A MARKET PULSE RESEARCH REPORT ON
PUNJAB CIRCLE
April – June, 2012

Telecom Regulatory Authority of India

Assessment of (i) Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 and (ii) Customer Perception of Service through Survey .

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (revised 2012). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

(i) **Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012 and**

(ii) **Customer Perception of Service through a Survey**

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

The survey has been divided into four geographic zones covering the following Telecom Circle/ Metro Service Areas:

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

TRAI (QoS) Customer Satisfaction Survey Report April - June 2012 Punjab Circle

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

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

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

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

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1. EXECUTIVE SUMMARY

In the period 1st April to 30th June of 2012, Market Pulse has carried out the customer satisfaction survey in Punjab circle.

Four basic wire-line service providers present in the circle as on June 2012 have been covered. Across 8 cities of Punjab circle, a sample of 2,412 basic wire-line customers has been covered. Of this, 2,223 were urban customers and remaining 189 were rural customers.

Eight cellular mobile telephone service providers present in the circle as on June 2012 have been covered. A sample of 4,931 cellular mobile phone customers was covered. Of this, 3,170 were urban customers and remaining 1761 were rural customers.

Four broadband service providers i. e. Airtel, BSNL, Reliance & HFCL present in the circle as on June 2012 have been covered. Across various points of presence in Punjab, a sample of 2,410 broadband customers was covered. Of this, 2,223 were urban customers and 187 were rural customers.

The following feedback was obtained from the sample of customers:

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

- Provision of service (activation/ reactivation)

- Billing performance

- Help services including customer grievance redressal

- Network performance, reliability and availability

- Maintainability

- Supplementary and value added service

- Overall service quality

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

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The key findings of this survey in Punjab are presented subsequently.

1.1 <u>Basic Wire-line Service</u>

- 89% of the basic wire-line service customers in Punjab circle were satisfied with overall service quality of their service providers. BSNL & Reliance did not meet the benchmark set for overall service quality.

- None of the service providers met the benchmark set for provision of service, except Airtel (90%).

- Only BSNL (95%) met the benchmark set for billing performance postpaid.

- None of the service providers met the benchmark on help services including customer grievance redressal.

- Only HFCL (95%) met the benchmark set for with network performance, reliability and availability while Airtel (94%) scored slightly lower than the benchmark.

- Only Airtel (99%) met the benchmark set for maintainability.

- 91% of all customers reported that the fault was repaired within 3 days.

- 10% of all customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.

- 33% of the customers were aware about the complaint centre number of their service providers for the purpose of making a complaint/ query. Almost half of them became aware from the telephone bills.

- Approximately 14% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months.

- 19% of the basic telephone service customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, and the time within which complaint will be resolved. 31% of the customers were also informed about the action taken on their complaint through SMS or other means.

- Only 2% of the customers were aware of the Appellate Authority's contact details.

- 17% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

1.2 Cellular Mobile Telephone Service

- 94% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality.

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

- BSNL(92%), Reliance (91%), TTSL (89%) & HFCL (88%) did not meet the benchmark set for prepaid billing performance. Only Vodafone (97%) met the benchmark set for postpaid billing performance.

- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark except Vodafone (90%).

- Only Airtel (95%) & Vodafoone (95%) met the benchmark set for network performance, reliability & availability. BSNL (85%) scored lowest among all the operators.

- BSNL, TTSL, Reliance, Aircel & HFCL did not meet the benchmark set for maintainability. Only Airtel (95%) & Vodafone(96%) met this benchmark.

- Only Airtel, TTSL, Aircel & HFCL met the benchmark set for Supplementary and value added services.

- 44% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query.

- 21% of all cellular mobile customers claimed that they got the toll free Complaint centre/ Customer Care/ help-line telephone number through SMS from the service provider.

- 11% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Complaint centre/ Customer Care/ help-line telephone number.

- 51% all the cellular mobile customers who had complained said that they were informed were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved. 51% were also informed about the action taken on their complaint by the complaint centre through SMS or other means.

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- 54% all the cellular mobile customers who had complained said that their complaints were resolved by the complaint centre within three (3) days.

- 15% of the cellular mobile customers who had made billing complaints said that they got their billing complaints resolved satisfactorily within four weeks.

- Only 2% of the mobile phone customers were aware of the contact details of appellate authority.

- 15% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

- 31% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

1.3 Broadband Service

- 87% of all the broadband customers were satisfied with overall service quality. A higher percentage (90%) of Airtel & BSNL customers was satisfied as compared to other operators. HFCL (81%) did not meet the benchmark.

- All the operators met the benchmark for provision of service.

- HFCL (87%) did not meet the benchmark set for postpaid billing performance; other service providers met the benchmark.

- None of the operators met the benchmark set for help services including customer grievance redressal.

- Only Airtel (85%) met the benchmark set for network performance, reliability.

- None of the service provider met the benchmark set for maintainability. Reliance (46%) scored lowest and Airtel (78%) scored highest on this parameter.

- 95% of the customers got their working connections within 7 working days.

- 47% of all broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. 72% of them claimed to have got the complaint centre number through telephone bills.

- 20% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months.

- 55% of all broadband customers who had complained said that they were informed by complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved. 61% of them said that they informed about the action taken on their complaint through SMS or by other means by the complaint centre.

- 70% all broadband customers who had lodged complaints said that their complaints were resolved satisfactorily within 3 days.

- Only 26% of the billing complaints were resolved satisfactorily within 4 weeks.

- Only 4% of the customers were aware of the Appellate Authority's contact details. Half of them had got the details from display at complaint centres/ sales outlets.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2012). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

(i)   **Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2012**

(ii)   **Customer Perception of Service through Survey**

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wire-line, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Northern zone of India, comprising the metro circle of Delhi and the circles of Punjab, UP East, UP West, Punjab, Punjab, Himachal Pradesh and J&K.

The current report presents the findings of the survey for Punjab circle. This survey was conducted in the period April - June, 2012.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

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

   - Provision of service

   - Billing performance

   - Help services including customer grievance redressal

   - Network performance, reliability and availability

   - Maintainability

   - Supplementary and value added service

   - Overall service quality

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

2.3 Survey Methodology

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

- In the survey of basic telephone service and cellular mobile service customers, 50% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.

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

- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and 50% through a CATI/web-based survey.

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2.4 Coverage of the Survey

In the period 1st April to 30th June of 2012, we conducted the Customer Satisfaction Survey (CSS) in Punjab circle. The following service providers have been covered in the Punjab circle.

2.4.1 Basic Telephone (Wire-line) Service

1. Bharti Airtel Limited (Referred as Airtel in the report)

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

3. Reliance Communications (Referred as Reliance in the report)

4. Infotel Connect (Referred as HFCL in the report)

2.4.2 Cellular Mobile Telephone Service (including FWP)

1. Bharti Airtel Limited (Referred as Airtel in the report)

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

3. Reliance Communications (Referred as Reliance in the report)

4. Tata Teleservices Punjab Limited (Referred as TTSL in the report)

5. Idea Cellular Limited (Referred as Idea in the report)

6. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)

7. Aircel Limited (Referred as Aircel in the report)

8. Infotel Connect (Referred as HFCL in the report)

2.4.3 Broadband Service

1. Bharti Airtel Limited (Referred as Airtel in the report)

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

3. Reliance Communications (Referred as Reliance in the report)

4. Infotel Connect (Referred as HFCL in the report)

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2.5 Geographical Coverage

Geographical Coverage	Cities Covered
Punjab	Chandigarh, Patiala, Rajpura Sangrur, Roopnagar, Jalandhar,Ludhiana , Hoshiarpur & Faridkot

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

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

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

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

Airtel: Airtel provides wireline service in Jalandhar, Ludhiana & Chandigarh only; so we have covered all these 3 cities.

BSNL: In the Punjab circle, there are 1473 exchanges and 56 SDCAs. 5% of these exchanges can be approximated to 74 exchanges and 10% of these SDCAs are 6 SDCAs. We have covered 74 exchanges and more than 6 SDCAs across Punjab circle.

Reliance: Reliance provides wire-line service in Jalandhar, Ludhiana, Chandigarh & Rajpura, so we have covered all these 4 cities.

HFCL: HFCL provides basic wire-line service in Chandigarh, Patiala, Rajpura & Sangrur so we have covered all these cities.

Service Provider	Sample Size			Cities Covered
	Urban	**Rural**	**Overall**	
Airtel	600	0	600	3
BSNL	421	189	610	6
Reliance	600	0	600	4
HFCL	602	0	602	4
Overall	2223	189	2412	

Geographical Coverage	Cities Covered
Punjab	Chandigarh, Patiala, Rajpura Sangrur, Jalandhar, Ludhiana, Hoshiarpur & Faridkot

2.7.2 Cellular Mobile Telephone Service : For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out. The sample for cellular mobile telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all, there are 20 district headquarters in Punjab circle. We had selected 4 district headquarters on the basis of their geographical spread namely Sangrur, Patiala, Roopnagar & Rajpura. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	408	216	624	3
BSNL	351	249	600	3
Reliance	407	197	604	3
TTSL	371	294	665	3
Idea	405	224	629	3
Vodafone	421	181	602	3
Aircel	388	214	602	3
HFCL	419	186	605	3
Overall	3170	1761	4931	

Geographical Coverage	Cities Covered
Punjab	Sangrur, Patiala, Roopnagar & Rajpura

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

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

Airtel: Airtel provides broadband service in Rajpura, Chandigarh, Jalandhar and Ludhiana; so we have covered all the 4 cities.

BSNL: There are 11 SSAs/Point of Presence (where their broadband service is available) we covered more than 10% of these i.e. 4 SSAs.

Reliance: Reliance broadband service is present in Chandigarh and Ludhiana so we have covered both the cities.

HFCL: HFCL broadband service is present in Rajpura, Chandigarh, Jalandhar and Ludhiana so we have covered all the 3 cities.

Service Provider	Sample Size			Cities Covered
	Urban	**Rural**	**Overall**	
Airtel	609	0	609	4
BSNL	414	187	601	4
Reliance	600	0	600	2
HFCL	600	0	600	4
Overall	2223	187	2410	

Geographical Coverage	Cities Covered
Punjab	Sangrur, Patiala, Roopnagar, Rajpura, Jallandhar, Ludhiana and Chandigarh,

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2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone. For rural customers, face-to-face interviews were done.

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	300	0	300	300	0	300	**600**
BSNL	111	189	300	310	0	310	**610**
Reliance	300	0	300	300	0	300	**600**
HFCL	302	0	302	300	0	300	**602**
Overall	1013	**189**	1202	1210	**0**	1210	**2412**

2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	156	184	340	252	32	284	624
BSNL	124	189	313	227	60	287	600
Reliance	109	195	304	298	2	300	604
TTSL	120	185	305	251	109	360	665
Idea	147	181	328	258	43	301	629
Vodafone	122	181	303	299	0	299	602
Aircel	86	214	300	302	0	302	602
HFCL	115	186	301	304	0	304	605
Overall	979	1515	2494	2191	246	2437	4931

2.8.3 Broadband Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	309	0	309	300	0	300	609
BSNL	114	187	301	300	0	300	601
Reliance	300	0	300	300	0	300	600
HFCL	300	0	300	300	0	300	600
Overall	1023	187	1210	1200	0	1200	2410

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2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service
Airtel, BSNL, Reliance & HFCL are the basic wire-line service provider present in the circle and have been covered. All the customers covered were postpaid.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	--	--	--	600	0	600	600
BSNL	--	--	--	421	189	610	610
Reliance	--	--	--	600	0	600	600
HFCL	--	--	--	602	0	602	602
Overall	--	--	--	2223	189	2412	2412

2.9.2 Cellular Mobile Telephone Service

A total of 8 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 4931, prepaid users were 2,525 with the balance being postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	172	190	172	236	26	236	624
BSNL	314	246	314	37	3	37	600
Reliance	369	195	369	38	2	38	604
Tata Indicom	371	294	371	0	0	0	665
Idea	169	212	169	236	12	236	629
Vodafone	379	159	379	42	22	42	602
Aircel	332	211	332	56	3	56	602
HFCL	419	186	419	0	0	0	605
Overall	2525	1693	2525	645	68	645	4931

2.9.3 Broadband Service

Broadband service providers present in the circle namely Airtel, BSNL, Reliance & HFCL as of date have been covered. Across various Points of Presence of the Punjab circle, 2410 broadband service customers were covered.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	0	0	0	609	0	609	609
BSNL	0	0	0	414	187	601	601
Reliance	0	0	0	600	0	600	600
HFCL	0	0	0	600	0	600	600
Overall	**0**	**0**	**0**	2223	187	2410	2410

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1Gender Profile

Gender	% Customers		Base
	Male	**Female**	
Urban	61	39	2223
Rural	60	40	189
Overall	**60**	**40**	**2412**

- 2412 basic telephone service (Wire-line) customers were covered. Of this sample, 60% were male and the balance were female respondents.

2.10.1.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	**25-34 years**	**35-44 years**	**More than 45 years**	
Urban	21	25	19	35	2223
Rural	15	29	21	34	189
Overall	**21**	**26**	**19**	**35**	**2412**

- 45% of the customers were in the age group of 25 – 44 years while 21% were less than 25 years and 35% were more than 45 years old.

2.10.1.3 Occupation Profile

| Occupation | % Customers | | | | | | Base |
	Service	Business-man/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	27	27	1	15	23	7	2223
Rural	16	31	3	12	32	6	189
Overall	**26**	**27**	**1**	**15**	**23**	**7**	**2412**

- Out of 2,412 basic telephone service customers, 27% of the customers were businessmen/ self-employed and 26% of them were salaried while 15% were students.

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

| Gender | % Customers | | Base |
	Male	Female	
Urban	86	14	3170
Rural	91	9	1761
Overall	**88**	**12**	4931

- 4,931 cellular mobile telephone service customers were covered. Of this sample, 88% were male and 12% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	**25-34 years**	**35-44 years**	**More than 45 years**	
Urban	31	31	21	18	3170
Rural	39	27	20	15	1761
Overall	**34**	**29**	**21**	**16**	4931

- 50% of the customers were in the age group of 25 – 44 years while 34% were less than 25 years and the 16% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	**Businessman/ Self Employed**	**Farmer**	**Student**	**Housewife**	**Retired**	
Urban	37	37	12	11	3	0	3170
Rural	29	42	14	13	2	0	1761
Overall	**34**	**39**	**13**	**12**	**3**	**0**	4931

- Out of 4,931 cellular mobile telephone service customers, 39% of the customers were businessmen/ self-employed and 34% of them were salaried while 12% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	74	26	2223
Rural	65	35	187
Overall	**73**	**27**	**2410**

▪ 2,410 broadband service customers were covered. Of this sample, 27% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	25	28	21	26	2223
Rural	42	17	14	27	187
Overall	**27**	**27**	**20**	**26**	**2410**

▪ 47% of the customers were in the age group of 25 –44 years while 27% were less than 25 years and the 26% were more than 45 years old.

2.12.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman/ Self Employed	Farmer	Student	Housewife	Retired	
Urban	31	35	--	16	13	5	2223
Rural	31	14	1	32	16	8	187
Overall	**31**	**34**	**--**	**17**	**13**	**5**	**2410**

▪ Out of 2,410 cellular mobile telephone service customers, 34% of the customers were businessmen/ self-employed and 31% of them were salaried while 17% were students.

2.13 Questionnaire Development Process

Three separate questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and Implementation and Effectiveness of Telecom Consumer Protection and Redressal of Grievances Regulations, 2012.

The questionnaires developed were for:

- Basic Wire-line Service

- Cellular Mobile Telephone Service

- Broadband Service

2.14 Methodology for Calculating Percentage of Satisfied Customers

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

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

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

$$\text{Weighted Score for a parameter} = \frac{(Z_1 * N_1 + Z_2 * N_2 \ldots\ldots)}{(N_1 + N_2 + \ldots\ldots\ldots)}$$

$Z_1 = (X_1 + X_2)$

$Z_2 = (Y_1 + Y_2)$

X_1 = Percentage respondents **Very Satisfied** with 1st sub parameter

X_2 = Percentage respondents **Satisfied** with 1st sub parameter

Y_1 = Percentage respondents **Very Satisfied** with 2nd sub parameter

Y_2 = Percentage respondents **Satisfied** with 2nd sub parameter

N_1 = Total number of responses for 1st sub parameter

N_2 = Total number of responses for 2nd sub parameter

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2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Wire-line, Cellular Mobile Telephone and Broadband service. The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for maximizing consumer satisfaction by making known the quality of service that the service providers are required to provide and that the user has a right to expect. All service providers have to follow these benchmarks, as laid down by TRAI.

2.15.1 Basic Wire-line Service

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

2.15.2 Cellular Mobile Telephone Service

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

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>90%
% satisfied with help services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% satisfied with Customer satisfaction with offered supplementary services such as allocation of static/fixed IP addresses, email Ids etc.	>85%
% Satisfied with Overall Service Quality	>85%

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

A. Basic Wire-line Service

Provision of Service

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

Billing Performance (Postpaid)

- Timely delivery of bills
- Quality, accuracy & completeness of the bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- resolution of billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

- Ease of access of complaint 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 complaint centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of working telephone (dial tone)

- Ability to make or receive calls easily

- Voice quality

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided

- Process of activating value added services or the process of unsubscribing

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

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

- Ease of understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Postpaid)

- Timely delivery of bills

- Clarity of the bills sent by the service provider in terms of transparency and understandability

- Accuracy & Completeness of bills

- Process of resolution of billing complaints

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage

- Resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of resolution of complaints

- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

- Ease of access of complaint 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 complaint centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of signal in customer locality

- Ability to make or receive calls easily

- Voice quality

Maintainability

- Availability of network (signal)

- Restoration of network (signal) problems

Supplementary and Value Added Services

- Quality of the supplementary services provided

- 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

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills

- Clarity of the bills issued by your service provider in terms of transparency and understandability

- Accuracy/Completeness of Bills

- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Billing Performance (**Prepaid**)

- Accuracy of amount deducted on every usage

- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Help Services

- Ease of access of complaint 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 complaint centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Speed of broadband connection

- Amount of time for which service is up and working

Maintainability

- Restoration of broadband connection

Supplementary Services

- 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

2.16 Definition of Key Terms Used

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

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

Broadband Service: It means data connection….

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

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

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

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

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

Cellular Mobile Telephone Service: Means….

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

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

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 26). According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

MARKET PULSE
Mindware: Mindshare Delivered.

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3.1 Basic Wire-line Service
3.1.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Type	Bench marks	% Customers				
			Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
% Satisfied with Provision of Service	Urban	≥90%	90	72	64	84	72
	Rural	≥90%	--	76	--	--	76
	Overall	**≥90%**	**90**	**73**	**64**	**84**	**73**
% Satisfied with Billing Performance Postpaid	Urban	≥95%	93	95	92	92	93
	Rural	≥95%	--	94	--	--	94
	Overall	**≥95%**	**93**	**95**	**92**	**92**	**93**
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	--	--	--	--	--
	Rural	≥95%	--	--	--	--	--
	Overall	**≥95%**	--	--	--	--	--
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	77	83	71	81	77
	Rural	≥90%	--	81	--	--	81
	Overall	**≥90%**	**77**	**83**	**71**	**81**	**77**
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	94	89	85	95	91
	Rural	≥95%	--	84	--	--	84
	Overall	**≥95%**	**94**	**87**	**85**	**95**	**90**
% Satisfied with Maintainability	Urban	≥95%	99	78	87	89	88
	Rural	≥95%	--	69	--	--	69
	Overall	**≥95%**	**99**	**76**	**87**	**89**	**86**
% Supplementary and Value Added Services**	Urban	≥90%	100	100	100	100	100
	Rural	≥90%	--	100	--	--	100
	Overall	**≥90%**	**100**	**100**	**100**	**100**	**100**
% Satisfied with Overall Service Quality	Urban	≥90%	96	87	83	92	90
	Rural	≥90%	--	82	--	--	82
	Overall	**≥90%**	**96**	**85**	**83**	**92**	**89**
Base			600	610	600	602	2412

*No prepaid wireline subscriber was interviewed.

TRAI (QoS) Customer Satisfaction Survey Report April - June 2012 Punjab Circle

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*** Base is too small to draw any statistical valid inference.*

- 89% of the basic wire-line service customers in Punjab circle were satisfied with overall service quality of their service providers. BSNL & Reliance did not meet the benchmark set for overall service quality. Airtel (96%) scored highest on overall service quality, followed by HFCL (92%).

- None of the service providers met the benchmark set for provision of service, except Airtel (90%).

- Only BSNL (95%) met the benchmark set for billing performance postpaid.

- Reliance (71%) scored lowest on help services including customer grievance redressal. None of the service providers met the benchmark on help services.

- Only HFCL (95%) met the benchmark set for with network performance, reliability and availability while Airtel (94%) scored slightly lower than the benchmark.

- Only Airtel (99%) met the benchmark set for maintainability. BSNL (76%) scored lowest on maintainability.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.(Refer to Q20)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	97	90	84	97	91
Rural	--	89	--	--	89
Overall	**97**	**89**	**84**	**97**	**91**
Base	101	177	157	100	535

- 91% of all customers reported that the fault was repaired within 3 days.

- A higher percentage of Airtel (97%) & HFCL (97%) customers reported that their fault was repaired within 3 days. Reliance (84%) registered the lowest incidence.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request. (Refer to Q29)

Type	%Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	100	90	100	100	96
Rural	--	83	--	--	83
Overall	100	87	100	100	93
Base	6	78	11	46	141

3.1.4 % of customers who reported that their billing complaints were resolved by the complaint centre within 4 weeks. (Refer to Q40)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	4	21	5	13	10
Rural	--	--	5	--	5
Overall	4	17	5	13	10
Base	51	82	105	99	337

- 10% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

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3.2 Cellular Mobile Telephone Service

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

Sub Parameters	Type	Bench marks	% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
% Satisfied with Provision of Service	Urban	≥90%	86	85	79	72	85	80	90	63	80
	Rural	≥90%	92	83	80	64	90	89	88	59	80
	Overall	**≥90%**	**88**	**84**	**79**	**69**	**87**	**82**	**89**	**62**	**80**
% Satisfied with Billing Performance Prepaid	Urban	≥95%	97	92	91	89	97	97	93	88	92
	Rural	≥95%	97	92	92	86	98	97	94	90	93
	Overall	**≥95%**	**97**	**92**	**91**	**87**	**98**	**97**	**93**	**88**	**92**
% Satisfied with Billing Performance Postpaid	Urban	≥95%	87	78	86	0	92	97	87	0	89
	Rural	≥95%	93	100	100	0	95	100	100	0	96
	Overall	**≥95%**	**88**	**73**	**83**	**0**	**92**	**97**	**82**	**0**	**88**
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	81	81	79	74	81	90	73	56	77
	Rural	≥90%	87	74	72	78	92	89	76	57	80
	Overall	**≥90%**	**84**	**79**	**77**	**76**	**85**	**90**	**74**	**56**	**78**
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	95	86	91	93	90	96	92	84	91
	Rural	≥95%	95	83	89	91	94	93	94	84	90
	Overall	**≥95%**	**95**	**85**	**91**	**92**	**92**	**95**	**92**	**84**	**91**
% Satisfied with Maintainability	Urban	≥95%	95	88	93	87	93	97	91	83	91
	Rural	≥95%	96	82	91	83	92	94	89	84	88
	Overall	**≥95%**	**95**	**86**	**92**	**85**	**93**	**96**	**90**	**83**	**90**
% Supplementary and Value Added Services	Urban	≥90%	94	88	91	92	83	84	92	92	89
	Rural	≥90%	95	90	83	90	75	98	93	100	90
	Overall	**≥90%**	**94**	**89**	**89**	**92**	**83**	**87**	**92**	**94**	**90**
% Satisfied with Overall Service Quality	Urban	≥90%	96	90	93	91	96	97	91	96	94
	Rural	≥90%	92	90	94	93	97	95	91	96	93
	Overall	**≥90%**	**95**	**90**	**93**	**92**	**96**	**96**	**91**	**96**	**94**
Base			*624*	*600*	*604*	*665*	*629*	*602*	*602*	*605*	*4931*

- 94% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality.

- None of the service providers met the benchmark set for provision of service. HFCL (62%) scored lowest on this parameter.

- BSNL(92%), Reliance (91%), TTSL (89%) & HFCL (88%) did not meet the benchmark set for prepaid billing performance. Only Vodafone (97%) met the benchmark set for postpaid billing performance.

- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark except Vodafone (90%).

- Only Airtel (95%) & Vodafone (95%) met the benchmark set for network performance, reliability & availability. BSNL (85%) scored lowest among all the operators.

- BSNL,TTSL, Reliance, Aircel & HFCL did not meet the benchmark set for maintainability. Only Airtel (95%) & Vodafone(96%) met this benchmark.

- Only Airtel, TTSL, Aircel & HFCL met the benchmark set for Supplementary and value added services.

3.2.2 % customers who reported billing complaint resolution by complaint centre within 4 weeks. (Refer to Q43)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	21	13	14	17	39	0	3	25	17
Rural	4	17	17	30	0	14	3	11	12
Overall	13	15	15	22	26	7	3	21	15
Base	55	41	80	73	47	30	102	99	527

- Only 15% of the cellular mobile customers who made billing complaints to the complaint centre reported that their complaints were resolved within 4 weeks of lodging. This was lowest for Aircel.

3.3 Broadband Service
3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Bench marks	% Customers				
			Airtel	BSNL	Reliance	HFCL	Overall
% Satisfied with Provision of Service	Urban	≥90%	99	96	95	99	97
	Rural	≥90%	0	96	0	0	96
	Overall	**≥90%**	**99**	**96**	**95**	**99**	**97**
% Satisfied with Billing Performance Prepaid	Urban	≥90%	--	--	--	--	--
	Rural	≥90%	--	--	--	--	--
	Overall	**≥90%**	--	--	--	--	--
% Satisfied with Billing Performance Postpaid	Urban	≥90%	93	94	93	87	92
	Rural	≥90%	0	94	0	0	94
	Overall	**≥90%**	**93**	**94**	**93**	**87**	**92**
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	78	86	82	78	80
	Rural	≥90%	0	84	0	0	84
	Overall	**≥90%**	**78**	**85**	**82**	**78**	**81**
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	85	77	79	76	79
	Rural	≥85%	0	76	0	0	76
	Overall	**≥85%**	**85**	**77**	**79**	**76**	**79**
% Satisfied with Maintainability	Urban	≥85%	78	60	46	67	63
	Rural	≥85%	0	41	0	0	41
	Overall	**≥85%**	**78**	**53**	**46**	**67**	**61**
% Supplementary and Value Added Services	Urban	≥85%	93	87	93	89	90
	Rural	≥85%	0	93	0	0	93
	Overall	**≥85%**	**93**	**89**	**93**	**89**	**91**
% Satisfied with Overall Service Quality	Urban	≥85%	90	90	87	81	87
	Rural	≥85%	0	90	0	0	90
	Overall	**≥85%**	**90**	**90**	**87**	**81**	**87**
Base			*609*	*601*	*600*	*600*	*2410*

- 87% of all the broadband customers were satisfied with overall service quality. A higher percentage (90%) of Airtel & BSNL customers was satisfied as compared to other operators. HFCL (81%) did not meet the benchmark.

- All the operators met the benchmark for provision of service.

- HFCL (87%) did not meet the benchmark set for postpaid billing performance; all other service providers met the benchmark.

- None of the operators met the benchmark set for help services including customer grievance redressal.

- Only Airtel (85%) met the benchmark set for network performance, reliability & availability.

- None of the service providers met the benchmark set for maintainability. Reliance (46%) scored lowest and Airtel (78%) scored highest on this parameter.

3.3.2 % of customers who reported getting a working connection with 7 days.(Refer to Q1b)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	94	93	95	98	95
Rural	--	94	--	--	--
Overall	**94**	**93**	**95**	**98**	**95**
Base	609	601	600	600	2410

- 95% of the customers got their working connections within 7 working days.

3.3.3 % of customers who reported that their billing complaints were resolved by complaint centre within 4 weeks. (Refer to Q34)

Type	% customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	23	40	18	26	25
Rural	--	59	--	--	59
Overall	**23**	**45**	**18**	**26**	**26**
Base	83	69	128	196	476

- 26% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – Punjab Circle

Customer Satisfaction Survey in the Punjab circle was done among 4 wire-line service customers, namely Airtel, BSNL, Reliance and HFCL.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service (Refer to Q1b & Q3)

Sub Parameters	Type	Airtel	BSNL	Reliance	HFCL	Overall
Time taken to provide working connection	Urban	81	55	32	70	50
	Rural	0	55	0	0	55
	Overall	**81**	**55**	**32**	**70**	**50**
Ease of understanding	Urban	100	88	96	98	95
	Rural	0	97	0	0	97
	Overall	**100**	**91**	**96**	**98**	**96**
Overall Provision of service	Urban	90	72	64	84	72
	Rural	--	76	--	--	76
	Overall	**90**	**73**	**64**	**84**	**73**
Base		31	80	140	57	308

- 50% of the customers were satisfied with the time taken to provide a working telephone. A higher percentage of Airtel (85%) customers were satisfied.
- 95% of the urban customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance. (Refer to Q4 & Q5a,Q7,Q8)

Sub Parameters	Type	% Postpaid Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Timely delivery of bills	Urban	94	93	94	91	93
	Rural	0	89	0	0	89
	Overall	**94**	**92**	**94**	**91**	**93**
Quality, Accuracy & Completeness of the bills	Urban	90	97	91	92	92
	Rural	0	96	0	0	96
	Overall	**90**	**97**	**91**	**92**	**92**
Process of resolution of billing complaints	Urban	54	58	59	53	55
	Rural	0	29	0	0	29
	Overall	**54**	**52**	**59**	**53**	**55**
Clarity of the bills in terms of transparency & understandability	Urban	99	99	95	99	98
	Rural	0	98	0	0	98
	Overall	**99**	**99**	**95**	**99**	**98**
Billing performance postpaid	**Urban**	93	95	92	92	93
	Rural	--	94	--	--	94
	Overall	**93**	**95**	**92**	**92**	**93**
Base		600	610	600	602	2412

- All service providers registered high satisfaction scores on account of Clarity of the bills in terms of transparency & understandability

- All the operators registered low satisfaction scores on account of process of resolution of billing complaints.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: None of the operators reported prepaid wire-line service. Hence this table is not relevant.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal
4.1.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal. (Refer to Q12-Q15)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Ease of access of complaint centre/customer care or help-line	Urban	80	82	72	81	77
	Rural	--	80	--	--	80
	Overall	**80**	**81**	**72**	**81**	**78**
Ease of getting an option for " talking to a customer care executive"	Urban	78	78	76	79	78
	Rural	--	90	--	--	90
	Overall	**78**	**81**	**76**	**79**	**78**
Response time taken to answer the call	Urban	74	82	73	79	76
	Rural	--	80	--	--	80
	Overall	**74**	**81**	**73**	**79**	**76**
Problem solving ability of customer care executive	Urban	78	86	67	85	77
	Rural	--	70	--	--	70
	Overall	**78**	**81**	**67**	**85**	**77**
Time taken by complaint centre/customer care to resolve complaint	Urban	75	88	66	83	75
	Rural	--	85	--	--	85
	Overall	**75**	**87**	**66**	**83**	**75**
Help service including customer grievance redressal	**Urban**	77	83	71	81	77
	Rural	--	81	--	--	81
	Overall	**77**	**83**	**71**	**81**	**77**
Base		167	70	250	207	694

- A lower percentage of customers were satisfied with all aspects of Help Services.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16-Q18)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Availability of working telephone (dial tone)	Urban	96	91	82	96	91
	Rural	0	85	0	0	85
	Overall	**96**	**89**	**82**	**96**	**91**
Ability to make or receive calls easily	Urban	96	89	86	95	92
	Rural	0	84	0	0	84
	Overall	**96**	**88**	**86**	**95**	**91**
Voice Quality	Urban	92	87	86	95	90
	Rural	0	82	0	0	82
	Overall	**92**	**86**	**86**	**95**	**90**
Network Performance, reliability & availability	**Urban**	94	89	85	95	91
	Rural	--	84	--	--	84
	Overall	**94**	**87**	**85**	**95**	**90**
Base		600	610	600	602	2412

- Both Reliance and BSNL registered lower satisfaction scores on all the sub parameters of network performance.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability. (Refer to Q21)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Maintainability	Urban	99	78	87	89	88
(Fault repair	Rural	--	69	--	--	69
service)	**Overall**	**99**	**76**	**87**	**89**	**86**
Base		101	177	157	100	535

- ▪ 86% of the customers were satisfied with fault repair service.
- ▪ A higher percentage of Airtel (99%) customers were satisfied with the fault repair service as compared to other operators.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following table shows the percentage of customers satisfied with supplementary and value addeervices. (Q23,Q24a)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Quality of the supplementary	Urban	100	100	100	100	100
services / value added service	Rural	--	100	--	--	100
provided	**Overall**	**100**	**100**	**100**	**100**	**100**
Process of activating value added	Urban	100	100	100	100	100
services or the process of	Rural	--	100	--	--	100
unsubscribing	**Overall**	**100**	**100**	**100**	**100**	**100**
Overall Supplementary &	Urban	100	100	100	100	100
Value Added Service	Rural	--	100	--	--	100
	Overall	**100**	**100**	**100**	**100**	**100**
Base		9	5	2	9	25

Note: The sample of responses on value added services for wire-line customers was very low to draw any statistically valid inference.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality.(refer to Q26a)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Overall quality of Telephone service	Urban	96	87	83	92	90
	Rural	--	82	--	--	82
	Overall	**96**	**85**	**83**	**92**	**89**
Base		600	610	600	602	2412

- 89% of the customers were satisfied with the overall quality of telephone. Reliance registered lower satsifaction than others.

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

4.2.1 Awareness and experience of Complaint centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query. (Refer to Q34a)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	29	45	22	39	33
Rural	--	32	--	--	32
Overall	**29**	**41**	**22**	**39**	**33**
Base	600	610	600	602	2412

- 33% of the customers were aware about the complaint centre number of their service providers for the purpose of making a complaint/ query.

