

North East Survey Report (Quarter 1) on

Assessment of

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

Submitted to:



**TELECOM REGULATORY AUTHORITY OF INDIA
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Preface

Telecom Regulatory Authority of India (TRAI), the regulatory watch dog for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband has commissioned this survey.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

For this survey, the circles covered in East zone were Kolkata, West Bengal (including Andaman & Nicobar and Sikkim but excluding Kolkata), Bihar (including Jharkhand), Orissa, Assam and North East which included Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura. These circles have to be surveyed twice in a year.

During the survey customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the customers. The feedback of the customers was captured through face-to-face and telephonic/ email surveys.

This report presents the findings of the survey conducted in North East circle (Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura) during 1st July, 2011 and 30th September, 2011.

1. Executive summary

In the Second quarter (1st July to 30th September) of 2011, the survey was conducted in the North East circle.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 9 cities of the North East circle and in all, 800 customers were covered during the survey. All these customers were postpaid customers.

All the 8 cellular mobile service providers present in the North East circle were covered in the survey. Spread across 6 cities of the North East circle, the survey covered 3475 customers, out of which 3224 were prepaid customers and 251 were post paid customers.

In the survey, the only broadband service provider (BSNL) was covered, which was present in the North East. Across the 9 cities of North East circle, 774 customers were covered. All these customers were postpaid customers.

The following feedback was obtained from the sample of customers:

1. 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
2. Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI.

1.1 KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below.

1.1A Basic Telephone Service:

1.1A.1 Satisfaction with Overall Service Quality

- On the whole, BSNL met the benchmark for this parameter.

1.1A.2 Satisfaction with Provision of Service

- On an overall basis, BSNL was successful in meeting the benchmark for this parameter.

1.1A.3 Satisfaction with Billing Performance

- In all, BSNL met the benchmark for this parameter; however it marginally failed to meet the benchmark in the urban areas.

1.1A.4 Satisfaction with Help Services including Customer Grievance Redressal

- In total, BSNL failed to meet the benchmark laid down by TRAI, however; performance in the rural areas was found to be better.

1.1A.5 Satisfaction with Network Performance, Reliability & Availability

- On an overall basis, BSNL was not able to meet the benchmark for this parameter.

1.1A.6 Satisfaction with Maintainability

- On the whole, BSNL was unsuccessful in achieving the benchmark; however it met the benchmark in the rural areas.

1.1A.7 Satisfaction with Supplementary and Value Added Services

- In all, BSNL met the benchmark for this parameter; however it had less proportion of satisfied customers in the urban areas compared to rural areas.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Basic Telephone Service Customers:

1.1A.8 Call Centre

On an overall basis:

- 86.1% of the customers were aware of the call centre number of their service provider for making complaints/queries.
- 66.7% of the customers, who had complained, said that they had received a docket number for their complaints.

- 27.6% of the customers, who had complained, said that they did not receive the docket number for their complaints.
- 3.4% of the customers, who had complained, said that they received the docket number for their complaints on request.
- 1.1% of the customers, who had complained, said that they did not receive docket number for their complaints even on request.
- 1.1% of the customers, who had complained, said that their complaints were refused to be registered.
- 60.8% of the customers, who had complained, said that the call centre had informed them about the action taken on their complaints.
- 60.8% of the customers, who had complained, said that their complaints were satisfactorily solved by the call centre within 4 weeks after they had lodged their complaints.

1.1A.9 Nodal Officer:

- In all, only 4.3% of the customers were aware of the contact details of the nodal officer.
- On an overall basis, 70.6% of the customers, who were aware about the nodal officer, made complaints to the nodal officer.
- On the whole, 66.7% of the customers, who had made complaints, said that the nodal officer intimated them about the action taken.
- In total, 66.7% of the customers, who had complained, were satisfied with the redressal of the complaint by the nodal officer.

1.1A.10 Appellate Authority

- On an overall basis, only 3.8% of the customers were aware about the contact details of the appellate authority.
- Only 28 of them had filed an appeal with the appellate authority in the last 6 months.
- All the customers except one, out of 28 customers surveyed received an acknowledgement from the appellate authority.
- 27 customers out of 28 customers said that a decision was taken on their appeal within 3 months of filing the appeal.

1.1A.11 Other Service Benchmark

- On an overall basis, 47.5% of the customers said that they had got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

1.1B Cellular Mobile Telephone Service:

1.1B.1 Satisfaction with Overall Service Quality

- On the whole, Aircel, Airtel and BSNL were able to meet the benchmark set by the TRAI.

1.1B.2 Satisfaction with Provision of Service

- In total, all service providers met the benchmark laid down by TRAI.

1.1B.3 Satisfaction with Billing Performance - Postpaid

- In all, Aircel and BSNL met the benchmark laid down by TRAI.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- On an overall basis, all the service providers met the benchmark laid down by TRAI.

1.1B.5 Satisfaction with Help Service including Customer Grievance Redressal

- In total, Airtel and BSNL met the benchmark laid down by TRAI.

1.1B.6 Satisfaction with Network Performance, Reliability & Availability

- On the whole, Aircel and Airtel met the benchmark laid down by TRAI.

1.1B.7 Satisfaction with Maintainability

- On an overall basis, only Airtel met the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

- In all, Aircel, BSNL, S Tel and TTSL met the benchmark laid down by TRAI.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Cellular Service Customers:

1.1B.9 Call Centre

On an overall basis:

- 68.5% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- 12.6% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 65.5% of the cellular mobile customers, who had complained, belonging to different service providers said that they had received a docket number for their complaints.
- 14.6% of the cellular mobile customers, who had complained, said that they did not receive docket number for their complaints.

- 12.6% of the cellular mobile customers, who had complained, said that they had received a docket numbers for their complaints on request.
- 3.2% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 79.2% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- 76.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaint by the call centre/customer care within four weeks after they had lodged their complaint.

1.1B.10 Nodal Officer

- On an overall basis, 9.4% of the cellular mobile customers were aware of the contact details of the nodal officer.
- About 303 customers had made complaints to the nodal officer.
- Out of 303 customers, 275 customers were intimated by the nodal officer about the decision taken on their complaints.
- In all, 274 were satisfied with the decision taken by the nodal officer.
- Difficulty in connecting to the nodal officer and time taken by the nodal officer for the redressal of complaints was the main reason for the dissatisfaction.

1.1B.11 Appellate Authority

- On an overall basis, 9.4% of the cellular mobile customers were aware of the contact details appellate authority.
- Only 37 customers filed any appeal to the appellate authority in the last 6 months.
- 24 of them received an acknowledgement for their appeals.
- In 34 cases, the appellate authority took a decision upon the complaints within 3 months of filing of their complaints.

1.1B.12 Other Service Benchmark

- On an overall basis only 31% of the customers claimed to have got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

1.1C Broadband Service:

1.1C.1 Satisfaction with Overall Service Quality

- In total, BSNL was not able to meet the benchmark laid down by TRAI.

1.1C.2 Satisfaction with Provision of Service

- On the whole, BSNL failed to meet the benchmark laid down by TRAI.

1.1C.3 Satisfaction with Billing Performance -Postpaid

- In all, BSNL met the benchmark laid down by TRAI.

1.1C.4 Satisfaction with Help Services

- BSNL was not able to meet the benchmark laid down by TRAI on an overall basis.

1.1C.5 Satisfaction with Network Performance, Reliability & Availability

- On the whole, BSNL unsuccessful in meeting the benchmark laid down by TRAI.

1.1C.6 Satisfaction with Maintainability:

- In all, BSNL failed to meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Supplementary and Value Added Services

- On the whole, BSNL met the benchmark laid down by TRAI.

Assessment of Implementation & Effectiveness of Consumer Protection and Redressal of Grievances Regulations, 2007 among Broadband Service Customers

1.1C.8 Call Centre

On an overall basis:

- 80.4% of the broadband customers said that they were aware of the call centre number of their service provider to make complaints/ queries.
- Only 7.5% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 70.7% of the broadband customers, who had complained, claimed that they had received the docket numbers for their complaints.
- About 15.5% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints.
- 3.4% of the broadband customers, who had complained, said that they had received the docket numbers on request.

- 1.7% of the broadband customers, who had complained, said that they had not received the docket numbers even on request.
- 8.6% of the broadband customers, who had complained, said that their complaint were refused to be registered.
- 74.1% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- 67.2% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolution of their complaints by the call centre/ customer care/ helpline.
- Only 56.9% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaint.

1.1C.9 Nodal Officer

- On an overall basis:
- Merely, 11.8% of the broadband customers said that they were aware of the contact details of the Nodal Officer.
- Only 6 respondents, who were aware of the nodal officer, had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- All the customers, who had complained to the nodal officer, were intimated by the nodal officer about the decision taken on their complaints.
- All the customers, who had complained to the nodal officer, were satisfied with the redressal of their complaints by the nodal officer.

1.1C.10 Appellate Authority

- On the whole, only 11.1% of the broadband customers said that they were aware of the contact details of the appellate authority.
- None of the broadband customers appealed to the appellate authority.

1.1C.11 Other Service Benchmarks

- On an overall basis, only 63.8% of the customers claimed to have got the “Manual of Practice” containing the terms and conditions of service, the toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

2. Introduction

2.1 Background:

The Telecom Regulatory Authority of India (TRAI) was established under the Telecom Regulatory Authority of India Act, 1997 as a statutory body. TRAI is responsible for regulating telecommunications services and matters connected therewith. Its mission is to nurture the conditions for growth of telecom, broadcasting and cable services in a manner and at a pace that enables India to play a leading role in emerging global information society.

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service for 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, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

- I. Each telecom operator would be required:
 1. To set up a 24x7 toll free call centre
 2. To appoint one or more nodal officer(s) in each licensed service area
 3. To appoint one or more appellate authority in each licensed service area.
- II. The information as above and also contact details of nodal officers and appellate authority to be widely publicized in national and local newspapers, sales outlets, web-sites and back side of the invoice/ bills being sent to the consumers.
- III. Each operator will be required to publish an abridged version of the “Manual of Practices” for their customers and also make available the same on their web-sites.
- IV. The call centre, nodal officers and appellate authorities would follow the time lines as given in TRAI regulations for redressal of complaints

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

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

For this survey, customers of Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband Service were surveyed in urban and rural areas. For each service a structured questionnaire was used to record the feedback of the subscribers. The feedback of the subscribers was captured through face-to-face and telephonic/ email surveys.

The survey was divided into four zones covering the following Telecom Circles/ 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 telephone service the service areas of Delhi includes Ghaziabad, Faridabad, Noida and Gurgaon.

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

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

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

With regard to the aforementioned survey, Marketing and Development Research Associates (MDRA) was selected by Telecom Regulatory Authority of India (TRAI) to conduct the survey in the East zone.

3. Survey Objectives and Methodology:

3.1 Survey Objectives

This survey has the following objectives:

(1) Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May, 2007

TRAI through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May 2007, has specified a three-stage redressal mechanism viz. Call Centre, Nodal Officer and Appellate Authority. The regulation also insists for the publication of a Manual of Practice for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess the implementation and effectiveness of the regulations.

(2) Customer Perception of Service

The Regulations on standards of quality of service of the basic telephone (wire-line) and cellular mobile telephone service regulations, 2009 (7 of 2009) dated 20th March, 2009 and Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) dated 6th October, 2006 provide for benchmarks of the parameters on customer perception of service to be achieved by service providers. Through this survey TRAI wants to know the customer's perception on the various quality of service parameters laid down by them.

The parameters and benchmarks relating to customer perception of service for basic telephone (wire-line), cellular mobile telephone and broadband service are given below:

(a) Basic Telephone (wire-line) Service and Cellular Mobile Telephone Service:

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

(b) Broadband Services:

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

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

1. Basic Telephone Service

Provision of Service

- Time taken to provide the customer with a working telephone connection
- Ease of understanding of all relevant information related to tariff plans & charges

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

- Charges deducted for every call i.e. amount deducted on every usage
- Resolution of billing complaints
- Ease of recharging process and transparency of recharge offers

Help Services including Customer Grievance Redressal

- Ease of access to call centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- 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/ value added service provided

Overall Service Quality

- Overall service quality of telephone service

2. Cellular Mobile Telephone Service

Provision of Service

- Process and time taken to activate the mobile connection, after you applied and completed all formalities
- Ease of understanding of all relevant information related to tariff plans & charges

Billing Performance (Prepaid)

- Accuracy of charges for the services used such as calls, SMS, GPRS etc.
- Resolution of billing complaints
- Ease of recharging process and the transparency of recharge offer

Billing performance (Postpaid)

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

Help Services including Customer Grievance Redressal

- Ease of access to call centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- 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
- Call drop during conversation
- Voice quality

Maintainability

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

Supplementary and Value Added Services

- Quality of the supplementary services / value added service provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Service Quality

- Overall quality of your mobile service

3. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

- Accuracy of bills i.e. amount deducted on every usage
- Process of resolution of billing complaints

Help Services

- Ease of access to call centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- 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 the broadband connection
- Amount of time for which service is up and working

Maintainability

- Time taken for restoration of broadband connection

Supplementary Services

- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS & refund of charges levied

Overall Customer Satisfaction

- Overall quality of broadband service

3.1 Survey Methodology

The survey was carried out among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service.

Following survey methodology was used:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered
- A set of residential and commercial areas were pre-identified before the start of the survey.
- The respondents were selected randomly for face-to-face personal and telephonic interviews.

- It was ensured that the sample size was geographically spread, covering respondents of different age groups, income levels, gender, religions, areas, users, etc.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.
- Structured questionnaires were used to record the feedback of the respondents. These questionnaires were prepared in consultation with TRAI.
- The questionnaires were filled up using blue ballpoint pen only.
- In case of the basic telephone and broadband survey in the commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever used to take care of the basic telephone or broadband service related issues was interviewed. In case of unavailability of such persons, the CEO/ MD/ owner of the firm were interviewed.
- Only those respondents, who had attained the age of 18 years or above, were interviewed.
- Actual users of basic telephone (wire-line) service, cellular mobile telephone service and broadband service were interviewed.
- During the survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and post-paid customers.
- Users of both GSM technology as well as CDMA technology were covered in the survey.
- Database of subscribers was obtained from the service providers for telephonic survey.

3.2 Target Users/ Segment

Following segments were covered in the survey:

1. Residential users
 - Individual Residential Homes
 - Apartments/ Societies
2. Commercial users
 - Corporate Clients
 - IT/ Software Companies
 - Call Centers
 - BPO's/ KPO's
 - SME (Small and medium Enterprises)

- Government offices
- Industrial Units
- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCO 's
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGO's
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

3.3 Sample Design

3.3.1 Basic Telephone (wire-line) Service:

- The sample size was evenly spread over 5% (five per cent) of the exchanges of each Basic Service Operators (BSO's) in the circle. The above stated 5% (five per cent) exchanges were spread over 10% (ten per cent) of the Short Distance Charging Areas (SDCA's). The selection of SDCA's and exchanges was done in consultation with the TRAI officials. The sample size was evenly spread through the selected exchanges.

3.3.2 Cellular Mobile Telephone Service:

- The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of the district headquarters of a service area where the services were commissioned. The 10% of the districts for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected district headquarters

3.3.3 Broadband Service:

- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POPs) of each service provider in each service area. The selection of BSNL's SDCAs & exchanges and POP's (private operators) was done in consultation with the TRAI officials.

3.4 Sample Coverage and Size

3.4.1 Basic Telephone (Wire-line) Service:

BSNL: In North East circle, there are 466 exchanges and 83 SDCAs. For the survey, 25 exchanges and 9 SDCA's were selected. During the survey, about 19 urban exchanges and 6 rural exchanges were covered.

Service provider	State	SDCAs covered	Sample Size
BSNL	North East	Shillong	768
		Aizwal	
		Agartala	
		Itanagar	
		Bomdila	
		Imphal	
		Bishenpur	
		Kohima	
		Dimapur	

3.4.2 Cellular Mobile Telephone Service (including FWP):

- In all, there, are 55 district headquarters in North East. For the survey, 6 district headquarters were selected on the basis of their geographical spread. Rural areas falling within the radius 20 kms of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 10% of the selected district headquarters where the services were commissioned. During the survey 8 service providers were covered in this circle.

Geographical coverage	Cities covered
North East	Itanagar
	Shillong
	Aizwal
	Kohima
	Imphal
	Agartala

Service providers	Sample size
Aircel	384
Airtel	384
BSNL	768
Idea	384
Reliance Tel	384
S Tel	384
TTSL	384
Vodafone	384
Total	3456

3.4.3 Broadband Service:

- **BSNL:** In North East circle, there are 466 exchanges and 83 SDCAs. For the survey, 48 exchanges and 9 SDCA's were selected. During the survey about 33 urban exchanges and 15 rural exchanges were covered.

Service provider	State	SDCAs covered	Sample size
BSNL	North East	Shillong	768
		Aizwal	
		Agartala	
		Itanagar	
		Bomdila	
		Imphal	
		Bishenpur	
		Kohima	
		Dimapur	

3.5 Service Providers Covered

During the period (1st July to 30th September) of 2011, the survey was conducted in North East circle and the following service providers were covered:

3.5.1 Basic Telephone (Wire-line) Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

3.5.2 Cellular (including FWP) Service

1. Aircel Limited (Referred as Aircel in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Idea Cellular Limited (Referred as Idea in the report)
5. Reliance Telecom Limited (Referred as Rel Tel in the report)
6. Tata Teleservices Limited (Referred as TTSL in the report)
7. S Tel Private Limited (Referred as S Tel in the report)
8. Vodafone Essar Mobile Services Limited ((Referred as Vodafone in the report)

3.5.3 Broadband Service

1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)

3.6 Mode of Interview & Sample Size Covered

3.6.1 Basic Telephone Service (Wire-line)

- During the survey among basic telephone service customers, 47.6% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on telephone. For rural customers, face-to-face interviews were conducted.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	381	419	800
Overall	381	419	800

3.6.2 Cellular Mobile Service

- In the survey, 54.3% of the cellular mobile telephone service customers were covered with the help of face-to-face interviews while the rest were covered through telephonic interviews. For rural customers, face-to-face interviews were done.

Service providers	Face to face	Telephonic	Sample Size Achieved
Aircel	242	144	386
Airtel	216	229	445
BSNL	544	251	795
Idea	234	188	422
Reliance Telecom	120	217	337
S Tel	84	127	211
TTSL	215	238	453
Vodafone	232	194	426
Overall	1887	1588	3475

3.6.3 Broadband Service

- Of all the broadband service customers, 73.3% of the sample had to be covered through face-to-face interviews and up to 26.7% through a web-based/ telephonic survey. For the web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey. For rural customers, face-to-face interviews were conducted.

Service providers	Face to face	Telephonic	Sample Size Achieved
BSNL	567	207	774
Overall	567	207	774

3.7 Customer Profile by Connection Type

3.7.1 Basic Telephone Service (Wire-line)

- Only BSNL was covered in this circle. Across 9 SDCA's of the North East circle, 800 basic telephone service (Wire-line) postpaid subscribers were surveyed.

Service providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	800	800
Overall	0	800	800

3.7.2 Cellular Mobile Service

- A total of 8 cellular mobile telephone service providers present in the circle as of date have been covered. Across 3 cities of the North East circle, 3475 cellular mobile service subscribers were surveyed. Of this sample, 3224 were prepaid subscribers and 251 were postpaid subscribers.

Service providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	380	6	386
Airtel	429	16	445
BSNL	679	116	795
Idea	421	1	422
Reliance Telecom	308	29	337
S Tel	211	0	211
TTSL	387	66	453
Vodafone	409	17	426
Overall	3224	251	3475

NOTE: (Only 337 customers of Reliance Telecom and 211 customers of S Tel were covered due to non-availability of additional subscribers despite maximum efforts.)

3.7.3 Broadband Service

- Only 1 broadband service provider present till date in the circle was covered. Across various exchanges /Points of Presence of the North East circle, 774 broadband service subscribers were surveyed. All these subscribers were postpaid subscribers.

Service providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	774	774
Overall	0	774	774

3.8 Methodology for Calculating Percentage of Customers Satisfied

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

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

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

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

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

3.9 Questionnaires Development Process

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

The questionnaires developed were for:

- Basic Telephone Service (Wire-line)
- Cellular Mobile Telephone Service
- Broadband Service

3.10 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 the regulation.

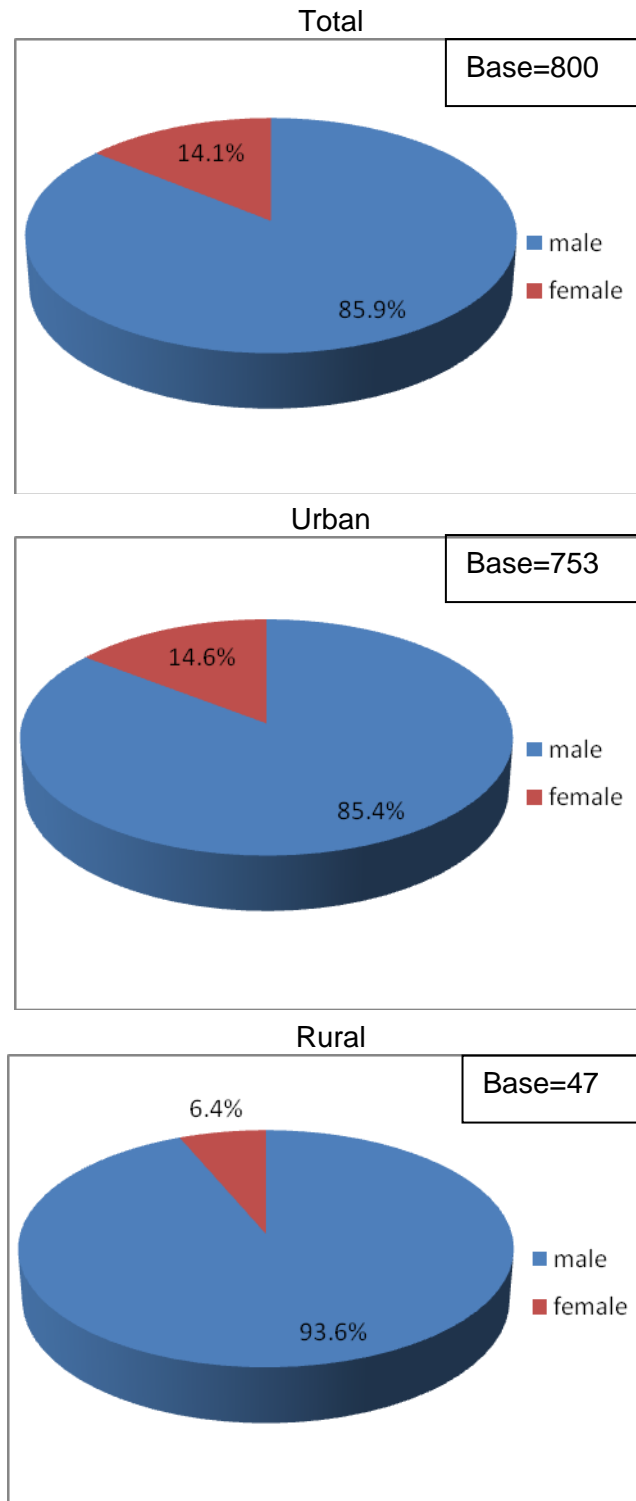
- **Basic Telephone Service (Wire-line):** It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.
- **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 means 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 messages over licensee's network in the real time but the service do not cover the broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the subscribers 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 the 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.

4. Demographic Profile

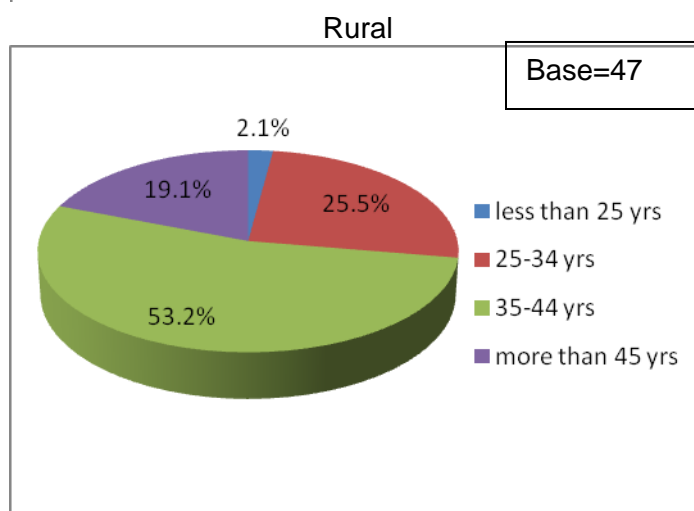
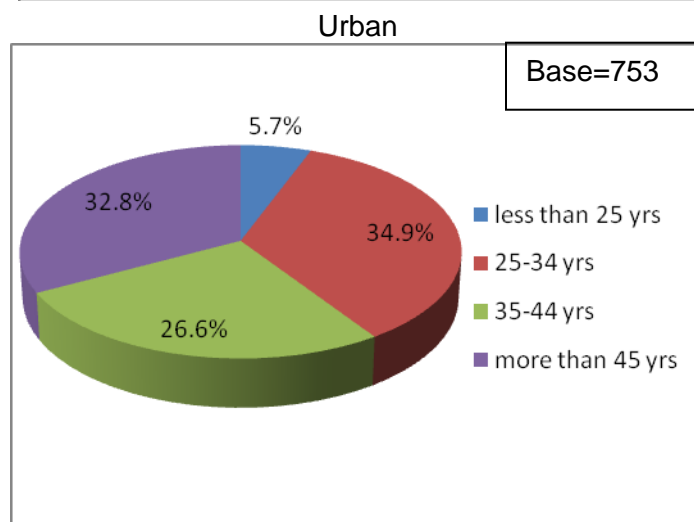
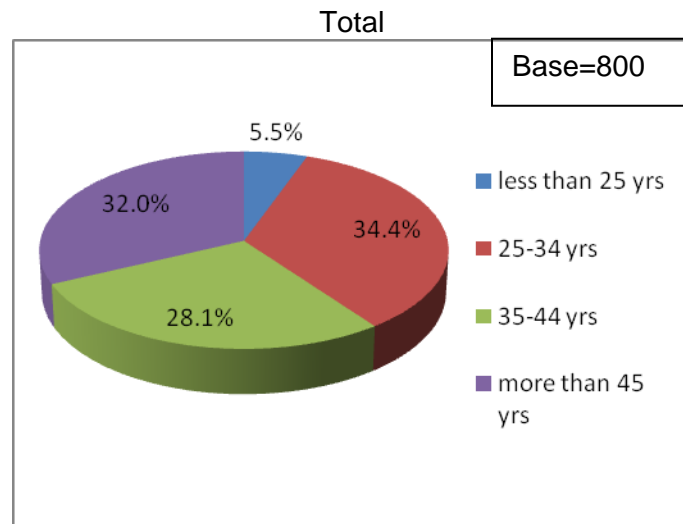
4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile



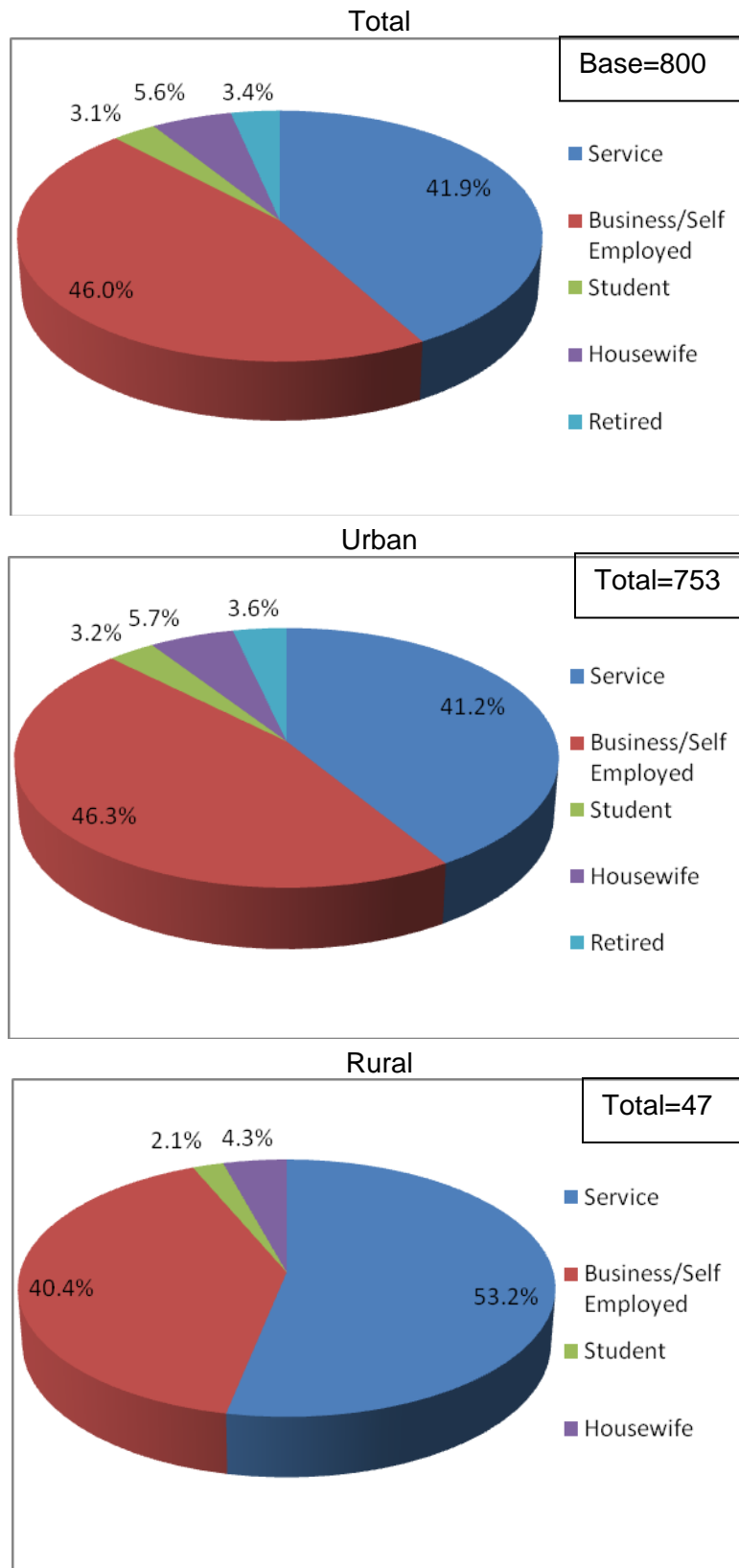
- On an overall basis, 85.9% of the customers were male. In urban areas, there was a higher proportion of female respondents.

4.1.2 Age Profile



- On the whole, 62.5% of the customers were in the age group of 25-45 years.

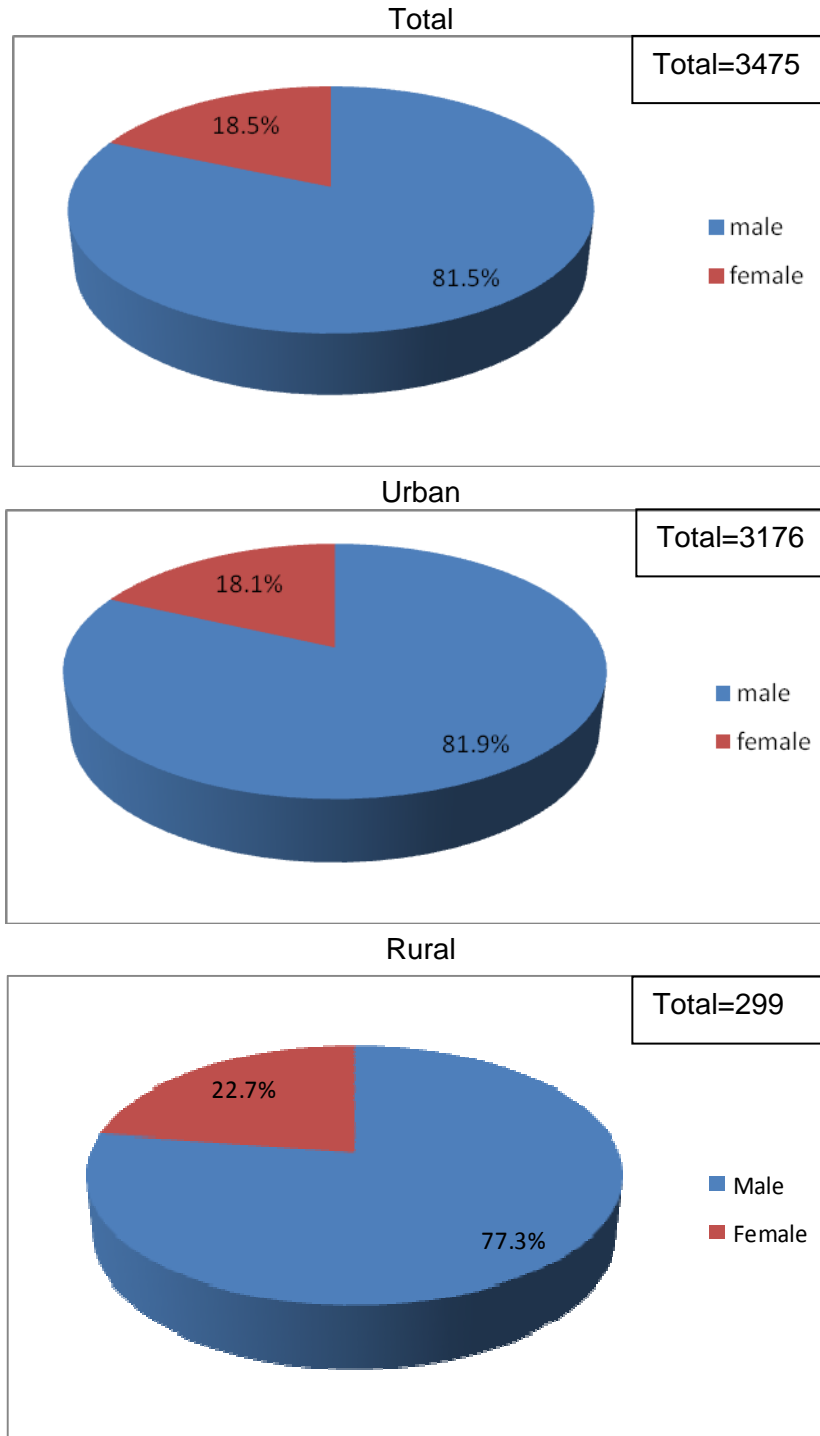
4.1.3 Occupation Profile



- In total, 87.9% of the customers were either in service or self employed/ businessmen.

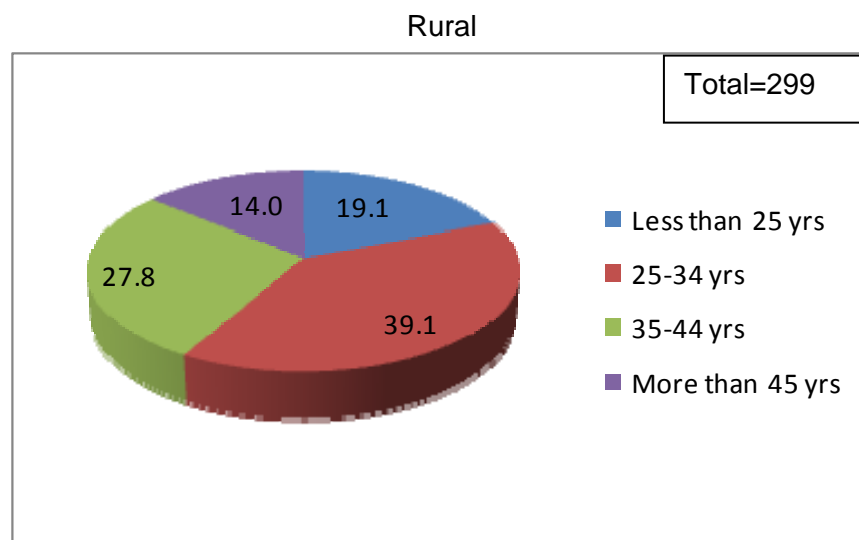
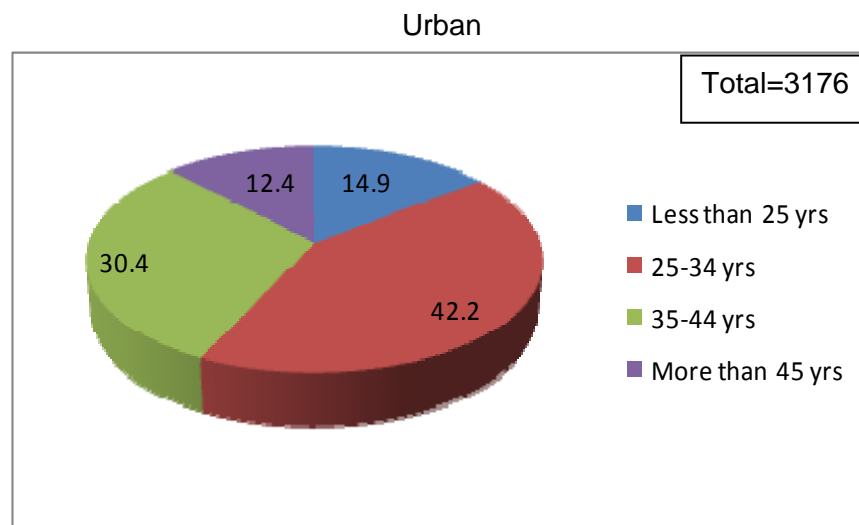
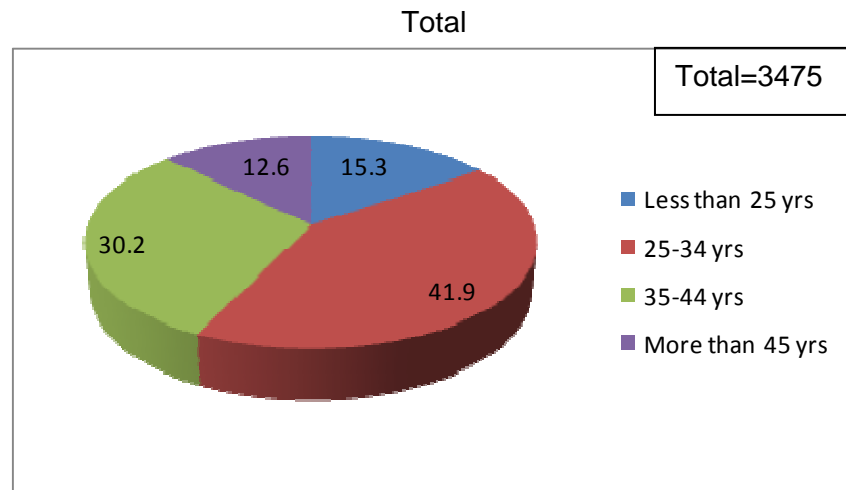
4.2 Cellular Mobile Telephone Service

4.2.1 Gender Profile



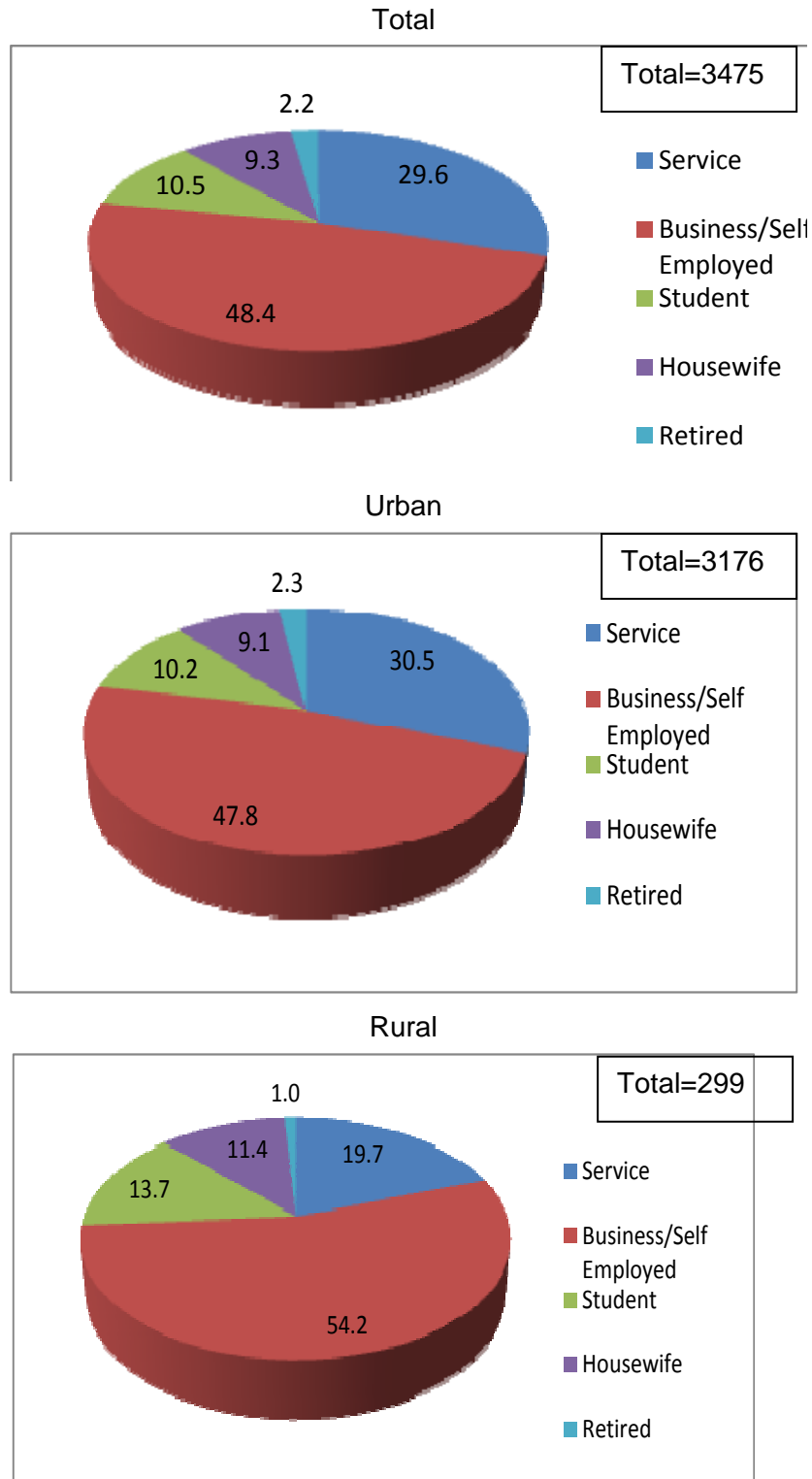
- On the whole, 81.5% of the customers were male. In rural areas there were a higher proportion of female respondents.

4.2.2 Age Profile



- On an overall basis, 72.1% of the customers were in the age group of 25-45 years.

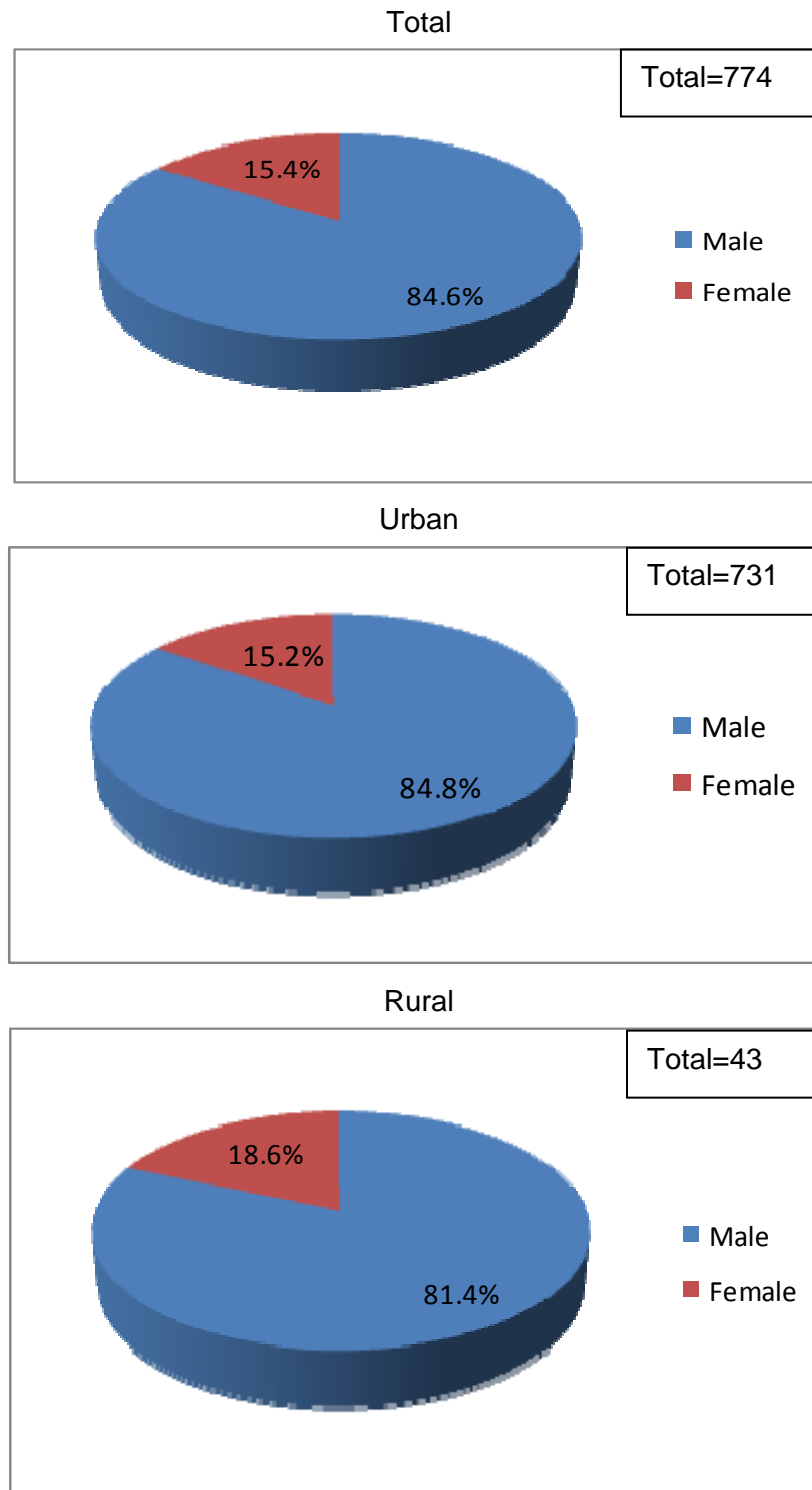
4.2.3 Occupation Profile



- In all, 78% of the customers were in service or self employed/ businessmen.

