Information note to the Press

(Press Release No. 219/2012)

For Immediate release

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

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers and collected customer perception of service and assessment of implementation and effectiveness of the Telecom Consumers Complaints Redressal Regulations, 2012 of Basic, Cellular Mobile and Broadband services during the period from April to June, 2012. The main findings of the reports are given below:-

2. Findings of the independent agency on Quality of Service

2.1 Cellular Mobile Telephone Service:

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

2.2 Basic Telephone Service (Wireline):

The subjective customer satisfaction surveys of the service providers, namely, M/s Airtel, Reliance, HFCL/QTL and BSNL was conducted. Service Provider's performance on the selected Key Parameters in respect of Basic Telephone service (Wireline) based on the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "**B**".

Annexure "A"

<u>Cellular Mobile Services</u>: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for April 2012 to June 2012 for Punjab Service Area

Name of Service Provider	Network Availability		Accessibility & Retainability				Metering and Billing				Supplementary services	
	(Survey) Customers satisfied with Provision of Service	(Audit) Worst affected BTSs due to downtime (%age)	(Survey) Customers satisfied with network performance	(Audit) Call Set-up Success Rate (within licensee's own network)	(Audit) Call Drop Rate (%age)	(Audit) %age of connection with good voice quality	(Survey) %customers satisfied with billing performance (Post Paid)	(Survey) %customers satisfied with billing performance (Pre Paid)	(Audit) Metering and billing credibility (Post Paid)	(Audit) Metering and billing credibility (Pre Paid)	(Audit) Percentage of calls answered by operators (voice to voice) within 60 sec	(Survey) % Customers satisfied with supplementary service
Bench marks	**≥ 90%**	**≤ 2%**	**≥ 95%**	**≥ 95%**	**≤ 2%**	**≥ 95%**	**≥ 95%**	**≥ 95%**	**< 0.1%**		**≥ 90%**	**≥ 90%**
Aircel	89.00	0.00	92.00	99.91	0.55	97.70	82.00	93.00	0.00	0.01	40.55	92.00
Airtel	88.00	0.02	95.00	99.80	0.59	99.02	88.00	97.00	0.00	0.00	86.71	94.00
BSNL	84.00	0.60	85.00	97.92	1.94	96.00	73.00	92.00	0.02	0.01	90.00	89.00
IDEA	87.00	0.00	92.00	98.94	0.84	98.16	92.00	98.00	0.06	0.00	95.01	83.00
Uninor	-	0.00	-	99.00	0.47	98.16	-	-	-	0.00	100.00	-
Reliance GSM	79.00	0.00	91.00	99.98	0.37	99.38	83.00	91.00	0.10	0.03	77.09	89.00
Reliance CDMA		0.00		100.00	0.00	99.71			0.10	0.03	91.27	
TATA GSM	69.00	0.24	92.00	99.91	0.47	97.36	0.00	87.00	0.31	0.02	59.63	92.00
TATA CDMA		0.00		99.81	0.76	---			0.19	0.02	92.31	
Vodafone	82.00	0.00	95.00	99.82	0.63	97.83	97.00	97.00	0.07	0.01	95.52	87.00
HFCL/QTL	62.00	0.00	84.00	98.26	1.45	97.78	0.00	88.00	0.00	0.00	95.79	94.00
MTS	-	0.00	-	100.00	0.20	99.31	-	-	-	0.00	96.42	-
Videocon	-	0.12	-	99.77	0.80	97.81	-	-	-	0.01	97.00	-

Annexure "B"

<u>Basic Telephone Services</u>: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for April 2012 to June 2012 for Punjab Service Area:

Name of Service Provider	Network Availability (Survey) Customers satisfied with Provision of Service	Accessibility (Survey) Customers satisfied with network performance	Metering and Billing (Survey) %customers satisfied with billing performance (Post Paid)	Maintanability (Survey) % Customers satisfied with Maintainability)	Help Service (Survey) % Customers satisfied with help service
Bench marks	**≥ 90%**	**≥ 95%**	**≥ 95%**	**≥ 95%**	**≥ 90%**
AIRTEL	90.00	94.00	93.00	99.00	77.00
BSNL	73.00	87.00	95.00	76.00	83.00
Reliance	64.00	85.00	92.00	87.00	71.00
HFCL/QTL	84.00	95.00	92.00	89.00	81.00

Annexure "C"

<u>Broadband Services</u>: Performance of Service providers on the selected key parameters based on one month data verification and the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for April 2012 to June 2012 for Punjab Service Area:

Name of Service Provider	Network Availability (Survey) Customers satisfied with Provision of Service	Accessibility (Survey) Customers satisfied with network performance	Maintainability Survey Customers satisfied with Maintainability	Metering and Billing (Survey) % customers satisfied with billing performance (Post Paid)	Help Services (Survey) % Customers satisfied with help service)	Supplementary services (Survey) % Customers satisfied with supplementary service)
Bench marks	**≥ 90%**	**≥ 85%**	**≥ 85%**	**≥ 90%**	**≥ 90%**	**≥ 85%**
AIRTEL	99.00	85.00	78.00	93.00	78.00	93.00
BSNL	96.00	77.00	53.00	94.00	85.00	89.00
Reliance	95.00	79.00	46.00	93.00	82.00	93.00
HFCL/QTL	99.00	76.00	67.00	87.00	78.00	89.00

Annexure "D"

Service provider wise score on various provisions of the Telecom Consumers Complaint Redressal Regulations, 2012 in respect of Cellular Mobile, Basic Telephone and Broadband service for April to June, 2012 for Punjab Service Area:

S.No.	Sub Parameter	Aircel	Airtel			BSNL			IDEA	Reliance			HFCL/QTL			TTSL	VODAFONE
		Cellular (%)	Cellular (%)	Basic (%)	Broadband (%)	Cellular (%)	Basic (%)	Broadband (%)	Cellular (%)	Cellular (%)	Basic (%)	Broadband (%)	Basic (%)	Cellular (%)	Broadband (%)	Cellular (%)	Cellular (%)
1	For prepaid customers awareness about item-wise usage charge details on request	10.00	25.00	-	-	22.00	-	-	31.00	10.00	-	-	-	8.00	-	11.00	15.00
2	If aware (for pre-paid customers) ever denied of item wise usage change details for pre paid connection	15.00	18.00	-	-	11.00	-	-	13.00	9.00	-	-	-	11.00	-	3.00	14.00
3	For new customers provisioning of "Manual of practice while taking the new connection	40.00	34.00	20.00	25.00	20.00	19.00	24.00	30.00	29.00	15.00	19.00	13.00	30.00	11.00	37.00	27.00
4	Awareness of call center for redressing grievances	45.00	53.00	29.00	45.00	44.00	41.00	29.00	54.00	37.00	22.00	54.00	39.00	41.00	62.00	30.00	48.00
5	Penetration of consumers made any complaint to the toll free number within last 6 months	18.00	9.00	9.00	14.00	7.00	13.00	12.00	8.00	15.00	18.00	21.00	17.00	17.00	33.00	11.00	5.00
6	Call center informing about the action taken on complaint	62.00	33.00	39.00	69.00	39.00	37.00	57.00	32.00	59.00	6.00	73.00	48.00	66.00	50.00	47.00	27.00
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	3.00	13.00	4.00	23.00	15.00	17.00	45.00	26.00	15.00	5.00	18.00	13.00	21.00	26.00	22.00	7.00
8	Awareness about contact detail of appellate authority for redressing grievances	2.00	1.00	4.00	3.00	1.00	1.00	3.00	2.00	2.00	1.00	5.00	3.00	1.00	5.00	1.00	3.00