4.2.1.2 The following table shows the percentage of customers who come to know about the toll free customer care number through various sources.(Refer to Q34b)

	Type of User	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Newspaper	Urban	--	--	--	--	--
	Rural	--	--	--	--	--
	Overall	--	--	--	--	--
Website of the service provider	Urban	6	0	15	4	6
	Rural	--	--	--	--	--
	Overall	**6**	**0**	**15**	**4**	**5**
SMS from service provider	Urban	--	--	--	--	--
	Rural	--	--	--	--	--
	Overall	--	--	--	--	--
Display at complaint centres/ sales outlets	Urban	15	11	12	5	10
	Rural	--	20	--	--	20
	Overall	**15**	**13**	**12**	**5**	**11**
Telephone bills	Urban	64	39	28	57	49
	Rural	--	38	--	--	38
	Overall	**64**	**39**	**28**	**57**	**48**
Other means	Urban	15	51	46	34	34
	Rural	--	43	--	--	43
	Overall	**15**	**49**	**46**	**34**	**36**
Base		175	249	134	236	794

- 48% of the customers got the complaint centre number from telephone bills.

Table 4.2.1.3 The following table shows the percentage of customers who made a complaint on the complaint centre number of their service provider in the last 6 months (Refer to Q35)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	9	15	18	17	14
Rural	--	11	--	--	11
Overall	**9**	**13**	**18**	**17**	**14**
Base	600	610	600	602	2412

- Approximately 14% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months.

4.2.1.4 The following table shows the percentage of customers who received or did not receive docket numbers for their complaints. (Refer to Q36)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Docket number received for most of the complaints	Urban	88	81	89	88	87
	Rural	--	70	--	--	70
	Overall	88	78	89	88	86
No docket number received for most of the complaints	Urban	12	19	11	10	13
	Rural	--	25	--	--	25
	Overall	12	21	11	10	13
It was received on request	Urban	--	--	--	1	--
	Rural	--	--	--	--	--
	Overall	--	--	--	1	--
No docket number received even on request	Urban	--	--	--	--	--
	Rural	--	--	--	--	--
	Overall	--	--	--	--	--
Refused to register the complaint	Urban	--	--	--	1	--
	Rural	--	5	--	--	5
	Overall	--	1	--	1	1
Base		51	83	105	100	339

- 86% of the customers who had complained said that they had received a docket number for most of their complaints. This was slightly higher for urban customers (87%) as compared to rural customers.

4.2.1.5 The following table shows the percentage of customers who were informed sms about the docket number, date of complaint registration, and the time within which complaint will be resolved. (Refer to Q37)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	33	32	3	20	19
Rural	--	21	--	--	21
Overall	**33**	**29**	**3**	**20**	**19**
Base	51	82	105	99	337

- 19% of the basic telephone service customers who had complained said that they were informed through SMS about the docket number, date of complaint registration, and the time within which complaint will be resolved.

4.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means by the complaint centre. (Refer to Q38)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	39	44	6	48	32
Rural	--	11	--	--	--
Overall	**39**	**37**	**6**	**48**	**31**
Base	51	82	105	99	337

- 31% of the customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.

4.2.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q39a)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	61	71	55	88	70
Rural	0	26	0	0	26
Overall	**61**	**72**	**55**	**88**	**70**
Base	51	82	105	99	337

- 70% all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre/ customer care/ helpline within 3 days.

4.2.1.8 % of customers who got their billing complaint resolved satisfactorily by complaint centre/ customer care within 4 weeks of lodging their complaints. (Refer to Q40a)

Type	% customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	4	21	5	13	10
Rural	0	5	0	0	5
Overall	**4**	**17**	**5**	**13**	**10**
Base	51	82	105	99	337

- Only 10% of the billing complaints were resolved satisfactorily by the complaint centre/ customer care within 4 weeks of lodging complaints.

4.2.2 Awareness and experience of Appellate Authority

4.2.2.1 % of customers who were aware about Appellate Authority's contact details. (Refer to Q41)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	4	1	1	3	2
Rural	--	1	--	--	1
Overall	4	1	1	3	2
Base	600	610	600	602	2412

- Only 2% of the customers were aware of the Appellate Authority's contact details.

4.2.2.2 % of customers who come to know about the Appellate Authority's contact details through various sources(Refer to Q42)

	Type of User	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Newspaper	Urban	0	0	0	0	0
	Rural	0	0	0	0	0
	Overall	0	0	0	0	0
Website of the service provider	Urban	35	0	0	13	21
	Rural	0	0	0	0	0
	Overall	35	0	0	13	21
SMS from service provider	Urban	0	0	0	0	0
	Rural	0	0	0	0	0
	Overall	0	0	0	0	0
Display at complaint centres/ sales outlets	Urban	4	25	0	0	4
	Rural	0	0	0	0	0
	Overall	4	20	0	0	4
Telephone bills	Urban	61	50	0	67	55
	Rural	0	0	0	0	0
	Overall	61	40	0	67	54
Other	Urban	0	25	100	20	19
	Rural	0	100	0	0	0
	Overall	0	40	100	20	21
Base		23	5	5	15	48

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4.2.2.3 % of customers who had filed an appeal in the last 6 months. (Refer to Q43)

- Only 3 out of 48 customers who were aware, had filed an appeal to the appellate authority.

4.2.2.4 % customers received unique appeal number within three days from the Appellate Authority after they filed an appeal. (Refer to Q46)

- 1 out of 3 customers who had filed an appeal to the appellate authority, got the unique appeal number within 3 days.

4.2.2.5 Reported Incidence of Decision by the Appellate Authority within 39 days of filing the appeal. (Refer to Q47)

- 1 out of 3 customers who had filed an appeal, received the decision within 39 days of filing the appeal.

4.2.3 General Information

Table 4.2.3.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of complaint centre and contact details of Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection. (Refer to Q51)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	20	18	15	13	17
Rural	--	20	--	--	20
Overall	**20**	**19**	**15**	**13**	**17**
Base	600	610	600	602	2412

- 17% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.3.2 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. (Refer to Q48)

- None of the operators reported prepaid wire-line service; hence this table is not relevant.

Table 4.2.3.3 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q49)

- None of the operators reported prepaid wire-line service; hence this table is not relevant.

Table 4.2.3.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied. (Refer to Q50)

- None of the operators reported prepaid wire-line service; hence this table is not relevant.

Table 4.2.3.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months. (Refer to Q28a)

Type	% Customer				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	1	11	3	8	5
Rural	--	13	--	--	13
Overall	**1**	**12**	**3**	**8**	**6**
Base	600	610	600	602	2412

- Only 6% of the customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.3.6 The following table shows the percentage of customers who are aware about getting rent rebate in case fault is not repaired within 3 days(Refer to Q30)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	9	11	5	8	8
Rural	--	9	--	--	9
Overall	**9**	**11**	**5**	**8**	**8**
Base	600	610	600	602	2412

- 8% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.

4.2.3.7 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. (Refer to Q31)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	23	10	11	33	20
Rural	--	6	--	--	6
Overall	**23**	**9**	**11**	**33**	**19**
Base	600	610	600	602	2412

▪ 19% of the customers were aware about the facility for registering a telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.8 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS (Refer to Q32a)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	27	5	30	24	24
Rural	--	9	--	--	9
Overall	**27**	**6**	**30**	**24**	**23**
Base	136	53	64	197	450

▪ 23% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.3.9 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering. (Refer to Q32b)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
No change	Urban	6	50	32	15	15
	Rural	--	--	--	--	--
	Overall	**6**	**33**	**32**	**15**	**15**
Slight decrease	Urban	3	--	--	4	3
	Rural	--	--	--	--	--
	Overall	**3**	**--**	**--**	**4**	**3**
Considerable decrease	Urban	3	--	16	9	8
	Rural	--	--	--	--	--
	Overall	**3**	**--**	**16**	**9**	**8**
Stopped receiving	Urban	89	50	53	72	74
	Rural	--	100	--	--	100
	Overall	89	67	53	72	74
Base		36	3	19	47	105

- 74% of the customers stopped receiving unwanted tele marketing calls/SMS after registering their number.

4.2.3.10 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number. (Refer to Q32c)

Note: Only 4 out of 27 customers made a complaint to their respective service providers on getting such unwanted tele marketing calls/ SMS even after registering telephone number.

4.2.3.11 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor. (Refer to Q33)

	Type	Customer Ranking				
		Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Mean Score	Urban	8.01	7.65	7.12	7.99	7.69
	Rural	--	7.47	--	--	--
	Overall	**8.01**	**7.60**	**7.12**	**7.99**	**7.68**
Base		600	610	600	602	2412

▪ Airtel (8.01) got the highest rating followed by HFCL (7.99).

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4.3 Cellular Mobile Telephone Service – Punjab Circle

The survey of Customer Perception of Service in Punjab circle was done among customers of 8 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, Reliance, TTSL, Idea, Vodafone, Aircel & HFCL.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service. (Refer to Q1,Q3)

Sub Parameters	Type	% Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Process & time taken to activate connection	Urban	99	99	98	95	99	96	98	98	98
	Rural	100	99	97	94	98	97	100	96	97
	Overall	**99**	**99**	**98**	**94**	**99**	**96**	**98**	**97**	**98**
Ease of understanding	Urban	73	70	59	50	71	63	83	28	62
	Rural	84	66	62	34	82	81	76	23	63
	Overall	**77**	**68**	**60**	**43**	**75**	**69**	**80**	**26**	**62**
Overall Provision of service	Urban	86	85	79	72	85	80	90	63	80
	Rural	92	83	80	64	90	89	88	59	80
	Overall	**88**	**84**	**79**	**69**	**87**	**82**	**89**	**62**	**80**
Base		624	600	604	665	629	602	602	605	4931

- Most customers were satisfied with the process and time taken to activate the mobile connection but a low percentage of customers across different operators were satisfied with the ease of understanding of tariff plans.

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4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q6,Q7a,Q8a,Q9b)

Sub Parameters	Type	% customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Timely delivery of bills	Urban	86	51	74	0	89	95	77	0	84
	Rural	85	100	100	0	92	100	100	0	93
	Overall	**86**	**55**	**75**	**0**	**89**	**97**	**78**	**0**	**85**
Clarity of the bills in terms of transparency and understandability	Urban	100	95	97	0	99	95	96	0	98
	Rural	100	100	100	0	100	100	100	0	100
	Overall	**100**	**95**	**98**	**0**	**99**	**97**	**97**	**0**	**98**
Accuracy & completeness of the bills	Urban	85	95	95	0	94	100	98	0	92
	Rural	92	100	100	0	100	100	100	0	97
	Overall	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Process of resolution of billing Complaints	Urban	38	40	50	0	35	100	27	0	38
	Rural	100	0	0	0	50	0	100	0	83
	Overall	**42**	**40**	**50**	**0**	**36**	**100**	**33**	**0**	**41**
Overall Billing performance postpaid	**Urban**	87	78	86	0	92	97	87	0	89
	Rural	93	100	100	0	95	100	100	0	96
	Overall	**88**	**73**	**83**	**0**	**92**	**97**	**82**	**0**	**88**
Base		262	40	40	0	248	64	59	0	713

- Process of resolution of billing complaints registered the lowest satisfaction levels on an aggregate level.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance. (Refer to Q4,Q5b,Q5c)

Sub Parameters	Type	% Prepaid Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Accuracy of charges	Urban	98	90	91	86	97	95	96	86	91
	Rural	96	89	92	81	96	97	96	92	92
	Overall	**97**	**90**	**91**	**84**	**97**	**95**	**96**	**88**	**92**
Refund/Credit/Waiver of excess charges	Urban	89	47	55	46	78	80	46	41	54
	Rural	67	50	48	43	89	90	47	67	58
	Overall	**82**	**48**	**53**	**44**	**85**	**84**	**46**	**48**	**56**
Ease of recharging process & transparency of recharge offer	Urban	98	99	97	97	99	100	96	95	97
	Rural	100	100	98	98	100	98	97	90	98
	Overall	**99**	**99**	**98**	**97**	**100**	**100**	**97**	**93**	**97**
Overall prepaid performance	Urban	97	92	91	89	97	97	93	88	92
	Rural	97	92	92	86	98	97	94	90	93
	Overall	**97**	**92**	**91**	**87**	**98**	**97**	**93**	**88**	**92**
Base		362	560	564	665	381	538	543	605	4218

- Customers had lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers. TTSL scored lowest on this parameter.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal
4.3.3.1 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal. (Refer to Q11-Q15)

Sub Parameters	Type	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Ease of access of complaint centre/customer care or help-line	Urban	85	78	79	72	79	91	78	48	76
	Rural	89	70	75	77	93	88	77	48	80
	Overall	**86**	**75**	**78**	**74**	**85**	**90**	**78**	**48**	**77**
Ease of getting an option for " talking to a customer care executive"	Urban	88	79	76	81	81	86	84	51	79
	Rural	89	74	76	86	94	84	81	59	83
	Overall	**89**	**77**	**76**	**83**	**86**	**85**	**83**	**53**	**80**
Response time taken	Urban	81	78	80	69	82	91	70	49	75
	Rural	91	75	75	73	94	90	76	55	81
	Overall	**85**	**77**	**79**	**70**	**87**	**90**	**72**	**51**	**77**
Problem solving ability	Urban	77	87	80	76	85	92	66	65	78
	Rural	83	77	64	78	88	90	72	64	79
	Overall	**79**	**84**	**76**	**77**	**86**	**91**	**68**	**65**	**78**
Time taken to resolve complaint	Urban	76	84	79	74	79	90	67	66	76
	Rural	83	75	68	75	90	91	73	61	79
	Overall	**79**	**81**	**76**	**74**	**83**	**90**	**69**	**65**	**77**
Help services including customer grievance redressal	**Urban**	81	81	79	74	81	90	73	56	77
	Rural	87	74	72	78	92	89	76	57	80
	Overall	**84**	**79**	**77**	**76**	**85**	**90**	**74**	**56**	**78**
Base		264	159	220	273	216	199	253	182	1766

- Service providers registered low satisfaction levels on all aspects.

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4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.3.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q16,q17,Q19)

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					% customers					
		Airtel	**BSNL**	**Reliance**	**Tata**	**Idea**	**Vodafone**	**Aircel**	**HFCL**	**Overall**
Availability of signal of your service provider in your locality	Urban	94	86	90	92	91	97	86	82	90
	Rural	95	83	89	91	94	92	92	84	90
	Overall	**94**	**85**	**89**	**91**	**92**	**95**	**88**	**83**	**90**
Ability to make or receive calls easily	Urban	94	90	94	95	94	97	96	91	94
	Rural	95	86	91	93	94	94	97	94	93
	Overall	**94**	**88**	**93**	**94**	**94**	**96**	**96**	**92**	**94**
Voice quality	Urban	97	81	90	92	87	93	93	78	89
	Rural	95	80	88	89	92	93	92	74	88
	Overall	**96**	**81**	**90**	**91**	**89**	**93**	**93**	**77**	**89**
Network performance, reliability & availability	**Urban**	95	86	91	93	90	96	92	84	91
	Rural	95	83	89	91	94	93	94	84	90
	Overall	**95**	**85**	**91**	**92**	**92**	**95**	**92**	**84**	**91**
Base		624	600	604	665	629	602	602	605	4931

- A higher percentage of customers were satisfied with the ability to make or receive calls easily while voice quality registered a low satisfaction level.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability. (Refer to Q21-Q22)

Sub Parameters	Type	% Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Availability of network (signal)	Urban	94	87	93	88	93	98	87	86	91
	Rural	95	83	91	86	92	93	87	90	89
	Overall	**95**	**86**	**92**	**87**	**93**	**96**	**87**	**88**	**90**
Restoration of network (signal) problems	Urban	95	90	93	86	93	97	95	80	91
	Rural	96	81	91	80	92	94	92	77	87
	Overall	**96**	**86**	**92**	**83**	**93**	**96**	**94**	**79**	**90**
Maintainability	**Urban**	95	88	93	87	93	97	91	83	91
	Rural	96	82	91	83	92	94	89	84	88
	Overall	**95**	**86**	**92**	**85**	**93**	**96**	**90**	**83**	**90**
Base		621	591	601	660	621	594	599	603	4890

- TTSL, HFCL & BSNL customers were less satisfied with availability of network signals and restoration of network signal problems. This pulled down their overall score for maintainability.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

4.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services. (Refer to Q24,Q25a)

Sub Parameters	Type	% Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Quality of supplementary service	Urban	94	91	88	88	80	84	89	92	88
	Rural	95	90	83	90	75	100	93	100	90
	Overall	**94**	**90**	**86**	**89**	**78**	**88**	**91**	**94**	**88**
Process of activating VAS	Urban	94	86	94	97	87	84	94	92	91
	Rural	94	90	83	95	88	90	93	100	92
	Overall	**94**	**88**	**91**	**96**	**87**	**85**	**94**	**94**	**91**
Value added service	Urban	94	88	91	92	83	84	92	92	89
	Rural	95	90	83	90	75	98	93	100	90
	Overall	**94**	**89**	**89**	**92**	**83**	**87**	**92**	**94**	**90**
Base		66	41	22	53	55	41	32	17	327

- Airtel & HFCL had the highest percentage of satisfied customers on quality of supplementary services as well as process of activating VAS.

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

4.4.1 Awareness and experience of Complaint centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the complaint centre number of their service provider for making a complaint/ query. (Refer to Q36)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	45	42	41	36	45	40	46	44	43
Rural	70	46	29	21	70	66	41	34	46
Overall	**53**	**44**	**37**	**30**	**54**	**48**	**45**	**41**	**44**
Base	624	600	604	665	629	602	602	605	4931

- 44% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query.

- Awareness was slightly lower among TTSL (30%) customers.

4.4.1.2 The following table shows the percentage of customers who came to know about the toll free customer care number through various sources (Refer to Q37)

	Type	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers				
Newspaper	Urban	0	0	1	2	2	1	2	1	1
	Rural	0	0	2	0	0	1	0	0	0
	Overall	0	0	1	1	1	1	1	0	1
Website of the service provider	Urban	1	2	2	1	6	5	3	0	2
	Rural	0	2	4	0	3	4	0	0	2
	Overall	0	2	2	1	4	5	2	0	2
SMS from service provider	Urban	32	25	10	17	24	7	9	3	16
	Rural	36	35	12	16	52	31	14	3	30
	Overall	34	29	10	17	37	17	10	3	21
Display at complaint centres/ sales outlets	Urban	13	13	31	5	23	22	9	20	17
	Rural	9	14	25	8	9	7	7	45	13
	Overall	11	13	30	6	17	16	8	27	16
Telephone bills	Urban	7	1	3	1	8	8	2	0	4
	Rural	0	1	4	0	0	1	0	0	1
	Overall	4	1	3	1	4	5	1	0	3
Others	Urban	53	60	55	76	44	60	78	77	63
	Rural	57	57	54	77	41	58	81	52	58
	Overall	55	59	55	77	43	59	79	70	61
Base		333	261	223	196	340	289	268	249	2159

- 21% of all cellular mobile customers claimed that they got the toll free Complaint centre/ Customer Care/ help-line telephone number through SMS from the service provider.

4.4.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free Complaint centre/ Customer Care/ Help-line telephone number. (Refer to Q38)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	7	7	16	12	8	4	20	18	11
Rural	12	8	14	9	7	8	15	16	11
Overall	**9**	**7**	**15**	**11**	**8**	**5**	**18**	**17**	**11**
Base	624	600	604	665	629	602	602	605	4931

- 11% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Complaint centre/ Customer Care/ help-line telephone number.

4.4.1.4 The following table shows the percentage of customers who received or did not receive docket number for their complaints. (Refer to 39)

	Type	% Customers								
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Complaint was registered and Docket number received	Urban	72	70	64	63	65	53	69	66	66
	Rural	39	84	59	37	56	43	69	55	55
	Overall	**56**	**76**	**62**	**53**	**62**	**48**	**69**	**63**	**62**
Complaint was registered and Docket number not received	Urban	21	22	27	37	36	35	18	28	27
	Rural	62	5	22	63	38	36	19	41	36
	Overall	**40**	**14**	**26**	**47**	**36**	**36**	**18**	**31**	**30**
Complaint was registered and docket number provided on request	Urban	3	4	0	0	0	6	7	0	2
	Rural	0	5	4	0	6	7	6	0	3
	Overall	**2**	**5**	**1**	**0**	**2**	**7**	**6**	**0**	**3**
Complaint was registered and docket number not provided even on request	Urban	3	4	0	0	0	0	0	0	1
	Rural	0	0	0	0	0	14	0	0	1
	Overall	**2**	**2**	**0**	**0**	**0**	**7**	**0**	**0**	**1**
Refused to register the complaint	Urban	0	0	10	0	0	6	7	7	5
	Rural	0	5	15	0	0	0	6	3	4
	Overall	**0**	**2**	**11**	**0**	**0**	**3**	**6**	**6**	**5**
Base		55	42	90	73	47	31	109	105	552

- 95% of the customers reported complaint registration. Only in the case of Reliance, a substantial % claimed that the complaint was not registered.

- 62% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Only 1% of those who had complained did not receive docket numbers even on request.

4.4.1.5 The following table shows the percentage of customers who were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved? (Refer to Q40)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	48	57	74	46	52	25	61	58	57
Rural	4	33	61	44	6	29	53	75	41
Overall	**27**	**46**	**70**	**45**	**36**	**27**	**59**	**63**	**51**
Base	55	41	80	73	47	30	102	99	527

- 51% all the cellular mobile customers who had complained said that they were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

4.4.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint by complaint centre through sms or other means. (Refer to Q41)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	59	48	60	44	48	38	65	62	56
Rural	4	28	57	52	0	14	53	75	40
Overall	**33**	**39**	**59**	**47**	**32**	**27**	**62**	**66**	**51**
Base	55	41	80	73	47	30	102	99	527

- 51% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the complaint centre through SMS or other means.

4.4.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q42)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	59	57	75	54	45	44	57	63	59
Rural	4	28	65	52	0	29	63	71	43
Overall	**33**	**44**	**73**	**53**	**30**	**37**	**59**	**66**	**54**
Base	55	41	80	73	47	30	102	99	527

- 54% all the cellular mobile customers who had complained said that their complaints were resolved by the complaint centre within three (3) days.

4.4.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks. (Refer to Q43)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	21	13	14	17	39	0	3	25	17
Rural	4	17	17	30	0	14	3	11	12
Overall	**13**	**15**	**15**	**22**	**26**	**7**	**3**	**21**	**15**
Base	55	41	80	73	47	30	102	99	527

▪ Only 15% of the cellular mobile customers who had made billing complaints said that they got their billing complaints resolved satisfactorily by complaint centre/customer care within four weeks.

4.4.2 Awareness and experiences with Appellate Authority

4.4.2.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority. (Refer to Q44)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	2	1	2	1	3	3	2	1	2
Rural	0	1	2	1	0	1	1	1	1
Overall	**1**	**1**	**2**	**1**	**2**	**3**	**2**	**1**	**2**
Base	624	600	604	665	629	602	602	605	4931

▪ Only 2% of the mobile phone customers were aware of the contact details of appellate authority.

4.4.2.2 % of customers who came to know about the Appellate Authority's contact details through various sources (Refer to Q45)

| | Type | % Customers | | | | | | | | |
		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Newspaper	Urban	29	0	0	0	0	23	33	0	16
	Rural	0	0	0	0	0	0	0	0	0
	Overall	29	0	0	0	0	20	25	0	14
Website of the service provider	Urban	29	0	0	0	30	31	0	0	24
	Rural	0	0	0	0	0	0	0	0	0
	Overall	29	0	0	0	30	27	0	0	21
SMS from service provider	Urban	14	100	100	0	30	31	33	100	37
	Rural	0	0	0	100	0	100	100	0	100
	Overall	14	100	100	100	30	40	50	100	43
Display at complaint centres/ sales outlets	Urban	29	0	0	0	40	23	33	0	26
	Rural	0	0	0	0	0	0	0	0	0
	Overall	29	0	0	0	40	20	25	0	24
Telephone bills	Urban	14	0	0	0	0	0	0	0	3
	Rural	0	0	0	0	0	0	0	0	0
	Overall	14	0	0	0	0	0	0	0	2
Other means	Urban	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
	Rural	**0**	0	0	0	0	0	0	0	0
	Overall	**0**	0	0	0	0	0	0	0	0
Base		7	1	3	1	10	15	4	1	42

4.4.2.3 Incidence of Appeal being filed in the prescribed form in last 6 months (Refer to Q46)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	14	20	14	0	8	7	11	0	10
Rural	0	0	0	33	0	0	0	0	7
Overall	**14**	**14**	**10**	**20**	**8**	**6**	**9**	**0**	**10**
Base	7	7	10	5	12	16	11	5	73

- Only 10% of the mobile phone customers were aware of the contact details of appellate authority, had filed an appeal with the appellate authority.

4.4.2.4 The following table shows the percentage of customers who filed their appeal to the Appellate Authority (Refer to Q47)

	Type	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers				
E-Mail	Urban	0	0	0	0	100	0	0	0	17
	Rural	0	0	0	0	0	0	0	0	0
	Overall	0	0	0	0	100	0	0	0	14
Fax	Urban	0	100	0	0	0	0	0	0	17
	Rural	0	0	0	0	0	0	0	0	0
	Overall	0	100	0	0	0	0	0	0	14
Letter (Post/courier)	Urban	0	0	0	0	0	100	0	0	17
	Rural	0	0	0	0	0	0	0	0	0
	Overall	0	0	0	0	0	100	0	0	14
In person (Self)	Urban	100	0	0	0	0	100	0	0	33
	Rural	0	0	0	0	0	0	0	0	0
	Overall	100	0	0	0	0	100	0	0	29
Others	Urban	0	0	100	0	0	0	100	0	33
	Rural	0	0	0	100	0	0	0	0	100
	Overall	0	0	100	100	0	0	100	0	43
Base		1	1	1	1	1	1	1	0	7

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4.4.2.5 % Customers who received an acknowledgement from Appellate Authority (Refer to Q48)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	100	100	100	0	100	0	100	0	83
Rural	0	0	0	100	0	0	0	0	100
Overall	100	100	100	100	100	0	100	0	86
Base	1	1	1	1	1	1	1	0	7

4.4.2.6 Reported Decisions by the Appellate Authority within 39 days of filing the appeal (Refer to Q 49)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	100	0	100	0	100	0	100	0	67
Rural	0	0	0	100	0	0	0	0	100
Overall	100	0	100	100	100	0	100	0	71
Base	1	1	1	1	1	1	1	0	7

4.4.3 General Information

4.4.3.1 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. (Refer to Q50)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	24	21	11	13	25	8	11	8	13
Rural	25	24	10	9	36	31	8	7	18
Overall	**25**	**22**	**10**	**11**	**31**	**15**	**10**	**8**	**15**
Base	362	560	564	665	381	538	543	605	4218

- 15% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among Idea (31%) customers and lowest among HFCL (8%) customers.

4.4.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details for their pre-paid connection. (Refer to Q51)

Type	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	14	19	8	4	14	20	19	6	13
Rural	21	3	11	0	12	10	6	25	11
Overall	**18**	**11**	**9**	**3**	**13**	**14**	**15**	**11**	**12**
Base	89	124	58	75	119	79	54	46	644

- 12% of the prepaid customers were denied item-wise usage charge details for their pre-paid connection.

4.4.3.3 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 complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection. (Refer to Q53)

	% Customers								
	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Urban	32	18	27	36	23	26	41	31	29
Rural	37	23	33	37	42	31	37	29	34
Overall	**34**	**20**	**29**	**37**	**30**	**27**	**40**	**30**	**31**
Base	624	600	604	665	629	602	602	605	4931

- 31% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

4.4.3.4 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider (Refer to Q35)

		Customers ranking								
	Type	Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Maen Score	Urban	8.28	8.04	7.93	7.87	8.25	8.15	8.00	7.84	8.05
	Rural	7.99	7.89	8.01	8.22	8.23	7.99	8.14	7.71	8.04
	Overall	8.18	7.98	7.96	8.02	8.25	8.1	8.05	7.8	8.04
	Base	624	600	604	665	629	602	602	605	4931

- Idea (8.25) got the highest rating followed by Airtel and Vodafone.

4.5 Broadband Service – Punjab circle

The survey of customer perception of service was done in Punjab circle among 4 service providers of Broadband Service, namely Airtel, BSNL, Reliance & HFCL.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service. (Refer to Q2)

Sub Parameters	Type	% Customers				
		Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Time taken to provide connection	Urban	99	96	95	99	97
	Rural	0	96	0	0	96
	Overall	99	96	95	99	97
Base		609	601	600	600	2410

- 97% the customers were satisfied with the provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance. (Refer to Q4, Q5a,Q6a,Q8)

Sub Parameters	Type	% Postpaid Customers				
		Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Timely delivery of bills	Urban	94	93	94	86	91
	Rural	0	91	0	0	91
	Overall	**94**	**92**	**94**	**86**	**92**
Clarity of the bills in terms of transparency and understandability	Urban	95	97	96	93	95
	Rural	0	98	0	0	98
	Overall	**95**	**97**	**96**	**93**	**95**
Accuracy of the bills	Urban	94	96	96	91	94
	Rural	0	98	0	0	98
	Overall	**94**	**97**	**96**	**91**	**94**
Process of resolution of billing Complaints	Urban	50	70	63	45	56
	Rural	0	50	0	0	50
	Overall	**50**	**65**	**63**	**45**	**56**
Overall Billing performance postpaid	**Urban**	93	94	93	87	92
	Rural	0	94	0	0	94
	Overall	93	**94**	93	87	92
Base		609	601	600	600	2410

- A higher percentage of all the customers were satisfied with the clarity of bills in terms of transparency and understandability as well as accuracy of the bills.

- However, a lower proportion of customers were satisfied on account of process of resolution of billing complaints; only 56% were satisfied. BSNL (65%) had the highest percentage of customers satisfied with the process of resolution of billing complaints.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance. (Refer to Q9a,Q9d)

None of the service operators reported prepaid broadband service. Hence this table is not relevant.

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following table shows the percentage of customers satisfied with sub-parameters of help services. (Refer to Q11a-Q14)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Ease of access of complaint centre/ customer care or helpline	Urban	82	91	84	72	80
	Rural	0	89	0	0	89
	Overall	82	90	84	72	81
Ease of getting an option for " talking to customer care executive"	Urban	80	89	84	75	81
	Rural	0	87	0	0	87
	Overall	80	88	84	75	81
Response time taken by customer executive to answer customer call	Urban	76	82	82	77	79
	Rural	0	81	0	0	81
	Overall	76	82	82	77	79
Problem solving ability of customer care executive(s)	Urban	77	85	85	85	83
	Rural	0	89	0	0	89
	Overall	77	86	85	85	83
Time taken by complaint centre/ customer care / help-line to resolve your complaint	Urban	76	84	77	83	79
	Rural	0	76	0	0	76
	Overall	76	82	77	83	79
Help service	**Urban**	78	86	82	78	80
	Rural	0	84	0	0	84
	Overall	78	85	82	78	81
Base		222	142	380	318	1062

- A lower proportion of customers (79%) were satisfied with the response time taken and time taken by complaint centre/ customer care/ help line to resolve the complaint.

- Higher percentage (90%) customers were satisfied with the ease of access to complaint centre and the ease of getting an option for "talking to customer care executives".

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.5.4.1 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability. (Refer to Q15-Q16)

Sub Parameters	Type	% Customers				
		Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Speed of broadband connection	Urban	81	72	77	71	75
	Rural	0	74	0	0	74
	Overall	**81**	**73**	**77**	**71**	**75**
Amount of time for which service is up and working	Urban	88	83	81	82	83
	Rural	0	79	0	0	79
	Overall	**88**	**82**	**81**	**82**	**83**
Network performance, Reliability & availability	**Urban**	85	77	79	76	79
	Rural	0	76	0	0	76
	Overall	**85**	**77**	**79**	**76**	**79**
Base		609	601	600	600	2410

- 71% of HFCL customers were satisfied with the speed of broadband connection which was lowest among other operators.

- Airtel (88%) scored highest on the amount of time for which the connection was up and working.

- Airtel performed better on both the parameters of network performance as compared to other service providers.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability (Refer to Q19)

Sub Parameters	Type	%Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Maintainability	Urban	78	60	46	67	63
(Time taken for	Rural	0	41	0	0	41
restoration of						
connection)	**Overall**	**78**	**53**	**46**	**67**	**61**
Base		110	94	119	141	464

- 61% of the customers were satisfied with the time taken for restoration of broadband connection. Lower proportions (41%) of rural customers were satisfied with the time taken for restoration of broadband connection.
- Reliance (46%) scored lowest among all the service providers.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services. (Refer to Q20b)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Process of activating	Urban	93	87	93	89	90
VAS or process of	Rural	0	93	0	0	93
unsubscribing	**Overall**	93	89	93	89	91
Base		45	87	54	46	232

- 91% of customers satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

4.5.7.1 The following graph shows the % of customers satisfied with overall service. (Refer to 23a)

Sub Parameters	Type	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Overall service quality	Urban	90	90	87	81	87
	Rural	0	90	0	0	90
	Overall	90	90	87	81	87
Base		609	601	600	600	2410

- 87% of the customers were satisfied with the quality of overall service. A higher % of Airtel & BSNL customers were satisfied.

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

4.6.1 Awareness and experience of Complaint centre

4.6.1.1 % of customers aware about the complaint centre number for making a complaint/ query. (Refer to Q27)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	45	35	54	62	50
Rural	--	18	--	---	18
Overall	45	29	54	62	47
Base	609	601	600	600	2410

▪ 47% of broadband customers belonging to different service providers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. A higher percentage (62%) of HFCL customers were aware about the complaint centre number for making complaints.