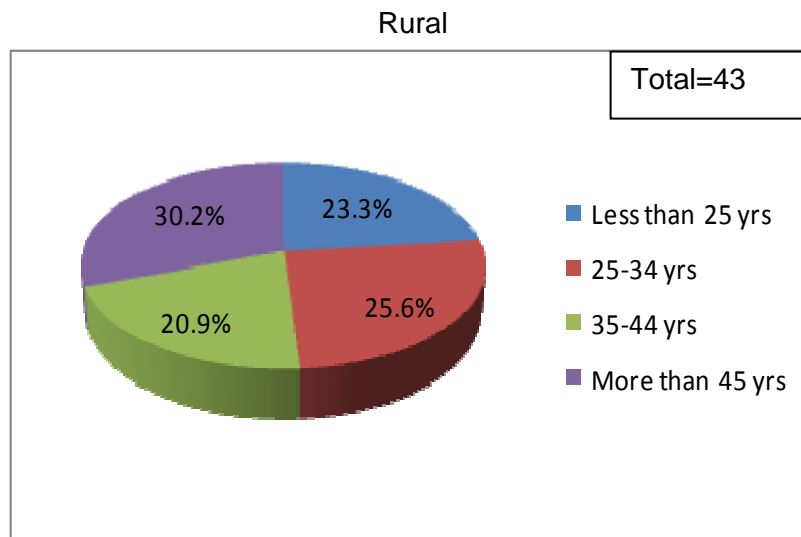
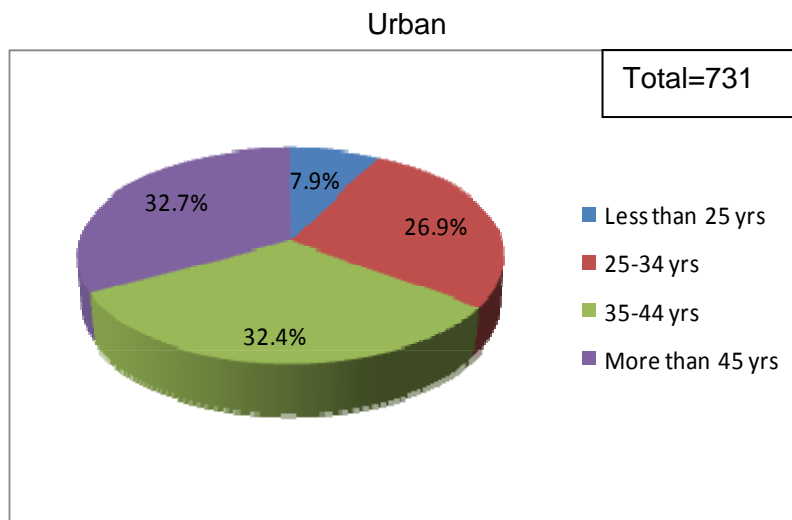
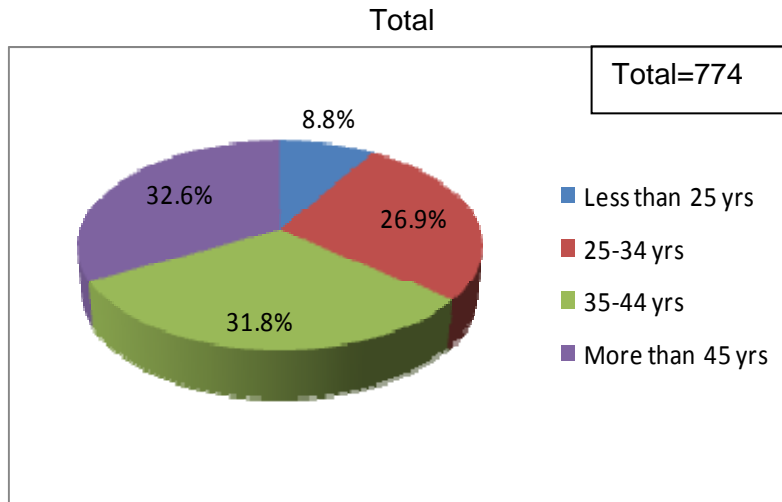
4.3 Broadband Service

4.3.1 Gender Profile



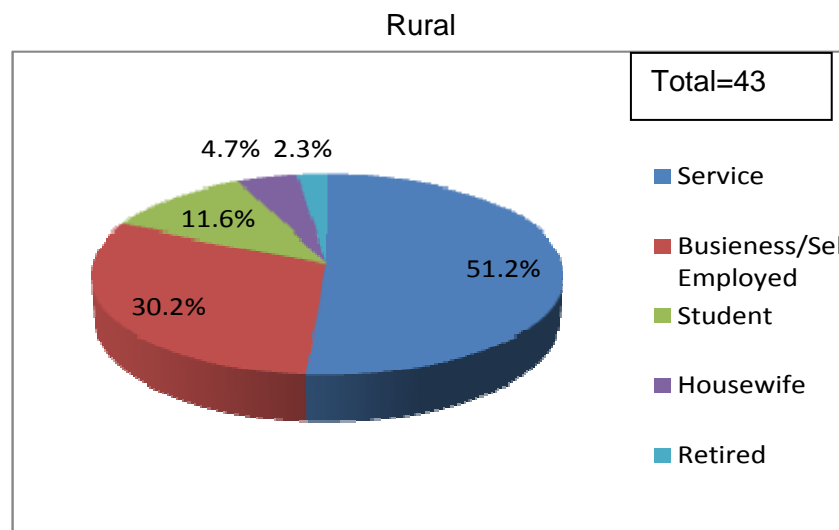
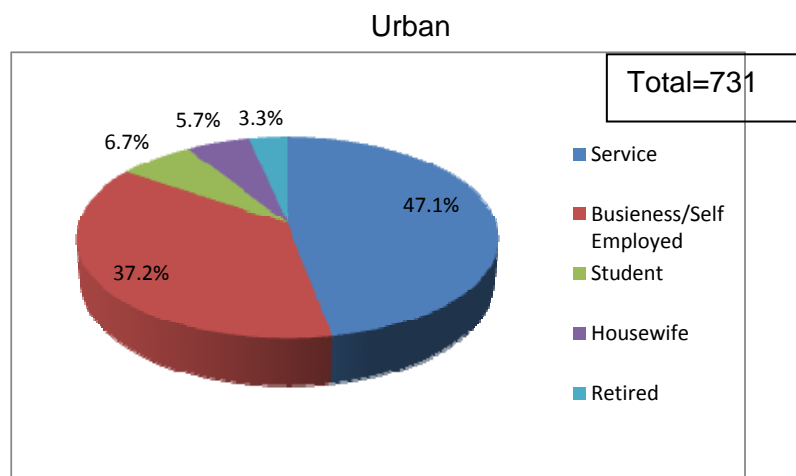
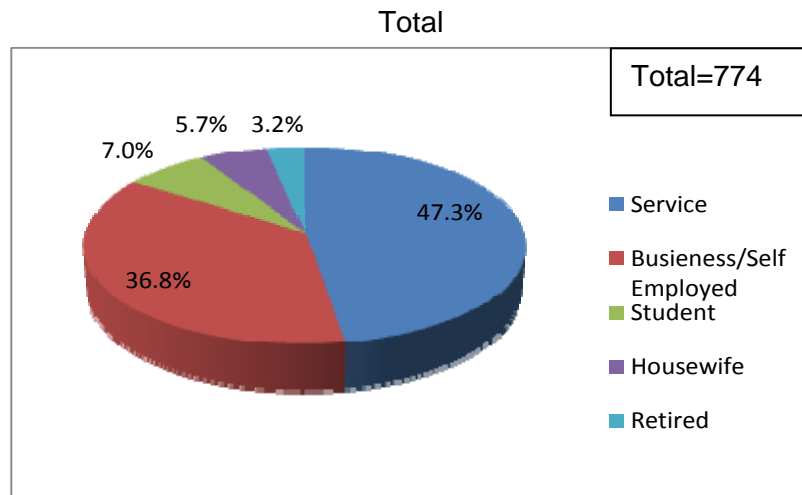
- On the whole, 84.6% of the customers were male.

4.3.2 Age Profile



- In total, 64.4% of the customers were in the age group of 35 years or above.

4.3.3 Occupation Profile



- On an overall basis, 84.1% of the customers were in service or self employed/businessmen.

5. COMPLIANCE REPORT ON THE 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 3.8. According to this methodology the total percentage of satisfied customer’s 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 the customers satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband..

5.1 Basic Telephone Service - North East Circle

5.1.1 The following Table shows the percentage of satisfied customers on various service QoS parameters.

Service providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Post aid	Prepaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
North East circle									
BSNL (Total)	800	99	95	-	89	93	83	92	93
BSNL (Urban)	753	99	94	-	88	93	81	90	93
BSNL (Rural)	47	100	96	-	97	94	100	100	100

Note: Figures in green color represent those service providers, who have met the benchmarks.

- On an overall basis, BSNL met the benchmarks related to provision of service, billing performance (postpaid), supplementary & value added services and overall quality of service.
- BSNL did not meet the benchmark related to network performance, reliability & availability in rural areas.
- On the whole, BSNL failed to meet the benchmarks related to help services, network performance, reliability & availability and maintainability.
- Performance of BSNL was lowest with regard to maintainability.

5.1.2 The following table shows the percentage of customers, who reported that their telephone fault was repaired within 3 days.

Service providers	Base	% customers
		Benchmark: 3 days
North East circle		
BSNL (Total)	157	82.8
BSNL (Urban)	145	81.4
BSNL (Rural)	12	100.0

- In total, 82.8% of the customers, who had experienced fault in their connection, reported that the fault was repaired within 3 days.

5.1.3 The following table shows the percentage of customers, who reported that their telephone service was terminated within 7 days on request.

Service providers	Base	% customers
		Benchmark: 7 days
North East circle		
BSNL (Total)	60	100.0
BSNL (Urban)	50	100.0
BSNL (Rural)	10	100.0

- All the customers, who requested for termination of their telephone service, reported that their telephone connection was terminated within 7 days.

5.1.4 The following table shows the percentage of customers, who reported that their billing complaints were resolved by the call centre within four weeks.

Service providers	Base	% customers
		Benchmark: 4 Weeks
North East circle		
BSNL (Total)	97	60.8
BSNL (Urban)	87	56.3
BSNL (Rural)	10	100.0

- In all, 60.8% of the customers, who had made billing complaints, reported that their billing complaints were resolved within 4 weeks.

5.2 Cellular Mobile Service - North East Circle

5.2.1 The following table shows the percentage of satisfied customers with various QoS parameters of customer perception of service.

Service providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
North East circle									
Aircel (Total)	386	96	100	98	83	95	94	91	94
Aircel (Urban)	368	96	100	98	86	95	94	92	94
Aircel (Rural)	18	100	-	97	44	94	94	78	94
Airtel (Total)	445	99	83	99	90	98	97	88	96
Airtel (Urban)	354	99	83	99	88	98	97	85	96
Airtel (Rural)	91	97	-	98	93	95	96	97	92
BSNL (Total)	795	98	96	99	90	90	89	95	92
BSNL (Urban)	757	98	96	99	93	91	90	96	92
BSNL (Rural)	38	99	-	100	33	80	80	56	84
Idea (Total)	422	99	100	98	82	90	88	88	88
Idea (Urban)	318	99	100	98	82	90	88	89	88
Idea (Rural)	104	99	-	97	82	90	88	82	89
Rel Tel (Total)	337	93	82	98	77	89	85	73	83
Rel Tel (Urban)	314	92	82	98	77	89	86	73	83
Rel Tel (Rural)	23	98	-	97	79	81	83	77	83
S Tel (Total)	211	99	-	100	88	87	85	92	87
S Tel (Urban)	211	99	-	100	88	87	85	92	87
TTSL (Total)	453	94	88	99	86	92	89	95	87
TTSL (Urban)	453	94	88	99	86	92	89	95	87
Vodafone (Total)	426	99	86	99	82	87	85	89	89
Vodafone (Urban)	401	99	86	99	86	89	88	94	92
Vodafone (Rural)	25	98	-	94	33	56	50	35	44
Overall	3475	97	91	99	85	91	89	90	90
Overall (Urban)	3176	97	91	99	87	92	90	91	90
Overall (Rural)	299	98	-	98	68	87	86	74	86

Note: Figures in green color represent those service providers, who have met the benchmarks.

- On an overall basis, 90% of the cellular service customers were satisfied with the overall quality of their service providers.

- The survey revealed that a lower proportion of customers were satisfied with help services.
- On the whole, Airtel met the benchmarks related to provision of service, billing performance (prepaid), help services, network performance, reliability and availability, maintainability and overall quality of service. However, it did not meet benchmark for billing performance (postpaid) and supplementary & value added services.
- In total, except on the provision of service and billing performance (post paid) Reliance Telecom's performance on other parameters was the lowest.

5.2.2 The following table shows the percentage of customers, who reported that their billing complaints were resolved by call centre within four weeks.

Service providers		Base	% customer
			Benchmark: four weeks
North East circle			
Aircel	Total	44	72.7
	Urban	38	81.6
	Rural	6	16.7
Airtel	Total	29	82.8
	Urban	22	77.3
	Rural	7	100.0
BSNL	Total	134	84.3
	Urban	124	88.7
	Rural	10	30.0
Idea	Total	45	82.2
	Urban	34	85.3
	Rural	11	72.7
Rel. Tel.	Total	74	60.8
	Urban	65	61.5
	Rural	9	55.6
S. Tel.	Total	8	100.0
	Urban	8	100.0
TTSL	Total	57	77.2
	Urban	57	77.2
Vodafone	Total	47	72.3
	Urban	38	84.2
	Rural	9	22.2
Overall	Total	438	76.9
	Urban	386	80.6
	Rural	52	50.0

- On an overall basis, 76.9% of the cellular customers, who made billing complaints to the call centre, reported that their complaints were resolved within 4 weeks after they had lodged their complaints. Reliance Telecom was the worst performer on this parameter.

5.3 Broadband Service - North East Circle

5.3.1 The following table shows the percentage of satisfied customers on various service parameters

Service providers	Base	% satisfied with provision of service	% satisfied with billing performance		% satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
North East circle									
BSNL (Total)	774	50	95	N/A	70	69	33	91	68
BSNL (Urban)	731	51	96	N/A	69	69	32	94	67
BSNL (Rural)	43	44	87	N/A	80	65	46	62	72

Note: Figures in green color represent those service providers, who met the benchmarks.

- On an overall basis, BSNL met the benchmarks laid down by TRAI for billing performance and supplementary & value added services.
- In rural areas, none of the parameters were met by BSNL.
- Performance of BSNL with respect to maintainability and provision of service was found to be very low.

5.3.2 The following table shows the percentage of customers, who reported that, their billing complaints were resolved by call centre within four weeks.

Service providers	Base	% customer	
		Benchmark: within 4 Weeks	
North East circle			
BSNL	Total	58	56.9
	Urban	47	61.7
	Rural	11	36.4

- On the whole, 56.9% of the customers, who had made complaint, reported that their complaints were resolved within 4 weeks.

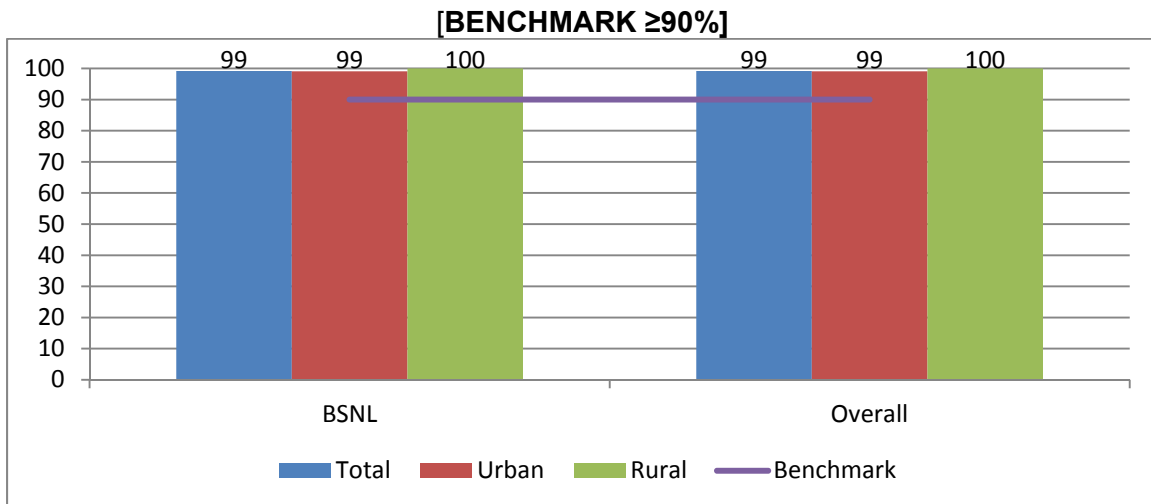
6. DETAILED REPORT:

6A.1 Basic Telephone Service (Wire-line) – North East Circle

The survey in the North East circle was done among customers of BSNL.

6A.1.1 Customer Satisfaction with Provision of Service

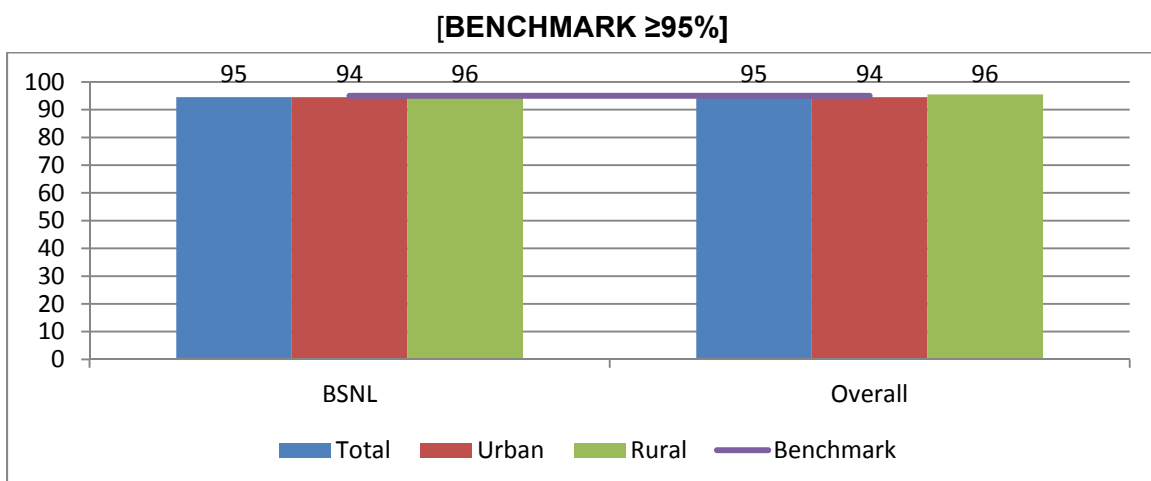
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- On an overall basis, BSNL met this benchmark (90%).
- In rural areas, all the customers were satisfied with the service provision.

6A.1.2 Customer Satisfaction with Billing Performance a - Postpaid

6A.1.2.1 The following graph shows the percentage of satisfied customers with respect to billing performance among postpaid customers.



- In total, BSNL met the benchmark (95%) set by TRAI; however it marginally missed the benchmark in the in urban areas.

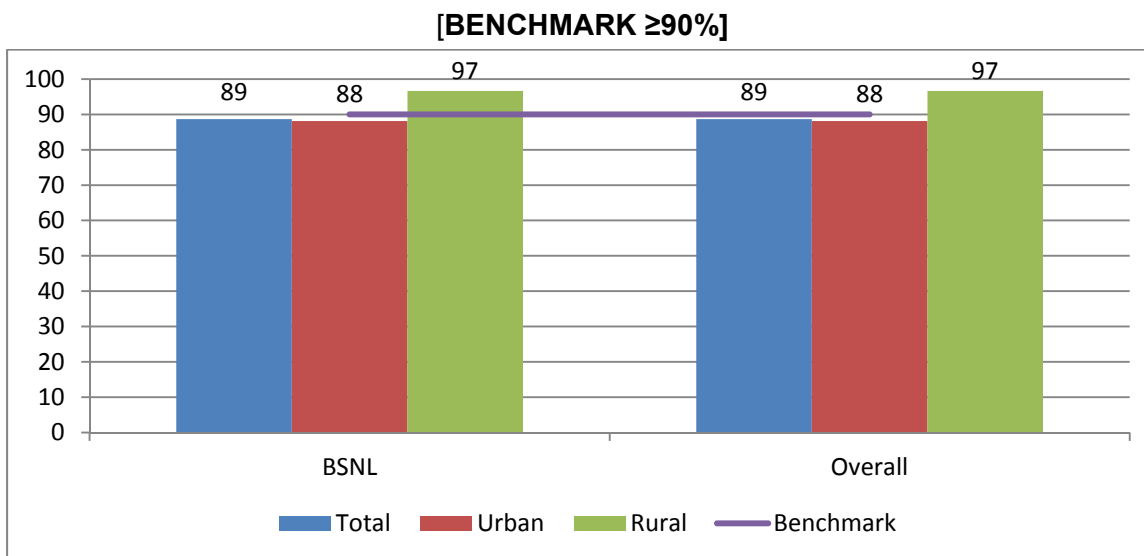
6A.1.2.2 The following table shows the percentage of satisfied customers with the sub-parameters of the billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	95.6	92.2	79.8	97.6	800
	Urban	95.4	92.6	77.4	97.4	753
	Rural	100.0	87.3	93.3	100.0	47

- On an overall basis, customers were less satisfied with the process of resolution of their billing complaints.
- Rural customers were more satisfied with all the sub-parameters of the billing performance except for accuracy of bills.

6A.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6A.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



- In all, BSNL did not meet the benchmark laid down by TRAI. Performance in the rural areas was better (97%) than urban areas.

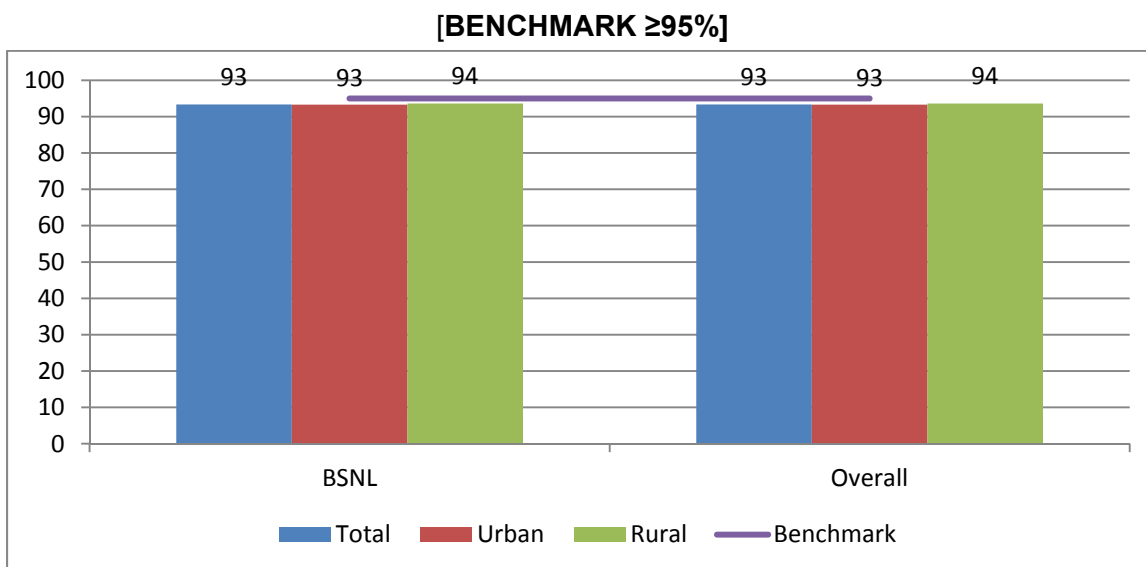
6A.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services including customer grievance redressal.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
BSNL	Total	92.8	90.7	93.4	84.0	82.5	195
	Urban	92.9	90.1	92.9	83.5	81.4	183
	Rural	91.6	100.0	100.0	91.7	100.0	12

- On an overall basis, most of the customers were less satisfied with the time taken by the call centre to resolve their complaints and the problem solving ability of the customer care executive.

6A.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

6A.1.4.1 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- On the whole, BSNL was not able to meet the benchmark set by TRAI.

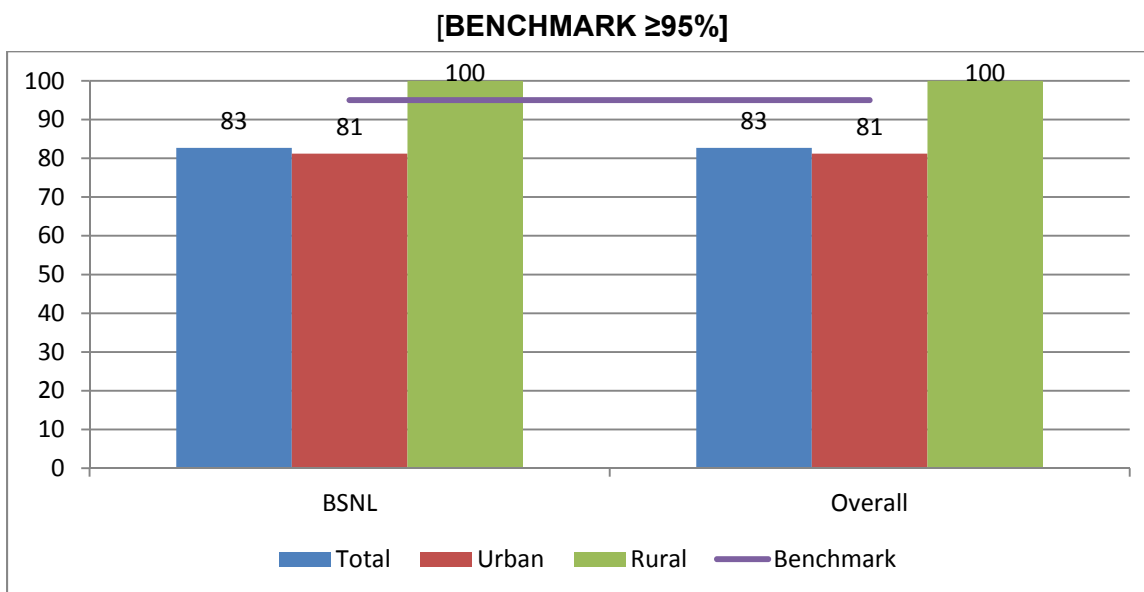
6A.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service providers		% customers			Base
		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	
BSNL	Total	93.4	93.9	92.7	800
	Urban	93.3	93.9	92.7	753
	Rural	93.6	93.6	93.6	47

- Performance of BSNL was better on all the sub-parameters of network performance, reliability & availability.

6A.1.5 Customer Satisfaction with Maintainability

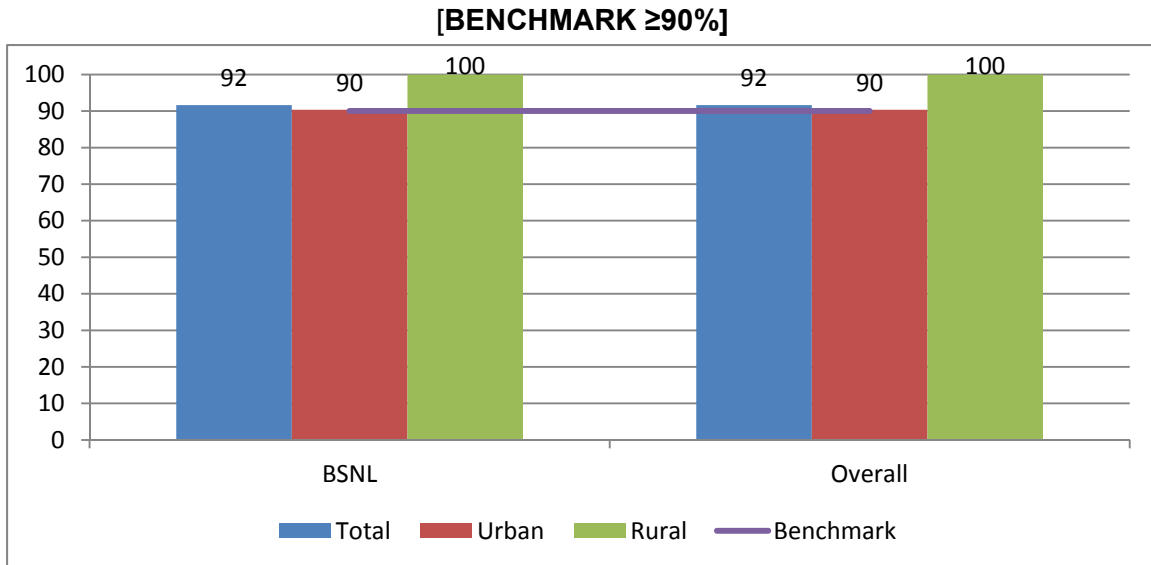
6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- BSNL did not meet the benchmark laid down by TRAI. On an overall basis, 83% of the respondents were satisfied with the maintainability.
- In rural areas, all the customers were satisfied with this parameter.

6A.1.6 Customer Satisfaction with Supplementary and Value Added Services

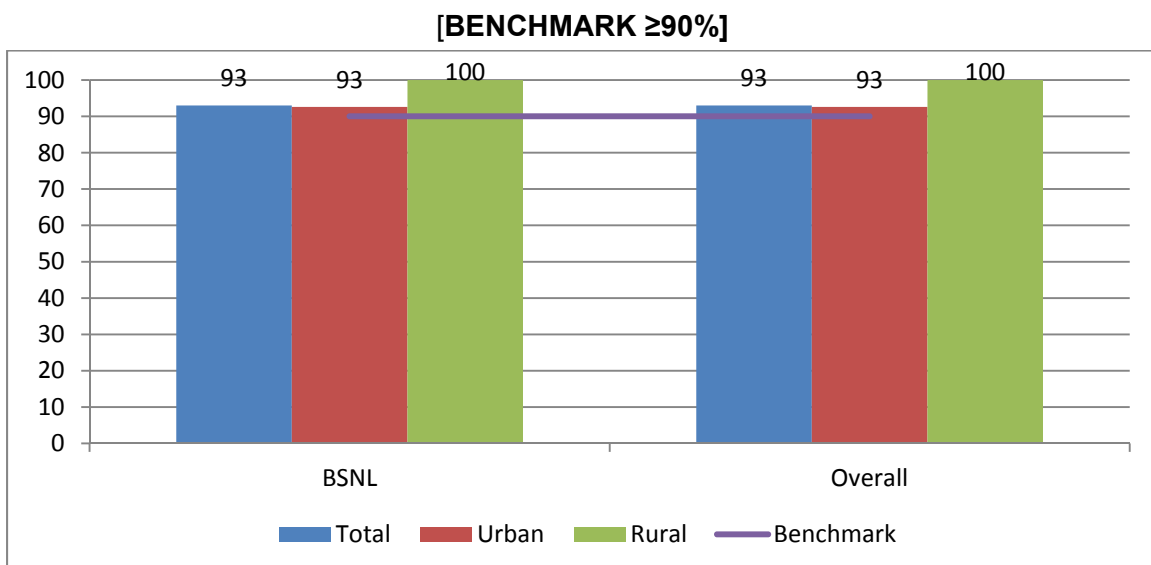
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- In all, BSNL met the benchmark laid down by TRAI.
- In rural areas, all the customers were satisfied with this parameter.

6A.1.7 Customer Satisfaction with Overall Service Quality

6A.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- On an overall basis, BSNL met the benchmark laid down by TRAI.
- In rural areas, all the customers were satisfied on account of this parameter.

6A.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service customers

6A.2.1 Awareness and Experience with Call Centre

Table 6A.2.1.1 The following table shows the percentage of customers, who were of about the call centre number of their service provider to make complaints/ queries.

Service providers		% customers	Base
BSNL	Total	86.1	800
	Urban	85.5	753
	Rural	95.7	47

- On an overall basis, 86.1% of the basic telephone service customers were aware of the call centre number of their service provider to make complaints/ queries.

Table 6A.2.1.2 The following table shows the percentage of customers, who had made complaint within 6 months on the call centre number of their service provider

Service providers		% customers	Base
BSNL	Total	12.1	800
	Urban	11.6	753
	Rural	21.3	47

- On the whole, only 12.1% of the customers had made complaints in the last 6 months, on the toll free number of the customer care of their service provider.

6A.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
		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
BSNL	Total	64.9	27.8	5.2	1.0	1.0	97
	Urban	66.7	27.6	3.4	1.1	1.1	87
	Rural	50.0	30.0	20.0	0.0	0.0	10

On an overall basis:

- 64.9% of the customers, who had complained, said that they had received a docket number for their complaints.
- 27.8% of the customers, who had complained, said that they did not a receive docket number for their complaints.
- 5.2% of the customers, who had complained, said that they received the docket number for their complaints on request.
- Merely 1% of the customers, who had complained, said that they did not receive the docket number for their complaints even on request.
- Only 1% of the customers, who had complained, said that their complaints were refused to be registered.

6A.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
BSNL	Total	60.8	97
	Urban	58.6	87
	Rural	80.0	10

- In total, only 60.8% customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

6A.2.1.5 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
BSNL	Total	60.8	97
	Urban	56.3	87
	Rural	100.0	10

- On an overall basis, 60.8% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.
- In rural areas, all the customers were satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.

6A.2.3 Awareness and Experience of Nodal Officer

Table 6A.2.3.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service providers		% customers	Base
BSNL	Total	4.3	800
	Urban	4.0	753
	Rural	8.5	47

- In total, only 4.3% of the customers were aware about the contact details of the nodal officer.

Table 6A.2.3.2 The following table shows the percentage of customers, who have made a complaint to the nodal officer

Service providers		% customers	Base
BSNL	Total	70.6	34
	Urban	76.7	30
	Rural	25.0	4

- In all, 70.6% of the customers, who were aware of the contact details of the nodal officer, claimed to have made a complaint to the nodal officer.

Table 6A.2.3.3 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
BSNL	Total	66.7	24
	Urban	69.6	23
	Rural	0.0	1

- On an overall basis, 66.7% of the customers, who made complaints to nodal officer, were intimated by the nodal officer about the decision taken on their complaints.

Table 6A.2.3.4 The following table shows the percentage of customers, who were satisfied with the redressal of their complaints by the nodal officer

Service providers		% customers	Base
BSNL	Total	66.7	24
	Urban	69.6	23
	Rural	0.0	1

- On the whole, 66.7% of the customers, who had complained to the nodal officer, were satisfied with the redressal of their complaint by the nodal officer.

6A.2.4 Awareness and Experience of Appellate Authority

Table 6.2.4.1 The following table shows the percentage of customers, who were aware of the contact details of the appellate authority.

Service providers		% customers	Base
BSNL	Total	3.8	800
	Urban	3.5	753
	Rural	8.5	47

- On an overall basis, only 3.8% of the customers were aware about the contact details of the appellate authority.

6A.2.4.2 Incidence of appeal being filed in the prescribed form in the last 6 months

- Only 28 customers had filed an appeal with an appellate authority in the last 6 months

6A.2.4.3 Acknowledgement receipt

- Out of the 28 customers, 27 customers received an acknowledgement from the appellate authority.
- In 27 cases the appellate authority took a decision on the appeal within 3 months of filing the appeal.

Table 6A.2.5.1 The following table shows the percentage of the customers, who got the Manual of Practice containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service providers		% customers	Base
BSNL	Total	47.5	800
	Urban	49.5	753
	Rural	14.9	47

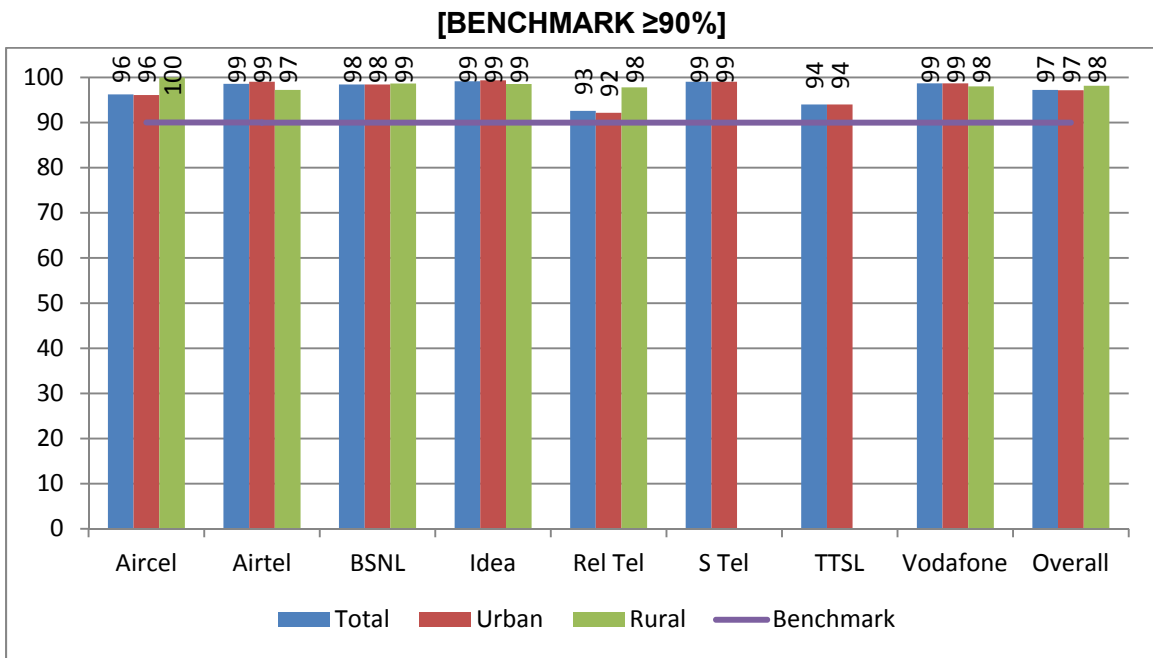
- In total, only 47.5% of the basic telephone service customers said that they had got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal.
- Only 14.9% of the rural customers received the manual of practice.

6B.3 Cellular Mobile Service – North East circle

The survey in the North East circle was done among customers of 8 cellular mobile service providers i.e. Aircel, Airtel, BSNL, Idea, Reliance Tel, S Tel, TTSL and Vodafone.

6B.3.1 Customer Satisfaction with Provision of Service

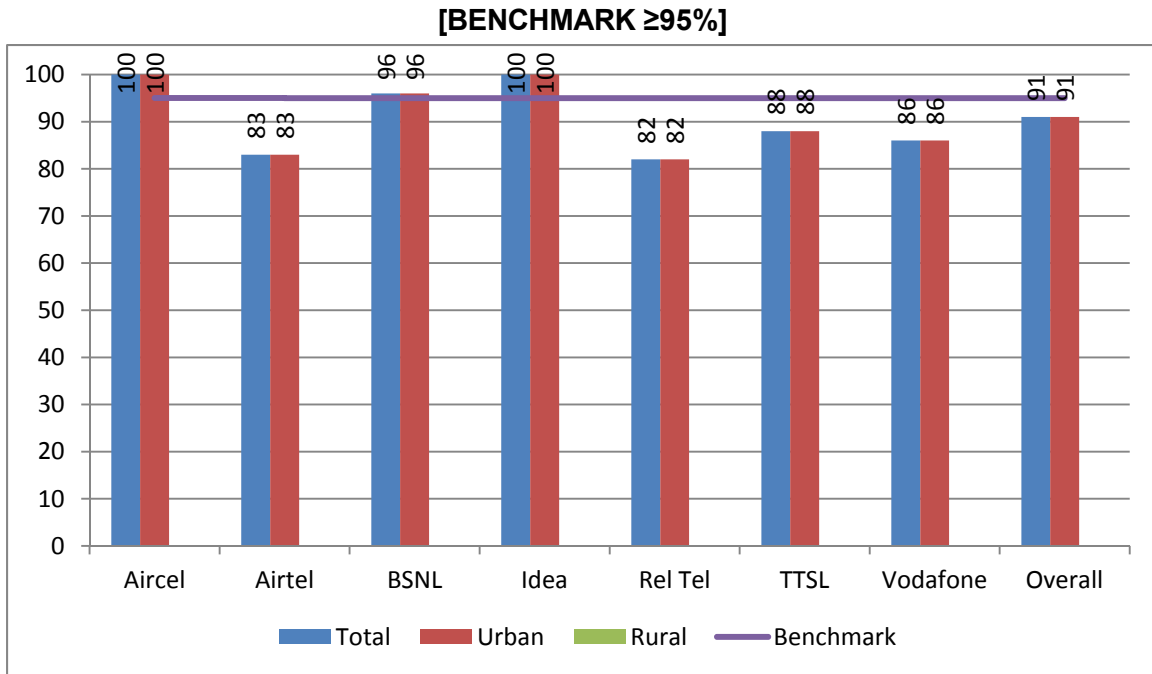
6B.3.1.1 The following graph shows the percentage of customers satisfied with provision of service.



- On an overall basis, all service providers met the benchmark laid down by TRAI.

6B.3.2a Customer Satisfaction with Billing Performance among - Postpaid

6B.3.2a.1 The following graph shows the percentage of satisfied customers with billing performance.



- On the whole, Aircel and BSNL met the benchmark set by TRAI.
- Rel Tel and Airtel were the worst performers.

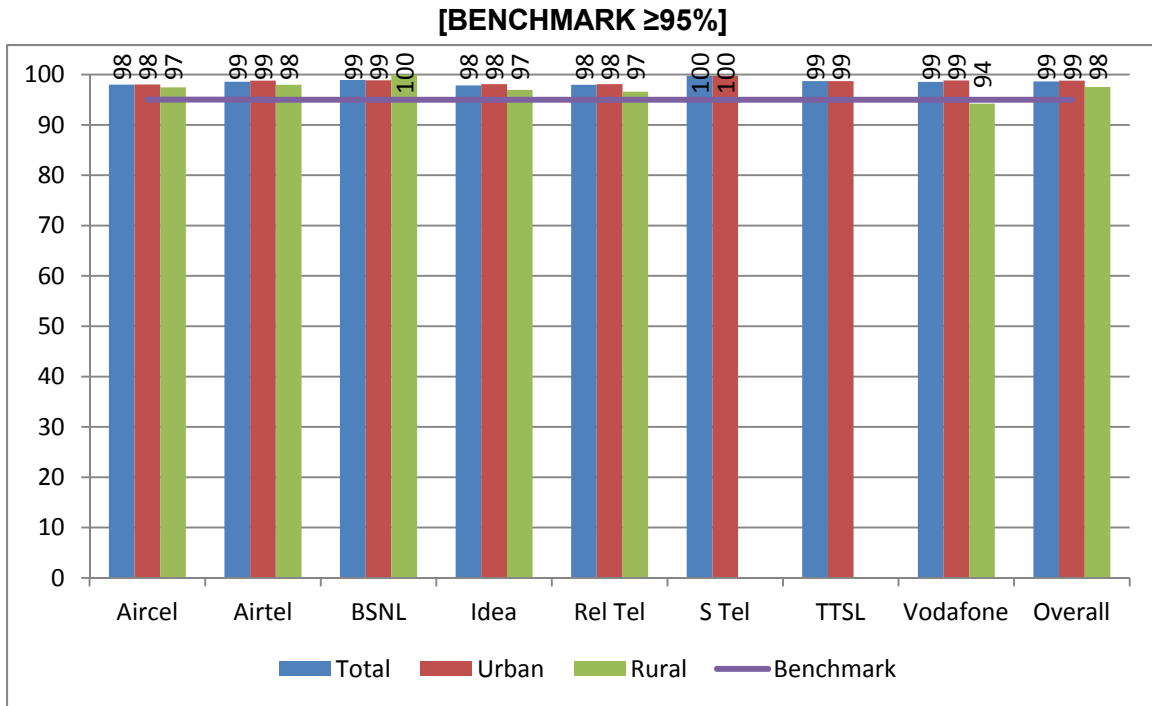
6B.3.2a.2 The following table shows the percentage of postpaid customers satisfied with the sub-parameter of billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
Aircel	Total	100.0	100.0	0.0	100.0	6
	Urban	100.0	100.0	0.0	100.0	6
	Rural	-	-	-	-	0
Airtel	Total	87.5	75.0	0.0	87.6	16
	Urban	87.5	75.0	0.0	87.6	16
	Rural	-	-	-	-	0
BSNL	Total	95.7	97.4	90.9	93.9	116
	Urban	95.7	97.4	90.9	93.9	116
	Rural	-	-	-	-	0
Idea	Total	100.0	100.0	0.0	100.0	1
	Urban	100.0	100.0	0.0	100.0	1
	Rural	-	-	-	-	0
Rel. Tel.	Total	86.2	79.3	0.0	82.7	29
	Urban	86.2	79.3	0.0	82.7	29
	Rural	-	-	-	-	0
TTSL	Total	89.4	90.9	33.3	89.4	66
	Urban	89.4	90.9	33.3	89.4	66
	Rural	-	-	-	-	0
Vodafone	Total	76.4	88.2	0.0	94.1	17
	Urban	76.4	88.2	0.0	94.1	17
	Rural	-	-	-	-	0
Overall	Total	91.3	91.7	66.7	91.3	251
	Urban	91.3	91.7	66.7	91.3	251
	Rural	-	-	-	-	0

- Customers of TTSL were less satisfied with the process of resolution of billing complaints.

6B.3.2b Customer Satisfaction with Billing Performance - Prepaid

6B.3.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.



- In total, all the service providers met the benchmark laid down by TRAI.

