	840	971
	%	6.7%	6.8%	86.5%	100.0%
Overall	Count	119	170	3738	4027
	%	2.9%	4.2%	92.8%	100.0%

A.2. (Q 2) How much time was taken to get the telephone connection installed and activated after you applied for it?

Service Providers		Less than 3 days	3-7 days	8 -15 days	More than 15 days	Base
Airtel	Count	16	26	5	3	50
	%	32.0%	52.0%	10.0%	6.0%	100.0%
BSNL	Count	17	14	3	4	38
	%	44.7%	36.8%	7.9%	10.5%	100.0%
Reliance	Count	31	30	3	6	70
	%	44.3%	42.9%	4.3%	8.6%	100.0%
TTML	Count	35	62	14	20	131
	%	26.7%	47.3%	10.7%	15.3%	100.0%
Overall	Count	99	132	25	33	289
	%	34.3%	45.7%	8.7%	11.4%	100.0%

A.3. (Q 3) How satisfied are you with time taken to provide working phone connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	50	43	--	43	7	--
	%	100.0%	86.0%	--	86.0%	14.0%	--
BSNL	Count	39	36	1	35	3	--
	%	100.0%	92.3%	2.6%	89.7%	7.7%	--
Reliance	Count	69	62	--	62	7	--
	%	100.0%	89.9%	--	89.9%	10.1%	--
TTML	Count	131	124	4	120	7	--
	%	100.0%	94.6%	3.1%	91.6%	5.3%	--
Overall	Count	289	265	5	260	24	--
	%	100.0%	91.7%	1.7%	90.0%	8.3%	--

A.4. (Q 4) In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Base
Airtel	Count	64	18	1	1	64
	%	76.2%	21.4%	1.2%	1.2%	100.0%
BSNL	Count	39	66	13	7	125
	%	31.2%	52.8%	10.4%	5.6%	100.0%
Reliance	Count	20	11	7	3	41
	%	48.8%	26.8%	17.1%	7.3%	100.0%
TTML	Count	49	25	8	1	83
	%	59.0%	30.1%	9.6%	1.2%	100.0%
Overall	Count	172	120	29	12	333
	%	51.7%	36.0%	8.7%	3.6%	100.0%

B. Billing Process - Postpaid Customers

B.1. (Q 5) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	970	949	5	944	20	1
	%	100.0%	97.8%	0.5%	97.3%	2.1%	0.1%
BSNL	Count	1079	1012	19	993	61	6
	%	100.0%	93.8%	1.8%	92.0%	5.7%	0.6%
Reliance	Count	1007	974	3	971	29	4
	%	100.0%	96.7%	0.3%	96.4%	2.9%	0.4%
TTML	Count	971	938	3	935	31	2
	%	100.0%	96.6%	0.3%	96.3%	3.3%	0.2%
Overall	Count	4027	3873	30	3843	141	13
	%	100.0%	96.2%	0.8%	95.4%	3.5%	0.3%

B.2. (Q 6a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	970	955	5	950	14	1
	%	100.0%	98.4%	0.5%	97.9%	1.4%	0.1%
BSNL	Count	1079	1019	21	998	52	8
	%	100.0%	94.4%	1.9%	92.5%	4.8%	0.7%
Reliance	Count	1007	984	1	983	17	6
	%	100.0%	97.7%	0.1%	97.6%	1.7%	0.6%
TTML	Count	971	908	1	944	22	4
	%	100.0%	97.3%	0.1%	97.2%	2.4%	0.4%
Overall	Count	4027	3903	28	3875	105	19
	%	100.0%	96.9%	0.7%	96.2%	2.6%	0.5%

B.3. (Q 6b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	8	2	8	5	--	15
	%	53.3%	13.3%	53.3%	33.3%	--	
BSNL	Count	43	9	3	19	--	60
	%	71.7%	15.0%	5.0%	31.7%	--	
Reliance	Count	14	3	2	6	3	23
	%	60.9%	13.0%	8.7%	26.1%	13.0%	
TTML	Count	24	9	3	4	--	34
	%	92.3%	34.6%	11.5%	15.4%	--	
Overall	Count	89	23	16	34	3	124
	%	71.8%	18.5%	12.9%	27.4%	2.4%	

B.4. (Q 7) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	231	739	970
	%	23.8%	76.2%	100.0%
BSNL	Count	121	958	1079
	%	11.2%	88.8%	100.0%
Reliance	Count	160	847	1007
	%	15.9%	84.1%	100.0%
TTML	Count	142	829	971
	%	14.6%	85.4%	100.0%
Overall	Count	654	3373	4027
	%	16.2%	83.8%	100.0%

B.5. (Q 8) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	231	221	--	221	9	1
	%	100.0%	95.7%	--	95.7%	3.9%	0.4%
BSNL	Count	121	99	1	98	20	2
	%	100.0%	81.8%	0.8%	81.0%	16.5%	1.7%
Reliance	Count	160	141	--	141	18	1
	%	100.0%	88.1%	--	88.1%	11.3%	0.6%
TTML	Count	142	135	--	135	6	1
	%	100.0%	95.1%	--	95.1%	4.2%	0.7%
Overall	**Count**	**654**	**596**	**1**	**595**	**53**	**5**
	%	100.0%	**91.2%**	**0.2%**	**91.0%**	**8.1%**	**0.8%**

B.6. (Q 9a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	970	962	6	956	8	--
	%	100.0%	99.2%	0.6%	98.6%	0.8%	--
BSNL	Count	1079	1051	21	1030	23	5
	%	100.0%	97.4%	1.9%	95.5%	2.1%	0.5%
Reliance	Count	1007	991	1	990	11	5
	%	100.0%	98.4%	0.1%	98.3%	1.1%	0.5%
TTML	Count	971	952	--	952	14	5
	%	100.0%	98.0%	--	98.0%	1.4%	0.5%
Overall	**Count**	**4027**	**3956**	**28**	**3928**	**56**	**15**
	%	**100.0%**	**98.2%**	**0.7%**	**97.5%**	**1.4%**	**0.4%**

B.7. (Q 9b) Please specify the reason(s) for your dissatisfaction.

Service Providers		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	Base
Airtel	Count	--	--	3	5	--	8
	%	--	--	37.5%	62.5%	--	
BSNL	Count	7	2	13	6	--	28
	%	25.0%	7.1%	46.4%	21.4%	--	
Reliance	Count	4	2	4	6	--	16
	%	25.0%	12.5%	25.0%	37.5%	--	
TTML	Count	9	4	3	3	--	19
	%	47.4%	21.1%	15.8%	15.8%	--	
Overall	Count	20	8	23	20	--	71
	%	28.2%	11.3%	32.4%	28.2%	--	

Billing Process - Prepaid Customers

B.8. (Q 10) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
BSNL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Reliance	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
TTML	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Overall	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--

C. Help Services/ Customer Care

C.1. (Q 11) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	513	457	970
	%	52.9%	47.1%	100.0%
BSNL	Count	368	711	1079
	%	34.1%	65.9%	100.0%
Reliance	Count	512	495	1007
	%	50.8%	49.2%	100.0%
TTML	Count	476	495	971
	%	49.0%	51.0	100.0%
Overall	**Count**	**1869**	**2158**	**4027**
	%	**46.4%**	**53.6%**	**100.0%**

C.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	513	480	2	478	33	--
	%	100.0%	93.6%	0.4%	93.2%	6.4%	--
BSNL	Count	368	328	--	328	39	1
	%	100.0%	89.1%	--	89.1%	10.6%	0.3%
Reliance	Count	512	487	6	481	21	4
	%	100.0%	95.1%	1.2%	93.9%	4.1%	0.8%
TTML	Count	476	438	4	434	36	2
	%	100.0%	92.0%	0.8%	91.2%	7.6%	0.4%
Overall	**Count**	**1869**	**1733**	**12**	**1721**	**129**	**7**
	%	**100.0%**	**92.7%**	**0.6%**	**92.1%**	**6.9%**	**0.4%**

C.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	513	443	1	442	70	--
	%	100.0%	86.4%	0.2%	86.2%	13.6%	--
BSNL	Count	368	314	1	313	53	1
	%	100.0%	85.4%	0.3%	85.1%	14.4%	0.3%
Reliance	Count	512	427	5	422	85	--
	%	100.0%	83.4%	1.0%	82.4%	16.6%	--
TTML	Count	476	441	4	437	34	1
	%	100.0%	92.6%	0.8%	91.8%	7.1%	0.2%
Overall	Count	1869	1625	11	1614	242	2
	%	100.0%	87.0%	0.6%	86.4%	12.9%	0.1%

C.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	513	493	1	492	20	--
	%	100.0%	96.1%	0.2%	95.9%	3.9%	--
BSNL	Count	368	323	1	322	44	1
	%	100.0%	87.8%	0.3%	87.5%	12.0%	0.3%
Reliance	Count	512	471	4	467	41	--
	%	100.0%	92.0%	0.8%	91.2%	8.0%	--
TTML	Count	476	446	4	442	28	2
	%	100.0%	93.7%	0.8%	92.9%	5.9%	0.4%
Overall	Count	1869	1733	10	1723	133	3
	%	100.0%	92.7%	0.5%	92.2%	7.1%	0.2%

C.5. (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	513	489	2	487	24	--
	%	100.0%	95.3%	0.4%	94.9%	4.7%	--
BSNL	Count	368	326	3	323	41	1
	%	100.0%	88.6%	0.8%	87.8%	11.1%	0.3%
Reliance	Count	512	467	14	453	44	1
	%	100.0%	91.2%	2.7%	88.5%	8.6%	0.2%
TTML	Count	476	443	10	433	32	1
	%	100.0%	93.1%	2.1%	91.0%	6.7%	0.2%
Overall	**Count**	**1869**	**1725**	**29**	**1696**	**141**	**3**
	%	**100.0%**	**92.3%**	**1.6%**	**90.7%**	**7.5%**	**0.2%**

D. Network Performance, Reliability and Availability

D.1. (Q 16) How satisfied are you with the availability of working telephone (dial tone)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	970	932	4	928	35	3
	%	100.0%	96.1%	0.4%	95.7%	3.6%	0.3%
BSNL	Count	1079	1021	35	986	54	4
	%	100.0%	94.6%	3.2%	91.4%	5.0%	0.4%
Reliance	Count	1007	926	8	918	77	4
	%	100.0%	92.0%	0.8%	91.2%	7.6%	0.4%
TTML	Count	971	932	13	919	39	--
	%	100.0%	95.6%	1.3%	94.6%	4.0%	--
Overall	**Count**	**4027**	**3811**	**60**	**3751**	**205**	**11**
	%	**100.0%**	**94.6%**	**1.5%**	**93.1%**	**5.1%**	**0.3%**

D.2. (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	970	954	5	949	16	--
	%	100.0%	98.3%	0.5%	97.8%	1.6%	--
BSNL	Count	1079	1017	36	981	58	4
	%	100.0%	94.2%	3.3%	90.9%	5.4%	0.4%
Reliance	Count	1007	978	3	975	27	2
	%	100.0%	97.1%	0.3%	96.8%	2.7%	0.2%
TTML	Count	971	936	4	932	35	--
	%	100.0%	96.4%	0.4%	96.0%	3.6%	--
Overall	Count	4027	3885	48	3837	136	6
	%	100.0%	96.5%	1.2%	95.3%	3.4%	0.1%

D.3. (Q 18) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	970	911	8	903	58	1
	%	100.0%	93.9%	0.8%	93.1%	6.0%	0.1%
BSNL	Count	1079	920	92	828	154	5
	%	100.0%	85.2%	8.5%	76.7%	14.3%	0.5%
Reliance	Count	1007	893	14	879	110	4
	%	100.0%	88.7%	1.4%	87.3%	10.9%	0.4%
TTML	Count	971	902	17	885	69	--
	%	100.0%	92.9%	1.8%	91.1%	7.1%	--
Overall	Count	4027	3626	131	3495	391	10
	%	100.0%	90.1%	3.3%	86.8%	9.7%	0.2%

E. Maintainability (Fault Repair)

E.1. (Q 19) Have you experienced fault in your telephone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	203	767	970
	%	20.9%	79.1%	100.0%
BSNL	Count	225	854	1079
	%	20.9%	79.1%	100.0%
Reliance	Count	184	823	1007
	%	18.3%	81.7%	100.0%
TTML	Count	212	759	971
	%	21.8%	78.2%	100.0%
Overall	**Count**	**824**	**3203**	**4027**
	%	**20.5%**	**79.5%**	**100.0%**

E.2. (Q 20) How many times your telephone became faulty in the last one month?

Service Providers		Nil	One time	2-3 times	More than 3 times	Base
Airtel	Count	55	115	25	8	203
	%	27.1%	56.7%	12.3%	3.9%	100.0%
BSNL	Count	14	124	67	20	225
	%	6.2%	55.1%	29.8%	8.9%	100.0%
Reliance	Count	34	106	34	10	184
	%	18.5%	57.6%	18.5%	5.4%	100.0%
TTML	Count	19	136	48	9	212
	%	9.0%	64.2%	22.6%	4.2%	100.0%
Overall	**Count**	**122**	**481**	**174**	**47**	**824**
	%	**14.8%**	**58.4%**	**21.1%**	**5.7%**	**100.0%**

E.3. (Q 21) How long did it take generally for repairing the fault after lodging complaint?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	75	111	16	1	203
	%	36.9%	54.7%	7.9%	0.5%	100.0%
BSNL	Count	46	137	20	22	225
	%	20.4%	60.9%	8.9%	9.8%	100.0%
Reliance	Count	40	119	13	12	184
	%	21.7%	64.7%	7.1%	6.5%	100.0%
TTML	Count	66	133	8	5	212
	%	31.1%	62.7%	3.8%	2.4%	100.0%
Overall	**Count**	**227**	**500**	**57**	**40**	**824**
	%	**27.5%**	**60.7%**	**6.9%**	**4.9%**	**100.0%**

E.4. (Q 22) How satisfied are you with the fault repair service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	203	187	1	186	16	--
	%	100.0%	92.1%	0.5%	91.6%	7.9%	--
BSNL	Count	225	169	8	161	53	3
	%	100.0%	75.2%	3.6%	71.6%	23.6%	1.3%
Reliance	Count	184	141	--	141	43	--
	%	100.0%	76.6%	--	76.6%	23.4%	--
TTML	Count	212	191	4	187	18	3
	%	100.0%	90.1%	1.9%	88.2%	8.5%	1.4%
Overall	**Count**	**824**	**688**	**13**	**675**	**130**	**6**
	%	**100.0%**	**83.5%**	**1.6%**	**81.9%**	**15.8%**	**0.7%**

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F. Supplementary Service/ Value Added Services

F.1. (Q 23) Do you use services like call waiting, call forwarding, voice mails or any other supplementary / value added services?

Service Providers		Yes	No	Base
Airtel	Count	255	715	970
	%	26.3%	73.7%	100.0%
BSNL	Count	80	999	1079
	%	7.4%	92.6%	100.0%
Reliance	Count	179	828	1007
	%	17.8%	82.2%	100.0%
TTML	Count	101	870	971
	%	10.4%	89.6%	100.0%
Overall	Count	615	3412	4027
	%	15.3%	84.7%	100.0%

F.2. (Q 24) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	255	251	--	251	3	1
	%	100.0%	98.4%	--	98.4%	1.2%	0.4%
BSNL	Count	80	75	1	74	2	3
	%	100.0%	93.8%	1.3%	92.5%	2.5%	3.8%
Reliance	Count	179	179	--	179	--	--
	%	100.0%	100%	--	100%	--	--
TTML	Count	101	97	--	97	3	1
	%	100.0%	96.0%	--	96.0%	3.0%	1.0%
Overall	Count	615	602	1	601	8	5
	%	100.0%	97.9%	0.2%	97.7%	1.3%	0.8%

G. Overall Customer Satisfaction

G.1. (Q 25a) How satisfied are you with the overall quality of your telephone service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	970	832	9	823	137	1
	%	100.0%	85.7%	0.9%	84.8%	14.1%	0.1%
BSNL	Count	1079	918	44	874	155	6
	%	100.0%	85.1%	4.1%	81.0%	14.4%	0.6%
Reliance	Count	1007	768	3	765	232	7
	%	100.0%	76.3%	0.3%	76.0%	23.0%	0.7%
TTML		971	867	40	827	101	3
		100.0%	89.3%	4.1%	85.2%	10.4%	0.3%
Overall	Count	4027	3385	96	3289	625	17
	%	100.0%	84.1%	2.4%	81.7%	15.5%	0.4%

H. General Information

H.1. (Q 26) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Providers		Yes	No	Base
Airtel	Count	44	6	50
	%	88.0%	12.0%	100.0%
BSNL	Count	19	19	38
	%	50.0%	50.0%	100.0%
Reliance	Count	65	5	70
	%	92.8%	7.1%	100.0%
TTML	Count	86	45	131
	%	65.6%	34.4%	100.0%
Overall	Count	214	75	289
	%	74.0%	25.9%	100.0%

H.2. (Q 27) Have you terminated telephone connection that you had in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	13	957	970
	%	1.3%	98.7%	100.0%
BSNL	Count	12	1067	1079
	%	1.1%	98.9%	100.0%
Reliance	Count	10	997	1007
	%	1.0%	99.0%	100.0%
TTML	Count	14	957	971
	%	1.4%	98.6%	100.0%
Overall	**Count**	**49**	**3978**	**4027**
	%	**1.2%**	**98.8%**	**100.0%**

H.3. (Q 28) If yes, please name your previous service provider?

