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A MARKET PULSE RESEARCH REPORT ON U.P WEST
July – September, 2011



Telecom Regulatory Authority of India

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

Market Pulse

C-11, Sector 6, Noida
201301, U.P. India

91 120 407 6500/ 8500

The Market
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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 (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

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

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

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

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

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

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

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

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

1. EXECUTIVE SUMMARY

In the period 1st July to 30th September of 2011, Market Pulse has carried out the customer satisfaction survey in U.P West circle.

Two basic wire-line service providers present in the circle as on July 2011 have been covered. Across 12 cities of UP West circle, a sample of 1,200 basic wire-line customers has been covered.

Nine cellular mobile telephone service providers present in the circle as on July 2011 have been covered. A sample of 5,400 cellular mobile phone customers was covered. Of this, 5,058 were prepaid customers and 342 were postpaid customers.

Two broadband service providers present in the circle as on July 2011 have been covered. Across various points of presence in UP West, a sample of 1,200 broadband customers was covered.

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

The key findings of this survey in UP West are presented subsequently.

1.1 Basic Wire-line Service

- 89% of the basic wire-line service customers in UP West circle were satisfied with their service providers with overall service quality. A higher proportion of urban customers (90%) were satisfied with overall service quality as compared to rural customers (83%).
- BSNL did not meet the benchmarks on most parameters including overall service quality and network performance. In fact, it had very low satisfaction with respect to help services including customer grievance redressal and maintainability.
- Airtel did not meet the benchmark with respect to maintainability and Help Services; however, it met the benchmark score for overall quality.
- Only 73% of all customers reported that the fault was repaired within 3 days. A higher percentage of Airtel customers were satisfied with the fault repair service as compared to BSNL customers (64%). However, both the operators did not meet the benchmark score.
- 46% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. This incidence was low for both Airtel and BSNL.
- 99% of the customers were satisfied with the time taken to provide a working telephone ease of understanding/ provision of all relevant information related to tariff plans & charges.
- A very low proportion of both Airtel and BSNL customers were satisfied on account of process of resolution of billing complaints. Only 46% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- 84% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query. Awareness among BSNL customers was less as compared to Airtel.

- Approximately 47% of the aware customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months; this proportion was higher BSNL's rural customers. Most of them received a docket number for their complaints.
- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.
- Of those who were aware of the Nodal Officer's contact details, 41% of Airtel customers claimed to have complained to the nodal officer; none of BSNL customers had complained to the Nodal Officers.
- 5% of all Airtel basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. None of the customers claimed to have filed an appeal with the Appellate Authority.
- 60% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection. This was particularly low among BSNL customers in rural areas.
- Only 12% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.
- 38% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. Only 8% of them were registered with the service provider for not receiving unwanted tele marketing calls/SMS. While 56% reported that unwanted SMS/ tele-marketing calls had stopped completely, almost 28% reported that there had been a slight decrease only.
- On an overall basis, Airtel received a higher rating than BSNL (7.27 VS. 6.50).

1.2 Cellular Mobile Telephone Service

- 87% of all cellular mobile customers were satisfied with overall service quality. BSNL, TTSL Idea, and Vodafone met the benchmark set for overall service quality; the others did not.
- All the service providers met the benchmark set for provision of service including the process and time taken to activate the mobile connection as well as ease of understanding of plans conveyed.
- None of the service provider met the benchmark set for billing performance and help services.
- Airtel, TTSL, Idea & Vodafone met the benchmark set for Network performance, reliability & availability as well as maintainability.
- Only BSNL, TTSL, MTS & Uninor met the benchmark set for value added services.
- Process of billing complaint resolution registered the lowest satisfaction levels on an aggregate level and particularly for Airtel. Only 53% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. Timely delivery of bills is also an aspect where service providers registered low satisfaction levels.
- BSNL, TTSL, Vodafone and MTS had the highest of prepaid customers satisfied on account of accuracy of charges. Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers.
- A higher % of customers were satisfied on account of ease of recharging process & the transparency of recharge offer.
- Service providers registered low scores on all aspects of Help Services; ease of access was found to be satisfactory by a larger % of customers as compared to other aspects.
- Airtel performed better on Help Services than other service providers.
- Rural customers registered lower satisfaction levels especially on account of signal availability. Ability to make/ receive calls registered lower satisfaction scores among Airtel customers. However, a higher % were satisfied with the voice quality.