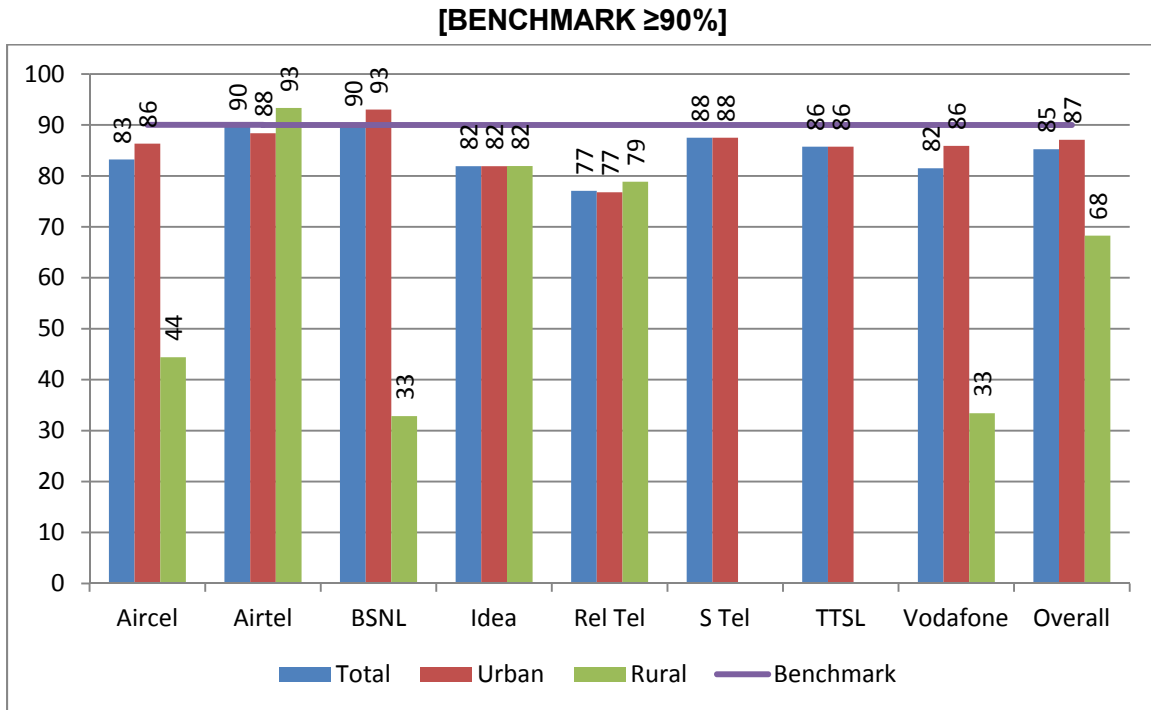
6B.3.2b.2 The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

Service providers		% prepaid customers			
		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	Base
Aircel	Total	97.9	95.6	98.7	380
	Urban	97.8	95.5	98.9	362
	Rural	100.0	100.0	94.5	18
Airtel	Total	98.4	93.1	99.5	429
	Urban	98.6	95.3	99.4	338
	Rural	97.8	86.7	100.0	91
BSNL	Total	98.8	98.5	99.2	679
	Urban	98.7	98.4	99.2	641
	Rural	100.0	100	100.0	38
Idea	Total	97.0	93.4	99.5	421
	Urban	96.8	96.3	99.7	317
	Rural	97.1	87.0	99.0	104
Rel Tel	Total	99.1	87.5	99.3	308
	Urban	99.3	86.5	99.3	285
	Rural	95.6	92.3	100.0	23
S. Tel	Total	100.0	97.2	100.0	211
	Urban	100.0	97.2	100.0	211
	Rural	-	-	-	-
TTSL	Total	98.7	96.5	99.2	387
	Urban	98.7	96.5	99.2	387
	Rural	-	-	-	-
Vodafone	Total	98.3	97.5	99.0	409
	Urban	98.7	97.5	99.2	384
	Rural	92.0	100.0	96.0	25
Overall	Total	97.9	95.8	99.3	3224
	Urban	97.8	96.2	99.4	2925
	Rural	100.0	90.7	99.0	299

- All the service providers scored high on all the sub-parameters of the prepaid billing performance.

6B.3.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

6B.3.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.



- On an overall basis, only Airtel and BSNL met the benchmark laid down by TRAI.
- Rel Tel was the worst performer on this parameter.
- Performance of BSNL, Vodafone, and Aircel was very poor in the rural areas.

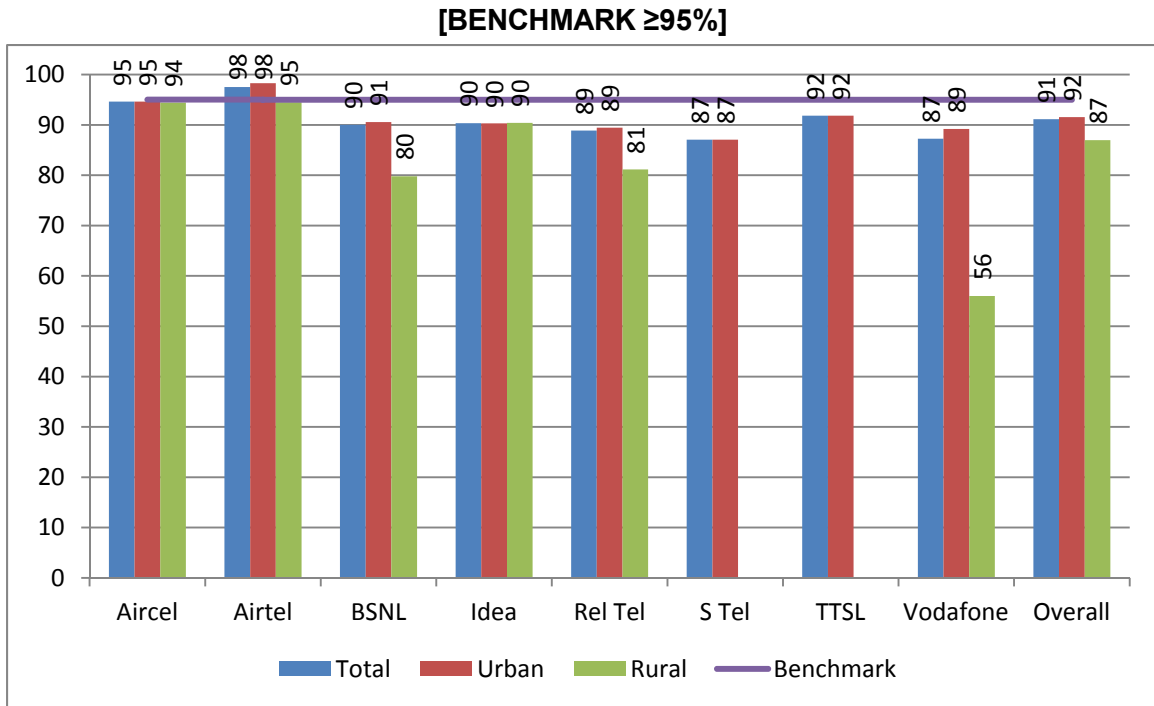
6B.3.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
Aircel	Total	83.6	85.2	83.6	81.8	82.0	122
	Urban	86.7	88.5	86.7	84.9	84.9	113
	Rural	44.4	44.4	44.4	44.4	44.4	9
Airtel	Total	85.5	92.8	90.3	90.4	89.2	83
	Urban	85.5	91.9	88.7	88.7	87.1	62
	Rural	85.7	95.2	95.3	95.2	95.3	21
BSNL	Total	87.2	90.9	90.0	91.3	92.5	321
	Urban	89.6	93.5	92.8	94.2	95.1	307
	Rural	35.7	35.7	28.6	28.5	35.7	14
Idea	Total	78.9	81.6	82.4	82.4	84.2	114
	Urban	78.3	81.9	83.1	83.1	83.1	83
	Rural	80.7	80.6	80.6	80.7	87.1	31
Rel Tel	Total	77.2	78.1	79.7	75.6	74.7	123
	Urban	76.4	79.2	80.2	74.5	73.6	106
	Rural	82.4	70.6	76.5	82.4	82.4	17
S. Tel	Total	87.5	87.5	87.5	87.5	87.5	40
	Urban	87.5	87.5	87.5	87.5	87.5	40
	Rural	-	-	-	-	-	0
TTSL	Total	81.8	87.8	85.2	86.1	87.8	115
	Urban	81.8	87.8	85.2	86.1	87.8	115
	Rural	-	-	-	-	-	0
Vodafone	Total	81.3	83.3	81.2	80.5	81.2	144
	Urban	85.6	87.8	85.6	84.9	85.6	132
	Rural	33.4	33.4	33.4	33.4	33.4	12
Overall	Total	83.2	86.4	85.5	85.2	85.9	1062
	Urban	85.0	88.5	87.5	87.0	87.5	958
	Rural	67.3	67.3	67.3	68.3	71.2	104

- In total, performance of all the service providers was low on all the sub-parameters of the help services.
- On the whole, customers in rural areas were less satisfied on account of all the sub-parameters of the help services.
- In the rural areas, performance of BSNL, Aircel and Vodafone was found to be low on all the sub-parameters of the help services.

6B.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

6B.3.4.2 The following graph shows the percentage of satisfied customers with network performance, reliability & availability.



- On an overall basis, only Aircel and Airtel met the benchmark laid down by TRAI.
- Customers of S Tel and Vodafone were less satisfied with network performance, reliability & availability.

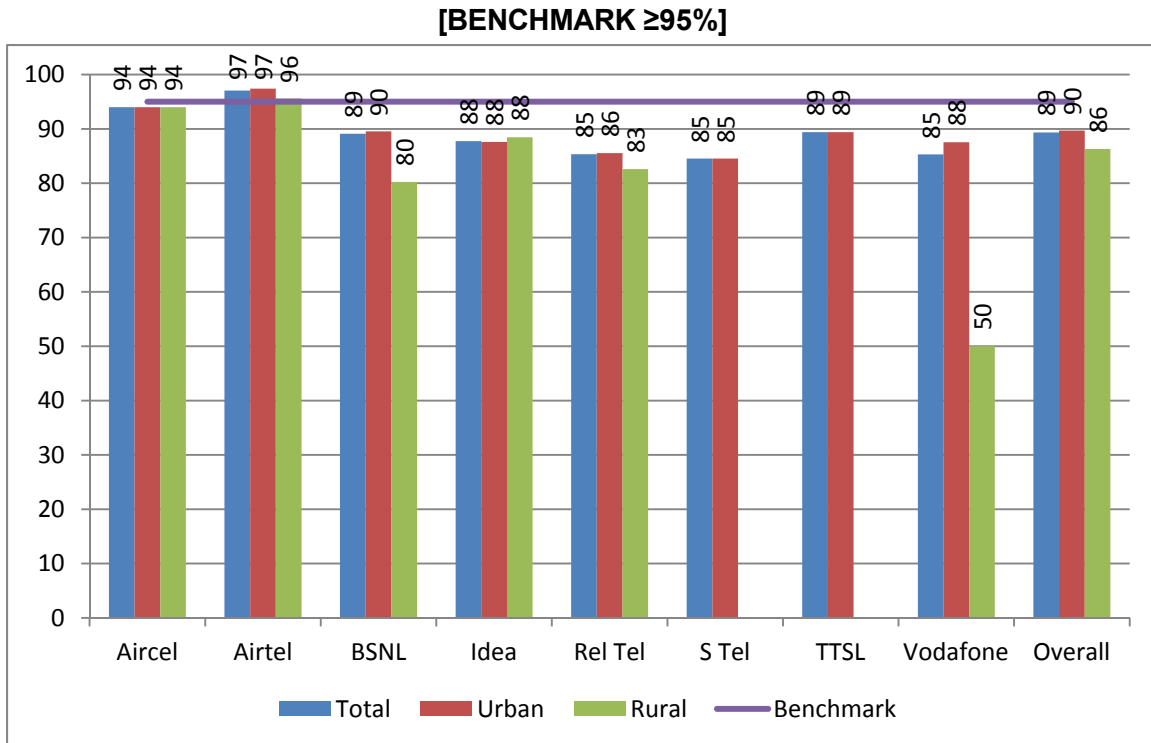
6B.3.4.3 The following table shows the percentage of customers satisfied with sub- parameters of network performance, reliability & availability.

Service providers		% customers			
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base
Aircel	Total	94.3	94.6	95.0	386
	Urban	94.3	94.5	95.1	368
	Rural	94.4	94.5	94.4	18
Airtel	Total	96.8	97.3	98.5	445
	Urban	97.5	98.0	99.4	354
	Rural	94.5	94.5	94.5	91
BSNL	Total	88.4	89.2	92.5	795
	Urban	88.9	89.7	93.1	757
	Rural	78.9	78.9	81.6	38
Idea	Total	88.9	90.3	91.8	422
	Urban	88.7	90.3	91.9	318
	Rural	89.4	90.4	91.4	104
Rel. Tel	Total	85.2	84.9	96.5	337
	Urban	85.4	85.1	97.8	314
	Rural	82.6	82.6	78.3	23
S. Tel	Total	84.4	87.7	89.1	211
	Urban	84.4	87.7	89.1	211
	Rural	-	-	-	0
TTSL	Total	90.1	89.6	95.8	453
	Urban	90.1	89.6	95.8	453
	Rural	-	-	-	0
Vodafone	Total	86.0	85.9	89.9	426
	Urban	87.8	87.8	92.0	401
	Rural	56.0	56.0	56.0	25
Overall	Total	89.5	90.1	93.8	3475
	Urban	89.9	90.4	94.3	3176
	Rural	86.6	87.0	87.3	299

- On the whole, the performance of all the service providers except Aircel, Airtel and TTSL, was low on all the sub-parameters of the network performance, reliability & availability.
- In the rural areas, performance of BSNL, Rel Tel and Vodafone was low on all the sub-parameters of the network performance, reliability & availability.

6B.3.5 Customer Satisfaction with Maintainability

6B.3.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- In total, only Airtel met the benchmark laid down by TRAI.
- Rel Tel, S Tel and Vodafone were the worst performers.

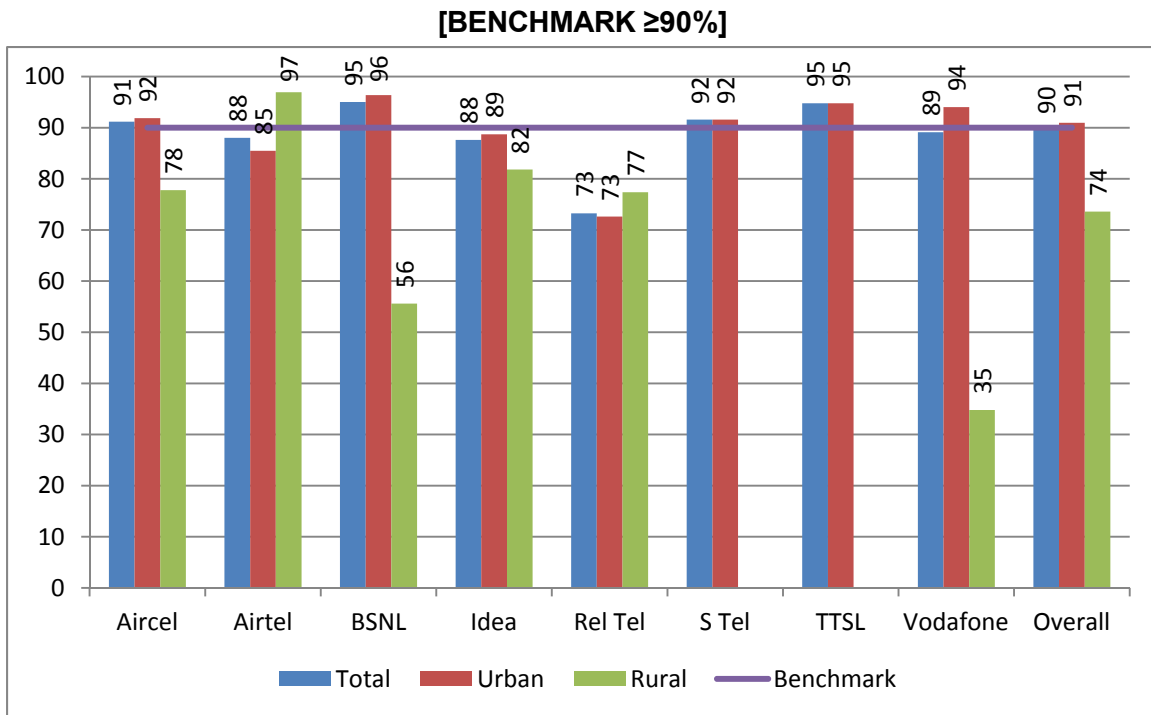
6B.3.5.2 The following table shows the percentage of customers satisfied with the sub- parameters of maintainability.

Service providers		% postpaid customers		Base
		Availability of network (signal)	Restoration of network (signal) problem	
Aircel	Total	93.0	94.5	386
	Urban	93.0	94.6	368
	Rural	94.5	94.4	18
Airtel	Total	96.6	97.5	445
	Urban	96.8	98.0	354
	Rural	95.6	95.6	91
BSNL	Total	88.6	89.6	795
	Urban	89.1	90.0	757
	Rural	78.9	81.6	38
Idea	Total	87.4	88.1	422
	Urban	87.5	87.7	318
	Rural	87.5	89.4	104
Rel. Tel	Total	85.5	85.2	337
	Urban	85.7	85.4	314
	Rural	82.6	82.6	23
S. Tel	Total	82.4	86.7	211
	Urban	82.4	86.7	211
	Rural	-	-	0
TTSL	Total	89.6	89.2	453
	Urban	89.6	89.2	453
	Rural	-	-	0
Vodafone	Total	84.7	85.9	426
	Urban	87.0	88.1	401
	Rural	48.0	52.0	25
Overall	Total	88.9	89.8	3475
	Urban	89.3	90.1	3176
	Rural	85.6	87.0	299

- Performance of Airtel and Aircel was better than all other service providers with the sub-parameters of maintainability.
- S Tel, Rel Tel and Vodafone were the worst performers.
- In rural areas, performance of Vodafone was lowest.

6B.3.6 Customer Satisfaction with Supplementary and Value Added Services

6B.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- In all, Aircel, BSNL, S Tel and TTSL were able to meet the benchmark set by TRAI.
- Except Airtel, all other service providers performed poorly in the rural areas.
- On an overall basis, Rel Tel was the worst performer.

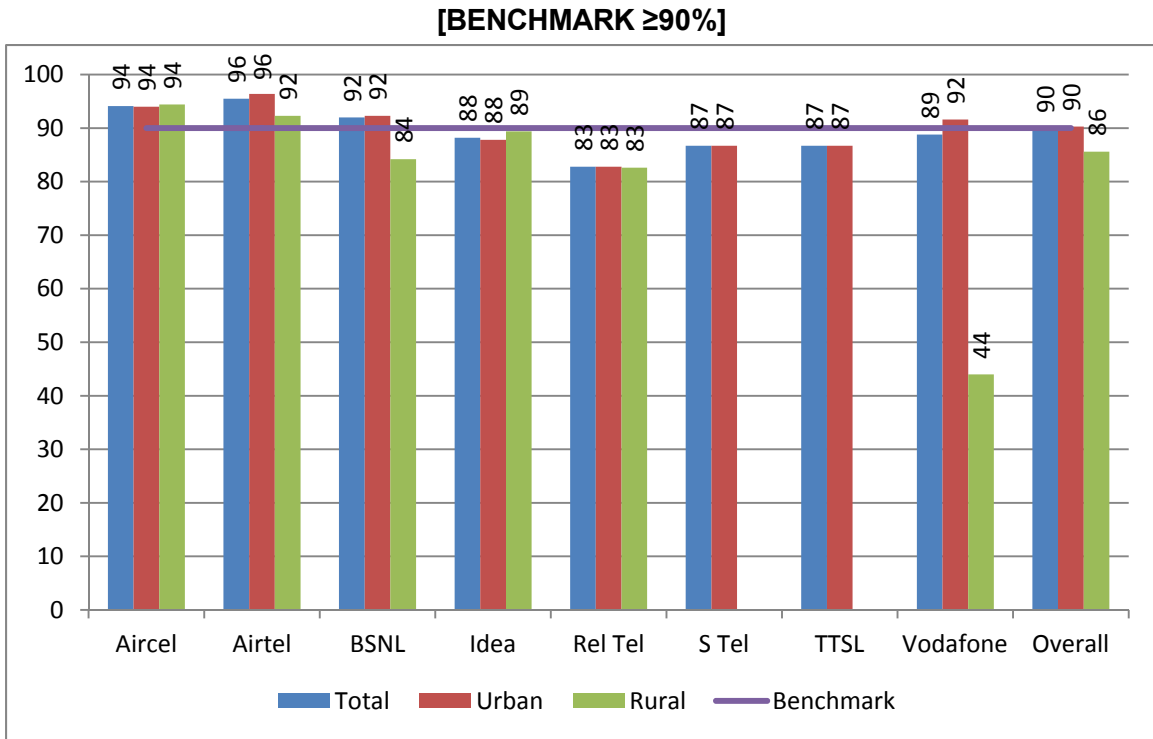
The following table shows the satisfaction level of the customers with the sub-parameters of the supplementary and value added services.

		% customers			
Service providers		Quality Of Supplementary Services	Process Of Activating VAS Or Unsubscribing	Resolution of complaints	Base
Aircel	Total	94.2	91.2	84.9	68
	Urban	95.3	92.2	84.4	64
	Rural	75.0	75.0	100.0	4
Airtel	Total	89.1	87.5	86.4	64
	Urban	86.0	86.0	82.4	50
	Rural	100.0	92.8	100.0	14
BSNL	Total	94.6	94.1	97.0	203
	Urban	96.5	95.9	96.9	196
	Rural	42.9	42.9	100.0	7
Idea	Total	85.9	88.2	90.0	85
	Urban	86.1	88.9	94.0	72
	Rural	84.6	84.6	71.5	13
Rel. Tel	Total	75.0	75.0	68.7	84
	Urban	75.7	74.3	67.2	70
	Rural	71.4	78.5	100	14
S. Tel	Total	97.3	97.2	54.6	36
	Urban	97.3	97.2	54.6	36
	Rural	-	-	-	0
TTSL	Total	95.2	96.2	90.0	105
	Urban	95.2	96.2	90.0	105
	Rural	-	-	-	0
Vodafone	Total	92.2	89.6	80.0	115
	Urban	97.1	96.2	80.9	105
	Rural	40.0	20.0	66.7	10
Overall	Total	90.7	90.2	86.2	760
	Urban	92.4	92.1	86.1	698
	Rural	72.6	69.4	86.9	62

- On the whole, rural customers were less satisfied on account of quality of supplementary services and process of activating supplementary services or unsubscribing it.

6B.3.7 Customer Satisfied with Overall Service Quality

6B.3.7.1 The following graph shows the percentage of customers satisfied with overall service quality



- In total, Aircel, Airtel and BSNL were able to meet the benchmark set by TRAI.
- Rel Tel was the worst performer.
- In rural areas, performance of Vodafone was the lowest.

6B.4 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service customers

6B.4.1 Awareness and Experience of Call Centre

Table 6B.4.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries.

Service providers		% customers	Base
Aircel	Total	62.2	386
	Urban	62.8	368
	Rural	50.0	18
Airtel	Total	70.8	445
	Urban	72.9	354
	Rural	62.6	91
BSNL	Total	72.2	795
	Urban	74.2	757
	Rural	31.6	38
Idea	Total	60.9	422
	Urban	59.7	318
	Rural	64.4	104
Rel. Tel	Total	76.0	337
	Urban	76.4	314
	Rural	69.6	23
S. Tel	Total	63.5	211
	Urban	63.5	211
	Rural	-	0
TTSL	Total	70.0	453
	Urban	70.0	453
	Rural	-	0
Vodafone	Total	67.8	426
	Urban	70.8	401
	Rural	20.0	25
Overall	Total	68.5	3475
	Urban	69.8	3176
	Rural	55.5	299

- On an overall basis, 68.5% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.

6B.4.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Service providers		% customers	Base
Aircel	Total	11.4	386
	Urban	10.3	368
	Rural	33.3	18
Airtel	Total	6.5	445
	Urban	6.2	354
	Rural	7.7	91
BSNL	Total	16.9	795
	Urban	16.4	757
	Rural	26.3	38
Idea	Total	10.7	422
	Urban	10.7	318
	Rural	10.6	104
Rel. Tel	Total	22.0	337
	Urban	20.7	314
	Rural	39.1	23
S. Tel	Total	3.8	211
	Urban	3.8	211
	Rural	-	0
TTSL	Total	12.6	453
	Urban	12.6	453
	Rural	-	0
Vodafone	Total	11.0	426
	Urban	9.5	401
	Rural	36.0	25
Overall	Total	12.6	3475
	Urban	12.2	3176
	Rural	17.4	299

- Only 12.6% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- On the whole, incidence of complaints being filed in the last 6 months was higher among the rural customers.

6B.4.1.3 The following table shows the percentage of customer, who received or did not receive docket number for their complaints.

Service providers		% customers					Base
		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
Aircel	Total	40.9	15.9	22.7	15.9	4.5	44
	Urban	47.4	10.5	18.4	18.4	5.3	38
	Rural	0.0	50.0	50.0	0.0	0.0	6
Airtel	Total	41.4	44.8	10.3	3.4	0.0	29
	Urban	40.9	54.5	4.5	0.0	0.0	22
	Rural	42.9	14.3	28.6	14.3	0.0	7
BSNL	Total	83.6	5.2	11.2	0.0	0.0	134
	Urban	88.7	3.2	8.1	0.0	0.0	124
	Rural	20.0	30.0	50.0	0.0	0.0	10
Idea	Total	60.0	11.1	26.7	0.0	2.2	45
	Urban	58.8	14.7	26.5	0.0	0.0	34
	Rural	63.6	0.0	27.3	0.0	9.1	11
Rel. Tel	Total	71.6	5.4	6.8	2.7	13.5	74
	Urban	75.4	3.1	4.6	1.5	15.4	65
	Rural	44.4	22.2	22.2	11.1	0.0	9
S. Tel	Total	75.0	0.0	12.5	12.5	0.0	8
	Urban	75.0	0.0	12.5	12.5	0.0	8
	Rural	-	-	-	-	-	0
TTSL	Total	70.2	22.8	1.8	0.0	5.3	57
	Urban	70.2	22.8	1.8	0.0	5.3	57
	Rural	-	-	-	-	-	0
Vodafone	Total	40.4	31.9	17	6.4	4.3	47
	Urban	44.7	28.9	15.8	5.3	5.3	38
	Rural	22.2	44.4	22.2	11.1	0.0	9
Overall	Total	65.5	14.6	12.6	3.2	4.1	438
	Urban	69.7	13.2	9.8	2.8	4.4	386
	Rural	34.6	25.0	32.7	5.8	1.9	52

- On an overall basis:
- 65.5% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 14.6% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- 12.6% of the cellular mobile customers, who had complained, said that they had received the docket numbers for their complaints on request.
- On an overall basis, 3.2% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- On an overall basis, 4.1% of the customers, who had complained, said that their complaints were refused to be registered.

6B.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
Aircel	Total	75.0	44
	Urban	84.2	38
	Rural	16.7	6
Airtel	Total	65.5	29
	Urban	54.5	22
	Rural	100	7
BSNL	Total	88.8	134
	Urban	93.5	124
	Rural	30.0	10
Idea	Total	84.4	45
	Urban	91.2	34
	Rural	63.6	11
Rel. Tel	Total	66.2	74
	Urban	66.2	65
	Rural	66.7	9
S. Tel	Total	100.0	8
	Urban	100.0	8
	Rural	-	0
TTSL	Total	80.7	57
	Urban	80.7	57
	Rural	-	0
Vodafone	Total	74.5	47
	Urban	86.8	38
	Rural	22.2	9
Overall	Total	79.2	438
	Urban	83.2	386
	Rural	50.0	52

- In total, 79.2% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

6B.4.1.5 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
Aircel	Total	72.7	44
	Urban	81.6	38
	Rural	16.7	6
Airtel	Total	82.8	29
	Urban	77.3	22
	Rural	100.0	7
BSNL	Total	84.3	134
	Urban	88.7	124
	Rural	30.0	10
Idea	Total	82.2	45
	Urban	85.3	34
	Rural	72.7	11
Rel. Tel	Total	60.8	74
	Urban	61.5	65
	Rural	55.6	9
S. Tel	Total	100.0	8
	Urban	100.0	8
	Rural	-	0
TTSL	Total	77.2	57
	Urban	77.2	57
	Rural	-	0
Vodafone	Total	72.3	47
	Urban	84.2	38
	Rural	22.2	9
Overall	Total	76.9	438
	Urban	80.6	386
	Rural	50.0	52

- In all, 76.9% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaint.

6B.4.2 Awareness and Experience of Nodal Officer

6B.4.2.1 The following table shows the percentage of customers, who were aware of the contact details of the nodal officer.

Service providers		% customers	Base
Aircel	Total	6.0	386
	Urban	6.0	368
	Rural	5.6	18
Airtel	Total	3.8	445
	Urban	3.4	354
	Rural	5.5	91
BSNL	Total	17.6	795
	Urban	18.0	757
	Rural	10.5	38
Idea	Total	6.4	422
	Urban	6.6	318
	Rural	5.8	104
Rel. Tel	Total	10.1	337
	Urban	9.9	314
	Rural	13.0	23
S. Tel	Total	3.8	211
	Urban	3.8	211
	Rural	-	0
TTSL	Total	9.1	453
	Urban	9.1	453
	Rural	-	0
Vodafone	Total	8.9	426
	Urban	9.0	401
	Rural	8.0	25
Overall	Total	9.4	3475
	Urban	9.7	3176
	Rural	7.0	299

- On an overall basis, only 9.4% of the cellular mobile customers were aware of the contact details of the nodal officer.

6B.4.2.2 The following table shows the percentage of customers, who had made complaints to the nodal officer.

Service providers		% customers	Base
Aircel	Total	95.7	23
	Urban	95.5	22
	Rural	100.0	1
Airtel	Total	100.0	17
	Urban	100.0	12
	Rural	100.0	5
BSNL	Total	85.0	140
	Urban	84.6	136
	Rural	100.0	4
Idea	Total	100.0	27
	Urban	100.0	21
	Rural	100.0	6
Rel. Tel	Total	91.2	34
	Urban	90.3	31
	Rural	100.0	3
S. Tel	Total	100.0	8
	Urban	100.0	8
	Rural	-	0
TTSL	Total	100.0	41
	Urban	100.0	41
	Rural	-	0
Vodafone	Total	100.0	38
	Urban	100.0	36
	Rural	100.0	2
Overall	Total	92.4	328
	Urban	91.9	307
	Rural	100.0	21

- On the whole, 92.4% of the cellular mobile customers, who were aware of the contact details of the nodal officer, made complaints to the nodal officer.

6B.4.2.3 The following table shows the percentage of customers, who were intimated by the nodal officer.

Service providers		% customers	Base
Aircel	Total	90.9	22
	Urban	95.2	21
	Rural	0.0	1
Airtel	Total	94.1	17
	Urban	91.7	12
	Rural	100.0	5
BSNL	Total	79.8	119
	Urban	79.1	115
	Rural	100.0	4
Idea	Total	77.8	27
	Urban	76.2	21
	Rural	83.3	6
Rel. Tel	Total	77.4	31
	Urban	82.1	28
	Rural	33.3	3
S. Tel	Total	100.0	8
	Urban	100.0	8
	Rural	-	0
TTSL	Total	90.2	41
	Urban	90.2	41
	Rural	-	0
Vodafone	Total	94.7	38
	Urban	94.4	36
	Rural	100.0	2
Overall	Total	84.8	303
	Urban	85.1	282
	Rural	81.0	21

- 84.8% of the cellular mobile customers, who had made complaints to the nodal officer, said that they were intimated by the nodal officer about the decision taken on their complaints.

6B.4.2.4 The following table shows the percentage of customers, who were satisfied with the decision taken by the nodal officer.

Service providers		% customers	Base
Aircel	Total	95.5	22
	Urban	100.0	21
	Rural	0.0	1
Airtel	Total	94.1	17
	Urban	91.7	12
	Rural	100.0	5
BSNL	Total	89.1	119
	Urban	89.6	115
	Rural	75.0	4
Idea	Total	92.6	27
	Urban	95.2	21
	Rural	83.3	6
Rel. Tel	Total	87.1	31
	Urban	89.3	28
	Rural	66.6	3
S. Tel	Total	100.0	8
	Urban	100.0	8
	Rural	-	0
TTSL	Total	87.8	41
	Urban	87.8	41
	Rural	-	0
Vodafone	Total	92.1	38
	Urban	91.7	36
	Rural	100.0	2
Overall	Total	90.5	303
	Urban	91.2	282
	Rural	81.0	21

- In total, 90.5% of the cellular mobile customers, who had made complaints to the nodal officer, said that they were satisfied with the decision taken by the nodal officer.

6B.4.2.4 The following table shows the percentage of customers, who cited different reasons for the dissatisfaction with the nodal officer.

Service providers		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 complaint is too long	Nodal Officer was unable to understand the problem	Base
Aircel	Total	100.0	0.0	0.0	0.0	0.0	1
	Urban	0.0	0.0	0.0	0.0	0.0	0
	Rural	100.0	0.0	0.0	0.0	0.0	1
Airtel	Total	100.0	0.0	0.0	0.0	0.0	1
	Urban	100.0	0.0	0.0	0.0	0.0	1
	Rural	0.0	0.0	0.0	0.0	0.0	0
BSNL	Total	46.2	0.0	0.0	53.8	0.0	13
	Urban	50.0	0.0	0.0	50.0	0.0	12
	Rural	0.0	0.0	0.0	100.0	0.0	1
Idea	Total	100.0	0.0	0.0	0.0	0.0	2
	Urban	100.0	0.0	0.0	0.0	0.0	1
	Rural	100.0	0.0	0.0	0.0	0.0	1
Rel. Tel	Total	75.0	0.0	0.0	25.0	0.0	4
	Urban	66.7	0.0	0.0	33.3	0.0	3
	Rural	100.0	0.0	0.0	0.0	0.0	1
S. Tel	Total	0.0	0.0	0.0	0.0	0.0	0
	Urban	0.0	0.0	0.0	0.0	0.0	0
	Rural	-	-	-	-	-	0
TTSL	Total	40.0	0.0	0.0	60.0	0.0	5
	Urban	40.0	0.0	0.0	60.0	0.0	5
	Rural	-	-	-	-	-	0
Vodafone	Total	66.7	0.0	0.0	33.3	0.0	3
	Urban	66.7	0.0	0.0	33.3	0.0	3
	Rural	0.0	0.0	0.0	0.0	0.0	0
Overall	Total	58.6	0.0	0.0	41.4	0.0	29
	Urban	56.0	0.0	0.0	44.0	0.0	25
	Rural	75.0	0.0	0.0	25.0	0.0	4

- Difficulty in connecting to the nodal officer and time taken by the nodal officer for the redressal of complaints was the main reason for the dissatisfaction.

6B.4.3 Awareness and Experiences with Appellate Authority

6B.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
Aircel	Total	6.0	386
	Urban	6.0	368
	Rural	5.6	18
Airtel	Total	3.8	445
	Urban	3.4	354
	Rural	5.5	91
BSNL	Total	17.6	795
	Urban	18.0	757
	Rural	10.5	38
Idea	Total	6.4	422
	Urban	6.6	318
	Rural	5.8	104
Rel. Tel	Total	10.1	337
	Urban	9.9	314
	Rural	13.0	23
S. Tel	Total	3.8	211
	Urban	3.8	211
TTSL	Total	9.1	453
	Urban	9.1	453
Vodafone	Total	8.7	426
	Urban	8.7	401
	Rural	8.0	25
Overall	Total	9.4	3475
	Urban	9.6	3176
	Rural	7.0	299

- On an overall basis, only 9.4% of the cellular mobile customers were aware of the contact details of the appellate authority
- Only 37 customers filed any appeal to the appellate authority in the last 6 months.
- Out of 37 customers, 24 of them received an acknowledgement.
- In 34 cases, the appellate authority took a decision upon the complaints within 3 months of filing the complaints.

6B.4.4 General Information

6B.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
Aircel	Total	17.6	380
	Urban	18.2	362
	Rural	5.6	18
Airtel	Total	12.4	429
	Urban	12.1	338
	Rural	13.2	91
BSNL	Total	29.3	679
	Urban	30.3	641
	Rural	13.2	38
Idea	Total	10.9	421
	Urban	10.1	317
	Rural	13.5	104
Rel. Tel	Total	13.3	308
	Urban	13.0	285
	Rural	17.4	23
S. Tel	Total	4.3	211
	Urban	4.3	211
TTSL	Total	25.8	387
	Urban	25.8	387
Vodafone	Total	12.7	409
	Urban	12.5	384
	Rural	16.0	25
Overall	Total	17.6	3224
	Urban	18.0	2925
	Rural	13.4	299

- On the overall, only 17.6% of the prepaid customers said that they were aware of the fact that they can get item-wise usage charge details on request.

6B.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
Aircel	Total	43.3	67
	Urban	42.4	66
	Rural	100.0	1
Airtel	Total	32.1	53
	Urban	26.8	41
	Rural	50.0	12
BSNL	Total	52.8	199
	Urban	52.1	194
	Rural	80.0	5
Idea	Total	63.0	46
	Urban	71.9	32
	Rural	42.9	14
Rel. Tel.	Total	70.7	41
	Urban	70.3	37
	Rural	75.0	4
S. Tel.	Total	100.0	9
	Urban	100.0	9
TTSL	Total	36.0	100
	Urban	36.0	100
Vodafone	Total	61.5	52
	Urban	62.5	48
	Rural	50.0	4
Overall	Total	50.4	567
	Urban	50.1	527
	Rural	55.0	40

- On an overall basis, only 50.4% of the prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request, said that they were denied item-wise usage charge details.

6B.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		% customers			Base
		No reason given	Technical problem	Others	
Aircel	Total	51.7	37.9	10.3	29
	Urban	50.0	39.3	10.7	28
	Rural	100.0	0.0	0.0	1
Airtel	Total	58.8	41.2	0.0	17
	Urban	72.7	27.3	0.0	11
	Rural	33.3	66.7	0.0	6
BSNL	Total	54.3	39.0	6.7	105
	Urban	54.5	38.6	6.9	101
	Rural	50.0	50.0	0.0	4
Idea	Total	37.9	62.1	0.0	29
	Urban	26.1	73.9	0.0	23
	Rural	83.3	16.7	0.0	6
Rel. Tel	Total	37.9	58.6	3.4	29
	Urban	38.5	57.7	3.8	26
	Rural	33.3	66.7	0.0	3
S. Tel	Total	100.0	0.0	0.0	9
	Urban	100.0	0.0	0.0	9
TTSL	Total	52.8	41.7	5.6	36
	Urban	52.8	41.7	5.6	36
Vodafone	Total	50.0	46.9	3.1	32
	Urban	53.3	43.3	3.3	30
	Rural	0.0	100	0.0	2
Overall	Total	51.7	43.4	4.9	286
	Urban	51.9	42.8	5.3	264
	Rural	50.0	50.0	0.0	22

- In all, 51.7% of the prepaid customers said that “no reason” was given for denying their request while 43.4% of the prepaid customers said that “technical reason” was given for denying their request.

6B.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 the contact details of the nodal officer & the appellate authority for complaint redressal while subscribing a new cellular mobile connection.

Service providers		% customers	Base
Aircel	Total	30.1	386
	Urban	29.9	368
	Rural	33.3	18
Airtel	Total	38.2	445
	Urban	41.2	354
	Rural	26.4	91
BSNL	Total	28.3	795
	Urban	28.1	757
	Rural	31.6	38
Idea	Total	20.1	422
	Urban	22.6	318
	Rural	12.5	104
Rel. Tel	Total	37.1	337
	Urban	38.2	314
	Rural	21.7	23
S. Tel	Total	37.4	211
	Urban	37.4	211
TTSL	Total	46.4	453
	Urban	46.4	453
Vodafone	Total	15.7	426
	Urban	14.5	401
	Rural	36.0	25
Overall	Total	31.0	3475
	Urban	31.7	3176
	Rural	23.1	299

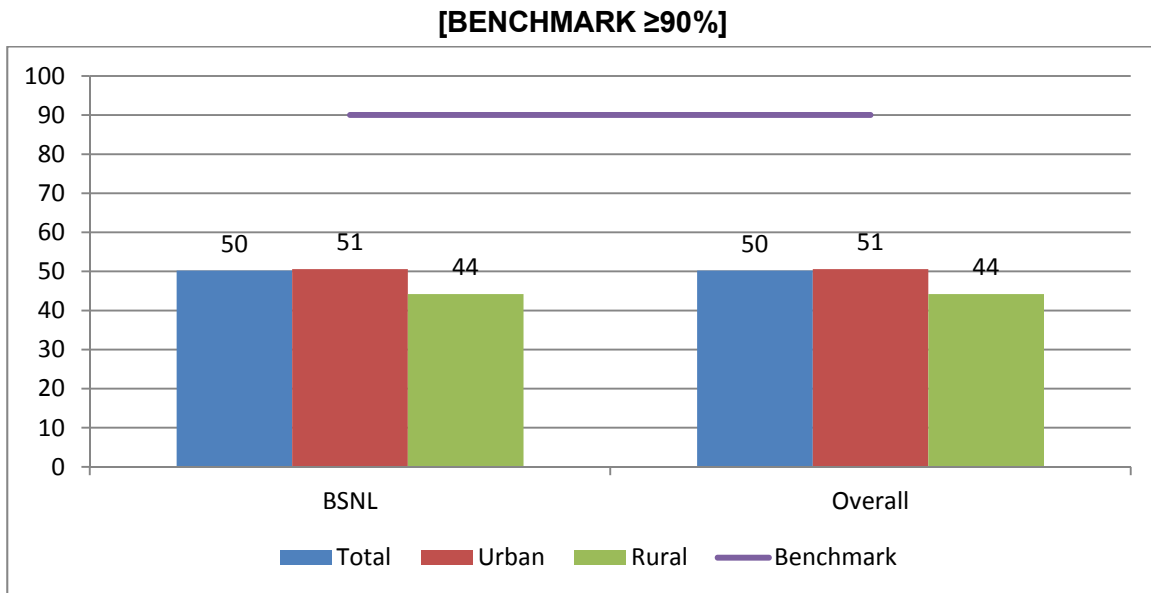
- On the whole, only 31% of the customers claimed to have got the manual of practice.
- In all, only 23.1% of the rural customers got the manual of practice.

6C.5 Broadband Service – North East circle

The survey in North East circle was done for only one Broadband Service provider i.e. BSNL.

6C.5.1 Customer Satisfaction with Provision of Service

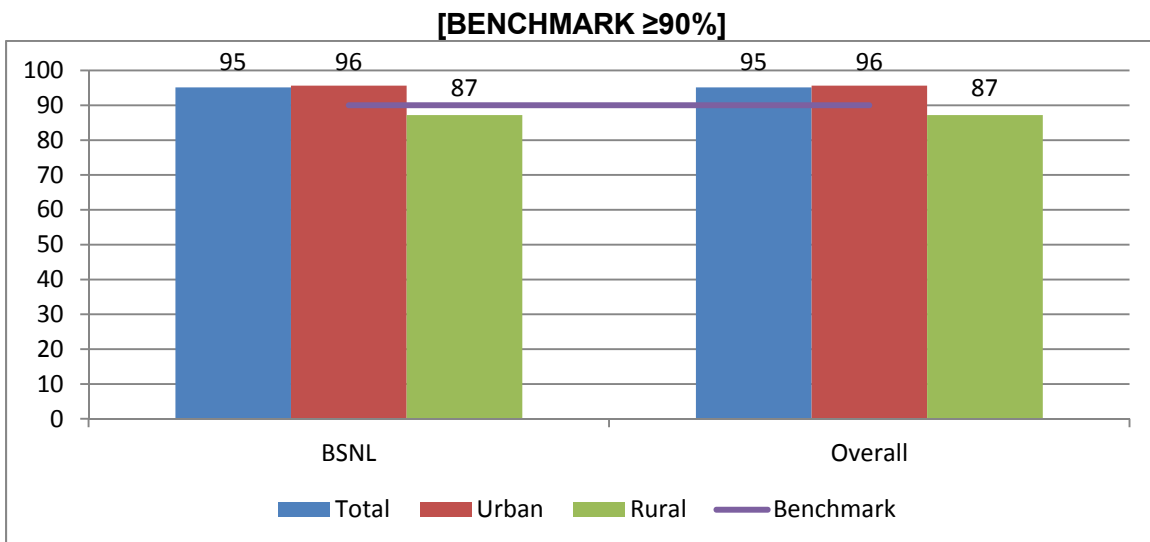
6C.5.1.1 The following graph shows the percentage of satisfied customers with respect to provision of service.



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

6C.5.2a Postpaid Customer Satisfaction with Billing Performance - Postpaid

6C.5.2a.1 The following graph shows the percentage of postpaid customers satisfied with billing performance.



- On an overall basis, BSNL met the benchmark laid down by TRAI. However, BSNL failed to meet the benchmark in the rural areas.