Current Service Providers		Previous Service Providers				
		Airtel	BSNL	Reliance	TTML	Base
Airtel	Count	--	4	5	4	13
	%	--	30.8%	38.5%	30.8%	100.0%
BSNL	Count	1	7	2	2	12
	%	8.3%	58.4%	16.6%	16.7%	100.0%
Reliance	Count	5	3	--	2	10
	%	50.0%	30.0%	--	20.0%	100.0%
TTML	Count	--	8	6	--	14
	%	--	57.2%	42.9%	--	100.0%
Overall	**Count**	**6**	**22**	**13**	**8**	**49**
	%	**12.2%**	**44.9%**	**26.6%**	**16.3%**	**100.0%**

H.4. (Q 29) How many days were taken by previous service provider for termination of your telephone connection?

Previous Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	4	5	3	1	13
	%	30.8%	38.5%	23.1%	7.7%	100.0%
BSNL	Count	1	6	3	2	12
	%	8.3%	50.0%	25.0%	16.7%	100.0%
Reliance	Count	--	8	1	1	10
	%	--	80.0%	10.0%	10.0%	100.0%
TTML	Count	3	5	6	--	14
	%	21.4%	35.7%	42.9%	--	100.0%
Overall	Count	8	24	13	4	49
	%	16.3%	49.0%	26.5%	8.2%	100.0%

H.5. (Q 30) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Previous Service Providers		Yes	No	Base
Airtel	Count	10	3	13
	%	76.9%	23.1%	100.0%
BSNL	Count	8	4	12
	%	66.7%	33.3%	100.0%
Reliance	Count	8	2	10
	%	80.0%	20.0%	100.0%
TTML	Count	14	--	14
	%	100%	--	100.0%
Overall	Count	40	9	49
	%	81.6%	18.4%	100.0%

H.6. (Q 31) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	29	941	--	970
	%	3.0%	97.0%	--	100.0%
BSNL	Count	18	1061	--	1079
	%	1.7%	98.3%	--	100.0%
Reliance	Count	22	985	--	1007
	%	2.2%	97.8%	--	100.0%
TTML	Count	17	954	--	971
	%	1.8%	98.2%	--	100.0%
Overall	**Count**	**86**	**3941**	**--**	**4027**
	%	**2.1%**	**97.9%**	**--**	**100.0%**

H.7. (Q 32a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	9	4	16	--	29
	%	31.0%	13.8%	55.2%	--	100.0%
BSNL	Count	4	--	11	3	18
	%	22.2%	--	61.1%	16.7%	100.0%
Reliance	Count	3	4	12	3	22
	%	13.6%	18.2%	54.5%	13.6%	100.00%
TTML	Count	7	3	7	--	17
	%	41.2%	17.6%	41.2%	--	100.00%
Overall	**Count**	**23**	**11**	**46**	**6**	**86**
	%	26.7%	12.8%	53.5%	7.0%	100.00%

H.8. (Q 32b) Have you made any compliant to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry.

Service Providers		Yes	No	Base
Airtel	Count	--	20	20
	%	--	!00%	!00%
BSNL	Count	--	14	14
	%	--	100%	100%
Reliance	Count	--	19	19
	%	--	100%	100%
TTML	Count	--	10	10
	%	--	100%	100%
Overall	**Count**	**--**	**63**	**63**
	%	**--**	**100%**	**100%**

H.9. (Q 32c) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	--	--	--	--
	%	--	--	--	--
BSNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	--	--	--	--
	%	--	--	--	--
TTML	Count	--	--	--	--
	%	--	--	--	--
Overall	**Count**	**--**	**--**	**--**	**--**
	%	**--**	**--**	**--**	**--**

I. Grievance Redressal Mechanism

I.1. (Q 33) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	923	47	970
	%	95.2%	4.8%	100.0%
BSNL	Count	832	247	1079
	%	77.1%	22.9%	100.0%
Reliance	Count	979	28	1007
	%	97.2%	2.8%	100.0%
TTML	Count	832	139	971
	%	85.7%	14.3%	100.0%
Overall	**Count**	**3566**	**461**	**4027**
	%	**88.6%**	**11.4%**	**100.0%**

I.2. (Q 34) Have you made any complaint within last 12 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	351	619	970
	%	36.2%	63.8%	100.0%
BSNL	Count	331	748	1079
	%	30.7%	69.3%	100.0%
Reliance	Count	300	707	1007
	%	29.8%	70.2%	100.0%
TTML	Count	405	566	971
	%	41.7%	58.3%	100.0%
Overall	**Count**	**1387**	**2640**	**4027**
	%	**34.4%**	**65.6%**	**100.0%**

I.3. (Q 35) Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Service Providers		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	Base
Airtel	Count	131	120	58	42	351
	%	37.3%	34.2%	16.5%	12.0%	100.0%
BSNL	Count	111	157	55	8	331
	%	33.5%	47.4%	16.6%	2.4%	100.0%
Reliance	Count	94	149	42	15	300
	%	31.3%	49.7%	14.0%	5.0%	100.0%
TTML	Count	140	199	39	27	405
	%	34.6%	49.1%	9.6%	6.7%	100.0%
Overall	**Count**	**476**	**625**	**194**	**92**	**1387**
	%	**34.3%**	**45.1%**	**14.0%**	**6.6%**	**100.0%**

I.4. (Q 36) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	257	94	351
	%	73.2%	26.8%	100.0%
BSNL	Count	277	54	331
	%	83.7%	16.3%	100.0%
Reliance	Count	268	32	300
	%	89.3%	10.7%	100.0%
TTML	Count	383	22	405
	%	94.6%	5.4%	100.0%
Overall	**Count**	**1185**	**202**	**1387**
	%	**85.4%**	**14.6%**	**100.0%**

I.5. (Q 37) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	351	338	4	334	10	3
	%	100.0%	96.3%	1.1%	95.2%	2.8%	0.9%
BSNL	Count	331	285	1	284	43	3
	%	100.0%	86.1%	0.3%	85.8%	13.0%	0.9%
Reliance	Count	300	267	1	266	32	1
	%	100.0%	89.0%	0.3%	88.7%	10.7%	0.3%
TTML	Count	405	375	5	370	23	7
	%	100.0%	92.6%	1.2%	91.4%	5.7%	1.7%
Overall	Count	1387	1265	11	1254	108	14
	%	100.0%	91.2%	0.8%	90.4%	7.8%	1.0%

I.6. (Q 38) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	6	2	5	3	1	--	13
	%	46.2%	15.4%	38.5%	23.1%	7.7%	--	
BSNL	Count	19	5	13	25	6	--	46
	%	41.3%	10.9%	28.3%	54.3%	13.0%	--	
Reliance	Count	15	10	13	21	5	--	33
	%	45.5%	21.2%	36.4%	63.6%	15.2%	--	
TTML	Count	12	7	10	17	2	--	30
	%	40.0%	23.3%	33.3%	56.7%	6.7%	--	
Overall	Count	52	24	41	67	14	--	122
	%	42.6%	17.2%	32.8%	54.1%	11.5%	--	

I.7. (Q 39) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	232	53	285
	%	81.4%	18.6%	100.0%
BSNL	Count	141	103	244
	%	57.8%	42.2%	100.0%
Reliance	Count	158	34	192
	%	82.3%	17.7%	100.0%
TTML	Count	257	34	291
	%	88.3%	11.7%	100.0%
Overall	**Count**	**788**	**224**	**1012**
	%	**77.9%**	**22.1%**	**100.0%**

I.8. (Q 40) In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	224	746	970
	%	23.1%	76.9%	100.0%
BSNL	Count	54	1025	1079
	%	5.0%	95.0%	100.0%
Reliance	Count	93	914	1007
	%	9.2%	90.8%	100.0%
TTML	Count	83	888	971
	%	8.5%	91.5%	100.0%
Overall	**Count**	**454**	**3573**	**4027**
	%	**11.3%**	**88.7%**	**100.0%**

I.9. (Q 41) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	8	216	224
	%	3.6%	96.4%	100.0%
BSNL	Count	2	52	54
	%	3.7%	96.3%	100.0%
Reliance	Count	3	90	93
	%	3.2%	96.8%	100.0%
TTML	Count	2	81	83
	%	2.4%	97.6%	100.0%
Overall	Count	15	439	454
	%	3.3%	96.75	100.0%

I.10. (Q 42) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	8	--	8
	%	100%	--	100%
BSNL	Count	1	1	2
	%	50.0%	50.0%	100%
Reliance	Count	1	2	3
	%	33.3%	66.7%	100%
TTML	Count	2	--	2
	%	100%	--	100%
Overall	Count	12	3	15
	%	80.0%	20.0%	100%

I.12. (Q 43) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	8	8	--	8	--	--
	%	100%	100%	--	100%	--	--
BSNL	Count	2	1	--	1	1	--
	%	100%	50.0%	--	50.0%	50.0%	--
Reliance	Count	3	2	--	2	1	--
	%	100%	66.7%	--	66.7%	33.3%	--
TTML	Count	2	2	--	2	--	--
	%	100%	100%	--	100%	--	--
Overall	**Count**	**15**	**13**	**--**	**13**	**2**	**--**
	%	**100%**	**86.7%**	**--**	**86.7%**	**13.3%**	**--**

I.13. (Q 44) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	
BSNL	Count	1	1	--	--	--	--	1
	%	100%	100%	--	--	--	--	
Reliance	Count	1	--	--	--	--	--	1
	%	100%	--	--	--	--	--	
TTML	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	
Overall	**Count**	**1**	**1**	**--**	**--**	**--**	**--**	**2**
	%	**50.0%**	**50.0%**	**--**	**--**	**--**	**--**	

I.14. (Q 45) In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can contact the next level called as Appellate Authority. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer Appellate Authority?

Service Providers		Yes	No	Base
Airtel	Count	75	895	970
	%	7.7%	92.3%	100.0%
BSNL	Count	9	1070	1079
	%	0.8%	99.2%	100.0%
Reliance	Count	56	951	1007
	%	5.6%	94.4%	100.0%
TTML	Count	9	962	971
	%	0.9%	99.1%	100.0%
Overall	Count	149	3878	4027
	%	3.7%	96.3%	100.0%

I.15. (Q 46) Have you filed any appeal in the prescribed form in last 12 month?

Service Providers		Yes	No	Base
Airtel	Count	--	75	75
	%	--	100%	100%
BSNL	Count	--	9	9
	%	--	100%	100%
Reliance	Count	--	56	56
	%	--	100%	100%
TTML	Count	--	9	9
	%	--	100%	100%
Overall	Count	--	149	149
	%	--	100%	100%

I.16. (Q 47) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
BSNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTML	Count	--	--	--
	%	--	--	--
Overall	**Count**	--	--	--
	%	--	--	--

I.17. (Q 48) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Base
Airtel	Count	--	--	--	--
	%	--	--	--	--
BSNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	--	--	--	--
	%	--	--	--	--
TTML	Count	--	--	--	--
	%	--	--	--	--
Overall	**Count**	--	--	--	--
	%	--	--	--	--

I.18. (Q 49) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
BSNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTML	Count	--	--	--
	%	--	--	--
Overall	**Count**	--	--	--
	%	--	--	--

I.19. (Q 50) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
BSNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTML	Count	--	--	--
	%	--	--	--
Overall	**Count**	--	--	--
	%	--	--	--

I.20. (Q 51) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	--	--	--	--
	%	--	--	--	--
BSNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	--	--	--	--
	%	--	--	--	--
TTML	Count	--	--	--	--
	%	--	--	--	--
Overall	Count	--	--	--	--
	%	--	--	--	--

I.21. (Q 52) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	46	4	50
	%	92.0%	8.0%	
BSNL	Count	35	3	38
	%	92.1%	7.8%	
Reliance	Count	66	4	70
	%	94.2%	5.7%	
TTML	Count	127	4	131
	%	96.9%	3.0%	
Overall	Count	274	15	289
	%	94.8%	5.1%	

Annexure 2: Detailed Tables (Cellular Mobile Telephone Customers Survey)

A. Service Provision
A.1. (Q 1) When did you last apply for a mobile phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	64	57	946	1067
	%	6.0%	5.3%	88.7%	100.0%
BSNL	Count	4	9	1055	1068
	%	0.4%	0.8%	98.8%	100.0%
Reliance	Count	54	56	957	1067
	%	5.1%	5.2%	89.7%	100.0%
TTML	Count	163	157	747	1067
	%	15.3%	14.7%	70.0%	100.0%
Idea	Count	20	25	1027	1072
	%	1.9%	2.3%	95.8%	100.0%
Vodafone	Count	155	155	759	1069
	%	14.5%	14.5%	71.0%	100.0%
Aircel	Count	635	313	120	1068
	%	59.5%	29.3%	11.2%	100.0%
Overall	**Count**	**1095**	**772**	**5611**	**7478**
	%	**14.6%**	**10.3%**	**75.0%**	**100.0%**

A.2. (Q 2) How much time was taken to get the working connection (activation) after you applied and completed all formalities?

Service Providers		One day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	3	4	35	79	121
	%	2.5%	3.3%	28.9%	65.3%	100.0%
BSNL	Count	--	--	2	11	13
	%	--	--	15.4%	84.6%	100.0%
Reliance	Count	1	2	18	89	110
	%	0.9%	1.8%	16.4%	80.9%	100.0%
TTML	Count	8	10	45	257	320
	%	2.5%	3.1%	14.1%	80.35	100.0%
Idea	Count	3	--	11	31	45
	%	6.7%	--	24.4%	68.9%	100.0%
Vodafone	Count	5	6	85	214	310
	%	1.6%	1.9%	27.4%	69.0%	100.0%
Aircel	Count	18	7	127	796	948
	%	1.95	0.7%	13.4%	84.0%	100.0%
Overall	**Count**	**38**	**29**	**323**	**1477**	**1867**
	%	**2.0%**	**1.6%**	**17.3%**	**79.1%**	**100.0%**

A.3. (Q 3) How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	121	119	8	111	1	1
	%	100.0%	98.3%	6.6%	91.7%	0.8%	0.8%
BSNL	Count	13	13	--	13	--	--
	%	100.0%	100%	--	100%	--	--
Reliance	Count	110	109	3	106	1	--
	%	100.0%	98.1%	2.7%	97.3%	0.9%	--
TTML	Count	320	314	4	310	6	--
	%	100.0%	98.2%	1.3%	96.9%	1.9%	--
Idea	Count	45	44	3	41	1	--
	%	100.0%	97.8%	6.7%	91.1%	2.2%	--
Vodafone	Count	310	307	13	294	3	--
	%	100.0%	99.0%	4.2%	94.8%	1.0%	--
Aircel	Count	948	942	24	918	5	1
	%	100.0%	99.3%	2.5%	96.8%	0.5%	0.1%
Overall	**Count**	**1867**	**1848**	**55**	**1793**	**17**	**2**
	%	**100.0%**	**98.9%**	**2.9%**	**96.0%**	**0.9%**	**0.1%**

A.4. (Q 4) In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Base
Airtel	Count	--	13	--	3	16
	%	--	81.3%	--	18.8%	100.0%
BSNL	Count	--	5	3	--	8
	%	--	62.5%	37.5%	--	100.0%
Reliance	Count	--	24	2	2	28
	%	--	85.7%	7.1%	7.1%	100.0%
TTML	Count	--	7	2	--	9
	%	--	77.8%	22.2%	--	100.0%
Idea	Count	--	16	--	--	16
	%	--	100%	--	--	100.0%
Vodafone	Count	--	9	--	1	10
	%	--	90.0%	--	10.0%	100.0%
Aircel	Count	--	17	1	--	18
	%	--	94.4%	5.6%	--	100.0%
Overall	**Count**	**--**	**91**	**8**	**6**	**105**
	%	**--**	**86.7%**	**7.6%**	**5.7%**	**100.0%**