4.6.1.2 The following table shows the percentage of customers who come to know about the toll free customer care number through various sources (Refer to Q28)

Type of User		% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Newspaper	Urban	1	0	0	0	0
	Rural	--	--	--	--	--
	Overall	1	0	0	0	0
Website of the service provider	Urban	8	2	12	7	9
	Rural		5			5
	Overall	8	3	12	7	8
SMS from service provider	Urban	4	1	1	2	2
	Rural					
	Overall	4	1	1	2	2
Display at complaint centres/ sales outlets	Urban	6	8	21	29	18
	Rural		45			45
	Overall	6	14	21	29	18
Telephone bills	Urban	83	89	66	62	72
	Rural		50			50
	Overall	83	82	66	62	72
Other	Urban	62	74	100	68	78
	Rural		95			95
	Overall	62	78	100	68	78
Base		221	111	283	229	844

- 72% of broadband customers who were aware of the complaint centre number claimed to have got the complaint centre number through telephone bills.

4.6.1.3 The following table shows the percentage of customers who had complained in last 6 months to the toll free complaint centre/ customer care/ help-line telephone number. (Refer to Q29)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	14	13	21	33	21
Rural	--	9	--	--	9
Overall	14	12	21	33	20
Base	609	601	600	600	2410

▪ 20% of broadband customers who were aware of the complaint centre number claimed to have complained in the last 6 months.

4.6.1.4 The following table shows the percentage of customers who received or did not receive the docket number for their complaints. (Refer to Q30)

	Type of User	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Docket number received for most of the complaints	Urban	90	89	92	89	90
	Rural	--	100	--	--	100
	Overall	90	91	92	89	91
No Docket number received for most of the complaints	Urban	8	10	1	8	6
	Rural	--	--	--	--	--
	Overall	8	7	1	8	6
It was received on request	Urban	0	0	3	2	2
	Rural	--	--	--	--	--
	Overall	0	0	3	2	2
No Docket number received even on request	Urban	1	2	4	2	2
	Rural	--	--	--	--	--
	Overall	1	1	4	2	2
Base		83	69	128	196	476

- 91% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. Very few did not receive the docket number even on request.

4.6.1.5 The following table shows the percentage of customers who were informed by the complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved? (Refer to Q31)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	66	52	75	35	54
Rural	--	82	--	--	82
Overall	**66**	**59**	**75**	**35**	**55**
Base	83	69	128	196	476

- 55% of all broadband customers who had complained said that they were informed by complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

4.6.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means by the complaint centre. (Refer to Q32)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	69	50	73	50	60
Rural	--	77	---	--	77
Overall	**69**	**57**	**73**	**50**	**61**
Base	83	69	128	196	476

- 61% all broadband customers who had lodged complaints said that they informed about the action taken on their complaint through SMS or by other means by the complaint centre.

4.6.1.7 The following table shows the % of customers whose complaints were resolved by the complaint centre within three (3) days. (Refer to Q33)

Type	% customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	69	58	71	72	70
Rural	--	71	--	--	71
Overall	**69**	**61**	**71**	**72**	**70**
Base	83	69	128	196	476

- 70% all broadband customers who had lodged complaints said that their complaints were resolved satisfactorily within 3 days.

4.6.1.8 % of customers who got their billing complaint resolved satisfactorily by complaint centre/ customer care within 4 weeks of lodging their complaints. (Refer to Q34)

Type	% customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	23	40	18	26	25
Rural	--	59	--	--	59
Overall	**23**	**45**	**18**	**26**	**26**
Base	83	69	128	196	476

- 26% of the billing complaints were resolved satisfactorily within 4 weeks.

4.6.2 Awareness and experience of Appellate Authority
4.6.2.1 % of customers who were aware about Appellate Authority's contact details.
(Refer to Q35)

Type	% Customers				
	Airtel	**BSNL**	**Reliance**	**HFCL**	**Overall**
Urban	3	3	5	5	4
Rural	--	3	--	--	3
Overall	**3**	**3**	**5**	**5**	**4**
Base	609	601	600	600	2410

- Only 4% of the customers were aware of the Appellate Authority's contact details.

4.6.2.2 % of customers who come to know about the Appellate Authority's contact details through various sources (Refer to Q36)

	Type of User	% Customers				
		Airtel	BSNL	Reliance	HFCL	Overall
Newspaper	Urban	0	18	0	0	2
	Rural	--	--	--	--	--
	Overall	0	12	0	0	2
Website of the service provider	Urban	13	0	37	29	25
	Rural	--	--	--	--	--
	Overall	13	0	37	29	23
SMS from service provider	Urban	13	9	10	10	10
	Rural	--	17	--	--	17
	Overall	13	12	10	10	11
Display at complaint centres/ sales outlets	Urban	69	73	50	39	52
	Rural	--	17	--	--	17
	Overall	69	53	50	39	50
Telephone bills	Urban	6	0	3	23	10
	Rural	--	67	--	--	67
	Overall	6	24	3	23	14
Other	Urban	--	--	--	--	--
	Rural	--	--	--	--	--
	Overall	--	--	--	--	--
Base		16	17	30	31	94

- 50% of the customers have got the Appellate Authority's contact details through display at complaint centres/ sales outlets.

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4.6.2.3 % of customers who had filed an appeal in the last 6 months. (Refer to Q37)

▪ None of the customers, who were aware, had filed an appeal to the Appellate Authority.

4.6.2.4 The following table shows the percentage of customers who filed their appeal to the Appellate Authority (Refer to Q38)

▪ None of the customers had filed an appeal to the Appellate Authority, hence this table is not relevant.

4.6.2.5 % customers received unique appeal number within three days from the Appellate Authority after they filed an appeal. (Refer to Q39)

▪ None of the customers had filed an appeal to the Appellate Authority, hence this table is not relevant.

4.6.2.6 Reported Incidence of Decision by the Appellate Authority within 39 days of filing the appeal (Refer to Q40)

▪ None of the customers had filed an appeal to the Appellate Authority, hence this table is not relevant.

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4.6.3 General Information

4.6.3.1 The following table shows the percentage of prepaid customers who were aware that they can get item-wise usage charge details, on request.(Refer to Q41)

- As none of the service providers reported prepaid broadband service, this table is not relevant.

4.6.3.2 The following table shows the percentage of customers who were denied item-wise usage charge details.(Refer to Q42)

- Not Applicable

4.6.3.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied. (Refer to Q43)

- Not Applicable

4.6.3.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection. (Refer to Q44)

Type	% Customers				
	Airtel	BSNL	Reliance	HFCL	Overall
Urban	25	19	19	11	18
Rural	--	34	--	--	34
Overall	**25**	**24**	**19**	**11**	**20**
Base	609	601	600	600	2410

- 20% of the customers claimed to have got the Manual of Practice while taking the connection.

4.6.3.5 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider (Refer to Q26)

	Type	Customers Ranking				
		Airtel	BSNL	Reliance	HFCL	Overall
Mean	Urban	7.80	7.60	7.12	7.05	7.49
Score	Rural	--	7.29	--	--	--
	Overall	**7.80**	**7.50**	**7.12**	**7.05**	**7.49**
	Base	609	601	600	600	2410

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- 89% of the basic wire-line service customers in Punjab circle were satisfied with overall service quality of their service providers. BSNL & Reliance did not meet the benchmark set for overall service quality. Airtel (96%) scored highest on overall service quality, followed by HFCL (92%).

- None of the service providers met the benchmark set for provision of service, except Airtel (90%). Only BSNL (95%) met the benchmark set for billing performance postpaid.

- None of the service providers met the benchmark on help services.

- Only HFCL (95%) met the benchmark set for with network performance, reliability and availability while Airtel (94%) scored slightly lower than the benchmark.

- Only Airtel (99%) met the benchmark set for maintainability.

Grievance Redressal

- 33% of the customers were aware about the complaint centre number of their service providers for the purpose of making a complaint/ query. 48% of them got the complaint centre number from telephone bills.

- Approximately 14% of the customers claimed to have made a complaint on the complaint centre number of their service provider in the last 6 months. A very small proportion of customers were informed about the registration details (19%) or the action taken on their complaint (31%).

- 70% all broadband customers who had lodged complaints said that their complaints were resolved by the complaint centre/ customer care/ helpline within 3 days. Only 10% of the billing complaints were resolved satisfactorily by the complaint centre/ customer care within 4 weeks of lodging complaints.

- Only 2% of the customers were aware of the Appellate Authority's contact details.

5.2 Cellular Mobile Service

- 94% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality.

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

- BSNL(92%), Reliance (91%), TTSL (89%) & HFCL (88%) did not meet the benchmark set for prepaid billing performance. Only Vodafone (97%) met the benchmark set for postpaid billing performance.

- All the operators registered low satisfaction on help services including customer grievance and did not meet the benchmark except Vodafone (90%).

- Only Airtel (95%) & Vodafone (95%) met the benchmark set for network performance, reliability & availability.

- BSNL,TTSL, Reliance, Aircel & HFCL did not meet the benchmark set for maintainability. Only Airtel (95%) & Vodafone(96%) met this benchmark.

- Only Airtel, TTSL, Aircel & HFCL met the benchmark set for Supplementary and value added services.

Grievance Redressal

- 44% of all cellular mobile customers were aware of the complaint centre number of their service provider for the purpose of making a complaint/ query.

- 11% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Complaint centre/ Customer Care/ help-line telephone number.

- Approximately half of them were informed about the registration details and the action taken on their complaint by the complaint centre through SMS or other means.

- 54% all the cellular mobile customers who had complained said that their complaints were resolved by the complaint centre within three (3) days.

- Only 15% of the cellular mobile customers who had made billing complaints said their billing complaints were resolved satisfactorily within four weeks.

- Only 2% of the mobile phone customers were aware of the contact details of appellate authority.

5.3 Broadband Service

- 87% of all the broadband customers were satisfied with overall service quality. A higher percentage (90%) of Airtel & BSNL customers was satisfied as compared to other operators. HFCL (81%) did not meet the benchmark.

- All the operators met the benchmark for provision of service.

- HFCL (87%) did not meet the benchmark set for postpaid billing performance, all other service providers met the benchmark.

- None of the operators met the benchmark set for help services including customer grievance redressal.

- Only Airtel (85%) met the benchmark set for network performance, reliability.

- None of the service provider met the benchmark set for maintainability. Reliance (46%) scored lowest and Airtel (78%) scored highest on this parameter.

Grievance Redressal

- 47% of broadband customers said that they were aware about the complaint centre number of their service provider for making a complaint/ query. Telephone bills were the main source of awareness (72%)

- 20% of broadband customers who were aware of the complaint centre number had complained in the last 6 months.

- 55% of all broadband customers who had complained said that they were informed by complaint centre through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint will be resolved.

- 61% all broadband customers who had lodged complaints said that they informed about the action taken on their complaint through SMS or by other means.

- 70% all broadband customers who had lodged complaints said that their complaints were resolved satisfactorily within 3 days.

- 26% of the billing complaints were resolved satisfactorily within 4 weeks.

- Only 4% of the customers were aware of the Appellate Authority's contact details.

6. RECOMMENDATIONS

6.1.1 Basic Wire-line

- BSNL & Reliance need to improve the overall quality of service.

- Except Airtel, all the service providers need to improve the provision of service, especially the time taken to provide working telephone connection.

- Airtel, Reliance & HFCL need to improve on postpaid billing performance, particularly process of resolution of billing complaints.

- All aspects of Help Services including Grievance Redressal need urgent attention.

- All the service providers need to improve their fault repair service except Airtel.

6.1.2 Cellular Mobile

- All the service providers need to improve their provision of service especially the ease of understanding related to tariff plans & charges.

- All the service providers except Airtel & Vodafone need to improve their prepaid & postpaid billing performance particularly process of resolution of billing complaints and refund/credit/waiver of excess charges.

- All the service providers need to improve all aspects of Help Services including customer grievance redressal.

- BSNL, Reliance, TTSL, Idea, Aircel & HFCL need to improve their Network Performance, reliability and availability.

- All the service providers except Airtel & Vodafone need to improve the availability of network signal & the restoration of signal problems.

- Idea & Vodafone need to improve the quality of supplementary & value added services as well as the process of activating VAS.

6.1.3 Broadband

- HFCL needs to improve the overall quality of service.

- Process of resolution of billing complaints should be improved by all the service providers.

- All the service providers need to improve the time taken by the complaint centre/customer care to answer the call & resolve complaints along with other aspects of Help Services.

- BSNL, Reliance & HFCL need to improve the speed of broadband connection.

- All the service providers need to restore broadband connections quickly in case of a fault to improve maintainability.

6.2 Grievance Redressal Mechanism

- Service Providers should make their customers aware about the contact details of their complaint centre and Appellate Authority.

- The awareness of the Appellate Authority needs to be enhanced so that complaints are speedily addressed to the satisfaction of the customers.

- All the customers should be informed about the facility whereby they can get item-wise usage charges on request.

- Delivery of the manual practice should be strengthened.

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

Q1(a). Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	31	51	140	57	279
		%	5	12	23	10	13
	Rural	Count	0	29	0	0	29
		%	0	15	0	0	15
	Overall	Count	31	80	140	57	308
		%	5	13	23	10	13
No	Urban	Count	569	370	460	545	1944
		%	95	88	77	91	87
	Rural	Count	0	160	0	0	160
		%	0	85	0	0	85
	Overall	**Count**	569	530	460	545	2104
		%	95	87	77	91	87
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

Q1(b) How satisfied are you with time taken to provide working phone connection?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	54	0	56
		%	7	0	39	0	20
	Rural	Count	0	2	0	0	2
		%	0	7	0	0	7
	Overall	Count	2	2	54	0	58
		%	7	3	39	0	19
Dissatisfied	Urban	Count	4	23	41	17	85
		%	13	45	29	30	31
	Rural	Count	0	11	0	0	11
		%	0	38	0	0	38
	Overall	Count	4	34	41	17	96
		%	13	43	29	30	31
Satisfied	Urban	Count	25	28	45	40	138
		%	81	55	32	70	50
	Rural	Count	0	16	0	0	16
		%	0	55	0	0	55
	Overall	Count	25	44	45	40	154
		%	81	55	32	70	50
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	31	51	140	57	279
		%	100	100	100	100	100
	Rural	Count	0	29	0	0	29
		%	0	100	0	0	100
	Overall	Count	31	80	140	57	308
		%	100	100	100	100	100

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Q (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?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	22	8	83	29	142
		%	71	16	59	51	51
	Rural	Count	0	6	0	0	6
		%	0	21	0	0	21
	Overall	Count	22	14	83	29	148
		%	71	18	59	51	48
No	Urban	Count	9	43	57	28	137
		%	29	84	41	49	49
	Rural	Count	0	23	0	0	23
		%	0	79	0	0	79
	Overall	Count	9	66	57	28	160
		%	29	83	41	49	52
Total	Urban	Count	31	51	140	57	279
		%	100	100	100	100	100
	Rural	Count	0	29	0	0	29
		%	0	100	0	0	100
	Overall	Count	31	80	140	57	308
		%	100	100	100	100	100

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	3	0	3
		%	0	0	2	0	1
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	3	0	3
		%	0	0	2	0	1
Dissatisfied	Urban	Count	0	6	3	1	10
		%	0	12	2	2	4
	Rural	Count	0	1	0	0	1
		%	0	3	0	0	3
	Overall	**Count**	0	7	3	1	11
		%	0	9	2	2	4
Satisfied	Urban	Count	31	45	134	56	266
		%	100	88	96	98	95
	Rural	Count	0	28	0	0	28
		%	0	97	0	0	97
	Overall	Count	31	73	134	56	294
		%	100	91	96	98	96
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	31	51	140	57	279
		%	100	100	100	100	100
	Rural	Count	0	29	0	0	29
		%	0	100	0	0	100
	Overall	Count	31	80	140	57	308
		%	100	100	100	100	100

Q4. How satisfied are you with the time taken to deliver your bills?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	4	3	5	6	18
		%	1	1	1	1	1
	Rural	Count	0	3	0	0	3
		%	0	2	0	0	2
	Overall	Count	4	6	5	6	21
		%	1	1	1	1	1
Dissatisfied	Urban	Count	32	25	34	46	137
		%	5	6	6	8	6
	Rural	Count	0	17	0	0	17
		%	0	9	0	0	9
	Overall	**Count**	32	42	34	46	154
		%	5	7	6	8	6
Satisfied	Urban	Count	564	393	561	550	2068
		%	94	93	94	91	93
	Rural	Count	0	169	0	0	169
		%	0	89	0	0	89
	Overall	Count	564	562	561	550	2237
		%	94	92	94	91	93
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

Q5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	1	9	0	12
		%	0	0	2	0	1
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	Count	2	2	9	0	13
		%	0	0	2	0	1
Dissatisfied	Urban	Count	59	13	44	47	163
		%	10	3	7	8	7
	Rural	Count	0	6	0	0	6
		%	0	3	0	0	3
	Overall	**Count**	59	19	44	47	169
		%	10	3	7	8	7
Satisfied	Urban	Count	539	407	547	555	2048
		%	90	97	91	92	92
	Rural	Count	0	181	0	0	181
		%	0	96	0	0	96
	Overall	Count	539	588	547	555	2229
		%	90	96	91	92	92
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	**Count**	0	1	0	0	1
		%	0	0	0	0	0
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

Q5 (b) Please specify the reason(s) for your dissatisfaction with the quality, accuracy & completeness of the bills ?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Charges not as per tariff plan	Urban	Count	0	2	8	1	11
		%	0	14	15	2	6
	Rural	Count	0	1	0	0	1
		%	0	14	0	0	14
	Overall	Count	0	3	8	1	12
		%	0	14	15	2	7
Charged for calls/services not made	Urban	Count	28	3	11	14	56
		%	46	21	21	30	32
	Rural	Count	0	3	0	0	3
		%	0	43	0	0	43
	Overall	**Count**	28	6	11	14	59
		%	46	29	21	30	32
Charge for Value added services not subscribed	Urban	Count	0	0	9	7	16
		%	0	0	17	15	9
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	9	7	16
		%	0	0	17	15	9
Details like item wise charges are not provided	Urban	Count	1	1	6	1	9
		%	2	7	11	2	5
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	1	6	1	9
		%	2	5	11	2	5
Calculation are not clear	Urban	Count	9	0	18	11	38
		%	15	0	34	23	22
	Rural	Count	0	2	0	0	2
		%	0	29	0	0	29
	Overall	**Count**	9	2	18	11	40
		%	15	10	34	23	22
Others	Urban	Count	22	8	3	15	48
		%	36	57	6	32	27
	Rural	Count	0	1	0	0	1
		%	0	14	0	0	14
	Overall	**Count**	22	9	3	15	49
		%	36	43	6	32	27
Tariff plan changed without information	Urban	Count	1	0	5	3	9
		%	2	0	9	6	5
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	1	0	5	3	9
		%	2	0	9	6	5
	Rural	Count	0	7	0	0	7
	Overall	**Count**	61	21	53	47	182
		%	34	12	29	26	100

Qus.6 Have you made any billing related complaints in the last 6 months?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	65	24	53	73	215
		%	11	6	9	12	10
	Rural	Count	0	7	0	0	7
		%	0	4	0	0	4
	Overall	Count	65	31	53	73	222
		%	11	5	9	12	9
No	Urban	Count	535	397	547	529	2008
		%	89	94	91	88	90
	Rural	Count	0	182	0	0	182
		%	0	96	0	0	96
	Overall	Count	535	579	547	529	2190
		%	89	95	91	88	91
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

7. How satisfied are you with the process of resolution of billing complaints?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	3	1	6
		%	3	0	6	1	3
	Rural	Count	0	1	0	0	1
		%	0	14	0	0	14
	Overall	Count	2	1	3	1	7
		%	3	3	6	1	3
Dissatisfied	Urban	Count	28	10	19	33	90
		%	43	42	36	45	42
	Rural	Count	0	4	0	0	4
		%	0	57	0	0	57
	Overall	**Count**	28	14	19	33	94
		%	43	45	36	45	42
Satisfied	Urban	Count	35	14	28	39	116
		%	54	58	53	53	54
	Rural	Count	0	2	0	0	2
		%	0	29	0	0	29
	Overall	Count	35	16	28	39	118
		%	54	52	53	53	53
Very Satisfied	Urban	Count	0	0	3	0	3
		%	0	0	6	0	1
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	3	0	3
		%	0	0	6	0	1
Total	Urban	Count	65	24	53	73	215
		%	100	100	100	100	100
	Rural	Count	0	7	0	0	7
		%	0	100	0	0	100
	Overall	Count	65	31	53	73	222
		%	100	100	100	100	100

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	5	0	7
		%	0	0	1	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	0	5	0	7
		%	0	0	1	0	0
Dissatisfied	Urban	Count	4	6	23	9	42
		%	1	1	4	2	2
	Rural	Count	0	3	0	0	3
		%	0	2	0	0	2
	Overall	**Count**	4	9	23	9	45
		%	1	2	4	2	2
Satisfied	Urban	Count	594	415	560	593	2162
		%	99	99	93	99	97
	Rural	Count	0	186	0	0	186
		%	0	98	0	0	98
	Overall	Count	594	601	560	593	2348
		%	99	99	93	99	97
Very Satisfied	Urban	Count	0	0	12	0	12
		%	0	0	2	0	1
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	12	0	12
		%	0	0	2	0	1
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

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Qus.9 Please specify the reason(s) for your dissatisfaction with the clarity of the bills sent by your service provider in terms of transparency and understandability?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Difficult to read the bill	Urban	Count	0	2	2	0	4
		%	0	33	7	0	8
	Rural	Count	0	2	0	0	2
		%	0	67	0	0	67
	Overall	Count	0	4	2	0	6
		%	0	44	7	0	12
Calculations not clear	Urban	Count	2	1	20	3	26
		%	33	17	71	33	53
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	1	20	3	26
		%	33	11	71	33	50
Item-wise charges not given	Urban	Count	1	1	0	4	6
		%	17	17	0	44	12
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	1	0	4	6
		%	17	11	0	44	12
Others	Urban	Count	3	2	6	2	13
		%	50	33	21	22	27
	Rural	Count	0	1	0	0	1
		%	0	33	0	0	33
	Overall	Count	3	3	6	2	14
		%	50	33	21	22	27
Difficult to understand the language	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Total	Urban	Count	6	6	28	9	49
	Rural	Count	0	3	0	0	3
	Overall	**Count**	6	9	28	9	52

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Q 10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?

Not Applicable as none of the operator reported prepaid wireline service in Punjab circle.

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

Not Applicable as none of the operator reported prepaid wireline service in Punjab circle.

Q 10(c) Have you made any complaint related to charging/ credit/waiver/validity/ adjustments in the last 6 months?

Not Applicable as none of the operator reported prepaid wireline service in Punjab circle.

Q10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Not Applicable as none of the operator reported prepaid wireline service in Punjab circle.

Q10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

 Not Applicable as none of the operator reported prepaid wireline service in Punjab circle.

Q10(f) Please specify the reason(s) for your dissatisfaction.

Not Applicable as none of the operator reported prepaid wireline service in Punjab circle.

Q.11 In the last 6 months, have you contacted customer care/ helpline/   complaint centre of your service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	167	50	250	207	674
		%	28	12	42	34	30
	Rural	Count	0	20	0	0	20
		%	0	11	0	0	11
	Overall	Count	167	70	250	207	694
		%	28	12	42	34	29
No	Urban	Count	433	371	350	395	1549
		%	72	88	58	66	70
	Rural	Count	0	169	0	0	169
		%	0	89	0	0	89
	Overall	Count	433	540	350	395	1718
		%	72	89	58	66	71
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

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Q12(a). How satisfied are you with the ease of access of customer care/ complaint centre or helpline?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	26	3	31
		%	1	0	10	1	5
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	0	26	3	31
		%	1	0	10	1	5
Dissatisfied	Urban	Count	32	9	43	37	121
		%	19	18	17	18	18
	Rural	Count	0	4	0	0	4
		%	0	20	0	0	20
	Overall	Count	32	13	43	37	125
		%	19	19	17	18	18
Satisfied	Urban	Count	133	41	181	167	522
		%	80	82	72	81	77
	Rural	Count	0	16	0	0	16
		%	0	80	0	0	80
	Overall	Count	133	57	181	167	538
		%	80	81	72	81	78
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	167	50	250	207	674
		%	100	100	100	100	100
	Rural	Count	0	20	0	0	20
		%	0	100	0	0	100
	Overall	Count	167	70	250	207	694
		%	100	100	100	100	100

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Q12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	20	0	20
		%	0	0	8	0	3
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	20	0	20
		%	0	0	8	0	3
Dissatisfied	Urban	Count	36	11	41	43	131
		%	22	22	16	21	19
	Rural	Count	0	2	0	0	2
		%	0	10	0	0	10
	Overall	Count	36	13	41	43	133
		%	22	19	16	21	19
Satisfied	Urban	Count	131	39	189	164	523
		%	78	78	76	79	78
	Rural	Count	0	18	0	0	18
		%	0	90	0	0	90
	Overall	Count	131	57	189	164	541
		%	78	81	76	79	78
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	167	50	250	207	674
		%	100	100	100	100	100
	Rural	Count	0	20	0	0	20
		%	0	100	0	0	100
	Overall	Count	167	70	250	207	694
		%	100	100	100	100	100

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	17	0	17
		%	0	0	7	0	3
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	17	0	17
		%	0	0	7	0	2
Dissatisfied	Urban	Count	43	9	51	43	146
		%	26	18	20	21	22
	Rural	Count	0	4	0	0	4
		%	0	20	0	0	20
	Overall	**Count**	43	13	51	43	150
		%	26	19	20	21	22
Satisfied	Urban	Count	124	41	179	164	508
		%	74	82	72	79	75
	Rural	Count	0	16	0	0	16
		%	0	80	0	0	80
	Overall	Count	124	57	179	164	524
		%	74	81	72	79	76
Very Satisfied	Urban	Count	0	0	3	0	3
		%	0	0	1	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	3	0	3
		%	0	0	1	0	0
Total	Urban	Count	167	50	250	207	674
		%	100	100	100	100	100
	Rural	Count	0	20	0	0	20
		%	0	100	0	0	100
	Overall	Count	167	70	250	207	694
		%	100	100	100	100	100

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	20	0	22
		%	1	0	8	0	3
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	0	20	0	22
		%	1	0	8	0	3
Dissatisfied	Urban	Count	34	7	62	32	135
		%	20	14	25	16	20
	Rural	Count	0	6	0	0	6
		%	0	30	0	0	30
	Overall	**Count**	34	13	62	32	141
		%	20	19	25	16	20
Satisfied	Urban	Count	131	42	165	174	512
		%	78	84	66	84	76
	Rural	Count	0	14	0	0	14
		%	0	70	0	0	70
	Overall	Count	131	56	165	174	526
		%	78	80	66	84	76
Very Satisfied	Urban	Count	0	1	3	1	5
		%	0	2	1	1	1
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	1	3	1	5
		%	0	1	1	1	1
Total	Urban	Count	167	50	250	207	674
		%	100	100	100	100	100
	Rural	Count	0	20	0	0	20
		%	0	100	0	0	100
	Overall	Count	167	70	250	207	694
		%	100	100	100	100	100

Q15. How satisfied are you with the time taken by complaint centre /customer care /helpline to resolve your complaint?

Type			Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	18	0	20
		%	1	0	7	0	3
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	0	18	0	20
		%	1	0	7	0	3
Dissatisfied	Urban	Count	40	6	67	35	148
		%	24	12	27	17	22
	Rural	Count	0	3	0	0	3
		%	0	15	0	0	15
	Overall	**Count**	40	9	67	35	151
		%	24	13	27	17	22
Satisfied	Urban	Count	125	44	165	172	506
		%	75	88	66	83	75
	Rural	Count	0	17	0	0	17
		%	0	85	0	0	85
	Overall	Count	125	61	165	172	523
		%	75	87	66	83	75
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	167	50	250	207	674
		%	100	100	100	100	100
	Rural	Count	0	20	0	0	20
		%	0	100	0	0	100
	Overall	Count	167	70	250	207	694
		%	100	100	100	100	100

Q16. How satisfied are you with the availability of working telephone (dial tone)?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	33	0	33
		%	0	0	6	0	2
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	Count	0	2	33	0	35
		%	0	0	6	0	2
Dissatisfied	Urban	Count	27	39	73	25	164
		%	5	9	12	4	7
	Rural	Count	0	26	0	0	26
		%	0	14	0	0	14
	Overall	**Count**	27	65	73	25	190
		%	5	11	12	4	8
Satisfied	Urban	Count	573	382	494	577	2026
		%	96	91	82	96	91
	Rural	Count	0	159	0	0	159
		%	0	84	0	0	84
	Overall	Count	573	541	494	577	2185
		%	96	89	82	96	91
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	**Count**	0	2	0	0	2
		%	0	0	0	0	0
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

Q17. How satisfied are you with the ability to make or receive calls easily?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	32	0	34
		%	0	0	5	0	2
	Rural	Count	0	3	0	0	3
		%	0	2	0	0	2
	Overall	Count	2	3	32	0	37
		%	0	1	5	0	2
Dissatisfied	Urban	Count	25	46	51	29	151
		%	4	11	9	5	7
	Rural	Count	0	27	0	0	27
		%	0	14	0	0	14
	Overall	**Count**	25	73	51	29	178
		%	4	12	9	5	7
Satisfied	Urban	Count	573	373	512	573	2031
		%	96	89	85	95	91
	Rural	Count	0	157	0	0	157
		%	0	83	0	0	83
	Overall	Count	573	530	512	573	2188
		%	96	87	85	95	91
Very Satisfied	Urban	Count	0	2	5	0	7
		%	0	1	1	0	0
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	**Count**	0	4	5	0	9
		%	0	1	1	0	0
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

Q18. How satisfied are you with the voice quality?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	1	1	8	0	10
		%	0	0	1	0	0
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	Count	1	3	8	0	12
		%	0	1	1	0	1
Dissatisfied	Urban	Count	45	53	79	31	208
		%	8	13	13	5	9
	Rural	Count	0	32	0	0	32
		%	0	17	0	0	17
	Overall	**Count**	45	85	79	31	240
		%	8	14	13	5	10
Satisfied	Urban	Count	552	364	488	571	1975
		%	92	87	81	95	89
	Rural	Count	0	154	0	0	154
		%	0	82	0	0	82
	Overall	Count	552	518	488	571	2129
		%	92	85	81	95	88
Very Satisfied	Urban	Count	2	3	25	0	30
		%	0	1	4	0	1
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	**Count**	2	4	25	0	31
		%	0	1	4	0	1
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

Q 19. How many times has your telephone connection required repair in the last 6 months?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Nil	Urban	Count	499	296	443	502	1740
		%	83	70	74	83	78
	Rural	Count	0	137	0	0	137
		%	0	73	0	0	73
	Overall	Count	499	433	443	502	1877
		%	83	71	74	83	78
Once	Urban	Count	47	58	78	55	238
		%	8	14	13	9	11
	Rural	Count	0	20	0	0	20
		%	0	11	0	0	11
	Overall	Count	47	78	78	55	258
		%	8	13	13	9	11
2-3 times	Urban	Count	42	39	45	40	166
		%	7	9	8	7	8
	Rural	Count	0	20	0	0	20
		%	0	11	0	0	11
	Overall	Count	42	59	45	40	186
		%	7	10	8	7	8
More than 3 times	Urban	Count	12	28	34	5	79
		%	2	7	6	1	4
	Rural	Count	0	12	0	0	12
		%	0	6	0	0	6
	Overall	**Count**	12	40	34	5	91
		%	2	7	6	1	4
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q20. How long did it take generally for repairing the fault after lodging a complaint?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
1 day	Urban	Count	52	45	91	65	253
		%	52	36	58	65	52
	Rural	Count	0	16	0	0	16
		%	0	31	0	0	31
	Overall	Count	52	61	91	65	269
		%	52	35	58	65	50
2-3 days	Urban	Count	35	53	41	19	148
		%	35	42	26	19	31
	Rural	Count	0	19	0	0	19
		%	0	37	0	0	37
	Overall	**Count**	35	72	41	19	167
		%	35	41	26	19	31
4 - 7 days	Urban	Count	11	14	0	13	38
		%	11	11	0	13	8
	Rural	Count	0	11	0	0	11
		%	0	21	0	0	21
	Overall	Count	11	25	0	13	49
		%	11	14	0	13	9
more than 7 days	Urban	Count	3	13	25	3	44
		%	3	10	16	3	9
	Rural	Count	0	6	0	0	6
		%	0	12	0	0	12
	Overall	**Count**	3	19	25	3	50
		%	3	11	16	3	9
Total	Urban	Count	101	125	157	100	483
		%	100	100	100	100	100
	Rural	Count	0	52	0	0	52
		%	0	100	0	0	100
	Overall	Count	101	177	157	100	535
		%	100	100	100	100	100

Q21. How satisfied are you with the fault repair service?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	6	3	1	10
		%	0	5	2	1	2
	Rural	Count	0	5	0	0	5
		%	0	10	0	0	10
	Overall	Count	0	11	3	1	15
		%	0	6	2	1	3
Dissatisfied	Urban	Count	1	21	18	10	50
		%	1	17	12	10	10
	Rural	Count	0	11	0	0	11
		%	0	21	0	0	21
	Overall	**Count**	1	32	18	10	61
		%	1	18	12	10	11
Satisfied	Urban	Count	100	96	136	89	421
		%	99	77	87	89	87
	Rural	Count	0	36	0	0	36
		%	0	69	0	0	69
	Overall	Count	100	132	136	89	457
		%	99	75	87	89	86
Very Satisfied	Urban	Count	0	2	0	0	2
		%	0	2	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	2	0	0	2
		%	0	1	0	0	0
Total	Urban	Count	101	125	157	100	483
		%	100	100	100	100	100
	Rural	Count	0	52	0	0	52
		%	0	100	0	0	100
	Overall	Count	101	177	157	100	535
		%	100	100	100	100	100

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Q.22 Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	9	3	2	9	23
		%	2	1	0	2	1
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	Count	9	5	2	9	25
		%	2	1	0	2	1
No	Urban	Count	591	418	598	593	2200
		%	99	99	100	99	99
	Rural	Count	0	187	0	0	187
		%	0	99	0	0	99
	Overall	**Count**	591	605	598	593	2387
		%	99	99	100	99	99
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q23. How satisfied are you with the quality of the supplementary services / value added service provided?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Dissatisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Satisfied	Urban	Count	9	3	2	9	23
		%	100	100	100	100	100
	Rural	Count	0	2	0	0	2
		%	0	100	0	0	100
	Overall	Count	9	5	2	9	25
		%	100	100	100	100	100
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	9	3	2	9	23
		%	100	100	100	100	100
	Rural	Count	0	2	0	0	2
		%	0	100	0	0	100
	Overall	Count	9	5	2	9	25
		%	100	100	100	100	100

Q24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Dissatisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Satisfied	Urban	Count	9	3	2	9	23
		%	100	100	100	100	100
	Rural	Count	0	2	0	0	2
		%	0	100	0	0	100
	Overall	Count	9	5	2	9	25
		%	100	100	100	100	100
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	9	3	2	9	23
		%	100	100	100	100	100
	Rural	Count	0	2	0	0	2
		%	0	100	0	0	100
	Overall	Count	9	5	2	9	25
		%	100	100	100	100	100

Q24(b) Tell the reasons for your dissatisfaction.