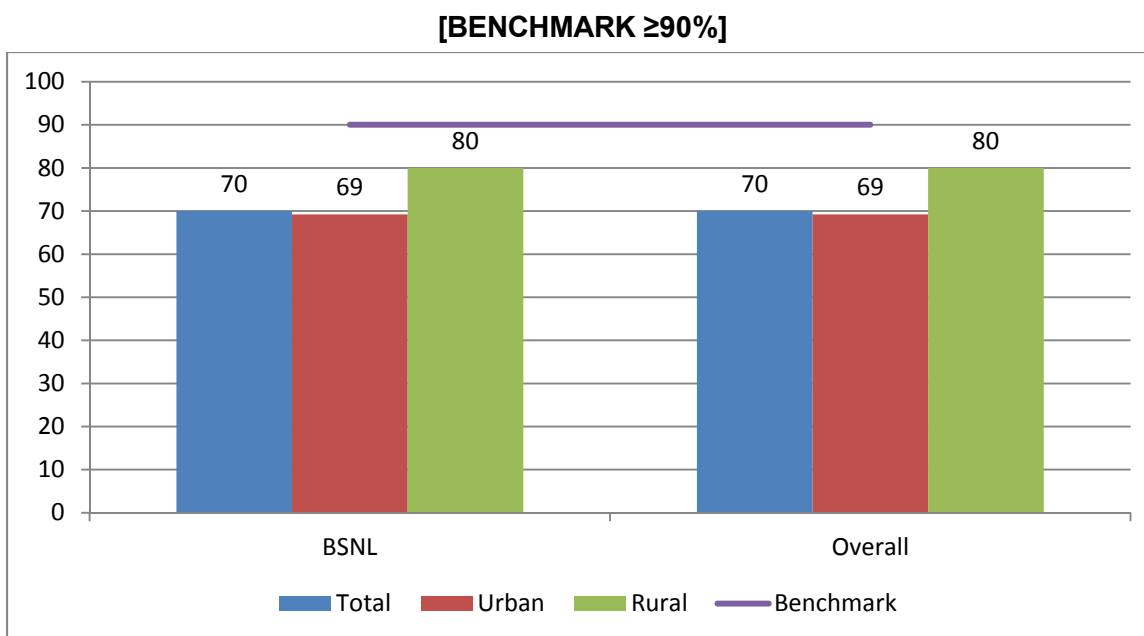
6C.5.2a.2 The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	94.7	96.6	53.3	96.5	774
	Urban	95.1	96.7	58.8	96.8	731
	Rural	88.4	95.4	36.4	90.7	43

- Most of the customers were satisfied with the sub-parameters of billing performance except with the process of resolution of billing complaints.
- In rural areas, customers were less satisfied with the process of resolution of billing complaints.

6C.5.3 Customer Satisfaction with Help Services

6C.5.3.1 The following graph shows the percentage of satisfied customers with help services.



- On the whole, BSNL did not meet the benchmark laid down by TRAI. However, it had a higher proportion of satisfied customers in the rural areas.

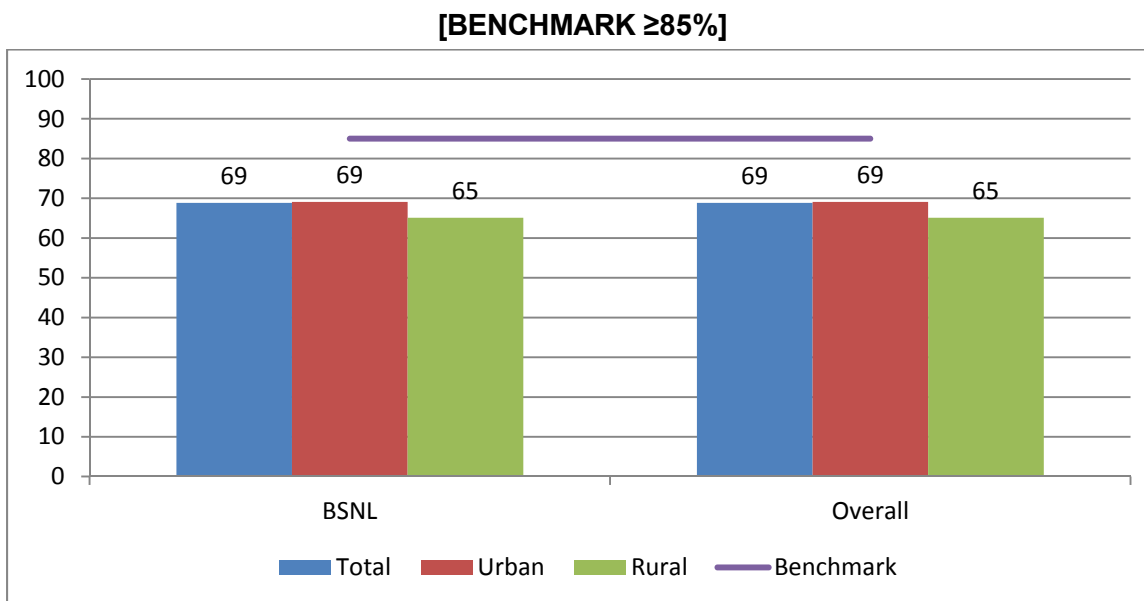
6C.5.3.3 The following table shows the percentage of customers satisfied with the sub-parameters of help services.

Service providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
BSNL	Total	78.8	78.8	74.8	59.0	59.0	127
	Urban	78.6	78.6	74.4	57.3	57.3	117
	Rural	80.0	80.0	80.0	80.0	80.0	10

- Most of the customers were less satisfied with the sub-parameters of help services.
- On an overall basis, problem solving ability and time taken by the call centre were the main reasons for dissatisfaction among the customers.

6C.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

6C.5.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.



- In all, BSNL was not able to meet the benchmark laid down by TRAI.
- Performance in the urban areas was somewhat better than in the rural areas.

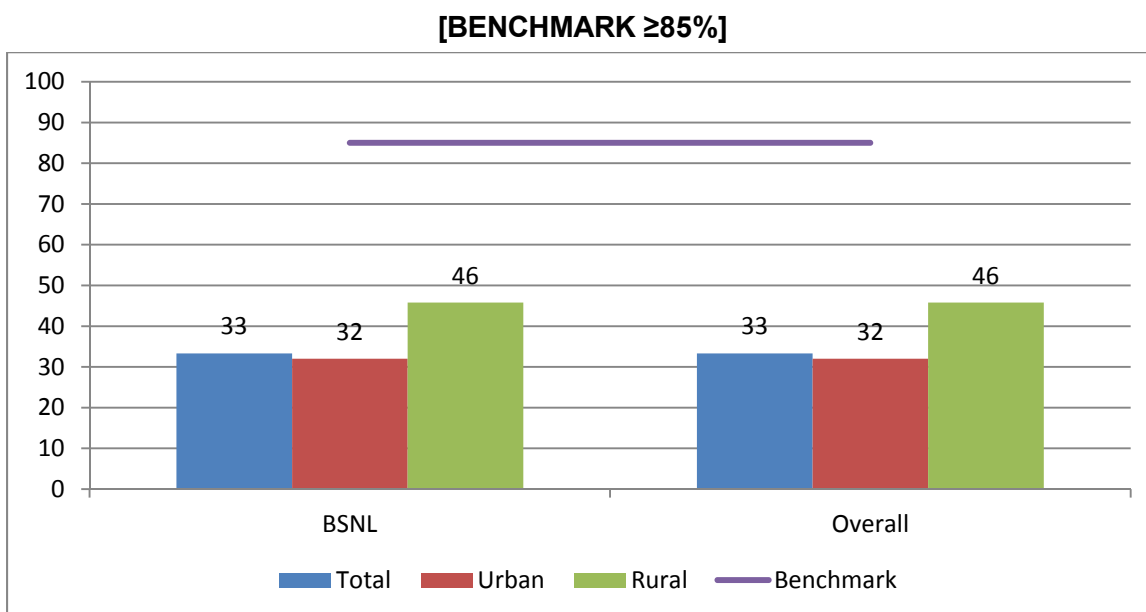
6C.5.4.3 The following table shows the percentage of customers satisfied with sub- parameters of network performance, reliability & availability.

Service providers		% customers		Base
		Speed of broadband connection	Amount of time for which the service is up and working	
BSNL	Total	68.7	69.0	774
	Urban	69.1	69.1	731
	Rural	62.8	67.4	43

- In total, customers of BSNL were less satisfied with the speed of broadband connection and amount of time for which the service is up and working

6C.5.5 Customer Satisfaction with Maintainability

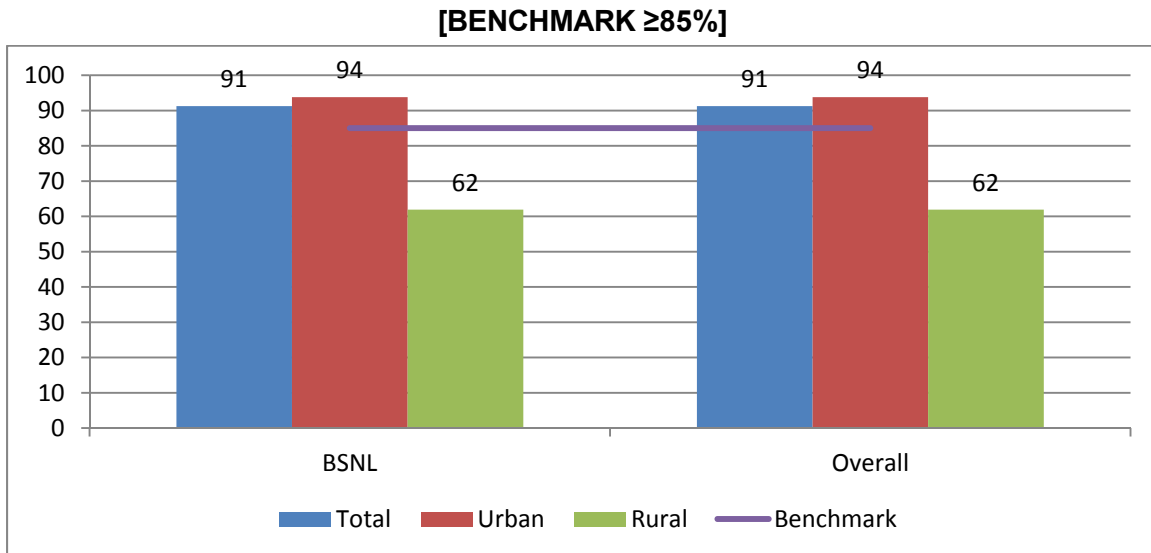
6C.5.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- On an overall basis, BSNL did not meet the benchmark laid down by TRAI.

6C.5.6 Customer Satisfaction with Supplementary Services

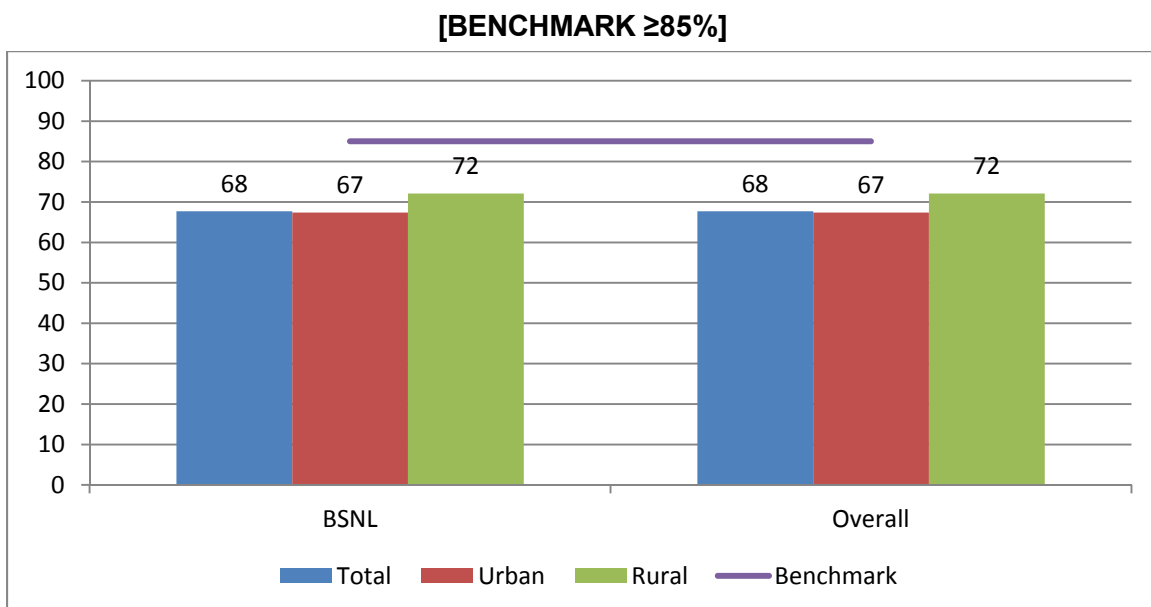
6C.5.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- On the whole, BSNL met the benchmark laid down by TRAI.
- Rural customers were less satisfied as compared to the urban customers.

6C.5.7 Customer Satisfaction with Overall Service Quality

6C.5.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- On an overall basis, BSNL was not able to meet the benchmark laid down by TRAI.

6C.6 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

6C.6.1 Awareness and Experience of Call Centre

6C.6.1.1 The following table shows the percentage of customers, who were aware of the call centre number of their service provider to make complaints/ queries.

Service providers		% customers	Base
BSNL	Total	80.4	774
	Urban	82.1	731
	Rural	51.2	43

- On the whole, 80.4% of the broadband customers said that they were aware about the call centre number of their service provider to make complaints/ queries. However, only 51.2% of the rural customers were aware of the contact details of the call centre number of their service provider to make complaints/ queries.

6C.6.1.2 The following table shows the percentage of customers, who had complained in last 6 months to the toll free call centre/customer care/help-line telephone number.

Service providers		% customers	Base
BSNL	Total	7.5	774
	Urban	6.4	731
	Rural	25.6	43

- In total, only 7.5% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Higher proportion of rural customers had complained.

6C.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 no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	
BSNL	Total	70.7	15.5	3.4	1.7	8.6	58
	Urban	74.5	14.9	4.3	2.1	4.3	47
	Rural	54.5	18.2	0.0	0.0	27.3	11

On an overall basis:

- 70.7% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- 15.5% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints.

- 3.4% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- 1.7% of the broadband customers, who had complained said that they did not receive docket numbers even on request.
- 8.6% of the broadband customers, who had complained, said that their complaints were refused to be registered.

6C.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
BSNL	Total	74.1	58
	Urban	78.7	47
	Rural	54.5	11

- In all, 74.1% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

6C.6.1.5 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service providers		% customers	Base
BSNL	Total	67.2	58
	Urban	68.1	47
	Rural	63.6	11

- Out of the total, 67.2% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by the call centre/ customer care/ helpline.

6C.6.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the call centre.

Service providers		Reasons for dissatisfaction with customer care						Base
		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 able to understand the problem	Others	
BSNL	Total	42.1	5.3	0.0	26.3	26.3	0.0	19
	Urban	40.0	6.7	0.0	33.3	20.0	0.0	15
	Rural	50.0	0.0	0.0	0.0	50.0	0.0	4

- On an overall basis, the main reason for dissatisfaction with the customer care was difficulty to connect to the call centre executive.

6C.6.1.7 The following table shows the percentage of customers, who got their billing complaint resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint.

Service providers		% customers	Base
BSNL	Total	56.9	58
	Urban	61.7	47
	Rural	36.4	11

- In all, 56.9% 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.

6C.6.2 Awareness and Experience of Nodal Officer

6C.6.2.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service providers		% customers	Base
BSNL	Total	11.8	774
	Urban	11.5	731
	Rural	16.3	43

- On the whole, only 11.8% of the broadband customers said that they were aware of the contact details of the nodal officer.

6C.6.2.2 The following table shows the percentage of customers, who had complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care.

Service providers		% customers	Base
BSNL	Total	0.8	774
	Urban	0.8	731
	Rural	0.0	43

- In total, less than 1% of the customers had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

6C.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
BSNL	Total	100.0	6
	Urban	100.0	6
	Rural	0.0	0

- On an overall basis, all those customers, who made any complaints to the nodal officer, were intimated by the nodal officer about the decision taken on their complaints.

6C.6.2.4The following table shows the percentage of customers satisfied with the redressal of the complaint by the nodal officer.

Service providers		% customers	Base
BSNL	Total	100.0	6
	Urban	100.0	6
	Rural	0.0	0

- As a whole, all the customers were satisfied with the redressal of their complaints by the nodal officer.

6C.6.3 Awareness and Experience of Appellate Authority

6C.6.3.1The following table shows the percentage of customers, who were aware about the contact details of the Appellate Authority.

Service providers		% customers	Base
BSNL	Total	11.1	774
	Urban	10.8	731
	Rural	16.3	43

- In total, 11.1% of the broadband customers said that they were aware of the contact details of the appellate authority.

6C.6.3.2 Incidence of appeal being filed in the prescribed form in last 6 months.

- None of the customers filed any appeal to with the appellate authority.

6C.6.4 General Information

6C.6.4. The following table shows the percentage of the customers who got the Manual of Practice containing the terms and conditions of service, toll free number of the call centre the and contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.

Service providers		% customers	Base
BSNL	Total	63.8	774
	Urban	66.9	731
	Rural	11.6	43

- On an overall basis, only 63.8% of the customers claimed to have got the manual of practice.

7. CRITICAL ANALYSIS

Performance of the service providers on QoS parameters is outlined below.

7.1 Basic Telephone Service

7.1.1 Overall Service Quality

- BSNL's performance on this parameter was better as 93% of the respondents were satisfied.

7.1.2 Provision of Service:

- In all, 99% of the BSNL customers were satisfied with the provision of service.

7.1.3 Billing Performance - Postpaid

- On the whole, only 79.8% of the customers were satisfied with the resolution of the billing complaints.

7.1.4 Help Services including Customer Grievance Redressal

- On the whole, 82.9% of the customers were satisfied with the time taken by the call centre to resolve the complaints.
- On an overall basis, 84% of the customers were satisfied with the problem solving ability of the customer care executive.

7.1.5 Network Performance, Reliability & Availability

- On the overall, BSNL's performance was marginally low on this parameter as only 93% of the customers were satisfied

7.1.6 Maintainability

- In all, performance of BSNL was low on this parameter as 83% of the customers were satisfied.

7.1.7 Supplementary and Value Added Services

- In total, 92%, of the customers were satisfied with the supplementary and value added services.

7.1.8 Grievance Redressal Mechanism

On an overall basis:

- 86.1% of the customers were aware of the toll free number of the call centre
- Only 4.3% of the total customers were aware of the nodal officer.
- Only 3.8% of the customers were aware of the contact details of the appellate authority.

7.2 Cellular Mobile Telephone Service

7.2.1 Overall Quality of Service

- In all, Aircel, Airtel and BSNL were able to meet the benchmark set by the TRAI.

7.2.2 Provision of Service

- On the overall, all the service providers were able to meet the benchmark set by TRAI.

7.2.3 Billing Performance

- In the post paid billing, Aircel, BSNL and Idea were able to meet the benchmark set by TRAI.
- In prepaid billing, all the service providers were able to meet the benchmark set by TRAI.

7.2.4 Help Services including Customer Grievance Redressal

- On an overall basis, only Airtel and BSNL were able to meet the benchmark set for this parameter.
- Rel Tel was the worst performers on this front.

7.2.5 Network Performance, Reliability & Availability

- In total, Aircel and Airtel were able to meet the benchmark set by TRAI.

7.2.6 Maintainability

- On an overall basis, only Airtel met the benchmark laid down by TRAI.
- Rel Tel, S Tel and Vodafone were the worst performers.

7.2.7 Supplementary and Value Added Services

On an overall basis:

- Aircel, BSNL, S Tel and TTSL were able to meet the benchmark set by the TRAI.
- Rel Tel was the worst performers.
- Only 86.2% of the customers were satisfied with the resolution of complaints.

7.2.8 Grievance Redressal Mechanism

- On the whole, 68.5% of the customers were aware of the call centre number of their service provider.
- In all, 9.4% of the customers were aware of the contact details of the nodal officer and the appellate authority respectively.

7.3 Broadband Service

7.3.1 Overall Quality of Service

- On an overall basis, 68% of the customers were satisfied with the overall quality of service of BSNL.
- BSNL's urban customers were less satisfied with the quality of service than the rural customers.

7.3.2 Provision of Service

- On the whole, 50% of the customers were satisfied with the provision of service.

7.3.3 Billing Performance

- On the overall, 95% of the customers in case of BSNL (postpaid only) were satisfied with the billing performance.

7.3.4 Help Services

- On the whole, 70% of the customers were satisfied with the help services including customer grievance redressal.

7.3.5 Network Performance, Reliability & Availability

- In all, 69% of the customers were satisfied with the network performance.

7.3.6 Maintainability

- Out of the total, only 33% of the customers were satisfied with the maintainability.

7.3.7 Supplementary Services

- On an overall basis, BSNL met the benchmark set by TRAI for this parameter. However, BSNL failed to meet the benchmark in the rural areas.

7.3.8 Grievance Redressal Mechanism

On an overall basis:

- 80.4% of the customers were aware of the toll free number of the call centre of their service provider.
- Only 11.8% of the customers were aware of the nodal officer.
- Only 11.1% of the respondents were aware of the appellate authority.

8. RECOMMENDATIONS

8.1 Basic Telephone Service

8.1.1 Provision of Service

- BSNL needs to maintain this parameter in both urban as well as rural areas.

8.1.2 Billing Performance

- BSNL needs to improve the billing performance in urban areas while it strive to maintain it in rural areas.

8.1.3 Help Services

- As large number of BSNL customers were not satisfied with its help services, it needs to improve its help services especially in the urban areas.

8.1.4 Network Performance

- BSNL failed to meet the benchmark and it should try to improve the network performance in urban and rural areas.

8.1.5 Maintainability

- BSNL needs to improve upon this parameter in the urban areas.

8.1.6 Supplementary and Value Added Services

- BSNL needs to maintain this parameter.

8.1.7 Grievance Redressal Mechanism

- Awareness about the nodal officer and the appellate authority was found to be very low and BSNL should make its customers more aware about the same.

8.2 Cellular Mobile Telephone Service

8.2.1 Provision of Service

- All the service providers need to maintain it.

8.2.2 Billing Performance

- Among post paid service providers, Aircel, BSNL, and Idea needs to maintain their performance, while Airtel, Rel Tel, S Tel, TTSL and Vodafone need to improve it.
- All the service providers in the prepaid category need to maintain their performance.

8.2.3 Help Services

- Airtel and BSNL need to maintain it while Aircel, Idea, Rel Tel, S Tel, TTSL and Vodafone needs to improve their performance.

8.2.4 Network Performance

- Aircel and Airtel need to maintain it while BSNL, Idea, Rel Tel, S Tel, TTSL and Vodafone need to improve on this parameter.

8.2.5 Maintainability

- All service providers need to improve on this parameter.

8.2.6 Supplementary & Value added services

- Aircel, BSNL S Tel and Rel Tel needs to maintain this parameter while Airtel, Idea, TTSL and Vodafone need to improve upon this parameter.

8.2.7 Grievance Redressal Mechanism

- There is a need to increase the awareness level of the call centre, the nodal officer and the appellate authority among customers.

8.3 Broadband Services

8.3.1 Provision of Service

- A very low percentage of the customers are satisfied with the provision of service, and hence BSNL needs significant improvement in its performance on this parameter.

8.3.2 Billing Performance

- BSNL needs to improve its performance on this parameter in the rural areas.

8.3.3 Help Services

- BSNL needs to improve its performance.

8.3.4. Network Performance

- BSNL needs to improve its performance on this parameter.

8.3.5 Maintainability

- A large number of customers were not satisfied with BSNL, hence, BSNLs need to improve on this parameter.

8.3.6 Supplementary Services

- A large number of rural customers were not satisfied with this parameter. Therefore, BSNLs need to improve its performance on this parameter in rural areas.

8.3.7 Grievance Redressal mechanism

- Awareness level about the call centre number, the nodal officer and the appellate authority needs to improve.

ANNEXURE - BASIC TELEPHONE SERVICE

1(a) Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	242	558	800
	%	30.3	69.8	100
BSNL (Urban)	Count	217	536	753
	%	28.8	71.2	100
BSNL (Rural)	Count	25	22	47
	%	53.2	46.8	100

1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	240	96	144	0	2	242
	%	99.2	39.7	59.5	0.0	0.8	100
BSNL (Urban)	Count	215	85	130	0	2	217
	%	99.1	39.2	59.9	0.0	0.9	100
BSNL (Rural)	Count	25	11	14	0	0	25
	%	100.0	44.0	56.0	0.0	0.0	100

2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	202	40	242
	%	83.5	16.5	100
BSNL (Urban)	Count	182	35	217
	%	83.9	16.1	100
BSNL (Rural)	Count	20	5	25
	%	80.0	20.0	100

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	240	150	90	1	1	242
	%	99.2	62.0	37.2	0.4	0.4	100
BSNL (Urban)	Count	215	145	70	1	1	217
	%	99.1	66.8	32.3	0.5	0.5	100
BSNL (Rural)	Count	25	5	20	0	0	25
	%	100.0	20.0	80.0	0.0	0.0	100

B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))

4. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	765	252	513	28	7	800
	%	95.6	31.5	64.1	3.5	0.9	100
BSNL (Urban)	Count	718	240	478	28	7	753
	%	95.4	31.9	63.5	3.7	0.9	100
BSNL (Rural)	Count	47	12	35	0	0	47
	%	100.0	25.5	74.5	0.0	0.0	100

5(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	738	165	573	59	3	800
	%	92.2	20.6	71.6	7.4	0.4	100
BSNL (Urban)	Count	697	155	542	55	1	753
	%	92.6	20.6	72.0	7.3	0.1	100
BSNL (Rural)	Count	41	10	31	4	2	47
	%	87.3	21.3	66.0	8.5	4.3	100

5(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charge d for value added services not subscribed	Charge d for calls/se rvices not made/u sed	Details like item-wise charges are not provided	Calculat ions are not clear	Others	Total
BSNL (Total)	Count	8	1	0	30	5	25	2	62
	%	14.0	1.8	0.0	47.6	7.9	39.7	3.2	100
BSNL (Urban)	Count	0	0	0	24	5	25	2	56
	%	0.0	0.0	0.0	42.1	8.8	43.9	3.5	100
BSNL (Rural)	Count	8	1	0	6	0	0	0	6
	%	12.7	1.6	0.0	100.0	0.0	0.0	0.0	100

6. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	99	701	800
	%	12.4	87.6	100
BSNL (Urban)	Count	84	669	753
	%	11.2	88.8	100
BSNL (Rural)	Count	15	32	47
	%	31.9	68.1	100

7. How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	79	30	49	19	1	99
	%	79.8	30.3	49.5	19.2	1.0	100
BSNL (Urban)	Count	65	24	41	19	0	84
	%	77.4	28.6	48.8	22.6	0.0	100
BSNL (Rural)	Count	14	6	8	0	1	15
	%	93.3	40.0	53.3	0.0	6.7	100

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	780	130	650	9	11	800
	%	97.6	16.3	81.3	1.1	1.4	100
BSNL (Urban)	Count	733	124	609	9	11	753
	%	97.4	16.5	80.9	1.2	1.5	100
BSNL (Rural)	Count	47	6	41	0	0	47
	%	100.0	12.8	87.2	0.0	0.0	100

9. 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	Total
BSNL (Total)	Count	2	0	17	11	3	20
	%	10.0	0.0	85.0	55.0	15.0	100
BSNL (Urban)	Count	2	0	17	11	3	20
	%	10.0	0.0	85.0	55.0	15.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	195	605	800
	%	24.4	75.6	100
BSNL (Urban)	Count	183	570	753
	%	24.3	75.7	100
BSNL (Rural)	Count	12	35	47
	%	25.5	74.5	100

12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	181	49	132	14	0	195
	%	92.8	25.1	67.7	7.2	0.0	100
BSNL (Urban)	Count	170	45	125	13	0	183
	%	92.9	24.6	68.3	7.1	0.0	100
BSNL (Rural)	Count	11	4	7	1	0	12
	%	91.6	33.3	58.3	8.3	0.0	100

12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	177	53	124	17	1	195
	%	90.7	27.3	63.4	8.8	0.5	100
BSNL (Urban)	Count	165	50	115	17	1	183
	%	90.1	27.5	62.6	9.3	0.5	100
BSNL (Rural)	Count	12	3	9	0	0	12
	%	100.0	25.0	75.0	0.0	0.0	100

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	182	52	130	13	0	195
	%	93.4	26.7	66.7	6.7	0.0	100
BSNL (Urban)	Count	170	46	124	13	0	183
	%	92.9	25.1	67.8	7.1	0.0	100
BSNL (Rural)	Count	12	6	6	0	0	12
	%	100.0	50.0	50.0	0.0	0.0	100

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	164	63	101	30	1	195
	%	84.0	32.5	51.5	15.5	0.5	100
BSNL (Urban)	Count	153	57	96	29	1	183
	%	83.5	31.3	52.2	15.9	0.5	100
BSNL (Rural)	Count	11	6	5	1	0	12
	%	91.7	50.0	41.7	8.3	0.0	100

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	161	50	111	33	1	195
	%	82.5	25.6	56.9	16.9	0.5	100
BSNL (Urban)	Count	149	46	103	33	1	183
	%	81.4	25.1	56.3	18.0	0.5	100
BSNL (Rural)	Count	12	4	8	0	0	12
	%	100.0	33.3	66.7	0.0	0.0	100

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	747	281	466	49	4	800
	%	93.4	35.1	58.3	6.1	0.5	100
BSNL (Urban)	Count	703	266	437	46	4	753
	%	93.3	35.3	58.0	6.1	0.5	100
BSNL (Rural)	Count	44	15	29	3	0	47
	%	93.6	31.9	61.7	6.4	0.0	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	751	281	470	45	4	800
	%	93.9	35.1	58.8	5.6	0.5	100
BSNL (Urban)	Count	707	267	440	44	2	753
	%	93.9	35.5	58.4	5.8	0.3	100
BSNL (Rural)	Count	44	14	30	1	2	47
	%	93.6	29.8	63.8	2.1	4.3	100

18. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	742	281	461	48	10	800
	%	92.7	35.1	57.6	6.0	1.3	100
BSNL (Urban)	Count	698	267	431	46	9	753
	%	92.7	35.5	57.2	6.1	1.2	100
BSNL (Rural)	Count	44	14	30	2	1	47
	%	93.6	29.8	63.8	4.3	2.1	100

19. How many times has your telephone connection required repair in the last 6 months?						
Service Providers		Nil	One time	2-3 times	More than 3 times	Total
BSNL (Total)	Count	643	110	41	6	800
	%	80.4	13.8	5.1	0.8	100
BSNL (Urban)	Count	608	99	40	6	753
	%	80.7	13.1	5.3	0.8	100
BSNL (Rural)	Count	35	11	1	0	47
	%	74.5	23.4	2.1	0.0	100

20. How long did it take generally for repairing the fault after lodging a complaint?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	89	41	11	16	157
	%	56.7	26.1	7.0	10.2	100
BSNL (Urban)	Count	78	40	11	16	145
	%	53.8	27.6	7.6	11.0	100
BSNL (Rural)	Count	11	1	0	0	12
	%	91.7	8.3	0.0	0.0	100

21. How satisfied are you with the fault repair service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	130	33	97	27	0	157
	%	82.7	21.2	61.5	17.3	0.0	100
BSNL (Urban)	Count	118	28	90	27	0	145
	%	81.2	19.4	61.8	18.8	0.0	100
BSNL (Rural)	Count	12	5	7	0	0	12
	%	100.0	41.7	58.3	0.0	0.0	100

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	116	684	800
	%	14.5	85.5	100
BSNL (Urban)	Count	103	650	753
	%	13.7	86.3	100
BSNL (Rural)	Count	13	34	47
	%	27.7	72.3	100

23. How satisfied are you with the quality of the supplementary services / value added service provided?

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	95	78	17	12	9	116
	%	81.9	67.2	14.7	10.3	7.8	100
BSNL (Urban)	Count	82	69	13	12	9	103
	%	79.6	67.0	12.6	11.7	8.7	100
BSNL (Rural)	Count	13	9	4	0	0	13
	%	100.0	69.2	30.8	0.0	0.0	100

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	110	53	57	6	0	116
	%	94.8	45.7	49.1	5.2	0.0	100
BSNL (Urban)	Count	97	46	51	6	0	103
	%	94.2	44.7	49.5	5.8	0.0	100
BSNL (Rural)	Count	13	7	6	0	0	13
	%	100.0	53.8	46.2	0.0	0.0	100

24(b). Please tell me reasons for your dissatisfaction

Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
BSNL (Total)	Count	4	2	1	6
	%	66.7	33.3	16.7	100
BSNL (Urban)	Count	4	2	1	6
	%	66.7	33.3	16.7	100
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

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

Service Providers		Yes	No	Total
BSNL (Total)	Count	115	685	800
	%	14.4	85.6	100
BSNL (Urban)	Count	94	659	753
	%	12.5	87.5	100
BSNL (Rural)	Count	21	26	47
	%	44.7	55.3	100

25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	113	47	66	2	0	115
	%	98.3	40.9	57.4	1.7	0.0	100
BSNL (Urban)	Count	92	40	52	2	0	94
	%	97.9	42.6	55.3	2.1	0.0	100
BSNL (Rural)	Count	21	7	14	0	0	21
	%	100.0	33.3	66.7	0.0	0.0	100

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	744	324	420	52	4	800
	%	93.0	40.5	52.5	6.5	0.5	100
BSNL (Urban)	Count	697	299	398	52	4	753
	%	92.6	39.7	52.9	6.9	0.5	100
BSNL (Rural)	Count	47	25	22	0	0	47
	%	100.0	53.2	46.8	0.0	0.0	100

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Mobile	Other	None	Total
BSNL (Total)	Count	573	37	0	190	800
	%	71.6	4.6	0.0	23.8	100
BSNL (Urban)	Count	564	32	0	157	753
	%	74.9	4.2	0.0	20.8	100
BSNL (Rural)	Count	9	5	0	33	47
	%	19.1	10.6	0.0	70.2	100

28(a). Have you terminated a telephone connection that you had in the last 6 month?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	60	740	800
	%	7.5	92.5	100
BSNL (Urban)	Count	50	703	753
	%	6.6	93.4	100
BSNL (Rural)	Count	10	37	47
	%	21.3	78.7	100

28(b). If Yes, Please name your service provider?						
Service Providers		Airtel	BSNL	Reliance	Tata	Total
BSNL (Total)	Count	0	60	0	0	60
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Urban)	Count	0	50	0	0	50
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Rural)	Count	0	10	0	0	10
	%	0.0	100.0	0.0	0.0	100.0

29. How many days were taken for termination of your telephone connection?						
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	50	6	4	0	60
	%	84.3	10.0	6.7	0.0	100
BSNL (Urban)	Count	40	6	4	0	50
	%	80.0	12.0	8.0	0.0	100
BSNL (Rural)	Count	10	0	0	0	10
	%	100.0	0.0	0.0	0.0	100

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	157	643	800
	%	19.6	80.4	100
BSNL (Urban)	Count	143	610	753
	%	19.0	81.0	100
BSNL (Rural)	Count	14	33	47
	%	29.8	70.2	100

31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	145	655	800
	%	18.1	81.9	100
BSNL (Urban)	Count	133	620	753
	%	17.7	82.3	100
BSNL (Rural)	Count	12	35	47
	%	25.5	74.5	100

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	85	60	145
	%	58.3	41.7	100
BSNL (Urban)	Count	73	60	133
	%	54.5	45.5	100
BSNL (Rural)	Count	12	0	12
	%	100.0	0.0	100

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total
BSNL (Total)	Count	9	59	16	1	85
	%	10.6	69.4	18.8	1.2	100
BSNL (Urban)	Count	9	53	11	0	73
	%	12.3	72.6	15.1	0.0	100
BSNL (Rural)	Count	0	6	5	1	12
	%	0.0	50.0	41.7	8.3	100

32(c). Have you made any complaint to your service provider on getting such unwanted tele-marketing calls/ SMS even after registering your telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	73	3	76
	%	96.1	3.9	100
BSNL (Urban)	Count	61	3	64
	%	95.3	4.7	100
BSNL (Rural)	Count	12	0	12
	%	100.0	0.0	100

32(d). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
BSNL (Total)	Count	61	12	0	0	73
	%	83.6	16.4	0.0	0.0	100
BSNL (Urban)	Count	54	7	0	0	61
	%	88.5	11.5	0.0	0.0	100
BSNL (Rural)	Count	7	5	0	0	12
	%	58.3	41.7	0.0	0.0	100

33. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	4	1	14	14	15	91	170	224	175	92	800
	%	0.5	0.1	1.8	1.8	1.9	11.4	21.3	28.0	21.9	11.5	100
BSNL (Urban)	Count	4	1	14	14	15	81	161	215	163	85	753
	%	0.5	0.1	1.9	1.9	2.0	10.8	21.4	28.6	21.6	11.3	100
BSNL (Rural)	Count	0	0	0	0	0	10	9	9	12	7	47
	%	0.0	0.0	0.0	0.0	0.0	21.3	19.1	19.1	25.5	14.9	100

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

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??				
Service Providers		Yes	No	Total
BSNL (Total)	Count	689	111	800
	%	86.1	13.9	100
BSNL (Urban)	Count	644	109	753
	%	85.5	14.5	100
BSNL (Rural)	Count	45	2	47
	%	95.7	4.3	100

34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	97	703	800
	%	12.1	87.9	100
BSNL (Urban)	Count	87	666	753
	%	11.6	88.4	100
BSNL (Rural)	Count	10	37	47
	%	21.3	78.7	100

35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	63	27	5	1	1	97
	%	64.9	27.8	5.2	1.0	1.0	100
BSNL (Urban)	Count	58	24	3	1	1	87
	%	66.7	27.6	3.4	1.1	1.1	100
BSNL (Rural)	Count	5	3	2	0	0	10
	%	50.0	30.0	20.0	0.0	0.0	100

36. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	59	38	97
	%	60.8	39.2	100
BSNL (Urban)	Count	51	36	87
	%	58.6	41.4	100
BSNL (Rural)	Count	8	2	10
	%	80.0	20.0	100

37. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	59	32	6	97
	%	60.8	33.0	6.2	100
BSNL (Urban)	Count	49	32	6	87
	%	56.3	36.8	6.9	100
BSNL (Rural)	Count	10	0	0	10
	%	100.0	0.0	0.0	100

38. 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	Total
BSNL (Total)	Count	34	766	800
	%	4.3	95.8	100
BSNL (Urban)	Count	30	723	753
	%	4.0	96.0	100
BSNL (Rural)	Count	4	43	47
	%	8.5	91.5	100

39(a). 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	Total
BSNL (Total)	Count	24	10	34
	%	70.6	29.4	100
BSNL (Urban)	Count	23	7	30
	%	76.7	23.3	100
BSNL (Rural)	Count	1	3	4
	%	25.0	75.0	100

39(b). Were you able to contact the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	19	5	24
	%	79.2	20.8	100
BSNL (Urban)	Count	19	4	23
	%	82.6	17.4	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100.0	100

40. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	16	8	24
	%	66.7	33.3	100
BSNL (Urban)	Count	16	7	23
	%	69.6	30.4	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100.0	100

41. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	16	14	2	8	0	24
	%	66.6	58.3	8.3	33.3	0.0	100
BSNL (Urban)	Count	16	14	2	7	0	23
	%	69.6	60.9	8.7	30.4	0.0	100
BSNL (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100

42. Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]						
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	3	0	5	0	8
	%	37.5	0.0	62.5	0.0	100
BSNL (Urban)	Count	3	0	4	0	7
	%	42.9	0.0	57.1	0.0	100
BSNL (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100

43. 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	Total
BSNL (Total)	Count	30	770	800
	%	3.8	96.3	100
BSNL (Urban)	Count	26	727	753
	%	3.5	96.5	100
BSNL (Rural)	Count	4	43	47
	%	8.5	91.5	100

44. Have you filed any appeal in last 6 months?

Service Providers		Yes	No	Total
BSNL (Total)	Count	28	2	30
	%	93.3	6.7	100
BSNL (Urban)	Count	24	2	26
	%	92.3	7.7	100
BSNL (Rural)	Count	4	0	4
	%	100.0	0.0	100

45. Did you receive any acknowledgement?

Service Providers		Yes	No	Total
BSNL (Total)	Count	27	1	28
	%	96.4	3.6	100
BSNL (Urban)	Count	24	0	24
	%	100.0	0.0	100
BSNL (Rural)	Count	3	1	4
	%	75.0	25.0	100

46. 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	Total
BSNL (Total)	Count	27	1	0	28
	%	96.4	3.6	0.0	100
BSNL (Urban)	Count	23	1	0	24
	%	95.8	4.2	0.0	100
BSNL (Rural)	Count	4	0	0	4
	%	100.0	0.0	0.0	100

50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	380	259	161	800
	%	47.5	32.4	20.1	100
BSNL (Urban)	Count	373	246	134	753
	%	49.5	32.7	17.8	100
BSNL (Rural)	Count	7	13	27	47
	%	14.9	27.7	57.4	100

ANNEXURE-CELLULAR MOBILE SERVICES

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	379	53	326	5	2	386
	%	98.2	13.7	84.5	1.3	0.5	100
Aircel (Urban)	Count	361	45	316	5	2	368
	%	98.1	12.2	85.9	1.4	0.5	100
Aircel (Rural)	Count	18	8	10	0	0	18
	%	100.0	44.4	55.6	0.0	0.0	100
Airtel (Total)	Count	439	81	358	4	2	445
	%	98.6	18.2	80.4	0.9	0.4	100
Airtel (Urban)	Count	351	71	280	3	0	354
	%	99.2	20.1	79.1	0.8	0.0	100
Airtel (Rural)	Count	88	10	78	1	2	91
	%	96.7	11.0	85.7	1.1	2.2	100
BSNL (Total)	Count	782	172	610	10	3	795
	%	98.3	21.6	76.7	1.3	0.4	100
BSNL (Urban)	Count	745	158	587	10	2	757
	%	98.4	20.9	77.5	1.3	0.3	100
BSNL (Rural)	Count	37	14	23	0	1	38
	%	97.3	36.8	60.5	0.0	2.6	100
Idea (Total)	Count	416	81	335	1	5	422
	%	98.6	19.2	79.4	0.2	1.2	100
Idea (Urban)	Count	315	63	252	1	2	318
	%	99.0	19.8	79.2	0.3	0.6	100
Idea (Rural)	Count	101	18	83	0	3	104
	%	97.1	17.3	79.8	0.0	2.9	100
Rel. Tel. (Total)	Count	320	42	278	14	3	337
	%	95.0	12.5	82.5	4.2	0.9	100
Rel. Tel. (Urban)	Count	297	40	257	14	3	314
	%	94.5	12.7	81.8	4.5	1.0	100
Rel. Tel. (Rural)	Count	23	2	21	0	0	23
	%	100.0	8.7	91.3	0.0	0.0	100
S Tel (Total)	Count	211	32	179	0	0	211
	%	100.0	15.2	84.8	0.0	0.0	100
S Tel (Urban)	Count	211	32	179	0	0	211
	%	100.0	15.2	84.8	0.0	0.0	100
TTSL (Total)	Count	444	150	294	6	3	453
	%	98.0	33.1	64.9	1.3	0.7	100
TTSL (Urban)	Count	444	150	294	6	3	453
	%	98.0	33.1	64.9	1.3	0.7	100
Vodafone (total)	Count	421	58	363	5	0	426
	%	98.8	13.6	85.2	1.2	0.0	100
Vodafone (urban)	Count	396	51	345	5	0	401
	%	98.7	12.7	86.0	1.2	0.0	100
Vodafone (rural)	Count	25	7	18	0	0	25
	%	100.0	28.0	72.0	0.0	0.0	100
Overall	Count	3412	669	2743	45	18	3475
	%	98.2	19.3	78.9	1.3	0.5	100
Overall (Urban)	Count	3120	610	2510	44	12	3176
	%	98.2	19.2	79.0	1.4	0.4	100
Overall (Rural)	Count	292	59	233	1	6	299
	%	97.6	19.7	77.9	0.3	2.0	100

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

Service Providers		Yes	No	Total
Aircel (Total)	Count	253	133	386
	%	65.5	34.5	100
Aircel (Urban)	Count	241	127	368
	%	65.5	34.5	100
Aircel (Rural)	Count	12	6	18
	%	66.7	33.3	100
Airtel (Total)	Count	279	166	445
	%	62.7	37.3	100
Airtel (Urban)	Count	243	111	354
	%	68.6	31.4	100
Airtel (Rural)	Count	36	55	91
	%	39.6	60.4	100
BSNL (Total)	Count	599	196	795
	%	75.3	24.7	100
BSNL (Urban)	Count	565	192	757
	%	74.6	25.4	100
BSNL (Rural)	Count	34	4	38
	%	89.5	10.5	100
Idea (Total)	Count	326	96	422
	%	77.3	22.7	100
Idea (Urban)	Count	260	58	318
	%	81.8	18.2	100
Idea (Rural)	Count	66	38	104
	%	63.5	36.5	100
Rel. Tel. (Total)	Count	256	81	337
	%	76.0	24.0	100
Rel. Tel. (Urban)	Count	239	75	314
	%	76.1	23.9	100
Rel. Tel. (Rural)	Count	17	6	23
	%	73.9	26.1	100
S Tel (Total)	Count	150	61	211
	%	71.1	28.9	100
S Tel (Urban)	Count	150	61	211
	%	71.1	28.9	100
TTSL (Total)	Count	373	80	453
	%	82.3	17.7	100
TTSL (Urban)	Count	373	80	453
	%	82.3	17.7	100
Vodafone (total)	Count	304	122	426
	%	71.4	28.6	100
Vodafone (urban)	Count	287	114	401
	%	71.6	28.4	100
Vodafone (rural)	Count	17	8	25
	%	68.0	32.0	100
Overall	Count	2540	935	3475
	%	73.1	26.9	100
Overall (Urban)	Count	2358	818	3176
	%	74.2	25.8	100
Overall (Rural)	Count	182	117	299
	%	60.9	39.1	100