B. Billing Process - Prepaid Customers

B.1 (Q 5a) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	635	588	--	588	46	1
	%	100.0%	92.6%	--	92.6%	7.2%	0.2%
BSNL	Count	807	804	5	799	1	2
	%	100.0%	99.6%	0.6%	99.0%	0.1%	0.2%
Reliance	Count	885	864	2	862	19	2
	%	100.0%	97.6%	0.2%	97.4%	2.1%	0.2%
TTML	Count	834	823	1	822	9	2
	%	100.0%	98.7%	0.1%	98.6%	1.1%	0.2%
Idea	Count	728	710	6	704	18	--
	%	100.0%	97.5%	0.8%	96.7%	2.5%	--
Vodafone	Count	1015	1001	11	990	12	2
	%	100.0%	98.6%	1.1%	97.5%	1.2%	0.2%
Aircel	Count	1052	1032	5	1027	19	1
	%	100.0%	98.1%	0.5%	97.6%	1.8%	0.1%
Overall	**Count**	**5956**	**5822**	**30**	**5792**	**124**	**10**
	%	**100.0%**	**97.7%**	**0.5%**	**97.2%**	**2.1%**	**0.2%**

B.2. (Q 5b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	8	12	20	10	24	47
	%	17.0%	25.5%	42.6%	21.3%	51.1%	
BSNL	Count	3	--	--	--	--	3
	%	100%	--	--	--	--	
Reliance	Count	5	7	3	4	10	21
	%	23.8%	33.3%	14.3%	19.0%	47.6%	
TTML	Count	8	1	3	1	1	11
	%	72.7%	9.1%	27.3%	9.1%	9.1%	
Idea	Count	4	7	1	5	4	18
	%	22.2%	38.9%	5.6%	27.8%	22.2%	
Vodafone	Count	9	3	3	1	1	14
	%	64.3%	21.4%	21.4%	7.1%	7.1%	
Aircel	Count	13	--	3	1	4	20
	%	65.0%	--	15.0%	5.0%	20.0%	
Overall	**Count**	**50**	**30**	**33**	**22**	**44**	**134**
	%	**37.3%**	**22.4%**	**24.6%**	**16.4%**	**32.8%**	

B.3. (Q 5c) Have you made any complaint related to charging/credit/waiver/validity/adjustment in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	106	529	635
	%	16.7%	83.3%	100.0%
BSNL	Count	85	722	807
	%	10.5%	89.5%	100.0%
Reliance	Count	103	782	885
	%	11.6%	88.4%	100.0%
TTML	Count	76	758	834
	%	9.1%	90.9%	100.0%
Idea	Count	89	639	728
	%	12.2%	87.8%	100.0%
Vodafone	Count	99	916	1015
	%	9.8%	90.2%	100.0%
Aircel	Count	129	923	1052
	%	12.3%	87.7%	100.0%
Overall	**Count**	**687**	**5269**	**5956**
	%	**11.5%**	**88.5%**	**100.0%**

B.4. (Q 5d) How satisfied are you with the process of resolution of complaints relating to charging?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	106	77	--	77	28	1
	%	100.0%	72.6%	--	72.6%	26.4%	0.9%
BSNL	Count	85	81	--	81	4	--
	%	100.0%	95.3%	--	95.3%	4.7%	--
Reliance	Count	103	84	1	83	19	--
	%	100.0%	81.6%	1.0%	80.6%	18.4%	--
TTML	Count	76	70	--	70	6	--
	%	100.0%	92.1%	--	92.1%	7.9%	--
Idea	Count	89	76	--	76	13	--
	%	100.0%	85.4%	--	85.4%	14.6%	--
Vodafone	Count	99	92	--	92	6	1
	%	100.0%	92.9%	--	92.9%	6.1%	1.0%
Aircel	Count	129	116	--	116	13	--
	%	100.0%	89.9%	--	89.9%	10.1%	--
Overall	**Count**	**687**	**596**	**1**	**595**	**89**	**2**
	%	**100.0%**	**86.7%**	**0.1%**	**86.6%**	**13.0%**	**0.3%**

129

C. Billing Process - Postpaid Customers
C.1. (Q 6) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	432	411	8	403	20	1
	%	100.0%	95.2%	1.9%	93.3%	4.6%	0.2%
BSNL	Count	261	243	--	243	12	6
	%	100.0%	93.1%	--	93.1%	4.6%	2.3%
Reliance	Count	182	176	1	175	5	1
	%	100.0%	96.7%	0.5%	96.2%	2.7%	0.5%
TTML	Count	233	226	10	216	7	--
	%	100.0%	97.0%	4.3%	92.7%	3.0%	--
Idea	Count	344	333	9	324	8	3
	%	100.0%	96.8%	2.6%	94.2%	2.3%	0.9%
Vodafone	Count	54	51	--	51	3	--
	%	100.0%	94.4%	--	94.4%	5.6%	--
Aircel	Count	16	16	1	15	--	--
	%	100.0%	100%	6.3%	93.8%	--	--
Overall	**Count**	**1522**	**1456**	**29**	**1427**	**55**	**11**
	%	**100.0%**	**95.7%**	**1.9%**	**93.8%**	**3.6%**	**0.7%**

C.2. (Q 7a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	432	406	9	397	25	1
	%	100.0%	94.0%	2.1%	91.9%	5.8%	0.2%
BSNL	Count	261	258	--	258	3	--
	%	100.0%	98.9%	--	98.9%	1.1%	--
Reliance	Count	182	177	--	177	5	--
	%	100.0%	97.3%	--	97.3%	2.7%	--
TTML	Count	233	225	13	212	8	--
	%	100.0%	96.6%	5.6%	91.0%	3.4%	--
Idea	Count	344	332	8	324	9	3
	%	100.0%	96.5%	2.3%	94.2%	2.6%	0.9%
Vodafone	Count	54	54	--	54	--	--
	%	100.0%	100%	--	100%	--	--
Aircel	Count	16	16	--	16	--	--
	%	100.0%	100%	--	100%	--	--
Overall	**Count**	**1522**	**1468**	**30**	**1438**	**50**	**4**
	%	**100.0%**	**96.5%**	**2.0%**	**94.5%**	**3.3%**	**0.3%**

C.3. (Q 7b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	15	5	4	4	2	26
	%	57.7%	19.2%	15.4%	15.4%	7.7%	
BSNL	Count	3	--	--	--	--	3
	%	100%	--	--	--	--	
Reliance	Count	2	--	--	1	2	5
	%	40.0%	--	--	20.0%	40.0%	
TTML	Count	6	2	1	--	--	8
	%	75.0%	25.0%	12.5%	--	--	
Idea	Count	10	6	2	2	--	12
	%	83.3%	50.0%	16.7%	16.7%	--	
Overall	**Count**	**36**	**13**	**7**	**7**	**4**	**54**
	%	**66.7%**	**24.1%**	**13.0%**	**13.0%**	**7.4%**	

C.4. (Q 8) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	38	394	432
	%	8.8%	91.2%	100.0%
BSNL	Count	51	210	261
	%	19.5%	80.5%	100.0%
Reliance	Count	29	153	182
	%	15.9%	84.1%	100.0%
TTML	Count	28	205	233
	%	12.0%	88.0%	100.0%
Idea	Count	45	299	344
	%	13.1%	86.9%	100.0%
Vodafone	Count	7	47	54
	%	13.0%	87.0%	100.0%
Aircel	Count	1	15	16
	%	6.3%	93.8%	100.0%
Overall	**Count**	**199**	**1323**	**1522**
	%	**13.1%**	**86.9%**	**100.0%**

C.5. (Q 9) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	38	24	--	24	14	--
	%	100.0%	63.2%	--	63.2%	36.8%	--
BSNL	Count	51	44	--	44	7	--
	%	100.0%	86.3%	--	86.3%	13.7%	--
Reliance	Count	29	25	--	25	4	--
	%	100.0%	86.2%	--	86.2%	13.8%	--
TTML	Count	28	22	--	22	6	--
	%	100.0%	78.6%	--	78.6%	21.4%	--
Idea	Count	45	38	1	37	6	1
	%	100.0%	84.4%	2.2%	82.2%	13.3%	2.2%
Vodafone	Count	7	7	--	7	--	--
	%	100.0%	100%	--	100%	--	--
Aircel	Count	1	1	--	1	--	--
	%	100.0%	100%	--	100%	--	--
Overall	**Count**	**199**	**161**	**1**	**160**	**37**	**1**
	%	**100.0%**	**80.9%**	**0.5%**	**80.4%**	**18.6%**	**0.5%**

C.6. (Q 10a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	432	416	7	409	15	1
	%	100.0%	96.3%	1.6%	94.7%	3.5%	0.2%
BSNL	Count	261	255	--	255	6	--
	%	100.0%	97.7%	--	97.7%	2.3%	--
Reliance	Count	182	179	1	178	3	--
	%	100.0%	98.3%	0.5%	97.8%	1.6%	--
TTML	Count	233	225	3	222	8	--
	%	100.0%	96.6%	1.3%	95.3%	3.4%	--
Idea	Count	344	335	1	334	7	2
	%	100.0%	97.4%	0.3%	97.1%	2.0%	0.6%
Vodafone	Count	54	53	--	53	1	--
	%	100.0%	98.1%	--	98.1%	1.9%	--
Aircel	Count	16	16	2	14	--	--
	%	100.0%	100%	12.5%	87.5%	--	--
Overall	**Count**	**1522**	**1479**	**14**	**1465**	**40**	**3**
	%	**100.0%**	**97.2%**	**0.9%**	**96.3%**	**2.6%**	**0.2%**

132

C.7. (Q 10b) Please specify the reason(s) for your dissatisfaction.

Service Providers		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	Base
Airtel	Count	6	3	6	4	--	16
	%	33.3%	18.8%	37.5%	25.0%	--	
BSNL	Count	2	--	4	--	--	6
	%	33.3%	--	66.7%	--	--	
Reliance	Count	--	1	1	1	--	3
	%	--	33.3%	33.3%	33.3%	--	
TTML	Count	3	--	5	1	--	8
	%	37.5%	--	62.5%	12.5%	--	
Idea	Count	3	1	6	1	--	9
	%	33.3%	11.1%	66.7%	11.1%	--	
Vodafone	Count	--	--	1	--	--	1
	%	--	--	100%	--	--	
Aircel	Count	--	--	--	--	--	--
	%	--	--	--	--	--	
Overall	**Count**	**14**	**5**	**23**	**7**	**--**	**43**
	%	**32.6%**	**11.6%**	**53.5%**	**16.3%**	**--**	

D. Help Services/ Customer Care Including Customer Grievance Redressal

D.1. (Q 11) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	559	508	1067
	%	52.4%	47.6%	100.0%
BSNL	Count	590	478	1068
	%	55.2%	44.8%	100.0%
Reliance	Count	626	441	1067
	%	58.7%	41.3%	100.0%
TTML	Count	581	486	1067
	%	54.5%	45.5%	100.0%
Idea	Count	628	444	1072
	%	58.6%	41.4%	100.0%
Vodafone	Count	607	462	1069
	%	56.8%	43.2%	100.0%
Aircel	Count	660	408	1068
	%	61.8%	38.2%	100.0%
Overall	**Count**	**4251**	**3227**	**7478**
	%	**56.8%**	**43.2%**	**100.0%**

D.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	559	492	--	492	65	2
	%	100.0%	88.0%	--	88.0%	11.6%	0.4%
BSNL	Count	590	531	1	530	57	2
	%	100.0%	90.0%	0.2%	89.8%	9.7%	0.3%
Reliance	Count	626	587	6	581	39	--
	%	100.0%	93.8%	1.0%	92.8%	6.2%	--
TTML	Count	581	555	3	552	25	1
	%	100.0%	95.5%	0.5%	95.0%	4.3%	0.2%
Idea	Count	628	587	2	585	40	1
	%	100.0%	93.5%	0.3%	93.2%	6.4%	0.2%
Vodafone	Count	607	587	--	587	18	2
	%	100.0%	96.7%	--	96.7%	3.0%	0.3%
Aircel	Count	660	624	--	624	26	10
	%	100.0%	94.5%	--	94.5%	3.9%	1.5%
Overall	**Count**	**4251**	**3963**	**12**	**3951**	**270**	**18**
	%	**100.0%**	**93.2%**	**0.3%**	**92.9%**	**6.4%**	**0.4%**

D.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	559	470	1	469	88	1
	%	100.0%	84.1%	0.2%	83.9%	15.7%	0.2%
BSNL	Count	590	517	1	516	64	9
	%	100.0%	87.7%	0.2%	87.5%	10.8%	1.5%
Reliance	Count	626	579	8	571	47	--
	%	100.0%	92.5%	1.3%	91.2%	7.5%	--
TTML	Count	581	538	1	537	43	--
	%	100.0%	92.6%	0.2%	92.4%	7.4%	--
Idea	Count	628	573	8	565	48	7
	%	100.0%	91.3%	1.3%	90.0%	7.6%	1.1%
Vodafone	Count	607	566	4	562	27	14
	%	100.0%	93.3%	0.7%	92.6%	4.4%	2.3%
Aircel	Count	660	609	2	607	23	28
	%	100.0%	92.3%	0.3%	92.0%	3.5%	4.2%
Overall	Count	4251	3852	25	3827	340	59
	%	100.0%	90.6%	0.6%	90.0%	8.0%	1.4%

D.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	559	505	1	504	53	1
	%	100.0%	90.4%	0.2%	90.2%	9.5%	0.2%
BSNL	Count	590	511	1	510	39	40
	%	100.0%	86.6%	0.2%	86.4%	6.6%	6.8%
Reliance	Count	626	559	2	557	66	1
	%	100.0%	89.3%	0.3%	89.0%	10.5%	0.2%
TTML	Count	581	537	1	536	24	20
	%	100.0%	92.5%	0.2%	92.3%	4.1%	3.4%
Idea	Count	628	585	8	577	43	--
	%	100.0%	93.2%	1.3%	91.9%	6.8%	--
Vodafone	Count	607	580	7	573	25	2
	%	100.0%	95.6%	1.2%	94.4%	4.1%	0.3%
Aircel	Count	660	596	6	590	47	17
	%	100.0%	90.3%	0.9%	89.4%	7.1%	2.6%
Overall	Count	4251	3873	26	3847	297	81
	%	100.0%	91.1%	0.6%	90.5%	7.0%	1.9%

D. 5 (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	559	508	2	506	50	1
	%	100.0%	90.9%	0.4%	90.5%	8.9%	0.2%
BSNL	Count	590	515	2	513	66	9
	%	100.0%	87.2%	0.3%	86.9%	11.2%	1.5%
Reliance	Count	626	577	5	572	49	--
	%	100.0%	92.2%	0.8%	91.4%	7.8%	--
TTML	Count	581	536	2	534	40	5
	%	100.0%	92.2%	0.3%	91.9%	6.9%	0.9%
Idea	Count	628	578	7	571	45	5
	%	100.0%	92.0%	1.1%	90.9%	7.2%	0.8%
Vodafone	Count	607	587	7	580	19	1
	%	100.0%	96.8%	1.2%	95.6%	3.1%	0.2%
Aircel	Count	660	626	10	616	19	15
	%	100.0%	94.8%	1.5%	93.3%	2.9%	2.3%
Overall	**Count**	**4251**	**3927**	**35**	**3892**	**288**	**36**
	%	**100.0%**	**92.4%**	**0.8%**	**91.6%**	**6.8%**	**0.8%**

E. Network Performance, Reliability and Availability

E.1. (Q 16) How satisfied are you with the availability of signal of your service provider in your locality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	861	5	856	202	4
	%	100.0%	80.7%	0.5%	80.2%	18.9%	0.4%
BSNL	Count	1068	793	7	786	269	6
	%	100.0%	74.3%	0.7%	73.6%	25.2%	0.6%
Reliance	Count	1067	938	7	931	128	1
	%	100.0%	88.0%	0.7%	87.3%	12.0%	0.1%
TTML	Count	1067	976	16	960	90	1
	%	100.0%	91.5%	1.5%	90.0%	8.4%	0.1%
Idea	Count	1072	1015	31	984	55	2
	%	100.0%	94.7%	2.9%	91.8%	5.1%	0.2%
Vodafone	Count	1069	1002	42	960	64	3
	%	100.0%	93.7%	3.9%	89.8%	6.0%	0.3%
Aircel	Count	1068	892	17	875	174	2
	%	100.0%	83.5%	1.6%	81.9%	16.3%	0.2%
Overall	Count	7478	6477	125	6352	982	19
	%	100.0%	86.6%	1.7%	84.9%	13.1%	0.3%

E.2 (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	944	7	937	120	3
	%	100.0%	88.5%	0.7%	87.8%	11.2%	0.3%
BSNL	Count	1068	844	10	834	213	11
	%	100.0%	79.0%	0.9%	78.1%	19.9%	1.0%
Reliance	Count	1067	978	24	954	89	--
	%	100.0%	91.6%	2.2%	89.4%	8.3%	--
TTML	Count	1067	1017	34	983	45	5
	%	100.0%	95.3%	3.2%	92.1%	4.2%	0.5%
Idea	Count	1072	1029	36	993	41	2
	%	100.0%	96.0%	3.4%	92.6%	3.8%	0.2%
Vodafone	Count	1069	1023	35	988	45	1
	%	100.0%	95.7%	3.3%	92.4%	4.2%	0.1%
Aircel	Count	1068	940	25	915	123	5
	%	100.0%	88.0%	2.3%	85.7%	11.5%	0.5%
Overall	Count	7478	6775	171	6604	676	27
	%	100.0%	90.6%	2.3%	88.3%	9.0%	0.4%