Not Applicable as none of the customer is dissatisfied

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	15	6	2	80	103
		%	3	1	0	13	5
	Rural	Count	0	3	0	0	3
		%	0	2	0	0	2
	Overall	Count	15	9	2	80	106
		%	3	2	0	13	4
No	Urban	Count	585	415	598	522	2120
		%	98	99	100	87	95
	Rural	Count	0	186	0	0	186
		%	0	98	0	0	98
	Overall	Count	585	601	598	522	2306
		%	98	99	100	87	96
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

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Qus.25a . How satisfied are you with the resolution of your complaint for deactivation of VAS?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	1	0	0	3
		%	13	17	0	0	3
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	1	0	0	3
		%	13	11	0	0	3
Dissatisfied	Urban	Count	7	2	0	17	26
		%	47	33	0	21	25
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	7	2	0	17	26
		%	47	22	0	21	25
Satisfied	Urban	Count	6	3	2	63	74
		%	40	50	100	79	72
	Rural	Count	0	3	0	0	3
		%	0	100	0	0	100
	Overall	Count	6	6	2	63	77
		%	40	67	100	79	73
Very Satisfied	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	**Count**	--	--	--	--	--
		%	--	--	--	--	--
Total	Urban	Count	15	6	2	80	103
		%	100	100	100	100	100
	Rural	Count	0	3	0	0	3
		%	0	100	0	0	100
	Overall	**Count**	15	9	2	80	106
		%	100	100	100	100	100

Q26(a). How satisfied are you with the overall quality of your telephone service?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	6	3	63	1	73
		%	1	1	11	0	3
	Rural	Count	0	4	0	0	4
		%	0	2	0	0	2
	Overall	Count	6	7	63	1	77
		%	1	1	11	0	3
Dissatisfied	Urban	Count	16	51	41	46	154
		%	3	12	7	8	7
	Rural	Count	0	31	0	0	31
		%	0	16	0	0	16
	Overall	**Count**	16	82	41	46	185
		%	3	13	7	8	8
Satisfied	Urban	Count	578	363	487	526	1954
		%	96	86	81	87	88
	Rural	Count	0	153	0	0	153
		%	0	81	0	0	81
	Overall	Count	578	516	487	526	2107
		%	96	85	81	87	87
Very Satisfied	Urban	Count	0	4	9	29	42
		%	0	1	2	5	2
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	**Count**	0	5	9	29	43
		%	0	1	2	5	2
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Qus.27 . What kind of other services are you also taking from this service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Broadband	Urban	Count	517	71	317	520	1425
		%	86	17	53	86	64
	Rural	Count	0	45	0	0	45
		%	0	24	0	0	24
	Overall	Count	517	116	317	520	1470
		%	86	19	53	86	61
Mobile	Urban	Count	97	131	58	22	308
		%	16	31	10	4	14
	Rural	Count	0	43	0	0	43
		%	0	23	0	0	23
	Overall	**Count**	97	174	58	22	351
		%	16	29	10	4	15
Others	Urban	Count	0	3	3	0	6
		%	0	1	1	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	3	3	0	6
		%	0	1	1	0	0
None	Urban	Count	62	231	236	60	589
		%	10	55	39	10	27
	Rural	Count	0	104	0	0	104
		%	0	55	0	0	55
	Overall	**Count**	62	335	236	60	693
		%	10	55	39	10	29
Total	Urban	Count	600	421	600	602	2223
	Rural	Count	0	189	0	0	189
	Overall	**Count**	600	610	600	602	2412

Qus.28(a) . **Have you terminated a telephone connection that you had in the last 6 month?**

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	5	47	18	50	120
		%	1	11	3	8	5
	Rural	Count	0	25	0	0	25
		%	0	13	0	0	13
	Overall	Count	5	72	18	50	145
		%	1	12	3	8	6
No	Urban	Count	595	374	582	552	2103
		%	99	89	97	92	95
	Rural	Count	0	164	0	0	164
		%	0	87	0	0	87
	Overall	Count	595	538	582	552	2267
		%	99	88	97	92	94
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q28(b) Have you terminated a telephone connection that you had in the last 6 month ?
If Yes, Please name your service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Airtel	Urban	Count	1	1	0	0	2
		%	20	2	0	0	2
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	1	0	0	2
		%	20	1	0	0	1
BSNL	Urban	Count	2	46	11	16	75
		%	40	98	61	32	63
	Rural	Count	0	25	0	0	25
		%	0	100	0	0	100
	Overall	Count	2	71	11	16	100
		%	40	99	61	32	69
Rel Com	Urban	Count	0	0	7	0	7
		%	0	0	39	0	6
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	7	0	7
		%	0	0	39	0	5
HFCL	Urban	Count	2	0	0	34	36
		%	40	0	0	68	30
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	2	0	0	34	36
		%	40	0	0	68	25
Total	Urban	Count	5	47	18	50	120
		%	100	100	100	100	100
	Rural	Count	0	25	0	0	25
		%	0	100	0	0	100
	Overall	**Count**	5	72	18	50	145
		%	100	100	100	100	100

MARKET PULSE
Mindware: Mindshare Delivered.

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Q29. How many days were taken for termination of your telephone connection?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
1 day	Urban	Count	2	12	4	10	28
		%	33	25	36	22	25
	Rural	Count	0	7	0	0	7
		%	0	24	0	0	24
	Overall	Count	2	19	4	10	35
		%	33	24	36	22	25
2-3 days	Urban	Count	3	24	2	21	50
		%	50	49	18	46	45
	Rural	Count	0	7	0	0	7
		%	0	24	0	0	24
	Overall	**Count**	3	31	2	21	57
		%	50	40	18	46	40
4 - 7 days	Urban	Count	1	8	5	15	29
		%	17	16	46	33	26
	Rural	Count	0	10	0	0	10
		%	0	35	0	0	35
	Overall	Count	1	18	5	15	39
		%	17	23	46	33	28
more than 7 days	Urban	Count	0	5	0	0	5
		%	0	10	0	0	5
	Rural	Count	0	5	0	0	5
		%	0	17	0	0	17
	Overall	**Count**	0	10	0	0	10
		%	0	13	0	0	7
Total	Urban	Count	6	49	11	46	112
		%	100	100	100	100	100
	Rural	Count	0	29	0	0	29
		%	0	100	0	0	100
	Overall	**Count**	6	78	11	46	141
		%	100	100	100	100	100

Q30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	54	48	27	50	179
		%	9	11	5	8	8
	Rural	Count	0	16	0	0	16
		%	0	9	0	0	9
	Overall	Count	54	64	27	50	195
		%	9	11	5	8	8
No	Urban	Count	546	373	573	552	2044
		%	91	89	96	92	92
	Rural	Count	0	173	0	0	173
		%	0	92	0	0	92
	Overall	Count	546	546	573	552	2217
		%	91	90	96	92	92
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q31. Are you aware about the facility for registering your   telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	136	42	64	197	439
		%	23	10	11	33	20
	Rural	Count	0	11	0	0	11
		%	0	6	0	0	6
	Overall	Count	136	53	64	197	450
		%	23	9	11	33	19
No	Urban	Count	464	379	536	405	1784
		%	77	90	89	67	80
	Rural	Count	0	178	0	0	178
		%	0	94	0	0	94
	Overall	Count	464	557	536	405	1962
		%	77	91	89	67	81
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	36	2	19	47	104
		%	27	5	30	24	24
	Rural	Count	0	1	0	0	1
		%	0	9	0	0	9
	Overall	Count	36	3	19	47	105
		%	27	6	30	24	23
No	Urban	Count	100	40	45	150	335
		%	74	95	70	76	76
	Rural	Count	0	10	0	0	10
		%	0	91	0	0	91
	Overall	Count	100	50	45	150	345
		%	74	94	70	76	77
Total	Urban	Count	136	42	64	197	439
		%	100	100	100	100	100
	Rural	Count	0	11	0	0	11
		%	0	100	0	0	100
	Overall	**Count**	136	53	64	197	450
		%	100	100	100	100	100

Q32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
No change	Urban	Count	2	1	6	7	16
		%	6	50	32	15	15
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	1	6	7	16
		%	6	33	32	15	15
Slight decrease	Urban	Count	1	0	0	2	3
		%	3	0	0	4	3
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	1	0	0	2	3
		%	3	0	0	4	3
Considerable decrease	Urban	Count	1	0	3	4	8
		%	3	0	16	9	8
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	0	3	4	8
		%	3	0	16	9	8
Stopped receiving	Urban	Count	32	1	10	34	77
		%	89	50	53	72	74
	Rural	Count	0	1	0	0	1
		%	0	100	0	0	100
	Overall	**Count**	32	2	10	34	78
		%	89	67	53	72	74
Total	Urban	Count	36	2	19	47	104
		%	100	100	100	100	100
	Rural	Count	0	1	0	0	1
		%	0	100	0	0	100
	Overall	**Count**	36	3	19	47	105
		%	100	100	100	100	100

Q32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?
(Ask only if Considerable decrease OR Slight decrease OR No change coded in Q 32 (b))

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	0	1	3	0	4
		%	0	100	33	0	15
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	1	3	0	4
		%	0	100	33	0	15
No	Urban	Count	4	0	6	13	23
		%	100	0	67	100	85
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	4	0	6	13	23
		%	100	0	67	100	85
Total	Urban	Count	4	1	9	13	27
		%	100	100	100	100	100
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	4	1	9	13	27
		%	100	100	100	100	100

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(Ask only if Yes in Q32 (c))

Q32.(d)) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number , If Yes then ask Please indicate whether –

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	0	1	3	0	4
		%	0	100	100	0	100
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	1	3	0	4
		%	0	100	100	0	100
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Service Provider refused to register the complaint	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Difficult to lodge the complaint	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	0	1	3	0	4
		%	0	100	100	0	100
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	1	3	0	4
		%	0	100	100	0	100

Q33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Mean Score	Urban	Count	600	421	600	602	2223
		Mean	8.01	7.65	7.12	7.99	7.69
	Rural	Count	0	189	0	0	189
		Mean	0	7.47	0	0	7.47
	Overall	Count	600	610	600	602	2412
		Mean	8.01	7.6	7.12	7.99	7.68

Q34(a) Are you aware of the toll free customer care number of complaint centre of your telecom service provide   for making complaints/ query?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	175	188	134	236	733
		%	29	45	22	39	33
	Rural	Count	0	61	0	0	61
		%	0	32	0	0	32
	Overall	Count	175	249	134	236	794
		%	29	41	22	39	33
No	Urban	Count	425	233	466	366	1490
		%	71	55	78	61	67
	Rural	Count	0	128	0	0	128
		%	0	68	0	0	68
	Overall	Count	425	361	466	366	1618
		%	71	59	78	61	67
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q34(b). How did you come to know about the toll free customer care number? [MULTIPLE CODE]

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Website of the service	Urban	Count	11	0	20	10	41
		%	6	0	15	4	6
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	11	0	20	10	41
		%	6	0	15	4	5
SMS from service pro	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Display at complaint	Urban	Count	27	20	16	12	75
		%	15	11	12	5	10
	Rural	Count	0	12	0	0	12
		%	0	20	0	0	0
	Overall	Count	27	32	16	12	87
		%	15	13	12	5	11
Telephone bills	Urban	Count	112	73	37	134	356
		%	64	39	28	57	49
	Rural	Count	0	23	0	0	23
		%	0	38	0	0	0
	Overall	**Count**	112	96	37	134	379
		%	64	39	28	57	48
Others	Urban	Count	22	93	61	75	251
		%	15	51	46	34	34
	Rural	Count	0	26	0	0	26
		%	0	43	0	0	0
	Overall	**Count**	26	121	61	81	289
		%	15	49	46	34	36
Total	Urban	Count	175	188	134	236	733
	Rural	Count	0	61	0	0	61
	Overall	**Count**	175	249	134	236	794

TRAI (QoS) Customer Satisfaction Survey Report April - June 2012 Punjab Circle

Q35. Have you made any complaint within last six (6) months to the toll free Complaint Centre/Customer Care/Helpline telephone number?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	51	63	105	100	319
		%	9	15	18	17	14
	Rural	Count	0	20	0	0	20
		%	0	11	0	0	11
	Overall	Count	51	83	105	100	339
		%	9	14	18	17	14
No	Urban	Count	549	358	495	502	1904
		%	92	85	83	83	86
	Rural	Count	0	169	0	0	169
		%	0	89	0	0	89
	Overall	Count	549	527	495	502	2073
		%	92	86	83	83	86
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q36. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?(SINGLE CODE)

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Complaint was registered and docket number received	Urban	Count	45	51	93	88	277
		%	88	81	89	88	87
	Rural	Count	0	14	0	0	14
		%	0	70	0	0	70
	Overall	Count	45	65	93	88	291
		%	88	78	89	88	86
Complaint was registered and docket number not received	Urban	Count	6	12	12	10	40
		%	12	19	11	10	13
	Rural	Count	0	5	0	0	5
		%	0	25	0	0	25
	Overall	**Count**	6	17	12	10	45
		%	12	21	11	10	13
Complaint was registered and docket number not provided even on request	Urban	Count	0	0	0	1	1
		%	0	0	0	1	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	1	1
		%	0	0	0	1	0
Refused to register the complaint	Urban	Count	0	0	0	1	1
		%	0	0	0	1	0
	Rural	Count	0	1	0	0	1
		%	0	5	0	0	5
	Overall	**Count**	0	1	0	1	2
		%	0	1	0	1	1
Total	Urban	Count	51	63	105	100	319
		%	100	100	100	100	100
	Rural	Count	0	20	0	0	20
		%	0	100	0	0	100
	Overall	**Count**	51	83	105	100	339
		%	100	100	100	100	100

[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 36)]

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Q37. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	17	20	3	20	60
		%	33	32	3	20	19
	Rural	Count	0	4	0	0	4
		%	0	21	0	0	21
	Overall	Count	17	24	3	20	64
		%	33	29	3	20	19
No	Urban	Count	34	43	102	79	258
		%	67	68	97	80	81
	Rural	Count	0	15	0	0	15
		%	0	79	0	0	79
	Overall	Count	34	58	102	79	273
		%	67	71	97	80	81
Total	Urban	Count	51	63	105	99	318
		%	100	100	100	100	100
	Rural	Count	0	19	0	0	19
		%	0	100	0	0	100
	Overall	**Count**	51	82	105	99	337
		%	100	100	100	100	100

Q38. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	20	28	6	47	101
		%	39	44	6	48	32
	Rural	Count	0	2	0	0	2
		%	0	11	0	0	11
	Overall	Count	20	30	6	47	103
		%	39	37	6	48	31
No	Urban	Count	31	35	99	52	217
		%	61	56	94	53	68
	Rural	Count	0	17	0	0	17
		%	0	90	0	0	90
	Overall	Count	31	52	99	52	234
		%	61	63	94	53	69
Total	Urban	Count	51	63	105	99	318
		%	100	100	100	100	100
	Rural	Count	0	19	0	0	19
		%	0	100	0	0	100
	Overall	**Count**	51	82	105	99	337
		%	100	100	100	100	100

Q39(a). Was your complaint resolved by the complaint centre within three (3) days?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	31	45	58	87	221
		%	61	71	55	88	70
	Rural	Count	0	14	0	0	14
		%	0	74	0	0	74
	Overall	Count	31	59	58	87	235
		%	61	72	55	88	70
No	Urban	Count	20	18	47	12	97
		%	39	29	45	12	31
	Rural	Count	0	5	0	0	5
		%	0	26	0	0	26
	Overall	Count	20	23	47	12	102
		%	39	28	45	12	30
Total	Urban	Count	51	63	105	99	318
		%	100	100	100	100	100
	Rural	Count	0	19	0	0	19
		%	0	100	0	0	100
	Overall	**Count**	51	82	105	99	337
		%	100	100	100	100	100

Q40 . Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four(4) weeks after lodging of the complaint?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	2	13	5	13	33
		%	4	21	5	13	10
	Rural	Count	0	1	0	0	1
		%	0	5	0	0	5
	Overall	Count	2	14	5	13	34
		%	4	17	5	13	10
No	Urban	Count	49	46	100	83	278
		%	96	73	95	84	87
	Rural	Count	0	17	0	0	17
		%	0	90	0	0	90
	Overall	Count	49	63	100	83	295
		%	96	77	95	84	88
Total	Urban	Count	51	63	105	99	318
		%	100	100	100	100	100
	Rural	Count	0	19	0	0	19
		%	0	100	0	0	100
	Overall	**Count**	51	82	105	99	337
		%	100	100	100	100	100

Q41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	23	4	5	15	47
		%	4	1	1	3	2
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	Count	23	5	5	15	48
		%	4	1	1	3	2
No	Urban	Count	577	417	595	587	2176
		%	96	99	99	98	98
	Rural	Count	0	188	0	0	188
		%	0	100	0	0	100
	Overall	Count	577	605	595	587	2364
		%	96	99	99	98	98
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	**Count**	600	610	600	602	2412
		%	100	100	100	100	100

Q.42. How did you come to know about the contact details of the Appellate Authority?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Newspaper	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Website of the service	Urban	Count	8	0	0	2	10
		%	35	0	0	13	21
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	8	0	0	2	10
		%	35	0	0	13	21
Display at complaint	Urban	Count	1	1	0	0	2
		%	4	25	0	0	4
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	1	0	0	2
		%	4	20	0	0	4
Telephone bills	Urban	Count	14	2	0	10	26
		%	61	50	0	67	55
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	14	2	0	10	26
		%	61	40	0	67	54
Others	Urban	Count	0	1	5	3	9
		%	0	25	100	20	19
	Rural	Count	0	1	0	0	1
		%	0	100	0	0	0
	Overall	Count	0	2	5	3	10
		%	0	40	100	20	21
Total	Urban	Count	23	4	5	15	47
	Rural	Count	0	1	0	0	1
	Overall	Count	23	5	5	15	48

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Q43. Have you filed any appeal in last 6 months?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	3	0	0	0	3
		%	13	0	0	0	6
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	3	0	0	0	3
		%	13	0	0	0	6
No	Urban	Count	20	4	5	15	44
		%	87	100	100	100	94
	Rural	Count	0	1	0	0	1
		%	0	100	0	0	100
	Overall	Count	20	5	5	15	45
		%	87	100	100	100	94
Total	Urban	Count	23	4	5	15	47
		%	100	100	100	100	100
	Rural	Count	0	1	0	0	1
		%	0	100	0	0	100
	Overall	**Count**	23	5	5	15	48
		%	100	100	100	100	100

Q45. How did you file your appeal to the Appellate Authority??

Type			Airtel	BSNL	Reliance	HFCL	Overall
E-mail	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Fax	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Letter (post/ courier)	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
In person (self)	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	0	0	0	0	0
		%	0	0	0	0	0
Others	Urban	Count	3	0	0	0	3
		%	100	0	0	0	100
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	**Count**	3	0	0	0	3
		%	100	0	0	0	100
Total	Urban	Count	3	0	0	0	3
	Rural	Count	0	0	0	0	0
	Overall	**Count**	3	0	0	0	3

TRAI (QoS) Customer Satisfaction Survey Report April - June 2012 Punjab Circle

Q46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

<table>
<tr><th colspan="2">Type</th><th></th><th>Airtel</th><th>BSNL</th><th>Reliance</th><th>HFCL</th><th>Overall</th></tr>
<tr><td rowspan="6">Yes</td><td rowspan="2">Urban</td><td>Count</td><td>1</td><td>0</td><td>0</td><td>0</td><td>1</td></tr>
<tr><td>%</td><td>33</td><td>0</td><td>0</td><td>0</td><td>33</td></tr>
<tr><td rowspan="2">Rural</td><td>Count</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td rowspan="2">Overall</td><td>Count</td><td>1</td><td>0</td><td>0</td><td>0</td><td>1</td></tr>
<tr><td>%</td><td>33</td><td>0</td><td>0</td><td>0</td><td>33</td></tr>
<tr><td rowspan="6">No</td><td rowspan="2">Urban</td><td>Count</td><td>2</td><td>0</td><td>0</td><td>0</td><td>2</td></tr>
<tr><td>%</td><td>67</td><td>0</td><td>0</td><td>0</td><td>67</td></tr>
<tr><td rowspan="2">Rural</td><td>Count</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td rowspan="2">Overall</td><td>Count</td><td>2</td><td>0</td><td>0</td><td>0</td><td>2</td></tr>
<tr><td>%</td><td>67</td><td>0</td><td>0</td><td>0</td><td>67</td></tr>
<tr><td rowspan="6">Total</td><td rowspan="2">Urban</td><td>Count</td><td>3</td><td>0</td><td>0</td><td>0</td><td>3</td></tr>
<tr><td>%</td><td>100</td><td>0</td><td>0</td><td>0</td><td>100</td></tr>
<tr><td rowspan="2">Rural</td><td>Count</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td rowspan="2">Overall</td><td>Count</td><td>3</td><td>0</td><td>0</td><td>0</td><td>3</td></tr>
<tr><td>%</td><td>100</td><td>0</td><td>0</td><td>0</td><td>100</td></tr>
</table>

Q47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

<table>
<tr><th colspan="2">Type</th><th></th><th>Airtel</th><th>BSNL</th><th>Reliance</th><th>HFCL</th><th>Overall</th></tr>
<tr><td rowspan="6">Yes</td><td rowspan="2">Urban</td><td>Count</td><td>1</td><td>0</td><td>0</td><td>0</td><td>1</td></tr>
<tr><td>%</td><td>33</td><td>0</td><td>0</td><td>0</td><td>33</td></tr>
<tr><td rowspan="2">Rural</td><td>Count</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td rowspan="2">Overall</td><td>Count</td><td>1</td><td>0</td><td>0</td><td>0</td><td>1</td></tr>
<tr><td>%</td><td>33</td><td>0</td><td>0</td><td>0</td><td>33</td></tr>
<tr><td rowspan="6">No</td><td rowspan="2">Urban</td><td>Count</td><td>2</td><td>0</td><td>0</td><td>0</td><td>2</td></tr>
<tr><td>%</td><td>67</td><td>0</td><td>0</td><td>0</td><td>67</td></tr>
<tr><td rowspan="2">Rural</td><td>Count</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td rowspan="2">Overall</td><td>Count</td><td>2</td><td>0</td><td>0</td><td>0</td><td>2</td></tr>
<tr><td>%</td><td>67</td><td>0</td><td>0</td><td>0</td><td>67</td></tr>
<tr><td rowspan="6">Total</td><td rowspan="2">Urban</td><td>Count</td><td>3</td><td>0</td><td>0</td><td>0</td><td>3</td></tr>
<tr><td>%</td><td>100</td><td>0</td><td>0</td><td>0</td><td>100</td></tr>
<tr><td rowspan="2">Rural</td><td>Count</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>%</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td rowspan="2">Overall</td><td>Count</td><td>3</td><td>0</td><td>0</td><td>0</td><td>3</td></tr>
<tr><td>%</td><td>100</td><td>0</td><td>0</td><td>0</td><td>100</td></tr>
</table>

(Q48 to Q50 are for Prepaid Customers only)

Q48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note-This table is not relevant as None of the operator reported prepaid wire line service in Punjab circle.

Q49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Note-This table is not relevant as None of the operator reported prepaid wire line service in Punjab circle.

Q50. What were the reason(s) for denying your request?

Note-This table is not relevant as None of the operator reported prepaid wire line service in Punjab circle.

Q51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	120	77	92	79	368
		%	20	18	15	13	17
	Rural	Count	0	38	0	0	38
		%	0	20	0	0	20
	Overall	Count	120	115	92	79	406
		%	20	19	15	13	17
No	Urban	Count	480	344	508	523	1855
		%	80	82	85	87	83
	Rural	Count	0	151	0	0	151
		%	0	80	0	0	80
	Overall	Count	480	495	508	523	2006
		%	80	81	85	87	83
Total	Urban	Count	600	421	600	602	2223
		%	100	100	100	100	100
	Rural	Count	0	189	0	0	189
		%	0	100	0	0	100
	Overall	Count	600	610	600	602	2412
		%	100	100	100	100	100

Annexure 2: Detailed Tables (Cellular Mobile Telephone Customers Survey)
A. Service Provision

(Q 1) 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?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	1	2	0	0	1	0	4
		%	0	0	0	1	0	0	0	0	0
	Rural	Count	0	2	2	2	2	1	0	0	9
		%	0	1	1	1	1	1	0	0	1
	Overall	Count	0	2	3	4	2	1	1	0	13
		%	0	0	1	1	0	0	0	0	0
Dissatisfied	Urban	Count	3	2	6	18	4	18	9	10	70
		%	1	1	2	5	1	4	2	2	2
	Rural	Count	1	1	4	17	2	4	1	8	38
		%	1	0	2	6	1	2	1	4	2
	Overall	Count	4	3	10	35	6	22	10	18	108
		%	1	1	2	5	1	4	2	3	2
Satisfied	Urban	Count	400	348	399	351	400	399	377	409	3083
		%	98	99	98	95	99	95	97	98	97
	Rural	Count	215	245	190	274	215	174	213	178	1704
		%	100	98	96	93	96	96	100	96	97
	Overall	Count	615	593	589	625	615	573	590	587	4787
		%	99	99	98	94	98	95	98	97	97
Very Satisfied	Urban	Count	5	1	1	0	1	4	1	0	13
		%	1	0	0	0	0	1	0	0	0
	Rural	Count	0	1	1	1	5	2	0	0	10
		%	0	0	1	0	2	1	0	0	1
	Overall	Count	5	2	2	1	6	6	1	0	23
		%	1	0	0	0	1	1	0	0	1
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

(Q 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?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	188	121	157	134	162	172	289	115	1338
		%	46	35	39	36	40	41	75	27	42
	Rural	Count	71	82	91	89	72	63	143	42	653
		%	33	33	46	30	32	35	67	23	37
	Overall	Count	259	203	248	223	234	235	432	157	1991
		%	42	34	41	34	37	39	72	26	40
No	Urban	Count	220	230	250	237	243	249	99	304	1832
		%	54	66	61	64	60	59	26	73	58
	Rural	Count	145	167	106	205	152	118	71	144	1108
		%	67	67	54	70	68	65	33	77	63
	Overall	Count	365	397	356	442	395	367	170	448	2940
		%	59	66	59	67	63	61	28	74	60
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Dissatisfied	Urban	Count	1	1	1	0	1	1	0	0	5
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	1	0	0	0	1	0	0	0	2
		%	1	0	0	0	0	0	0	0	0
	Overall	Count	2	1	1	0	2	1	0	0	7
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	109	105	166	186	115	154	66	303	1204
		%	27	30	41	50	28	37	17	72	38
	Rural	Count	34	84	74	193	39	34	52	144	654
		%	16	34	38	66	17	19	24	77	37
	Overall	Count	143	189	240	379	154	188	118	447	1858
		%	23	32	40	57	25	31	20	74	38
Satisfied	Urban	Count	293	240	239	184	287	262	319	116	1940
		%	72	68	59	50	71	62	82	28	61
	Rural	Count	177	164	122	100	174	142	162	42	1083
		%	82	66	62	34	78	79	76	23	62
	Overall	Count	470	404	361	284	461	404	481	158	3023
		%	75	67	60	43	73	67	80	26	61
Very Satisfied	Urban	Count	5	5	1	1	2	4	3	0	21
		%	1	1	0	0	1	1	1	0	1
	Rural	Count	4	1	1	1	10	5	0	0	22
		%	2	0	1	0	5	3	0	0	1
	Overall	Count	9	6	2	2	12	9	3	0	43
		%	1	1	0	0	2	2	1	0	1
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

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

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Very Dissatisfied	Urban	Count	0	1	0	2	0	2	0	1	6
		%	0	0	0	1	0	1	0	0	0
	Rural	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	1	0	0	0	0
	Overall	Count	0	1	0	2	1	2	0	1	7
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	4	32	35	49	5	19	13	58	215
		%	2	10	10	13	3	5	4	14	9
	Rural	Count	7	26	15	55	7	5	9	15	139
		%	4	11	8	19	3	3	4	8	8
	Overall	Count	11	58	50	104	12	24	22	73	354
		%	3	10	9	16	3	5	4	12	8
Satisfied	Urban	Count	158	279	332	319	162	354	318	360	2282
		%	92	89	90	86	96	93	96	86	90
	Rural	Count	181	216	180	238	194	147	202	171	1529
		%	95	88	92	81	92	93	96	92	90
	Overall	Count	339	495	512	557	356	501	520	531	3811
		%	94	88	91	84	93	93	96	88	90
Very Satisfied	Urban	Count	10	2	2	1	2	4	1	0	22
		%	6	1	1	0	1	1	0	0	1
	Rural	Count	2	4	0	1	10	7	0	0	24
		%	1	2	0	0	5	4	0	0	1
	Overall	Count	12	6	2	2	12	11	1	0	46
		%	3	1	0	0	3	2	0	0	1
Total	Urban	Count	172	314	369	371	169	379	332	419	2525
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	190	246	195	294	212	159	211	186	1693
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	362	560	564	665	381	538	543	605	4218
		%	100	100	100	100	100	100	100	100	100

Q 4b Please specify the reason(s) for your dissatisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.

Sub Parameters	Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers				
Charges not as per tariff plan subscribed	Urban	Count		1	18	18	23	2	4	3	2	71
		%		25	55	51	45	40	19	23	3	32
	Rural	Count		1	13	7	32	1	0	3	1	58
		%		14	50	47	58	13	0	33	7	41
	Overall	Count		2	31	25	55	3	4	6	3	129
		%		18	53	50	52	23	15	27	4	36
Tariff plan changed without information	Urban	Count		0	5	4	6	1	1	1	7	25
		%		0	15	11	12	20	5	8	12	11
	Rural	Count		4	7	2	9	5	2	3	4	36
		%		57	27	13	16	63	40	33	27	26
	Overall	Count		4	12	6	15	6	3	4	11	61
		%		36	20	12	14	46	12	18	15	17
Charged for value added services not requested	Urban	Count		1	5	10	0	4	1	1	4	26
		%		25	15	29	0	80	5	8	7	12
	Rural	Count		4	3	3	1	3	4	3	2	23
		%		57	12	20	2	38	80	33	13	16
	Overall	Count		5	8	13	1	7	5	4	6	49
		%		46	14	26	1	54	19	18	8	14
Charged for call/services not made	Urban	Count		0	4	9	20	0	1	3	45	82
		%		0	12	26	39	0	5	23	76	37
	Rural	Count		1	3	4	5	0	0	0	8	21
		%		14	12	27	9	0	0	0	53	15
	Overall	Count		1	7	13	25	0	1	3	53	103
		%		9	12	26	24	0	4	14	72	29
Others	Urban	Count		2	4	1	3	0	16	6	1	33
		%		50	12	3	6	0	76	46	2	15
	Rural	Count		2	2	2	10	2	0	3	0	21
		%		29	8	13	18	25	0	33	0	15
	Overall	Count		4	6	3	13	2	16	9	1	54
		%		36	10	6	12	15	62	41	1	15
Total	Urban	Count		4	33	35	51	5	21	13	59	221
	Rural	Count		7	26	15	55	8	5	9	15	140
	Overall	Count		11	59	50	106	13	26	22	74	361

Q 5aHave you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Yes	Urban	Count	19	34	66	46	9	30	48	46	298
		%	11	11	18	12	5	8	15	11	12
	Rural	Count	9	24	29	51	18	19	19	18	187
		%	5	10	15	17	9	12	9	10	11
	Overall	Count	28	58	95	97	27	49	67	64	485
		%	8	10	17	15	7	9	12	11	12
No	Urban	Count	153	280	303	325	160	349	284	373	2227
		%	89	89	82	88	95	92	86	89	88
	Rural	Count	181	222	166	243	194	140	192	168	1506
		%	95	90	85	83	92	88	91	90	89
	Overall	Count	334	502	469	568	354	489	476	541	3733
		%	92	90	83	85	93	91	88	89	89
Total	Urban	Count	172	314	369	371	169	379	332	419	2525
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	190	246	195	294	212	159	211	186	1693
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	362	560	564	665	381	538	543	605	4218
		%	100	100	100	100	100	100	100	100	100

Q 5b ASK IF YES IN Q.5a. 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?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
											% Customers
Very Dissatisfied	Urban	Count	0	2	2	2	1	1	2	1	11
		%	0	6	3	4	11	3	4	2	4
	Rural	Count	0	1	1	1	0	0	0	0	3
		%	0	4	3	2	0	0	0	0	2
	Overall	Count	0	3	3	3	1	1	2	1	14
		%	0	5	3	3	4	2	3	2	3
Dissatisfied	Urban	Count	2	16	28	23	1	5	24	26	125
		%	11	47	42	50	11	17	50	57	42
	Rural	Count	3	11	14	28	2	2	10	6	76
		%	33	46	48	55	11	11	53	33	41
	Overall	Count	5	27	42	51	3	7	34	32	201
		%	18	47	44	53	11	14	51	50	41
Satisfied	Urban	Count	15	16	36	21	7	24	22	19	160
		%	79	47	55	46	78	80	46	41	54
	Rural	Count	5	11	14	22	16	17	9	12	106
		%	56	46	48	43	89	90	47	67	57
	Overall	Count	20	27	50	43	23	41	31	31	266
		%	71	47	53	44	85	84	46	48	55
Very Satisfied	Urban	Count	2	0	0	0	0	0	0	0	2
		%	11	0	0	0	0	0	0	0	1
	Rural	Count	1	1	0	0	0	0	0	0	2
		%	11	4	0	0	0	0	0	0	1
	Overall	Count	3	1	0	0	0	0	0	0	4
		%	11	2	0	0	0	0	0	0	1
Total	Urban	Count	19	34	66	46	9	30	48	46	298
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	9	24	29	51	18	19	19	18	187
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	28	58	95	97	27	49	67	64	485
		%	100	100	100	100	100	100	100	100	100

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Q5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
									% Customers		
Very Dissatisfied	Urban	Count	2	0	0	0	1	0	0	0	3
		%	1	0	0	0	1	0	0	0	0
	Rural	Count	0	1	1	0	0	3	0	0	5
		%	0	0	1	0	0	2	0	0	0
	Overall	Count	2	1	1	0	1	3	0	0	8
		%	1	0	0	0	0	1	0	0	0
Dissatisfied	Urban	Count	2	4	10	12	1	0	12	23	64
		%	1	1	3	3	1	0	4	6	3
	Rural	Count	0	0	3	7	0	0	7	19	36
		%	0	0	2	2	0	0	3	10	2
	Overall	Count	2	4	13	19	1	0	19	42	100
		%	1	1	2	3	0	0	4	7	2
Satisfied	Urban	Count	163	304	354	358	165	379	319	396	2438
		%	95	97	96	97	98	100	96	95	97
	Rural	Count	188	243	191	286	205	154	204	167	1638
		%	99	99	98	97	97	97	97	90	97
	Overall	Count	351	547	545	644	370	533	523	563	4076
		%	97	98	97	97	97	99	96	93	97
Very Satisfied	Urban	Count	5	6	5	1	2	0	1	0	20
		%	3	2	1	0	1	0	0	0	1
	Rural	Count	2	2	0	1	7	2	0	0	14
		%	1	1	0	0	3	1	0	0	1
	Overall	Count	7	8	5	2	9	2	1	0	34
		%	2	1	1	0	2	0	0	0	1
Total	Urban	Count	172	314	369	371	169	379	332	419	2525
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	190	246	195	294	212	159	211	186	1693
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	362	560	564	665	381	538	543	605	4218
		%	100	100	100	100	100	100	100	100	100

Q 5d Please specify the reason(s) for your dissatisfaction with the ease of recharging process and the transparency of recharge offer.

	Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers				
Lack of complete information about the offer	Urban	Count		0	0	0	5	0	0	0	0	5
		%		0	0	0	42	0	0	0	0	8
	Rural	Count		0	0	0	3	0	0	4	0	7
		%		0	0	0	43	0	0	21	0	17
	Overall	Count		0	0	0	8	0	0	0	4	12
		%		0	0	0	42	0	0	0	10	11
Charges/Services not as per the offer	Urban	Count		1	3	1	6	0	4	1	0	16
		%		25	75	10	50	0	33	4	0	24
	Rural	Count		0	0	1	2	0	2	0	0	5
		%		0	0	25	29	0	29	0	0	12
	Overall	Count		1	3	2	8	0	0	6	1	21
		%		25	60	14	42	0	0	32	2	19
Delay in activation of recharge	Urban	Count		0	1	4	1	1	6	13	0	26
		%		0	25	40	8	50	50	57	0	39
	Rural	Count		0	0	0	2	0	5	1	0	8
		%		0	0	0	29	0	71	5	0	20
	Overall	Count		0	1	4	3	1	0	11	14	34
		%		0	20	29	16	50	0	58	33	32
Non availability of all denomination recharge coupons	Urban	Count		1	0	1	0	0	0	3	0	5
		%		25	0	10	0	0	0	13	0	8
	Rural	Count		0	0	0	0	0	0	6	0	6
		%		0	0	0	0	0	0	32	0	15
	Overall	Count		1	0	1	0	0	0	0	9	11
		%		25	0	7	0	0	0	0	21	10
Others	Urban	Count		2	0	4	0	1	2	6	0	15
		%		50	0	40	0	50	17	26	0	22
	Rural	Count		0	1	3	0	0	0	8	3	15
		%		0	100	75	0	0	0	42	100	37
	Overall	Count		2	1	7	0	1	3	2	14	30
		%		50	20	50	0	50	100	11	33	28
Total	Urban	Count		4	4	10	12	2	12	23	0	67
	Rural	Count		0	1	4	7	0	7	19	3	41
	Overall	Count		4	5	14	19	2	3	19	42	108

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B.4. (Q 5e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Yes	Urban	Count	154	289	307	322	154	329	295	383	2233
		%	90	92	83	87	91	87	89	91	88
	Rural	Count	167	226	144	253	197	145	188	168	1488
		%	88	92	74	86	93	91	89	90	88
	Overall	Count	321	515	451	575	351	474	483	551	3721
		%	89	92	80	87	92	88	89	91	88
No	Urban	Count	18	25	62	49	15	50	37	36	292
		%	11	8	17	13	9	13	11	9	12
	Rural	Count	23	20	51	41	15	14	23	18	205
		%	12	8	26	14	7	9	11	10	12
	Overall	Count	41	45	113	90	30	64	60	54	497
		%	11	8	20	14	8	12	11	9	12
Total	Urban	Count	172	314	369	371	169	379	332	419	2525
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	190	246	195	294	212	159	211	186	1693
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	362	560	564	665	381	538	543	605	4218
		%	100	100	100	100	100	100	100	100	100

Q6. How satisfied are you with the time taken to deliver your bills?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Very Dissatisfied	Urban	Count	3	0	2	0	3	1	2	0	11
		%	1	0	5	0	1	2	4	0	2
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	3	0	2	0	3	1	2	0	11
		%	1	0	5	0	1	2	3	0	2
Dissatisfied	Urban	Count	30	18	8	0	23	1	11	0	91
		%	13	49	21	0	10	2	20	0	14
	Rural	Count	4	0	0	0	1	0	0	0	5
		%	15	0	0	0	8	0	0	0	7
	Overall	Count	34	18	8	0	24	1	11	0	96
		%	13	45	20	0	10	2	19	0	14
Satisfied	Urban	Count	203	19	28	0	210	40	43	0	543
		%	86	51	74	0	89	95	77	0	84
	Rural	Count	22	3	2	0	11	22	3	0	63
		%	85	100	100	0	92	100	100	0	93
	Overall	Count	225	22	30	0	221	62	46	0	606
		%	86	55	75	0	89	97	78	0	85
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
Total	Urban	Count	236	37	38	236	42	56	645	236	37
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	26	3	2	12	22	3	68	26	3
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	262	40	40	248	64	59	713	262	40
		%	100	100	100	100	100	100	100	100	100

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

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very Dissatisfied	Urban	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	1	2	1	0	2	2	2	0	10
		%	0	5	3	0	1	5	4	0	2
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	1	2	1	0	2	2	2	0	10
		%	0	5	3	0	1	3	3	0	1
Satisfied	Urban	Count	235	34	37	0	233	40	54	0	633
		%	100	92	97	0	99	95	96	0	98
	Rural	Count	26	3	2	0	12	22	3	0	68
		%	100	100	100	0	100	100	100	0	100
	Overall	Count	261	37	39	0	245	62	57	0	701
		%	100	93	98	0	99	97	97	0	98
Very Satisfied	Urban	Count	0	1	0	0	0	0	0	0	1
		%	0	3	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	0	0	0	0	1
		%	0	3	0	0	0	0	0	0	0
Total	Urban	Count	236	37	38	236	42	56	645	236	37
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	26	3	2	12	22	3	68	26	3
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	262	40	40	248	64	59	713	262	40
		%	100	100	100	100	100	100	100	100	100

Q 7b Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability.

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers			
Difficult to understand the language	Urban	Count	1	2	0	--	0	0	--	--	3
		%	33	50	0	--	0	0	--	--	27
	Rural	Count	0	0	0	--	0	0	--	--	0
		%	0	0	0	--	0	0	--	--	0
	Overall	Count	1	2	0	--	0	0	--	--	3
		%	33	50	0	--	0	0	--	--	27
Difficult to read the bill	Urban	Count	0	1	0	--	0	0	--	--	1
		%	0	25	0	--	0	0	--	--	9
	Rural	Count	0	0	0	--	0	0	--	--	0
		%	0	0	0	--	0	0	--	--	0
	Overall	Count	0	1	0	--	0	0	--	--	1
		%	0	25	0	--	0	0	--	--	9
Calculations not clear	Urban	Count	1	1	0	--	2	1	--	--	5
		%	33	25	0	--	100	100	--	--	46
	Rural	Count	0	0	0	--	0	0	--	--	0
		%	0	0	0	--	0	0	--	--	0
	Overall	Count	1	1	0	--	2	1	--	--	5
		%	33	25	0	--	100	100	--	--	46
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	0	0	1	--	0	0	--	--	1
		%	0	0	100	--	0	0	--	--	9
	Rural	Count	0	0	0	--	0	0	--	--	0
		%	0	0	0	--	0	0	--	--	0
	Overall	Count	0	0	1	--	0	0	--	--	1
		%	0	0	100	--	0	0	--	--	9
Others	Urban	Count	1	1	0	--	0	0	--	--	2
		%	33	25	0	--	0	0	--	--	18
	Rural	Count	0	0	0	--	0	0	--	--	0
		%	0	0	0	--	0	0	--	--	0
	Overall	Count	1	1	0	--	0	0	--	--	2
		%	33	25	0	--	0	0	--	--	18
Total	Urban	Count	3	4	1	2	1	11	3	4	1
	Rural	Count	0	0	0	0	0	0	0	0	0
	Overall	Count	3	4	1	2	1	11	3	4	1

Q8(a). How satisfied are you with the accuracy & completeness of the bills?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	35	2	2	0	14	0	1	0	54
		%	15	5	5	0	6	0	2	0	8
	Rural	Count	2	0	0	0	0	0	0	0	2
		%	8	0	0	0	0	0	0	0	3
	Overall	Count	37	2	2	0	14	0	1	0	56
		%	14	5	5	0	6	0	2	0	8
Satisfied	Urban	Count	201	35	36	0	221	42	55	0	590
		%	85	95	95	0	94	100	98	0	92
	Rural	Count	24	3	2	0	12	22	3	0	66
		%	92	100	100	0	100	100	100	0	97
	Overall	Count	225	38	38	0	233	64	58	0	656
		%	86	95	95	0	94	100	98	0	92
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
Total	Urban	Count	236	37	38	0	236	42	56	0	645
		%	100	100	100	0	100	100	100	0	100
	Rural	Count	26	3	2	0	12	22	3	0	68
		%	100	100	100	0	100	100	100	0	100
	Overall	Count	262	40	40	0	248	64	59	0	713
		%	100	100	100	0	100	100	100	0	100

Q 8b Please specify the reason(s) for your dissatisfaction with the accuracy & completeness of the bills

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
											% Customers
Charges not as per tariff plan subscribed r	Urban	Count	10	1	0	--	5	--	1	--	17
		%	28	50	0	--	33	--	100	--	30
	Rural	Count	2	0	0	--	0	--	0	--	2
		%	100	0	0	--	0	--	0	--	100
	Overall	Count	12	1	0	--	5	--	1	--	19
		%	32	50	0	--	33	--	100	--	33
Tariff Plan changed without information	Urban	Count	10	0	1	--	1	--	1	--	13
		%	28	0	50	--	7	--	100	--	23
	Rural	Count	2	0	0	--	0	--	0	--	2
		%	100	0	0	--	0	--	0	--	100
	Overall	Count	12	0	1	--	1	--	1	--	15
		%	32	0	50	--	7	--	100	--	26
Charged for value added services not subscribed	Urban	Count	2	0	0	--	1	--	0	--	3
		%	6	0	0	--	7	--	0	--	5
	Rural	Count	0	0	0	--	0	--	0	--	0
		%	0	0	0	--	0	--	0	--	0
	Overall	Count	2	0	0	--	1	--	0	--	3
		%	5	0	0	--	7	--	0	--	5
Charged for calls/services not made/used	Urban	Count	21	0	1	--	6	--	0	--	28
		%	58	0	50	--	40	--	0	--	50
	Rural	Count	0	0	0	--	0	--	0	--	0
		%	0	0	0	--	0	--	0	--	0
	Overall	Count	21	0	1	--	6	--	0	--	28
		%	55	0	50	--	40	--	0	--	48
Calculations are not clear	Urban	Count	1	0	0	--	4	--	1	--	6
		%	3	0	0	--	27	--	100	--	11
	Rural	Count	1	0	0	--	0	--	0	--	1
		%	50	0	0	--	0	--	0	--	50
	Overall	Count	2	0	0	--	4	--	1	--	7
		%	5	0	0	--	27	--	100	--	12
Total	Urban	Count	2	2	15	1	56	36	2	2	15
	Rural	Count	2	0	0	0	0	2	2	0	2
	Overall	Count	4	2	15	1	56	36	2	2	17

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(Q 9a) Have you made any billing related complaints in the last 6 months?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Yes	Urban	Count	45	5	8	0	20	1	11	0	90
		%	19	14	21	0	9	2	20	0	14
	Rural	Count	3	0	0	0	2	0	1	0	6
		%	12	0	0	0	17	0	33	0	9
	Overall	Count	48	5	8	0	22	1	12	0	96
		%	18	13	20	0	9	2	20	0	14
No	Urban	Count	191	32	30	0	216	41	45	0	555
		%	81	87	79	0	92	98	80	0	86
	Rural	Count	23	3	2	0	10	22	2	0	62
		%	89	100	100	0	83	100	67	0	91
	Overall	Count	214	35	32	0	226	63	47	0	617
		%	82	88	80	0	91	98	80	0	87
Total	Urban	Count	236	37	38	236	42	56	645	236	37
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	26	3	2	12	22	3	68	26	3
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	262	40	40	248	64	59	713	262	40
		%	100	100	100	100	100	100	100	100	100

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MARKET PULSE
Mindware: Mindshare Delivered.

Q9(b). How satisfied are you with the process of resolution of billing complaints?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Very Dissatisfied	Urban	Count	2	0	0	0	2	0	0	0	4
		%	4	0	0	0	10	0	0	0	4
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	2	0	0	0	2	0	0	0	4
		%	4	0	0	0	9	0	0	0	4
Dissatisfied	Urban	Count	26	3	4	0	11	0	8	0	52
		%	58	60	50	0	55	0	73	0	58
	Rural	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	50	0	0	0	17
	Overall	Count	26	3	4	0	12	0	8	0	53
		%	54	60	50	0	55	0	67	0	55
Satisfied	Urban	Count	17	2	4	0	7	1	3	0	34
		%	38	40	50	0	35	100	27	0	38
	Rural	Count	3	0	0	0	1	0	1	0	5
		%	100	0	0	0	50	0	100	0	83
	Overall	Count	20	2	4	0	8	1	4	0	39
		%	42	40	50	0	36	100	33	0	41
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
Total	Urban	Count	45	5	8	20	1	11	90	45	5
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	3	0	0	2	0	1	6	3	
		%	100	0	0	100	0	100	100	100	100
	Overall	Count	48	5	8	22	1	12	96	48	5
		%	100	100	100	100	100	100	100	100	100

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Q 10 In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
											% Customers
Yes	Urban	Count	163	102	161	172	130	131	178	138	1175
		%	40	29	40	46	32	31	46	33	37
	Rural	Count	101	57	59	101	86	68	75	44	591
		%	47	23	30	34	38	38	35	24	34
	Overall	Count	264	159	220	273	216	199	253	182	1766
		%	42	27	36	41	34	33	42	30	36
No	Urban	Count	245	249	246	199	275	290	210	281	1995
		%	60	71	60	54	68	69	54	67	63
	Rural	Count	115	192	138	193	138	113	139	142	1170
		%	53	77	70	66	62	62	65	76	66
	Overall	Count	360	441	384	392	413	403	349	423	3165
		%	58	74	64	59	66	67	58	70	64
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

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Q11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very Dissatisfied	Urban	Count	1	3	8	4	4	0	3	5	28
		%	1	3	5	2	3	0	2	4	2
	Rural	Count	0	3	2	1	1	0	0	2	9
		%	0	5	3	1	1	0	0	5	2
	Overall	Count	1	6	10	5	5	0	3	7	37
		%	0	4	5	2	2	0	1	4	2
Dissatisfied	Urban	Count	24	20	26	45	23	12	37	67	254
		%	15	20	16	26	18	9	21	49	22
	Rural	Count	11	14	13	22	5	8	17	21	111
		%	11	25	22	22	6	12	23	48	19
	Overall	Count	35	34	39	67	28	20	54	88	365
		%	13	21	18	25	13	10	21	48	21
Satisfied	Urban	Count	132	78	124	123	102	113	137	66	875
		%	81	77	77	72	79	86	77	48	75
	Rural	Count	89	40	44	78	80	58	58	21	468
		%	88	70	75	77	93	85	77	48	79
	Overall	Count	221	118	168	201	182	171	195	87	1343
		%	84	74	76	74	84	86	77	48	76
Very Satisfied	Urban	Count	6	1	3	0	1	6	1	0	18
		%	4	1	2	0	1	5	1	0	2
	Rural	Count	1	0	0	0	0	2	0	0	3
		%	1	0	0	0	0	3	0	0	1
	Overall	Count	7	1	3	0	1	8	1	0	21
		%	3	1	1	0	1	4	0	0	1
Total	Urban	Count	163	102	161	172	130	131	178	138	1175
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	101	57	59	101	86	68	75	44	591
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	264	159	220	273	216	199	253	182	1766
		%	100	100	100	100	100	100	100	100	100

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Q12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Dissatisfied	Urban	Count	1	2	6	2	2	1	2	4	20
		%	1	2	4	1	2	1	1	3	2
	Rural	Count	0	1	1	1	0	0	0	0	3
		%	0	2	2	1	0	0	0	0	1
	Overall	Count	1	3	7	3	2	1	2	4	23
		%	0	2	3	1	1	1	1	2	1
Dissatisfied	Urban	Count	18	19	32	31	23	17	26	64	230
		%	11	19	20	18	18	13	15	46	20
	Rural	Count	11	14	13	13	5	11	14	18	99
		%	11	25	22	13	6	16	19	41	17
	Overall	Count	29	33	45	44	28	28	40	82	329
		%	11	21	21	16	13	14	16	45	19
Satisfied	Urban	Count	142	81	120	139	104	111	149	70	916
		%	87	79	75	81	80	85	84	51	78
	Rural	Count	90	42	45	87	81	56	61	26	488
		%	89	74	76	86	94	82	81	59	83
	Overall	Count	232	123	165	226	185	167	210	96	1404
		%	88	77	75	83	86	84	83	53	80
Very Satisfied	Urban	Count	2	0	3	0	1	2	1	0	9
		%	1	0	2	0	1	2	1	0	1
	Rural	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	2	0	0	0
	Overall	Count	2	0	3	0	1	3	1	0	10
		%	1	0	1	0	1	2	0	0	1
Total	Urban	Count	163	102	161	172	130	131	178	138	1175
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	101	57	59	101	86	68	75	44	591
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	264	159	220	273	216	199	253	182	1766
		%	100	100	100	100	100	100	100	100	100

Q13. How satisfied are you with the response time taken to answer your call by a customer care executive?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
			% Customers								
Very Dissatisfied	Urban	Count	0	0	4	3	2	0	2	4	15
		%	0	0	3	2	2	0	1	3	1
	Rural	Count	1	2	1	1	1	0	0	0	6
		%	1	4	2	1	1	0	0	0	1
	Overall	Count	1	2	5	4	3	0	2	4	21
		%	0	1	2	2	1	0	1	2	1
Dissatisfied	Urban	Count	31	23	28	51	21	12	52	66	284
		%	19	23	17	30	16	9	29	48	24
	Rural	Count	8	12	14	26	4	7	18	20	109
		%	8	21	24	26	5	10	24	46	18
	Overall	Count	39	35	42	77	25	19	70	86	393
		%	15	22	19	28	12	10	28	47	22
Satisfied	Urban	Count	130	78	126	118	107	116	123	68	866
		%	80	77	78	69	82	89	69	49	74
	Rural	Count	92	43	44	74	81	59	57	24	474
		%	91	75	75	73	94	87	76	55	80
	Overall	Count	222	121	170	192	188	175	180	92	1340
		%	84	76	77	70	87	88	71	51	76
Very Satisfied	Urban	Count	2	1	3	0	0	3	1	0	10
		%	1	1	2	0	0	2	1	0	1
	Rural	Count	0	0	0	0	0	2	0	0	2
		%	0	0	0	0	0	3	0	0	0
	Overall	Count	2	1	3	0	0	5	1	0	12
		%	1	1	1	0	0	3	0	0	1
Total	Urban	Count	163	102	161	172	130	131	178	138	1175
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	101	57	59	101	86	68	75	44	591
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	264	159	220	273	216	199	253	182	1766
		%	100	100	100	100	100	100	100	100	100

Q14. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	4	2	2	1	2	2	13
		%	0	0	3	1	2	1	1	1	1
	Rural	Count	2	1	1	1	0	0	0	0	5
		%	2	2	2	1	0	0	0	0	1
	Overall	Count	2	1	5	3	2	1	2	2	18
		%	1	1	2	1	1	1	1	1	1
Dissatisfied	Urban	Count	38	13	29	40	18	9	58	46	251
		%	23	13	18	23	14	7	33	33	21
	Rural	Count	15	12	20	21	10	7	21	16	122
		%	15	21	34	21	12	10	28	36	21
	Overall	Count	53	25	49	61	28	16	79	62	373
		%	20	16	22	22	13	8	31	34	21
Satisfied	Urban	Count	120	88	123	130	108	120	117	90	896
		%	74	86	76	76	83	92	66	65	76
	Rural	Count	84	44	38	79	76	58	54	28	461
		%	83	77	64	78	88	85	72	64	78
	Overall	Count	204	132	161	209	184	178	171	118	1357
		%	77	83	73	77	85	89	68	65	77
Very Satisfied	Urban	Count	5	1	5	0	2	1	1	0	15
		%	3	1	3	0	2	1	1	0	1
	Rural	Count	0	0	0	0	0	3	0	0	3
		%	0	0	0	0	0	4	0	0	1
	Overall	Count	5	1	5	0	2	4	1	0	18
		%	2	1	2	0	1	2	0	0	1
Total	Urban	Count	163	102	161	172	130	131	178	138	1175
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	101	57	59	101	86	68	75	44	591
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	264	159	220	273	216	199	253	182	1766
		%	100	100	100	100	100	100	100	100	100

Q15. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Dissatisfied	Urban	Count	1	1	4	4	0	0	2	2	14
		%	1	1	3	2	0	0	1	1	1
	Rural	Count	1	1	1	0	1	0	0	0	4
		%	1	2	2	0	1	0	0	0	1
	Overall	Count	2	2	5	4	1	0	2	2	18
		%	1	1	2	2	1	0	1	1	1
Dissatisfied	Urban	Count	38	15	30	41	27	13	57	45	266
		%	23	15	19	24	21	10	32	33	23
	Rural	Count	16	13	18	25	8	6	20	17	123
		%	16	23	31	25	9	9	27	39	21
	Overall	Count	54	28	48	66	35	19	77	62	389
		%	21	18	22	24	16	10	30	34	22
Satisfied	Urban	Count	117	84	121	127	102	114	118	91	874
		%	72	82	75	74	79	87	66	66	74
	Rural	Count	84	43	40	76	77	60	55	27	462
		%	83	75	68	75	90	88	73	61	78
	Overall	Count	201	127	161	203	179	174	173	118	1336
		%	76	80	73	74	83	87	68	65	76
Very Satisfied	Urban	Count	7	2	6	0	1	4	1	0	21
		%	4	2	4	0	1	3	1	0	2
	Rural	Count	0	0	0	0	0	2	0	0	2
		%	0	0	0	0	0	3	0	0	0
	Overall	Count	7	2	6	0	1	6	1	0	23
		%	3	1	3	0	1	3	0	0	1
Total	Urban	Count	163	102	161	172	130	131	178	138	1175
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	101	57	59	101	86	68	75	44	591
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	264	159	220	273	216	199	253	182	1766
		%	100	100	100	100	100	100	100	100	100

Q16. How satisfied are you with the availability of signal of your service provider in your locality?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Dissatisfied	Urban	Count	0	1	1	2	1	0	2	4	11
		%	0	0	0	1	0	0	1	1	0
	Rural	Count	0	3	1	0	1	0	0	0	5
		%	0	1	1	0	0	0	0	0	0
	Overall	Count	0	4	2	2	2	0	2	4	16
		%	0	1	0	0	0	0	0	1	0
Dissatisfied	Urban	Count	26	50	42	27	36	14	51	71	317
		%	6	14	10	7	9	3	13	17	10
	Rural	Count	11	39	20	28	12	15	17	30	172
		%	5	16	10	10	5	8	8	16	10
	Overall	Count	37	89	62	55	48	29	68	101	489
		%	6	15	10	8	8	5	11	17	10
Satisfied	Urban	Count	375	298	356	342	361	406	331	344	2813
		%	92	85	88	92	89	96	85	82	89
	Rural	Count	205	207	174	266	209	164	197	156	1578
		%	95	83	88	91	93	91	92	84	90
	Overall	Count	580	505	530	608	570	570	528	500	4391
		%	93	84	88	91	91	95	88	83	89
Very Satisfied	Urban	Count	7	2	8	0	7	1	4	0	29
		%	2	1	2	0	2	0	1	0	1
	Rural	Count	0	0	2	0	2	2	0	0	6
		%	0	0	1	0	1	1	0	0	0
	Overall	Count	7	2	10	0	9	3	4	0	35
		%	1	0	2	0	1	1	1	0	1
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

Q17. How satisfied are you with the ability to make or receive calls easily?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
			% Customers
Very Dissatisfied	Urban	Count	0	1	0	1	0	0	2	1	5
		%	0	0	0	0	0	0	1	0	0
	Rural	Count	0	0	2	0	0	0	0	0	2
		%	0	0	1	0	0	0	0	0	0
	Overall	Count	0	1	2	1	0	0	2	1	7
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	24	33	24	19	26	12	13	36	187
		%	6	9	6	5	6	3	3	9	6
	Rural	Count	11	36	15	21	13	11	7	11	125
		%	5	15	8	7	6	6	3	6	7
	Overall	Count	35	69	39	40	39	23	20	47	312
		%	6	12	7	6	6	4	3	8	6
Satisfied	Urban	Count	368	310	371	346	370	402	369	382	2918
		%	90	88	91	93	91	96	95	91	92
	Rural	Count	200	200	177	271	196	163	206	175	1588
		%	93	80	90	92	88	90	96	94	90
	Overall	Count	568	510	548	617	566	565	575	557	4506
		%	91	85	91	93	90	94	96	92	91
Very Satisfied	Urban	Count	16	7	12	5	9	7	4	0	60
		%	4	2	3	1	2	2	1	0	2
	Rural	Count	5	13	3	2	15	7	1	0	46
		%	2	5	2	1	7	4	1	0	3
	Overall	Count	21	20	15	7	24	14	5	0	106
		%	3	3	3	1	4	2	1	0	2
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

Q 18 How often does your call drops during conversation?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Very Frequently	Urban	Count	3	44	2	12	0	19	7	2	89
		%	1	13	1	3	0	5	2	1	3
	Rural	Count	35	15	5	10	5	3	13	0	86
		%	16	6	3	3	2	2	6	0	5
	Overall	Count	38	59	7	22	5	22	20	2	175
		%	6	10	1	3	1	4	3	0	4
Frequently	Urban	Count	27	18	31	13	2	19	60	18	188
		%	7	5	8	4	1	5	16	4	6
	Rural	Count	14	21	16	26	6	4	18	5	110
		%	7	8	8	9	3	2	8	3	6
	Overall	Count	41	39	47	39	8	23	78	23	298
		%	7	7	8	6	1	4	13	4	6
Occasionally	Urban	Count	97	97	86	74	98	67	44	108	671
		%	24	28	21	20	24	16	11	26	21
	Rural	Count	83	75	45	61	103	74	27	40	508
		%	38	30	23	21	46	41	13	22	29
	Overall	Count	180	172	131	135	201	141	71	148	1179
		%	29	29	22	20	32	23	12	25	24
Never	Urban	Count	281	192	288	272	305	316	277	291	2222
		%	69	55	71	73	75	75	71	70	70
	Rural	Count	84	138	131	197	110	100	156	141	1057
		%	39	55	67	67	49	55	73	76	60
	Overall	Count	365	330	419	469	415	416	433	432	3279
		%	59	55	69	71	66	69	72	71	67
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

19. How satisfied are you with the voice quality?

	Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
				% Customers								
Very Dissatisfied	Urban	Count		0	1	0	1	2	2	3	0	9
		%		0	0	0	0	1	1	1	0	0
	Rural	Count		0	0	1	1	0	0	1	0	3
		%		0	0	1	0	0	0	1	0	0
	Overall	Count		0	1	1	2	2	2	4	0	12
		%		0	0	0	0	0	0	1	0	0
Dissatisfied	Urban	Count		11	64	39	30	52	26	24	92	338
		%		3	18	10	8	13	6	6	22	11
	Rural	Count		11	51	23	31	17	12	17	48	210
		%		5	21	12	11	8	7	8	26	12
	Overall	Count		22	115	62	61	69	38	41	140	548
		%		4	19	10	9	11	6	7	23	11
Satisfied	Urban	Count		377	276	354	332	334	384	353	326	2736
		%		92	79	87	90	83	91	91	78	86
	Rural	Count		196	180	167	258	178	155	192	138	1464
		%		91	72	85	88	80	86	90	74	83
	Overall	Count		573	456	521	590	512	539	545	464	4200
		%		92	76	86	89	81	90	91	77	85
Very Satisfied	Urban	Count		20	10	14	8	17	9	8	1	87
		%		5	3	3	2	4	2	2	0	3
	Rural	Count		9	18	6	4	29	14	4	0	84
		%		4	7	3	1	13	8	2	0	5
	Overall	Count		29	28	20	12	46	23	12	1	171
		%		5	5	3	2	7	4	2	0	4
Total	Urban	Count		408	351	407	371	405	421	388	419	3170
		%		100	100	100	100	100	100	100	100	100
	Rural	Count		216	249	197	294	224	181	214	186	1761
		%		100	100	100	100	100	100	100	100	100
	Overall	Count		624	600	604	665	629	602	602	605	4931
		%		100	100	100	100	100	100	100	100	100

Q 20 How often do you face signal problems?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Very Frequently	Urban	Count	280	197	258	237	247	331	298	288	2136
		%	69	56	63	64	61	79	77	69	67
	Rural	Count	101	117	117	155	85	93	158	119	945
		%	47	47	59	53	38	51	74	64	54
	Overall	Count	381	314	375	392	332	424	456	407	3081
		%	61	52	62	59	53	70	76	67	63
Frequently	Urban	Count	10	30	14	18	5	6	15	30	128
		%	3	9	3	5	1	1	4	7	4
	Rural	Count	9	35	10	17	9	5	16	12	113
		%	4	14	5	6	4	3	8	7	6
	Overall	Count	19	65	24	35	14	11	31	42	241
		%	3	11	4	5	2	2	5	7	5
Occasionally	Urban	Count	118	118	134	113	150	78	75	100	886
		%	29	34	33	31	37	19	19	24	28
	Rural	Count	103	94	68	120	125	81	37	54	682
		%	48	38	35	41	56	45	17	29	39
	Overall	Count	221	212	202	233	275	159	112	154	1568
		%	35	35	33	35	44	26	19	26	32
Never	Urban	Count	0	6	1	3	3	6	0	1	20
		%	0	2	0	1	1	1	0	0	1
	Rural	Count	3	3	2	2	5	2	3	1	21
		%	1	1	1	1	2	1	1	1	1
	Overall	Count	3	9	3	5	8	8	3	2	41
		%	1	2	1	1	1	1	1	0	1
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

Q21. How satisfied are you with the availability of signal in your area?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very Dissatisfied	Urban	Count	1	0	1	1	0	0	2	0	5
		%	0	0	0	0	0	0	1	0	0
	Rural	Count	0	0	0	1	0	0	1	1	3
		%	0	0	0	0	0	0	1	1	0
	Overall	Count	1	0	1	2	0	0	3	1	8
		%	0	0	0	0	0	0	1	0	0
Dissatisfied	Urban	Count	22	44	28	45	28	10	50	57	284
		%	5	13	7	12	7	2	13	14	9
	Rural	Count	11	41	17	40	18	12	27	17	183
		%	5	17	9	14	8	7	13	9	11
	Overall	Count	33	85	45	85	46	22	77	74	467
		%	5	14	8	13	7	4	13	12	10
Satisfied	Urban	Count	379	295	369	320	368	398	332	360	2821
		%	93	86	91	87	92	96	86	86	90
	Rural	Count	201	205	177	250	199	165	182	167	1546
		%	94	83	91	86	91	92	86	90	89
	Overall	Count	580	500	546	570	567	563	514	527	4367
		%	93	85	91	86	91	95	86	87	89
Very Satisfied	Urban	Count	6	6	8	2	6	7	4	1	40
		%	2	2	2	1	2	2	1	0	1
	Rural	Count	1	0	1	1	2	2	1	0	8
		%	1	0	1	0	1	1	1	0	1
	Overall	Count	7	6	9	3	8	9	5	1	48
		%	1	1	2	1	1	2	1	0	1
Total	Urban	Count	408	345	406	368	402	415	388	418	3150
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	213	246	195	292	219	179	211	185	1740
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	621	591	601	660	621	594	599	603	4890
		%	100	100	100	100	100	100	100	100	100

Q22 How satisfied are you with the restoration of network (signal) problems?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
			% Customers								
Very Dissatisfied	Urban	Count	1	0	1	0	0	1	0	0	3
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	1	1	1	1	0	0	1	5
		%	0	0	1	0	1	0	0	1	0
	Overall	Count	1	1	2	1	1	1	0	1	8
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	19	36	28	52	29	11	18	82	275
		%	5	10	7	14	7	3	5	20	9
	Rural	Count	8	46	17	57	16	11	17	42	214
		%	4	19	9	20	7	6	8	23	12
	Overall	Count	27	82	45	109	45	22	35	124	489
		%	4	14	8	17	7	4	6	21	10
Satisfied	Urban	Count	382	307	369	314	370	399	369	336	2846
		%	94	89	91	85	92	96	95	80	90
	Rural	Count	204	199	176	229	200	165	194	142	1509
		%	96	81	90	78	91	92	92	77	87
	Overall	Count	586	506	545	543	570	564	563	478	4355
		%	94	86	91	82	92	95	94	79	89
Very Satisfied	Urban	Count	6	2	8	2	3	4	1	0	26
		%	2	1	2	1	1	1	0	0	1
	Rural	Count	1	0	1	5	2	3	0	0	12
		%	1	0	1	2	1	2	0	0	1
	Overall	Count	7	2	9	7	5	7	1	0	38
		%	1	0	2	1	1	1	0	0	1
Total	Urban	Count	408	345	406	368	402	415	388	418	3150
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	213	246	195	292	219	179	211	185	1740
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	621	591	601	660	621	594	599	603	4890
		%	100	100	100	100	100	100	100	100	100

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(Q 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?