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

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	364	63	301	22	0	386
	%	94.3	16.3	78.0	5.7	0.0	100
Aircel (Urban)	Count	346	51	295	22	0	368
	%	94.1	13.9	80.2	6.0	0.0	100
Aircel (Rural)	Count	18	12	6	0	0	18
	%	100.0	66.7	33.3	0.0	0.0	100
Airtel (Total)	Count	439	81	358	5	1	445
	%	98.6	18.2	80.4	1.1	0.2	100
Airtel (Urban)	Count	350	70	280	3	1	354
	%	98.9	19.8	79.1	0.8	0.3	100
Airtel (Rural)	Count	89	11	78	2	0	91
	%	97.8	12.1	85.7	2.2	0.0	100
BSNL (Total)	Count	784	136	648	10	1	795
	%	98.6	17.1	81.5	1.3	0.1	100
BSNL (Urban)	Count	746	119	627	10	1	757
	%	98.5	15.7	82.8	1.3	0.1	100
BSNL (Rural)	Count	38	17	21	0	0	38
	%	100.0	44.7	55.3	0.0	0.0	100
Idea (Total)	Count	421	85	336	1	0	422
	%	99.7	20.1	79.6	0.2	0.0	100
Idea (Urban)	Count	317	70	247	1	0	318
	%	99.7	22.0	77.7	0.3	0.0	100
Idea (Rural)	Count	104	15	89	0	0	104
	%	100.0	14.4	85.6	0.0	0.0	100
Rel. Tel. (Total)	Count	304	37	267	32	1	337
	%	90.2	11.0	79.2	9.5	0.3	100
Rel. Tel. (Urban)	Count	282	34	248	31	1	314
	%	89.8	10.8	79.0	9.9	0.3	100
Rel. Tel. (Rural)	Count	22	3	19	1	0	23
	%	95.6	13.0	82.6	4.3	0.0	100
S Tel (Total)	Count	207	26	181	4	0	211
	%	98.1	12.3	85.8	1.9	0.0	100
S Tel (Urban)	Count	207	26	181	4	0	211
	%	98.1	12.3	85.8	1.9	0.0	100
TTSL (Total)	Count	408	138	270	45	0	453
	%	90.1	30.5	59.6	9.9	0.0	100
TTSL (Urban)	Count	408	138	270	45	0	453
	%	90.1	30.5	59.6	9.9	0.0	100
Vodafone (total)	Count	420	74	346	6	0	426
	%	98.6	17.4	81.2	1.4	0.0	100
Vodafone (urban)	Count	396	65	331	5	0	401
	%	98.7	16.2	82.5	1.2	0.0	100
Vodafone (rural)	Count	24	9	15	1	0	25
	%	96.0	36.0	60.0	4.0	0.0	100
Overall	Count	3347	640	2707	125	3	3475
	%	96.3	18.4	77.9	3.6	0.1	100
Overall (Urban)	Count	3052	573	2479	121	3	3176
	%	96.1	18.0	78.1	3.8	0.1	100
Overall (Rural)	Count	295	67	228	4	0	299
	%	98.7	22.4	76.3	1.3	0.0	100

BILLING RELATED- PREPAID CUSTOMERS

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

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	372	66	306	6	2	380
	%	97.9	17.4	80.5	1.6	0.5	100
Aircel (Urban)	Count	354	55	299	6	2	362
	%	97.8	15.2	82.6	1.7	0.6	100
Aircel (Rural)	Count	18	11	7	0	0	18
	%	100.0	61.1	38.9	0.0	0.0	100
Airtel (Total)	Count	422	69	353	7	0	429
	%	98.4	16.1	82.3	1.6	0.0	100
Airtel (Urban)	Count	333	60	273	5	0	338
	%	98.6	17.8	80.8	1.5	0.0	100
Airtel (Rural)	Count	89	9	80	2	0	91
	%	97.8	9.9	87.9	2.2	0.0	100
BSNL (Total)	Count	671	106	565	8	0	679
	%	98.8	15.6	83.2	1.2	0.0	100
BSNL (Urban)	Count	633	90	543	8	0	641
	%	98.7	14.0	84.7	1.2	0.0	100
BSNL (Rural)	Count	38	16	22	0	0	38
	%	100.0	42.1	57.9	0.0	0.0	100
Idea (Total)	Count	408	76	332	9	4	421
	%	97.0	18.1	78.9	2.1	1.0	100
Idea (Urban)	Count	307	60	247	7	3	317
	%	96.8	18.9	77.9	2.2	0.9	100
Idea (Rural)	Count	101	16	85	2	1	104
	%	97.1	15.4	81.7	1.9	1.0	100
Rel. Tel. (Total)	Count	305	31	274	3	0	308
	%	99.1	10.1	89.0	1.0	0.0	100
Rel. Tel. (Urban)	Count	283	28	255	2	0	285
	%	99.3	9.8	89.5	0.7	0.0	100
Rel. Tel. (Rural)	Count	22	3	19	1	0	23
	%	95.6	13.0	82.6	4.3	0.0	100
S Tel (Total)	Count	211	19	192	0	0	211
	%	100.0	9.0	91.0	0.0	0.0	100
S Tel (Urban)	Count	211	19	192	0	0	211
	%	100.0	9.0	91.0	0.0	0.0	100
TTSL (Total)	Count	382	108	274	2	3	387
	%	98.7	27.9	70.8	0.5	0.8	100
TTSL (Urban)	Count	382	108	274	2	3	387
	%	98.7	27.9	70.8	0.5	0.8	100
Vodafone (total)	Count	402	72	330	7	0	409
	%	98.3	17.6	80.7	1.7	0.0	100
Vodafone (urban)	Count	379	65	314	5	0	384
	%	98.7	16.9	81.8	1.3	0.0	100
Vodafone (rural)	Count	23	7	16	2	0	25
	%	92.0	28.0	64.0	8.0	0.0	100
Overall	Count	372	66	306	6	2	380
	%	97.9	17.4	80.5	1.6	0.5	100
Overall (Urban)	Count	354	55	299	6	2	362
	%	97.8	15.2	82.6	1.7	0.6	100
Overall (Rural)	Count	18	11	7	0	0	18
	%	100.0	61.1	38.9	0.0	0.0	100

4(b). 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 subscribed	Charged for calls/services not made/used	Others	Total
Aircel (Total)	Count	0	1	5	0	2	8
	%	0.0	12.5	62.5	0.0	25.0	100
Aircel (Urban)	Count	0	1	5	0	2	8
	%	0.0	12.5	62.5	0.0	25.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	4	1	1	0	1	7
	%	57.1	14.3	14.3	0.0	14.3	100
Airtel (Urban)	Count	4	0	1	0	0	5
	%	80.0	0.0	20.0	0.0	0.0	100
Airtel (Rural)	Count	0	1	0	0	1	2
	%	0.0	50.0	0.0	0.0	50.0	100
BSNL (Total)	Count	1	3	2	4	0	8
	%	12.5	37.5	25.0	50.0	0.0	100
BSNL (Urban)	Count	1	3	2	4	0	8
	%	12.5	37.5	25.0	50.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	7	4	2	0	0	13
	%	53.8	30.8	15.4	0.0	0.0	100
Idea (Urban)	Count	6	3	1	0	0	10
	%	60.0	30.0	10.0	0.0	0.0	100
Idea (Rural)	Count	1	1	1	0	0	3
	%	33.3	33.3	33.3	0.0	0.0	100
Rel. Tel. (Total)	Count	2	0	1	0	0	3
	%	66.7	0.0	33.3	0.0	0.0	100
Rel. Tel. (Urban)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	2	3	0	0	0	5
	%	40.0	60.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	2	3	0	0	0	5
	%	40.0	60.0	0.0	0.0	0.0	100
Vodafone (total)	Count	2	3	2	1	0	7
	%	28.6	42.9	28.6	14.3	0.0	100
Vodafone (urban)	Count	1	2	2	1	0	5
	%	20.0	40.0	40.0	20.0	0.0	100
Vodafone (rural)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Overall	Count	18	15	13	5	3	51
	%	35.3	29.4	25.5	9.8	5.9	100
Overall (Urban)	Count	16	12	11	5	2	43
	%	37.2	27.9	25.6	11.6	4.7	100
Overall (Rural)	Count	2	3	2	0	1	8
	%	25.0	37.5	25.0	0.0	12.5	100

5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?

Service Providers		Yes	No	Total
Aircel (Total)	Count	91	289	380
	%	23.9	76.1	100
Aircel (Urban)	Count	88	274	362
	%	24.3	75.7	100
Aircel (Rural)	Count	3	15	18
	%	16.7	83.3	100
Airtel (Total)	Count	58	371	429
	%	13.5	86.5	100
Airtel (Urban)	Count	43	295	338
	%	12.7	87.3	100
Airtel (Rural)	Count	15	76	91
	%	16.5	83.5	100
BSNL (Total)	Count	255	424	679
	%	37.6	62.4	100
BSNL (Urban)	Count	247	394	641
	%	38.5	61.5	100
BSNL (Rural)	Count	8	30	38
	%	21.1	78.9	100
Idea (Total)	Count	76	345	421
	%	18.1	81.9	100
Idea (Urban)	Count	53	264	317
	%	16.7	83.3	100
Idea (Rural)	Count	23	81	104
	%	22.1	77.9	100
Rel. Tel. (Total)	Count	72	236	308
	%	23.4	76.6	100
Rel. Tel. (Urban)	Count	59	226	285
	%	20.7	79.3	100
Rel. Tel. (Rural)	Count	13	10	23
	%	56.5	43.5	100
S Tel (Total)	Count	35	176	211
	%	16.6	83.4	100
S Tel (Urban)	Count	35	176	211
	%	16.6	83.4	100
TTSL (Total)	Count	85	302	387
	%	22.0	78.0	100
TTSL (Urban)	Count	85	302	387
	%	22.0	78.0	100
Vodafone (total)	Count	81	328	409
	%	19.8	80.2	100
Vodafone (urban)	Count	79	305	384
	%	20.6	79.4	100
Vodafone (rural)	Count	2	23	25
	%	8.0	92.0	100
Overall	Count	753	2471	3224
	%	23.4	76.6	100
Overall (Urban)	Count	689	2236	2925
	%	23.6	76.4	100
Overall (Rural)	Count	64	235	299
	%	21.4	78.6	100

5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	87	14	73	2	2	91
	%	95.6	15.4	80.2	2.2	2.2	100
Aircel (Urban)	Count	84	13	71	2	2	88
	%	95.5	14.8	80.7	2.3	2.3	100
Aircel (Rural)	Count	3	1	2	0	0	3
	%	100.0	33.3	66.7	0.0	0.0	100
Airtel (Total)	Count	54	8	46	4	0	58
	%	93.1	13.8	79.3	6.9	0.0	100
Airtel (Urban)	Count	41	8	33	2	0	43
	%	95.3	18.6	76.7	4.7	0.0	100
Airtel (Rural)	Count	13	0	13	2	0	15
	%	86.7	0.0	86.7	13.3	0.0	100
BSNL (Total)	Count	251	67	184	2	2	255
	%	98.5	26.3	72.2	0.8	0.8	100
BSNL (Urban)	Count	243	64	179	2	2	247
	%	98.4	25.9	72.5	0.8	0.8	100
BSNL (Rural)	Count	8	3	5	0	0	8
	%	100.0	37.5	62.5	0.0	0.0	100
Idea (Total)	Count	71	13	58	4	1	76
	%	93.4	17.1	76.3	5.3	1.3	100
Idea (Urban)	Count	51	11	40	1	1	53
	%	96.3	20.8	75.5	1.9	1.9	100
Idea (Rural)	Count	20	2	18	3	0	23
	%	87.0	8.7	78.3	13	0.0	100
Rel. Tel. (Total)	Count	63	23	40	9	0	72
	%	87.5	31.9	55.6	12.5	0.0	100
Rel. Tel. (Urban)	Count	51	22	29	8	0	59
	%	86.5	37.3	49.2	13.6	0.0	100
Rel. Tel. (Rural)	Count	12	1	11	1	0	13
	%	92.3	7.7	84.6	7.7	0.0	100
S Tel (Total)	Count	34	8	26	1	0	35
	%	97.2	22.9	74.3	2.9	0.0	100
S Tel (Urban)	Count	34	8	26	1	0	35
	%	97.2	22.9	74.3	2.9	0.0	100
TTSL (Total)	Count	82	36	46	3	0	85
	%	96.5	42.4	54.1	3.5	0.0	100
TTSL (Urban)	Count	82	36	46	3	0	85
	%	96.5	42.4	54.1	3.5	0.0	100
Vodafone (total)	Count	79	20	59	2	0	81
	%	97.5	24.7	72.8	2.5	0.0	100
Vodafone (urban)	Count	77	18	59	2	0	79
	%	97.5	22.8	74.7	2.5	0.0	100
Vodafone (rural)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	0.0	0.0	100
Overall	Count	721	189	532	27	5	753
	%	95.8	25.1	70.7	3.6	0.7	100
Overall (Urban)	Count	663	180	483	21	5	689
	%	96.2	26.1	70.1	3.0	0.7	100
Overall (Rural)	Count	58	9	49	6	0	64
	%	90.7	14.1	76.6	9.4	0.0	100

5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	375	62	313	5	0	380
	%	98.7	16.3	82.4	1.3	0.0	100
Aircel (Urban)	Count	358	55	303	4	0	362
	%	98.9	15.2	83.7	1.1	0.0	100
Aircel (Rural)	Count	17	7	10	1	0	18
	%	94.5	38.9	55.6	5.6	0.0	100
Airtel (Total)	Count	427	74	353	2	0	429
	%	99.5	17.2	82.3	0.5	0.0	100
Airtel (Urban)	Count	336	64	272	2	0	338
	%	99.4	18.9	80.5	0.6	0.0	100
Airtel (Rural)	Count	91	10	81	0	0	91
	%	100.0	11.0	89.0	0.0	0.0	100
BSNL (Total)	Count	674	134	540	4	1	679
	%	99.2	19.7	79.5	0.6	0.1	100
BSNL (Urban)	Count	636	120	516	4	1	641
	%	99.2	18.7	80.5	0.6	0.2	100
BSNL (Rural)	Count	38	14	24	0	0	38
	%	100.0	36.8	63.2	0.0	0.0	100
Idea (Total)	Count	419	104	315	2	0	421
	%	99.5	24.7	74.8	0.5	0.0	100
Idea (Urban)	Count	316	91	225	1	0	317
	%	99.7	28.7	71.0	0.3	0.0	100
Idea (Rural)	Count	103	13	90	1	0	104
	%	99.0	12.5	86.5	1.0	0.0	100
Rel. Tel. (Total)	Count	306	29	277	2	0	308
	%	99.3	9.4	89.9	0.6	0.0	100
Rel. Tel. (Urban)	Count	283	27	256	2	0	285
	%	99.3	9.5	89.8	0.7	0.0	100
Rel. Tel. (Rural)	Count	23	2	21	0	0	23
	%	100.0	8.7	91.3	0.0	0.0	100
S Tel (Total)	Count	211	23	188	0	0	211
	%	100.0	10.9	89.1	0.0	0.0	100
S Tel (Urban)	Count	211	23	188	0	0	211
	%	100.0	10.9	89.1	0.0	0.0	100
TTSL (Total)	Count	384	117	267	2	1	387
	%	99.2	30.2	69.0	0.5	0.3	100
TTSL (Urban)	Count	384	117	267	2	1	387
	%	99.2	30.2	69	0.5	0.3	100
Vodafone (total)	Count	405	88	317	4	0	409
	%	99.0	21.5	77.5	1.0	0.0	100
Vodafone (urban)	Count	381	81	300	3	0	384
	%	99.2	21.1	78.1	0.8	0.0	100
Vodafone (rural)	Count	24	7	17	1	0	25
	%	96.0	28.0	68.0	4.0	0.0	100
Overall	Count	3201	631	2570	21	2	3224
	%	99.3	19.6	79.7	0.7	0.1	100
Overall (Urban)	Count	2905	578	2327	18	2	2925
	%	99.4	19.8	79.6	0.6	0.1	100
Overall (Rural)	Count	296	53	243	3	0	299
	%	99.0	17.7	81.3	1.0	0.0	100

5(d). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Lack of complete information about the offer	Charges/Services not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Aircel (Total)	Count	3	2	2	0	0	5
	%	60.0	40.0	40.0	0.0	0.0	100
Aircel (Urban)	Count	2	2	2	0	0	4
	%	50.0	50.0	50.0	0.0	0.0	100
Aircel (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Total)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Airtel (Urban)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	1	3	0	3	0	5
	%	20.0	60.0	0.0	60.0	0.0	100
BSNL (Urban)	Count	1	3	0	3	0	5
	%	20.0	60.0	0.0	60.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Rel. Tel. (Urban)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	2	0	1	0	0	3
	%	66.7	0.0	33.3	0.0	0.0	100
TTSL (Urban)	Count	2	0	1	0	0	3
	%	66.7	0.0	33.3	0.0	0.0	100
Vodafone (total)	Count	3	0	0	1	0	4
	%	75.0	0.0	0.0	25.0	0.0	100
Vodafone (urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
Vodafone (rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Overall	Count	14	6	4	3	0	23
	%	60.9	26.1	17.4	13.0	0.0	100
Overall (Urban)	Count	11	6	4	3	0	20
	%	55.0	30.0	20.0	15.0	0.0	100
Overall (Rural)	Count	3	0	0	0	0	3
	%	100.0	0.0	0.0	0.0	0.0	100

5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

Service Providers		Yes	No	Total
Aircel (Total)	Count	373	7	380
	%	98.2	1.8	100
Aircel (Urban)	Count	356	6	362
	%	98.3	1.7	100
Aircel (Rural)	Count	17	1	18
	%	94.4	5.6	100
Airtel (Total)	Count	397	32	429
	%	92.5	7.5	100
Airtel (Urban)	Count	308	30	338
	%	91.1	8.9	100
Airtel (Rural)	Count	89	2	91
	%	97.8	2.2	100
BSNL (Total)	Count	652	27	679
	%	96.0	4.0	100
BSNL (Urban)	Count	616	25	641
	%	96.1	3.9	100
BSNL (Rural)	Count	36	2	38
	%	94.7	5.3	100
Idea (Total)	Count	394	27	421
	%	93.6	6.4	100
Idea (Urban)	Count	303	14	317
	%	95.6	4.4	100
Idea (Rural)	Count	91	13	104
	%	87.5	12.5	100
Rel. Tel. (Total)	Count	300	8	308
	%	97.4	2.6	100
Rel. Tel. (Urban)	Count	277	8	285
	%	97.2	2.8	100
Rel. Tel. (Rural)	Count	23	0	23
	%	100	0.0	100
S Tel (Total)	Count	204	7	211
	%	96.7	3.3	100
S Tel (Urban)	Count	204	7	211
	%	96.7	3.3	100
TTSL (Total)	Count	347	40	387
	%	89.7	10.3	100
TTSL (Urban)	Count	347	40	387
	%	89.7	10.3	100
Vodafone (total)	Count	395	14	409
	%	96.6	3.4	100
Vodafone (urban)	Count	370	14	384
	%	96.4	3.6	100
Vodafone (rural)	Count	25	0	25
	%	100	0.0	100
Overall	Count	3062	162	3224
	%	95.0	5.0	100
Overall (Urban)	Count	2781	144	2925
	%	95.1	4.9	100
Overall (Rural)	Count	281	18	299
	%	94.0	6.0	100

BILLING RELATED-POSTPAID CUSTOMERS

6. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	6	1	5	0	0	6
	%	100.0	16.7	83.3	0.0	0.0	100
Aircel (Urban)	Count	6	1	5	0	0	6
	%	100.0	16.7	83.3	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	14	6	8	1	1	16
	%	87.5	37.5	50.0	6.3	6.3	100
Airtel (Urban)	Count	14	6	8	1	1	16
	%	87.5	37.5	50.0	6.3	6.3	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	111	5	106	2	3	116
	%	95.7	4.3	91.4	1.7	2.6	100
BSNL (Urban)	Count	111	5	106	2	3	116
	%	95.7	4.3	91.4	1.7	2.6	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	25	4	21	3	1	29
	%	86.2	13.8	72.4	10.3	3.4	100
Rel. Tel. (Urban)	Count	25	4	21	3	1	29
	%	86.2	13.8	72.4	10.3	3.4	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	59	9	50	4	3	66
	%	89.4	13.6	75.8	6.1	4.5	100
TTSL (Urban)	Count	59	9	50	4	3	66
	%	89.4	13.6	75.8	6.1	4.5	100
Vodafone (total)	Count	13	3	10	4	0	17
	%	76.4	17.6	58.8	23.5	0.0	100
Vodafone (urban)	Count	13	3	10	4	0	17
	%	76.4	17.6	58.8	23.5	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	229	28	201	14	8	251
	%	91.3	11.2	80.1	5.6	3.2	100
Overall (Urban)	Count	229	28	201	14	8	251
	%	91.3	11.2	80.1	5.6	3.2	100
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	6	1	5	0	0	6
	%	100.0	16.7	83.3	0.0	0.0	100
Aircel (Urban)	Count	6	1	5	0	0	6
	%	100.0	16.7	83.3	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	14	3	11	2	0	16
	%	87.6	18.8	68.8	12.5	0.0	100
Airtel (Urban)	Count	14	3	11	2	0	16
	%	87.6	18.8	68.8	12.5	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	109	4	105	5	2	116
	%	93.9	3.4	90.5	4.3	1.7	100
BSNL (Urban)	Count	109	4	105	5	2	116
	%	93.9	3.4	90.5	4.3	1.7	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	24	3	21	4	1	29
	%	82.7	10.3	72.4	13.8	3.4	100
Rel. Tel. (Urban)	Count	24	3	21	4	1	29
	%	82.7	10.3	72.4	13.8	3.4	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	59	9	50	4	3	66
	%	89.4	13.6	75.8	6.1	4.5	100
TTSL (Urban)	Count	59	9	50	4	3	66
	%	89.4	13.6	75.8	6.1	4.5	100
Vodafone (total)	Count	16	3	13	1	0	17
	%	94.1	17.6	76.5	5.9	0.0	100
Vodafone (urban)	Count	16	3	13	1	0	17
	%	94.1	17.6	76.5	5.9	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	229	23	206	16	6	251
	%	91.3	9.2	82.1	6.4	2.4	100
Overall (Urban)	Count	229	23	206	16	6	251
	%	91.3	9.2	82.1	6.4	2.4	100
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

7(b). Please specify the reason(s) for your dissatisfaction.						
Service Providers		Difficult to read the bill	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Calculation not clear	Others	Total
Aircel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Aircel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	1	0	2	0	2
	%	50.0	0.0	100.0	0.0	100
Airtel (Urban)	Count	1	0	2	0	2
	%	50.0	0.0	100.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	4	3	2	7
	%	0.0	57.1	42.9	28.6	100
BSNL (Urban)	Count	0	4	3	2	7
	%	0.0	57.1	42.9	28.6	100
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Idea (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Idea (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	1	1	2	2	5
	%	20.0	20.0	40.0	40.0	100
Rel. Tel. (Urban)	Count	1	1	2	2	5
	%	20.0	20.0	40.0	40.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	3	2	2	0	7
	%	42.9	28.6	28.6	0.0	100
TTSL (Urban)	Count	3	2	2	0	7
	%	42.9	28.6	28.6	0.0	100
Vodafone (total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Vodafone (urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Overall	Count	6	7	9	4	22
	%	27.3	31.8	40.9	18.2	100
Overall (Urban)	Count	6	7	9	4	22
	%	27.3	31.8	40.9	18.2	100
Overall (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0

8(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	6	0	6	0	0	6
	%	100.0	0.0	100.0	0.0	0.0	100
Aircel (Urban)	Count	6	0	6	0	0	6
	%	100.0	0.0	100.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	12	4	8	4	0	16
	%	75.0	25.0	50.0	25.0	0.0	100
Airtel (Urban)	Count	12	4	8	4	0	16
	%	75.0	25.0	50.0	25.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	113	3	110	3	0	116
	%	97.4	2.6	94.8	2.6	0.0	100
BSNL (Urban)	Count	113	3	110	3	0	116
	%	97.4	2.6	94.8	2.6	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	23	6	17	6	0	29
	%	79.3	20.7	58.6	20.7	0.0	100
Rel. Tel. (Urban)	Count	23	6	17	6	0	29
	%	79.3	20.7	58.6	20.7	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	60	8	52	4	2	66
	%	90.9	12.1	78.8	6.1	3.0	100
TTSL (Urban)	Count	60	8	52	4	2	66
	%	90.9	12.1	78.8	6.1	3.0	100
Vodafone (total)	Count	15	0	15	2	0	17
	%	88.2	0.0	88.2	11.8	0.0	100
Vodafone (urban)	Count	15	0	15	2	0	17
	%	88.2	0.0	88.2	11.8	0.0	100
Vodafone (rural)	Count	60	8	52	4	2	66
	%	90.9	12.1	78.8	6.1	3.0	100
Overall	Count	230	21	209	19	2	251
	%	91.7	8.4	83.3	7.6	0.8	100
Overall (Urban)	Count	230	21	209	19	2	251
	%	91.7	8.4	83.3	7.6	0.8	100
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

8(b). Please specify the reason(s) for your dissatisfaction								
Service Providers		Charges not as per tariff plan subscribed	Calculations are not clear	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aircel (Total)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Aircel (Urban)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	1	0	1	2	0	4
	%	0.0	25	0.0	25	50	0.0	100
Airtel (Urban)	Count	0	1	0	1	2	0	4
	%	0.0	25	0.0	25	50	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	2	0	1	2	2	3
	%	0.0	66.7	0.0	33.3	66.7	66.7	100
BSNL (Urban)	Count	0	2	0	1	2	2	3
	%	0.0	66.7	0.0	33.3	66.7	66.7	100
BSNL (Rural)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Urban)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Rural)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	2	3	0	0	1	0	6
	%	33.3	50	0.0	0.0	16.7	0.0	100
Rel. Tel. (Urban)	Count	2	3	0	0	1	0	6
	%	33.3	50	0.0	0.0	16.7	0.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	6	2	0	0	2	0	6
	%	100.0	33.3	0.0	0.0	33.3	0.0	100
TTSL (Urban)	Count	6	2	0	0	2	0	6
	%	100.0	33.3	0.0	0.0	33.3	0.0	100
Vodafone (total)	Count	1	0	0	1	0	0	2
	%	50.0	0.0	0.0	50	0.0	0.0	100
Vodafone (urban)	Count	1	0	0	1	0	0	2
	%	50.0	0.0	0.0	50	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	9	8	0	3	7	2	21
	%	42.9	38.1	0.0	14.3	33.3	9.5	100
Overall (Urban)	Count	9	8	0	3	7	2	21
	%	42.9	38.1	0.0	14.3	33.3	9.5	100
Overall (Rural)	Count	0	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0	0.0

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	6	6
	%	0.0	100.0	100
Aircel (Urban)	Count	0	6	6
	%	0.0	100.0	100
Aircel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Total)	Count	0	16	16
	%	0.0	100.0	100
Airtel (Urban)	Count	0	16	16
	%	0.0	100.0	100
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	11	105	116
	%	9.5	90.5	100
BSNL (Urban)	Count	11	105	116
	%	9.5	90.5	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	0	1	1
	%	0.0	100.0	100
Idea (Urban)	Count	0	1	1
	%	0.0	100.0	100
Idea (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Rel. Tel. (Total)	Count	1	28	29
	%	3.4	96.6	100
Rel. Tel. (Urban)	Count	1	28	29
	%	3.4	96.6	100
Rel. Tel. (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	6	60	66
	%	9.1	90.9	100
TTSL (Urban)	Count	6	60	66
	%	9.1	90.9	100
Vodafone (total)	Count	0	17	17
	%	0.0	100.0	100
Vodafone (urban)	Count	0	17	17
	%	0.0	100.0	100
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	18	233	251
	%	7.2	92.8	100
Overall (Urban)	Count	18	233	251
	%	7.2	92.8	100
Overall (Rural)	Count	18	233	251
	%	7.2	92.8	100

9(b). How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Aircel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	10	1	9	1	0	11
	%	90.9	9.1	81.8	9.1	0.0	100
BSNL (Urban)	Count	10	1	9	1	0	11
	%	90.9	9.1	81.8	9.1	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel. Tel. (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Rel. Tel. (Urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Rel. Tel. (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	2	0	2	0	4	6
	%	33.3	0.0	33.3	0.0	66.7	100
TTSL (Urban)	Count	2	0	2	0	4	6
	%	33.3	0.0	33.3	0.0	66.7	100
Vodafone (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	12	1	11	1	5	18
	%	66.7	5.6	61.1	5.6	27.8	100
Overall (Urban)	Count	12	1	11	1	5	18
	%	66.7	5.6	61.1	5.6	27.8	100
Overall (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	122	264	386
	%	31.6	68.4	100
Aircel (Urban)	Count	113	255	368
	%	30.7	69.3	100
Aircel (Rural)	Count	9	9	18
	%	50.0	50.0	100
Airtel (Total)	Count	83	362	445
	%	18.7	81.3	100
Airtel (Urban)	Count	62	292	354
	%	17.5	82.5	100
Airtel (Rural)	Count	21	70	91
	%	23.1	76.9	100
BSNL (Total)	Count	321	474	795
	%	40.4	59.6	100
BSNL (Urban)	Count	307	450	757
	%	40.6	59.4	100
BSNL (Rural)	Count	14	24	38
	%	36.8	63.2	100
Idea (Total)	Count	114	308	422
	%	27.0	73.0	100
Idea (Urban)	Count	83	235	318
	%	26.1	73.9	100
Idea (Rural)	Count	31	73	104
	%	29.8	70.2	100
Rel. Tel. (Total)	Count	123	214	337
	%	36.5	63.5	100
Rel. Tel. (Urban)	Count	106	208	314
	%	33.8	66.2	100
Rel. Tel. (Rural)	Count	17	6	23
	%	73.9	26.1	100
S Tel (Total)	Count	40	171	211
	%	19.0	81.0	100
S Tel (Urban)	Count	40	171	211
	%	19.0	81.0	100
TTSL (Total)	Count	115	338	453
	%	25.4	74.6	100
TTSL (Urban)	Count	115	338	453
	%	25.4	74.6	100
Vodafone (total)	Count	144	282	426
	%	33.8	66.2	100
Vodafone (urban)	Count	132	269	401
	%	32.9	67.1	100
Vodafone (rural)	Count	12	13	25
	%	48.0	52.0	100
Overall	Count	1062	2413	3475
	%	30.6	69.4	100
Overall (Urban)	Count	958	2218	3176
	%	30.2	69.8	100
Overall (Rural)	Count	104	195	299
	%	34.8	65.2	100

11. How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	102	10	92	19	1	122
	%	83.6	8.2	75.4	15.6	0.8	100
Aircel (Urban)	Count	98	10	88	14	1	113
	%	86.7	8.8	77.9	12.4	0.9	100
Aircel (Rural)	Count	4	0	4	5	0	9
	%	44.4	0.0	44.4	55.6	0.0	100
Airtel (Total)	Count	71	10	61	12	0	83
	%	85.5	12.0	73.5	14.5	0.0	100
Airtel (Urban)	Count	53	8	45	9	0	62
	%	85.5	12.9	72.6	14.5	0.0	100
Airtel (Rural)	Count	18	2	16	3	0	21
	%	85.7	9.5	76.2	14.3	0.0	100
BSNL (Total)	Count	280	60	220	41	0	321
	%	87.2	18.7	68.5	12.8	0.0	100
BSNL (Urban)	Count	275	58	217	32	0	307
	%	89.6	18.9	70.7	10.4	0.0	100
BSNL (Rural)	Count	5	2	3	9	0	14
	%	35.7	14.3	21.4	64.3	0.0	100
Idea (Total)	Count	90	16	74	24	0	114
	%	78.9	14.0	64.9	21.1	0.0	100
Idea (Urban)	Count	65	10	55	18	0	83
	%	78.3	12.0	66.3	21.7	0.0	100
Idea (Rural)	Count	25	6	19	6	0	31
	%	80.7	19.4	61.3	19.4	0.0	100
Rel. Tel. (Total)	Count	95	18	77	26	2	123
	%	77.2	14.6	62.6	21.1	1.6	100
Rel. Tel. (Urban)	Count	81	18	63	23	2	106
	%	76.4	17.0	59.4	21.7	1.9	100
Rel. Tel. (Rural)	Count	14	0	14	3	0	17
	%	82.4	0.0	82.4	17.6	0.0	100
S Tel (Total)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
S Tel (Urban)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
TTSL (Total)	Count	94	31	63	21	0	115
	%	81.8	27.0	54.8	18.3	0.0	100
TTSL (Urban)	Count	94	31	63	21	0	115
	%	81.8	27.0	54.8	18.3	0.0	100
Vodafone (total)	Count	117	20	97	27	0	144
	%	81.3	13.9	67.4	18.8	0.0	100
Vodafone (urban)	Count	113	18	95	19	0	132
	%	85.6	13.6	72.0	14.4	0.0	100
Vodafone (rural)	Count	4	2	2	8	0	12
	%	33.4	16.7	16.7	66.7	0.0	100
Overall	Count	884	165	719	175	3	1062
	%	83.2	15.5	67.7	16.5	0.3	100
Overall (Urban)	Count	814	153	661	141	3	958
	%	85.0	16.0	69.0	14.7	0.3	100
Overall (Rural)	Count	70	12	58	34	0	104
	%	67.3	11.5	55.8	32.7	0.0	100

12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	104	5	99	17	1	122
	%	85.2	4.1	81.1	13.9	0.8	100
Aircel (Urban)	Count	100	4	96	12	1	113
	%	88.5	3.5	85	10.6	0.9	100
Aircel (Rural)	Count	4	1	3	5	0	9
	%	44.4	11.1	33.3	55.6	0.0	100
Airtel (Total)	Count	77	15	62	6	0	83
	%	92.8	18.1	74.7	7.2	0.0	100
Airtel (Urban)	Count	57	11	46	5	0	62
	%	91.9	17.7	74.2	8.1	0.0	100
Airtel (Rural)	Count	20	4	16	1	0	21
	%	95.2	19.0	76.2	4.8	0.0	100
BSNL (Total)	Count	292	82	210	29	0	321
	%	90.9	25.5	65.4	9.0	0.0	100
BSNL (Urban)	Count	287	80	207	20	0	307
	%	93.5	26.1	67.4	6.5	0.0	100
BSNL (Rural)	Count	5	2	3	9	0	14
	%	35.7	14.3	21.4	64.3	0.0	100
Idea (Total)	Count	93	9	84	21	0	114
	%	81.6	7.9	73.7	18.4	0.0	100
Idea (Urban)	Count	68	8	60	15	0	83
	%	81.9	9.6	72.3	18.1	0.0	100
Idea (Rural)	Count	25	1	24	6	0	31
	%	80.6	3.2	77.4	19.4	0.0	100
Rel. Tel. (Total)	Count	96	14	82	26	1	123
	%	78.1	11.4	66.7	21.1	0.8	100
Rel. Tel. (Urban)	Count	84	14	70	21	1	106
	%	79.2	13.2	66.0	19.8	0.9	100
Rel. Tel. (Rural)	Count	12	0	12	5	0	17
	%	70.6	0.0	70.6	29.4	0.0	100
S Tel (Total)	Count	35	4	31	5	0	40
	%	87.5	10.0	77.5	12.5	0.0	100
S Tel (Urban)	Count	35	4	31	5	0	40
	%	87.5	10.0	77.5	12.5	0.0	100
TTSL (Total)	Count	101	29	72	14	0	115
	%	87.8	25.2	62.6	12.2	0.0	100
TTSL (Urban)	Count	101	29	72	14	0	115
	%	87.8	25.2	62.6	12.2	0.0	100
Vodafone (total)	Count	120	13	107	24	0	144
	%	83.3	9.0	74.3	16.7	0.0	100
Vodafone (urban)	Count	116	11	105	16	0	132
	%	87.8	8.3	79.5	12.1	0.0	100
Vodafone (rural)	Count	4	2	2	8	0	12
	%	33.4	16.7	16.7	66.7	0.0	100
Overall	Count	918	171	747	142	2	1062
	%	86.4	16.1	70.3	13.4	0.2	100
Overall (Urban)	Count	848	161	687	108	2	958
	%	88.5	16.8	71.7	11.3	0.2	100
Overall (Rural)	Count	70	10	60	34	0	104
	%	67.3	9.6	57.7	32.7	0.0	100

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	102	6	96	18	2	122
	%	83.6	4.9	78.7	14.8	1.6	100
Aircel (Urban)	Count	98	6	92	13	2	113
	%	86.7	5.3	81.4	11.5	1.8	100
Aircel (Rural)	Count	4	0	4	5	0	9
	%	44.4	0.0	44.4	55.6	0.0	100
Airtel (Total)	Count	75	10	65	8	0	83
	%	90.3	12.0	78.3	9.6	0.0	100
Airtel (Urban)	Count	55	9	46	7	0	62
	%	88.7	14.5	74.2	11.3	0.0	100
Airtel (Rural)	Count	20	1	19	1	0	21
	%	95.3	4.8	90.5	4.8	0.0	100
BSNL (Total)	Count	289	54	235	32	0	321
	%	90.0	16.8	73.2	10.0	0.0	100
BSNL (Urban)	Count	285	52	233	22	0	307
	%	92.8	16.9	75.9	7.2	0.0	100
BSNL (Rural)	Count	4	2	2	10	0	14
	%	28.6	14.3	14.3	71.4	0.0	100
Idea (Total)	Count	94	3	91	20	0	114
	%	82.4	2.6	79.8	17.5	0.0	100
Idea (Urban)	Count	69	2	67	14	0	83
	%	83.1	2.4	80.7	16.9	0.0	100
Idea (Rural)	Count	25	1	24	6	0	31
	%	80.6	3.2	77.4	19.4	0.0	100
Rel. Tel. (Total)	Count	98	15	83	24	1	123
	%	79.7	12.2	67.5	19.5	0.8	100
Rel. Tel. (Urban)	Count	85	15	70	20	1	106
	%	80.2	14.2	66	18.9	0.9	100
Rel. Tel. (Rural)	Count	13	0	13	4	0	17
	%	76.5	0.0	76.5	23.5	0.0	100
S Tel (Total)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
S Tel (Urban)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
TTSL (Total)	Count	98	29	69	16	1	115
	%	85.2	25.2	60	13.9	0.9	100
TTSL (Urban)	Count	98	29	69	16	1	115
	%	85.2	25.2	60.0	13.9	0.9	100
Vodafone (total)	Count	117	15	102	26	1	144
	%	81.2	10.4	70.8	18.1	0.7	100
Vodafone (urban)	Count	113	13	100	18	1	132
	%	85.6	9.8	75.8	13.6	0.8	100
Vodafone (rural)	Count	4	2	2	8	0	12
	%	33.4	16.7	16.7	66.7	0.0	100
Overall	Count	908	132	776	149	5	1062
	%	85.5	12.4	73.1	14.0	0.5	100
Overall (Urban)	Count	838	126	712	115	5	958
	%	87.5	13.2	74.3	12.0	0.5	100
Overall (Rural)	Count	70	6	64	34	0	104
	%	67.3	5.8	61.5	32.7	0.0	100

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	99	4	95	20	2	121
	%	81.8	3.3	78.5	16.5	1.7	100
Aircel (Urban)	Count	95	4	91	15	2	112
	%	84.9	3.6	81.3	13.4	1.8	100
Aircel (Rural)	Count	4	0	4	5	0	9
	%	44.4	0.0	44.4	55.6	0.0	100
Airtel (Total)	Count	75	15	60	8	0	83
	%	90.4	18.1	72.3	9.6	0.0	100
Airtel (Urban)	Count	55	10	45	7	0	62
	%	88.7	16.1	72.6	11.3	0.0	100
Airtel (Rural)	Count	20	5	15	1	0	21
	%	95.2	23.8	71.4	4.8	0.0	100
BSNL (Total)	Count	293	87	206	28	0	321
	%	91.3	27.1	64.2	8.7	0.0	100
BSNL (Urban)	Count	289	84	205	18	0	307
	%	94.2	27.4	66.8	5.9	0.0	100
BSNL (Rural)	Count	4	3	1	10	0	14
	%	28.5	21.4	7.1	71.4	0.0	100
Idea (Total)	Count	94	8	86	20	0	114
	%	82.4	7.0	75.4	17.5	0.0	100
Idea (Urban)	Count	69	6	63	14	0	83
	%	83.1	7.2	75.9	16.9	0.0	100
Idea (Rural)	Count	25	2	23	6	0	31
	%	80.7	6.5	74.2	19.4	0.0	100
Rel. Tel. (Total)	Count	93	22	71	29	1	123
	%	75.6	17.9	57.7	23.6	0.8	100
Rel. Tel. (Urban)	Count	79	21	58	26	1	106
	%	74.5	19.8	54.7	24.5	0.9	100
Rel. Tel. (Rural)	Count	14	1	13	3	0	17
	%	82.4	5.9	76.5	17.6	0.0	100
S Tel (Total)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
S Tel (Urban)	Count	35	0	35	5	0	40
	%	87.5	0.0	87.5	12.5	0.0	100
TTSL (Total)	Count	99	29	70	15	1	115
	%	86.1	25.2	60.9	13	0.9	100
TTSL (Urban)	Count	99	29	70	15	1	115
	%	86.1	25.2	60.9	13	0.9	100
Vodafone (total)	Count	116	10	106	27	1	144
	%	80.5	6.9	73.6	18.8	0.7	100
Vodafone (urban)	Count	112	8	104	19	1	132
	%	84.9	6.1	78.8	14.4	0.8	100
Vodafone (rural)	Count	4	2	2	8	0	12
	%	33.4	16.7	16.7	66.7	0.0	100
Overall	Count	904	175	729	152	5	1061
	%	85.2	16.5	68.7	14.3	0.5	100
Overall (Urban)	Count	833	162	671	119	5	957
	%	87.0	16.9	70.1	12.4	0.5	100
Overall (Rural)	Count	71	13	58	33	0	104
	%	68.3	12.5	55.8	31.7	0.0	100

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	100	11	89	21	1	122
	%	82.0	9.0	73.0	17.2	0.8	100
Aircel (Urban)	Count	96	10	86	16	1	113
	%	84.9	8.8	76.1	14.2	0.9	100
Aircel (Rural)	Count	4	1	3	5	0	9
	%	44.4	11.1	33.3	55.6	0.0	100
Airtel (Total)	Count	74	15	59	9	0	83
	%	89.2	18.1	71.1	10.8	0.0	100
Airtel (Urban)	Count	54	12	42	8	0	62
	%	87.1	19.4	67.7	12.9	0.0	100
Airtel (Rural)	Count	20	3	17	1	0	21
	%	95.3	14.3	81.0	4.8	0.0	100
BSNL (Total)	Count	297	71	226	24	0	321
	%	92.5	22.1	70.4	7.5	0.0	100
BSNL (Urban)	Count	292	69	223	15	0	307
	%	95.1	22.5	72.6	4.9	0.0	100
BSNL (Rural)	Count	5	2	3	9	0	14
	%	35.7	14.3	21.4	64.3	0.0	100
Idea (Total)	Count	96	6	90	17	1	114
	%	84.2	5.3	78.9	14.9	0.9	100
Idea (Urban)	Count	69	5	64	13	1	83
	%	83.1	6.0	77.1	15.7	1.2	100
Idea (Rural)	Count	27	1	26	4	0	31
	%	87.1	3.2	83.9	12.9	0.0	100
Rel. Tel. (Total)	Count	92	19	73	29	2	123
	%	74.7	15.4	59.3	23.6	1.6	100
Rel. Tel. (Urban)	Count	78	19	59	26	2	106
	%	73.6	17.9	55.7	24.5	1.9	100
Rel. Tel. (Rural)	Count	14	0	14	3	0	17
	%	82.4	0.0	82.4	17.6	0.0	100
S Tel (Total)	Count	35	2	33	5	0	40
	%	87.5	5.0	82.5	12.5	0.0	100
S Tel (Urban)	Count	35	2	33	5	0	40
	%	87.5	5.0	82.5	12.5	0.0	100
TTSL (Total)	Count	101	32	69	14	0	115
	%	87.8	27.8	60.0	12.2	0.0	100
TTSL (Urban)	Count	101	32	69	14	0	115
	%	87.8	27.8	60.0	12.2	0.0	100
Vodafone (total)	Count	117	15	102	27	0	144
	%	81.2	10.4	70.8	18.8	0.0	100
Vodafone (urban)	Count	113	13	100	19	0	132
	%	85.6	9.8	75.8	14.4	0.0	100
Vodafone (rural)	Count	4	2	2	8	0	12
	%	33.4	16.7	16.7	66.7	0.0	100
Overall (Total)	Count	912	171	741	146	4	1062
	%	85.9	16.1	69.8	13.7	0.4	100
Overall (Urban)	Count	838	162	676	116	4	958
	%	87.5	16.9	70.6	12.1	0.4	100
Overall (Rural)	Count	74	9	65	30	0	104
	%	71.2	8.7	62.5	28.8	0.0	100