- Idea had the highest percentage of satisfied customers on availability of signal in the locality and ability to make or receive calls easily as well as on an overall basis.
- A much higher % of Vodafone customers were satisfied with the ability to make or receive calls easily.
- Reliance, MTS and Uninor registered much lower satisfaction scores on maintainability. A higher proportion of Idea, Airtel and Vodafone customers were satisfied with restoration of network (signal) problems.
- MTS had the highest percentage of satisfied customers on quality of supplementary service. Airtel, Idea & Vodafone had the lowest satisfaction on the process of activating VAS.
- 65% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was much lower among BSNL and Aircel customers.
- 45% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among Airtel, BSNL and Reliance customers.
- Only 59% of all the cellular mobile customers at the aggregate level said that their complaints were registered and that they had received a docket number for most of their complaints. Another 24% said that they had not received docket numbers while 10% reported that their complaints were not registered.
- Only 4% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 6% among Airtel & TTSL customers.
- Only 11% Of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- Only 63% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

1.3 Broadband Service

- 74% of all broadband customers were satisfied with overall service quality. BSNL did not meet the benchmark on this parameter. Airtel (89%) had a higher percentage of satisfied customers on this parameter while BSNL's performance registered a weak performance.
- Airtel met the benchmark set for all the parameters except maintainability.
- BSNL met the benchmark only for provision of service, billing performance postpaid and value added services
- None of the service providers met the benchmark set for maintainability.
- Only 79% of the customers reported to have got their working connection within 7 working days. However, they were satisfied with the provision of service.
- Only 9% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 93% of BSNL customers reported that their complaints were not resolved within 4 weeks.
- All the service provider registered high satisfaction levels on account of clarity of bills in terms of transparency & understandability and accuracy. However, all of them had a low % of satisfied customers on account of resolution of billing complaints; only 39% were satisfied.
- A much lower proportion of BSNL customers were satisfied with all aspects of help services. Airtel (83%) had a higher proportion of customers satisfied with aspects of Help Services including time taken by call centre/ customer care / help-line to resolve complaint.
- Airtel had a higher % of satisfied customers with respect to speed of broadband connection and the amount of time for which service is up & working.
- BSNL registered much lower satisfaction scores on all aspects of network performance.
- Only 27% of the customers were satisfied with the time taken for restoration of broadband connection. Airtel's performance was better on this aspect with 40% satisfaction level.

- 84% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query. Of them, 62% had complained at least once in the last 6 months.
- 87% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 74% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- Only 12% of the broadband customers said that they were aware of the contact details of the Nodal Officer. Of them, only 8% had complained to the nodal officer.
- Only 3% of the customers were aware of the Appellate Authority's contact details. None of the customers reported filing an appeal with the Appellate Authority.
- Only 77% of the customers claimed to have got the Manual of Practice while taking the connection.

2 SCOPE OF THE PROJECT

2.1 Background

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

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

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

The current report presents the findings of the survey for UP West circle. This survey was conducted in the period July – September, 2011.

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.

2.4 Coverage of the Survey

In the period 1st July to 30th September of 2011, we conducted the Customer Satisfaction Survey (CSS) in UP West circle. The following service providers have been covered in the UP West 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)

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 UP West 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. Sistema Shyam (Referred as MTS in the report)
8. Aircel Limited (Referred as Aircel in the report)
9. Uninor/Uninor (Referred as Uninor 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)

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
UP West	Agra, Faizabad, Bijnor, Dhampur, Jansath, Muzzafarnagar, Chakata, Haldwani, Kashipur, Nainital, Najibabad, Meerut, Bareilly, Dehradun

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 UP West 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.

BSNL: In the UP West circle, there are 976 exchanges and 102 SDCAs. 5% of these exchanges can be approximated to 49 exchanges and 10% of these SDCAs are 10 SDCAs. We have covered 49 exchanges and 12 SDCAs across UP West circle.