E.3. (Q 18) How often does your call drops during conversation?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	153	748	160	6	1067
	%	14.3%	70.1%	15.0%	0.6%	100.0%
BSNL	Count	89	784	186	9	1068
	%	8.3%	73.4%	17.4%	0.8%	100.0%
Reliance	Count	119	843	105	--	1067
	%	11.2%	79.0%	9.8%	--	100.0%
TTML	Count	161	822	81	3	1067
	%	15.1%	77.0%	7.6%	0.3%.	100.0%
Idea	Count	202	815	47	8	1072
	%	18.8%	76.0%	4.4%	0.7%	100.0%
Vodafone	Count	171	823	39	36	1069
	%	16.0%	77.0%	3.6%	3.4%	100.0%
Aircel	Count	137	765	92	74	1068
	%	12.8%	71.6%	8.6%	6.9%	100.0%
Overall	**Count**	**1032**	**5600**	**710**	**136**	**7478**
	%	**13.8%**	**74.9%**	**9.5%**	**1.8%**	**100.0%**

E.4. (Q 19) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	927	16	911	138	2
	%	100.0%	86.9%	1.5%	85.4%	12.9%	0.2%
BSNL	Count	1068	850	10	840	214	4
	%	100.0%	79.6%	0.9%	78.7%	20.0%	0.4%
Reliance	Count	1067	962	15	947	105	--
	%	100.0%	90.2%	1.4%	88.8%	9.8%	--
TTML	Count	1067	998	29	969	68	1
	%	100.0%	93.5%	2.7%	90.8%	6.4%	0.1%
Idea	Count	1072	1027	39	988	43	2
	%	100.0%	95.8%	3.6%	92.2%	4.0%	0.2%
Vodafone	Count	1069	1012	31	981	56	1
	%	100.0%	94.7%	2.9%	91.8%	5.2%	0.1%
Aircel	Count	1068	977	28	949	89	2
	%	100.0%	91.5%	2.6%	88.9%	8.3%	0.2%
Overall	**Count**	**7478**	**6753**	**168**	**6585**	**713**	**12**
	%	**100.0%**	**90.3%**	**2.2%**	**88.1%**	**9.5%**	**0.2%**

F. Maintainability

F.1. (Q 20) How often your mobile handset faces problem of signal?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	267	700	99	1	1067
	%	25.0%	65.6%	9.3%	0.1%	100.0%
BSNL	Count	167	712	181	8	1068
	%	15.6%	66.7%	16.9%	0.7%	100.0%
Reliance	Count	199	824	40	4	1067
	%	18.7%	77.2%	3.7%	0.4%	100.0%
TTML	Count	258	769	37	3	1067
	%	24.2%	72.1%	3.5%	0.3%	100.0%
Idea	Count	226	786	56	4	1072
	%	21.1%	73.3%	5.2%	0.4%	100.0%
Vodafone	Count	218	742	101	8	1069
	%	20.4%	69.4%	9.4%	0.7%	100.0%
Aircel	Count	157	649	227	35	1068
	%	14.7%	60.8%	21.3%	3.3%	100.0%
Overall	Count	1492	5182	741	63	7478
	%	20.0%	69.3%	9.9%	0.8%	100.0%

F.2. (Q 21) How satisfied are you with the availability of network (signal)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	973	6	967	87	7
	%	100.0%	91.2%	0.6%	90.6%	8.2%	0.7%
BSNL	Count	1068	895	10	885	150	23
	%	100.0%	83.8%	0.9%	82.9%	14.0%	2.2%
Reliance	Count	1067	1019	15	1004	47	1
	%	100.0%	95.5	1.4%	94.1%	4.4%	0.1%
TTML	Count	1067	1044	15	1029	23	--
	%	100.0%	97.8%	1.4%	96.4%	2.2%	--
Idea	Count	1072	1008	28	980	62	2
	%	100.0%	94.0%	2.6%	91.4%	5.8%	0.2%
Vodafone	Count	1069	952	20	932	99	18
	%	100.0%	89.1	1.9%	87.2%	9.3%	1.7%
Aircel	Count	1068	816	22	794	240	12
	%	100.0%	76.4	2.1%	74.3%	22.5%	1.1%
Overall	Count	7478	6707	116	6591	708	63
	%	100.0%	89.7	1.6%	88.1%	9.5%	0.8%

F.3. (Q 22) Are you satisfied with the restoration of network (signal) problems?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	963	5	958	93	11
	%	100.0%	90.3%	0.5%	89.8%	8.7%	1.0%
BSNL	Count	1068	923	4	919	143	2
	%	100.0%	86.4%	0.4%	86.0%	13.4%	0.2%
Reliance	Count	1067	998	20	978	69	--
	%	100.0%	93.6%	1.9%	91.7%	6.5%	--
TTML	Count	1067	1040	18	1022	27	--
	%	100.0%	97.5%	1.7%	95.8%	2.5%	--
Idea	Count	1072	1042	34	1008	28	2
	%	100.0%	97.2%	3.2%	94.0%	2.6%	0.2%
Vodafone	Count	1069	1044	15	1029	24	1
	%	100.0%	97.7%	1.4%	96.3%	2.2%	0.1%
Aircel	Count	1068	958	17	941	98	12
	%	100.0%	89.7%	1.6%	88.1%	9.2%	1.1%
Overall	**Count**	**7478**	**6968**	**113**	**6855**	**482**	**28**
	%	**100.0%**	**93.2%**	**1.5%**	**91.7%**	**6.4%**	**0.4%**

G. Supplementary Service/ Value Added Services

G.1. (Q 23) Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services.

Service Providers		Yes	No	Base
Airtel	Count	208	859	1067
	%	19.5%	80.5%	100.0%
BSNL	Count	173	895	1068
	%	16.2%	83.8%	100.0%
Reliance	Count	243	824	1067
	%	22.8%	77.2%	100.0%
TTML	Count	173	894	1067
	%	16.2%	83.8	100.0%
Idea	Count	223	849	1072
	%	20.8%	79.2%	100.0%
Vodafone	Count	190	879	1069
	%	17.8%	82.2%	100.0%
Aircel	Count	258	810	1068
	%	24.2%	75.8%	100.0%
Overall	**Count**	**1468**	**6010**	**7478**
	%	**19.6%**	**80.4%**	**100.0%**

G.2. (Q 24) Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.

Service Providers		Yes	No	Base
Airtel	Count	186	22	208
	%	89.4%	10.6%	100.0%
BSNL	Count	122	51	173
	%	70.5%	29.5%	100.0%
Reliance	Count	225	18	243
	%	92.6%	7.4%	100.0%
TTML	Count	140	33	173
	%	80.9%	19.1%	100.0%
Idea	Count	199	24	223
	%	89.2%	10.8%	100.0%
Vodafone	Count	169	21	190
	%	88.9%	11.1%	100.0%
Aircel	Count	231	27	258
	%	89.5%	10.5%	100.0%
Overall	**Count**	**1272**	**196**	**1468**
	%	**86.6%**	**13.4%**	**100.0%**

G.3. (Q 25) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	208	25	25	--	180	3
	%	100.0%	12.0%	12.0%	--	86.5%	1.4%
BSNL	Count	173	17	17	--	110	46
	%	100.0%	9.8%	9.8%	--	63.6%	26.6%
Reliance	Count	243	24	24	--	215	4
	%	100.0%	9.9%	9.9%	--	88.5%	1.6%
TTML	Count	173	8	8	--	144	21
	%	100.0%	4.6%	4.6%	--	83.2%	12.1%
Idea	Count	223	11	11	--	204	8
	%	100.0%	4.9%	4.9%	--	91.5%	3.6%
Vodafone	Count	190	15	15	--	167	8
	%	100.0%	7.9%	7.9%	--	87.9%	4.2%
Aircel	Count	258	5	5	--	215	38
	%	100.0%	1.9%	1.9%	--	83.3%	14.7%
Overall	Count	1468	105	105	--	1235	128
	%	100.0%	7.2%	7.2%	--	84.1%	8.7%

G.4. (Q 26) Have you been informed of the telephone numbers/toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal/recharging of VAS?

Service Providers		Yes	No	Base
Airtel	Count	172	36	208
	%	82.7%	17.3%	100.0%
BSNL	Count	112	61	173
	%	64.7%	35.3%	100.0%
Reliance	Count	221	22	243
	%	90.9%	9.1%	100.0%
TTML	Count	134	39	173
	%	77.5%	22.5%	100.0%
Idea	Count	182	41	223
	%	81.6%	18.4%	100.0%
Vodafone	Count	140	50	190
	%	73.7%	26.3%	100.0%
Aircel	Count	126	132	258
	%	48.8%	51.2%	100.0%
Overall	Count	1087	381	1468
	%	74.0%	26.0%	100.0%

G.5. (Q 27) Have you been informed of the charges of value added services before their activation and immediately after its activation?

Service Providers		Base	Yes before and after activation	Yes only after activation	Yes only before activation	No in both cases
Airtel	Count	208	55	133	--	20
	%	100.0%	26.4%	63.9%	--	9.6%
BSNL	Count	173	36	129	--	8
	%	100.0%	20.8%	74.6%	--	4.6%
Reliance	Count	243	74	160	--	9
	%	100.0%	30.5%	65.8%	--	3.7%
TTML	Count	173	26	139	--	8
	%	100.0%	15.0%	80.3%	--	4.6%
Idea	Count	223	52	148	--	23
	%	100.0%	23.3%	66.4%	--	10.3%
Vodafone	Count	190	77	102	--	11
	%	100.0%	40.5%	53.7%	--	5.8%
Aircel	Count	258	62	193	--	3
	%	100.0%	24.0%	74.8%	--	1.2%
Overall	Count	1468	382	1004	--	82
	%	100.0%	26.0%	68.4%	--	5.6%

G.6. (Q 28) Have you been informed of the charges for value added services in advance of its renewal/recharging?

Service Providers		Yes	No	Base
Airtel	Count	166	42	208
	%	79.8	20.2%	100.0%
BSNL	Count	111	62	173
	%	64.2%	35.8%	100.0%
Reliance	Count	212	31	243
	%	87.2%	12.8%	100.0%
TTML	Count	129	44	173
	%	74.6%	25.4%	100.0%
Idea	Count	171	52	223
	%	76.7%	23.3%	100.0%
Vodafone	Count	133	57	190
	%	70.0%	30.0%	100.0%
Aircel	Count	110	148	258
	%	42.6%	57.4%	100.0%
Overall	Count	1032	436	1468
	%	70.3%	29.7%	100.0%

H. Overall Customer Satisfaction

H.1. (Q 29a) How satisfied are you with the overall quality of your mobile service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	803	22	781	256	8
	%	100.0%	75.3%	2.1%	73.2%	24.0%	0.7%
BSNL	Count	1068	754	6	748	308	6
	%	100.0%	70.6%	0.6%	70.0%	28.8%	0.6%
Reliance	Count	1067	876	10	866	189	2
	%	100.0%	82.1%	0.9%	81.2%	17.7%	0.2%
TTML	Count	1067	923	15	908	141	3
	%	100.0%	86.5%	1.4%	85.1%	13.2%	0.3%
Idea	Count	1072	972	14	958	97	3
	%	100.0%	90.7%	1.3%	89.4%	9.0%	0.3%
Vodafone	Count	1069	990	19	971	73	6
	%	100.0%	92.6%	1.8%	90.8%	6.8%	0.6%
Aircel	Count	1068	861	10	851	197	10
	%	100.0%	80.6%	0.9%	79.7%	18.4%	0.9%
Overall	**Count**	**7478**	**6179**	**96**	**6083**	**1261**	**38**
	%	**100.0%**	**82.6**	**1.3%**	**81.3%**	**16.9%**	**0.5%**

I. General Information

I.1. (Q 30) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Providers		Yes	No	Base
Airtel	Count	66	1001	1067
	%	6.2%	93.8%	100.0%
BSNL	Count	82	986	1068
	%	7.7%	92.3%	100.0%
Reliance	Count	84	983	1067
	%	7.9%	92.1%	100.0%
TTML	Count	235	832	1067
	%	22.0%	78.0%	100.0%
Idea	Count	30	1042	1072
	%	2.8%	97.2%	100.0%
Vodafone	Count	124	945	1069
	%	11.6%	88.4%	100.0%
Aircel	Count	607	461	1068
	%	56.8%	43.2%	100.0%
Overall	**Count**	**1228**	**6250**	**7478**
	%	**16.4%**	**83.6%**	**100.0%**

I.2. (Q 31) If at any time you had terminated your Mobile connection, how many days, it took for the termination?

Service Providers		Base	1 day	2-3 days	4-7 days	More than 7 days
Airtel	Count	1067	--	--	1066	1
	%	100.0%	--	--	99.9%	0.1%
BSNL	Count	1068	--	1	1067	--
	%	100.0%	--	0.1%	99.9%	--
Reliance	Count	1067	3	2	1062	--
	%	100.0%	0.3%	0.2%	99.5%	--
TTML	Count	1067	--	--	1067	--
	%	100.0%	--	--	100.0%	--
Idea	Count	1072	--	3	1069	--
	%	100.0%	--	.3%	99.7%	--
Vodafone	Count	1069	4	5	1057	3
	%	100.0%	0.4%	0.5%	98.9%	0.3%
Aircel	Count	1068	11	50	1007	--
	%	100.0%	1.0%	4.7%	94.3%	--
Overall	**Count**	**7478**	**18**	**61**	**7395**	**4**
	%	**100.0%**	**.2%**	**0.8%**	**98.9%**	**0.1%**

I.3. (Q 32) Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?

Service Providers		Yes	No	Base
Airtel	Count	65	1002	1067
	%	6.1%	93.9%	100.0%
BSNL	Count	96	972	1068
	%	9.0%	91.0%	100.0%
Reliance	Count	122	945	1067
	%	11.4%	88.6%	100.0%
TTML	Count	55	1012	1067
	%	5.2%	94.8%	100.0%
Idea	Count	112	960	1072
	%	10.4%	89.6%	100.0%
Vodafone	Count	146	923	1069
	%	13.7%	86.3%	100.0%
Aircel	Count	158	910	1068
	%	14.8%	85.2%	100.0%
Overall	Count	754	6724	7478
	%	10.1%	89.9%	100.0%

I.4. (Q 33) Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and is not applicable currently?

Service Providers		Yes	No	Base
Airtel	Count	43	1024	1067
	%	4.0%	96.0%	100.0%
BSNL	Count	46	1022	1068
	%	4.3%	95.7%	100.0%
Reliance	Count	41	1026	1067
	%	3.8%	96.2%	100.0%
TTML	Count	36	1031	1067
	%	3.4%	96.6%	100.0%
Idea	Count	108	964	1072
	%	10.1%	89.9%	100.0%
Vodafone	Count	104	965	1069
	%	9.7%	90.3%	100.0%
Aircel	Count	81	987	1068
	%	7.6%	92.4%	100.0%
Overall	Count	459	7019	7478
	%	6.1%	93.9%	100.0%

I.5. (Q34) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	1015	52	1067
	%	95.1%	4.9%	100.0%
BSNL	Count	1009	59	1068
	%	94.5%	5.5%	100.0%
Reliance	Count	1023	44	1067
	%	95.9%	4.1%	100.0%
TTML	Count	1028	39	1067
	%	96.3%	3.7%	100.0%
Idea	Count	957	115	1072
	%	89.3%	10.7%	100.0%
Vodafone	Count	876	193	1069
	%	81.9%	18.1%	100.0%
Aircel	Count	842	226	1068
	%	78.8%	21.2%	100.0%
Overall	**Count**	**6750**	**728**	**7478**
	%	**90.3%**	**9.7%**	**100.0%**

I.6. (Q 35) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	68	980	19	1067
	%	6.4%	91.8%	1.8%	100.0%
BSNL	Count	55	1005	8	1068
	%	5.1%	94.1%	0.7%	100.0%
Reliance	Count	89	966	12	1067
	%	8.3%	90.5%	1.1%	100.0%
TTML	Count	48	966	53	1067
	%	4.5%	90.5%	5.0%	100.0%
Idea	Count	101	971	--	1072
	%	9.4%	90.6%	--	100.0%
Vodafone	Count	99	970	--	1069
	%	9.3%	90.7%	--	100.0%
Aircel	Count	51	978	39	1068
	%	4.8%	91.6%	3.7%	100.0%
Overall	**Count**	**511**	**6836**	**131**	**7478**
	%	**6.8%**	**91.4%**	**1.8%**	**100.0%**

I.7. (Q 36a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	49	4	9	6	68
	%	72.1%	5.9%	13.2%	8.8%	100.0%
BSNL	Count	51	1	2	1	55
	%	92.7%	1.8%	3.6%	1.8%	100.0%
Reliance	Count	79	5	2	3	89
	%	88.8%	5.6%	2.2%	3.4%	100.0%
TTML	Count	40	1	5	2	48
	%	83.3%	2.1%	10.4%	4.2%	100.0%
Idea	Count	82	6	5	8	101
	%	81.2%	5.9%	5.0%	7.9%	100.0%
Vodafone	Count	87	4	6	2	99
	%	87.9%	4.0%	6.1%	2.0%	100.0%
Aircel	Count	45	--	6	--	51
	%	88.2%	--	11.8%	--	100.0%
Overall	Count	433	21	35	22	511
	%	84.7%	4.1%	6.8%	4.3%	100.0%

I.8. (Q 36b) Have you made any complaint to your service provider on getting such unsolicited calls/SMS after registering for National Do Not Call (NDNC) Registry?