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of signal of your service provider in your locality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	364	47	317	19	3	386
	%	94.3	12.2	82.1	4.9	0.8	100
Aircel (Urban)	Count	347	41	306	18	3	368
	%	94.3	11.1	83.2	4.9	0.8	100
Aircel (Rural)	Count	17	6	11	1	0	18
	%	94.4	33.3	61.1	5.6	0.0	100
Airtel (Total)	Count	431	78	353	11	3	445
	%	96.8	17.5	79.3	2.5	0.7	100
Airtel (Urban)	Count	345	63	282	6	3	354
	%	97.5	17.8	79.7	1.7	0.8	100
Airtel (Rural)	Count	86	15	71	5	0	91
	%	94.5	16.5	78.0	5.5	0.0	100
BSNL (Total)	Count	703	104	599	88	4	795
	%	88.4	13.1	75.3	11.1	0.5	100
BSNL (Urban)	Count	673	103	570	81	3	757
	%	88.9	13.6	75.3	10.7	0.4	100
BSNL (Rural)	Count	30	1	29	7	1	38
	%	78.9	2.6	76.3	18.4	2.6	100
Idea (Total)	Count	375	23	352	43	4	422
	%	88.9	5.5	83.4	10.2	0.9	100
Idea (Urban)	Count	282	21	261	32	4	318
	%	88.7	6.6	82.1	10.1	1.3	100
Idea (Rural)	Count	93	2	91	11	0	104
	%	89.4	1.9	87.5	10.6	0.0	100
Rel. Tel. (Total)	Count	287	33	254	44	6	337
	%	85.2	9.8	75.4	13.1	1.8	100
Rel. Tel. (Urban)	Count	268	31	237	41	5	314
	%	85.4	9.9	75.5	13.1	1.6	100
Rel. Tel. (Rural)	Count	19	2	17	3	1	23
	%	82.6	8.7	73.9	13.0	4.3	100
S Tel (Total)	Count	178	5	173	31	2	211
	%	84.4	2.4	82.0	14.7	0.9	100
S Tel (Urban)	Count	178	5	173	31	2	211
	%	84.4	2.4	82.0	14.7	0.9	100
TTSL (Total)	Count	408	138	270	40	5	453
	%	90.1	30.5	59.6	8.8	1.1	100
TTSL (Urban)	Count	408	138	270	40	5	453
	%	90.1	30.5	59.6	8.8	1.1	100
Vodafone (total)	Count	366	45	321	47	13	426
	%	86.0	10.6	75.4	11.0	3.1	100
Vodafone (urban)	Count	352	42	310	38	11	401
	%	87.8	10.5	77.3	9.5	2.7	100
Vodafone (rural)	Count	14	3	11	9	2	25
	%	56.0	12.0	44.0	36.0	8.0	100
Overall	Count	3112	473	2639	323	40	3475
	%	89.5	13.6	75.9	9.3	1.2	100
Overall (Urban)	Count	2853	444	2409	287	36	3176
	%	89.9	14.0	75.9	9.0	1.1	100
Overall (Rural)	Count	259	29	230	36	4	299
	%	86.6	9.7	76.9	12.0	1.3	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	365	45	320	18	3	386
	%	94.6	11.7	82.9	4.7	0.8	100
Aircel (Urban)	Count	348	38	310	17	3	368
	%	94.5	10.3	84.2	4.6	0.8	100
Aircel (Rural)	Count	17	7	10	1	0	18
	%	94.5	38.9	55.6	5.6	0.0	100
Airtel (Total)	Count	433	72	361	10	2	445
	%	97.3	16.2	81.1	2.2	0.4	100
Airtel (Urban)	Count	347	61	286	5	2	354
	%	98	17.2	80.8	1.4	0.6	100
Airtel (Rural)	Count	86.0	11.0	75.0	5.0	0	91
	%	94.5	12.1	82.4	5.5	0.0	100
BSNL (Total)	Count	709	77	632	81	5	795
	%	89.2	9.7	79.5	10.2	0.6	100
BSNL (Urban)	Count	679	76	603	75	3	757
	%	89.7	10.0	79.7	9.9	0.4	100
BSNL (Rural)	Count	30	1	29	6	2	38
	%	78.9	2.6	76.3	15.8	5.3	100
Idea (Total)	Count	381	19	362	37	4	422
	%	90.3	4.5	85.8	8.8	0.7	100
Idea (Urban)	Count	287	18	269	28	3	318
	%	90.3	5.7	84.6	8.8	0.9	100
Idea (Rural)	Count	94	1	93	9	1	104
	%	90.4	1.0	89.4	8.7	1.0	100
Rel. Tel. (Total)	Count	286	27	259	45	6	337
	%	84.9	8.0	76.9	13.4	1.8	100
Rel. Tel. (Urban)	Count	267	26	241	42	5	314
	%	85.1	8.3	76.8	13.4	1.6	100
Rel. Tel. (Rural)	Count	19	1	18	3	1	23
	%	82.6	4.3	78.3	13.0	4.3	100
S Tel (Total)	Count	185	7	178	24	2	211
	%	87.7	3.3	84.4	11.4	0.9	100
S Tel (Urban)	Count	185	7	178	24	2	211
	%	87.7	3.3	84.4	11.4	0.9	100
TTSL (Total)	Count	406	100	306	44	3	453
	%	89.6	22.1	67.5	9.7	0.7	100
TTSL (Urban)	Count	406	100	306	44	3	453
	%	89.6	22.1	67.5	9.7	0.7	100
Vodafone (total)	Count	366	53	313	50	10	426
	%	85.9	12.4	73.5	11.7	2.3	100
Vodafone (urban)	Count	352	49	303	41	8	401
	%	87.8	12.2	75.6	10.2	2.0	100
Vodafone (rural)	Count	14	4	10	9	2	25
	%	56.0	16.0	40.0	36.0	8.0	100
Overall	Count	3131	400	2731	309	35	3475
	%	90.1	11.5	78.6	8.9	1.0	100
Overall (Urban)	Count	2871	375	2496	276	29	3176
	%	90.4	11.8	78.6	8.7	0.9	100
Overall (Rural)	Count	260	25	235	33	6	299
	%	87.0	8.4	78.6	11.0	2.0	100

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	4	17	278	87	386
	%	1.0	4.4	72.0	22.5	100
Aircel (Urban)	Count	4	16	269	79	368
	%	1.1	4.3	73.1	21.5	100
Aircel (Rural)	Count	0	1	9	8	18
	%	0.0	5.6	50.0	44.4	100
Airtel (Total)	Count	3	9	309	124	445
	%	0.7	2.0	69.4	27.9	100
Airtel (Urban)	Count	3	5	237	109	354
	%	0.8	1.4	66.9	30.8	100
Airtel (Rural)	Count	0	4	72	15	91
	%	0.0	4.4	79.1	16.5	100
BSNL (Total)	Count	4	73	571	147	795
	%	0.5	9.2	71.8	18.5	100
BSNL (Urban)	Count	2	66	543	146	757
	%	0.3	8.7	71.7	19.3	100
BSNL (Rural)	Count	2	7	28	1	38
	%	5.3	18.4	73.7	2.6	100
Idea (Total)	Count	5	43	310	64	422
	%	1.2	10.2	73.5	15.2	100
Idea (Urban)	Count	5	31	232	50	318
	%	1.6	9.7	73.0	15.7	100
Idea (Rural)	Count	0	12	78	14	104
	%	0.0	11.5	75.0	13.5	100
Rel. Tel. (Total)	Count	10	48	227	52	337
	%	3.0	14.2	67.4	15.4	100
Rel. Tel. (Urban)	Count	9	44	210	51	314
	%	2.9	14.0	66.9	16.2	100
Rel. Tel. (Rural)	Count	1	4	17	1	23
	%	4.3	17.4	73.9	4.3	100
S Tel (Total)	Count	3	23	172	13	211
	%	1.4	10.9	81.5	6.2	100
S Tel (Urban)	Count	3	23	172	13	211
	%	1.4	10.9	81.5	6.2	100
TTSL (Total)	Count	5	66	200	182	453
	%	1.1	14.6	44.2	40.2	100
TTSL (Urban)	Count	5	66	200	182	453
	%	1.1	14.6	44.2	40.2	100
Vodafone (total)	Count	9	36	290	91	426
	%	2.1	8.5	68.1	21.4	100
Vodafone (urban)	Count	6	27	282	86	401
	%	1.5	6.7	70.3	21.4	100
Vodafone (rural)	Count	3	9	8	5	25
	%	12.0	36.0	32.0	20.0	100
Overall	Count	43	315	2357	760	3475
	%	1.2	9.1	67.8	21.9	100
Overall (Urban)	Count	37	278	2145	716	3176
	%	1.2	8.8	67.5	22.5	100
Overall (Rural)	Count	6	37	212	44	299
	%	2.0	12.4	70.9	14.7	100

19. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	367	38	329	17	2	386
	%	95.0	9.8	85.2	4.4	0.5	100
Aircel (Urban)	Count	350	34	316	16	2	368
	%	95.1	9.2	85.9	4.3	0.5	100
Aircel (Rural)	Count	17	4	13	1	0	18
	%	94.4	22.2	72.2	5.6	0.0	100
Airtel (Total)	Count	438	27	411	5	2	445
	%	98.5	6.1	92.4	1.1	0.4	100
Airtel (Urban)	Count	352	20	332	0	2	354
	%	99.4	5.6	93.8	0.0	0.6	100
Airtel (Rural)	Count	86	7	79	5	0	91
	%	94.5	7.7	86.8	5.5	0.0	100
BSNL (Total)	Count	736	79	657	57	2	795
	%	92.5	9.9	82.6	7.2	0.3	100
BSNL (Urban)	Count	705	79	626	52	0	757
	%	93.1	10.4	82.7	6.9	0.0	100
BSNL (Rural)	Count	31	0	31	5	2	38
	%	81.6	0.0	81.6	13.2	5.3	100
Idea (Total)	Count	387	15	372	33	2	422
	%	91.8	3.6	88.2	7.8	0.5	100
Idea (Urban)	Count	292	12	280	24	2	318
	%	91.9	3.8	88.1	7.5	0.6	100
Idea (Rural)	Count	95	3	92	9	0	104
	%	91.4	2.9	88.5	8.7	0.0	100
Rel. Tel. (Total)	Count	325	15	310	12	0	337
	%	96.5	4.5	92.0	3.6	0.0	100
Rel. Tel. (Urban)	Count	307	15	292	7	0	314
	%	97.8	4.8	93.0	2.2	0.0	100
Rel. Tel. (Rural)	Count	18	0	18	5	0	23
	%	78.3	0.0	78.3	21.7	0.0	100
S Tel (Total)	Count	188	4	184	21	2	211
	%	89.1	1.9	87.2	10	0.9	100
S Tel (Urban)	Count	188	4	184	21	2	211
	%	89.1	1.9	87.2	10.0	0.9	100
TTSL (Total)	Count	434	75	359	16	3	453
	%	95.8	16.6	79.2	3.5	0.7	100
TTSL (Urban)	Count	434	75	359	16	3	453
	%	95.8	16.6	79.2	3.5	0.7	100
Vodafone (total)	Count	383	35	348	35	8	426
	%	89.9	8.2	81.7	8.2	1.9	100
Vodafone (urban)	Count	369	29	340	26	6	401
	%	92.0	7.2	84.8	6.5	1.5	100
Vodafone (rural)	Count	14	6	8	9	2	25
	%	56.0	24.0	32.0	36.0	8.0	100
Overall	Count	3258	288	2970	196	21	3475
	%	93.8	8.3	85.5	5.6	0.6	100
Overall (Urban)	Count	2997	268	2729	162	17	3176
	%	94.3	8.4	85.9	5.1	0.5	100
Overall (Rural)	Count	261	20	241	34	4	299
	%	87.3	6.7	80.6	11.4	1.3	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	3	17	305	61	386
	%	0.8	4.4	79.0	15.8	100
Aircel (Urban)	Count	3	16	295	54	368
	%	0.8	4.3	80.2	14.7	100
Aircel (Rural)	Count	0	1	10	7	18
	%	0.0	5.6	55.6	38.9	100
Airtel (Total)	Count	4	12	323	106	445
	%	0.9	2.7	72.6	23.8	100
Airtel (Urban)	Count	4	8	245	97	354
	%	1.1	2.3	69.2	27.4	100
Airtel (Rural)	Count	0	4	78	9	91
	%	0.0	4.4	85.7	9.9	100
BSNL (Total)	Count	5	88	587	115	795
	%	0.6	11.1	73.8	14.5	100
BSNL (Urban)	Count	3	83	557	114	757
	%	0.4	11.0	73.6	15.1	100
BSNL (Rural)	Count	2	5	30	1	38
	%	5.3	13.2	78.9	2.6	100
Idea (Total)	Count	3	48	306	65	422
	%	0.7	11.4	72.5	15.4	100
Idea (Urban)	Count	3	37	217	61	318
	%	0.9	11.6	68.2	19.2	100
Idea (Rural)	Count	0	11	89	4	104
	%	0.0	10.6	85.6	3.8	100
Rel. Tel. (Total)	Count	6	49	226	56	337
	%	1.8	14.5	67.1	16.6	100
Rel. Tel. (Urban)	Count	5	46	207	56	314
	%	1.6	14.6	65.9	17.8	100
Rel. Tel. (Rural)	Count	1	3	19	0	23
	%	4.3	13.0	82.6	0.0	100
S Tel (Total)	Count	3	27	166	15	211
	%	1.4	12.8	78.7	7.1	100
S Tel (Urban)	Count	3	27	166	15	211
	%	1.4	12.8	78.7	7.1	100
TTSL (Total)	Count	6	61	203	183	453
	%	1.3	13.5	44.8	40.4	100
TTSL (Urban)	Count	6	61	203	183	453
	%	1.3	13.5	44.8	40.4	100
Vodafone (total)	Count	9	45	285	87	426
	%	2.1	10.6	66.9	20.4	100
Vodafone (urban)	Count	6	36	274	85	401
	%	1.5	9.0	68.3	21.2	100
Vodafone (rural)	Count	3	9	11	2	25
	%	12.0	36.0	44.0	8.0	100
Overall	Count	39	347	2401	688	3475
	%	1.1	10.0	69.1	19.8	100
Overall (Urban)	Count	33	314	2164	665	3176
	%	1.0	9.9	68.1	20.9	100
Overall (Rural)	Count	6	33	237	23	299
	%	2.0	11.0	79.3	7.7	100

21. How satisfied are you with the availability of signal in your area?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	359	38	321	24	3	386
	%	93.0	9.8	83.2	6.2	0.8	100
Aircel (Urban)	Count	342	33	309	23	3	368
	%	93.0	9.0	84.0	6.3	0.8	100
Aircel (Rural)	Count	17	5	12	1	0	18
	%	94.5	27.8	66.7	5.6	0.0	100
Airtel (Total)	Count	430	53	377	13	2	445
	%	96.6	11.9	84.7	2.9	0.4	100
Airtel (Urban)	Count	343	43	300	9	2	354
	%	96.8	12.1	84.7	2.5	0.6	100
Airtel (Rural)	Count	87	10	77	4	0	91
	%	95.6	11.0	84.6	4.4	0.0	100
BSNL (Total)	Count	705	79	626	85	5	795
	%	88.6	9.9	78.7	10.7	0.6	100
BSNL (Urban)	Count	675	79	596	79	3	757
	%	89.1	10.4	78.7	10.4	0.4	100
BSNL (Rural)	Count	30	0	30	6	2	38
	%	78.9	0.0	78.9	15.8	5.3	100
Idea (Total)	Count	369	28	341	50	3	422
	%	87.4	6.6	80.8	11.8	0.7	100
Idea (Urban)	Count	278	25	253	37	3	318
	%	87.5	7.9	79.6	11.6	0.9	100
Idea (Rural)	Count	91	3	88	13	0	104
	%	87.5	2.9	84.6	12.5	0.0	100
Rel. Tel. (Total)	Count	288	31	257	43	6	337
	%	85.5	9.2	76.3	12.8	1.8	100
Rel. Tel. (Urban)	Count	269	30	239	40	5	314
	%	85.7	9.6	76.1	12.7	1.6	100
Rel. Tel. (Rural)	Count	19	1	18	3	1	23
	%	82.6	4.3	78.3	13.0	4.3	100
S Tel (Total)	Count	174	6	168	35	2	211
	%	82.4	2.8	79.6	16.6	0.9	100
S Tel (Urban)	Count	174	6	168	35	2	211
	%	82.4	2.8	79.6	16.6	0.9	100
TTSL (Total)	Count	406	108	298	41	6	453
	%	89.6	23.8	65.8	9.1	1.3	100
TTSL (Urban)	Count	406	108	298	41	6	453
	%	89.6	23.8	65.8	9.1	1.3	100
Vodafone (total)	Count	361	44	317	58	7	426
	%	84.7	10.3	74.4	13.6	1.6	100
Vodafone (urban)	Count	349	43	306	48	4	401
	%	87.0	10.7	76.3	12.0	1.0	100
Vodafone (rural)	Count	12	1	11	10	3	25
	%	48.0	4.0	44.0	40.0	12.0	100
Overall	Count	3092	387	2705	349	34	3475
	%	88.9	11.1	77.8	10.0	1.0	100
Overall (Urban)	Count	2836	367	2469	312	28	3176
	%	89.3	11.6	77.7	9.8	0.9	100
Overall (Rural)	Count	256	20	236	37	6	299
	%	85.6	6.7	78.9	12.4	2.0	100

22. How satisfied are you with the restoration of network (signal) problems?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	365	36	329	18	3	386
	%	94.5	9.3	85.2	4.7	0.8	100
Aircel (Urban)	Count	348	32	316	17	3	368
	%	94.6	8.7	85.9	4.6	0.8	100
Aircel (Rural)	Count	17	4	13	1	0	18
	%	94.4	22.2	72.2	5.6	0.0	100
Airtel (Total)	Count	434	48	386	9	2	445
	%	97.5	10.8	86.7	2.0	0.4	100
Airtel (Urban)	Count	347	39	308	5	2	354
	%	98.0	11.0	87.0	1.4	0.6	100
Airtel (Rural)	Count	87	9	78	4	0	91
	%	95.6	9.9	85.7	4.4	0.0	100
BSNL (Total)	Count	712	76	636	78	5	795
	%	89.6	9.6	80.0	9.8	0.6	100
BSNL (Urban)	Count	681	74	607	73	3	757
	%	90.0	9.8	80.2	9.6	0.4	100
BSNL (Rural)	Count	31	2	29	5	2	38
	%	81.6	5.3	76.3	13.2	5.3	100
Idea (Total)	Count	372	31	341	47	3	422
	%	88.1	7.3	80.8	11.1	0.7	100
Idea (Urban)	Count	279	27	252	36	3	318
	%	87.7	8.5	79.2	11.3	0.9	100
Idea (Rural)	Count	93	4	89	11	0	104
	%	89.4	3.8	85.6	10.6	0.0	100
Rel. Tel. (Total)	Count	287	27	260	43	7	337
	%	85.2	8.0	77.2	12.8	2.1	100
Rel. Tel. (Urban)	Count	268	27	241	40	6	314
	%	85.4	8.6	76.8	12.7	1.9	100
Rel. Tel. (Rural)	Count	19	0	19	3	1	23
	%	82.6	0.0	82.6	13.0	4.3	100
S Tel (Total)	Count	183	6	177	26	2	211
	%	86.7	2.8	83.9	12.3	0.9	100
S Tel (Urban)	Count	183	6	177	26	2	211
	%	86.7	2.8	83.9	12.3	0.9	100
TTSL (Total)	Count	404	115	289	41	8	453
	%	89.2	25.4	63.8	9.1	1.8	100
TTSL (Urban)	Count	404	115	289	41	8	453
	%	89.2	25.4	63.8	9.1	1.8	100
Vodafone (total)	Count	366	44	322	51	9	426
	%	85.9	10.3	75.6	12.0	2.1	100
Vodafone (urban)	Count	353	40	313	42	6	401
	%	88.1	10.0	78.1	10.5	1.5	100
Vodafone (rural)	Count	13	4	9	9	3	25
	%	52.0	16.0	36.0	36.0	12.0	100
Overall	Count	3123	383	2740	313	39	3475
	%	89.8	11.0	78.8	9.0	1.1	100
Overall (Urban)	Count	2863	360	2503	280	33	3176
	%	90.1	11.3	78.8	8.8	1.0	100
Overall (Rural)	Count	260	23	237	33	6	299
	%	87.0	7.7	79.3	11.0	2.0	100

SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	68	318	386
	%	17.6	82.4	100
Aircel (Urban)	Count	64	304	368
	%	17.4	82.6	100
Aircel (Rural)	Count	4	14	18
	%	22.2	77.8	100
Airtel (Total)	Count	64	381	445
	%	14.4	85.6	100
Airtel (Urban)	Count	50	304	354
	%	14.1	85.9	100
Airtel (Rural)	Count	14	77	91
	%	15.4	84.6	100
BSNL (Total)	Count	203	592	795
	%	25.5	74.5	100
BSNL (Urban)	Count	196	561	757
	%	25.9	74.1	100
BSNL (Rural)	Count	7	31	38
	%	18.4	81.6	100
Idea (Total)	Count	85	337	422
	%	20.1	79.9	100
Idea (Urban)	Count	72	246	318
	%	22.6	77.4	100
Idea (Rural)	Count	13	91	104
	%	12.5	87.5	100
Rel. Tel. (Total)	Count	84	253	337
	%	24.9	75.1	100
Rel. Tel. (Urban)	Count	70	244	314
	%	22.3	77.7	100
Rel. Tel. (Rural)	Count	14	9	23
	%	60.9	39.1	100
S Tel (Total)	Count	36	175	211
	%	17.1	82.9	100
S Tel (Urban)	Count	36	175	211
	%	17.1	82.9	100
TTSL (Total)	Count	105	348	453
	%	23.2	76.8	100
TTSL (Urban)	Count	105	348	453
	%	23.2	76.8	100
Vodafone (total)	Count	115	311	426
	%	27.0	73.0	100
Vodafone (urban)	Count	105	296	401
	%	26.2	73.8	100
Vodafone (rural)	Count	10	15	25
	%	40.0	60.0	100
Overall	Count	760	2715	3475
	%	21.9	78.1	100
Overall (Urban)	Count	698	2478	3176
	%	22.0	78.0	100
Overall (Rural)	Count	62	237	299
	%	20.7	79.3	100

24. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	64	8	56	2	2	68
	%	94.2	11.8	82.4	2.9	2.9	100
Aircel (Urban)	Count	61	7	54	1	2	64
	%	95.3	10.9	84.4	1.6	3.1	100
Aircel (Rural)	Count	3	1	2	1	0	4
	%	75.0	25.0	50.0	25.0	0.0	100
Airtel (Total)	Count	57	9	48	7	0	64
	%	89.1	14.1	75.0	10.9	0.0	100
Airtel (Urban)	Count	43	8	35	7	0	50
	%	86.0	16.0	70.0	14.0	0.0	100
Airtel (Rural)	Count	14	1	13	0	0	14
	%	100.0	7.1	92.9	0.0	0.0	100
BSNL (Total)	Count	192	57	135	7	4	203
	%	94.6	28.1	66.5	3.4	2.0	100
BSNL (Urban)	Count	189	55	134	6	1	196
	%	96.5	28.1	68.4	3.1	0.5	100
BSNL (Rural)	Count	3	2	1	1	3	7
	%	42.9	28.6	14.3	14.3	42.9	100
Idea (Total)	Count	73	8	65	11	1	85
	%	85.9	9.4	76.5	12.9	1.2	100
Idea (Urban)	Count	62	6	56	10	0	72
	%	86.1	8.3	77.8	13.9	0.0	100
Idea (Rural)	Count	11	2	9	1	1	13
	%	84.6	15.4	69.2	7.7	7.7	100
Rel. Tel. (Total)	Count	63	21	42	15	6	84
	%	75.0	25.0	50.0	17.9	7.1	100
Rel. Tel. (Urban)	Count	53	21	32	13	4	70
	%	75.7	30.0	45.7	18.6	5.7	100
Rel. Tel. (Rural)	Count	10	0	10	2	2	14
	%	71.4	0.0	71.4	14.3	14.3	100
S Tel (Total)	Count	35	2	33	1	0	36
	%	97.3	5.6	91.7	2.8	0.0	100
S Tel (Urban)	Count	35	2	33	1	0	36
	%	97.3	5.6	91.7	2.8	0.0	100
TTSL (Total)	Count	100	21	79	5	0	105
	%	95.2	20.0	75.2	4.8	0.0	100
TTSL (Urban)	Count	100	21	79	5	0	105
	%	95.2	20.0	75.2	4.8	0.0	100
Vodafone (total)	Count	106	18	88	5	4	115
	%	92.2	15.7	76.5	4.3	3.5	100
Vodafone (urban)	Count	102	18	84	3	0	105
	%	97.1	17.1	80.0	2.9	0.0	100
Vodafone (rural)	Count	4	0	4	2	4	10
	%	40.0	0.0	40.0	20.0	40.0	100
Overall	Count	690	144	546	53	17	760
	%	90.7	18.9	71.8	7.0	2.2	100
Overall (Urban)	Count	645	138	507	46	7	698
	%	92.4	19.8	72.6	6.6	1.0	100
Overall (Rural)	Count	45	6	39	7	10	62
	%	72.6	9.7	62.9	11.3	16.1	100

25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	62	4	58	6	0	68
	%	91.2	5.9	85.3	8.8	0.0	100
Aircel (Urban)	Count	59	3	56	5	0	64
	%	92.2	4.7	87.5	7.8	0.0	100
Aircel (Rural)	Count	3	1	2	1	0	4
	%	75.0	25.0	50.0	25.0	0.0	100
Airtel (Total)	Count	56	5	51	7	1	64
	%	87.5	7.8	79.7	10.9	1.6	100
Airtel (Urban)	Count	43	4	39	6	1	50
	%	86.0	8.0	78.0	12.0	2.0	100
Airtel (Rural)	Count	13	1	12	1	0	14
	%	92.8	7.1	85.7	7.1	0.0	100
BSNL (Total)	Count	191	50	141	8	4	203
	%	94.1	24.6	69.5	3.9	2.0	100
BSNL (Urban)	Count	188	50	138	7	1	196
	%	95.9	25.5	70.4	3.6	0.5	100
BSNL (Rural)	Count	3	0	3	1	3	7
	%	42.9	0.0	42.9	14.3	42.9	100
Idea (Total)	Count	75	7	68	9	1	85
	%	88.2	8.2	80.0	10.6	1.2	100
Idea (Urban)	Count	64	7	57	8	0	72
	%	88.9	9.7	79.2	11.1	0.0	100
Idea (Rural)	Count	11	0	11	1	1	13
	%	84.6	0.0	84.6	7.7	7.7	100
Rel. Tel. (Total)	Count	63	17	46	16	5	84
	%	75.0	20.2	54.8	19.0	6.0	100
Rel. Tel. (Urban)	Count	52	16	36	15	3	70
	%	74.3	22.9	51.4	21.4	4.3	100
Rel. Tel. (Rural)	Count	11	1	10	1	2	14
	%	78.5	7.1	71.4	7.1	14.3	100
S Tel (Total)	Count	35	1	34	1	0	36
	%	97.2	2.8	94.4	2.8	0.0	100
S Tel (Urban)	Count	35	1	34	1	0	36
	%	97.2	2.8	94.4	2.8	0.0	100
TTSL (Total)	Count	101	17	84	4	0	105
	%	96.2	16.2	80.0	3.8	0.0	100
TTSL (Urban)	Count	101	17	84	4	0	105
	%	96.2	16.2	80.0	3.8	0.0	100
Vodafone (total)	Count	103	14	89	9	3	115
	%	89.6	12.2	77.4	7.8	2.6	100
Vodafone (urban)	Count	101	13	88	4	0	105
	%	96.2	12.4	83.8	3.8	0.0	100
Vodafone (rural)	Count	2	1	1	5	3	10
	%	20.0	10.0	10.0	50.0	30.0	100
Overall	Count	686	115	571	60	14	760
	%	90.2	15.1	75.1	7.9	1.8	100
Overall (Urban)	Count	643	111	532	50	5	698
	%	92.1	15.9	76.2	7.2	0.7	100
Overall (Rural)	Count	43	4	39	10	9	62
	%	69.4	6.5	62.9	16.1	14.5	100

25(b). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Aircel (Total)	Count	2	4	1	0	6
	%	33.3	66.7	16.7	0.0	100
Aircel (Urban)	Count	2	3	1	0	5
	%	40.0	60.0	20.0	0.0	100
Aircel (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	6	3	0	1	8
	%	75	37.5	0.0	12.5	100
Airtel (Urban)	Count	5	2	0	1	7
	%	71.4	28.6	0.0	14.3	100
Airtel (Rural)	Count	1	1	0	0	1
	%	100.0	100.0	0.0	0.0	100
BSNL (Total)	Count	2	6	3	1	12
	%	16.7	50.0	25.0	8.3	100
BSNL (Urban)	Count	2	2	3	1	8
	%	25.0	25.0	37.5	12.5	100
BSNL (Rural)	Count	0	4	0	0	4
	%	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	10	4	0	0	10
	%	100.0	40.0	0.0	0.0	100
Idea (Urban)	Count	8	0	0	0	8
	%	100.0	0.0	0.0	0.0	100
Idea (Rural)	Count	2	2	0	0	2
	%	100.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	18	4	1	0	21
	%	85.7	19.0	4.8	0.0	100
Rel. Tel. (Urban)	Count	17	0	1	0	18
	%	94.4	0.0	5.6	0.0	100
Rel. Tel. (Rural)	Count	1	3	0	0	3
	%	33.3	100.0	0.0	0.0	100
S Tel (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
S Tel (Urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
TTSL (Total)	Count	4	0	0	0	4
	%	100.0	0.0	0.0	0.0	100
TTSL (Urban)	Count	4	0	0	0	4
	%	100.0	0.0	0.0	0.0	100
Vodafone (total)	Count	6	8	1	0	12
	%	50.0	66.7	8.3	0.0	100
Vodafone (urban)	Count	3	2	0	0	4
	%	75.0	50.0	0.0	0.0	100
Vodafone (rural)	Count	3	8	1	0	8
	%	37.5	100.0	12.5	0.0	100
Overall	Count	49	29	6	2	74
	%	66.2	39.2	8.1	2.7	100
Overall (Urban)	Count	42	9	5	2	55
	%	76.4	16.4	9.1	3.6	100
Overall (Rural)	Count	7	19	1	0	19
	%	36.8	100.0	5.3	0.0	100

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

Service Providers		Yes	No	Total
Aircel (Total)	Count	79	307	386
	%	20.5	79.5	100
Aircel (Urban)	Count	74	294	368
	%	20.1	79.9	100
Aircel (Rural)	Count	5	13	18
	%	27.8	72.2	100
Airtel (Total)	Count	68	377	445
	%	15.3	84.7	100
Airtel (Urban)	Count	50	304	354
	%	14.1	85.9	100
Airtel (Rural)	Count	18	73	91
	%	19.8	80.2	100
BSNL (Total)	Count	206	589	795
	%	25.9	74.1	100
BSNL (Urban)	Count	195	562	757
	%	25.8	74.2	100
BSNL (Rural)	Count	11	27	38
	%	28.9	71.1	100
Idea (Total)	Count	76	346	422
	%	18.0	82.0	100
Idea (Urban)	Count	59	259	318
	%	18.6	81.4	100
Idea (Rural)	Count	17	87	104
	%	16.3	83.7	100
Rel. Tel. (Total)	Count	81	256	337
	%	24.0	76.0	100
Rel. Tel. (Urban)	Count	74	240	314
	%	23.6	76.4	100
Rel. Tel. (Rural)	Count	7	16	23
	%	30.4	69.6	100
S Tel (Total)	Count	34	177	211
	%	16.1	83.9	100
S Tel (Urban)	Count	34	177	211
	%	16.1	83.9	100
TTSL (Total)	Count	79	374	453
	%	17.4	82.6	100
TTSL (Urban)	Count	79	374	453
	%	17.4	82.6	100
Vodafone (total)	Count	76	350	426
	%	17.8	82.2	100
Vodafone (urban)	Count	64	337	401
	%	16.0	84.0	100
Vodafone (rural)	Count	12	13	25
	%	48.0	52.0	100
Overall	Count	699	2776	3475
	%	20.1	79.9	100
Overall (Urban)	Count	629	2547	3176
	%	19.8	80.2	100
Overall (Rural)	Count	70	229	299
	%	23.4	76.6	100

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	34	45	79
	%	43.0	57.0	100
Aircel (Urban)	Count	33	41	74
	%	44.6	55.4	100
Aircel (Rural)	Count	1	4	5
	%	20.0	80.0	100
Airtel (Total)	Count	22	46	68
	%	32.4	67.6	100
Airtel (Urban)	Count	17	33	50
	%	34.0	66.0	100
Airtel (Rural)	Count	5	13	18
	%	27.8	72.2	100
BSNL (Total)	Count	136	70	206
	%	66.0	34.0	100
BSNL (Urban)	Count	132	63	195
	%	67.7	32.3	100
BSNL (Rural)	Count	4	7	11
	%	36.4	63.6	100
Idea (Total)	Count	41	35	76
	%	53.9	46.1	100
Idea (Urban)	Count	33	26	59
	%	55.9	44.1	100
Idea (Rural)	Count	8	9	17
	%	47.1	52.9	100
Rel. Tel. (Total)	Count	64	17	81
	%	79.0	21.0	100
Rel. Tel. (Urban)	Count	61	13	74
	%	82.4	17.6	100
Rel. Tel. (Rural)	Count	3	4	7
	%	42.9	57.1	100
S Tel (Total)	Count	11	23	34
	%	32.4	67.6	100
S Tel (Urban)	Count	11	23	34
	%	32.4	67.6	100
TTSL (Total)	Count	40	39	79
	%	50.6	49.4	100
TTSL (Urban)	Count	40	39	79
	%	50.6	49.4	100
Vodafone (total)	Count	45	31	76
	%	59.2	40.8	100
Vodafone (urban)	Count	42	22	64
	%	65.6	34.4	100
Vodafone (rural)	Count	3	9	12
	%	25.0	75.0	100
Overall	Count	393	306	699
	%	56.2	43.8	100
Overall (Urban)	Count	369	260	629
	%	58.7	41.3	100
Overall (Rural)	Count	24	46	70
	%	34.3	65.7	100

28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
Aircel (Total)	Count	12	9	8	4	1	34
	%	35.3	26.5	23.5	11.8	2.9	100
Aircel (Urban)	Count	11	9	8	4	1	33
	%	33.3	27.3	24.2	12.1	3.0	100
Aircel (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Total)	Count	11	8	2	1	0	22
	%	50.0	36.4	9.1	4.5	0.0	100
Airtel (Urban)	Count	10	4	2	1	0	17
	%	58.8	23.5	11.8	5.9	0.0	100
Airtel (Rural)	Count	1	4	0	0	0	5
	%	20.0	80.0	0.0	0.0	0.0	100
BSNL (Total)	Count	76	44	6	3	8	136
	%	55.9	32.4	4.4	2.2	5.9	100
BSNL (Urban)	Count	75	42	6	2	8	132
	%	56.8	31.8	4.5	1.5	6.1	100
BSNL (Rural)	Count	1	2	0	1	0	4
	%	25.0	50.0	0.0	25.0	0.0	100
Idea (Total)	Count	22	14	3	2	0	41
	%	53.7	34.1	7.3	4.9	0.0	100
Idea (Urban)	Count	17	12	2	2	0	33
	%	51.5	36.4	6.1	6.1	0.0	100
Idea (Rural)	Count	5	2	1	0	0	8
	%	62.5	25.0	12.5	0.0	0.0	100
Rel. Tel. (Total)	Count	46	14	1	1	2	64
	%	71.9	21.9	1.6	1.6	3.1	100
Rel. Tel. (Urban)	Count	44	14	1	0	2	61
	%	72.1	23.0	1.6	0.0	3.3	100
Rel. Tel. (Rural)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
S Tel (Total)	Count	10	0	0	1	0	11
	%	90.9	0.0	0.0	9.1	0.0	100
S Tel (Urban)	Count	10	0	0	1	0	11
	%	90.9	0.0	0.0	9.1	0.0	100
TTSL (Total)	Count	17	22	1	0	0	40
	%	42.5	55.0	2.5	0.0	0.0	100
TTSL (Urban)	Count	17	22	1	0	0	40
	%	42.5	55.0	2.5	0.0	0.0	100
Vodafone (total)	Count	17	18	9	0	1	45
	%	37.8	40.0	20.0	0.0	2.2	100
Vodafone (urban)	Count	16	16	9	0	1	42
	%	38.1	38.1	21.4	0.0	2.4	100
Vodafone (rural)	Count	1	2	0	0	0	3
	%	33.3	66.7	0.0	0.0	0.0	100
Overall	Count	211	129	30	12	12	393
	%	53.7	32.8	7.6	3.1	3.1	100
Overall (Urban)	Count	200	119	29	10	12	369
	%	54.2	32.2	7.9	2.7	3.3	100
Overall (Rural)	Count	11	10	1	2	0	24
	%	45.8	41.7	4.2	8.3	0.0	100

28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	28	15	13	5	0	33
	%	84.9	45.5	39.4	15.2	0.0	100
Aircel (Urban)	Count	27	15	12	5	0	32
	%	84.4	46.9	37.5	15.6	0.0	100
Aircel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	19	9	10	3	0	22
	%	86.4	40.9	45.5	13.6	0.0	100
Airtel (Urban)	Count	14	8	6	3	0	17
	%	82.4	47.1	35.3	17.6	0.0	100
Airtel (Rural)	Count	5	1	4	0	0	5
	%	100.0	20.0	80.0	0.0	0.0	100
BSNL (Total)	Count	131	87	44	3	1	135
	%	97	64.4	32.6	2.2	0.7	100
BSNL (Urban)	Count	127	84	43	3	1	131
	%	96.9	64.1	32.8	2.3	0.8	100
BSNL (Rural)	Count	4	3	1	0	0	4
	%	100.0	75.0	25.0	0.0	0.0	100
Idea (Total)	Count	36	19	17	4	0	40
	%	90.0	47.5	42.5	10.0	0.0	100
Idea (Urban)	Count	31	16	15	2	0	33
	%	94.0	48.5	45.5	6.1	0.0	100
Idea (Rural)	Count	5	3	2	2	0	7
	%	71.5	42.9	28.6	28.6	0.0	100
Rel. Tel. (Total)	Count	44	18	26	20	0	64
	%	68.7	28.1	40.6	31.3	0.0	100
Rel. Tel. (Urban)	Count	41	18	23	20	0	61
	%	67.2	29.5	37.7	32.8	0.0	100
Rel. Tel. (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	6	3	3	5	0	11
	%	54.6	27.3	27.3	45.5	0.0	100
S Tel (Urban)	Count	6	3	3	5	0	11
	%	54.6	27.3	27.3	45.5	0.0	100
TTSL (Total)	Count	36	23	13	4	0	40
	%	90.0	57.5	32.5	10.0	0.0	100
TTSL (Urban)	Count	36	23	13	4	0	40
	%	90.0	57.5	32.5	10.0	0.0	100
Vodafone (total)	Count	36	21	15	9	0	45
	%	80.0	46.7	33.3	20.0	0.0	100
Vodafone (urban)	Count	34	19	15	8	0	42
	%	80.9	45.2	35.7	19.0	0.0	100
Vodafone (rural)	Count	2	2	0	1	0	3
	%	66.7	66.7	0.0	33.3	0.0	100
Overall	Count	339	198	141	53	1	393
	%	86.2	50.0	36.2	13.6	0.3	100
Overall (Urban)	Count	318	188	130	50	1	369
	%	86.1	50.7	35.4	13.6	0.3	100
Overall (Rural)	Count	21	10	11	3	0	24
	%	86.9	39.1	47.8	13.0	0.0	100

OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your mobile service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	363	28	335	19	4	386
	%	94.1	7.3	86.8	4.9	1.0	100
Aircel (Urban)	Count	346	24	322	19	3	368
	%	94.0	6.5	87.5	5.2	0.8	100
Aircel (Rural)	Count	17	4	13	0	1	18
	%	94.4	22.2	72.2	0.0	5.6	100
Airtel (Total)	Count	425	65	360	18	2	445
	%	95.5	14.6	80.9	4.0	0.4	100
Airtel (Urban)	Count	341	48	293	11	2	354
	%	96.4	13.6	82.8	3.1	0.6	100
Airtel (Rural)	Count	84	17	67	7	0	91
	%	92.3	18.7	73.6	7.7	0.0	100
BSNL (Total)	Count	731	130	601	58	6	795
	%	92.0	16.4	75.6	7.3	0.8	100
BSNL (Urban)	Count	699	126	573	53	5	757
	%	92.3	16.6	75.7	7.0	0.7	100
BSNL (Rural)	Count	32	4	28	5	1	38
	%	84.2	10.5	73.7	13.2	2.6	100
Idea (Total)	Count	372	32	340	47	3	422
	%	88.2	7.6	80.6	11.1	0.7	100
Idea (Urban)	Count	279	25	254	36	3	318
	%	87.8	7.9	79.9	11.3	0.9	100
Idea (Rural)	Count	93	7	86	11	0	104
	%	89.4	6.7	82.7	10.6	0.0	100
Rel. Tel. (Total)	Count	279	43	236	44	14	337
	%	82.8	12.8	70.0	13.1	4.2	100
Rel. Tel. (Urban)	Count	260	39	221	42	12	314
	%	82.8	12.4	70.4	13.4	3.8	100
Rel. Tel. (Rural)	Count	19	4	15	2	2	23
	%	82.6	17.4	65.2	8.7	8.7	100
S Tel (Total)	Count	183	2	181	23	5	211
	%	86.7	0.9	85.8	10.9	2.4	100
S Tel (Urban)	Count	183	2	181	23	5	211
	%	86.7	0.9	85.8	10.9	2.4	100
TTSL (Total)	Count	393	112	281	51	9	453
	%	86.7	24.7	62.0	11.3	2.0	100
TTSL (Urban)	Count	393	112	281	51	9	453
	%	86.7	24.7	62.0	11.3	2.0	100
Vodafone (total)	Count	378	65	313	34	14	426
	%	88.8	15.3	73.5	8.0	3.3	100
Vodafone (urban)	Count	367	62	305	25	9	401
	%	91.6	15.5	76.1	6.2	2.2	100
Vodafone (rural)	Count	11	3	8	9	5	25
	%	44.0	12.0	32.0	36.0	20.0	100
Overall	Count	3124	477	2647	294	57	3475
	%	89.9	13.7	76.2	8.5	1.6	100
Overall (Urban)	Count	2868	438	2430	260	48	3176
	%	90.3	13.8	76.5	8.2	1.5	100
Overall (Rural)	Count	256	39	217	34	9	299
	%	85.6	13	72.6	11.4	3.0	100

GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wireline	Other	None	Total
Aircel (Total)	Count	0	0	0	386	386
	%	0.0	0.0	0.0	100.0	100
Aircel (Urban)	Count	0	0	0	368	368
	%	0.0	0.0	0.0	100.0	100
Aircel (Rural)	Count	0	0	0	18	18
	%	0.0	0.0	0.0	100.0	100
Airtel (Total)	Count	0	0	0	445	445
	%	0.0	0.0	0.0	100.0	100
Airtel (Urban)	Count	0	0	0	354	354
	%	0.0	0.0	0.0	100.0	100
Airtel (Rural)	Count	0	0	0	91	91
	%	0.0	0.0	0.0	100.0	100
BSNL (Total)	Count	76	15	0	704	795
	%	9.6	1.9	0.0	88.6	100
BSNL (Urban)	Count	72	15	0	670	757
	%	9.5	2	0.0	88.5	100
BSNL (Rural)	Count	4	0	0	34	38
	%	10.5	0.0	0.0	89.5	100
Idea (Total)	Count	0	0	0	422	422
	%	0.0	0.0	0.0	100.0	100
Idea (Urban)	Count	0	0	0	318	318
	%	0.0	0.0	0.0	100.0	100
Idea (Rural)	Count	0	0	0	104	104
	%	0.0	0.0	0.0	100.0	100
Rel. Tel. (Total)	Count	0	0	0	337	337
	%	0.0	0.0	0.0	100.0	100
Rel. Tel. (Urban)	Count	0	0	0	314	314
	%	0.0	0.0	0.0	100.0	100
Rel. Tel. (Rural)	Count	0	0	0	23	23
	%	0.0	0.0	0.0	100.0	100
S Tel (Total)	Count	0	0	0	211	211
	%	0.0	0.0	0.0	100.0	100
S Tel (Urban)	Count	0	0	0	211	211
	%	0.0	0.0	0.0	100.0	100
TTSL (Total)	Count	0	0	0	453	453
	%	0.0	0.0	0.0	100.0	100
TTSL (Urban)	Count	0	0	0	453	453
	%	0.0	0.0	0.0	100.0	100
Vodafone (total)	Count	0	0	0	426	426
	%	0.0	0.0	0.0	100.0	100
Vodafone (urban)	Count	0	0	0	401	401
	%	0.0	0.0	0.0	100.0	100
Vodafone (rural)	Count	0	0	0	25	25
	%	0.0	0.0	0.0	100.0	100
Overall	Count	76	15	0	3384	3475
	%	2.2	0.4	0.0	97.4	100
Overall (Urban)	Count	72	15	0	3089	3176
	%	2.3	0.5	0.0	97.3	100
Overall (Rural)	Count	4	0	0	295	299
	%	1.3	0.0	0.0	98.7	100

31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?