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Yes	Urban	Count	48	21	16	33	39	31	18	13	219
		%	12	6	4	9	10	7	5	3	7
	Rural	Count	18	20	6	20	16	10	14	4	108
		%	8	8	3	7	7	6	7	2	6
	Overall	Count	66	41	22	53	55	41	32	17	327
		%	11	7	4	8	9	7	5	3	7
No	Urban	Count	360	330	391	338	366	390	370	406	2951
		%	88	94	96	91	90	93	95	97	93
	Rural	Count	198	229	191	274	208	171	200	182	1653
		%	92	92	97	93	93	95	94	98	94
	Overall	Count	558	559	582	612	574	561	570	588	4604
		%	89	93	96	92	91	93	95	97	93
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

Q24. How satisfied are you with the quality of the supplementary / value added services provided?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very Dissatisfied	Urban	Count	0	0	1	0	0	0	1	1	3
		%	0	0	6	0	0	0	6	8	1
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	1	0	0	0	1	1	3
		%	0	0	5	0	0	0	3	6	1
Dissatisfied	Urban	Count	3	2	1	4	8	5	1	0	24
		%	6	10	6	12	21	16	6	0	11
	Rural	Count	1	2	1	2	4	0	1	0	11
		%	6	10	17	10	25	0	7	0	10
	Overall	Count	4	4	2	6	12	5	2	0	35
		%	6	10	9	11	22	12	6	0	11
Satisfied	Urban	Count	45	19	14	29	30	26	16	12	191
		%	94	91	88	88	77	84	89	92	87
	Rural	Count	16	18	5	18	12	10	13	4	96
		%	89	90	83	90	75	100	93	100	89
	Overall	Count	61	37	19	47	42	36	29	16	287
		%	92	90	86	89	76	88	91	94	88
Very Satisfied	Urban	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	3	0	0	0	1
	Rural	Count	1	0	0	0	0	0	0	0	1
		%	6	0	0	0	0	0	0	0	1
	Overall	Count	1	0	0	0	1	0	0	0	2
		%	2	0	0	0	2	0	0	0	1
Total	Urban	Count	48	21	16	33	39	31	18	13	219
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	18	20	6	20	16	10	14	4	108
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	66	41	22	53	55	41	32	17	327
		%	100	100	100	100	100	100	100	100	100

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Q25a. How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very Dissatisfied	Urban	Count	0	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	0	8	1
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	1	1
		%	0	0	0	0	0	0	0	6	0
Dissatisfied	Urban	Count	3	3	1	1	5	5	1	0	19
		%	6	14	6	3	13	16	6	0	9
	Rural	Count	1	2	1	1	2	0	1	0	8
		%	6	10	17	5	13	0	7	0	7
	Overall	Count	4	5	2	2	7	6	2	0	28
		%	6	12	9	4	13	14	6	0	8
Satisfied	Urban	Count	45	18	15	32	34	26	17	12	199
		%	94	86	94	97	87	84	94	92	91
	Rural	Count	17	18	5	19	14	8	13	4	98
		%	94	90	83	95	88	80	93	100	91
	Overall	Count	62	36	20	51	48	34	30	16	297
		%	94	88	91	96	87	83	94	94	91
Very Satisfied	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	10	0	0	1
	Overall	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	2	0	0	0
Total	Urban	Count	48	21	16	33	39	31	18	13	219
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	18	20	6	20	16	10	14	4	108
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	66	41	22	53	55	41	32	17	327
		%	100	100	100	100	100	100	100	100	100

(Q 25b) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Not informed of charges	Urban	Count	1	0	1	0	0	0	0	0	2
		%	33	0	100	0	0	0	0	0	10
	Rural	Count	0	1	0	0	0	0	0	0	1
		%	0	50	0	0	0	0	0	0	11
	Overall	Count	1	1	1	0	0	0	0	0	3
		%	25	20	50	0	0	0	0	0	10
Activated without consent	Urban	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	20	0	0	0	5
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	14	0	0	0	3
Not informed about toll free number for unsubscribing	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	1	0	0	0	1	0	0	2
		%	0	50	0	0	0	100	0	0	22
	Overall	Count	0	1	0	0	0	1	0	0	2
		%	0	20	0	0	0	17	0	0	7
Others	Urban	Count	2	3	0	1	4	5	1	1	17
		%	67	100	0	100	80	100	100	100	85
	Rural	Count	1	1	1	1	2	0	1	0	7
		%	100	50	100	100	100	0	100	0	78
	Overall	Count	3	4	1	2	6	5	2	1	24
		%	75	80	50	100	86	83	100	100	83
Total	Urban	Count	3	3	1	1	5	5	1	1	20
	Rural	Count	1	2	1	1	2	1	1	0	9
	Overall	Count	4	5	2	2	7	6	2	1	29

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

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	52	88	84	107	91	97	84	86	689
		%	13	25	21	29	23	23	22	21	22
	Rural	Count	65	45	29	67	51	44	36	48	385
		%	30	18	15	23	23	24	17	26	22
	Overall	Count	117	133	113	174	142	141	120	134	1074
		%	19	22	19	26	23	23	20	22	22
No	Urban	Count	356	263	323	264	314	324	304	333	2481
		%	87	75	79	71	78	77	78	80	78
	Rural	Count	151	204	168	227	173	137	178	138	1376
		%	70	82	85	77	77	76	83	74	78
	Overall	Count	507	467	491	491	487	461	482	471	3857
		%	81	78	81	74	77	77	80	78	78
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

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Q 27 Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	18	38	63	84	51	45	34	76	409
		%	35	43	75	79	56	46	41	88	59
	Rural	Count	19	28	25	57	8	16	13	33	199
		%	29	62	86	85	16	36	36	69	52
	Overall	Count	37	66	88	141	59	61	47	109	608
		%	32	50	78	81	42	43	39	81	57
No	Urban	Count	34	50	21	23	40	52	50	10	280
		%	65	57	25	22	44	54	60	12	41
	Rural	Count	46	17	4	10	43	28	23	15	186
		%	71	38	14	15	84	64	64	31	48
	Overall	Count	80	67	25	33	83	80	73	25	466
		%	68	50	22	19	59	57	61	19	43
Total	Urban	Count	52	88	84	107	91	97	84	86	689
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	65	45	29	67	51	44	36	48	385
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	117	133	113	174	142	141	120	134	1074
		%	100	100	100	100	100	100	100	100	100

(Q 28 a) What difficulties have you faced while deactivating of such services and refund of charges levied?

	Type					% Customers					
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
None	Urban	Count	7	29	45	43	36	17	11	74	262
		%	39	81	74	56	74	42	46	99	69
	Rural	Count	3	20	15	34	2	9	3	33	119
		%	18	71	60	64	25	56	25	100	62
	Overall	Count	10	49	60	77	38	26	14	107	381
		%	29	77	70	59	67	46	39	99	67
Delay in deactivation resulting in repeat complaints	Urban	Count	8	4	10	10	10	19	10	0	71
		%	44	11	16	13	20	46	42	0	19
	Rural	Count	7	5	7	10	4	0	6	0	39
		%	41	18	28	19	50	0	50	0	20
	Overall	Count	15	9	17	20	14	19	16	0	110
		%	43	14	20	15	25	33	44	0	19
Customer care refused to register the complaint	Urban	Count	3	2	6	24	2	2	3	1	43
		%	17	6	10	31	4	5	13	1	11
	Rural	Count	6	2	3	9	2	5	3	0	30
		%	35	7	12	17	25	31	25	0	16
	Overall	Count	9	4	9	33	4	7	6	1	73
		%	26	6	11	25	7	12	17	1	13
Not aware of whom to contact	Urban	Count	0	1	0	0	1	2	0	0	4
		%	0	3	0	0	2	5	0	0	1
	Rural	Count	2	2	0	0	0	0	0	0	4
		%	12	7	0	0	0	0	0	0	2
	Overall	Count	2	3	0	0	1	2	0	0	8
		%	6	5	0	0	2	4	0	0	1
Others	Urban	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	2	0	0	0
	Rural	Count	1	0	0	0	0	2	0	0	3
		%	6	0	0	0	0	13	0	0	2
	Overall	Count	1	0	0	0	0	3	0	0	4
			3	0	0	0	0	5	0	0	1
Total	Urban	Count	18	36	61	77	49	41	24	75	381
	Rural	Count	17	28	25	53	8	16	12	33	192
	Overall	Count	35	64	86	130	57	57	36	108	573

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(Q 28 b) What difficulties have you faced while deactivating of such services and refund of charges levied?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very Dissatisfied	Urban	Count	0	3	1	3	0	1	0	1	9
		%	0	8	2	4	0	2	0	1	2
	Rural	Count	0	0	1	2	0	1	0	0	4
		%	0	0	4	4	0	6	0	0	2
	Overall	Count	0	3	2	5	0	2	0	1	13
		%	0	5	2	4	0	3	0	1	2
Dissatisfied	Urban	Count	4	25	31	61	30	12	13	34	210
		%	22	66	49	73	59	27	38	45	51
	Rural	Count	11	24	12	33	2	9	5	16	112
		%	58	86	48	58	25	56	39	49	56
	Overall	Count	15	49	43	94	32	21	18	50	322
		%	41	74	49	67	54	34	38	46	53
Satisfied	Urban	Count	13	10	31	20	20	32	21	41	188
		%	72	26	49	24	39	71	62	54	46
	Rural	Count	8	4	12	21	6	6	8	17	82
		%	42	14	48	37	75	38	62	52	41
	Overall	Count	21	14	43	41	26	38	29	58	270
		%	57	21	49	29	44	62	62	53	44
Very Satisfied	Urban	Count	1	0	0	0	0	0	0	0	1
		%	6	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	1	0	0	0	0	1
		%	0	0	0	2	0	0	0	0	1
	Overall	Count	1	0	0	1	0	0	0	0	2
		%	3	0	0	1	0	0	0	0	0
Total	Urban	Count	18	38	63	84	51	45	34	76	409
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	19	28	25	57	8	16	13	33	199
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	37	66	88	141	59	61	47	109	608
		%	100	100	100	100	100	100	100	100	100

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

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very Dissatisfied	Urban	Count	2	1	1	0	1	0	0	0	5
		%	1	0	0	0	0	0	0	0	0
	Rural	Count	0	1	0	0	1	2	0	0	4
		%	0	0	0	0	0	1	0	0	0
	Overall	Count	2	2	1	0	2	2	0	0	9
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	13	36	28	32	16	14	36	15	190
		%	3	10	7	9	4	3	9	4	6
	Rural	Count	18	25	11	21	6	7	19	7	114
		%	8	10	6	7	3	4	9	4	7
	Overall	Count	31	61	39	53	22	21	55	22	304
		%	5	10	7	8	4	4	9	4	6
Satisfied	Urban	Count	327	273	350	330	322	402	304	401	2709
		%	80	78	86	89	80	96	78	96	86
	Rural	Count	173	198	172	270	179	156	173	176	1497
		%	80	80	87	92	80	86	81	95	85
	Overall	Count	500	471	522	600	501	558	477	577	4206
		%	80	79	86	90	80	93	79	95	85
Very Satisfied	Urban	Count	66	41	28	9	66	5	48	3	266
		%	16	12	7	2	16	1	12	1	8
	Rural	Count	25	25	14	3	38	15	22	3	145
		%	12	10	7	1	17	8	10	2	8
	Overall	Count	91	66	42	12	104	20	70	6	411
		%	15	11	7	2	17	3	12	1	8
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

(Q 30) What kind of other services are you also taking from this service provider?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Broadband	Urban	Count	20	24	22	18	5	15	31	3	138
		%	5	7	5	5	1	4	8	1	4
	Rural	Count	0	9	9	14	0	4	1	1	38
		%	0	4	5	5	0	2	1	1	2
	Overall	Count	20	33	31	32	5	19	32	4	176
		%	3	6	5	5	1	3	5	1	4
Wireline	Urban	Count	4	27	11	3	8	1	0	0	54
		%	1	8	3	1	2	0	0	0	2
	Rural	Count	4	6	5	1	0	3	3	0	22
		%	2	2	3	0	0	2	1	0	1
	Overall	Count	8	33	16	4	8	4	3	0	76
		%	1	6	3	1	1	1	1	0	2
Others	Urban	Count	55	24	30	30	39	24	68	4	274
		%	14	7	7	8	10	6	18	1	9
	Rural	Count	11	13	21	14	7	8	28	0	102
		%	5	5	11	5	3	4	13	0	6
	Overall	Count	66	37	51	44	46	32	96	4	376
		%	11	6	8	7	7	5	16	1	8
None	Urban	Count	329	281	348	321	356	382	289	412	2718
		%	81	80	86	87	88	91	75	98	86
	Rural	Count	201	222	163	265	217	166	182	185	1601
		%	93	89	83	90	97	92	85	100	91
	Overall	Count	530	503	511	586	573	548	471	597	4319
		%	85	84	85	88	91	91	78	99	88
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
	Rural	Count	216	249	197	294	224	181	214	186	1761
	Overall	Count	624	600	604	665	629	602	602	605	4931

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Q31 The following table shows the percentage of customers who aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS.

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	103	90	139	127	141	138	143	91	972
		%	25	26	34	34	35	33	37	22	31
	Rural	Count	30	29	51	72	23	44	44	28	321
		%	14	12	26	25	10	24	21	15	18
	Overall	Count	133	119	190	199	164	182	187	119	1293
		%	21	20	32	30	26	30	31	20	26
No	Urban	Count	305	261	268	244	264	283	245	328	2198
		%	75	74	66	66	65	67	63	78	69
	Rural	Count	186	220	146	222	201	137	170	158	1440
		%	86	88	74	76	90	76	79	85	82
	Overall	Count	491	481	414	466	465	420	415	486	3638
		%	79	80	69	70	74	70	69	80	74
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

The top of the table has a header "% Customers" spanning the data columns.

Q32 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Yes	Urban	Count	38	30	65	47	46	29	47	31	333
		%	37	33	48	38	33	22	33	34	35
	Rural	Count	11	11	31	26	6	22	8	14	129
		%	38	39	62	38	26	51	18	50	41
	Overall	Count	49	41	96	73	52	51	55	45	462
		%	37	35	52	38	32	29	29	38	36
No	Urban	Count	65	60	70	77	95	103	96	59	625
		%	63	67	52	62	67	78	67	66	65
	Rural	Count	18	17	19	43	17	21	36	14	185
		%	62	61	38	62	74	49	82	50	59
	Overall	Count	83	77	89	120	112	124	132	73	810
		%	63	65	48	62	68	71	71	62	64
Total	Urban	Count	103	90	135	124	141	132	143	90	958
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	29	28	50	69	23	43	44	28	314
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	132	118	185	193	164	175	187	118	1272
		%	100	100	100	100	100	100	100	100	100

Q33a The following table shows the percentage of customers who significant reduction in number of unwanted tele marketing calls/SMS received even after registering

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
No change	Urban	Count	14	5	7	4	4	1	19	3	57
		%	37	17	11	9	9	3	40	10	17
	Rural	Count	5	3	3	0	2	0	2	2	17
		%	46	27	10	0	33	0	25	14	13
	Overall	Count	19	8	10	4	6	1	21	5	74
		%	39	20	10	6	12	2	38	11	16
Slight decrease	Urban	Count	5	2	7	14	5	1	2	2	38
		%	13	7	11	30	11	3	4	7	11
	Rural	Count	2	2	4	5	0	4	1	1	19
		%	18	18	13	19	0	18	13	7	15
	Overall	Count	7	4	11	19	5	5	3	3	57
		%	14	10	12	26	10	10	6	7	12
Considerable decrease	Urban	Count	1	3	1	1	1	0	0	1	8
		%	3	10	2	2	2	0	0	3	2
	Rural	Count	2	0	1	0	1	2	0	0	6
		%	18	0	3	0	17	9	0	0	5
	Overall	Count	3	3	2	1	2	2	0	1	14
		%	6	7	2	1	4	4	0	2	3
Stopped receiving	Urban	Count	18	20	50	28	36	28	26	25	231
		%	47	67	77	60	78	93	55	81	69
	Rural	Count	2	6	23	21	3	16	5	11	87
		%	18	55	74	81	50	73	63	79	67
	Overall	Count	20	26	73	49	39	44	31	36	318
		%	41	63	76	67	75	85	56	80	69
Total	Urban	Count	38	30	65	47	46	30	47	31	334
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	11	11	31	26	6	22	8	14	129
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	49	41	96	73	52	52	55	45	463
		%	100	100	100	100	100	100	100	100	100

Q33b The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number.

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
									% Customers			
Yes	Urban	Count	2	2	1	1	1	0	3	1	11
		%	10	20	7	5	10	0	14	17	11
	Rural	Count	0	2	1	0	0	1	0	1	5
		%	0	40	13	0	0	17	0	33	12
	Overall	Count	2	4	2	1	1	1	3	2	16
		%	7	27	9	4	8	13	13	22	11
No	Urban	Count	18	8	14	18	9	2	18	5	92
		%	90	80	93	95	90	100	86	83	89
	Rural	Count	9	3	7	5	3	5	3	2	37
		%	100	60	88	100	100	83	100	67	88
	Overall	Count	27	11	21	23	12	7	21	7	129
		%	93	73	91	96	92	88	88	78	89
Total	Urban	Count	20	10	15	19	10	2	21	6	103
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	9	5	8	5	3	6	3	3	42
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	29	15	23	24	13	8	24	9	145
		%	100	100	100	100	100	100	100	100	100

Q33c The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number and…

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Complaint was registered by the service provider and informed about the action taken	Urban	Count	1	0	1	1	0	0	2	0	5
		%	50	0	100	100	0	0	67	0	46
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	1	0	1	1	0	0	2	0	5
		%	50	0	50	100	0	0	67	0	31
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	1	1	0	0	1	0	0	1	4
		%	50	50	0	0	100	0	0	100	36
	Rural	Count	0	2	1	0	0	1	0	1	5
		%	0	100	100	0	0	100	0	100	100
	Overall	Count	1	3	1	0	1	1	0	2	9
		%	50	75	50	0	100	100	0	100	56
Service Provider refused to register the complaint	Urban	Count	0	1	0	0	0	0	1	0	2
		%	0	50	0	0	0	0	33	0	18
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	0	0	1	0	2
		%	0	25	0	0	0	0	33	0	13
Difficult to lodge the complaint	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
Total	Urban	Count	2	2	1	1	1	0	3	1	11
		%	100	100	100	100	100	0	100	100	100
	Rural	Count	0	2	1	0	0	1	0	1	5
		%	0	100	100	0	0	100	0	100	100
	Overall	Count	2	4	2	1	1	1	3	2	16
		%	100	100	100	100	100	100	100	100	100

Q34a The following table shows the percentage of customers who aware of facility by which you can change your service provider without changing your mobile number

	Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers				
Yes	Urban	Count		164	142	141	134	188	157	136	60	1122
		%		40	41	35	36	46	37	35	14	35
	Rural	Count		92	76	42	64	137	93	51	23	578
		%		43	31	21	22	61	51	24	12	33
	Overall	Count		256	218	183	198	325	250	187	83	1700
		%		41	36	30	30	52	42	31	14	35
No	Urban	Count		244	209	266	237	217	264	252	359	2048
		%		60	60	65	64	54	63	65	86	65
	Rural	Count		124	173	155	230	87	88	163	163	1183
		%		57	70	79	78	39	49	76	88	67
	Overall	Count		368	382	421	467	304	352	415	522	3231
		%		59	64	70	70	48	59	69	86	66
Total	Urban	Count		408	351	407	371	405	421	388	419	3170
		%		100	100	100	100	100	100	100	100	100
	Rural	Count		216	249	197	294	224	181	214	186	1761
		%		100	100	100	100	100	100	100	100	100
	Overall	Count		624	600	604	665	629	602	602	605	4931
		%		100	100	100	100	100	100	100	100	100

Q34b The following table shows the percentage of customers who Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Yes	Urban	Count	37	11	16	37	23	40	44	3	211
		%	23	8	11	28	12	26	32	5	19
	Rural	Count	9	6	7	18	19	13	12	2	86
		%	10	8	17	28	14	14	24	9	15
	Overall	Count	46	17	23	55	42	53	56	5	297
		%	18	8	13	28	13	21	30	6	18
No	Urban	Count	127	131	125	97	165	117	92	57	911
		%	77	92	89	72	88	75	68	95	81
	Rural	Count	83	70	35	46	118	80	39	21	492
		%	90	92	83	72	86	86	77	91	85
	Overall	Count	210	201	160	143	283	197	131	78	1403
		%	82	92	87	72	87	79	70	94	83
Total	Urban	Count	164	142	141	134	188	157	136	60	1122
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	92	76	42	64	137	93	51	23	578
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	256	218	183	198	325	250	187	83	1700
		%	100	100	100	100	100	100	100	100	100

34 (C) When did you get 'Unique Porting Code' from your existing service provider

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
											% Customers
Within 5 minutes	Urban	Count	21	6	11	22	11	14	38	2	125
		%	57	55	69	60	48	35	86	67	59
	Rural	Count	5	1	4	15	9	4	10	0	48
		%	56	17	57	83	47	31	83	0	56
	Overall	Count	26	7	15	37	20	18	48	2	173
		%	57	41	65	67	48	34	86	40	58
After 5 to 10 minutes	Urban	Count	7	2	1	5	2	2	4	0	23
		%	19	18	6	14	9	5	9	0	11
	Rural	Count	0	1	0	2	0	2	1	1	7
		%	0	17	0	11	0	15	8	50	8
	Overall	Count	7	3	1	7	2	4	5	1	30
		%	15	18	4	13	5	8	9	20	10
After 10 minutes	Urban	Count	7	3	4	8	8	22	2	1	55
		%	19	27	25	22	35	55	5	33	26
	Rural	Count	3	4	3	1	9	7	1	1	29
		%	33	67	43	6	47	54	8	50	34
	Overall	Count	10	7	7	9	17	29	3	2	84
		%	22	41	30	16	41	55	5	40	28
Never	Urban	Count	2	0	0	2	2	2	0	0	8
		%	5	0	0	5	9	5	0	0	4
	Rural	Count	1	0	0	0	1	0	0	0	2
		%	11	0	0	0	5	0	0	0	2
	Overall	Count	3	0	0	2	3	2	0	0	10
		%	7	0	0	4	7	4	0	0	3
Total	Urban	Count	37	11	16	37	23	40	44	3	211
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	9	6	7	18	19	13	12	2	86
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	46	17	23	55	42	53	56	5	297
		%	100	100	100	100	100	100	100	100	100

Q34d The following table shows the percentage of customers If they have utilized the service of MNP, you satisfied with its entire process

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Very dissatisfied	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
Dissatisfied	Urban	Count	2	1	0	2	1	2	0	0	8
		%	5	9	0	5	4	5	0	0	4
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	2	1	0	2	1	2	0	0	8
		%	4	6	0	4	2	4	0	0	3
Satisfied	Urban	Count	35	10	13	34	21	38	44	3	198
		%	95	91	81	92	91	95	100	100	94
	Rural	Count	9	6	7	18	19	13	12	2	86
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	44	16	20	52	40	51	56	5	284
		%	96	94	87	95	95	96	100	100	96
Very satisfied	Urban	Count	0	0	3	1	1	0	0	0	5
		%	0	0	19	3	4	0	0	0	2
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	3	1	1	0	0	0	5
		%	0	0	13	2	2	0	0	0	2
Total	Urban	Count	37	11	16	37	23	40	44	3	211
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	9	6	7	18	19	13	12	2	86
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	46	17	23	55	42	53	56	5	297
		%	100	100	100	100	100	100	100	100	100

Q35 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider

	Type		Customer Ranking								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Average score	Urban	Count	408	351	407	371	405	421	388	419	3170
		Mean	8.28	8.04	7.93	7.87	8.25	8.15	8	7.84	8.05
	Rural	Count	216	249	197	294	224	181	214	186	1761
		Mean	7.99	7.89	8.01	8.22	8.23	7.99	8.14	7.71	8.04
	Overall	Count	624	600	604	665	629	602	602	605	4931
		Mean	8.18	7.98	7.96	8.02	8.25	8.1	8.05	7.8	8.04

Q36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	182	146	166	134	183	170	180	185	1346
		%	45	42	41	36	45	40	46	44	43
	Rural	Count	151	115	57	62	157	119	88	64	813
		%	70	46	29	21	70	66	41	34	46
	Overall	Count	333	261	223	196	340	289	268	249	2159
		%	53	44	37	30	54	48	45	41	44
No	Urban	Count	226	205	241	237	222	251	208	234	1824
		%	55	58	59	64	55	60	54	56	58
	Rural	Count	65	134	140	232	67	62	126	122	948
		%	30	54	71	79	30	34	59	66	54
	Overall	Count	291	339	381	469	289	313	334	356	2772
		%	47	57	63	71	46	52	56	59	56
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

Q37. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
			% Customers								
Newspaper	Urban	Count	0	0	1	2	3	1	3	1	11
		%	0	0	1	2	2	1	2	1	1
	Rural	Count	0	0	1	0	0	1	0	0	2
		%	0	0	2	0	0	1	0	0	0
	Overall	Count	0	0	2	2	3	2	3	1	13
		%	0	0	1	1	1	1	1	0	1
Website of the service provider	Urban	Count	1	3	3	1	10	8	6	0	32
		%	1	2	2	1	6	5	3	0	2
	Rural	Count	0	2	2	0	5	5	0	0	14
		%	0	2	4	0	3	4	0	0	2
	Overall	Count	1	5	5	1	15	13	6	0	46
		%	0	2	2	1	4	5	2	0	2
SMS from service provider	Urban	Count	58	36	16	23	44	12	16	5	210
		%	32	25	10	17	24	7	9	3	16
	Rural	Count	55	40	7	10	82	37	12	2	245
		%	36	35	12	16	52	31	14	3	30
	Overall	Count	113	76	23	33	126	49	28	7	455
		%	34	29	10	17	37	17	10	3	21
Display at complaint centres/ sales outlets	Urban	Count	23	19	52	7	42	37	16	37	233
		%	13	13	31	5	23	22	9	20	17
	Rural	Count	13	16	14	5	14	8	6	29	105
		%	9	14	25	8	9	7	7	45	13
	Overall	Count	36	35	66	12	56	45	22	66	338
		%	11	13	30	6	17	16	8	27	16
Telephone bills	Urban	Count	13	1	5	1	15	14	3	0	52
		%	7	1	3	1	8	8	2	0	4
	Rural	Count	0	1	2	0	0	1	0	0	4
		%	0	1	4	0	0	1	0	0	1
	Overall	Count	13	2	7	1	15	15	3	0	56
		%	4	1	3	1	4	5	1	0	3
Others	Urban	Count	96	87	91	102	81	102	140	142	841
		%	53	60	55	76	44	60	78	77	63
	Rural	Count	86	66	31	48	64	69	71	33	468
		%	57	57	54	77	41	58	81	52	58
	Overall	Count	182	153	122	150	145	171	211	175	1309
		%	55	59	55	77	43	59	79	70	61

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			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Total	Urban	Count	182	146	166	134	183	170	180	185	1346
	Rural	Count	151	115	57	62	157	119	88	64	813
	Overall	Count	333	261	223	196	340	289	268	249	2159

Q38 Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Yes	Urban	Count	29	23	63	46	31	17	77	76	362
		%	7	7	16	12	8	4	20	18	11
	Rural	Count	26	19	27	27	16	14	32	29	190
		%	12	8	14	9	7	8	15	16	11
	Overall	Count	55	42	90	73	47	31	109	105	552
		%	9	7	15	11	8	5	18	17	11
No	Urban	Count	379	328	344	325	374	404	311	343	2808
		%	93	93	85	88	92	96	80	82	89
	Rural	Count	190	230	170	267	208	167	182	157	1571
		%	88	92	86	91	93	92	85	84	89
	Overall	Count	569	558	514	592	582	571	493	500	4379
		%	91	93	85	89	93	95	82	83	89
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

![MARKET PULSE - Mindware: Mindshare Delivered.]

Q39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers			
Complaint was registered and Docket number received	Urban	Count	21	16	40	29	20	9	53	50	238
		%	72	70	64	63	65	53	69	66	66
	Rural	Count	10	16	16	10	9	6	22	16	105
		%	39	84	59	37	56	43	69	55	55
	Overall	Count	31	32	56	39	29	15	75	66	343
		%	56	76	62	53	62	48	69	63	62
Complaint was registered and Docket number not received	Urban	Count	6	5	17	17	11	6	14	21	97
		%	21	22	27	37	36	35	18	28	27
	Rural	Count	16	1	6	17	6	5	6	12	69
		%	62	5	22	63	38	36	19	41	36
	Overall	Count	22	6	23	34	17	11	20	33	166
		%	40	14	26	47	36	36	18	31	30
Complaint was registered and docket number provided on request	Urban	Count	1	1	0	0	0	1	5	0	8
		%	3	4	0	0	0	6	7	0	2
	Rural	Count	0	1	1	0	1	1	2	0	6
		%	0	5	4	0	6	7	6	0	3
	Overall	Count	1	2	1	0	1	2	7	0	14
		%	2	5	1	0	2	7	6	0	3
Complaint was registered and docket number not provided even on request	Urban	Count	1	1	0	0	0	0	0	0	2
		%	3	4	0	0	0	0	0	0	1
	Rural	Count	0	0	0	0	0	2	0	0	2
		%	0	0	0	0	0	14	0	0	1
	Overall	Count	1	1	0	0	0	2	0	0	4
		%	2	2	0	0	0	7	0	0	1
Refused to register the complaint	Urban	Count	0	0	6	0	0	1	5	5	17
		%	0	0	10	0	0	6	7	7	5
	Rural	Count	0	1	4	0	0	0	2	1	8
		%	0	5	15	0	0	0	6	3	4
	Overall	Count	0	1	10	0	0	1	7	6	25
		%	0	2	11	0	0	3	6	6	5
		%	21	16	40	29	20	9	53	50	238
Total	Urban	Count	29	23	63	46	31	17	77	76	362
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	26	19	27	27	16	14	32	29	190
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	55	42	90	73	47	31	109	105	552

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40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Yes	Urban	Count	14	13	42	21	16	4	44	41	195
		%	48	57	74	46	52	25	61	58	57
	Rural	Count	1	6	14	12	1	4	16	21	75
		%	4	33	61	44	6	29	53	75	41
	Overall	Count	15	19	56	33	17	8	60	62	270
		%	27	46	70	45	36	27	59	63	51
No	Urban	Count	15	10	15	25	15	12	28	30	150
		%	52	44	26	54	48	75	39	42	44
	Rural	Count	25	12	9	15	15	10	14	7	107
		%	96	67	39	56	94	71	47	25	59
	Overall	Count	40	22	24	40	30	22	42	37	257
		%	73	54	30	55	64	73	41	37	49
Total	Urban	Count	29	23	57	46	31	16	72	71	345
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	26	18	23	27	16	14	30	28	182
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	55	41	80	73	47	30	102	99	527
		%	100	100	100	100	100	100	100	100	100

Q41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

	Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers					
Yes	Urban	Count		17	11	34	20	15	6	47	44	194
		%		59	48	60	44	48	38	65	62	56
	Rural	Count		1	5	13	14	0	2	16	21	72
		%		4	28	57	52	0	14	53	75	40
	Overall	Count		18	16	47	34	15	8	63	65	266
		%		33	39	59	47	32	27	62	66	51
No	Urban	Count		12	12	23	26	16	10	25	27	151
		%		41	52	40	57	52	63	35	38	44
	Rural	Count		25	13	10	13	16	12	14	7	110
		%		96	72	44	48	100	86	47	25	60
	Overall	Count		37	25	33	39	32	22	39	34	261
		%		67	61	41	53	68	73	38	34	50
Total	Urban	Count		29	23	57	46	31	16	72	71	345
		%		100	100	100	100	100	100	100	100	100
	Rural	Count		26	18	23	27	16	14	30	28	182
		%		100	100	100	100	100	100	100	100	100
	Overall	Count		55	41	80	73	47	30	102	99	527
		%		100	100	100	100	100	100	100	100	100

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Q42. Was your complaint resolved by the complaint centre within three (3) days?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers			
Yes	Urban	Count	17	13	43	25	14	7	41	45	205
		%	59	57	75	54	45	44	57	63	59
	Rural	Count	1	5	15	14	0	4	19	20	78
		%	4	28	65	52	0	29	63	71	43
	Overall	Count	18	18	58	39	14	11	60	65	283
		%	33	44	73	53	30	37	59	66	54
No	Urban	Count	12	10	14	21	17	9	31	26	140
		%	41	44	25	46	55	56	43	37	41
	Rural	Count	25	13	8	13	16	10	11	8	104
		%	96	72	35	48	100	71	37	29	57
	Overall	Count	37	23	22	34	33	19	42	34	244
		%	67	56	28	47	70	63	41	34	46
Total	Urban	Count	29	23	57	46	31	16	72	71	345
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	26	18	23	27	16	14	30	28	182
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	55	41	80	73	47	30	102	99	527
		%	100	100	100	100	100	100	100	100	100

Q43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint?