Airtel: Airtel reported presence only in Agra & Meerut. For basic wire-line service survey, both residential and commercial areas were covered. In case of private operators, the sample was covered only in the urban areas.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	600	-	600	2
BSNL	392	208	600	12
Overall	992	208	1200	

Geographical Coverage	Cities Covered
UP West	Agra, Faizabad, Bijnor, Dhampur, Jansath, Muzzafarnagar, Chakata, Haldwani, Kashipur, Nainital, Najibabad, Meerut, Bareilly, Dehradun

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 12 district headquarters in UP West circle. We have selected 4 district headquarters on the basis of their geographical spread namely Agra, Meerut, Bareilly and Dehradun. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	420	180	600	4
BSNL	412	188	600	4
TTSL	422	179	600	4
Reliance	416	184	601	4
Idea	425	177	602	4
Vodafone	423	177	600	4
MTS	412	188	600	4
Aircel	410	190	600	4
Uninor	434	163	597	4
Overall	3774	1626	5400	

Geographical Coverage	Cities Covered
UP West	Agra, Meerut, Bareilly, Dehradun

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

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

BSNL: There are 102 (where their broadband service is available) SDCAs, thus, we covered more than 10% of these i.e. 12 SDCAs.

Airtel: Bharti Airtel reported presence in Agra & Meerut only.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	600	-	600	2
BSNL	420	180	600	12
Overall	1190	180	1200	

Geographical Coverage	Cities Covered
UP West	Agra, Faizabad, Bijnor, Dhampur, Jansath, Muzzafarnagar, Chakata, Haldwani, Kashipur, Nainital, Najibabad, Meerut, Bareilly, Dehradun

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		
Airtel	342	-	342	258	600
BSNL	96	208	304	296	600
Overall	438	208	646	554	1200

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		
Airtel	120	180	300	300	600
BSNL	113	188	301	299	600
TTSL	124	179	300	300	600
Reliance	116	184	303	298	601
Idea	125	177	302	300	602
Vodafone	123	177	300	300	600
MTS	112	188	300	300	600
Aircel	109	190	299	301	600
Uninor	133	163	296	301	597
Overall	1075	1626	2701	2699	5400

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		
Airtel	246	-	246	354	600
BSNL	108	180	288	312	600
Overall	354	180	534	666	1200

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

A total of 2 basic wire-line service providers present in the circle have been covered. All of them were postpaid connections.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	-	-	-	600	-	600	600
BSNL	-	-	-	392	208	600	600
Overall	-	-	-	992	208	1200	1200

2.9.2 Cellular Mobile Telephone Service

A total of 9 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 5,400 customers, 1626 respondents were from rural areas.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	225	178	403	195	2	197	600
BSNL	401	184	585	11	4	15	600
TTSL	392	176	568	24	8	32	600
Reliance	418	177	595	4	2	6	601
Idea	367	173	540	58	4	62	602
Vodafone	396	176	572	27	1	28	600
MTS	412	188	600	0	0	0	600
Aircel	410	188	598	0	2	2	600
Uninor	434	163	597	0	0	0	597
Overall	3455	1603	5058	319	23	342	5400

2.9.3 Broadband Service

A total of three broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the UP West circle, 1200 broadband service customers were covered.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	-	-	-	600	-	600	600
BSNL	-	-	-	420	180	600	600
Overall	-	-	-	1020	180	1200	1200

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	77	23	992
Rural	81	19	208
Overall	78	22	1200

- 1200 basic telephone service (Wire-line) customers were covered. Of this sample, 78% were male and the balance 22% 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	19	34	25	22	992
Rural	23	33	21	23	208
Overall	20	34	24	22	1200

- 58% of the customers were in the age group of 25 – 44 years while 20% were less than 25 years and the 22% were more than 45 years old.

2.10.1.2 Occupation Profile

Occupation	% Customers					Base
	Service	Business- man/ Self Employed/ Farmers	Student	Housewife	Retired	
Urban	24	52	8	13	4	992
Rural	12	64	15	8	2	208
Overall	21	54	9	12	3	1200

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	85	15	3774
Rural	90	10	1626
Overall	87	13	5400

- 5400 cellular mobile telephone service customers were covered. Of this sample, 87% were male and 13% 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	39	36	16	9	3774
Rural	39	35	16	10	1626
Overall	39	36	16	9	5400

- 52% of the customers were in the age group of 25 – 44 years while 39% were less than 25 years and the 9% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers					Base
	Service	Businessman/ Self Employed/ Farmers	Student	Housewife	Retired	
Urban	33	37	22	7	1	3774
Rural	32	41	20	6	1	1626
Overall	33	38	21	7	1	5400

- Out of 5404 cellular mobile telephone service customers, 38% of the customers were businessmen/ self-employed/ farmers and 33% of them were salaried while 21% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	84	16	1020
Rural	100	-	180
Overall	86	14	1200

- 1400 broadband service customers were covered. Of this sample, 86% were male 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	13	41	26	20	1020
Rural	10	38	42	10	180
Overall	13	40	28	19	1200

- 68% of the customers were in the age group of 25 –434 years while 13% were less than 25 years and the 19% were more than 45 years old.