Service Providers		Yes	No	Total
Aircel (Total)	Count	52	334	386
	%	13.5	86.5	100
Aircel (Urban)	Count	51	317	368
	%	13.9	86.1	100
Aircel (Rural)	Count	1	17	18
	%	5.6	94.4	100
Airtel (Total)	Count	74	371	445
	%	16.6	83.4	100
Airtel (Urban)	Count	55	299	354
	%	15.5	84.5	100
Airtel (Rural)	Count	19	72	91
	%	20.9	79.1	100
BSNL (Total)	Count	317	478	795
	%	39.9	60.1	100
BSNL (Urban)	Count	312	445	757
	%	41.2	58.8	100
BSNL (Rural)	Count	5	33	38
	%	13.2	86.8	100
Idea (Total)	Count	95	327	422
	%	22.5	77.5	100
Idea (Urban)	Count	71	247	318
	%	22.3	77.7	100
Idea (Rural)	Count	24	80	104
	%	23.1	76.9	100
Rel. Tel. (Total)	Count	81	256	337
	%	24.0	76.0	100
Rel. Tel. (Urban)	Count	71	243	314
	%	22.6	77.4	100
Rel. Tel. (Rural)	Count	10	13	23
	%	43.5	56.5	100
S Tel (Total)	Count	40	171	211
	%	19.0	81.0	100
S Tel (Urban)	Count	40	171	211
	%	19.0	81.0	100
TTSL (Total)	Count	97	356	453
	%	21.4	78.6	100
TTSL (Urban)	Count	97	356	453
	%	21.4	78.6	100
Vodafone (total)	Count	96	330	426
	%	22.5	77.5	100
Vodafone (urban)	Count	94	307	401
	%	23.4	76.6	100
Vodafone (rural)	Count	2	23	25
	%	8.0	92.0	100
Overall	Count	852	2623	3475
	%	24.5	75.5	100
Overall (Urban)	Count	791	2385	3176
	%	24.9	75.1	100
Overall (Rural)	Count	61	238	299
	%	20.4	79.6	100

32. Have you registered with your service provider for not receiving any unwanted Tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	25	27	52
	%	48.1	51.9	100
Aircel (Urban)	Count	24	27	51
	%	47.1	52.9	100
Aircel (Rural)	Count	1	0	1
	%	100.0	0.0	100
Airtel (Total)	Count	28	46	74
	%	37.8	62.2	100
Airtel (Urban)	Count	21	34	55
	%	38.2	61.8	100
Airtel (Rural)	Count	7	12	19
	%	36.8	63.2	100
BSNL (Total)	Count	159	158	317
	%	50.2	49.8	100
BSNL (Urban)	Count	155	157	312
	%	49.7	50.3	100
BSNL (Rural)	Count	4	1	5
	%	80.0	20.0	100
Idea (Total)	Count	33	62	95
	%	34.7	65.3	100
Idea (Urban)	Count	29	42	71
	%	40.8	59.2	100
Idea (Rural)	Count	4	20	24
	%	16.7	83.3	100
Rel. Tel. (Total)	Count	42	39	81
	%	51.9	48.1	100
Rel. Tel. (Urban)	Count	38	33	71
	%	53.5	46.5	100
Rel. Tel. (Rural)	Count	4	6	10
	%	40.0	60.0	100
S Tel (Total)	Count	9	31	40
	%	22.5	77.5	100
S Tel (Urban)	Count	9	31	40
	%	22.5	77.5	100
TTSL (Total)	Count	38	59	97
	%	39.2	60.8	100
TTSL (Urban)	Count	38	59	97
	%	39.2	60.8	100
Vodafone (total)	Count	46	50	96
	%	47.9	52.1	100
Vodafone (urban)	Count	44	50	94
	%	46.8	53.2	100
Vodafone (rural)	Count	2	0	2
	%	100.0	0.0	100
Overall	Count	380	472	852
	%	44.6	55.4	100
Overall (Urban)	Count	358	433	791
	%	45.3	54.7	100
Overall (Rural)	Count	22	39	61
	%	36.1	63.9	100

33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Aircel (Total)	Count	0	2	8	15	25
	%	0.0	8.0	32.0	60.0	100
Aircel (Urban)	Count	0	2	7	15	24
	%	0.0	8.3	29.2	62.5	100
Aircel (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100
Airtel (Total)	Count	0	1	9	18	28
	%	0.0	3.6	32.1	64.3	100
Airtel (Urban)	Count	0	1	6	14	21
	%	0.0	4.8	28.6	66.7	100
Airtel (Rural)	Count	0	0	3	4	7
	%	0.0	0.0	42.9	57.1	100
BSNL (Total)	Count	4	9	52	94	159
	%	2.5	5.7	32.7	59.1	100
BSNL (Urban)	Count	4	9	49	93	155
	%	2.6	5.8	31.6	60.0	100
BSNL (Rural)	Count	0	0	3	1	4
	%	0.0	0.0	75.0	25.0	100
Idea (Total)	Count	0	2	10	21	33
	%	0.0	6.1	30.3	63.6	100
Idea (Urban)	Count	0	2	9	18	29
	%	0.0	6.9	31.0	62.1	100
Idea (Rural)	Count	0	0	1	3	4
	%	0.0	0.0	25.0	75.0	100
Rel. Tel. (Total)	Count	2	2	24	14	42
	%	4.8	4.8	57.1	33.3	100
Rel. Tel. (Urban)	Count	2	1	23	12	38
	%	5.3	2.6	60.5	31.6	100
Rel. Tel. (Rural)	Count	0	1	1	2	4
	%	0.0	25.0	25.0	50.0	100
S Tel (Total)	Count	0	0	0	9	9
	%	0.0	0.0	0.0	100.0	100
S Tel (Urban)	Count	0	0	0	9	9
	%	0.0	0.0	0.0	100.0	100
TTSL (Total)	Count	0	1	19	18	38
	%	0.0	2.6	50.0	47.4	100
TTSL (Urban)	Count	0	1	19	18	38
	%	0.0	2.6	50.0	47.4	100
Vodafone (total)	Count	1	10	19	16	46
	%	2.2	21.7	41.3	34.8	100
Vodafone (urban)	Count	1	9	19	15	44
	%	2.3	20.5	43.2	34.1	100
Vodafone (rural)	Count	0	1	0	1	2
	%	0.0	50.0	0.0	50.0	100
Overall	Count	7	27	141	205	380
	%	1.8	7.1	37.1	53.9	100
Overall (Urban)	Count	7	25	132	194	358
	%	2.0	7.0	36.9	54.2	100
Overall (Rural)	Count	0	2	9	11	22
	%	0.0	9.1	40.9	50.0	100

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

Service Providers		Yes	No	Total
Aircel (Total)	Count	10	0	10
	%	100.0	0.0	100
Aircel (Urban)	Count	9	0	9
	%	100.0	0.0	100
Aircel (Rural)	Count	1	0	1
	%	100.0	0.0	100
Airtel (Total)	Count	8	2	10
	%	80.0	20.0	100
Airtel (Urban)	Count	6	1	7
	%	85.7	14.3	100
Airtel (Rural)	Count	2	1	3
	%	66.7	33.3	100
BSNL (Total)	Count	65	0	65
	%	100.0	0.0	100
BSNL (Urban)	Count	62	0	62
	%	100.0	0.0	100
BSNL (Rural)	Count	3	0	3
	%	100.0	0.0	100
Idea (Total)	Count	12	0	12
	%	100.0	0.0	100
Idea (Urban)	Count	11	0	11
	%	100.0	0.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	26	2	28
	%	92.9	7.1	100
Rel. Tel. (Urban)	Count	24	2	26
	%	92.3	7.7	100
Rel. Tel. (Rural)	Count	2	0	2
	%	100.0	0.0	100
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	18	2	20
	%	90.0	10.0	100
TTSL (Urban)	Count	18	2	20
	%	90.0	10.0	100
Vodafone (total)	Count	23	7	30
	%	76.7	23.3	100
Vodafone (urban)	Count	22	7	29
	%	75.9	24.1	100
Vodafone (rural)	Count	1	0	1
	%	100.0	0.0	100
Overall	Count	162	13	175
	%	92.6	7.4	100
Overall (Urban)	Count	152	12	164
	%	92.7	7.3	100
Overall (Rural)	Count	10	1	11
	%	90.9	9.1	100

33(c). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Aircel (Total)	Count	4	1	3	2	10
	%	40.0	10.0	30.0	20.0	100
Aircel (Urban)	Count	3	1	3	2	9
	%	33.3	11.1	33.3	22.2	100
Aircel (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Airtel (Total)	Count	3	5	0	0	8
	%	37.5	62.5	0.0	0.0	100
Airtel (Urban)	Count	2	4	0	0	6
	%	33.3	66.7	0.0	0.0	100
Airtel (Rural)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
BSNL (Total)	Count	56	5	4	0	65
	%	86.2	7.7	6.2	0.0	100
BSNL (Urban)	Count	53	5	4	0	62
	%	85.5	8.1	6.5	0.0	100
BSNL (Rural)	Count	3	0	0	0	3
	%	100.0	0.0	0.0	0.0	100
Idea (Total)	Count	5	6	1	0	12
	%	41.7	50.0	8.3	0.0	100
Idea (Urban)	Count	5	5	1	0	11
	%	45.5	45.5	9.1	0.0	100
Idea (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	24	1	1	0	26
	%	92.3	3.8	3.8	0.0	100
Rel. Tel. (Urban)	Count	22	1	1	0	24
	%	91.7	4.2	4.2	0.0	100
Rel. Tel. (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	17	1	0	0	18
	%	94.4	5.6	0.0	0.0	100
TTSL (Urban)	Count	17	1	0	0	18
	%	94.4	5.6	0.0	0.0	100
Vodafone (total)	Count	10	10	3	0	23
	%	43.5	43.5	13.0	0.0	100
Vodafone (urban)	Count	9	10	3	0	22
	%	40.9	45.5	13.6	0.0	100
Vodafone (rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Overall	Count	119	29	12	2	162
	%	73.5	17.9	7.4	1.2	100
Overall (Urban)	Count	111	27	12	2	152
	%	73.0	17.8	7.9	1.3	100
Overall (Rural)	Count	8	2	0	0	10
	%	80.0	20.0	0.0	0.0	100

34(a). Are you aware of the facility by which you can change your service provider without changing your mobile number?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	188	198	386
	%	48.7	51.3	100
Aircel (Urban)	Count	177	191	368
	%	48.1	51.9	100
Aircel (Rural)	Count	11	7	18
	%	61.1	38.9	100
Airtel (Total)	Count	165	280	445
	%	37.1	62.9	100
Airtel (Urban)	Count	122	232	354
	%	34.5	65.5	100
Airtel (Rural)	Count	43	48	91
	%	47.3	52.7	100
BSNL (Total)	Count	392	403	795
	%	49.3	50.7	100
BSNL (Urban)	Count	363	394	757
	%	48.0	52.0	100
BSNL (Rural)	Count	29	9	38
	%	76.3	23.7	100
Idea (Total)	Count	204	218	422
	%	48.3	51.7	100
Idea (Urban)	Count	156	162	318
	%	49.1	50.9	100
Idea (Rural)	Count	48	56	104
	%	46.2	53.8	100
Rel. Tel. (Total)	Count	92	245	337
	%	27.3	72.7	100
Rel. Tel. (Urban)	Count	81	233	314
	%	25.8	74.2	100
Rel. Tel. (Rural)	Count	11	12	23
	%	47.8	52.2	100
S Tel (Total)	Count	72	139	211
	%	34.1	65.9	100
S Tel (Urban)	Count	72	139	211
	%	34.1	65.9	100
TTSL (Total)	Count	122	331	453
	%	26.9	73.1	100
TTSL (Urban)	Count	122	331	453
	%	26.9	73.1	100
Vodafone (total)	Count	184	242	426
	%	43.2	56.8	100
Vodafone (urban)	Count	164	237	401
	%	40.9	59.1	100
Vodafone (rural)	Count	20	5	25
	%	80.0	20.0	100
Overall	Count	1419	2056	3475
	%	40.8	59.2	100
Overall (Urban)	Count	1257	1919	3176
	%	39.6	60.4	100
Overall (Rural)	Count	162	137	299
	%	54.2	45.8	100

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	26	162	188
	%	13.8	86.2	100
Aircel (Urban)	Count	25	152	177
	%	14.1	85.9	100
Aircel (Rural)	Count	1	10	11
	%	9.1	90.9	100
Airtel (Total)	Count	22	143	165
	%	13.3	86.7	100
Airtel (Urban)	Count	16	106	122
	%	13.1	86.9	100
Airtel (Rural)	Count	6	37	43
	%	14.0	86.0	100
BSNL (Total)	Count	132	260	392
	%	33.7	66.3	100
BSNL (Urban)	Count	128	235	363
	%	35.3	64.7	100
BSNL (Rural)	Count	4	25	29
	%	13.8	86.2	100
Idea (Total)	Count	28	176	204
	%	13.7	86.3	100
Idea (Urban)	Count	23	133	156
	%	14.7	85.3	100
Idea (Rural)	Count	5	43	48
	%	10.4	89.6	100
Rel. Tel. (Total)	Count	38	54	92
	%	41.3	58.7	100
Rel. Tel. (Urban)	Count	35	46	81
	%	43.2	56.8	100
Rel. Tel. (Rural)	Count	3	8	11
	%	27.3	72.7	100
S Tel (Total)	Count	5	67	72
	%	6.9	93.1	100
S Tel (Urban)	Count	5	67	72
	%	6.9	93.1	100
TTSL (Total)	Count	37	85	122
	%	30.3	69.7	100
TTSL (Urban)	Count	37	85	122
	%	30.3	69.7	100
Vodafone (total)	Count	48	136	184
	%	26.1	73.9	100
Vodafone (urban)	Count	46	118	164
	%	28.0	72.0	100
Vodafone (rural)	Count	2	18	20
	%	10.0	90.0	100
Overall	Count	336	1083	1419
	%	23.7	76.3	100
Overall (Urban)	Count	315	942	1257
	%	25.1	74.9	100
Overall (Rural)	Count	21	141	162
	%	13.0	87.0	100

34(c). When did you get 'Unique Porting Code' from your existing service provider?						
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Aircel (Total)	Count	10	13	3	0	26
	%	38.5	50.0	11.5	0.0	100
Aircel (Urban)	Count	10	12	3	0	25
	%	40.0	48.0	12.0	0.0	100
Aircel (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	8	9	5	0	22
	%	36.4	40.9	22.7	0.0	100
Airtel (Urban)	Count	6	6	4	0	16
	%	37.5	37.5	25.0	0.0	100
Airtel (Rural)	Count	2	3	1	0	6
	%	33.3	50.0	16.7	0.0	100
BSNL (Total)	Count	84	29	19	0	132
	%	63.6	22.0	14.4	0.0	100
BSNL (Urban)	Count	82	27	19	0	128
	%	64.1	21.1	14.8	0.0	100
BSNL (Rural)	Count	2	2	0	0	4
	%	50.0	50.0	0.0	0.0	100
Idea (Total)	Count	14	14	0	0	28
	%	50.0	50.0	0.0	0.0	100
Idea (Urban)	Count	11	12	0	0	23
	%	47.8	52.2	0.0	0.0	100
Idea (Rural)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
Rel. Tel. (Total)	Count	25	12	1	0	38
	%	65.8	31.6	2.6	0.0	100
Rel. Tel. (Urban)	Count	25	9	1	0	35
	%	71.4	25.7	2.9	0.0	100
Rel. Tel. (Rural)	Count	0	3	0	0	3
	%	0.0	100.0	0.0	0.0	100
S Tel (Total)	Count	0	2	3	0	5
	%	0.0	40.0	60.0	0.0	100
S Tel (Urban)	Count	0	2	3	0	5
	%	0.0	40.0	60.0	0.0	100
TTSL (Total)	Count	27	7	3	0	37
	%	73.0	18.9	8.1	0.0	100
TTSL (Urban)	Count	27	7	3	0	37
	%	73.0	18.9	8.1	0.0	100
Vodafone (total)	Count	21	14	7	6	48
	%	43.8	29.2	14.6	12.5	100
Vodafone (urban)	Count	20	13	7	6	46
	%	43.5	28.3	15.2	13.0	100
Vodafone (rural)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Overall	Count	189	100	41	6	336
	%	56.3	29.8	12.2	1.8	100
Overall (Urban)	Count	181	88	40	6	315
	%	57.5	27.9	12.7	1.9	100
Overall (Rural)	Count	8	12	1	0	21
	%	38.1	57.1	4.8	0.0	100

34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	26	9	17	0	0	26
	%	100.0	34.6	65.4	0.0	0.0	100
Aircel (Urban)	Count	25	9	16	0	0	25
	%	100.0	36.0	64.0	0.0	0.0	100
Aircel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	22	10	12	0	0	22
	%	100.0	45.5	54.5	0.0	0.0	100
Airtel (Urban)	Count	16	6	10	0	0	16
	%	100.0	37.5	62.5	0.0	0.0	100
Airtel (Rural)	Count	6	4	2	0	0	6
	%	100.0	66.7	33.3	0.0	0.0	100
BSNL (Total)	Count	128	85	43	4	0	132
	%	97.0	64.4	32.6	3.0	0.0	100
BSNL (Urban)	Count	124	82	42	4	0	128
	%	96.9	64.1	32.8	3.1	0.0	100
BSNL (Rural)	Count	4	3	1	0	0	4
	%	100.0	75.0	25.0	0.0	0.0	100
Idea (Total)	Count	26	10	16	2	0	28
	%	92.8	35.7	57.1	7.1	0.0	100
Idea (Urban)	Count	21	7	14	2	0	23
	%	91.3	30.4	60.9	8.7	0.0	100
Idea (Rural)	Count	5	3	2	0	0	5
	%	100.0	60.0	40.0	0.0	0.0	100
Rel. Tel. (Total)	Count	36	24	12	2	0	38
	%	94.8	63.2	31.6	5.3	0.0	100
Rel. Tel. (Urban)	Count	33	23	10	2	0	35
	%	94.3	65.7	28.6	5.7	0.0	100
Rel. Tel. (Rural)	Count	3	1	2	0	0	3
	%	100.0	33.3	66.7	0.0	0.0	100
S Tel (Total)	Count	5	0	5	0	0	5
	%	100.0	0.0	100.0	0.0	0.0	100
S Tel (Urban)	Count	5	0	5	0	0	5
	%	100.0	0.0	100.0	0.0	0.0	100
TTSL (Total)	Count	36	28	8	1	0	37
	%	97.3	75.7	21.6	2.7	0.0	100
TTSL (Urban)	Count	36	28	8	1	0	37
	%	97.3	75.7	21.6	2.7	0.0	100
Vodafone (total)	Count	37	16	21	8	3	48
	%	77.1	33.3	43.8	16.7	6.3	100
Vodafone (urban)	Count	36	15	21	7	3	46
	%	78.3	32.6	45.7	15.2	6.5	100
Vodafone (rural)	Count	1	1	0	1	0	2
	%	50.0	50.0	0.0	50.0	0.0	100
Overall	Count	316	182	134	3	17	336
	%	94.1	54.2	39.9	0.9	5.1	100
Overall (Urban)	Count	296	170	126	3	16	315
	%	94	54	40	1	5.1	100
Overall (Rural)	Count	20	12	8	0	1	21
	%	95.2	57.1	38.1	0.0	4.8	100

35. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Aircel (Total)	Count	1	1	1	19	117	93	51	34	27	42	386
	%	0.3	0.3	0.3	4.9	30.3	24.1	13.2	8.8	7.0	10.9	100
Aircel (Urban)	Count	1	0	1	19	115	90	49	32	22	39	368
	%	0.3	0.0	0.3	5.2	31.3	24.5	13.3	8.7	6.0	10.6	100
Aircel (Rural)	Count	0	1	0	0	2	3	2	2	5	3	18
	%	0.0	5.6	0.0	0.0	11.1	16.7	11.1	11.1	27.8	16.7	100
Airtel (Total)	Count	1	0	3	11	58	140	87	61	43	41	445
	%	0.2	0.0	0.7	2.5	13.0	31.5	19.6	13.7	9.7	9.2	100
Airtel (Urban)	Count	1	0	2	9	41	101	74	53	38	35	354
	%	0.3	0.0	0.6	2.5	11.6	28.5	20.9	15.0	10.7	9.9	100
Airtel (Rural)	Count	0	0	1	2	17	39	13	8	5	6	91
	%	0.0	0.0	1.1	2.2	18.7	42.9	14.3	8.8	5.5	6.6	100
BSNL (Total)	Count	10	1	4	45	195	239	116	106	31	48	795
	%	1.3	0.1	0.5	5.7	24.5	30.1	14.6	13.3	3.9	6.0	100
BSNL (Urban)	Count	10	0	3	45	191	227	111	99	26	45	757
	%	1.3	0.0	0.4	5.9	25.2	30.0	14.7	13.1	3.4	5.9	100
BSNL (Rural)	Count	0	1	1	0	4	12	5	7	5	3	38
	%	0.0	2.6	2.6	0.0	10.5	31.6	13.2	18.4	13.2	7.9	100
Idea (Total)	Count	0	4	1	24	77	140	64	70	29	13	422
	%	0.0	0.9	0.2	5.7	18.2	33.2	15.2	16.6	6.9	3.1	100
Idea (Urban)	Count	0	2	1	18	56	89	55	58	28	11	318
	%	0.0	0.6	0.3	5.7	17.6	28	17.3	18.2	8.8	3.5	100
Idea (Rural)	Count	0	2	0	6	21	51	9	12	1	2	104
	%	0.0	1.9	0.0	5.8	20.2	49.0	8.7	11.5	1.0	1.9	100
Rel. Tel. (Total)	Count	1	6	5	22	67	49	66	77	31	13	337
	%	0.3	1.8	1.5	6.5	19.9	14.5	19.6	22.8	9.2	3.9	100
Rel. Tel. (Urban)	Count	1	5	5	20	64	43	58	76	31	11	314
	%	0.3	1.6	1.6	6.4	20.4	13.7	18.5	24.2	9.9	3.5	100
Rel. Tel. (Rural)	Count	0	1	0	2	3	6	8	1	0	2	23
	%	0.0	4.3	0.0	8.7	13	26.1	34.8	4.3	0.0	8.7	100
S Tel (Total)	Count	0	4	7	30	89	62	11	7	1	0	211
	%	0.0	1.9	3.3	14.2	42.2	29.4	5.2	3.3	0.5	0.0	100
S Tel (Urban)	Count	0	4	7	30	89	62	11	7	1	0	211
	%	0.0	1.9	3.3	14.2	42.2	29.4	5.2	3.3	0.5	0.0	100
TTSL (Total)	Count	0	1	3	17	50	52	90	151	81	8	453
	%	0.0	0.2	0.7	3.8	11.0	11.5	19.9	33.3	17.9	1.8	100
TTSL (Urban)	Count	0	1	3	17	50	52	90	151	81	8	453
	%	0.0	0.2	0.7	3.8	11.0	11.5	19.9	33.3	17.9	1.8	100
Vodafone (total)	Count	7	7	4	24	44	137	54	74	40	35	426
	%	1.6	1.6	0.9	5.6	10.3	32.2	12.7	17.4	9.4	8.2	100
Vodafone (urban)	Count	6	2	3	20	43	135	50	70	38	34	401
	%	1.5	0.5	0.7	5.0	10.7	33.7	12.5	17.5	9.5	8.5	100
Vodafone (rural)	Count	1	5	1	4	1	2	4	4	2	1	25
	%	4.0	20.0	4.0	16.0	4.0	8.0	16.0	16.0	8.0	4.0	100
Overall	Count	20	24	28	192	697	912	539	580	283	200	3475
	%	0.6	0.7	0.8	5.5	20.1	26.2	15.5	16.7	8.1	5.8	100
Overall (Urban)	Count	19	14	25	178	649	799	498	546	265	183	3176
	%	0.6	0.4	0.8	5.6	20.4	25.2	15.7	17.2	8.3	5.8	100
Overall (Rural)	Count	1	10	3	14	48	113	41	34	18	17	299
	%	0.3	3.3	1.0	4.7	16.1	37.8	13.7	11.4	6.0	5.7	100

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36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	240	146	386
	%	62.2	37.8	100
Aircel (Urban)	Count	231	137	368
	%	62.8	37.2	100
Aircel (Rural)	Count	9	9	18
	%	50.0	50.0	100
Airtel (Total)	Count	315	130	445
	%	70.8	29.2	100
Airtel (Urban)	Count	258	96	354
	%	72.9	27.1	100
Airtel (Rural)	Count	57	34	91
	%	62.6	37.4	100
BSNL (Total)	Count	574	221	795
	%	72.2	27.8	100
BSNL (Urban)	Count	562	195	757
	%	74.2	25.8	100
BSNL (Rural)	Count	12	26	38
	%	31.6	68.4	100
Idea (Total)	Count	257	165	422
	%	60.9	39.1	100
Idea (Urban)	Count	190	128	318
	%	59.7	40.3	100
Idea (Rural)	Count	67	37	104
	%	64.4	35.6	100
Rel. Tel. (Total)	Count	256	81	337
	%	76.0	24.0	100
Rel. Tel. (Urban)	Count	240	74	314
	%	76.4	23.6	100
Rel. Tel. (Rural)	Count	16	7	23
	%	69.6	30.4	100
S Tel (Total)	Count	134	77	211
	%	63.5	36.5	100
S Tel (Urban)	Count	134	77	211
	%	63.5	36.5	100
TTSL (Total)	Count	317	136	453
	%	70.0	30.0	100
TTSL (Urban)	Count	317	136	453
	%	70.0	30.0	100
Vodafone (total)	Count	289	137	426
	%	67.8	32.2	100
Vodafone (urban)	Count	284	117	401
	%	70.8	29.2	100
Vodafone (rural)	Count	5	20	25
	%	20.0	80.0	100
Overall	Count	2382	1093	3475
	%	68.5	31.5	100
Overall (Urban)	Count	2216	960	3176
	%	69.8	30.2	100
Overall (Rural)	Count	166	133	299
	%	55.5	44.5	100

37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	44	342	386
	%	11.4	88.6	100
Aircel (Urban)	Count	38	330	368
	%	10.3	89.7	100
Aircel (Rural)	Count	6	12	18
	%	33.3	66.7	100
Airtel (Total)	Count	29	416	445
	%	6.5	93.5	100
Airtel (Urban)	Count	22	332	354
	%	6.2	93.8	100
Airtel (Rural)	Count	7	84	91
	%	7.7	92.3	100
BSNL (Total)	Count	134	661	795
	%	16.9	83.1	100
BSNL (Urban)	Count	124	633	757
	%	16.4	83.6	100
BSNL (Rural)	Count	10	28	38
	%	26.3	73.7	100
Idea (Total)	Count	45	377	422
	%	10.7	89.3	100
Idea (Urban)	Count	34	284	318
	%	10.7	89.3	100
Idea (Rural)	Count	11	93	104
	%	10.6	89.4	100
Rel. Tel. (Total)	Count	74	263	337
	%	22.0	78.0	100
Rel. Tel. (Urban)	Count	65	249	314
	%	20.7	79.3	100
Rel. Tel. (Rural)	Count	9	14	23
	%	39.1	60.9	100
S Tel (Total)	Count	8	203	211
	%	3.8	96.2	100
S Tel (Urban)	Count	8	203	211
	%	3.8	96.2	100
TTSL (Total)	Count	57	396	453
	%	12.6	87.4	100
TTSL (Urban)	Count	57	396	453
	%	12.6	87.4	100
Vodafone (total)	Count	47	379	426
	%	11.0	89.0	100
Vodafone (urban)	Count	38	363	401
	%	9.5	90.5	100
Vodafone (rural)	Count	9	16	25
	%	36.0	64.0	100
Overall	Count	438	3037	3475
	%	12.6	87.4	100
Overall (Urban)	Count	386	2790	3176
	%	12.2	87.8	100
Overall (Rural)	Count	52	247	299
	%	17.4	82.6	100

38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?

Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Aircel (Total)	Count	18	7	10	7	2	44
	%	40.9	15.9	22.7	15.9	4.5	100
Aircel (Urban)	Count	18	4	7	7	2	38
	%	47.4	10.5	18.4	18.4	5.3	100
Aircel (Rural)	Count	0	3	3	0	0	6
	%	0.0	50.0	50.0	0.0	0.0	100
Airtel (Total)	Count	12	13	3	1	0	29
	%	41.4	44.8	10.3	3.4	0.0	100
Airtel (Urban)	Count	9	12	1	0	0	22
	%	40.9	54.5	4.5	0.0	0.0	100
Airtel (Rural)	Count	3	1	2	1	0	7
	%	42.9	14.3	28.6	14.3	0.0	100
BSNL (Total)	Count	112	7	15	0	0	134
	%	83.6	5.2	11.2	0.0	0.0	100
BSNL (Urban)	Count	110	4	10	0	0	124
	%	88.7	3.2	8.1	0.0	0.0	100
BSNL (Rural)	Count	2	3	5	0	0	10
	%	20.0	30.0	50.0	0.0	0.0	100
Idea (Total)	Count	27	5	12	0	1	45
	%	60.0	11.1	26.7	0.0	2.2	100
Idea (Urban)	Count	20	5	9	0	0	34
	%	58.8	14.7	26.5	0.0	0.0	100
Idea (Rural)	Count	7	0	3	0	1	11
	%	63.6	0.0	27.3	0.0	9.1	100
Rel. Tel. (Total)	Count	53	4	5	2	10	74
	%	71.6	5.4	6.8	2.7	13.5	100
Rel. Tel. (Urban)	Count	49	2	3	1	10	65
	%	75.4	3.1	4.6	1.5	15.4	100
Rel. Tel. (Rural)	Count	4	2	2	1	0	9
	%	44.4	22.2	22.2	11.1	0.0	100
S Tel (Total)	Count	6	0	1	1	0	8
	%	75.0	0.0	12.5	12.5	0.0	100
S Tel (Urban)	Count	6	0	1	1	0	8
	%	75.0	0.0	12.5	12.5	0.0	100
TTSL (Total)	Count	40	13	1	0	3	57
	%	70.2	22.8	1.8	0.0	5.3	100
TTSL (Urban)	Count	40	13	1	0	3	57
	%	70.2	22.8	1.8	0.0	5.3	100
Vodafone (total)	Count	19	15	8	3	2	47
	%	40.4	31.9	17	6.4	4.3	100
Vodafone (urban)	Count	17	11	6	2	2	38
	%	44.7	28.9	15.8	5.3	5.3	100
Vodafone (rural)	Count	2	4	2	1	0	9
	%	22.2	44.4	22.2	11.1	0.0	100
Overall	Count	287	64	55	14	18	438
	%	65.5	14.6	12.6	3.2	4.1	100
Overall (Urban)	Count	269	51	38	11	17	386
	%	69.7	13.2	9.8	2.8	4.4	100
Overall (Rural)	Count	18	13	17	3	1	52
	%	34.6	25.0	32.7	5.8	1.9	100

39. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	33	11	44
	%	75.0	25.0	100
Aircel (Urban)	Count	32	6	38
	%	84.2	15.8	100
Aircel (Rural)	Count	1	5	6
	%	16.7	83.3	100
Airtel (Total)	Count	19	10	29
	%	65.5	34.5	100
Airtel (Urban)	Count	12	10	22
	%	54.5	45.5	100
Airtel (Rural)	Count	7	0	7
	%	100.0	0.0	100
BSNL (Total)	Count	119	15	134
	%	88.8	11.2	100
BSNL (Urban)	Count	116	8	124
	%	93.5	6.5	100
BSNL (Rural)	Count	3	7	10
	%	30.0	70.0	100
Idea (Total)	Count	38	7	45
	%	84.4	15.6	100
Idea (Urban)	Count	31	3	34
	%	91.2	8.8	100
Idea (Rural)	Count	7	4	11
	%	63.6	36.4	100
Rel. Tel. (Total)	Count	49	25	74
	%	66.2	33.8	100
Rel. Tel. (Urban)	Count	43	22	65
	%	66.2	33.8	100
Rel. Tel. (Rural)	Count	6	3	9
	%	66.7	33.3	100
S Tel (Total)	Count	8	0	8
	%	100.0	0.0	100
S Tel (Urban)	Count	8	0	8
	%	100.0	0.0	100
TTSL (Total)	Count	46	11	57
	%	80.7	19.3	100
TTSL (Urban)	Count	46	11	57
	%	80.7	19.3	100
Vodafone (total)	Count	35	12	47
	%	74.5	25.5	100
Vodafone (urban)	Count	33	5	38
	%	86.8	13.2	100
Vodafone (rural)	Count	2	7	9
	%	22.2	77.8	100
Overall	Count	347	91	438
	%	79.2	20.8	100
Overall (Urban)	Count	321	65	386
	%	83.2	16.8	100
Overall (Rural)	Count	26	26	52
	%	50.0	50.0	100

40. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Not applicable	Total
Aircel (Total)	Count	32	7	5	44
	%	72.7	15.9	11.4	100
Aircel (Urban)	Count	31	5	2	38
	%	81.6	13.2	5.3	100
Aircel (Rural)	Count	1	2	3	6
	%	16.7	33.3	50.0	100
Airtel (Total)	Count	24	4	1	29
	%	82.8	13.8	3.4	100
Airtel (Urban)	Count	17	4	1	22
	%	77.3	18.2	4.5	100
Airtel (Rural)	Count	7	0	0	7
	%	100.0	0.0	0.0	100
BSNL (Total)	Count	113	13	8	134
	%	84.3	9.7	6.0	100
BSNL (Urban)	Count	110	12	2	124
	%	88.7	9.7	1.6	100
BSNL (Rural)	Count	3	1	6	10
	%	30.0	10.0	60.0	100
Idea (Total)	Count	37	3	5	45
	%	82.2	6.7	11.1	100
Idea (Urban)	Count	29	2	3	34
	%	85.3	5.9	8.8	100
Idea (Rural)	Count	8	1	2	11
	%	72.7	9.1	18.2	100
Rel. Tel. (Total)	Count	45	26	3	74
	%	60.8	35.1	4.1	100
Rel. Tel. (Urban)	Count	40	25	0	65
	%	61.5	38.5	0.0	100
Rel. Tel. (Rural)	Count	5	1	3	9
	%	55.6	11.1	33.3	100
S Tel (Total)	Count	8	0	0	8
	%	100.0	0.0	0.0	100
S Tel (Urban)	Count	8	0	0	8
	%	100.0	0.0	0.0	100
TTSL (Total)	Count	44	13	0	57
	%	77.2	22.8	0.0	100
TTSL (Urban)	Count	44	13	0	57
	%	77.2	22.8	0.0	100
Vodafone (total)	Count	34	11	2	47
	%	72.3	23.4	4.3	100
Vodafone (urban)	Count	32	6	0	38
	%	84.2	15.8	0.0	100
Vodafone (rural)	Count	2	5	2	9
	%	22.2	55.6	22.2	100
Overall	Count	337	77	24	438
	%	76.9	17.6	5.5	100
Overall (Urban)	Count	311	67	8	386
	%	80.6	17.4	2.1	100
Overall (Rural)	Count	26	10	16	52
	%	50.0	19.2	30.8	100

41. 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	Total
Aircel (Total)	Count	23	363	386
	%	6.0	94.0	100
Aircel (Urban)	Count	22	346	368
	%	6.0	94.0	100
Aircel (Rural)	Count	1	17	18
	%	5.6	94.4	100
Airtel (Total)	Count	17	428	445
	%	3.8	96.2	100
Airtel (Urban)	Count	12	342	354
	%	3.4	96.6	100
Airtel (Rural)	Count	5	86	91
	%	5.5	94.5	100
BSNL (Total)	Count	140	655	795
	%	17.6	82.4	100
BSNL (Urban)	Count	136	621	757
	%	18.0	82.0	100
BSNL (Rural)	Count	4	34	38
	%	10.5	89.5	100
Idea (Total)	Count	27	395	422
	%	6.4	93.6	100
Idea (Urban)	Count	21	297	318
	%	6.6	93.4	100
Idea (Rural)	Count	6	98	104
	%	5.8	94.2	100
Rel. Tel. (Total)	Count	34	303	337
	%	10.1	89.9	100
Rel. Tel. (Urban)	Count	31	283	314
	%	9.9	90.1	100
Rel. Tel. (Rural)	Count	3	20	23
	%	13.0	87.0	100
S Tel (Total)	Count	8	203	211
	%	3.8	96.2	100
S Tel (Urban)	Count	8	203	211
	%	3.8	96.2	100
TTSL (Total)	Count	41	412	453
	%	9.1	90.9	100
TTSL (Urban)	Count	41	412	453
	%	9.1	90.9	100
Vodafone (total)	Count	38	388	426
	%	8.9	91.1	100
Vodafone (urban)	Count	36	365	401
	%	9.0	91.0	100
Vodafone (rural)	Count	2	23	25
	%	8.0	92.0	100
Overall	Count	328	3147	3475
	%	9.4	90.6	100
Overall (Urban)	Count	307	2869	3176
	%	9.7	90.3	100
Overall (Rural)	Count	21	278	299
	%	7.0	93.0	100

42(a). 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	Total
Aircel (Total)	Count	22	1	23
	%	95.7	4.3	100
Aircel (Urban)	Count	21	1	22
	%	95.5	4.5	100
Aircel (Rural)	Count	1	0	1
	%	100.0	0.0	100
Airtel (Total)	Count	17	0	17
	%	100.0	0.0	100
Airtel (Urban)	Count	12	0	12
	%	100.0	0.0	100
Airtel (Rural)	Count	5	0	5
	%	100.0	0.0	100
BSNL (Total)	Count	119	21	140
	%	85.0	15.0	100
BSNL (Urban)	Count	115	21	136
	%	84.6	15.4	100
BSNL (Rural)	Count	4	0	4
	%	100.0	0.0	100
Idea (Total)	Count	27	0	27
	%	100.0	0.0	100
Idea (Urban)	Count	21	0	21
	%	100.0	0.0	100
Idea (Rural)	Count	6	0	6
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	31	3	34
	%	91.2	8.8	100
Rel. Tel. (Urban)	Count	28	3	31
	%	90.3	9.7	100
Rel. Tel. (Rural)	Count	3	0	3
	%	100.0	0.0	100
S Tel (Total)	Count	8	0	8
	%	100.0	0.0	100
S Tel (Urban)	Count	8	0	8
	%	100.0	0.0	100
TTSL (Total)	Count	41	0	41
	%	100.0	0.0	100
TTSL (Urban)	Count	41	0	41
	%	100.0	0.0	100
Vodafone (total)	Count	38	0	38
	%	100.0	0.0	100
Vodafone (urban)	Count	36	0	36
	%	100.0	0.0	100
Vodafone (rural)	Count	2	0	2
	%	100.0	0.0	100
Overall	Count	303	25	328
	%	92.4	7.6	100
Overall (Urban)	Count	282	25	307
	%	91.9	8.1	100
Overall (Rural)	Count	21	0	21
	%	100.0	0.0	100

42(b). Were you able to contact the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	20	2	22
	%	90.9	9.1	100
Aircel (Urban)	Count	20	1	21
	%	95.2	4.8	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Total)	Count	14	3	17
	%	82.4	17.6	100
Airtel (Urban)	Count	10	2	12
	%	83.3	16.7	100
Airtel (Rural)	Count	4	1	5
	%	80.0	20.0	100
BSNL (Total)	Count	94	25	119
	%	79.0	21.0	100
BSNL (Urban)	Count	92	23	115
	%	80.0	20.0	100
BSNL (Rural)	Count	2	2	4
	%	50.0	50.0	100
Idea (Total)	Count	17	10	27
	%	63.0	37.0	100
Idea (Urban)	Count	14	7	21
	%	66.7	33.3	100
Idea (Rural)	Count	3	3	6
	%	50.0	50.0	100
Rel. Tel. (Total)	Count	23	8	31
	%	74.2	25.8	100
Rel. Tel. (Urban)	Count	22	6	28
	%	78.6	21.4	100
Rel. Tel. (Rural)	Count	1	2	3
	%	33.3	66.7	100
S Tel (Total)	Count	8	0	8
	%	100	0.0	100
S Tel (Urban)	Count	8	0	8
	%	100	0.0	100
TTSL (Total)	Count	37	4	41
	%	90.2	9.8	100
TTSL (Urban)	Count	37	4	41
	%	90.2	9.8	100
Vodafone (total)	Count	30	8	38
	%	78.9	21.1	100
Vodafone (urban)	Count	28	8	36
	%	77.8	22.2	100
Vodafone (rural)	Count	2	0	2
	%	100	0.0	100
Overall	Count	243	60	303
	%	80.2	19.8	100
Overall (Urban)	Count	231	51	282
	%	81.9	18.1	100
Overall (Rural)	Count	12	9	21
	%	57.1	42.9	100

43. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	20	2	22
	%	90.9	9.1	100
Aircel (Urban)	Count	20	1	21
	%	95.2	4.8	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100	100
Airtel (Total)	Count	16	1	17
	%	94.1	5.9	100
Airtel (Urban)	Count	11	1	12
	%	91.7	8.3	100
Airtel (Rural)	Count	5	0	5
	%	100.0	0.0	100
BSNL (Total)	Count	95	24	119
	%	79.8	20.2	100
BSNL (Urban)	Count	91	24	115
	%	79.1	20.9	100
BSNL (Rural)	Count	4	0	4
	%	100.0	0.0	100
Idea (Total)	Count	21	6	27
	%	77.8	22.2	100
Idea (Urban)	Count	16	5	21
	%	76.2	23.8	100
Idea (Rural)	Count	5	1	6
	%	83.3	16.7	100
Rel. Tel. (Total)	Count	24	7	31
	%	77.4	22.6	100
Rel. Tel. (Urban)	Count	23	5	28
	%	82.1	17.9	100
Rel. Tel. (Rural)	Count	1	2	3
	%	33.3	66.7	100
S Tel (Total)	Count	8	0	8
	%	100.0	0.0	100
S Tel (Urban)	Count	8	0	8
	%	100.0	0.0	100
TTSL (Total)	Count	37	4	41
	%	90.2	9.8	100
TTSL (Urban)	Count	37	4	41
	%	90.2	9.8	100
Vodafone (total)	Count	36	2	38
	%	94.7	5.3	100
Vodafone (urban)	Count	34	2	36
	%	94.4	5.6	100
Vodafone (rural)	Count	2	0	2
	%	100.0	0.0	100
Overall	Count	257	46	303
	%	84.8	15.2	100
Overall (Urban)	Count	240	42	282
	%	85.1	14.9	100
Overall (Rural)	Count	17	4	21
	%	81.0	19.0	100

44. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	21	4	17	1	0	22
	%	95.5	18.2	77.3	4.5	0.0	100
Aircel (Urban)	Count	21	4	17	0	0	21
	%	100.0	19.0	81.0	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Airtel (Total)	Count	16	12	4	0	1	17
	%	94.1	70.6	23.5	0.0	5.9	100
Airtel (Urban)	Count	11	9	2	0	1	12
	%	91.7	75.0	16.7	0.0	8.3	100
Airtel (Rural)	Count	5	3	2	0	0	5
	%	100.0	60.0	40.0	0.0	0.0	100
BSNL (Total)	Count	106	75	31	13	0	119
	%	89.1	63.0	26.1	10.9	0.0	100
BSNL (Urban)	Count	103	72	31	12	0	115
	%	89.6	62.6	27.0	10.4	0.0	100
BSNL (Rural)	Count	3	3	0	1	0	4
	%	75.0	75.0	0.0	25.0	0.0	100
Idea (Total)	Count	25	18	7	2	0	27
	%	92.6	66.7	25.9	7.4	0.0	100
Idea (Urban)	Count	20	13	7	1	0	21
	%	95.2	61.9	33.3	4.8	0.0	100
Idea (Rural)	Count	5	5	0	1	0	6
	%	83.3	83.3	0.0	16.7	0.0	100
Rel. Tel. (Total)	Count	27	21	6	3	1	31
	%	87.1	67.7	19.4	9.7	3.2	100
Rel. Tel. (Urban)	Count	25	20	5	2	1	28
	%	89.3	71.4	17.9	7.1	3.6	100
Rel. Tel. (Rural)	Count	2	1	1	1	0	3
	%	66.6	33.3	33.3	33.3	0.0	100
S Tel (Total)	Count	8	5	3	0	0	8
	%	100.0	62.5	37.5	0.0	0.0	100
S Tel (Urban)	Count	8	5	3	0	0	8
	%	100.0	62.5	37.5	0.0	0.0	100
TTSL (Total)	Count	36	34	2	2	3	41
	%	87.8	82.9	4.9	4.9	7.3	100
TTSL (Urban)	Count	36	34	2	2	3	41
	%	87.8	82.9	4.9	4.9	7.3	100
Vodafone (total)	Count	35	20	15	3	0	38
	%	92.1	52.6	39.5	7.9	0.0	100
Vodafone (urban)	Count	33	18	15	3	0	36
	%	91.7	50.0	41.7	8.3	0.0	100
Vodafone (rural)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	0.0	0.0	100
Overall	Count	274	189	85	24	5	303
	%	90.5	62.4	28.1	7.9	1.7	100
Overall (Urban)	Count	257	175	82	20	5	282
	%	91.2	62.1	29.1	7.1	1.8	100
Overall (Rural)	Count	17	14	3	4	0	21
	%	81.0	66.7	14.3	19.0	0.0	100

45. Please specify the reason(s) for your dissatisfaction.							
Service Providers		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 complaint is too long	Nodal Officer was unable to understand the problem	Total
Aircel (Total)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Aircel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Aircel (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Total)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Urban)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	6	0	0	7	0	13
	%	46.2	0.0	0.0	53.8	0.0	100
BSNL (Urban)	Count	6	0	0	6	0	12
	%	50.0	0.0	0.0	50.0	0.0	100
BSNL (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100
Idea (Total)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
Rel. Tel. (Total)	Count	3	0	0	1	0	4
	%	75.0	0.0	0.0	25.0	0.0	100
Rel. Tel. (Urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
Rel. Tel. (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Total)	Count	2	0	0	3	0	5
	%	40.0	0.0	0.0	60.0	0.0	100
TTSL (Urban)	Count	2	0	0	3	0	5
	%	40.0	0.0	0.0	60.0	0.0	100
Vodafone (total)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
Vodafone (urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
Vodafone (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	17	0	0	12	0	29
	%	58.6	0.0	0.0	41.4	0.0	100
Overall (Urban)	Count	14	0	0	11	0	25
	%	56.0	0.0	0.0	44.0	0.0	100
Overall (Rural)	Count	3	0	0	1	0	4
	%	75.0	0.0	0.0	25.0	0.0	100

46. 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	Total
Aircel (Total)	Count	23	363	386
	%	6.0	94.0	100
Aircel (Urban)	Count	22	346	368
	%	6.0	94.0	100
Aircel (Rural)	Count	1	17	18
	%	5.6	94.4	100
Airtel (Total)	Count	17	428	445
	%	3.8	96.2	100
Airtel (Urban)	Count	12	342	354
	%	3.4	96.6	100
Airtel (Rural)	Count	5	86	91
	%	5.5	94.5	100
BSNL (Total)	Count	140	655	795
	%	17.6	82.4	100
BSNL (Urban)	Count	136	621	757
	%	18.0	82.0	100
BSNL (Rural)	Count	4	34	38
	%	10.5	89.5	100
Idea (Total)	Count	27	395	422
	%	6.4	93.6	100
Idea (Urban)	Count	21	297	318
	%	6.6	93.4	100
Idea (Rural)	Count	6	98	104
	%	5.8	94.2	100
Rel. Tel. (Total)	Count	34	303	337
	%	10.1	89.9	100
Rel. Tel. (Urban)	Count	31	283	314
	%	9.9	90.1	100
Rel. Tel. (Rural)	Count	3	20	23
	%	13.0	87.0	100
S Tel (Total)	Count	8	203	211
	%	3.8	96.2	100
S Tel (Urban)	Count	8	203	211
	%	3.8	96.2	100
TTSL (Total)	Count	41	412	453
	%	9.1	90.9	100
TTSL (Urban)	Count	41	412	453
	%	9.1	90.9	100
Vodafone (total)	Count	37	389	426
	%	8.7	91.3	100
Vodafone (urban)	Count	35	366	401
	%	8.7	91.3	100
Vodafone (rural)	Count	2	23	25
	%	8.0	92.0	100
Overall	Count	327	3148	3475
	%	9.4	90.6	100
Overall (Urban)	Count	306	2870	3176
	%	9.6	90.4	100
Overall (Rural)	Count	21	278	299
	%	7.0	93.0	100