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	6	3	8	8	12	0	2	18	57
		%	21	13	14	17	39	0	3	25	17
	Rural	Count	1	3	4	8	0	2	1	3	22
		%	4	17	17	30	0	14	3	11	12
	Overall	Count	7	6	12	16	12	2	3	21	79
		%	13	15	15	22	26	7	3	21	15
No	Urban	Count	21	19	45	29	19	16	53	53	255
		%	72	83	79	63	61	100	74	75	74
	Rural	Count	25	15	18	14	16	9	23	25	145
		%	96	83	78	52	100	64	77	89	80
	Overall	Count	46	34	63	43	35	25	76	78	400
		%	84	83	79	59	75	83	75	79	76
Not applicable	Urban	Count	2	1	4	9	0	0	17	0	33
		%	7	4	7	20	0	0	24	0	10
	Rural	Count	0	0	1	5	0	3	6	0	15
		%	0	0	4	19	0	21	20	0	8
	Overall	Count	2	1	5	14	0	3	23	0	48
		%	4	2	6	19	0	10	23	0	9
Total	Urban	Count	29	23	57	46	31	16	72	71	345
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	26	18	23	27	16	14	30	28	182
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	55	41	80	73	47	30	102	99	527
		%	100	100	100	100	100	100	100	100	100

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Q44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Yes	Urban	Count	7	5	7	2	12	14	9	3	59
		%	2	1	2	1	3	3	2	1	2
	Rural	Count	0	2	3	3	0	2	2	2	14
		%	0	1	2	1	0	1	1	1	1
	Overall	Count	7	7	10	5	12	16	11	5	73
		%	1	1	2	1	2	3	2	1	2
No	Urban	Count	401	346	400	369	393	407	379	416	3111
		%	98	99	98	100	97	97	98	99	98
	Rural	Count	216	247	194	291	224	179	212	184	1747
		%	100	99	99	99	100	99	99	99	99
	Overall	Count	617	593	594	660	617	586	591	600	4858
		%	99	99	98	99	98	97	98	99	99
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

45. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Newspaper	Urban	Count	2	0	0	0	0	3	1	0	6
		%	29	0	0	0	0	23	33	0	16
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	2	0	0	0	0	3	1	0	6
		%	29	0	0	0	0	20	25	0	14
Website of the service provider	Urban	Count	2	0	0	0	3	4	0	0	9
		%	29	0	0	0	30	31	0	0	24
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	2	0	0	0	3	4	0	0	9
		%	29	0	0	0	30	27	0	0	21
SMS from service provider	Urban	Count	1	1	3	0	3	4	1	1	14
		%	14	100	100	0	30	31	33	100	37
	Rural	Count	0	0	0	1	0	2	1	0	4
		%	0	0	0	100	0	100	100	0	100
	Overall	Count	1	1	3	1	3	6	2	1	18
		%	14	100	100	100	30	40	50	100	43
Display at complaint centres/ sales outlets	Urban	Count	2	0	0	0	4	3	1	0	10
		%	29	0	0	0	40	23	33	0	26
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	2	0	0	0	4	3	1	0	10
		%	29	0	0	0	40	20	25	0	24
Telephone bills	Urban	Count	1	0	0	0	0	0	0	0	1
		%	14	0	0	0	0	0	0	0	3
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	1	0	0	0	0	0	0	0	1
		%	14	0	0	0	0	0	0	0	2
Total	Urban	Count	7	1	3	0	10	13	3	1	38
	Rural	Count	0	0	0	1	0	2	1	0	4
	Overall	Count	7	1	3	1	10	15	4	1	38

Q46 Have you filed any appeal in last 6 months?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
											% Customers
Yes	Urban	Count	1	1	1	0	1	1	1	0	6
		%	14	20	14	0	8	7	11	0	10
	Rural	Count	0	0	0	1	0	0	0	0	1
		%	0	0	0	33	0	0	0	0	7
	Overall	Count	1	1	1	1	1	1	1	0	7
		%	14	14	10	20	8	6	9	0	10
No	Urban	Count	6	4	6	2	11	13	8	3	53
		%	86	80	86	100	92	93	89	100	90
	Rural	Count	0	2	3	2	0	2	2	2	13
		%	0	100	100	67	0	100	100	100	93
	Overall	Count	6	6	9	4	11	15	10	5	66
		%	86	86	90	80	92	94	91	100	90
Total	Urban	Count	7	5	7	2	12	14	9	3	59
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	0	2	3	3	0	2	2	2	14
		%	0	100	100	100	0	100	100	100	100
	Overall	Count	7	7	10	5	12	16	11	5	73
		%	100	100	100	100	100	100	100	100	100

Q47. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers			
E-mail	Urban	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	100	0	0	0	17
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	1	0	0	0	1
		%	0	0	0	0	100	0	0	0	14
Fax	Urban	Count	0	1	0	0	0	0	0	0	1
		%	0	100	0	0	0	0	0	0	17
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	0	0	0	0	1
		%	0	100	0	0	0	0	0	0	14
Letter(post/ courier)	Urban	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	100	0	0	17
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	100	0	0	14
In person(self)	Urban	Count	1	0	0	0	0	1	0	0	2
		%	100	0	0	0	0	100	0	0	33
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	1	0	0	0	0	1	0	0	2
		%	100	0	0	0	0	100	0	0	29
Other specify	Urban	Count	0	0	1	0	0	0	1	0	2
		%	0	0	100	0	0	0	100	0	33
	Rural	Count	0	0	0	1	0	0	0	0	1
		%	0	0	0	100	0	0	0	0	100
	Overall	Count	0	0	1	1	0	0	1	0	3
		%	0	0	100	100	0	0	100	0	43
Total	Urban	Count	1	1	1	0	1	1	1	0	6
	Rural	Count	0	0	0	1	0	0	0	0	1
	Overall	Count	1	1	1	0	1	1	1	0	7

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Q48. Did you receive any acknowledgement?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Yes	Urban	Count	1	1	1	0	1	0	1	0	5
		%	100	100	100	0	100	0	100	0	83
	Rural	Count	0	0	0	1	0	0	0	0	1
		%	0	0	0	100	0	0	0	0	100
	Overall	Count	1	1	1	1	1	0	1	0	6
		%	100	100	100	100	100	0	100	0	86
No	Urban	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	100	0	0	17
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	1	0	0	1
		%	0	0	0	0	0	100	0	0	14
Total	Urban	Count	1	1	1	0	1	1	1	6	1
		%	100	100	100	0	100	100	100	100	100
	Rural	Count	0	0	0	1	0	0	0	0	0
		%	0	0	0	100	0	0	0	0	0
	Overall	Count	1	1	1	1	1	1	1	7	1
		%	100	100	100	100	100	100	100	100	100

Q49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
Yes	Urban	Count	1	0	1	0	1	0	1	0	4
		%	100	0	100	0	100	0	100	0	67
	Rural	Count	0	0	0	1	0	0	0	0	1
		%	0	0	0	100	0	0	0	0	100
	Overall	Count	1	0	1	1	1	0	1	0	5
		%	100	0	100	100	100	0	100	0	71
No	Urban	Count	0	1	0	0	0	1	0	0	2
		%	0	100	0	0	0	100	0	0	33
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	1	0	0	0	1	0	0	2
		%	0	100	0	0	0	100	0	0	29
Appeal filed only recently	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
Total	Urban	Count	1	1	1		1	1	1	6	1
		%	100	100	100	--	100	100	100	100	100
	Rural	Count	--	--	--	1	--	--	--	--	--
		%	--	--	--	100	--	--	--	--	--
	Overall	Count	1	1	1	1	1	1	1	7	1
		%	100	100	100	100	100	100	100	100	100

(Q50 to Q52 are for prepaid customers only)

Q50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Type			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
						% Customers					
Yes	Urban	Count	42	65	39	49	42	30	37	34	338
		%	24	21	11	13	25	8	11	8	13
	Rural	Count	47	59	19	26	77	49	17	12	306
		%	25	24	10	9	36	31	8	7	18
	Overall	Count	89	124	58	75	119	79	54	46	644
		%	25	22	10	11	31	15	10	8	15
No	Urban	Count	130	249	330	322	127	349	295	385	2187
		%	76	79	89	87	75	92	89	92	87
	Rural	Count	143	187	176	268	135	110	194	174	1387
		%	75	76	90	91	64	69	92	94	82
	Overall	Count	273	436	506	590	262	459	489	559	3574
		%	75	78	90	89	69	85	90	92	85
Total	Urban	Count	172	314	369	371	169	379	332	419	2525
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	190	246	195	294	212	159	211	186	1693
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	362	560	564	665	381	538	543	605	4218
		%	100	100	100	100	100	100	100	100	100

Q51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
								% Customers			
Yes	Urban	Count	6	12	3	2	6	6	7	2	44
		%	14	19	8	4	14	20	19	6	13
	Rural	Count	10	2	2	0	9	5	1	3	32
		%	21	3	11	0	12	10	6	25	11
	Overall	Count	16	14	5	2	15	11	8	5	76
		%	18	11	9	3	13	14	15	11	12
No	Urban	Count	36	53	36	47	36	24	30	32	294
		%	86	82	92	96	86	80	81	94	87
	Rural	Count	37	57	17	26	68	44	16	9	274
		%	79	97	90	100	88	90	94	75	90
	Overall	Count	73	110	53	73	104	68	46	41	568
		%	82	89	91	97	87	86	85	89	88
Total	Urban	Count	42	65	39	49	42	30	37	34	338
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	47	59	19	26	77	49	17	12	306
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	89	124	58	75	119	79	54	46	644
		%	100	100	100	100	100	100	100	100	100

Q52. What were the reason(s) for denying your request??

	Type		Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
							% Customers				
No reason given	Urban	Count	4	11	3	2	4	5	7	2	38
		%	67	92	100	100	67	83	100	100	86
	Rural	Count	1	1	2	0	1	3	1	3	12
		%	10	50	100	0	11	60	100	100	38
	Overall	Count	5	12	5	2	5	8	8	5	50
		%	31	86	100	100	33	73	100	100	66
Technical problem	Urban	Count	2	1	0	0	2	1	0	0	6
		%	33	8	0	0	33	17	0	0	14
	Rural	Count	9	1	0	0	8	2	0	0	20
		%	90	50	0	0	89	40	0	0	63
	Overall	Count	11	2	0	0	10	3	0	0	26
		%	69	14	0	0	67	27	0	0	34
Others	Urban	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Rural	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
	Overall	Count	0	0	0	0	0	0	0	0	0
		%	0	0	0	0	0	0	0	0	0
Total	Urban	Count	6	12	3	2	6	6	7	2	44
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	10	2	2	0	9	5	1	3	32
		%	100	100	100	0	100	100	100	100	100
	Overall	Count	16	14	5	2	15	11	8	5	76
		%	100	100	100	100	100	100	100	100	100

53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of the appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"

	Type		% Customers								
			Airtel	BSNL	Reliance	Tata	Idea	Vodafone	Aircel	HFCL	Overall
Yes	Urban	Count	131	62	110	135	92	109	160	129	928
		%	32	18	27	36	23	26	41	31	29
	Rural	Count	79	56	65	109	94	56	80	54	593
		%	37	23	33	37	42	31	37	29	34
	Overall	Count	210	118	175	244	186	165	240	183	1521
		%	34	20	29	37	30	27	40	30	31
No	Urban	Count	277	289	297	236	313	312	228	290	2242
		%	68	82	73	64	77	74	59	69	71
	Rural	Count	137	193	132	185	130	125	134	132	1168
		%	63	78	67	63	58	69	63	71	66
	Overall	Count	414	482	429	421	443	437	362	422	3410
		%	66	80	71	63	70	73	60	70	69
Total	Urban	Count	408	351	407	371	405	421	388	419	3170
		%	100	100	100	100	100	100	100	100	100
	Rural	Count	216	249	197	294	224	181	214	186	1761
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	624	600	604	665	629	602	602	605	4931
		%	100	100	100	100	100	100	100	100	100

Annexure 3: Detailed Tables (Broadband Customers Survey)

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

	Type		Airtel	BSNL	Reliance	HFCL	Overall
More than 7 to 15 days ago	Urban	Count	6	1	3	2	12
		%	1	0	1	0	1
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	Count	6	3	3	2	14
		%	1	1	1	0	1
More than 15 day to 30 days ago	Urban	Count	9	7	2	1	19
		%	2	2	0	0	1
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	9	7	2	1	19
		%	2	1	0	0	1
More than 30 days ago	Urban	Count	594	406	595	597	2192
		%	98	98	99	100	99
	Rural	Count	0	185	0	0	185
		%	0	99	0	0	99
	Overall	Count	594	591	595	597	2377
		%	98	98	99	100	99
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Within 7 working days	Urban	Count	570	385	569	585	2109
		%	94	93	95	98	95
	Rural	Count	0	176	0	0	176
		%	0	94	0	0	94
	Overall	Count	570	561	569	585	2285
		%	94	93	95	98	95
More than 7 working Days	Urban	Count	39	29	31	15	114
		%	6	7	5	3	5
	Rural	Count	0	11	0	0	11
		%	0	6	0	0	6
	Overall	Count	39	40	31	15	125
		%	6	7	5	3	5
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	2	0	2
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%		0	0	0	0
	Overall	Count	0	0	2	0	2
		%	0	0	0	0	0
Dissatisfied	Urban	Count	5	16	26	9	56
		%	1	4	4	2	3
	Rural	Count	0	7	0	0	7
		%		0	4	0	0	4
	Overall	Count	5	23	26	9	63
		%	1	4	4	2	3
Satisfied	Urban	Count	602	397	572	590	2161
		%	99	96	95	98	97
	Rural	Count	0	178	0	0	178
		%	0	95	0	0	95
	Overall	Count	602	575	572	590	2339
		%	99	96	95	98	97
Very Satisfied	Urban	Count	2	1	0	1	4
		%	0	0	0	0	0
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	Count	2	3	0	1	6
		%	0	1	0	0	0
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Qus.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?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Within 24 hrs	Urban	Count	75	22	29	128	254
		%	12	5	5	21	11
	Rural	Count	0	7	0	0	7
		%	0	4	0	0	4
	Overall	Count	75	29	29	128	261
		%	12	5	5	21	11
2-3 days	Urban	Count	25	44	19	30	118
		%	4	11	3	5	5
	Rural	Count	0	6	0	0	6
		%	0	3	0	0	3
	Overall	Count	25	50	19	30	124
		%	4	8	3	5	5
4-7 days	Urban	Count	17	14	5	31	67
		%	3	3	1	5	3
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	Count	17	15	5	31	68
		%	3	3	1	5	3
More than 7 days	Urban	Count	5	25	26	29	85
		%	1	6	4	5	4
	Rural	Count	0	11	0	0	11
		%	0	6	0	0	6
	Overall	Count	5	36	26	29	96
		%	1	6	4	5	4
Not applicable	Urban	Count	487	309	521	382	1699
		%	80	75	87	64	76
	Rural	Count	0	162	0	0	162
		%	0	87	0	0	87
	Overall	Count	487	471	521	382	1861
		%	80	78	87	64	77
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q4. How satisfied are you with the timely delivery of bills?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	1	5	1	23	30
		%	0	1	0	4	1
	Rural	Count	0	4	0	0	4
		%	0	2	0	0	2
	Overall	Count	1	9	1	23	34
		%	0	2	0	4	1
Dissatisfied	Urban	Count	35	25	38	62	160
		%	6	6	6	10	7
	Rural	Count	0	12	0	0	12
		%	0	6	0	0	6
	Overall	Count	35	37	38	62	172
		%	6	6	6	10	7
Satisfied	Urban	Count	573	383	561	515	2032
		%	94	93	94	86	91
	Rural	Count	0	170	0	0	170
		%	0	91	0	0	91
	Overall	Count	573	553	561	515	2202
		%	94	92	94	86	91
Very Satisfied	Urban	Count	0	1	0	0	1
		%	0	0	0	0	0
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	Count	0	2	0	0	2
		%	0	0	0	0	0
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

TRAI (QoS) Customer Satisfaction Survey Report April - June 2012 Punjab Circle

Q5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	4	0	0	0	4
		%	1	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	4	0	0	0	4
		%	1	0	0	0	0
Dissatisfied	Urban	Count	26	13	22	44	105
		%	4	3	4	7	5
	Rural	Count	0	3	0	0	3
		%	0	2	0	0	2
	Overall	Count	26	16	22	44	108
		%	4	3	4	7	5
Satisfied	Urban	Count	578	401	578	553	2110
		%	95	97	96	92	95
	Rural	Count	0	184	0	0	184
		%	0	98	0	0	98
	Overall	Count	578	585	578	553	2294
		%	95	97	96	92	95
Very Satisfied	Urban	Count	1	0	0	3	4
		%	0	0	0	1	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	0	0	3	4
		%	0	0	0	1	0
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Qus.5(b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Difficult to read the bill	Urban	Count	5	3	0	1	9
		%	17	23	0	2	8
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	5	3	0	1	9
		%	17	19	0	2	8
Difficult to understand the language	Urban	Count	4	4	1	6	15
		%	13	31	5	14	14
	Rural	Count	0	1	0	0	1
		%	0	33	0	0	33
	Overall	Count	4	5	1	6	16
		%	13	31	5	14	14
Calculation-on not clear	Urban	Count	1	2	2	4	9
		%	3	15	9	9	8
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	2	2	4	9
		%	3	13	9	9	8
Item-wise charges not given	Urban	Count	13	1	1	12	27
		%	43	8	5	27	25
	Rural	Count	0	1	0	0	1
		%	0	33	0	0	33
	Overall	Count	13	2	1	12	28
		%	43	13	5	27	25
Others	Urban	Count	9	6	18	25	58
		%	23	39	68	52	46
	Rural	Count	0	1	0	0	1
		%	0	33	0	0	33
	Overall	Count	9	7	18	25	59
		%	23	38	68	52	46
Total	Urban	Count	30	13	22	44	109
	Rural	Count	0	3	0	0	3
	Overall	Count	30	16	22	44	112

TRAI (QoS) Customer Satisfaction Survey Report April - June 2012 Punjab Circle

6(a). How satisfied are you with the accuracy/completeness of the bills?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	2	0	0	0	2
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	0	0	0	2
		%	0	0	0	0	0
Dissatisfied	Urban	Count	38	15	25	55	133
		%	6	4	4	9	6
	Rural	Count	0	4	0	0	4
		%	0	2	0	0	2
	Overall	Count	38	19	25	55	137
		%	6	3	4	9	6
Satisfied	Urban	Count	568	399	575	544	2086
		%	93	96	96	91	94
	Rural	Count	0	183	0	0	183
		%	0	98	0	0	98
	Overall	Count	568	582	575	544	2269
		%	93	97	96	91	94
Very Satisfied	Urban	Count	1	0	0	1	2
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	0	0	1	2
		%	0	0	0	0	0
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Qus.6(b) Please specify the reason(s) for your dissatisfaction with the accuracy/completeness of the bills?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Charges not as per tariff plan subscribed	Urban	Count	4	6	1	13	24
		%	11	40	7	43	25
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	4	6	1	13	24
		%	11	33	7	43	25
Tariff plan changed without information	Urban	Count	3	2	1	3	9
		%	9	13	7	10	10
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	3	2	1	3	9
		%	9	11	7	10	9
Charged for value added services not requested	Urban	Count	7	0	1	10	18
		%	20	0	7	33	19
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	7	0	1	10	18
		%	20	0	7	33	18
Charged for calls not made	Urban	Count	25	8	13	9	55
		%	71	53	87	30	58
	Rural	Count	0	3	0	0	3
		%	0	100	0	0	0
	Overall	Count	25	11	13	9	58
		%	71	61	87	30	59
Others	Urban	Count	0	0	0	1	1
		%	0	0	0	3	1
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	1	1
		%	0	0	0	3	1
Total	Urban	Count	35	15	15	30	95
	Rural	Count	0	3	0	0	3
	Overall	Count	35	18	15	30	98

Qus.7 Have you made any billing related complaints in last 6 months?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	70	54	131	98	353
		%	12	13	22	16	16
	Rural	Count	0	20	0	0	20
		%	0	11	0	0	11
	Overall	Count	70	74	131	98	373
		%	12	12	22	16	16
No	Urban	Count	539	360	469	502	1870
		%	89	87	78	84	84
	Rural	Count	0	167	0	0	167
		%	0	89	0	0	89
	Overall	Count	539	527	469	502	2037
		%	89	88	78	84	85
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
			100	100	100	100	100

Q8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	4	0	0	8	12
		%	6	0	0	8	3
	Rural	Count	0	1	0	0	1
		%	0	5	0	0	5
	Overall	Count	4	1	0	8	13
		%	6	1	0	8	4
Dissatisfied	Urban	Count	31	16	49	46	142
		%	44	30	37	47	40
	Rural	Count	0	9	0	0	9
		%	0	45	0	0	45
	Overall	Count	31	25	49	46	151
		%	44	34	37	47	41
Satisfied	Urban	Count	35	37	82	44	198
		%	50	69	63	45	56
	Rural	Count	0	10	0	0	10
		%	0	50	0	0	50
	Overall	Count	35	47	82	44	208
		%	50	64	63	45	56
Very Satisfied	Urban	Count	0	1	0	0	1
		%	0	2	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	1	0	0	1
		%	0	1	0	0	0
Total	Urban	Count	70	54	131	98	353
		%	100	100	100	100	100
	Rural	Count	0	20	0	0	20
		%	0	100	0	0	100
	Overall	Count	70	74	131	98	373
		%	100	100	100	100	100

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Q9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?
Note- None of the operator reported prepaid broadband service in Punjab circle. Hence this table is not relevant.

Q9(b) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage
   Please specify the reason(s) for your dissatisfaction

Note- None of the operator reported prepaid broadband service in Punjab circle. Hence this table is not relevant.

Qus 9(c) Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?
Note- None of the operator reported prepaid broadband service in Punjab circle. Hence this table is not relevant.

Q9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?
Note- None of the operator reported prepaid broadband service in Punjab circle. Hence this table is not relevant.

Qus.10 In the last 6 months, have you contacted customer care/helpline/complaint centre of your service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	222	105	380	318	1025
		%	37	25	63	53	46
	Rural	Count	0	37	0	0	37
		%	0	20	0	0	20
	Overall	Count	222	142	380	318	1062
		%	37	24	63	53	44
No	Urban	Count	387	309	220	282	1198
		%	64	75	37	47	54
	Rural	Count	0	150	0	0	150
		%	0	80	0	0	80
	Overall	Count	387	459	220	282	1348
		%	64	76	37	47	56
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q11(a). How satisfied are you with the ease of access of customer care or helpline?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	1	9	10
		%	0	0	0	3	1
	Rural	Count	0	1	0	0	1
		%	0	3	0	0	3
	Overall	Count	0	1	1	9	11
		%	0	1	0	3	1
Dissatisfied	Urban	Count	39	10	61	81	191
		%	18	10	16	26	19
	Rural	Count	0	3	0	0	3
		%	0	8	0	0	8
	Overall	Count	39	13	61	81	194
		%	18	9	16	26	18
Satisfied	Urban	Count	183	95	318	228	824
		%	82	91	84	72	80
	Rural	Count	0	33	0	0	33
		%	0	89	0	0	89
	Overall	Count	183	128	318	228	857
		%	82	90	84	72	81
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	222	105	380	318	1025
		%	100	100	100	100	100
	Rural	Count	0	37	0	0	37
		%	0	100	0	0	100
	Overall	Count	222	142	380	318	1062
		%	100	100	100	100	100

Q11(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	0	3	3
		%	0	0	0	1	0
	Rural	Count	0	1	0	0	1
		%	0	3	0	0	3
	Overall	Count	0	1	0	3	4
		%	0	1	0	1	0
Dissatisfied	Urban	Count	44	12	61	77	194
		%	20	11	16	24	19
	Rural	Count	0	4	0	0	4
		%	0	11	0	0	11
	Overall	Count	44	16	61	77	198
		%	20	11	16	24	19
Satisfied	Urban	Count	178	93	319	238	828
		%	80	89	84	75	81
	Rural	Count	0	32	0	0	32
		%	0	87	0	0	87
	Overall	Count	178	125	319	238	860
		%	80	88	84	75	81
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	222	105	380	318	1025
		%	100	100	100	100	100
	Rural	Count	0	37	0	0	37
		%	0	100	0	0	100
	Overall	Count	222	142	380	318	1062
		%	100	100	100	100	100

Q12. How satisfied are you with the response time taken to answer your call by a customer care executive?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	0	2	2
		%	0	0	0	1	0
	Rural	Count	0	1	0	0	1
		%	0	3	0	0	3
	Overall	Count	0	1	0	2	3
		%	0	1	0	1	0
Dissatisfied	Urban	Count	53	19	70	72	214
		%	24	18	18	23	21
	Rural	Count	0	6	0	0	6
		%	0	16	0	0	16
	Overall	Count	53	25	70	72	220
		%	24	18	18	23	21
Satisfied	Urban	Count	169	86	310	244	809
		%	76	82	82	77	79
	Rural	Count	0	30	0	0	30
		%	0	81	0	0	81
	Overall	Count	169	116	310	244	839
		%	76	82	82	77	79
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	222	105	380	318	1025
		%	100	100	100	100	100
	Rural	Count	0	37	0	0	37
		%	0	100	0	0	100
	Overall	Count	222	142	380	318	1062
		%	100	100	100	100	100

Q13. How satisfied are you with the problem solving ability of the customer care executive(s)?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	0	1	1
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	1	1
		%	0	0	0	0	0
Dissatisfied	Urban	Count	51	16	57	47	171
		%	23	15	15	15	17
	Rural	Count	0	4	0	0	4
		%	0	11	0	0	11
	Overall	Count	51	20	57	47	175
		%	23	14	15	15	17
Satisfied	Urban	Count	171	89	323	270	853
		%	77	85	85	85	83
	Rural	Count	0	33	0	0	33
		%	0	89	0	0	89
	Overall	Count	171	122	323	270	886
		%	77	86	85	85	83
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	222	105	380	318	1025
		%	100	100	100	100	100
	Rural	Count	0	37	0	0	37
		%	0	100	0	0	100
	Overall	Count	222	142	380	318	1062
		%	100	100	100	100	100

14. How satisfied are you with the time taken by complaint centre/customer care /helpdesk to resolve your complaint?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	1	1	2
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	1	1	2
		%	0	0	0	0	0
Dissatisfied	Urban	Count	54	17	88	54	213
		%	24	16	23	17	21
	Rural	Count	0	9	0	0	9
		%	0	24	0	0	24
	Overall	Count	54	26	88	54	222
		%	24	18	23	17	21
Satisfied	Urban	Count	168	88	290	263	809
		%	76	84	76	83	79
	Rural	Count	0	28	0	0	28
		%	0	76	0	0	76
	Overall	Count	168	116	290	263	837
		%	76	82	76	83	79
Very Satisfied	Urban	Count	0	0	1	0	1
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	1	0	1
		%	0	0	0	0	0
Total	Urban	Count	222	105	380	318	1025
		%	100	100	100	100	100
	Rural	Count	0	37	0	0	37
		%	0	100	0	0	100
	Overall	Count	222	142	380	318	1062
		%	100	100	100	100	100

Q15. How satisfied are you with the speed of Broadband connection?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	4	5	3	19	31
		%	1	1	1	3	1
	Rural	Count	0	6	0	0	6
		%	0	3	0	0	3
	Overall	Count	4	11	3	19	37
		%	1	2	1	3	2
Dissatisfied	Urban	Count	111	111	136	157	515
		%	18	27	23	26	23
	Rural	Count	0	43	0	0	43
		%	0	23	0	0	23
	Overall	Count	111	154	136	157	558
		%	18	26	23	26	23
Satisfied	Urban	Count	486	297	461	424	1668
		%	80	72	77	71	75
	Rural	Count	0	136	0	0	136
		%	0	73	0	0	73
	Overall	Count	486	433	461	424	1804
		%	80	72	77	71	75
Very Satisfied	Urban	Count	8	1	0	0	9
		%	1	0	0	0	0
	Rural	Count	0	2	0	0	2
		%	0	1	0	0	1
	Overall	Count	8	3	0	0	11
		%	1	1	0	0	1
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q16. How satisfied are you with the amount of time for which service is up and working?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	1	1	0	3	5
		%	0	0	0	1	0
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	Count	1	2	0	3	6
		%	0	0	0	1	0
Dissatisfied	Urban	Count	70	70	117	106	363
		%	12	17	20	18	16
	Rural	Count	0	39	0	0	39
		%	0	21	0	0	21
	Overall	Count	70	109	117	106	402
		%	12	18	20	18	17
Satisfied	Urban	Count	532	343	482	491	1848
		%	87	83	80	82	83
	Rural	Count	0	146	0	0	146
		%	0	78	0	0	78
	Overall	Count	532	489	482	491	1994
		%	87	81	80	82	83
Very Satisfied	Urban	Count	6	0	1	0	7
		%	1	0	0	0	0
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	Count	6	1	1	0	8
		%	1	0	0	0	0
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Qus.17 . How often do you face a problem with your Broadband connection?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very frequently	Urban	Count	3	3	51	17	74
		%	1	1	9	3	3
	Rural	Count	0	7	0	0	7
		%	0	4	0	0	4
	Overall	Count	3	10	51	17	81
		%	1	2	9	3	3
Frequently	Urban	Count	107	57	68	124	356
		%	18	14	11	21	16
	Rural	Count	0	27	0	0	27
		%	0	14	0	0	14
	Overall	Count	107	84	68	124	383
		%	18	14	11	21	16
Occasionally	Urban	Count	161	130	233	135	659
		%	26	31	39	23	30
	Rural	Count	0	66	0	0	66
		%	0	35	0	0	35
	Overall	Count	161	196	233	135	725
		%	26	33	39	23	30
Never	Urban	Count	338	224	248	324	1134
		%	56	54	41	54	51
	Rural	Count	0	87	0	0	87
		%	0	47	0	0	47
	Overall	Count	338	311	248	324	1221
		%	56	52	41	54	51
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Qus.18 What was the broadband connection problem faced by you in last 6 months related to, please specify?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Problem was related to my computer Hardware/software	Urban	Count	6	1	36	13	56
		%	6	2	30	9	13
	Rural	Count	0	2	0	0	2
		%	0	6	0	0	6
	Overall	Count	6	3	36	13	58
		%	6	3	30	9	13
Problem was related to broad band and modem provided by the service operator	Urban	Count	104	59	83	128	374
		%	95	98	70	91	87
	Rural	Count	0	32	0	0	32
		%	0	94	0	0	94
	Overall	Count	104	91	83	128	406
		%	95	97	70	91	88
Total	Urban	Count	110	60	119	141	430
		%	100	100	100	100	100
	Rural	Count	0	34	0	0	34
		%	0	100	0	0	100
	Overall	Count	110	94	119	141	464
		%	100	100	100	100	100

Q19. How satisfied are you with the time taken for restoration of Broadband connection?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	1	1	2	4
		%	0	2	1	1	1
	Rural	Count	0	3	0	0	3
		%	0	9	0	0	9
	Overall	Count	0	4	1	2	7
		%	0	4	1	1	2
Dissatisfied	Urban	Count	24	23	63	45	155
		%	22	38	53	32	36
	Rural	Count	0	17	0	0	17
		%	0	50	0	0	50
	Overall	Count	24	40	63	45	172
		%	22	43	53	32	37
Satisfied	Urban	Count	86	36	55	94	271
		%	78	60	46	67	63
	Rural	Count	0	14	0	0	14
		%	0	41	0	0	41
	Overall	Count	86	50	55	94	285
		%	78	53	46	67	61
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	110	60	119	141	430
		%	100	100	100	100	100
	Rural	Count	0	34	0	0	34
		%	0	100	0	0	100
	Overall	Count	110	94	119	141	464
		%	100	100	100	100	100

Qus20(a) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	45	60	54	46	205
		%	7	15	9	8	9
	Rural	Count	0	27	0	0	27
		%	0	14	0	0	14
	Overall	Count	45	87	54	46	232
		%	7	15	9	8	10
No	Urban	Count	564	354	546	554	2018
		%	93	86	91	92	91
	Rural	Count	0	160	0	0	160
		%	0	86	0	0	86
	Overall	Count	564	514	546	554	2178
		%	93	86	91	92	90
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	1	2	1	4
		%	0	2	4	2	2
	Rural	Count	0	1	0	0	1
		%	0	4	0	0	4
	Overall	Count	0	2	2	1	5
		%	0	2	4	2	2
Dissatisfied	Urban	Count	3	7	2	4	16
		%	7	12	4	9	8
	Rural	Count	0	1	0	0	1
		%	0	4	0	0	4
	Overall	Count	3	8	2	4	17
		%	7	9	4	9	7
Satisfied	Urban	Count	42	52	50	41	185
		%	93	87	93	89	90
	Rural	Count	0	25	0	0	25
		%	0	93	0	0	93
	Overall	Count	42	77	50	41	210
		%	93	89	93	89	91
Very Satisfied	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
Total	Urban	Count	45	60	54	46	205
		%	100	100	100	100	100
	Rural	Count	0	27	0	0	27
		%	0	100	0	0	100
	Overall	Count	45	87	54	46	232
		%	100	100	100	100	100

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Qus.20(c) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing.