Service Providers		Yes	No	Base
Airtel	Count	4	15	19
	%	21.1%	78.9%	100.0%
BSNL	Count	--	4	4
	%	--	100%	100.0%
Reliance	Count	1	9	10
	%	10.0%	90.0%	100.0%
TTML	Count	2	6	8
	%	25.0%	75.0%	100.0%
Idea	Count	--	19	19
	%	--	100%	100.0%
Vodafone	Count	--	12	12
	%	--	100%	100.0%
Aircel	Count	--	6	6
	%	--	100%	100.0%
Overall	Count	7	71	78
	%	9.0%	91.0%	100.0%

I.8. (Q 36c) If Yes, please indicate the following-

Service Providers		Yes Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	4	--	--	4
	%	100.0%	--	--	100.0%
BSNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	1	--	--	1
	%	100.0%	--	--	100.0%
TTML	Count	2	--	--	2
	%	100.0%	--	--	100.0%
Idea	Count	--	--	--	--
	%	--	--	--	--
Vodafone	Count	--	--	--	--
	%	--	--	--	--
Aircel	Count	--	--	--	--
	%	--	--	--	--
Overall	**Count**	**7**	**--**	**--**	**7**
	%	**100.0%**	**--**	**--**	**100.0%**

Grievance Redressal Mechanism

J.1. (Q 37) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	973	94	1067
	%	91.2%	8.8%	100.0%
BSNL	Count	935	133	1068
	%	87.5%	12.5%	100.0%
Reliance	Count	1011	56	1067
	%	94.8%	5.2%	100.0%
TTML	Count	1010	57	1067
	%	94.7%	5.3%	100.0%
Idea	Count	994	78	1072
	%	92.7%	7.3%	100.0%
Vodafone	Count	974	95	1069
	%	91.1%	8.9%	100.0%
Aircel	Count	851	217	1068
	%	79.7%	20.3%	100.0%
Overall	Count	6748	730	7478
	%	90.2%	9.8%	100.0%

J.2. (Q 38) Have you made any complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	296	771	1067
	%	27.7%	72.3%	100.0%
BSNL	Count	333	735	1068
	%	31.2%	68.8%	100.0%
Reliance	Count	253	814	1067
	%	23.7%	76.3%	100.0%
TTML	Count	255	812	1067
	%	23.9%	76.1%	100.0%
Idea	Count	326	746	1072
	%	30.4%	69.6%	100.0%
Vodafone	Count	308	761	1069
	%	28.8%	71.2%	100.0%
Aircel	Count	353	715	1068
	%	33.1%	66.9%	100.0%
Overall	Count	2124	5354	7478
	%	28.4%	71.6%	100.0%

J.3. (Q 39) With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?

Service Providers		Doctor 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	Base
Airtel	Count	157	30	84	25	296
	%	53.0%	10.1%	28.4%	8.4%	100.0%
BSNL	Count	215	53	48	17	333
	%	64.6%	15.9%	14.4%	5.1%	100.0%
Reliance	Count	141	29	70	13	253
	%	55.7%	11.5%	27.7%	5.1%	100.0%
TTML	Count	149	42	54	10	255
	%	58.4%	16.5%	21.2%	3.9%	100.0%
Idea	Count	181	18	107	20	326
	%	55.5%	5.5%	32.8%	6.1%	100.0%
Vodafone	Count	144	33	82	49	308
	%	46.8%	10.7%	26.6%	15.9%	100.0%
Aircel	Count	160	38	47	108	353
	%	45.3%	10.8%	13.3%	30.6%	100.0%
Overall	**Count**	**1147**	**243**	**492**	**242**	**2124**
	%	**54.0%**	**11.4%**	**23.2%**	**11.4%**	**100.0%**

J.4. (Q 40) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	267	29	296
	%	90.2%	9.8%	100.0%
BSNL	Count	300	33	333
	%	90.1%	9.9%	100.0%
Reliance	Count	237	16	253
	%	93.7%	6.3%	100.0%
TTML	Count	234	21	255
	%	91.8%	8.2%	100.0%
Idea	Count	292	34	326
	%	89.6%	10.4%	100.0%
Vodafone	Count	239	69	308
	%	77.6%	22.4%	100.0%
Aircel	Count	248	105	353
	%	70.3%	29.7%	100.0%
Overall	**Count**	**1817**	**307**	**2124**
	%	**85.5%**	**14.5%**	**100.0%**

J.5. (Q 41) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	296	262	1	261	32	2
	%	100.0%	88.5%	0.3%	88.2%	10.8%	0.7%
BSNL	Count	333	311	1	310	22	--
	%	100.0%	93.4%	0.3%	93.1%	6.6%	--
Reliance	Count	253	229	5	224	23	1
	%	100.0%	90.5%	2.0%	88.5%	9.1%	0.4%
TTML	Count	255	229	2	227	23	3
	%	100.0%	89.8%	0.8%	89.0%	9.0%	1.2%
Idea	Count	326	305	1	304	20	1
	%	100.0%	93.6%	0.3%	93.3%	6.1%	0.3%
Vodafone	Count	308	294	--	294	13	1
	%	100.0%	95.5%	--	95.5%	4.2%	0.3%
Aircel	Count	353	345	1	344	8	--
	%	100.0%	97.8%	0.3%	97.5%	2.3%	--
Overall	**Count**	**2124**	**1975**	**11**	**1964**	**141**	**8**
	%	**100.0%**	**93.0%**	**0.5%**	**92.5%**	**6.6%**	**0.4%**

J.6. (Q 42) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	5	1	10	25	4	--	34
	%	14.7%	2.9%	29.4%	73.5%	11.8%	--	
BSNL	Count	12	3	5	6	3	--	22
	%	54.5%	13.6%	22.7%	27.3%	13.6%	--	
Reliance	Count	7	2	4	16	3	1	24
	%	29.2%	8.3%	16.7%	66.7%	12.5%	4.2%	
TTML	Count	7	4	5	14	5	--	26
	%	26.9%	15.4%	19.2%	53.8%	19.2%	--	
Idea	Count	16	3	5	9	4	1	22
	%	72.7%	13.6%	22.7%	40.9%	18.2%	4.5%	
Vodafone	Count	7	3	6	11	2	--	14
	%	46.7%	20.0%	40.0%	73.3%	13.3%	--	
Aircel	Count	2	3	1	3	2	--	8
	%	25.0%	37.5%	12.5%	37.5%	25.0%	--	
Overall	**Count**	**56**	**19**	**36**	**84**	**23**	**2**	**150**
	%	**37.1%**	**12.6%**	**23.8%**	**55.6%**	**15.2%**	**1.3%**	

J.7. (Q 43) Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	81	29	110
	%	73.6%	26.4%	100.0%
BSNL	Count	74	45	119
	%	62.2%	37.8%	100.0%
Reliance	Count	47	12	59
	%	79.7%	20.3%	100.0%
TTML	Count	51	22	73
	%	69.9%	30.1%	100.0%
Idea	Count	62	33	95
	%	65.3%	34.7%	100.0%
Vodafone	Count	30	15	45
	%	66.7%	33.3%	100.0%
Aircel	Count	22	30	52
	%	42.3%	57.7%	100.0%
Overall	**Count**	**367**	**186**	**553**
	%	**66.4%**	**33.6%**	100.0%

J.8. (Q 44) In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal officer. Are you aware of the contact detail of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	64	1003	1067
	%	6.0%	94.0%	100.0%
BSNL	Count	24	1044	1068
	%	2.2%	97.8%	100.0%
Reliance	Count	37	1030	1067
	%	3.5%	96.5%	100.0%
TTML	Count	47	1020	1067
	%	4.4%	95.6%	100.0%
Idea	Count	28	1044	1072
	%	2.6%	97.4%	100.0%
Vodafone	Count	26	1043	1069
	%	2.4%	97.6%	100.0%
Aircel	Count	25	1043	1068
	%	2.3%	97.7%	100.0%
Overall	**Count**	**251**	**7227**	**7478**
	%	**3.4%**	**96.6%**	**100.0%**

J.9. (Q 45) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	17	47	64
	%	26.6%	73.4%	100.0%
BSNL	Count	2	22	24
	%	8.3%	91.7%	100.0%
Reliance	Count	3	34	37
	%	8.1%	91.9%	100.0%
TTML	Count	5	42	47
	%	10.6%	89.4%	100.0%
Idea	Count	2	26	28
	%	7.1%	92.9%	100.0%
Vodafone	Count	1	25	26
	%	3.8%	96.2%	100.0%
Aircel	Count	--	25	25
	%	--	100%	100.0%
Overall	**Count**	**30**	**221**	**251**
	%	**12.0%**	**88.0%**	**100.0%**

J.10. (Q 46) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	11	6	17
	%	64.7%	35.3%	100.0%
BSNL	Count	2	--	2
	%	100%	--	100.0%
Reliance	Count	2	1	3
	%	66.7%	33.3%	100.0%
TTML	Count	3	2	5
	%	60.0%	40.0%	100.0%
Idea	Count	2	--	2
	%	100%	--	100.0%
Vodafone	Count	1	--	1
	%	100%	--	100.0%
Aircel	Count	--	--	--
	%	--	--	--
Overall	Count	21	9	30
	%	70.0%	30.0%	100.0%

J.11. (Q 47) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	17	16	--	16	1	--
	%	100.0%	94.1%	--	94.1%	5.9%	--
BSNL	Count	2	2	--	2	--	--
	%	100.0%	100%	--	100%	--	--
Reliance	Count	3	2	--	2	1	--
	%	100.0%	66.7%	--	66.7%	33.3%	--
TTML	Count	5	5	--	5	--	--
	%	100.0%	100%	--	100%	--	--
Idea	Count	2	2	--	2	--	--
	%	100.0%	100%	--	100%	--	--
Vodafone	Count	1	1	--	1	--	--
	%	100.0%	100%	--	100%	--	--
Aircel	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Overall	Count	30	28	--	28	2	--
	%	100.0%	93.3%	--	93.3%	6.7%	--

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	--	--	--	1	1	--	1
	%	--	--	--	100%	100%	--	
BSNL	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	
Reliance	Count	--	--	--	1	--	--	1
	%	--	--	--	100%	--	--	
TTML	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	
Idea	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	
Vodafone	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	
Aircel	Count	--	--	--	--	--	--	--
	%	--	--	--	--	--	--	
Overall	**Count**	**--**	**--**	**--**	**1**	**1**	**--**	**1**
	%	**--**	**--**	**--**	**50.0%**	**50.0%**	**--**	

J.13. (Q 49) In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, 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?

Service Providers		Yes	No	Base
Airtel	Count	17	1050	1067
	%	1.6%	98.4%	100.0%
BSNL	Count	6	1062	1068
	%	0.6%	99.4%	100.0%
Reliance	Count	12	1055	1067
	%	1.1%	98.9%	100.0%
TTML	Count	24	1043	1067
	%	2.2%	97.8%	100.0%
Idea	Count	6	1066	1072
	%	0.6%	99.4%	100.0%
Vodafone	Count	11	1058	1069
	%	1.0%	99.0%	100.0%
Aircel	Count	8	1060	1068
	%	0.7%	99.3%	100.0%
Overall	**Count**	**84**	**7394**	**7478**
	%	**1.1%**	**98.9%**	**100.0%**

J.14. (Q 50) Have you filed any appeal in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	--	15	15
	%	--	100%	100%
BSNL	Count	--	8	8
	%	--	100%	100%
Reliance	Count	--	9	9
	%	--	100%	100%
TTML	Count	--	24	24
	%	--	100%	100%
Idea	Count	--	6	6
	%	--	100%	100%
Vodafone	Count	--	11	11
	%	--	100%	100%
Aircel	Count	--	7	7
	%	--	100%	100%
Overall	**Count**	**--**	**80**	**80**
	%	**--**	**100%**	**100%**

J.15. (Q 51) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	--	--	--
	%	--	--	--
BSNL	Count	--	--	--
	%	--	--	--
Reliance	Count	--	--	--
	%	--	--	--
TTML	Count	--	--	--
	%	--	--	--
Idea	Count	--	--	--
	%	--	--	--
Vodafone	Count	--	--	--
	%	--	--	--
Aircel	Count	--	--	--
	%	--	--	--
Overall	**Count**	--	--	--
	%	--	--	--

J.16 (Q 52) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Airtel	Count	--	--	--	--
	%	--	--	--	--
BSNL	Count	--	--	--	--
	%	--	--	--	--
Reliance	Count	--	--	--	--
	%	--	--	--	--
TTML	Count	--	--	--	--
	%	--	--	--	--
Idea	Count	--	--	--	--
	%	--	--	--	--
Vodafone	Count	--	--	--	--
	%	--	--	--	--
Aircel	Count	--	--	--	--
	%	--	--	--	--
Overall	**Count**	--	--	--	--
	%	--	--	--	--

General Information

J.17. (Q 53) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	604	31	635
	%	95.1%	4.9%	100.0%
BSNL	Count	477	330	807
	%	59.1%	40.9%	100.0%
Reliance	Count	743	142	885
	%	84.0%	16.0%	100.0%
TTML	Count	678	156	834
	%	81.3%	18.7%	100.0%
Idea	Count	530	198	728
	%	72.8%	27.2%	100.0%
Vodafone	Count	689	326	1015
	%	67.9%	32.1%	100.0%
Aircel	Count	693	359	1052
	%	65.9%	34.1%	100.0%
Overall	**Count**	**4414**	**1542**	**5956**
	%	**74.1%**	**25.9%**	**100.0%**

J.18. (Q 54) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	--	635	635
	%	--	100%	100.0%
BSNL	Count	7	800	807
	%	0.9%	99.1%	100.0%
Reliance	Count	2	883	885
	%	0.2%	99.8%	100.0%
TTML	Count	--	834	834
	%	--	100%	100.0%
Idea	Count	20	708	728
	%	2.7%	97.3%	100.0%
Vodafone	Count	20	995	1015
	%	2.0%	98.0%	100.0%
Aircel	Count	2	1050	1052
	%	0.2%	99.8%	100.0%
Overall	**Count**	**51**	**5905**	**5956**
	%	**0.9%**	**99.1%**	**100.0%**

J.19. (Q 55) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Base
Airtel	Count	--	--	--
	%	--	--	--
BSNL	Count	6	1	7
	%	85.7%	14.3%	100%
Reliance	Count	1	1	2
	%	50.0%	50.0%	100%
TTML	Count	--	--	--
	%	--	--	--
Idea	Count	16	4	20
	%	80.0%	20.0%	100%
Vodafone	Count	19	1	20
	%	95.0%	5.0%	100%
Aircel	Count	1	1	2
	%	50.0%	50.0%	100%
Overall	**Count**	**43**	**8**	**51**
	%	**84.3%**	**15.7%**	**100%**

J.20 (Q 56) Have you been provided the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"

Service Providers		Yes	No	Base
Airtel	Count	110	11	121
	%	90.9%	9.1%	100%
BSNL	Count	11	2	13
	%	84.6%	15.4%	100%
Reliance	Count	97	13	110
	%	88.2%	11.8%	100%
TTML	Count	275	45	320
	%	85.9%	14.1%	100%
Idea	Count	41	4	45
	%	91.1%	8.9%	100%
Vodafone	Count	214	96	310
	%	69.0%	31.0%	100%
Aircel	Count	911	37	948
	%	96.1%	3.9%	100%
Overall	**Count**	**1659**	**208**	**1867**
	%	**88.9%**	**11.1%**	**100%**

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

A.1. (Q 1a) When did you last apply for a broadband connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	10	26	1033	1069
	%	0.9%	2.4%	96.6%	100.0%
BSNL	Count	17	34	1017	1068
	%	1.6%	3.2%	95.2%	100.0%
Hathway	Count	31	40	997	1068
	%	2.9%	3.7%	93.4%	100.0%
Reliance	Count	65	58	944	1067
	%	6.1%	5.4%	88.5%	100.0%
Sify	Count	96	160	812	1068
	%	9.0%	15.0%	76.0%	100.0%
VSNL/ Tata	Count	44	97	928	1069
	%	4.1%	9.1%	86.8%	100.0%
You	Count	123	140	805	1068
	%	11.5%	13.1%	75.4%	100.0%
TTML	Count	47	28	994	1069
	%	4.4%	2.6%	93.0%	100.0%
Tikon	Count	695	316	56	1067
	%	65.1%	29.6%	5.2%	100.0%
Overall	**Count**	**1128**	**899**	**7586**	**9613**
	%	**11.7%**	**9.4%**	**78.9%**	**100.0%**

A.2. (Q 1b) After registration and payment of initial deposits by you within how many working days did the broadband connection get activated?