47. Have you filed any appeal in last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	2	21	23
	%	8.7	91.3	100
Aircel (Urban)	Count	1	21	22
	%	4.5	95.5	100
Aircel (Rural)	Count	1	0	1
	%	100.0	0.0	100
Airtel (Total)	Count	1	16	17
	%	5.9	94.1	100
Airtel (Urban)	Count	1	11	12
	%	8.3	91.7	100
Airtel (Rural)	Count	0	5	5
	%	0.0	100.0	100
BSNL (Total)	Count	18	122	140
	%	12.9	87.1	100
BSNL (Urban)	Count	17	119	136
	%	12.5	87.5	100
BSNL (Rural)	Count	1	3	4
	%	25.0	75.0	100
Idea (Total)	Count	2	25	27
	%	7.4	92.6	100
Idea (Urban)	Count	1	20	21
	%	4.8	95.2	100
Idea (Rural)	Count	1	5	6
	%	16.7	83.3	100
Rel. Tel. (Total)	Count	6	28	34
	%	17.6	82.4	100
Rel. Tel. (Urban)	Count	5	26	31
	%	16.1	83.9	100
Rel. Tel. (Rural)	Count	1	2	3
	%	33.3	66.7	100
S Tel (Total)	Count	0	8	8
	%	0.0	100.0	100
S Tel (Urban)	Count	0	8	8
	%	0.0	100.0	100
TTSL (Total)	Count	5	36	41
	%	12.2	87.8	100
TTSL (Urban)	Count	5	36	41
	%	12.2	87.8	100
Vodafone (total)	Count	3	35	38
	%	7.9	92.1	100
Vodafone (urban)	Count	3	33	36
	%	8.3	91.7	100
Vodafone (rural)	Count	0	2	2
	%	0.0	100.0	100
Overall	Count	37	291	328
	%	11.3	88.7	100
Overall (Urban)	Count	33	274	307
	%	10.7	89.3	100
Overall (Rural)	Count	4	17	21
	%	19.0	81.0	100

48. Did you receive any acknowledgement?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	2	2
	%	0.0	100.0	100
Aircel (Urban)	Count	0	1	1
	%	0.0	100.0	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Total)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Urban)	Count	0	1	1
	%	0.0	100.0	100
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	11	7	18
	%	61.1	38.9	100
BSNL (Urban)	Count	11	6	17
	%	64.7	35.3	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100.0	100
Idea (Total)	Count	1	1	2
	%	50.0	50.0	100
Idea (Urban)	Count	0	1	1
	%	0.0	100.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
Rel. Tel. (Total)	Count	6	0	6
	%	100.0	0.0	100
Rel. Tel. (Urban)	Count	5	0	5
	%	100.0	0.0	100
Rel. Tel. (Rural)	Count	1	0	1
	%	100.0	0.0	100
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	5	0	5
	%	100.0	0.0	100
TTSL (Urban)	Count	5	0	5
	%	100.0	0.0	100
Vodafone (total)	Count	1	2	3
	%	33.3	66.7	100
Vodafone (urban)	Count	1	2	3
	%	33.3	66.7	100
Vodafone (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Overall	Count	24	13	37
	%	64.9	35.1	100
Overall (Urban)	Count	22	11	33
	%	66.7	33.3	100
Overall (Rural)	Count	2	2	4
	%	50.0	50.0	100

49. 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	Total
Aircel (Total)	Count	2	0	0	2
	%	100.0	0.0	0.0	100
Aircel (Urban)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Aircel (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Airtel (Total)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Airtel (Urban)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Total)	Count	16	2	0	18
	%	88.9	11.1	0.0	100
BSNL (Urban)	Count	16	1	0	17
	%	94.1	5.9	0.0	100
BSNL (Rural)	Count	0	1	0	1
	%	0.0	100.0	0.0	100
Idea (Total)	Count	1	1	0	2
	%	50.0	50.0	0.0	100
Idea (Urban)	Count	0	1	0	1
	%	0.0	100.0	0.0	100
Idea (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Rel. Tel. (Total)	Count	6	0	0	6
	%	100.0	0.0	0.0	100
Rel. Tel. (Urban)	Count	5	0	0	5
	%	100.0	0.0	0.0	100
Rel. Tel. (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
S Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Total)	Count	5	0	0	5
	%	100.0	0.0	0.0	100
TTSL (Urban)	Count	5	0	0	5
	%	100.0	0.0	0.0	100
Vodafone (total)	Count	3	0	0	3
	%	100.0	0.0	0.0	100
Vodafone (urban)	Count	3	0	0	3
	%	100.0	0.0	0.0	100
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Overall	Count	34	3	0	37
	%	91.9	8.1	0.0	100
Overall (Urban)	Count	31	2	0	33
	%	93.9	6.1	0.0	100
Overall (Rural)	Count	3	1	0	4
	%	75.0	25.0	0.0	100

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	67	313	380
	%	17.6	82.4	100
Aircel (Urban)	Count	66	296	362
	%	18.2	81.8	100
Aircel (Rural)	Count	1	17	18
	%	5.6	94.4	100
Airtel (Total)	Count	53	376	429
	%	12.4	87.6	100
Airtel (Urban)	Count	41	297	338
	%	12.1	87.9	100
Airtel (Rural)	Count	12	79	91
	%	13.2	86.8	100
BSNL (Total)	Count	199	480	679
	%	29.3	70.7	100
BSNL (Urban)	Count	194	447	641
	%	30.3	69.7	100
BSNL (Rural)	Count	5	33	38
	%	13.2	86.8	100
Idea (Total)	Count	46	375	421
	%	10.9	89.1	100
Idea (Urban)	Count	32	285	317
	%	10.1	89.9	100
Idea (Rural)	Count	14	90	104
	%	13.5	86.5	100
Rel. Tel. (Total)	Count	41	267	308
	%	13.3	86.7	100
Rel. Tel. (Urban)	Count	37	248	285
	%	13.0	87.0	100
Rel. Tel. (Rural)	Count	4	19	23
	%	17.4	82.6	100
S Tel (Total)	Count	9	202	211
	%	4.3	95.7	100
S Tel (Urban)	Count	9	202	211
	%	4.3	95.7	100
TTSL (Total)	Count	100	287	387
	%	25.8	74.2	100
TTSL (Urban)	Count	100	287	387
	%	25.8	74.2	100
Vodafone (total)	Count	52	357	409
	%	12.7	87.3	100
Vodafone (urban)	Count	48	336	384
	%	12.5	87.5	100
Vodafone (rural)	Count	4	21	25
	%	16.0	84.0	100
Overall	Count	567	2657	3224
	%	17.6	82.4	100
Overall (Urban)	Count	527	2398	2925
	%	18.0	82.0	100
Overall (Rural)	Count	40	259	299
	%	13.4	86.6	100

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	29	38	67
	%	43.3	56.7	100
Aircel (Urban)	Count	28	38	66
	%	42.4	57.6	100
Aircel (Rural)	Count	1	0	1
	%	100.0	0.0	100
Airtel (Total)	Count	17	36	53
	%	32.1	67.9	100
Airtel (Urban)	Count	11	30	41
	%	26.8	73.2	100
Airtel (Rural)	Count	6	6	12
	%	50.0	50.0	100
BSNL (Total)	Count	105	94	199
	%	52.8	47.2	100
BSNL (Urban)	Count	101	93	194
	%	52.1	47.9	100
BSNL (Rural)	Count	4	1	5
	%	80.0	20.0	100
Idea (Total)	Count	29	17	46
	%	63.0	37.0	100
Idea (Urban)	Count	23	9	32
	%	71.9	28.1	100
Idea (Rural)	Count	6	8	14
	%	42.9	57.1	100
Rel. Tel. (Total)	Count	29	12	41
	%	70.7	29.3	100
Rel. Tel. (Urban)	Count	26	11	37
	%	70.3	29.7	100
Rel. Tel. (Rural)	Count	3	1	4
	%	75.0	25.0	100
S Tel (Total)	Count	9	0	9
	%	100.0	0.0	100
S Tel (Urban)	Count	9	0	9
	%	100.0	0.0	100
TTSL (Total)	Count	36	64	100
	%	36.0	64.0	100
TTSL (Urban)	Count	36	64	100
	%	36.0	64.0	100
Vodafone (total)	Count	32	20	52
	%	61.5	38.5	100
Vodafone (urban)	Count	30	18	48
	%	62.5	37.5	100
Vodafone (rural)	Count	2	2	4
	%	50.0	50.0	100
Overall	Count	286	281	567
	%	50.4	49.6	100
Overall (Urban)	Count	264	263	527
	%	50.1	49.9	100
Overall (Rural)	Count	22	18	40
	%	55.0	45.0	100

52. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Aircel (Total)	Count	15	11	3	29
	%	51.7	37.9	10.3	100
Aircel (Urban)	Count	14	11	3	28
	%	50.0	39.3	10.7	100
Aircel (Rural)	Count	1	0	0	1
	%	100.0	0.0	0.0	100
Airtel (Total)	Count	10	7	0	17
	%	58.8	41.2	0.0	100
Airtel (Urban)	Count	8	3	0	11
	%	72.7	27.3	0.0	100
Airtel (Rural)	Count	2	4	0	6
	%	33.3	66.7	0.0	100
BSNL (Total)	Count	57	41	7	105
	%	54.3	39.0	6.7	100
BSNL (Urban)	Count	55	39	7	101
	%	54.5	38.6	6.9	100
BSNL (Rural)	Count	2	2	0	4
	%	50.0	50.0	0.0	100
Idea (Total)	Count	11	18	0	29
	%	37.9	62.1	0.0	100
Idea (Urban)	Count	6	17	0	23
	%	26.1	73.9	0.0	100
Idea (Rural)	Count	5	1	0	6
	%	83.3	16.7	0.0	100
Rel. Tel. (Total)	Count	11	17	1	29
	%	37.9	58.6	3.4	100
Rel. Tel. (Urban)	Count	10	15	1	26
	%	38.5	57.7	3.8	100
Rel. Tel. (Rural)	Count	1	2	0	3
	%	33.3	66.7	0.0	100
S Tel (Total)	Count	9	0	0	9
	%	100	0.0	0.0	100
S Tel (Urban)	Count	9	0	0	9
	%	100.0	0.0	0.0	100
TTSL (Total)	Count	19	15	2	36
	%	52.8	41.7	5.6	100
TTSL (Urban)	Count	19	15	2	36
	%	52.8	41.7	5.6	100
Vodafone (total)	Count	16	15	1	32
	%	50.0	46.9	3.1	100
Vodafone (urban)	Count	16	13	1	30
	%	53.3	43.3	3.3	100
Vodafone (rural)	Count	0	2	0	2
	%	0.0	100	0.0	100
Overall	Count	148	124	14	286
	%	51.7	43.4	4.9	100
Overall (Urban)	Count	137	113	14	264
	%	51.9	42.8	5.3	100
Overall (Rural)	Count	11	11	0	22
	%	50.0	50.0	0.0	100

53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?					
Service Providers		Yes	No	Do not remember	Total
Aircel (Total)	Count	116	129	141	386
	%	30.1	33.4	36.5	100
Aircel (Urban)	Count	110	125	133	368
	%	29.9	34.0	36.1	100
Aircel (Rural)	Count	6	4	8	18
	%	33.3	22.2	44.4	100
Airtel (Total)	Count	170	105	170	445
	%	38.2	23.6	38.2	100
Airtel (Urban)	Count	146	79	129	354
	%	41.2	22.3	36.4	100
Airtel (Rural)	Count	24	26	41	91
	%	26.4	28.6	45.1	100
BSNL (Total)	Count	225	345	225	795
	%	28.3	43.4	28.3	100
BSNL (Urban)	Count	213	342	202	757
	%	28.1	45.2	26.7	100
BSNL (Rural)	Count	12	3	23	38
	%	31.6	7.9	60.5	100
Idea (Total)	Count	85	119	218	422
	%	20.1	28.2	51.7	100
Idea (Urban)	Count	72	78	168	318
	%	22.6	24.5	52.8	100
Idea (Rural)	Count	13	41	50	104
	%	12.5	39.4	48.1	100
Rel. Tel. (Total)	Count	125	107	105	337
	%	37.1	31.8	31.2	100
Rel. Tel. (Urban)	Count	120	95	99	314
	%	38.2	30.3	31.5	100
Rel. Tel. (Rural)	Count	5	12	6	23
	%	21.7	52.2	26.1	100
S Tel (Total)	Count	79	32	100	211
	%	37.4	15.2	47.4	100
S Tel (Urban)	Count	79	32	100	211
	%	37.4	15.2	47.4	100
TTSL (Total)	Count	210	173	70	453
	%	46.4	38.2	15.5	100
TTSL (Urban)	Count	210	173	70	453
	%	46.4	38.2	15.5	100
Vodafone (total)	Count	67	132	227	426
	%	15.7	31.0	53.3	100
Vodafone (urban)	Count	58	131	212	401
	%	14.5	32.7	52.9	100
Vodafone (rural)	Count	9	1	15	25
	%	36.0	4.0	60.0	100
Overall	Count	1077	1142	1256	3475
	%	31.0	32.9	36.1	100
Overall (Urban)	Count	1008	1055	1113	3176
	%	31.7	33.2	35.0	100
Overall (Rural)	Count	69	87	143	299
	%	23.1	29.1	47.8	100

ANNEXURE-BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?					
Service Providers		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total
BSNL (Total)	Count	30	82	662	774
	%	3.9	10.6	85.5	100.0
BSNL (Urban)	Count	29	81	621	731
	%	4.0	11.1	85.0	100.0
BSNL (Rural)	Count	1	1	41	43
	%	2.3	2.3	95.3	100.0

1(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Providers		Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	372	402	774
	%	48.1	51.9	100
BSNL (Urban)	Count	350	381	731
	%	47.9	52.1	100
BSNL (Rural)	Count	22	21	43
	%	51.2	48.8	100

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		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	389	100	289	348	37	774
	%	50.2	12.9	37.3	45.0	4.8	100
BSNL (Urban)	Count	370	98	272	325	36	731
	%	50.6	13.4	37.2	44.5	4.9	100
BSNL (Rural)	Count	19	2	17	23	1	43
	%	44.2	4.7	39.5	53.5	2.3	100

3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?							
Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	70	173	40	13	478	774
	%	9.0	22.4	5.2	1.7	61.8	100
BSNL (Urban)	Count	69	168	40	12	442	731
	%	9.4	23.0	5.5	1.6	60.5	100
BSNL (Rural)	Count	1	5	0	1	36	43
	%	2.3	11.6	0.0	2.3	83.7	100

B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9(A))

4. How satisfied are you with the timely delivery of bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	733	174	559	38	3	774
	%	94.7	22.5	72.2	4.9	0.4	100
BSNL (Urban)	Count	695	168	527	33	3	731
	%	95.1	23.0	72.1	4.5	0.4	100
BSNL (Rural)	Count	38	6	32	5	0	43
	%	88.4	14.0	74.4	11.6	0.0	100

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	747	134	613	26	1	774
	%	96.5	17.3	79.2	3.4	0.1	100
BSNL (Urban)	Count	708	128	580	22	1	731
	%	96.8	17.5	79.3	3.0	0.1	100
BSNL (Rural)	Count	39	6	33	4	0	43
	%	90.7	14.0	76.7	9.3	0.0	100

5(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Total
BSNL (Total)	Count	7	0	12	7	1	27
	%	25.9	0.0	44.4	25.9	3.7	100
BSNL (Urban)	Count	6	0	11	5	0	23
	%	26.1	0.0	47.8	21.7	0.0	100
BSNL (Rural)	Count	1	0	1	2	1	4
	%	25.0	0.0	25.0	50.0	4.3	100

6(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	748	94	654	25	1	774
	%	96.6	12.1	84.5	3.2	0.1	100
BSNL (Urban)	Count	707	92	615	23	1	731
	%	96.7	12.6	84.1	3.1	0.1	100
BSNL (Rural)	Count	41	2	39	2	0	43
	%	95.4	4.7	90.7	4.7	0.0	100

6(b). 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 subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	7	1	6	10	2	26
	%	26.9	3.8	23.1	38.5	7.7	100
BSNL (Urban)	Count	7	1	5	9	2	24
	%	29.2	4.2	20.8	37.5	8.3	100
BSNL (Rural)	Count	0	0	1	1	0	2
	%	0.0	0.0	50.0	50.0	0.0	100

7. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	45	729	774
	%	5.8	94.2	100
BSNL (Urban)	Count	34	697	731
	%	4.7	95.3	100
BSNL (Rural)	Count	11	32	43
	%	25.6	74.4	100

8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	24	1	23	21	0	45
	%	53.3	2.2	51.1	46.7	0.0	100
BSNL (Urban)	Count	20	1	19	14	0	34
	%	58.8	2.9	55.9	41.2	0.0	100
BSNL (Rural)	Count	4	0	4	7	0	11
	%	36.4	0.0	36.4	63.6	0.0	100

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	127	647	774
	%	16.4	83.6	100
BSNL (Urban)	Count	117	614	731
	%	16.0	84.0	100
BSNL (Rural)	Count	10	33	43
	%	23.3	76.7	100

11(a). How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	100	10	90	25	2	127
	%	78.8	7.9	70.9	19.7	1.6	100
BSNL (Urban)	Count	92	10	82	23	2	117
	%	78.6	8.5	70.1	19.7	1.7	100
BSNL (Rural)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100

11(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	100	7	93	25	2	127
	%	78.7	5.5	73.2	19.7	1.6	100
BSNL (Urban)	Count	92	7	85	23	2	117
	%	78.6	6.0	72.6	19.7	1.7	100
BSNL (Rural)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100

12. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	95	7	88	29	3	127
	%	74.8	5.5	69.3	22.8	2.4	100
BSNL (Urban)	Count	87	7	80	27	3	117
	%	74.4	6.0	68.4	23.1	2.6	100
BSNL (Rural)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100

13. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	75	7	68	50	2	127
	%	59.0	5.5	53.5	39.4	1.6	100
BSNL (Urban)	Count	67	7	60	48	2	117
	%	57.3	6.0	51.3	41.0	1.7	100
BSNL (Rural)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100

14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	75	6	69	49	3	127
	%	59.0	4.7	54.3	38.6	2.4	100
BSNL (Urban)	Count	67	6	61	47	3	117
	%	57.2	5.1	52.1	40.2	2.6	100
BSNL (Rural)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	532	121	411	226	16	774
	%	68.7	15.6	53.1	29.2	2.1	100
BSNL (Urban)	Count	505	121	384	213	13	731
	%	69.1	16.6	52.5	29.1	1.8	100
BSNL (Rural)	Count	27	0	27	13	3	43
	%	62.8	0.0	62.8	30.2	7.0	100

16. How satisfied are you with the amount of time for which service is up and working?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	534	60	474	225	15	774
	%	69.0	7.8	61.2	29.1	1.9	100
BSNL (Urban)	Count	505	60	445	213	13	731
	%	69.1	8.2	60.9	29.1	1.8	100
BSNL (Rural)	Count	29	0	29	12	2	43
	%	67.4	0.0	67.4	27.9	4.7	100

MAINTAINABILITY (FAULT REPAIR)

17. How often do you face a problem with your Broadband connection?						
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
BSNL (Total)	Count	264	258	233	19	774
	%	34.1	33.3	30.1	2.5	100
BSNL (Urban)	Count	264	239	211	17	731
	%	36.1	32.7	28.9	2.3	100
BSNL (Rural)	Count	0	19	22	2	43
	%	0.0	44.2	51.2	4.7	100

18. What was the broadband connection problem faced by you in last 6 months related to, please specify?				
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection & modem provided by service provider	Total
BSNL (Total)	Count	72	180	252
	%	28.6	71.4	100
BSNL (Urban)	Count	63	165	228
	%	27.6	72.4	100
BSNL (Rural)	Count	9	15	24
	%	37.5	62.5	100

19. How satisfied are you with the time taken for restoration of broadband connection?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	84	34	50	123	45	252
	%	33.3	13.5	19.8	48.8	17.9	100
BSNL (Urban)	Count	73	29	44	115	40	228
	%	32.0	12.7	19.3	50.4	17.5	100
BSNL (Rural)	Count	11	5	6	8	5	24
	%	45.8	20.8	25.0	33.3	20.8	100

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.				
Service Providers		Yes	No	Total
BSNL (Total)	Count	242	532	774
	%	31.3	68.7	100
BSNL (Urban)	Count	222	509	731
	%	30.4	69.6	100
BSNL (Rural)	Count	20	23	43
	%	46.5	53.5	100

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	220	40	180	22	0	242
	%	90.9	16.5	74.4	9.1	0.0	100
BSNL (Urban)	Count	208	40	168	14	0	222
	%	93.7	18.0	75.7	6.3	0.0	100
BSNL (Rural)	Count	12	0	12	8	0	20
	%	60.0	0.0	60.0	40.0	0.0	100

20(c). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
BSNL (Total)	Count	11	9	2	0	22
	%	50.0	40.9	9.1	0.0	100
BSNL (Urban)	Count	6	6	2	0	14
	%	42.9	42.9	14.3	0.0	100
BSNL (Rural)	Count	5	3	0	0	8
	%	62.5	37.5	0.0	0.0	100

21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)				
Service Providers		Yes	No	Total
BSNL (Total)	Count	25	749	774
	%	3.2	96.8	100
BSNL (Urban)	Count	24	707	731
	%	3.3	96.7	100
BSNL (Rural)	Count	1	42	43
	%	2.3	97.7	100

21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	21	4	25
	%	84.0	16.0	100
BSNL (Urban)	Count	20	4	24
	%	83.3	16.7	100
BSNL (Rural)	Count	1	0	1
	%	100.0	0.0	100

21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
BSNL (Total)	Count	6	15	0	0	0	21
	%	28.6	71.4	0.0	0.0	0.0	100
BSNL (Urban)	Count	5	15	0	0	0	20
	%	25.0	75.0	0.0	0.0	0.0	100
BSNL (Rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	20	5	15	1	0	21
	%	95.2	23.8	71.4	4.8	0.0	100
BSNL (Urban)	Count	19	5	14	1	0	20
	%	95.0	25.0	70.0	5.0	0.0	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100

OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	524	104	420	225	25	774
	%	67.7	13.4	54.3	29.1	3.2	100
BSNL (Urban)	Count	493	104	389	215	23	731
	%	67.4	14.2	53.2	29.4	3.1	100
BSNL (Rural)	Count	31	0	31	10	2	43
	%	72.1	0.0	72.1	23.3	4.7	100

24. How many persons in your house/ organization are using this Broadband connection?		
Service Providers		No. of persons (Average Numbers)
BSNL (Total)	Count	774
	avg. no. of persons	3.1
BSNL (Urban)	Count	731
	avg. no. of persons	3.2
BSNL (Rural)	Count	43
	avg. no. of persons	2.1

24(a). What kind of other services are you also taking from this service provider?						
Service Providers		Wire-line	Mobile	Other	None	Total
BSNL (Total)	Count	530	131	102	11	774
	%	68.5	16.9	13.2	1.4	100
BSNL (Urban)	Count	512	115	93	11	731
	%	70.0	15.7	12.7	1.5	100
BSNL (Rural)	Count	18	16	9	0	43
	%	41.9	37.2	20.9	0.0	100

25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	355	419	774
	%	45.9	54.1	100
BSNL (Urban)	Count	340	391	731
	%	46.5	53.5	100
BSNL (Rural)	Count	15	28	43
	%	34.9	65.1	100

26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	2	3	15	36	65	158	185	213	96	1	774
	%	0.3	0.4	1.9	4.7	8.4	20.4	23.9	27.5	12.4	0.1	100
BSNL (Urban)	Count	1	3	13	36	61	130	178	212	96	1	731
	%	0.1	0.4	1.8	4.9	8.3	17.8	24.4	29.0	13.1	0.1	100
BSNL (Rural)	Count	1	0	2	0	4	28	7	1	0	0	43
	%	2.3	0.0	4.7	0.0	9.3	65.1	16.3	2.3	0.0	0.0	100

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

27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	622	152	774
	%	80.4	19.6	100
BSNL (Urban)	Count	600	131	731
	%	82.1	17.9	100
BSNL (Rural)	Count	22	21	43
	%	51.2	48.8	100

28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	58	716	774
	%	7.5	92.5	100
BSNL (Urban)	Count	47	684	731
	%	6.4	93.6	100
BSNL (Rural)	Count	11	32	43
	%	25.6	74.4	100

29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	41	9	2	1	5	58
	%	70.7	15.5	3.4	1.7	8.6	100
BSNL (Urban)	Count	35	7	2	1	2	47
	%	74.5	14.9	4.3	2.1	4.3	100
BSNL (Rural)	Count	6	2	0	0	3	11
	%	54.5	18.2	0.0	0.0	27.3	100

30. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	43	15	58
	%	74.1	25.9	100
BSNL (Urban)	Count	37	10	47
	%	78.7	21.3	100
BSNL (Rural)	Count	6	5	11
	%	54.5	45.5	100

31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	39	6	33	15	4	58
	%	67.2	10.3	56.9	25.9	6.9	100
BSNL (Urban)	Count	32	6	26	12	3	47
	%	68.1	12.8	55.3	25.5	6.4	100
BSNL (Rural)	Count	7	0	7	3	1	11
	%	63.6	0.0	63.6	27.3	9.1	100

32. 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 complaint is too long	Customer care executive was unable to understand the Problem	Total
BSNL (Total)	Count	8	1	0	5	5	19
	%	42.1	5.3	0.0	26.3	26.3	100
BSNL (Urban)	Count	6	1	0	5	3	15
	%	40.0	6.7	0.0	33.3	20.0	100
BSNL (Rural)	Count	2	0	0	0	2	4
	%	50.0	0.0	0.0	0.0	50.0	100

33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	33	25	0	58
	%	56.9	43.1	0.0	100
BSNL (Urban)	Count	29	18	0	47
	%	61.7	38.3	0.0	100
BSNL (Rural)	Count	4	7	0	11
	%	36.4	63.6	0.0	100

34(a). 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	Total
BSNL (Total)	Count	91	683	774
	%	11.8	88.2	100
BSNL (Urban)	Count	84	647	731
	%	11.5	88.5	100
BSNL (Rural)	Count	7	36	43
	%	16.3	83.7	100

34(b). 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	Total
BSNL (Total)	Count	6	85	91
	%	6.6	93.4	100
BSNL (Urban)	Count	6	78	84
	%	7.1	92.9	100
BSNL (Rural)	Count	0	7	7
	%	0.0	100.0	100

34(c). Were you able to contact to the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	6	0	6
	%	100.0	0.0	100
BSNL (Urban)	Count	6	0	6
	%	100.0	0.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

35. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	6	0	6
	%	100.0	0.0	100
BSNL (Urban)	Count	6	0	6
	%	100.0	0.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	6	4	2	0	0	6
	%	100.0	66.7	33.3	0.0	0.0	100
BSNL (Urban)	Count	6	4	2	0	0	6
	%	100.0	66.7	33.3	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

36(b). 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 complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

37. 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	Total
BSNL (Total)	Count	86	688	774
	%	11.1	88.9	100
BSNL (Urban)	Count	79	652	731
	%	10.8	89.2	100
BSNL (Rural)	Count	7	36	43
	%	16.3	83.7	100

38. Have you filed any appeal in the last 6 months?

Service Providers		Yes	No	Total
BSNL (Total)	Count	0	86	86
	%	0.0	100.0	100.0
BSNL (Urban)	Count	0	79	79
	%	0.0	100.0	100.0
BSNL (Rural)	Count	0	7	7
	%	0.0	100.0	100.0

39. Did you receive any acknowledgement?

Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal file d only recently	Total
BSNL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of call centre and contact details of the Nodal officer and appellate authority for complaints redressal etc., while subscribing the new broadband connection?

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	494	63	217	774
	%	63.8	8.1	28.0	100
BSNL (Urban)	Count	489	37	205	731
	%	66.9	5.1	28.0	100
BSNL (Rural)	Count	5	26	12	43
	%	11.6	60.5	27.9	100

Date of Interview:

D	D	M	M	Y	Y	Y	Y

S. No

B	W						

Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
[4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY – BASIC WIRE-LINE (LANDLINE) QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1. Which basic wire-line (Landline) service provider are you using currently? [SINGLE RESPONSE]
[1] Airtel [2] BSNL [3] Reliance [4] Tata

[IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW]

S1.2. Name: _____

S1.3. Record Gender: [1] Male [2] Female

S1.4. Age (in years): [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45

S1.5. Please tell me your occupation:
[1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired
STD Code Phone Number

S1.6. Telephone Number (With STD Code):

--	--

S1.7. Record Usage Type: [1] Residential [2] Commercial

S1.8. Record Area: [1] Rural [2] Urban

S1.9. Connection Type: [1] Postpaid [2] Prepaid

S1.10. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
[5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
[9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
[13] Tripura [14] West Bengal

S1.11. Record District Name: _____

S1.12. Address: _____

S1.13. Record Name of SDCA: _____

S1.14. Record Name of Exchange: _____

S1.15. Record Mode of interview: [1] Telephonic [2] Face-to-face

A. SERVICE PROVISION			
1(a)	Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes	[2] No <i>[SKIP TO SECTION B]</i>
1 (b)	In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes	[2] No
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))			
4	How satisfied are you with the time taken to deliver your bills?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify _____)	
6	Have you made any billing related complaints in the last 6 months?	[1] Yes	[2] No <i>[IF NO, GO TO Q 8]</i>
7	How satisfied are you with the process of resolution of billing complaints?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
8	How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
9	<i>(ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 8)</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bill [2] Difficult to understand the language [3] Calculations not clear [4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given [5] Others (please specify _____)	
ONLY FOR PREPAID CUSTOMERS			
10 (a)	How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied

10 (b)	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q10(A)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Charges not as per tariff plan subscribed</p> <p>[2] Tariff plan changed without information</p> <p>[3] Charged for value added services not subscribed</p> <p>[4] Charged for calls/services not made/used</p> <p>[5] Others (please specify _____)</p>
10 (c)	<p>Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q10(E)]</p>
10 (d)	<p>How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
10 (e)	<p>How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
10 (f)	<p>[ASK Q 10(F) ONLY IF 1 OR 2 IS CODED IN Q 10 (E)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Lack of complete information about the offer</p> <p>[2] Charges/Services not as per the offer</p> <p>[3] Delay in activation of recharge</p> <p>[4] Non availability of all denomination recharge coupons</p> <p>[5] Others (please specify _____)</p>
C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL		
11	<p>In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q16]</p>
12(a)	<p>How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
12(b)	<p>How satisfied are you with the ease of getting an option for “talking to a customer care executive”?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
13	<p>How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
14	<p>How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
15	<p>How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY		
16	<p>How satisfied are you with the availability of working telephone (dial tone)?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
17	<p>How satisfied are you with the ability to make or receive calls easily?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
18	<p>How satisfied are you with the voice quality?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>

E. MAINTAINABILITY (FAULT REPAIR)			
19	How many times has your telephone connection required repair in the last 6 months?	[1] Nil <i>[GO TO Q22]</i> [3] 2-3 times	[2] One time [4] More than 3 times
20	How long did it take generally for repairing the fault after lodging a complaint?	[1] 1 day [3] 4-7 days	[2] 2-3 days [4] More than 7 days
21	How satisfied are you with the fault repair service?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES			
22	Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	[1] Yes [2] No <i>[IF NO, GO TO Q25]</i>	
23	How satisfied are you with the quality of the supplementary services / value added service provided?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
24(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
24(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 24(A)]</i> Please tell me the reasons for your dissatisfaction.	[1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others, (specify _____)	
25	In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes [2] No <i>[IF NO, GO TO Q26(A)]</i>	
25(a)	How satisfied are you with the resolution of your complaint for deactivation of VAS?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
G. OVERALL CUSTOMER SATISFACTION			
26(a)	How satisfied are you with the overall quality of your telephone service?	[4] Very satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
26(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q26(A)]</i> Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____	
H. GENERAL INFORMATION			
27	What kind of other services are you also taking from this service provider? <i>[MULTIPLE CODE]</i>	[1] Broadband [3] Other, Specify _____	[2] Mobile [4] None
28(a)	Have you terminated a telephone connection that you had in the last 6 month?	[1] Yes [2] No <i>[IF NO, GO TO Q30]</i>	
28(b)	If Yes, Please name your service provider? [1] Airtel [2] BSNL [3] Reliance [4] Tata		
29	How many days were taken for termination of your telephone connection?	[1] 1 day [3] 4-7 days	[2] 2-3 days [4] More than 7 days

30	Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	[1] Yes [2] No
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes [2] No <i>[IF NO, GO TO Q33]</i>
32(a)	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No <i>[IF NO, GO TO Q33]</i>
32(b)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	[4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change
32(c)	<i>[ASK Q32(C) ONLY IF 3 OR 2 OR 1 CODED IN Q 32 (B)]</i> Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[1] Yes [2] No <i>[IF NO, GO TO Q33]</i>
32(d)	If Yes, then indicate whether.....	[1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint
33	On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?	
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007		
34(a)	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes [2] No
34(b)	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No <i>[IF NO, GO TO Q38]</i>
35	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? <i>(SINGLE CODE)</i>	[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint
36	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes [2] No
37	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable
38	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?	[1] Yes [2] No <i>[IF NO, GO TO Q43]</i>
39(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes [2] No <i>[IF NO, GO TO Q43]</i>

39(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes [2] No
40	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes [2] No
41	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
42	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q41]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to the Nodal Officer</p> <p>[2] Nodal Officer not polite/courteous</p> <p>[3] Nodal Officer not equipped with adequate information</p> <p>[4] Time taken by Nodal Officer for redressal of complaint is too long</p> <p>[5] Nodal Officer was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>
43	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?	[1] Yes [2] No [IF NO, GO TO Q47]
44	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q47]
45	Did you receive any acknowledgement?	[1] Yes [2] No
46	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes recently [2] No [3] Appeal filed only
[Q47 TO Q49 ARE FOR PREPAID CUSTOMERS ONLY]		
47	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q50]
48	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q50]
49	What were the reason(s) for denying your request? [MULTIPLE CODE]	[1] No reason given [2] Technical problem [3] Others (specify _____)
50	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"	[1] Yes [2] No [3] Do not remember

Name of the interviewer : _____ Date: _____

Name of the scrutinizer : _____ Date: _____

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

Name of Operation Manager : _____

Date of Interview:

D	D	M	M	Y	Y	Y	Y

 S. No

C	M						
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Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
 [4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY - CELLULAR MOBILE TELEPHONE QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from MDRA, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of TRAI (Telecom Regulatory Authority of India), a body set up by the Government of India, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
 ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1. Which mobile phone or fixed wireless phone (FWP) service provider are you using currently?
 [1] Aircel [2] Airtel [3] BSNL [4] Cheers Mobile
 [5] Idea [6] Loop Mobile [7] MTS [8] Reliance Comm.
 [9] Reliance Telecom [10] S Tel [11] Tata [12] Uninor
 [13] Videocon [14] Vodafone

S1.2. Name: _____

S1.3. Record Gender: [1] Male [2] Female

S1.4. Age (in years): [1] Less than 25 [2] 25-34 [3] 35-44 [4] More than 45

S1.5. Please tell me your occupation:
 [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired

S1.6. Mobile/ Fixed Wireless Phone (FWP) Number:

0									
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S1.7. Record Usage Type: [1] Residential [2] Commercial

S1.8. Record Area: [1] Rural [2] Urban

S1.9. Connection Type: [1] Postpaid [2] Prepaid

S1.10. Type: [1] GSM [2] CDMA

S1.11. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
 [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
 [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
 [13] Tripura [14] West Bengal

S1.12. Record District Name: _____

S1.13. Address: _____

S1.14. Record Mode of interview: [1] Telephonic [2] Face-to-face

A. SERVICE PROVISION			
1	How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes	[2] No
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
B. BILLING RELATED - PREPAID CUSTOMERS (FOR POST-PAID CUSTOMERS GO TO Q 6)			
4(a)	How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
4(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q4(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Others (please specify _____)	
5(a)	Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?	[1] Yes	[2] No <i>[IF NO, GO TO Q 5(c)]</i>
5(b)	How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(c)	How satisfied are you with the ease of recharging process and the transparency of recharge offer?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(d)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 5(c)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Lack of complete information about the offer [2] Charges/Services not as per the offer [3] Delay in activation of recharge [4] Non availability of all denomination recharge coupon [5] Others (please specify _____)	
5(e)	Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	[1] Yes	[2] No
C. BILLING RELATED - POSTPAID CUSTOMERS			
6	How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
7(a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
7(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 7(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bill [2] Difficult to understand the language [3] Calculation not clear [4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given [5] Others (please specify _____)	

8(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
8(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q8(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Calculations are not clear [6] Others (please specify _____)	
9(a)	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No	<i>[IF NO, GO TO Q10]</i>
9(b)	How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL			
10	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes [2] No	<i>[IF NO, GO TO Q16]</i>
11	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
12	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
13	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
14	How satisfied are you with the problem solving ability of the customer care executive(s)?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
15	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY			
16	How satisfied are you with the availability of signal of your service provider in your locality?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
17	How satisfied are you with the ability to make or receive calls easily?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
18	How often does your call drop during conversation?	[4] Never [2] Frequently	[3] Occasionally [1] Very Frequently
19	How satisfied are you with the voice quality?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied

F. MAINTAINABILITY (FAULT REPAIR)			
20	How often do you face signal problems?	[4] Never [2] Frequently	[3] Occasionally [1] Very Frequently
21	How satisfied are you with the availability of signal in your area?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
22	How satisfied are you with the restoration of network (signal) problems?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES			
23	Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q26]
24	How satisfied are you with the quality of the supplementary services / value added service provided?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
25(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
25(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q25(a)] Please tell me the reasons for your dissatisfaction. [MULTIPLE CODE]	[1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others (please specify _____)	
26	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes	[2] No [IF NO, GO TO Q29(a)]
27	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes	[2] No [IF NO, GO TO Q29(a)]
28(a)	What difficulties have you faced while deactivating of such services and refund of charges levied?	[1] None [2] Delay in deactivation resulting in repeat complaints [3] Customer care refused to register the complaint [4] Not aware of whom to contact [5] Others (please specify) _____	
28(b)	How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
H. OVERALL CUSTOMER SATISFACTION			
29(a)	How satisfied are you with the overall quality of your mobile service?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
29(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q29(a)] Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____	

I. GENERAL INFORMATION		
30	What kind of other services are you also taking from this service provider?	[1] Broadband [2] Wireline [3] Other, Specify _____ [4] None
31	Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q34(a)]
32	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q34(a)]
33(a)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	[4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change
33(b)	[ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 33 (A)] Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[1] Yes [2] No [IF NO, GO TO Q34(a)]
33(c)	If Yes, then indicate whether.....	[1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint
34(a)	Are you aware of facility by which you can change your service provider without changing your mobile number?	[1] Yes [2] No [IF NO, GO TO Q35]
34(b)	Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?	[1] Yes [2] No [IF NO, GO TO Q35]
34(c)	When did you get 'Unique Porting Code' from your existing service provider?	[1] Within 5 min [2] After 5 to 10 min [3] After 10 min [4] Never
34(d)	If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
35	On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?	
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007		
36	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes [2] No
37	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No [IF NO, GO TO Q41]
38	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE)	[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint

39	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes	[2] No
40	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes	[2] No [3] Not Applicable
41	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?	[1] Yes	[2] No [IF NO, GO TO Q46]
42(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes	[2] No [IF NO, GO TO Q46]
42(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes	[2] No
43	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes	[2] No
44	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied	
45	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q44 ELSE GO TO Q46] Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[1] Difficult to connect to the Nodal Officer [2] Nodal Officer not polite/courteous [3] Nodal Officer not equipped with adequate information [4] Time taken by Nodal Officer for redressal of complaint is too long [5] Nodal Officer was unable to understand the problem [6] Others (please specify _____)	
46	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?	[1] Yes	[2] No [IF NO, GO TO Q50]
47	Have you filed any appeal in last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q50]
48	Did you receive any acknowledgement?	[1] Yes	[2] No
49	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No [3] Appeal filed only recently
[Q50 TO Q52 ARE FOR PREPAID CUSTOMERS ONLY]			
50	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes	[2] No [IF NO, GO TO Q53]
51	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No [IF NO, GO TO Q53]
52	What were the reason(s) for denying your request? [MULTIPLE CODE]	[1] No reason given [2] Technical problem [3] Others (specify _____)	
53	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?	[1] Yes	[2] No [3] Do not remember

Name of the interviewer : _____ Date : _____

Name of the scrutinizer : _____ Date : _____

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

Name of Operation Manager : _____



Date of Interview:

D	D	M	M	Y	Y	Y	Y

 S. No

B	B						
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Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
[4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY – BROADBAND QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1. Which broadband service provider are you using currently? [SINGLE RESPONSE]
[1] Airtel [2] Alliance [3] BSNL [4] Hughes [5] Ortel
[6] Reliance [7] Sify [8] Tata Com [9] Tikona

[IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW]

S1.2. Name: _____

S1.3. Record Gender: [1] Male [2] Female

S1.4. Age (in years): [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45

S1.5. Please tell me your occupation:
[1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired

S1.6. Telephone Number (With STD Code):

STD Code	Phone Number

S1.7. E-mail: _____

S1.8. Record Usage Type: [1] Residential [2] Commercial

S1.9. Record Area: [1] Rural [2] Urban

S1.10. Connection Type: [1] Postpaid [2] Prepaid

S1.11. Record State/UT: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
[5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
[9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
[13] Tripura [14] West Bengal

S1.12. Record District Name: _____

S1.13. Address: _____

S1.14. Record Name of SDCA [IN CASE OF BSNL]: _____

S1.15. Record Name of Exchange [IN CASE OF BSNL]: _____

S1.16. Record Name of the POP [IN CASE OF PRIVATE SERVICE PROVIDER]: _____

S1.17. Record Mode of interview: [1] Face-to-face [2] Email [3] Web/ Online

A. SERVICE PROVISION		
1(a)	When did you last apply for a broadband connection?	[1] More than 7 to 15 days ago [2] More than 15 to 30 days ago [3] More than 30 days ago
1 (b)	After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	[1] Within 7 working days [2] More than 7 working days
2	How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
3	In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	[1] Within 24 hrs [2] 2-3 days [3] 4-7 days [4] more than 7 days [5] Not Applicable
B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PREPAID CUSTOMERS GO TO Q9(A))		
4	How satisfied are you with the timely delivery of bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bills [2] Difficult to understand the language [3] Calculations not clear [4] Item-wise charges like total minutes of usage not given [5] Others (please specify _____)
6(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
6(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q6(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for services not used [5] Others (please specify _____)
7	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No <i>[IF NO, GO TO Q 10]</i>
8	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
BILLING RELATED - ONLY FOR PREPAID CUSTOMERS		
9 (a)	How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
9 (b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q9(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for services not used [5] Others (please specify _____)

9 (c)	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q 10]
9 (d)	How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL			
10	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes	[2] No [IF NO, GO TO Q 15]
11(a)	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
11(b)	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
12	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
13	How satisfied are you with the problem solving ability of the customer care executive(s)?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
14	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY			
15	How satisfied are you with the speed of Broadband connection?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
16	How satisfied are you with the amount of time for which service is up and working?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
E. MAINTAINABILITY (FAULT REPAIR)			
17	How often do you face a problem with your Broadband connection?	[1] Never [3] Frequently	[2] Occasionally [4] Very frequently [IF CODED 1 AND 2 GO TO Q 20(A), SECTION F.]
18	[ASK THIS QUESTION ONLY IF 3 OR 4 IS CODED IN Q17] What was the broadband connection problem faced by you in last 6 months related to, please specify?	[1] Problem was related to my computer hardware/software [2] Problem was related to the broadband connection& modem provided by service provider	
19	How satisfied are you with the time taken for restoration of broadband connection?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES			
20(a)	Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	[1] Yes	[2] No [IF NO, GO TO Q21A]
20(b)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
20(c)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 20(B)] Please tell me the reasons for your dissatisfaction.	[1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others, (specify _____)	

21(a)	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	[1] Yes	[2] No [IF NO, GO TO Q23A]
21(b)	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes	[2] No [IF NO, GO TO Q23A]
21(c)	What difficulties you have faced while deactivating of such services and refund of charges levied?	[1] None [2] Delay in deactivation resulting in repeat complaints [3] Customer care refused to register the complaint [4] Not aware of whom to contact [5] Others (please specify_____)	
22	How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
G. OVERALL CUSTOMER SATISFACTION			
23(a)	How satisfied are you with the overall quality of your Broadband service?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
23(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q23(A)] Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____	
H. GENERAL INFORMATION			
24	How many persons in your house/ organization are using this Broadband connection?		
24(a)	What kind of other services are you also taking from this service provider?	[1] Wireline [3] Other, Specify_____	[2] Mobile [4] None
25	Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	[1] Yes	[2] No
26	On a scale of 1-10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?		
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007			
27	Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?	[1] Yes	[2] No
28	Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	[1] Yes	[2] No [IF NO, GO TO Q34A]

29	<p>With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?</p> <p style="text-align: center;">[SINGLE CODE]</p>	<p>[1] Complaint was registered and docket number received</p> <p>[2] Complaint was registered and docket number not received</p> <p>[3] Complaint was registered and docket number provided on request</p> <p>[4] Complaint was registered and docket number not provided even on request</p> <p>[5] Refused to register the complaint</p>
30	<p>Did the Call Centre inform you about the action taken on your complaint?</p>	<p>[1] Yes [2] No</p>
31	<p>How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
32	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 31]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p style="text-align: center;">[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to call centre executive</p> <p>[2] Customer care executive not polite/courteous</p> <p>[3] Customer care executive not equipped with adequate information</p> <p>[4] Time taken by call centre for redressal of complaint is too long</p> <p>[5] Customer care executive was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>
33	<p>Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p>[1] Yes [2] No [3] Not Applicable</p>
34(a)	<p>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?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q37]</p>
34(b)	<p>Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q37]</p>
34(c)	<p>Were you able to contact to the Nodal officer without difficulty?</p>	<p>[1] Yes [2] No</p>
35	<p>Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p>[1] Yes [2] No</p>
36(a)	<p>How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p>[4] Very Satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
36(b)	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q36(A)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p style="text-align: center;">[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to the Nodal Officer</p> <p>[2] Nodal Officer not polite/courteous</p> <p>[3] Nodal Officer not equipped with adequate information</p> <p>[4] Time taken by Nodal Officer for redressal of complaint is too long</p> <p>[5] Nodal Officer was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>

37	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?	[1] Yes	[2] No [IF NO, GO TO Q41]	
38	Have you filed any appeal in last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q41]	
39	Did you receive any acknowledgement?	[1] Yes	[2] No	
40	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No [3] Appeal filed only recently	
(Q41 TO Q43 ARE FOR PREPAID CUSTOMERS ONLY)				
41	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes	[2] No [IF NO, GO TO Q44]	
42	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No [IF NO, GO TO Q44]	
43	What were the reason(s) for denying your request?	[1] No reason given	[2] Technical problem [3] Others (specify _____)	
44	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new broadband connection?"	[1] Yes	[2] No	[3] Do not remember

Name of the interviewer : _____ Date: _____

Name of the scrutinizer : _____ Date: _____

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

Name of Operation Manager : _____