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Not informed of charges	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Activated without consent	Urban	Count	--	--	--	1	1
		%	--	--	--	100	100
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	1	1
		%	--	--	--	100	100
Not informed about toll free no. for unsubscribing	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Total	Urban	Count	--	--	--	1	1
	Rural	Count	--	--	--	--	--
	Overall	Count	--	--	--	1	1

Qus 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)

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	10	3	4	46	63
		%	2	1	1	8	3
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	10	3	4	46	63
		%	2	1	1	8	3
No	Urban	Count	599	411	596	554	2160
		%	98	99	99	92	97
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	599	598	596	554	2347
		%	98	100	99	92	97
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Qus 21(b) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	7	2	1	38	48
		%	70	67	25	83	76
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	7	2	1	38	48
		%	70	67	25	83	76
No	Urban	Count	3	1	3	8	15
		%	30	33	75	17	24
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	3	1	3	8	15
		%	30	33	75	17	24
Total	Urban	Count	10	3	4	46	63
		%	100	100	100	100	100
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	10	3	4	46	63
		%	100	100	100	100	100

Qus21(c) What difficulties you have faced while deactivating of such services and refund of charges levied?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
None	Urban	Count	6	2	1	23	32
		%	100	100	100	64	71
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	6	2	1	23	32
		%	100	100	100	64	71
Delay in deactivation	Rural	Count	0	0	0	13	13
		%	0	0	0	36	29
	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	13	13
		%	0	0	0	36	29
Customer care refused to register	Rural	Count	0	0	0	3	3
		%	0	0	0	8	7
	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	3	3
		%	0	0	0	8	7
Not aware of whom to be contacted	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Total	Urban	Count	6	2	1	36	45
	Rural	Count	--	--	--	--	--
	Overall	Count	6	2	1	36	45

Qus22 How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	0	0	0	3	3
		%	0	0	0	8	6
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	3	3
		%	0	0	0	8	6
Dissatisfied	Urban	Count	1	0	0	15	16
		%	14	0	0	40	33
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	0	0	15	16
		%	14	0	0	40	33
Satisfied	Urban	Count	6	2	1	20	29
		%	86	100	100	53	60
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	6	2	1	20	29
		%	86	100	100	53	60
Very Satisfied	Urban	Count	--	--	--	--	--
		%	--	--	--	--	--
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	--	--	--	--	--
		%	--	--	--	--	--
Total	Urban	Count	7	2	1	38	48
		%	100	100	100	100	100
	Rural	Count	--	--	--	--	--
		%	--	--	--	--	--
	Overall	Count	7	2	1	38	48
		%	100	100	100	100	100

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Q23(a). How satisfied are you with the overall quality of your Broadband service?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Very Dissatisfied	Urban	Count	3	4	3	8	18
		%	1	1	1	1	1
	Rural	Count	0	3	0	0	3
		%	0	2	0	0	2
	Overall	Count	3	7	3	8	21
		%	1	1	1	1	1
Dissatisfied	Urban	Count	61	39	76	106	282
		%	10	9	13	18	13
	Rural	Count	0	15	0	0	15
		%	0	8	0	0	8
	Overall	Count	61	54	76	106	297
		%	10	9	13	18	12
Satisfied	Urban	Count	537	368	520	454	1879
		%	88	89	87	76	85
	Rural	Count	0	164	0	0	164
		%	0	88	0	0	88
	Overall	Count	537	532	520	454	2043
		%	88	89	87	76	85
Very Satisfied	Urban	Count	8	3	1	32	44
		%	1	1	0	5	2
	Rural	Count	0	5	0	0	5
		%	0	3	0	0	3
	Overall	Count	8	8	1	32	49
		%	1	1	0	5	2
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Qus.24 How many persons in your house are using this Broadband connection?

	Type		Airtel	BSNL	Reliance	HFCL	Total
Average score	Urban	Count	609	414	600	600	2223
		Mean	2.64	2.43	2.58	3.7	2.87
	Rural	Count	0	187	0	0	187
		Mean	0	5.76	0	0	5.76
	Overall	Count	609	601	600	600	2410
		Mean	2.64	3.47	2.58	3.7	3.1

Qus.24(a) What kind of other telecom services are you also taking from your service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Mobile	Urban	Count	153	99	33	46	331
		%	25	24	6	9	16
	Rural	Count	0	38	0	0	38
		%	0	21	0	0	21
	Overall	Count	153	137	33	46	369
		%	25	23	6	9	16
Wireline	Urban	Count	330	169	140	270	909
		%	54	42	23	52	43
	Rural	Count	0	62	0	0	62
		%	0	34	0	0	34
	Overall	Count	330	231	140	270	971
		%	54	39	23	52	42
Others	Urban	Count	3	0	2	29	34
		%	1	0	0	6	2
	Rural	Count	0	1	0	0	1
		%	0	1	0	0	1
	Overall	Count	3	1	2	29	35
		%	1	0	0	6	2
None	Urban	Count	179	177	432	194	982
		%	29	44	72	38	46
	Rural	Count	0	88	0	0	88
		%	0	48	0	0	48
	Overall	Count	179	265	432	194	1070
		%	29	45	72	38	46
Total	Urban	Count	608	406	599	516	2129
	Rural	Count	0	184	0	0	184
	Overall	Count	608	590	599	516	2313

Qus 25 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	175	107	318	224	824
		%	29	26	53	37	37
	Rural	Count	0	44	0	0	44
		%	0	24	0	0	24
	Overall	Count	175	151	318	224	868
		%	29	25	53	37	36
No	Urban	Count	434	307	282	376	1399
		%	71	74	47	63	63
	Rural	Count	0	143	0	0	143
		%	0	77	0	0	77
	Overall	Count	434	450	282	376	1542
		%	71	75	47	63	64
Total	Urban	Count	598	400	598	587	2183
		%	100	100	100	100	100
	Rural	Count	0	182	0	0	182
		%	0	100	0	0	100
	Overall	Count	598	582	598	587	2365
		%	100	100	100	100	100

Q26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?

	Type		Airtel	BSNL	Reliance	HFCL	Total
Average score	Urban	Count	609	414	600	600	2223
		Mean	7.8	7.6	7.12	7.46	7.49
	Rural	Count	0	187	0	0	187
		Mean	0	7.29	0	0	7.29
	Overall	Count	609	601	600	600	2410
		Mean	7.8	7.5	7.12	7.46	7.47

Q27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/ query?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	273	143	324	370	1110
		%	45	35	54	62	50
	Rural	Count	0	33	0	0	33
		%	0	18	0	0	18
	Overall	Count	273	176	324	370	1143
		%	45	29	54	62	47
No	Urban	Count	336	271	276	230	1113
		%	55	66	46	38	50
	Rural	Count	0	154	0	0	154
		%	0	82	0	0	82
	Overall	Count	336	425	276	230	1267
		%	55	71	46	38	53
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

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Q28. How did you come to know about the toll free customer care number?*[MULTIPLE CODE]*

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Newspaper	Urban	Count	2	0	1	0	3
		%	1	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	0	1	0	3
		%	1	0	0	0	0
Website of the service provider	Urban	Count	18	2	35	15	70
		%	8	2	12	7	9
	Rural	Count	0	1	0	0	1
		%	0	5	0	0	5
	Overall	Count	18	3	35	15	71
		%	8	3	12	7	8
SMS from service provider	Urban	Count	9	1	2	4	16
		%	4	1	1	2	2
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	9	1	2	4	16
		%	4	1	1	2	2
Display at complaint centres/ sales outlets	Urban	Count	13	7	58	67	145
		%	6	8	21	29	18
	Rural	Count	0	9	0	0	9
		%	0	45	0	0	45
	Overall	Count	13	16	58	67	154
		%	6	14	21	29	18
Telephone bills	Urban	Count	183	81	188	143	595
		%	83	89	66	62	72
	Rural	Count	0	10	0	0	10
		%	0	50	0	0	50
	Overall	Count	183	91	188	143	605
		%	83	82	66	62	72
Others	Urban	Count	138	67	282	155	642
		%	62	74	100	68	78
	Rural	Count	0	19	0	0	19
		%	0	95	0	0	95
	Overall	Count	138	86	282	155	661
		%	62	78	100	68	78
Total	Urban	Count	221	91	283	229	824
	Rural	Count	0	20	0	0	20
	Overall	Count	221	111	283	229	844

Q29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/Helpline telephone number?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	83	52	128	196	459
		%	14	13	21	33	21
	Rural	Count	0	17	0	0	17
		%	0	9	0	0	9
	Overall	Count	83	69	128	196	476
		%	14	12	21	33	20
No	Urban	Count	526	362	472	404	1764
		%	86	87	79	67	79
	Rural	Count	0	170	0	0	170
		%	0	91	0	0	91
	Overall	Count	526	532	472	404	1934
		%	86	89	79	67	80
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? **(Single Code)**

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Docket number received for most of the complaints	Urban	Count	75	46	118	175	414
		%	90	89	92	89	90
	Rural	Count	0	17	0	0	17
		%	0	100	0	0	100
	Overall	Count	75	63	118	175	431
		%	90	91	92	89	91
No Docket number received for most of the complaints	Urban	Count	7	5	1	15	28
		%	8	10	1	8	6
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	7	5	1	15	28
		%	8	7	1	8	6
It was received on request	Urban	Count	0	0	4	3	7
		%	0	0	3	2	2
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	4	3	7
		%	0	0	3	2	2
No docket number received even on request	Urban	Count	1	1	5	3	10
		%	1	2	4	2	2
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	1	1	5	3	10
		%	1	1	4	2	2
Total	Urban	Count	83	52	128	196	459
		%	100	100	100	100	100
	Rural	Count	0	17	0	0	17
		%	0	100	0	0	100
	Overall	Count	83	69	128	196	476
		%	100	100	100	100	100

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Q31Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	55	27	96	68	246
		%	66	52	75	35	54
	Rural	Count	0	14	0	0	14
		%	0	82	0	0	82
	Overall	Count	55	41	96	68	260
		%	66	59	75	35	55
No	Urban	Count	28	25	32	128	213
		%	34	48	25	65	46
	Rural	Count	0	3	0	0	3
		%	0	18	0	0	18
	Overall	Count	28	28	32	128	216
		%	34	41	25	65	45
Total	Urban	Count	83	52	128	196	459
		%	100	100	100	100	100
	Rural	Count	0	17	0	0	17
		%	0	100	0	0	100
	Overall	Count	83	69	128	196	476
		%	100	100	100	100	100

Q32 Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	57	26	94	98	275
		%	69	50	73	50	60
	Rural	Count	0	13	0	0	13
		%	0	77	0	0	77
	Overall	Count	57	39	94	98	288
		%	69	57	73	50	61
No	Urban	Count	26	26	34	98	184
		%	31	50	27	50	40
	Rural	Count	0	4	0	0	4
		%	0	24	0	0	24
	Overall	Count	26	30	34	98	188
		%	31	44	27	50	40
Total	Urban	Count	83	52	128	196	459
		%	100	100	100	100	100
	Rural	Count	0	17	0	0	17
		%	0	100	0	0	100
	Overall	Count	83	69	128	196	476
		%	100	100	100	100	100

33. Was your complaint resolved by the complain centre within three (3) days?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	57	30	91	141	319
		%	69	58	71	72	70
	Rural	Count	0	12	0	0	12
		%	0	71	0	0	71
	Overall	Count	57	42	91	141	331
		%	69	61	71	72	70
No	Urban	Count	26	22	37	55	140
		%	31	42	29	28	31
	Rural	Count	0	5	0	0	5
		%	0	29	0	0	29
	Overall	Count	26	27	37	55	145
		%	31	39	29	28	31
Total	Urban	Count	83	52	128	196	459
		%	100	100	100	100	100
	Rural	Count	0	17	0	0	17
		%	0	100	0	0	100
	Overall	Count	83	69	128	196	476
		%	100	100	100	100	100

Q34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	19	21	23	50	113
		%	23	40	18	26	25
	Rural	Count	0	10	0	0	10
		%	0	59	0	0	59
	Overall	Count	19	31	23	50	123
		%	23	45	18	26	26
No	Urban	Count	50	26	73	119	268
		%	60	50	57	61	58
	Rural	Count	0	4	0	0	4
		%	0	24	0	0	24
	Overall	Count	50	30	73	119	272
		%	60	44	57	61	57
Not Applicable	Urban	Count	14	5	32	27	78
		%	17	10	25	14	17
	Rural	Count	0	3	0	0	3
		%	0	18	0	0	18
	Overall	Count	14	8	32	27	81
		%	17	12	25	14	17
Total	Urban	Count	83	52	128	196	459
		%	100	100	100	100	100
	Rural	Count	0	17	0	0	17
		%	0	100	0	0	100
	Overall	Count	83	69	128	196	476
		%	100	100	100	100	100

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Q35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	16	11	30	31	88
		%	3	3	5	5	4
	Rural	Count	0	6	0	0	6
		%	0	3	0	0	3
	Overall	Count	16	17	30	31	94
		%	3	3	5	5	4
No	Urban	Count	593	403	570	569	2135
		%	97	97	95	95	96
	Rural	Count	0	181	0	0	181
		%	0	97	0	0	97
	Overall	Count	593	584	570	569	2316
		%	97	97	95	95	96
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	0	100	0	0	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q36. How did you come to know about the contact details of the Appellate Authority?
[MULTIPLE CODE]

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Newspaper	Urban	Count	0	2	0	0	2
		%	0	18	0	0	2
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	2	0	0	2
		%	0	12	0	0	2
Website of the service provider	Urban	Count	2	0	11	9	22
		%	13	0	37	29	25
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	2	0	11	9	22
		%	13	0	37	29	23
SMS fro service provider	Urban	Count	2	1	3	3	9
		%	13	9	10	10	10
	Rural	Count	0	1	0	0	1
		%	0	17	0	0	17
	Overall	Count	2	2	3	3	10
		%	13	12	10	10	11
Display at complaint centres/ sales outlets	Urban	Count	11	8	15	12	46
		%	69	73	50	39	52
	Rural	Count	0	1	0	0	1
		%	0	17	0	0	17
	Overall	Count	11	9	15	12	47
		%	69	53	50	39	50
Telephone bills	Urban	Count	1	0	1	7	9
		%	6	0	3	23	10
	Rural	Count	0	4	0	0	4
		%	0	67	0	0	67
	Overall	Count	1	4	1	7	13
		%	6	24	3	23	14
Total	Urban	Count	16	11	30	31	88
	Rural	Count	0	6	0	0	6
	Overall	Count	16	17	30	31	94

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Q37. Have you filed any appeal in last 6 month?

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	0	0	0	0	0
		%	0	0	0	0	0
	Rural	Count	0	0	0	0	0
		%	0	0	0	0	0
	Overall	Count	0	0	0	0	0
		%	0	0	0	0	0
No	Urban	Count	16	11	30	31	88
		%	100	100	100	100	100
	Rural	Count	0	6	0	0	6
		%	0	100	0	0	100
	Overall	Count	16	17	30	31	94
		%	100	100	100	100	100
Total	Urban	Count	16	11	30	31	88
		%	100	100	100	100	100
	Rural	Count	0	6	0	0	6
		%	0	100	0	0	100
	Overall	Count	16	17	30	31	94
		%	100	100	100	100	100

 Q38. How did you file your appeal to the AppellateAuthority?

 Note- As none of the operator filed an appeal with the Appellate Authority, this table is not relevant.

39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?

Note- As none of the operator filed an appeal with the Appellate Authority, this table is not relevant.

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

Note- As none of the operator filed an appeal with the Appellate Authority, this table is not relevant.

 (Q41 to Q43 are for prepaid customers only)
Q41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Note- As none of the operator reported prepaid broadband service, this table is not relevant.

Q42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?
Note- As none of the operator reported prepaid broadband service, this table is not relevant.

Q43. What were the reason(s) for denying your request?
Note- As none of the operator reported prepaid broadband service, this table is not relevant.

Q44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"

	Type		Airtel	BSNL	Reliance	HFCL	Overall
Yes	Urban	Count	152	80	112	66	410
		%	25	19	19	11	18
	Rural	Count	0	63	0	0	63
		%	0	34	0	0	34
	Overall	Count	152	143	112	66	473
		%	25	24	19	11	20
No	Urban	Count	457	334	488	534	1813
		%	75	81	81	89	82
	Rural	Count	0	124	0	0	124
		%	0	66	0	0	66
	Overall	Count	457	458	488	534	1937
		%	75	76	81	89	80
Total	Urban	Count	609	414	600	600	2223
		%	100	100	100	100	100
	Rural	Count	0	187	0	0	187
		%	100	100	100	100	100
	Overall	Count	609	601	600	600	2410
		%	100	100	100	100	100

Q4/11/12 SURVEY A: Basic Service (WireLine)

Serial No.		

Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service 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.

S1.1. Which landline service provider are you using currently? **READ OUT & TICK**
 [1] Airtel [2] BSNL [3] Reliance [4] Tata Indicom [5] MTS/ Sistema Shyam [6] HFCL [7] MTNL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2. Name:_____ S1.3. RECORD Gender: [1] Male [2] Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's:_____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: **S1.5. Age (in years):** [1] Less than 25 [2] 25-34 [3] 35-44 [4] More than 45

STD Code	Telephone Number

S1.6 Please tell us your Occupation: [1] Service [2] Business/self employed [3] Farmer [4] Student [5] Housewife [6] Retired

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

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

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

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
                [5] Haryana [6] Delhi [7] Uttar Pradesh(East) [8] Uttar Pradesh(West)

S1.11. RECORD District_____ Address: _____

S1.12. RECORD Name of SDCA**: _____**

S1.13. RECORD Name of Exchange**: _____**

S1.14. RECORD Mode of Interview**:** [1] Telephonic [2] In-person

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QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

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 ———→ **If yes, ask Q. 1-3** [2] No ———→ **If no, skip to Section B**
1(b) How satisfied are you with time taken to provide working phone connection?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

B. BILLING RELATED (Only for Postpaid Customers) (For Pre-Paid customers go to Q 10)

4. How satisfied are you with the time taken to deliver your bills?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied **(Ask Q 5(b) only if 1 OR 2 is coded)**
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	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 ———→ **(If No, go to Q 8)**
7. How satisfied are you with the process of resolution of billing complaints?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied **(Ask Q 9 only if 1 OR 2 is coded)**

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(Ask this question only if 1 OR 2 is coded in Q 9(a)) 9. Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	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)_____

For Prepaid Customers only

10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b). Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	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) _____
10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	1 Yes ⟶ **(If Yes, go to Q 10(d)) else 10e** 2 No
10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied **(Ask Q 10(f) only if 1 OR 2 is coded)**
10(f) Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	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 coupons 5 Others (please specify)_____

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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?	1 Yes 2 No ⟶ **(If No, go to Q 16)**
12(a). How satisfied are you with the ease of access of customer care/ complaint centre or helpline?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
15. How satisfied are you with the time taken by complaint centre /customer care /helpline to resolve your complaint?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
17. How satisfied are you with the ability to make or receive calls easily?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
18. How satisfied are you with the voice quality?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

E. MAINTAINABILITY (FAULT REPAIR)

19. How many times has your telephone connection required repair in the last 6 months?	1 Nil [**go to q22**] 2 One time 3 2-3 times 4 More than 3 times
20. How long did it take generally for repairing the fault after lodging a complaint?	1 1 day 2 2-3 days 3 4 - 7 days 4 more than 7 days
21. How satisfied are you with the fault repair service?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

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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 ――――→ **(If No, go to Q 25)**
23. How satisfied are you with the quality of the supplementary services / value added service provided?	☐4 Very Satisfied ☐3 Satisfied ☐2 Dissatisfied ☐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 ☐3 Satisfied ☐2 Dissatisfied ☐1 Very Dissatisfied
24(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 If any other reasons, please specify
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	☐1 Yes ☐2 No ――――→ **(If No, go to Q 26(a))**
(Ask only If Yes in Q25) 25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	☐4 Very Satisfied ☐3 Satisfied ☐2 Dissatisfied ☐1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	☐4 Very Satisfied ☐3 Satisfied ☐2 Dissatisfied ☐1 Very Dissatisfied **(Ask Q 26(b) only if 1 OR 2 is coded)**
(Ask this question only if 1 OR 2 is coded in Q25(a)) 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____

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_____

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?	☐1 Broadband ☐2 Mobile ☐3 Others ☐4 None
28(a) Have you terminated a telephone connection that you had in the last 6 month?	☐1 Yes ☐2 No ➞ **go to q30**
28(b) If Yes, Please name your service provider?	☐1 Airtel ☐2 BSNL ☐3 TATA Indicom ☐4 Rel Com ☐5 MTNL ☐6 HFCL ☐7 Shyam/MTS
29. How many days were taken for termination of your telephone connection?	☐1 1 day ☐2 2-3 days ☐3 4-7 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 **Go to q33**
32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	☐1 Yes ➞ **(If Yes, go to Q 32(b))** ☐2 No ➞ **(If No, go to Q33)**
(Ask only if Yes in Q 32(a)) 32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	☐4 Stopped receiving ☐3 Considerable decrease ☐2 Slight decrease ☐1 No change **(Ask Q 32(b) only if 3 OR 2 OR 1 is coded)**
(Ask only if 3 OR 2 OR 1 coded in Q 32 (b)) 32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	☐1 Yes ➞ **(If Yes, go to Q 32(d))** ☐2 No ➞ **(If no, go to Q33)**
(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -	☐1 Complaint was registered by the service provider and informed about the action taken ☐2 Complaint was registered by the service provider and did not inform about the action taken ☐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?	

_____

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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND TELECOM CONSUMERS COMPLAINT REDRESSAL

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

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41. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	☐1 Yes ☐2 No *[IF NO, GO TO Q47]*
42. How did you come to know about the contact details of the Appellate Authority? *[MULTIPLE CODE]*	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify_____
43. Have you filed any appeal in last 6 months?	☐1 Yes ☐2 No ──────►(If No, go to Q 47)
45. How did you file your appeal to the Appellate Authority??	[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify_____
46. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	☐1 Yes ☐2 No
47 Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	☐1 Yes ☐2 No ☐3 Appeal filed only recently
(Q48 to Q50 are for Prepaid Customers only) 48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	☐1 Yes ☐2 No
49. 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 Q 50)
50. What were the reason(s) for denying your request?	☐1 No reason given ☐2 Technical problem ☐3 Others (please specify)_____
51. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	☐1 Yes ☐2 No

THANKS & PROCEED TO CELLULAR & BROADBAND QUESTIONNAIRE

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

MARKET PULSE
Mindware: Mindshare Delivered.

_____

Q4/11/12 SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

Serial No.		

Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service 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.

S1.1 Which mobile phone or fixed wireless phone (FWP) service provider are you using currently? **READ OUT & TICK**

[1] Airtel   [2] BSNL   [3] Reliance Communications [4] Tata Indicom
[5] Reliance Telecom   [6] Idea   [7] Vodafone [8] Aircel   [9] S Tel
[10] MTS   [11] Spice Comm   [12] MTNL   [13] Uninor   [14] Cheers [15] Videocon

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>
S1.2Name: _____S1.3 RECORD Gender: 1 Male   2 Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's :_____ (QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)

S1.4 Please tell us your Mobile/ fixed wireless No. STD Code: _____   Telephone Number: _____

S1.5. Age (in years):   1 Less than 25   2 25-34   3 35-44   4 More than 45

S1.6 Please tell us your Occupation: 1 Service   2 Business/self employed [3] Farmer
4 Student   5 Housewife   6 Retired

S1.7. RECORD Usage Type: 1 Residential   2 Commercial

S1.8. RECORD Area: 1 Rural   2 Urban

S1.9. User Type: 1 Postpaid   2 Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir   [2] Himachal Pradesh   [3] Rajasthan   [4] Punjab
[5] Haryana   [6] Delhi   [7] Uttar Pradesh (East)   [8] Uttar Pradesh(West)

S1.11. RECORD District_____   Address: _____

S1.12. RECORD Name of SDCA**: _____**

S1.13. RECORD Name of Exchange**: _____**

S1.14. RECORD Mode of Interview**:**   1 Telephonic   2 In-person

MARKET PULSE
Mindware: Mindshare Delivered.

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 [3] Satisfied [2] Dissatisfied [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 [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	[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 → **(if no, go to 5c)** **(If Yes go to 5(b))**
5(b).ASK IF YES IN Q.5a. 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 [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied **(Ask Q 5(d) only if 1 OR 2 is coded)**
5(d) Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	[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 coupons [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 CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	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) _____
8(a). How satisfied are you with the accuracy & completeness of the bills?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	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 Ye s 2 No ⟶ **(If No, go to Q 10)**
9(b). How satisfied are you with the process of resolution of billing complaints?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?	1 Yes 2 No ⟶ **(If No, go to Q 16)**

11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?	4 Very Satisfied	3 Satisfied
	2 Dissatisfied	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	3 Satisfied
	2 Dissatisfied	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	3 Satisfied
	2 Dissatisfied	1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	4 Very Satisfied	3 Satisfied
	2 Dissatisfied	1 Very Dissatisfied
15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?	4 Very Satisfied	3 Satisfied
	2 Dissatisfied	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	3 Satisfied
	2 Dissatisfied	1 Very Dissatisfied
17. How satisfied are you with the ability to make or receive calls easily?	4 Very Satisfied	3 Satisfied
	2 Dissatisfied	1 Very Dissatisfied
18. How often does your call drops during conversation?	1 Never	3 Occasionally
	2 Frequently	1 Very Frequently
19. How satisfied are you with the voice quality?	4 Very Satisfied	3 Satisfied
	2 Dissatisfied	1 Very Dissatisfied

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

TRAI (QoS) Customer Satisfaction Survey Report April - June 2012 Punjab Circle

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 Q 26)**
24. How satisfied are you with the quality of the supplementary / value added services provided?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
25(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 If any other reasons, please specify
26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	1 Yes 2 No ⟶ **Go to q 29(a)**
27. **ASK IF YES IN Q26**. Have you complained to your service provider for deactivation of such services and refund of charges levied?	1 Yes 2 No ⟶ **Go to q 29(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 & refund of charges levied?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

29(a).How satisfied are you with the overall quality of your mobile service?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	1 Broadband 2 Wire line 3 Others 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 Q 34(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 Q 34(a))**
(Ask only if Yes in Q 32) 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 **(Ask Q 33(b) only if 3 OR 2 OR 1 is coded)**
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?	1 Yes 2 No ⟶ **(If No, go to Q 34(a))**
(Ask only if Yes in Q33 (b)) 33.(c) If Yes, please indicate the following -	1 Complaint was registered by the service provider and informed about the action taken 2 Complaint was registered by the service provider and did not inform about the action taken 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?	1 Yes 2 No **(If No, go to Q 35)**

34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	1 Within 5 miuntes
	2 After 5 to 10 miuntes
	3 After 10 miuntes
	4 Never
34 (d) If you have utilized the service of MNP, 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, 2012

36. Are you aware of the toll free customer care number of complaint centre of your telecom service provider for making complaints/ query?	1 Yes
	2 No
37. How did you come to know about the toll free customer care number? **[MULTIPLE CODE]**	[1] Newspaper
	[2] Website of the service provider
	[3] SMS from service provider
	[4] Display at complaint centres/ sales outlets
	[5] Telephone bills
	[6] Other, specify
38. Have you made any complaint within last 6 months to the toll free Complaint Centre/customer care/Helpline telephone number?	1 Yes 2 No ⟶ **(If No, go to Q 44)**
39. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? **(SINGLE CODE)**	1 Complaint was registered and Docket number received
	2 Complaint was registered and Docket number not received
	3 Complaint was registered and docket number provided on request
	4 Complaint was registered and docket number not provided even on request
	5 Refused to register the complaint
[ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 39 40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	1 Yes
	2 No
41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?	1 Yes 2 No

42. Was your complaint resolved by the complaint centre within three (3) days?	[1] Yes [2] No
43. Was your billing/charging complaint resolved satisfactorily by complaint centre /customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not applicable
44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision, 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 Q 50)**
45. How did you come to know about the contact details of the Appellate Authority? **[MULTIPLE CODE]**	[1] Newspaper [2] Website of the service provider [3] Display at complaint centres/ sales outlets [4] Telephone bills [5] Other, specify _____
46. Have you filed any appeal in last 6 months?	[1] Yes [2] No ⟶ **(If No, go to Q 50)**
47. How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter(post/ courier) [4] In person(self) [5] Other specify
48. Did you receive any acknowledgement?	[1] Yes [2] No
49. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently
(Q50 to Q52 are for prepaid customers only) 50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No
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 Q 53)**
52. What were the reason(s) for denying your request?	[1] No reason given [2] Technical problem [3] Others (please specify)
53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and contact detail of appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	[1] Yes [2] No

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THANKS & PROCEED TO BASIC WIRELINE & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____   Date: _____

Name of the scrutinizer: _____   Date: _____

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

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Q4/11/12 SURVEY C: BROADBAND SERVICE

Serial No.		

Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of TRAI – Telecom Regulatory Authority of India a body set up by the government, so that customers like you get better service 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.

S1.1 Which broadband service provider are you using currently? **READ OUT & TICK**

[1] BSNL   [2] Tata Comm/VSNL   [3] Airtel   [4] Reliance   [5] Sify
[6] Hathway   [7] Shyam Telelink   [8] You Telecom [9] Spectranet   [10] HFCL [11] Tikona

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2 Name: _____ **S1.3 RECORD Gender:** [1] Male   [2] Female

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not some one else's :_____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____

S1.5. Age (in years): [1] Less than 25   [2] 25-34   [3] 35-44   [4] More than 45

STD Code	Telephone Number

S1.5a. RECORD Usage Type: [1] Residential   [2] Commercial

S1.6 Please tell us your Occupation: [1] Service   [2] Business/self employed [3] Farmer
[4] Student   [5] Housewife   [6] Retired

S1.7. RECORD Area: [1] Rural   [2] Urban
S1.8. User Type: [1] Postpaid   [2] Prepaid
S1.9 E-mail

S1.10. RECORD State: [1] Jammu & Kashmir   [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Haryana   [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)
S1.11. RECORD District_____

S1.12. RECORD Name of SDCA**: _____S1.14. RECORD** Name of Exchange**: _____**

S1.13 RECORD Name of POP: _____
S1.14 RECORD Mode of interview: [1] Telephonic   [2] In-person   [3] E-mail   [4] Web/Online

Address: _____

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_____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	1 less than half month 2 half month-1 month 3 more than 1 month
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 - POSTPAID CUSTOMER

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 **(Ask Q 5(b) only if 1 OR 2 is coded)**
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	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)_____
6(a). How satisfied are you with the accuracy/completeness of the bills?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied **(Ask Q 6(b) only if 1 OR 2 is coded)**
(Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b) Please specify the reason(s) for your dissatisfaction. **(Multiple Code)**	1 Charges not as per tariff plan subscribed 2 Tariff plan changed without information 3 Charged for value added services not requested 4 Charged for calls/services not made/used

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	5 Others (please specify) _____
7. Have you made any billing related complaints in last 6 months?	1 Yes 2 No ⟶ **(If No, go to Q 10)**
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied **(Ask Q 9(b) only if 1 OR 2 is coded)**
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	1 charges not as per tariff plan subscribed 2 tariff plan changed without information 3 charged for value added services not requested 4 charged for calls/services not made/used 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in 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 refund/credit/waiver of excess charges on account of such resolution of complaints?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

D. HELP SERVICE

10. In the last 6 months, have you contacted customer care/helpline/ complaint 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 customer care or helpline?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
13. How satisfied are you with the problem solving ability of	4 Very Satisfied 3 Satisfied

the customer care executive(s)?	2	Dissatisfied	1	Very Dissatisfied

14. How satisfied are you with the time taken by complaint centre/customer care /helpdesk to resolve your complaint?	4	Very Satisfied	3	Satisfied
	2	Dissatisfied	1	Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?	4	Very Satisfied	3	Satisfied
	2	Dissatisfied	1	Very Dissatisfied

16. How satisfied are you with the amount of time for which service is up and working?	4	Very Satisfied	3	Satisfied
	2	Dissatisfied	1	Very Dissatisfied

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	1	Never	2	Occasionally
	3	Frequently	4	Very Frequently

(Ask if response to Q17 is Frequently/Very Frequently) 18. 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 and modem provided by the service provider.

19. How satisfied are you with the time taken for restoration of Broadband connection?	4	Very Satisfied	3	Satisfied
	2	Dissatisfied	1	Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	1	Yes
	2	No ⟶ **(If No, go to Q 21(a)**

20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	4	Very Satisfied	3	Satisfied
	2	Dissatisfied	1	Very Dissatisfied

20(c) 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	If any other reasons, please 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 Q 23(a)**

21(b). ASK IF YES IN Q26. Have you complained to your	1	Yes

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service provider for deactivation of such services and refund of charges levied?	2 No ——► **(If No, go to Q 23(a)**
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 be contacted 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 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	------------
24(a). What kind of other telecom services are you also taking from your service provider?	1 Mobile 2 Wireline 3 Others 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 TELECOM CONSUMERS COMPLAINT REDRESSAL

27. Are you aware of the complaint centre telephone number of your telecom service provider for making complaints/ query?	1 Yes 2 No
28. How did you come to know about the toll free customer care number? **[MULTIPLE CODE]**	[1] Newspaper [2] Website of the service provider [3] SMS from service provider [4] Display at complaint centres/ sales outlets [5] Telephone bills [6] Other, specify_____
29. Have you made any complaint within last 6 months to the toll free complaint Centre/customer care/Helpline telephone number?	1 Yes 2 No ⟶ **(If No, go to Q 35)**
30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you? **(Single Code)**	1 Docket number received for most of the complaints 2 No Docket number received for most of the complaints 3 It was received on request 4 No docket number received even on request
31. **ASK THIS QUESTION ONLY IF 4 OR 3 OR 2 OR 1 CODED IN Q 30** Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?	[1] Yes [2] No
32. Did the complaint centre inform you about the action Taken on your complaint through SMS or by other means?	[1] Yes [2] No
33. Was your complaint resolved by the complaint centre within three (3) days?	[1] Yes [2] No
34. Was your billing/ charging complaint resolved satisfactorily by complaint centre/customer care within four (4) weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable
35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	1 Yes 2 No ⟶ **(if no go to Q 41)**
36. How did you come to know about the contact details of the Appellate Authority? **[MULTIPLE CODE]**	[1] Newspaper [2] Website of the service provider

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	[3] Display at complaint centres/ sales outlets
	[4] Telephone bills
	[5] Other, specify_____
37. Have you filed any appeal in last 6 month?	1 Yes 2 No ⟶ **(if no go to Q 41)**
38. How did you file your appeal to the Appellate Authority?	[1] E-mail [2] Fax [3] Letter (post/ courier) [4] In person (self) [5] Other, specify_____
39. Did you receive unique appeal number within three days from the Appellate Authority after you filed an appeal with it?	1 Yes 2 No
40. Did the appellate authority take a decision upon your appeal within 39 days of filing the appeal?	1 Yes 2 No 3 Appeal filed only recently
(Q41 to Q43 are for prepaid customers only) 41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	1 Yes 2 No
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 Q 44)**
43. What were the reason(s) for denying your request?	1 No reason given 2 technical problem 3 Others (please specify)
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of complaint centre and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	1 Yes 2 No

THANKS & PROCEED TO CELLULAR & WIRELINE QUESTIONNAIRE

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

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