2.13 Questionnaire Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

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

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

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

2.15 Explanation of Benchmarks

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

2.15.1 Basic Wire-line Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing 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 call centre/customer care or helpline
- Ease of getting an option for "talking to a customer care executive"
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing
- Resolution of your complaint for deactivation of VAS

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

Network Performance, Reliability and Availability

- Availability of signal in customer locality
- Ability to make or receive calls easily
- 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 call centre/customer care or helpline
- Ease of getting an option for “talking to a customer care executive
- Response time taken to answer your call by a customer care executive
- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Speed of 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.

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

Cellular Mobile Telephone Service: Means....

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

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

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

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

3.1 Basic Wire-line Service

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

Sub Parameters	Type	Benchmarks	% Customers		
			Airtel	BSNL	Overall
% Satisfied with Provision of Service	Urban	≥90%	96	100	98
	Rural	≥90%	-	100	100
	Overall	≥90%	96	100	99
% Satisfied with Billing Performance Postpaid	Urban	≥95%	94	86	91
	Rural	≥95%	-	79	79
	Overall	≥95%	94	83	89
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	85	62	78
	Rural	≥90%	-	68	68
	Overall	≥90%	85	64	77
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	97	85	92
	Rural	≥95%	-	84	84
	Overall	≥95%	97	85	91
% Satisfied with Maintainability	Urban	≥95%	82	65	70
	Rural	≥95%	0	62	62
	Overall	≥95%	82	64	67
% Supplementary and Value Added Services*	Urban	≥90%	100	100	100
	Rural	≥90%	-	92	92
	Overall	≥90%	100	95	96
% Satisfied with Overall Service Quality	Urban	≥90%	96	81	90
	Rural	≥90%	-	83	83
	Overall	≥90%	96	82	89
<i>Base</i>			600	600	1200

* Denotes small sample and thus, statistically invalid data.

- 89% of the basic wire-line service customers in UP West circle were satisfied with their service providers with overall service quality. A higher proportion of urban customers (90%) were satisfied with overall service quality as compared to rural customers (83%).
- BSNL did not meet the benchmarks on most parameters including overall service quality. In fact, it had very low satisfaction with respect to help services including customer grievance redressal and maintainability.
- Airtel did not meet the benchmark with respect to maintainability and Help Services; however, it met the benchmark score for overall quality.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	94	70	76
Rural	-	64	64
Overall	94	68	73
Base	99	429	528

- Only 73% of all customers reported that the fault was repaired within 3 days.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	78	100	85
Rural	-	-	-
Overall	78	50	65
<i>Base</i>	9	8	17

Note: The above sample size is too small for any statistical inference.

3.1.4 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	48	44	47
Rural	-	41	41
Overall	48	43	46
<i>Base</i>	260	230	490

- 46% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- This incidence was low for both Airtel (48%) and BSNL (43%).