Service Providers		Within 15 working days	More than 15 days	Base
Airtel	Count	35	1	36
	%	97.2%	2.8%	100.0%
BSNL	Count	50	1	51
	%	98.0%	2.0%	100.0%
Hathway	Count	66	5	71
	%	93.0%	7.0%	100.0%
Reliance	Count	120	3	123
	%	97.6%	2.4%	100.0%
Sify	Count	252	4	256
	%	98.4%	1.6%	100.0%
VSNL/ Tata	Count	132	9	141
	%	93.6%	6.4%	100.0%
You	Count	262	1	263
	%	99.6%	0.4%	100.0%
TTML	Count	75	--	75
	%	100%	--	100.0%
Tikon	Count	976	35	1011
	%	96.5%	3.5%	100.0%
Overall	**Count**	**1968**	**59**	**2027**
	%	**97.1%**	**2.9%**	**100.0%**

A.3. (Q 2) How satisfied are you with the time taken in the provision of the broadband connection after registration and payment of initial deposit by you?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	36	35	--	35	1	--
	%	100.0%	97.2%	--	97.2%	2.8%	--
BSNL	Count	51	49	3	46	2	--
	%	100.0%	96.1%	5.9%	90.2%	3.9%	--
Hathway	Count	71	70	12	58	1	--
	%	100.0%	98.6%	16.9%	81.7%	1.4%	--
Reliance	Count	123	122	2	120	1	--
	%	100.0%	99.2%	1.6%	97.6%	0.8%	--
Sify	Count	256	253	19	234	2	1
	%	100.0%	98.8%	7.4%	91.4%	0.8%	0.4%
VSNL/ Tata	Count	141	138	1	137	2	1
	%	100.0%	97.9%	0.7%	97.2%	1.4%	0.7%
You	Count	263	261	1	260	2	--
	%	100.0%	99.3%	0.4%	98.9%	0.8%	--
TTML	Count	75	71	16	55	--	4
	%	100.0%	94.6%	21.3%	73.3%	--	5.3%
Tikon	Count	1011	951	4	947	50	10
	%	100.0%	94.1%	0.4%	93.7%	4.9%	1.0%
Overall	**Count**	**2027**	**1950**	**58**	**1892**	**61**	**16**
	%	**100.0%**	**96.2%**	**2.9%**	**93.3%**	**3.0%**	**0.8%**

A.4. (Q 3) In case your connection was temporarily suspended due to non-payment of bills, how much time taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Base
Airtel	Count	118	17	8	1	144
	%	81.9%	11.8%	5.6%	0.7%	100.0%
BSNL	Count	61	69	4	3	137
	%	44.5%	50.4%	2.9%	2.2%	100.0%
Hathway	Count	35	19	1	2	57
	%	61.4%	33.3%	1.8%	3.5%	100.0%
Reliance	Count	33	11	5	9	58
	%	56.9%	19.0%	8.6%	15.5%	100.0%
Sify	Count	90	102	12	17	221
	%	40.7%	46.2%	5.4%	7.7%	100.0%
VSNL/ Tata	Count	85	54	5	3	147
	%	57.8%	36.7%	3.4%	2.0%	100.0%
You	Count	348	19	4	2	373
	%	93.3%	5.1%	1.1%	0.5%	100.0%
TTML	Count	8	--	--	--	8
	%	100%	--	--	--	100.0%
Tikon	Count	64	346	33	28	471
	%	13.6%	73.5%	7.0%	5.9%	100.0%
Overall	**Count**	**842**	**637**	**72**	**65**	**1616**
	%	**52.1%**	**39.4%**	**4.5%**	**4.0%**	**100.0%**

B. Billing Process - Postpaid Customers

B.1. (Q 4) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	1037	4	1033	28	4
	%	100.0%	97.0%	0.4%	96.6%	2.6%	0.4%
BSNL	Count	1068	1056	15	1041	10	2
	%	100.0%	98.9%	1.4%	97.5%	0.9%	0.2%
Hathway	Count	610	580	8	572	27	3
	%	100.0%	95.1%	1.3%	93.8%	4.4%	0.5%
Reliance	Count	1067	1038	5	1033	28	1
	%	100.0%	97.3%	0.5%	96.8%	2.6%	0.1%
VSNL/ Tata	Count	865	835	7	828	25	5
	%	100.0%	96.5%	0.8%	95.7%	2.9%	0.6%
You	Count	436	385	2	383	51	--
	%	100.0%	88.3%	0.5%	87.8%	11.7%	--
TTML	Count	1069	1046	--	1046	23	--
	%	100.0%	97.8%	--	97.8%	2.2%	--
Tikon	Count	1067	931	7	924	132	4
	%	100.0%	87.3%	0.7%	86.6%	12.4%	0.4%
Overall	**Count**	**7251**	**6903**	**48**	**6860**	**324**	**19**
	%	**100.0%**	**95.3%**	**0.7%**	**94.6%**	**4.5%**	**0.3%**

B.2. (Q 5a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	1049	3	1046	18	2
	%	100.0%	98.1%	0.3%	97.8%	1.7%	0.2%
BSNL	Count	1068	1054	10	1044	14	--
	%	100.0%	98.7%	0.9%	97.8%	1.3%	--
Hathway	Count	610	596	11	585	14	--
	%	100.0%	97.7%	1.8%	95.9%	2.3%	--
Reliance	Count	1067	1043	2	1041	21	3
	%	100.0%	97.8%	0.2%	97.6%	2.0%	0.3%
VSNL/ Tata	Count	865	835	7	828	26	4
	%	100.0%	96.5%	0.8%	95.7%	3.0%	0.5%
You	Count	436	406	1	406	29	--
	%	100.0%	93.3%	0.2%	93.1%	6.7%	--
TTML	Count	1069	1069	--	1069	--	--
	%	100.0%	100%	--	100%	--	--
Tikon	Count	1067	938	4	934	124	5
	%	100.0%	87.9%	0.4%	87.5%	11.6%	0.5%
Overall	**Count**	**7251**	**6991**	**38**	**6953**	**246**	**14**
	%	**100.0%**	**96.4%**	**0.5%**	**95.9%**	**3.4%**	**0.2%**

B.3. (Q 5b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for services not made/ used	Others	Base
Airtel	Count	10	11	9	7	1	20
	%	50.0%	55.0%	45.0%	35.0%	5.0%	
BSNL	Count	10	2	1	2	--	14
	%	71.4%	14.3%	7.1%	14.3%	--	
Hathway	Count	7	5	--	3	--	14
	%	50.0%	35.7%	--	21.4%	--	
Reliance	Count	9	6	10	6	--	24
	%	37.5%	25.0%	41.7%	25.0%	--	
VSNL/ Tata	Count	11	17	11	5	2	30
	%	36.7%	56.7%	36.7%	16.7%	6.7%	
You	Count	4	8	18	15	--	29
	%	13.8%	27.6%	62.1%	51.7%	--	
Tikon	Count	74	49	26	45	3	129
	%	57.4%	38.0%	20.2%	34.9%	2.3%	
Overall	**Count**	**125**	**98**	**75**	**83**	**6**	**260**
	%	**48.1%**	**37.7%**	**28.8%**	**31.9%**	**2.3%**	

B.4. (Q 6) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	134	935	1069
	%	12.5%	87.5%	100.0%
BSNL	Count	28	1040	1068
	%	2.6%	97.4%	100.0%
Hathway	Count	86	524	610
	%	14.1%	85.9%	100.0%
Reliance	Count	158	909	1067
	%	14.8%	85.2%	100.0%
VSNL/ Tata	Count	149	716	865
	%	17.2%	82.8%	100.0%
You	Count	142	294	436
	%	32.6%	67.4%	100.0%
TTML	Count	36	1033	1069
	%	3.4%	96.6%	100.0%
Tikon	Count	297	770	1067
	%	27.8%	72.2%	100.0%
Overall	**Count**	**1030**	**6221**	**7251**
	%	**14.2%**	**85.8%**	**100.0%**

B.5. (Q 7) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	134	116	--	116	17	1
	%	100.0%	86.6%	--	86.6%	12.7%	0.7%
BSNL	Count	28	19	--	19	8	1
	%	100.0%	67.9%	--	67.9%	28.6%	3.6%
Hathway	Count	86	66	--	66	20	--
	%	100.0%	76.7%	--	76.7%	23.3%	--
Reliance	Count	158	145	--	145	13	--
	%	100.0%	91.8%	--	91.8%	8.2%	--
VSNL/ Tata	Count	149	115	--	115	28	6
	%	100.0%	77.2%	--	77.2%	18.8%	4.0%
TTML	Count	142	116	--	116	26	--
	%	100.0%	81.7%	--	81.7%	18.3%	--
You	Count	36	28	--	28	8	--
	%	100.0%	77.8%	--	77.8%	22.2%	--
Tikon	Count	297	112	1	112	181	3
	%	100.0%	37.7%	0.3%	37.7%	60.9%	1.0%
Overall	**Count**	**1030**	**717**	**1**	**717**	**301**	**11**
	%	**100.0%**	**69.6%**	**0.1%**	**69.6%**	**29.2%**	**1.1%**

B.6. (Q 8a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1066	1051	5	1046	15	--
	%		98.6%	0.5%	98.1%	1.4%	--
BSNL	Count	1025	1011	25	986	13	1
	%		98.6%	2.4%	96.2%	1.3%	0.1%
Hathway	Count	610	602	9	593	8	--
	%		98.7%	1.5%	97.2%	1.3%	--
Reliance	Count	1044	1037	2	1035	6	1
	%		99.3%	0.2%	99.1%	0.6%	0.1%
VSNL/ Tata	Count	865	838	2	836	25	2
	%		96.8%	0.2%	96.6%	2.9%	0.2%
You	Count	436	427	--	427	9	--
	%		97.9%	--	97.9%	2.1%	--
TTML	Count	1057	1057	--	1057	--	--
	%		100%	--	100%	--	--
Tikon	Count	1044	963	4	959	75	6
	%		92.3%	0.4%	91.9%	7.2%	0.6%
Overall	**Count**	**7147**	**7194**	**47**	**6939**	**151**	**10**
	%		**97.8%**	**0.7%**	**97.1%**	**2.1%**	**0.1%**

B.7. (Q 8b) Please specify the reason(s) for your dissatisfaction.

Service Providers		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	Base
Airtel	Count	4	3	8	6	--	15
	%	26.7%	20.0%	53.3%	40.0%	--	
BSNL	Count	8	--	6	2	--	14
	%	57.1%	--	42.9%	14.3%	--	
Hathway	Count	7	6	--	--	--	8
	%	87.5%	75.0%	--	--	--	
Reliance	Count	4	3	2	1	--	7
	%	57.1%	42.9%	28.6%	14.3%	--	
VSNL/ Tata	Count	8	7	9	14	--	27
	%	29.6%	25.9%	33.3%	51.9%	--	
You	Count	--	5	5	3	--	9
	%	--	55.6%	55.6%	33.3%	--	
Tikon	Count	44	29	26	9	--	81
	%	54.3%	35.8%	32.1%	11.1%	--	
Overall	**Count**	**75**	**53**	**56**	**35**	**--**	**161**
	%	**46.6%**	**32.9%**	**34.8%**	**21.7%**	**--**	

C. Billing Process - Prepaid Customers

C.1. (Q 9a) How satisfied are you with accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	458	452	7	445	6	--
	%	100.0%	98.7%	1.5%	97.2%	1.3%	--
Sify	Count	1068	1056	56	1000	11	1
	%	100.0%	98.8%	5.2%	93.6%	1.3%	0.1%
VSNL/ Tata	Count	204	200	10	190	4	--
	%	100.0%	98.0%	4.9%	93.1%	2.0%	--
You	Count	632	626	3	623	5	1
	%	100.0%	99.1%	0.5%	98.6%	0.8%	0.2%
Overall	**Count**	**2362**	**2354**	**76**	**2258**	**26**	**2**
	%	**100.0%**	**98.8%**	**3.2%**	**95.6%**	**1.1%**	**0.1%**

C.2. (Q 9b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Hathway	Count	4	2	2	--	--	6
	%	66.7%	33.3%	33.3%	--	--	
Sify	Count	4	4	3	3	2	12
	%	33.3%	33.3%	25.0%	25.0%	16.7%	
VSNL/ Tata	Count	--	--	--	4	--	4
	%	--	--	--	100%	--	
You	Count	2	2	2	--	1	6
	%	33.3%	33.3%	33.3%	--	16.7%	
Overall	**Count**	**10**	**8**	**7**	**7**	**3**	**28**
	%	**35.7%**	**28.6%**	**25.0%**	**25.0%**	**10.7%**	

D. Help Services/ Customer Care

D.1. (Q 10) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	472	597	1069
	%	44.2%	55.8%	100.0%
BSNL	Count	495	573	1068
	%	46.3%	53.7%	100.0%
Hathway	Count	512	556	1068
	%	47.9%	52.1%	100.0%
Reliance	Count	376	691	1067
	%	35.2%	64.8%	100.0%
Sify	Count	621	447	1068
	%	58.1%	41.9%	100.0%
VSNL/ Tata	Count	660	409	1069
	%	61.7%	38.3%	100.0%
You	Count	808	260	1068
	%	75.7%	24.3%	100.0%
TTML	Count	685	384	1069
	%	64.1%	35.9%	100.0%
Tikon	Count	864	203	1067
	%	81.0%	19.0%	100.0%
Overall	**Count**	**5493**	**4120**	**9613**
	%	**57.1%**	**42.9%**	**100.0%**

D.2. (Q 11) How satisfied are you with the ease of access of call centre/customer care or helpline/ toll free number?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	472	381	1	380	91	--
	%	100.0%	80.7%	0.2%	80.5%	19.3%	--
BSNL	Count	495	479	--	479	16	--
	%	100.0%	96.8%	--	96.8%	3.2%	--
Hathway	Count	512	472	--	472	40	--
	%	100.0%	92.2%	--	92.2%	7.8%	--
Reliance	Count	376	331	6	325	45	--
	%	100.0%	88.0%	1.6%	86.4%	12.0%	--
Sify	Count	621	529	1	528	89	3
	%	100.0%	85.2%	0.2%	85.0%	14.3%	0.5%
VSNL/ Tata	Count	660	589	6	583	67	4
	%	100.0%	89.2%	0.9%	88.3%	10.2%	0.6%
You	Count	808	675	13	662	132	1
	%	100.0%	83.5%	1.6%	81.9%	16.3%	0.1%
TTML	Count	685	565	--	565	120	--
	%	100.0%	82.5%	--	82.5%	17.5%	--
Tikon	Count	864	569	4	565	282	13
	%	100.0%	65.9%	0.5%	65.4%	32.6%	1.5%
Overall	**Count**	**5493**	**4590**	**31**	**4559**	**882**	**21**
	%	**100.0%**	**83.6%**	**0.6%**	**83.0%**	**16.1%**	**0.4%**

D.3. (Q 12) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	472	377	--	377	95	--
	%	100.0%	79.9%	--	79.9%	20.1%	--
BSNL	Count	495	472	--	472	23	--
	%	100.0%	95.4%	--	95.4%	4.6%	--
Hathway	Count	512	469	1	468	43	--
	%	100.0%	91.6%	0.2%	91.4%	8.4%	--
Reliance	Count	376	318	6	312	58	--
	%	100.0%	84.6%	1.6%	83.0%	15.4%	--
Sify	Count	621	507	1	506	112	2
	%	100.0%	81.7%	0.2%	81.5%	18.0%	0.3%
VSNL/ Tata	Count	660	576	5	571	78	6
	%	100.0%	87.3%	0.8%	86.5%	11.8%	0.9%
You	Count	808	650	4	646	156	2
	%	100.0%	80.5%	0.5%	80.0%	19.3%	0.2%
TTML	Count	685	621	--	621	64	--
	%	100.0%	90.7%	--	90.7%	9.3%	--
Tikon	Count	864	547	1	546	302	15
	%	100.0%	63.3%	0.1%	63.2%	35.0%	1.7%
Overall	**Count**	**5493**	**4537**	**18**	**4519**	**931**	**25**
	%	**100.0%**	**82.6%**	**0.3%**	**82.3%**	**16.9%**	**0.5%**