3.2 Cellular Mobile Telephone Service

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

Sub Parameters	Type	Benc hmar ks	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
% Satisfied with Provision of Service	Urban	≥90%	99	96	97	99	99	99	99	99	98	98
	Rural	≥90%	100	95	100	99	96	98	98	100	100	98
	Overall	≥90%	99	96	98	99	98	99	99	99	99	98
% Satisfied with Billing Performance Prepaid	Urban	≥95%	84	90	90	80	90	90	89	88	86	87
	Rural	≥95%	94	90	92	93	86	95	82	91	90	90
	Overall	≥95%	89	90	91	84	89	91	87	89	87	88
% Satisfied with Billing Performance Postpaid	Urban	≥95%	86	86	88	79	91	96	-	-	-	88
	Rural	≥95%	100	86	85	100	80	100	-	83	-	87
	Overall	≥95%	86	86	87	86	90	96	-	83	-	88
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	82	78	79	71	77	77	77	79	78	77
	Rural	≥90%	82	69	83	70	76	74	51	63	77	71
	Overall	≥90%	82	75	80	71	77	76	69	75	78	76
% Satisfied with Network Performance, Reliability and Availability	Urban	≥90%	90	90	88	81	94	93	92	82	81	88
	Rural	≥90%	96	84	93	81	97	91	70	85	92	88
	Overall	≥90%	92	89	90	81	95	93	85	83	84	88
% Satisfied with Maintainability	Urban	≥90%	94	93	89	80	96	95	92	87	82	90
	Rural	≥90%	97	81	93	82	97	91	69	86	90	87
	Overall	≥90%	95	89	90	81	96	94	85	87	84	89
% Supplementary and Value Added Services	Urban	≥90%	73	94	92	91	74	73	100	88	98	85
	Rural	≥90%	88	100	100	81	91	82	100	78	94	90
	Overall	≥90%	73	95	94	89	78	74	100	87	97	86
% Satisfied with Overall Service Quality	Urban	≥90%	80	95	90	83	90	91	90	86	83	88
	Rural	≥90%	91	85	94	87	88	88	68	83	96	86
	Overall	≥90%	84	92	91	84	90	90	83	85	86	87
Base			600	600	600	601	602	600	600	600	597	5400

- 87% of all cellular mobile customers were satisfied with overall service quality. BSNL, TTSL Idea, and Vodafone met the benchmark set for overall service quality; the others did not.
- All the service providers met the benchmark set for provision of service.
- None of the service provider met the benchmark set for billing performance and help services.
- Airtel, TTSL, Idea & Vodafone met the benchmark set for Network performance, reliability & availability as well as maintainability.
- Only BSNL, TTSL, MTS & Uninor met the benchmark set for value added services.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	50	63	65	63	53	57	71	62	49	59
Rural	52	20	53	53	34	17	26	44	31	38
Overall	50	47	61	60	46	45	57	56	44	53
<i>Base</i>	153	112	171	255	143	155	203	178	214	1584

- Only 53% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was low for all service providers.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchm arks	Airtel	BSNL	Overall
% Satisfied with Provision of Service	Urban	≥90%	99	100	100
	Rural	≥90%	0	100	100
	Overall	≥90%	99	100	100
% Satisfied with Billing Performance Prepaid	Urban	≥90%	-	-	-
	Rural	≥90%	-	-	-
	Overall	≥90%	-	-	-
% Satisfied with Billing Performance Postpaid	Urban	≥90%	93	92	93
	Rural	≥90%	-	100	100
	Overall	≥90%	93	92	93
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	83	53	67
	Rural	≥90%	-	-	-
	Overall	≥90%	83	53	66
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	88	61	74
	Rural	≥85%	-	-	-
	Overall	≥85%	88	60	74
% Satisfied with Maintainability	Urban	≥85%	40	24	27
	Rural	≥85%	-	-	-
	Overall	≥85%	40	24	27
% Supplementary and Value Added Services	Urban	≥85%	86	100	92
	Rural	≥85%	-	-	-
	Overall	≥85%	86	100	92
% Satisfied with Overall Service Quality	Urban	≥85%	89	58	74
	Rural	≥85%	-	50	50
	Overall	≥85%	89	58	74

- 74% of all broadband customers were satisfied with overall service quality. BSNL did not meet the benchmark on this parameter.
- Airtel met the benchmark set for all the parameters except maintainability.
- BSNL met the benchmark only for provision of service, billing performance postpaid and value added services
- None of the service providers met the benchmark set for maintainability.

3.3.2 % of customers who reported getting a working connection with 7 days.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	79	78	79
Rural	-	50	50
Overall	79	78	79
<i>Base</i>	600	600	1200

- 79% of the customers reported to have got their working connection within 7 working days.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	13	7	9
Rural	-	-	-
Overall	13	7	9
<i>Base</i>	227	398	625

- Only 9% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 93% of BSNL customers reported that their complaints were not resolved within 4 weeks.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – UP West Circle

Customer Satisfaction Survey in the UP Westa circle was done among customers of 2 Basic Wire-line Service providers i.e. Airtel and BSNL.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1. The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Time taken to provide working connection	Urban	95	100	98
	Rural	-	100	100
	Overall	95	100	98
Ease of understanding	Urban	98	100	99
	Rural	-	100	100
	Overall	98	100	99
Provision of Service	Urban	96	100	98
	Rural	-	100	100
	Overall	96	100	99
<i>Base</i>		41	63	104

- 99% of the customers were satisfied with the time taken to provide a working telephone 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.

Sub Parameters	Type	% Postpaid Customers		
		Airtel	BSNL	Overall
Timely delivery of bills	Urban	95	82	90
	Rural	-	73	73
	Overall	95	79	87
Quality, Accuracy & Completeness of the bills	Urban	94	89	92
	Rural	-	83	83
	Overall	95	79	87
Process of resolution of billing complaints	Urban	59	57	58
	Rural	-	42	42
	Overall	59	51	53
Clarity of the bills in terms of transparency & understandability	Urban	97	91	95
	Rural	-	89	89
	Overall	97	90	94
Billing Performance Postpaid	Urban	94	86	91
	Rural	-	79	79
	Overall	94	83	89
<i>Base</i>		600	600	1200

- A very low proportion of Both Airtel and BSNL customers were satisfied on account of process of resolution of billing complaints. This dragged down their scores with respect to postpaid billing performance.

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.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Ease of access of call centre/customer care or help-line	Urban	90	68	83
	Rural	-	58	58
	Overall	90	64	80
Ease of getting an option for “ talking to a customer care executive”	Urban	86	67	80
	Rural	-	63	63
	Overall	86	66	78
Response time taken to answer the call	Urban	79	49	71
	Rural	-	58	58
	Overall	79	52	69
Problem solving ability of customer care executive	Urban	82	60	76
	Rural	-	79	79
	Overall	82	66	76
Time taken by call centre/customer care /helpline to resolve complaint	Urban	89	65	82
	Rural	-	84	84
	Overall	89	71	82
Help Service including customer grievance redressal	Urban	85	62	78
	Rural	-	68	68
	Overall	85	64	77
<i>Base</i>		391	230	621

- BSNL customers in both urban and rural areas were less satisfied with most aspects of help services.
- 85% of Airtel’s wire-line customers were satisfied with help services on an overall basis. Apart from ease of access, Airtel registered low scores on all aspects.

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.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Availability of working telephone (dial tone)	Urban	97	86	92
	Rural	-	89	89
	Overall	97	87	92
Ability to make or receive calls easily	Urban	97	89	94
	Rural	-	85	85
	Overall	97	87	92
Voice Quality	Urban	96	81	90
	Rural	-	79	79
	Overall	96	80	88
Network Performance, Reliability and Availability	Urban	97	85	92
	Rural	-	84	84
	Overall	97	85	91
<i>Base</i>		600	600	1200

- A higher percentage of Airtel's customers were satisfied with the availability of working telephone (dial tone), ability to make or receive calls easily and voice quality.
- BSNL (85%) registered a lower level of customer satisfaction on account 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.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Fault repair service	Urban	82	65	70
	Rural	-	62	62
	Overall	82	64	67
<i>Base</i>		99	429	528

- A higher percentage of Airtel customers were satisfied with the fault repair service as compared to BSNL customers (64%). However, both the operators did not meet the benchmark score.

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 added services.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Quality of the supplementary services / value added service provided)	Urban	100	100	100
	Rural	-	100	100
	Overall	100	95	96
Process of activating value added services or the process of unsubscribing	Urban	100	100	100
	Rural	-	92	92
	Overall	100	95	96
Supplementary and Value added services	Urban	100	100	100
	Rural	-	92	92
	Overall	100	95	96
<i>Base</i>		23	80	103

Note: The sample of prepaid wire-line Airtel customers was too low to draw any statistically valid inference.

- 95% of BSNL customers were satisfied with value added services.

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.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Overall quality of telephone service	Urban	96	81	90
	Rural	-	83	83
	Overall	96	82	89
<i>Base</i>		600	600	1200

- 89% of the customers were satisfied with the overall quality of telephone service. The satisfaction was lower among BSNL customers in both urban and rural areas.

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

4.2.1 Awareness and Experience of Call Centre

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	88	84	86
Rural	-	73	73
Overall	88	80	84
<i>Base</i>	600	600	1200

- 84% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness among BSNL customers was less as compared to Airtel.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 6 months

Type	% Customers		
	Airtel	BSNL	Overall
Urban	48	43	46
Rural	-	53	53
Overall	48	46	47
<i>Base</i>	528	480	1008

- Approximately 47% of the aware customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher BSNL's rural customers.