D.4. (Q 13) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	472	428	--	428	44	--
	%	100.0%	90.7%	--	90.7%	9.3%	--
BSNL	Count	495	469	--	469	24	2
	%	100.0%	94.7%	--	94.7%	4.8%	0.4%
Hathway	Count	512	458	2	456	53	1
	%	100.0%	89.5%	0.4%	89.1%	10.4%	0.2%
Reliance	Count	376	326	31	295	50	--
	%	100.0%	86.7%	8.2%	78.5%	13.3%	--
Sify	Count	621	480	1	479	139	2
	%	100.0%	77.3%	0.2%	77.1%	22.4%	0.3%
VSNL/ Tata	Count	660	574	4	570	79	7
	%	100.0%	87.0%	0.6%	86.4%	12.0%	1.1%
You	Count	808	666	4	662	141	1
	%	100.0%	82.4%	0.5%	81.9%	17.5%	0.1%
TTML	Count	685	601	--	601	84	--
	%	100.0%	87.7%	--	87.7%	12.3%	--
Tikon	Count	864	369	1	368	477	18
	%	100.0%	42.7%	0.1%	42.6%	55.2%	2.1%
Overall	**Count**	**5493**	**4371**	**43**	**4328**	**1091**	**31**
	%	**100.0%**	**79.6%**	**0.8%**	**78.8%**	**19.9%**	**0.6%**

D.5. (Q 14) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	472	431	2	429	40	1
	%	100.0%	91.3%	0.4%	90.9%	8.5%	0.2%
BSNL	Count	495	472	3	469	22	1
	%	100.0%	95.3%	0.6%	94.7%	4.4%	0.2%
Hathway	Count	512	465	--	465	46	1
	%	100.0%	90.8%	--	90.8%	9.0%	0.2%
Reliance	Count	376	330	25	305	46	--
	%	100.0%	87.7%	6.6%	81.1%	12.2%	--
Sify	Count	621	507	1	506	112	2
	%	100.0%	81.7%	0.2%	81.5%	18.0%	0.3%
VSNL/ Tata	Count	660	572	5	567	77	11
	%	100.0%	86.7%	0.8%	85.9%	11.7%	1.7%
You	Count	808	684	3	681	123	1
	%	100.0%	84.7%	0.4%	84.3%	15.2%	0.1%
TTML	Count	685	605	--	605	80	--
	%	100.0%	88.3%	--	88.3%	11.7%	--
Tikon	Count	864	510	1	509	334	20
	%	100.0%	59.0%	0.1%	58.9%	38.7%	2.3%
Overall	Count	5493	4576	40	4536	880	37
	%	100.0%	83.3%	0.7%	82.6%	16.0%	0.7%

E. Network Performance, Reliability and Availability

E.1. (Q 15) How satisfied are you with the speed of Broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	996	3	993	70	3
	%	100.0%	93.2%	0.3%	92.9%	6.5%	0.3%
BSNL	Count	1068	1042	18	1024	24	2
	%	100.0%	97.6%	1.7%	95.9%	2.2%	0.2%
Hathway	Count	1068	931	4	927	135	2
	%	100.0%	87.2%	0.4%	86.8%	12.6%	0.2%
Reliance	Count	1067	943	39	904	123	1
	%	100.0%	88.4%	3.7%	84.7%	11.5%	0.1%
Sify	Count	1068	865	63	802	196	7
	%	100.0%	81.0%	5.9%	75.1%	18.4%	0.7%
VSNL/ Tata	Count	1069	869	12	857	191	9
	%	100.0%	81.3%	1.1%	80.2%	17.9%	0.8%
You	Count	1068	854	3	851	212	2
	%	100.0%	80.0%	0.3%	79.7%	19.9%	0.2%
TTML	Count	1069	722	--	722	347	--
	%	100.0%	67.5%	--	67.5%	32.5%	--
Tikon	Count	1067	409	2	407	633	25
	%	100.0%	38.3%	0.2%	38.1%	59.3%	2.3%
Overall	**Count**	**9613**	**7631**	**144**	**7487**	**1931**	**51**
	%	**100.0%**	**79.4%**	**1.5%**	**77.9%**	**20.1%**	**0.5%**

E.2. (Q 16) How satisfied are you with the amount of time for which service is up and working?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	978	3	975	88	3
	%	100.0%	91.5%	0.3%	91.2%	8.2%	0.3%
BSNL	Count	1068	1042	11	1031	25	1
	%	100.0%	97.5%	1.0%	96.5%	2.3%	0.1%
Hathway	Count	1068	922	12	910	145	1
	%	100.0%	86.3%	1.1%	85.2%	13.6%	0.1%
Reliance	Count	1067	980	32	948	84	3
	%	100.0%	91.8%	3.0%	88.8%	7.9%	0.3%
Sify	Count	1068	914	70	844	151	3
	%	100.0%	85.6%	6.6%	79.0%	14.1%	0.3%
VSNL/ Tata	Count	1069	942	9	933	120	7
	%	100.0%	88.2%	0.8%	87.3%	11.2%	0.7%
You	Count	1068	841	2	839	227	--
	%	100.0%	78.8%	0.2%	78.6%	21.3%	--
TTML	Count	1069	866	4	862	203	--
	%	100.0%	81.0%	0.4%	80.6%	19.0%	--
Tikon	Count	1067	704	3	701	342	21
	%	100.0%	66.0%	0.3%	65.7%	32.1%	2.0%
Overall	**Count**	**9613**	**8189**	**146**	**8043**	**1385**	**39**
	%	**100.0%**	**85.2%**	**1.5%**	**83.7%**	**14.4%**	**0.4%**

F. Maintainability

F.1. (Q 17) How often do you face a problem with your Broadband connection?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	411	619	36	3	1069
	%	38.4%	57.9%	3.4%	0.3%	100.0%
BSNL	Count	404	612	46	6	1068
	%	37.8%	57.3%	4.3%	0.6%	100.0%
Hathway	Count	150	527	377	14	1068
	%	14.0%	49.3%	35.3%	1.3%	100.0%
Reliance	Count	416	574	72	5	1067
	%	39.0%	53.8%	6.7%	0.5%	100.0%
Sify	Count	250	539	269	10	1068
	%	23.4%	50.5%	25.2%	0.9%	100.0%
VSNL/ Tata	Count	128	788	147	6	1069
	%	12.0%	73.7%	13.8%	0.6%	100.0%
You	Count	47	738	279	4	1068
	%	4.4%	69.1%	26.1%	0.4%	100.0%
TTML	Count	9	949	111	--	1069
	%	0.8%	88.8%	10.4%	--	100.0%
Tikon	Count	40	334	636	57	1067
	%	3.7%	31.3%	59.6%	5.3%	100.0%
Overall	**Count**	**1855**	**5680**	**1973**	**105**	**9613**
	%	**19.3%**	**59.1%**	**20.5%**	**1.1%**	**100.0%**

F.2. (Q 18) What was the broadband connection problem faced by you in the last twelve months related to, please specify?

Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider	Base
Airtel	Count	9	30	39
	%	23.1%	76.9%	100.0%
BSNL	Count	16	36	52
	%	30.8%	69.2%	100.0%
Hathway	Count	12	379	391
	%	3.1%	96.9%	100.0%
Reliance	Count	18	59	77
	%	23.4%	76.6%	100.0%
Sify	Count	22	257	279
	%	7.9%	92.1%	100.0%
VSNL/ Tata	Count	19	134	153
	%	12.4%	87.6%	100.0%
You	Count	8	275	283
	%	2.8%	97.2%	100.0%
TTML	Count	11	100	111
	%	9.9%	90.1%	100.0%
Tikon	Count	74	619	693
	%	10.7%	89.3%	100.0%
Overall	**Count**	**189**	**1889**	**2078**
	%	**9.1%**	**90.9%**	**100.0%**

F.3. (Q 19) How satisfied are you with the time taken for restoration of broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	39	7	--	7	28	4
	%	100.0%	17.9%	--	17.9%	71.8%	10.3%
BSNL	Count	52	35	--	35	15	2
	%	100.0%	67.3%	--	67.3%	28.8%	3.8%
Hathway	Count	391	323	--	323	66	2
	%	100.0%	82.6%	--	82.6%	16.9%	0.5%
Reliance	Count	77	38	--	38	39	--
	%	100.0%	49.4%	--	49.4%	50.6%	--
Sify	Count	279	121	--	121	155	3
	%	100.0%	43.4%	--	43.4%	55.6%	1.1%
VSNL/ Tata	Count	153	61	1	60	83	9
	%	100.0%	40.1%	0.7%	39.2%	54.2%	5.9%
You	Count	283	144	1	143	135	4
	%	100.0%	50.9%	0.4%	50.5%	47.7%	1.4%
TTML	Count	111	20	--	20	91	--
	%	100.0%	18.0%	--	18.0%	82.0%	--
Tikon	Count	693	192	2	190	462	39
	%	100.0%	27.7%	0.3%	27.4%	66.7%	5.6%
Overall	**Count**	**2078**	**941**	**4**	**937**	**1074**	**63**
	%	**100.0%**	**45.3%**	**0.2%**	**45.1%**	**51.7%**	**3.0%**

G. Supplementary Service/ Value Added Services

G.1. (Q 20) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc?

Service Providers		Yes	No	Base
Airtel	Count	347	722	1069
	%	32.5%	67.5%	100.0%
BSNL	Count	80	988	1068
	%	7.5%	92.5%	100.0%
Hathway	Count	564	504	1068
	%	52.8%	47.2%	100.0%
Reliance	Count	261	806	1067
	%	24.5%	75.5%	100.0%
Sify	Count	311	757	1068
	%	29.1%	70.9%	100.0%
VSNL/ Tata	Count	363	706	1069
	%	34.0%	66.0%	100.0%
You	Count	263	805	1068
	%	24.6%	75.4%	100.0%
TTML	Count	535	534	1069
	%	50.0%	50.0%	100.0%
Tikon	Count	406	661	1067
	%	38.1%	61.9%	100.0%
Overall	**Count**	**3130**	**6483**	**9613**
	%	**32.6%**	**67.4%**	**100.0%**

G.2. (Q 21) How satisfied are you with the quality of such supplementary services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	347	341	--	341	6	--
	%	100.0%	98.3%	--	98.3%	1.7%	--
BSNL	Count	80	73	--	73	6	1
	%	100.0%	91.3%	--	91.3%	7.5%	1.3%
Hathway	Count	564	555	--	555	9	--
	%	100.0%	98.4%	--	98.4%	1.6%	--
Reliance	Count	261	250	--	250	10	1
	%	100.0%	95.8%	--	95.8%	3.8%	0.4%
Sify	Count	311	303	--	303	5	3
	%	100.0%	97.4%	--	97.4%	1.6%	1.0%
VSNL/ Tata	Count	363	355	1	354	8	--
	%	100.0%	97.8%	0.3%	97.5%	2.2%	--
You	Count	263	252	--	252	11	--
	%	100.0%	95.8%	--	95.8%	4.2%	--
TTML	Count	535	507	--	507	24	4
	%	100.0%	94.8%	--	94.8%	4.5%	0.7%
Tikon	Count	406	367	--	367	36	3
	%	100.0%	90.4%	--	90.4%	8.9%	0.7%
Overall	**Count**	**3130**	**3003**	**1**	**3002**	**115**	**12**
	%	**100.0%**	**95.9%**	**0.0%**	**95.9%**	**3.7%**	**0.4%**

H. Overall Customer Satisfaction

H.1. (Q 22a) How satisfied are you with the overall quality of your Broadband service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	968	15	953	97	4
	%	100.0%	90.5%	1.4%	89.1%	9.1%	0.4%
BSNL	Count	1068	1035	19	1016	32	1
	%	100.0%	96.9%	1.8%	95.1%	3.0%	0.1%
Hathway	Count	1068	950	14	936	118	--
	%	100.0%	88.9%	1.3%	87.6%	11.0%	--
Reliance	Count	1067	935	7	928	127	5
	%	100.0%	87.7%	0.7%	87.0%	11.9%	0.5%
Sify	Count	1068	868	69	799	191	9
	%	100.0%	81.3%	6.5%	74.8%	17.9%	0.8%
VSNL/ Tata	Count	1069	852	41	811	204	13
	%	100.0%	79.7%	3.8%	75.9%	19.1%	1.2%
You	Count	1068	835	40	795	229	4
	%	100.0%	78.1%	3.7%	74.4%	21.4%	0.4%
TTML	Count	1069	754	--	754	315	--
	%	100.0%	70.5%	--	70.5%	29.5%	--
Tikon	Count	1067	488	8	480	531	48
	%	100.0%	45.7%	0.7%	45.0%	49.8%	4.5%
Overall	**Count**	**9613**	**7685**	**213**	**7472**	**1844**	**84**
	%	**100.0%**	**79.9%**	**2.2%**	**77.7%**	**19.2%**	**0.9%**

TRAI (QoS) Customer Satisfaction Survey Report 2009 - 2010 – Maharashtra Circle

I. General Information

I.1. (Q 23) Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Service Providers		Yes	No	Base
Airtel	Count	992	77	1069
	%	92.8%	7.2%	100.0%
BSNL	Count	690	378	1068
	%	64.6%	35.4%	100.0%
Hathway	Count	916	152	1068
	%	85.8%	14.2%	100.0%
Reliance	Count	893	174	1067
	%	83.7%	16.3%	100.0%
Sify	Count	881	187	1068
	%	82.5%	17.5%	100.0%
VSNL/ Tata	Count	938	131	1069
	%	87.7%	12.3%	100.0%
You	Count	765	303	1068
	%	71.6%	28.4%	100.0%
TTML	Count	922	147	1069
	%	86.2%	13.8%	100.0%
Tikon	Count	849	218	1067
	%	79.6%	20.4%	100.0%
Overall	**Count**	**7846**	**1767**	**9613**
	%	**81.6%**	**18.4%**	**100.0%**

J. Grievance Redressal Mechanism

J.1. (Q 24) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	1042	27	1069
	%	97.5%	2.5%	100.0%
BSNL	Count	1040	28	1068
	%	97.4%	2.6%	100.0%
Hathway	Count	1031	37	1068
	%	96.5%	3.5%	100.0%
Reliance	Count	1047	20	1067
	%	98.1%	1.9%	100.0%
Sify	Count	1054	14	1068
	%	98.7%	1.3%	100.0%
VSNL/ Tata	Count	1041	28	1069
	%	97.4%	2.6%	100.0%
You	Count	1060	8	1068
	%	99.3%	0.7%	100.0%
TTML	Count	1014	55	1069
	%	94.9%	5.1%	100.0%
Tikon	Count	1025	42	1067
	%	96.1%	3.9%	100.0%
Overall	**Count**	**9354**	**259**	**9613**
	%	**97.3%**	**2.7%**	**100.0%**

J.2 (Q 25) Have you made any complaint within the last 12 months to the toll free Call Centre/customer care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	269	800	1069
	%	25.2%	74.8%	100.0%
BSNL	Count	431	637	1068
	%	40.4%	59.6%	100.0%
Hathway	Count	286	782	1068
	%	26.8%	73.2%	100.0%
Reliance	Count	255	812	1067
	%	23.9%	76.1%	100.0%
Sify	Count	568	500	1068
	%	53.2%	46.8%	100.0%
VSNL/ Tata	Count	580	489	1069
	%	54.3%	45.7%	100.0%
You	Count	710	358	1068
	%	66.5%	33.5%	100.0%
TTML	Count	450	619	1069
	%	42.1%	57.9%	100.0%
Tikon	Count	831	236	1067
	%	77.9%	22.1%	100.0%
Overall	**Count**	**4380**	**5233**	**9613**
	%	**45.6%**	**54.4%**	**100.0%**

J.3. (Q 26) With respect to complaint made by you to the call centre, please specify which of these applied the most to you?

Service Providers		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	Base
Airtel	Count	45	73	112	39	269
	%	16.7%	27.1%	41.6%	14.5%	100.0%
BSNL	Count	95	242	89	5	431
	%	22.0%	56.1%	20.6%	1.2%	100.0%
Hathway	Count	112	20	20	134	286
	%	39.2%	7.0%	7.0%	46.9%	100.0%
Reliance	Count	71	64	93	27	255
	%	27.8%	25.1%	36.5%	10.6%	100.0%
Sify	Count	174	104	102	188	568
	%	30.6%	18.3%	18.0%	33.1%	100.0%
VSNL/ Tata	Count	340	118	103	19	580
	%	58.6%	20.3%	17.8%	3.3%	100.0%
You	Count	378	84	171	77	710
	%	53.2%	11.8%	24.1%	10.8%	100.0%
TTML	Count	30	300	20	100	450
	%	6.7%	66.7%	4.4%	22.2%	100.0%
Tikon	Count	142	323	287	79	831
	%	17.1%	38.9%	34.5%	9.5%	100.0%
Overall	**Count**	**1387**	**1328**	**997**	**668**	**4380**
	%	**31.7%**	**30.3%**	**22.8%**	**15.3%**	**100.0%**

J.4. (Q 27) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	200	69	269
	%	74.3%	25.7%	100.0%
BSNL	Count	398	33	431
	%	92.3%	7.7%	100.0%
Hathway	Count	176	110	286
	%	61.5%	38.5%	100.0%
Reliance	Count	205	50	255
	%	80.4%	19.6%	100.0%
Sify	Count	319	249	568
	%	56.2%	43.8%	100.0%
VSNL/ Tata	Count	491	89	580
	%	84.7%	15.3%	100.0%
You	Count	471	239	710
	%	66.3%	33.7%	100.0%
TTML	Count	354	96	450
	%	78.7%	21.3%	100.0%
Tikon	Count	299	532	831
	%	36.0%	64.0%	100.0%
Overall	**Count**	**2913**	**1467**	**4380**
	%	**66.5%**	**33.5%**	**100.0%**

J.5. (Q 28) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	269	239	--	239	23	7
	%	100.0%	88.8%	--	88.8%	8.6%	2.6%
BSNL	Count	431	406	--	406	24	1
	%	100.0%	94.2%	--	94.2%	5.6%	0.2%
Hathway	Count	286	212	1	211	71	3
	%	100.0%	74.1%	0.3%	73.8%	24.8%	1.0%
Reliance	Count	255	210	1	209	40	5
	%	100.0%	82.4%	0.4%	82.0%	15.7%	2.0%
Sify	Count	568	354	2	352	203	11
	%	100.0%	62.4%	0.4%	62.0%	35.7%	1.9%
VSNL/ Tata	Count	580	491	5	486	77	12
	%	100.0%	84.7%	0.9%	83.8%	13.3%	2.1%
You	Count	710	543	12	531	162	5
	%	100.0%	76.5%	1.7%	74.8%	22.8%	0.7%
TTML	Count	450	366	--	366	84	--
	%	100.0%	81.3%	--	81.3%	18.7%	--
Tikon	Count	831	259	2	257	548	24
	%	100.0%	31.1%	0.2%	30.9%	65.9%	2.9%
Overall	**Count**	**4380**	**3080**	**23**	**3057**	**1232**	**68**
	%	**100.0%**	**70.3%**	**0.5%**	**69.8%**	**28.1%**	**1.6%**

J.6. (Q 29) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	10	8	12	15	4	--	26
	%	38.5%	30.8%	46.2%	57.7%	15.4%	--	
BSNL	Count	9	1	2	12	5	--	21
	%	42.9%	4.8%	9.5%	57.1%	23.8%	--	
Hathway	Count	18	13	11	62	6	--	80
	%	22.5%	16.3%	13.8%	77.5%	7.5%	--	
Reliance	Count	17	10	12	19	4	--	35
	%	48.6%	28.6%	34.3%	54.3%	11.4%	--	
Sify	Count	57	13	6	203	18	--	224
	%	25.4%	5.8%	2.7%	90.6%	8.0%	--	
VSNL/ Tata	Count	16	4	14	75	13	--	86
	%	18.6%	4.7%	16.3%	87.2%	15.1%	--	
You	Count	32	4	12	161	11	--	168
	%	19.0%	2.4%	7.1%	95.8%	6.5%	--	
TTML	Count	48	24	16	72	12	--	88
	%	54.5%	27.3%	18.2%	81.8%	13.6%	--	
Tikon	Count	103	63	82	499	67	--	583
	%	17.7%	10.8%	14.1%	85.6%	11.5%	--	
Overall	**Count**	**310**	**140**	**167**	**1118**	**583**	**--**	**1311**
	%	**23.6%**	**10.7%**	**12.7%**	**85.3%**	**44.5%**	**--**	

J.7. (Q 30) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	79	27	106
	%	74.5%	25.5%	100.0%
BSNL	Count	87	250	337
	%	25.8%	74.2%	100.0%
Hathway	Count	67	42	109
	%	61.5%	38.5%	100.0%
Reliance	Count	90	37	127
	%	70.9%	29.1%	100.0%
Sify	Count	44	87	131
	%	33.6%	66.4%	100.0%
VSNL/ Tata	Count	227	55	282
	%	80.5%	19.5%	100.0%
You	Count	114	54	168
	%	67.9%	32.1%	100.0%
TTML	Count	23	20	43
	%	53.5%	46.5%	100.0%
Tikon	Count	161	267	428
	%	37.6%	62.4%	100.0%
Overall	**Count**	**892**	**839**	**1731**
	%	**51.5%**	**48.5%**	**100.0%**

J.8. (Q 31) In case the complaint has not been resolved by the call centre, you can contact the next level called as the Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	184	885	1069
	%	17.2%	82.8%	100.0%
BSNL	Count	45	1023	1068
	%	4.2%	95.8%	100.0%
Hathway	Count	99	969	1068
	%	9.3%	90.7%	100.0%
Reliance	Count	90	977	1067
	%	8.4%	91.6%	100.0%
Sify	Count	138	930	1068
	%	12.9%	87.1%	100.0%
VSNL/ Tata	Count	190	879	1069
	%	17.8%	82.2%	100.0%
You	Count	84	984	1068
	%	7.9%	92.1%	100.0%
TTML	Count	16	1053	1069
	%	1.5%	98.5%	100.0%
Tikon	Count	179	888	1067
	%	16.8%	83.2%	100.0%
Overall	**Count**	**1025**	**8588**	**9613**
	%	**10.7%**	**89.3%**	**100.0%**

J.9. (Q 32) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	4	1065	1069
	%	0.4%	99.6%	100.0%
BSNL	Count	--	1068	1068
	%	--	100%	100.0%
Hathway	Count	5	1063	1068
	%	0.5%	99.5%	100.0%
Reliance	Count	--	1067	1067
	%	--	100%	100.0%
Sify	Count	4	1064	1068
	%	0.4%	99.6%	100.0%
VSNL/ Tata	Count	6	1063	1069
	%	0.6%	99.4%	100.0%
You	Count	5	1063	1068
	%	0.5%	99.5%	100.0%
TTML	Count	--	1069	1069
	%	--	100%	100.0%
Tikon	Count	38	1029	1067
	%	3.6%	96.4%	100.0%
Overall	**Count**	**62**	**9551**	**9613**
	%	**0.6%**	**99.4%**	**100.0%**

J.10. (Q 33) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	4	--	4
	%	100%	--	100%
BSNL	Count	--	--	--
	%	--	--	--
Hathway	Count	5	--	5
	%	100%	--	100%
Reliance	Count	--	--	--
	%	--	--	--
Sify	Count	1	3	4
	%	25.0%	75.0%	100%
VSNL/ Tata	Count	4	2	6
	%	66.7%	33.3%	100%
You	Count	3	2	5
	%	60.0%	40.0%	100%
TTML	Count	--	--	--
	%	--	--	--
Tikon	Count	26	12	38
	%	68.4%	31.6%	100%
Overall	**Count**	**43**	**19**	**62**
	%	**69.4%**	**30.6%**	**100%**

J.11. (Q 34) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	4	4	--	4	--	--
	%	100%	100%	--	100%	--	--
BSNL	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Hathway	Count	5	1	--	1	4	--
	%	100%	20%	--	20%	80.0%	--
Reliance	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Sify	Count	4	--	--	--	4	--
	%	100%	--	--	--	100%	--
VSNL/ Tata	Count	6	3	--	3	1	2
	%	100%	50.0%	--	50.0%	16.7%	33.3%
You	Count	5	1	--	1	4	--
	%	100%	20.0%	--	20.0%	80.0%	--
TTML	Count	--	--	--	--	--	--
	%	--	--	--	--	--	--
Tikon	Count	38	--	--	--	38	--
	%	100%	--	--	--	100%	--
Overall	Count	**62**	**9**	**--**	**9**	**51**	**2**
	%	**100%**	**14.5%**	**--**	**14.5%**	**82.3%**	**3.2%**

J.12 (Q 35) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Hathway	Count	4	4	--	--	--	--	4
	%	100%	100%	--	--	--	--	
Sify	Count	3	--	--	2	1	--	4
	%	75.0%	--	--	50.0%	25.0%	--	
Tata	Count	2	--	--	3	--	--	3
	%	66.7%	--	--	100%	--	--	
You	Count	3	--	--	2	1	--	4
	%	75.0%	--	--	50.0%	25.0%	--	
Tikon	Count	20	22	12	17	--	--	38
	%	54.1%	59.5%	32.4%	45.9%	--	--	
Overall	**Count**	**32**	**26**	**12**	**24**	**2**	**--**	**53**
	%	**61.5%**	**50.0%**	**23.1%**	**46.2%**	**3.8%**	**--**	

J.13. (Q 36) In case the complaint has not been resolved by the nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, 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?

Service Providers		Yes	No	Base
Airtel	Count	71	998	1069
	%	6.6%	93.4%	100.0%
BSNL	Count	20	1048	1068
	%	1.9%	98.1%	100.0%
Hathway	Count	15	1053	1068
	%	1.4%	98.6%	100.0%
Reliance	Count	23	1044	1067
	%	2.2%	97.8%	100.0%
Sify	Count	8	1060	1068
	%	0.7%	99.3%	100.0%
VSNL/ Tata	Count	119	950	1069
	%	11.1%	88.9%	100.0%
You	Count	24	1044	1068
	%	2.2%	97.8%	100.0%
TTML	Count	--	1069	1069
	%	--	100%	100.0%
Tikon	Count	42	1025	1067
	%	3.9%	96.1%	100.0%
Overall	**Count**	**322**	**9291**	**9613**
	%	**3.3%**	**96.6%**	**100.0%**

J.14. (Q 37) Have you filed any appeal in the prescribed form in last 12 month?

Service Providers		Yes	No	Base
Airtel	Count	1	1068	1069
	%	0.1%	99.9%	100.0%
BSNL	Count	--	1068	1068
	%	--	100%	100.0%
Hathway	Count	5	1063	1068
	%	0.5%	99.5%	100.0%
Reliance	Count	--	1067	1067
	%	--	100%	100.0%
Sify	Count	--	1068	1068
	%	--	100%	100.0%
VSNL/ Tata	Count	1	1068	1069
	%	0.1%	99.9%	100.0%
You	Count	1	1067	1068
	%	0.1%	99.9%	100.0%
TTML	Count	--	1069	1069
	%	--	100%	100.0%
Tikon	Count	21	1046	1067
	%	2.0%	98.0%	100.0%
Overall	**Count**	**29**	**9584**	**9613**
	%	**0.3%**	**99.7%**	**100.0%**

J.15. (Q 38) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	1	--	1
	%	100%	--	100%
Hathway	Count	5	--	5
	%	100%	--	100%
Tata	Count	1	--	1
	%	100%	--	100%
You	Count	1	--	1
	%	100%	--	100%
Tikon	Count	21	--	21
	%	100%	--	100%
Overall	**Count**	**29**	**--**	**29**
	%	100%	--	100%

J.16. (Q 39) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Airtel	Count	--	--	1	1
	%	--	--	100%	100%
Hathway	Count	4	--	1	5
	%	80.0%	--	20%	100%
Tata	Count	--	--	1	1
	%	--	--	100%	100%
You	Count	--	--	1	1
	%	--	--	100%	100%
Tikon	Count	14	1	6	21
	%	66.7%	4.8%	28.6%	100%
Overall	**Count**	**18**	**1**	**10**	**29**
	%	**62.1%**	**3.4%**	**34.5%**	100%

J.17. (Q 40) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Hathway	Count	126	332	458
	%	27.5%	72.5%	100.0%
Sify	Count	393	675	1068
	%	36.8%	63.2%	100.0%
VSNL/ Tata	Count	92	112	204
	%	45.1%	54.9%	100.0%
You	Count	367	265	632
	%	58.1%	41.9%	100.0%
Overall	**Count**	**978**	**1384**	**2362**
	%	**41.4%**	**58.6%**	**100.0%**

J.18. (Q 41) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Hathway	Count	7	451	458
	%	1.5%	98.5%	100.0%
Sify	Count	18	1050	1068
	%	1.7	98.3%	100.0%
VSNL/ Tata	Count	5	199	204
	%	2.5%	97.5%	100.0%
You	Count	2	630	632
	%	0.3%	99.7%	100.0%
Overall	**Count**	**32**	**2330**	**2362**
	%	**1.4%**	**98.6%**	**100.0%**

194

J.19. (Q 42) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Hathway	Count	4	3	--	7
	%	57.1%	42.9%	--	100.0%
Sify	Count	12	6	--	18
	%	66.7%	33.3%	--	100.0%
VSNL/ Tata	Count	1	4	--	5
	%	20.0%	80.0%	--	100.0%
You	Count	1	1	--	2
	%	50.0%	50.0%	--	100.0%
Overall	**Count**	**18**	**14**	**--**	**32**
	%	**56.3%**	**43.8%**	**--**	**100.0%**

J.20. (Q 43) Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new broadband connection?"

Service Providers		Yes	No	Base
Airtel	Count	32	4	36
	%	88.9%	11.1%	100.0%
BSNL	Count	50	1	51
	%	98.0%	2.0%	100.0%
Hathway	Count	52	19	71
	%	73.2%	26.8%	100.0%
Reliance	Count	99	24	123
	%	80.5%	19.5%	100.0%
Sify	Count	132	124	256
	%	51.6%	48.4%	100.0%
VSNL/ Tata	Count	133	8	141
	%	94.3%	5.7%	100.0%
You	Count	151	112	263
	%	57.4%	42.6%	100.0%
TTML	Count	55	20	75
	%	73.3%	26.7%	100.0%
Tikon	Count	482	529	1011
	%	47.7%	52.3%	100.0%
Overall	**Count**	**1186**	**841**	**2027**
	%	**58.5%**	**41.5%**	**100.0%**

1. Basic Wireline

Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service subscribers

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTML	Overall
1	% of customers aware about Call Centre telephone number for making complaints/ query	95%	77%	97%	86%	**89%**
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/Helpline telephone number	36%	31%	30%	42%	**34%**
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	73%	84%	89%	95%	**85%**
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	81%	58%	82%	88%	**78%**
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	96%	86%	89%	93%	**91%**
6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	92%	93%	94%	97%	**95%**

- 89% of the customers claimed to be aware of the call center telephone number for making complaints/ query.

- 34% of all basic telephone service customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Helpline telephone number.

- 85% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.

- 27% of Airtel customers were not informed about the action taken on their complaint by call centre.

- 91% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.

- The satisfaction was lower among BSNL and Reliance customers.

- 78% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.

- Lower percentage of BSNL customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

- 95% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

2. Cellular Mobile

Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTML	Idea	Vodafone	Aircel	**Overall**
1	% of customers aware about Call Centre telephone number for making complaints/ query	91%	88%	95%	95%	93%	91%	80%	**90%**
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/Helpline telephone number	28%	31%	24%	24%	30%	29%	33%	**28%**
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	90%	90%	94%	92%	90%	78%	70%	**86%**
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	74%	62%	80%	70%	65%	67%	42%	**66%**
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	89%	93%	91%	90%	94%	96%	98%	**93%**

6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	91%	85%	88%	86%	91%	69%	89%	**89%**

- 90% of the customers claimed to be aware of the call center telephone number for making complaint/ query.

- Almost 28% of all cellular mobile customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/ help-line telephone number.

- 86% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

- 93% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.

- 66% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

- 89% of the new customers had got the Manual of Practice. 54% of the Reliance Tel customers had got the Manual of Practice.

3. Broadband

Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

S. No	Sub Parameter	Airtel	BSNL	Hatway	Reliance	Sify	Tata	You	TTML	Tikona	Overall
1	% of customers aware about Call Centre telephone number for making complaint/ query	98%	97%	97%	98%	99%	97%	99%	95%	96%	**97%**
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/Helpline telephone number	25%	40%	27%	24%	53%	54%	67%	42%	78%	**46%**
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	74%	92%	62%	80%	56%	85%	66%	79%	36%	**67%**
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	75%	26%	62%	71%	34%	81%	68%	54%	38%	**52%**
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	89%	94%	74%	82%	62%	85%	77%	81%	31%	**70%**
6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	89%	98%	73%	81%	52%	94%	57%	73%	48%	**59%**

- 97% of the customers claimed to be aware of the call center telephone number for making complaint/ query.

- 46% of all broadband customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of Hathwat customers had complained.

- 67% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for Tikona at 36%.

- 70% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.

- 52% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

- Only 59% of the new customers claimed to have got the Manual of Practice.