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

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Docket number received for most of the complaints	Urban	96	89	93
	Rural	-	91	91
	Overall	96	90	93
No docket number received for most of the complaints	Urban	3	6	4
	Rural	-	9	9
	Overall	3	7	5
It was received on request	Urban	2	3	2
	Rural	-	-	-
	Overall	2	2	2
No docket number received even on request	Urban	0	3	1
	Rural	-	-	-
	Overall	0	2	1
<i>Base</i>		265	230	495

- 93% of the customers who had complained said that they had received a docket number for most of their complaints. This was significantly higher for Airtel customers as compared to BSNL customers.
- 5% of all customers who had complained said that they did not receive docket number for most of their complaints.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	92	58	80
Rural	-	73	73
Overall	92	64	79
<i>Base</i>	264	230	494

- 79% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- A lower proportion (64%) of BSNL customers as compared to Airtel customers were informed about the action taken on their complaint by call centre.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	48	44	47
Rural	-	41	41
Overall	48	43	46
<i>Base</i>	260	230	490

- 46% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.

4.2.2 Awareness and experience of Nodal Officer

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	5	2	4
Rural	-	6	6
Overall	5	3	4
<i>Base</i>	600	600	1200

- Only 4% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	41	-	32
Rural	-	-	-
Overall	41	-	25
<i>Base</i>	29	20	49

- Of those who were aware of the Nodal Officer's contact details, 41% of Airtel customers claimed to have complained to the nodal officer; none of BSNL customers had complained to the Nodal Officers.

Table 4.2.2.3 The percentage of customers who were able to contact to the Nodal Officer without difficulty.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	100	-	100
Rural	-	-	-
Overall	100	-	100
<i>Base</i>	12	-	12

Note: The above sample size is too small for any statistical inference.

Table 4.2.2.4 The percentage of customers who were intimated about the decision taken on their complaints by the Nodal Officer

Type	% Customers		
	Airtel	BSNL	Overall
Urban	100	-	100
Rural	-	-	-
Overall	100	-	100
<i>Base</i>	12	-	12

Note: The above sample size is too small for any statistical inference.

Table 4.2.2.5 % of customers satisfied with redressal of complaint by the Nodal Officer

Type	% Customers		
	Airtel	BSNL	Overall
Urban	75	-	75
Rural	-	-	-
Overall	75	-	75
<i>Base</i>	12	-	12

Note: The above sample size is too small for any statistical inference.

4.2.4 Awareness and experience of Appellate Authority

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	5	1	3
Rural	-	2	2
Overall	5	1	3
<i>Base</i>	600	600	1200

- 5% of all Airtel basic wire-line service customers said that they were aware of the contact details of the Appellate Authority while very low percentage customers of BSNL were aware of .

4.2.4.2 Incidence of Appeal being filed in the prescribed form in the last 6 months

Type	% Customers		
	Airtel	BSNL	Overall
Urban	0	0	0
Rural	-	0	0
Overall	0	0	0
<i>Base</i>	268	8	276

4.2.4.3 Percentage of Customers who filed an appeal with the Appellate & Received an Acknowledgement

- None of the customers claimed to have filed an appeal with the Appellate Authority.

4.2.4.4 Percentage of Customers who filed an appeal with the Appellate & for Whom a Decision was taken within 3 months

- Not Applicable

4.2.5 General Information

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	75	52	66
Rural	-	35	35
Overall	75	46	60
<i>Base</i>	600	600	1200

- 60% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection. This was particularly low among BSNL customers in rural areas.

Table 4.2.5.2 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.

No prepaid customers were covered.

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

- Not applicable

Table 4.2.5.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

- Not applicable

Table 4.4.4.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months.

Type	% Customer		
	Airtel	BSNL	Overall
Urban	2	-	1
Rural	-	-	2
Overall	2	-	2
<i>Base</i>	600	-	1200

- Only 2% of the customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.4.4.6 The following table shows the percentage of customers who were aware about getting rent rebate in case fault is not repaired within 3 days

Type	% Customers		
	Airtel	BSNL	Overall
Urban	16	7	12
Rural	-	14	14
Overall	16	9	12
<i>Base</i>	600	600	1200

- Only 12% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.

4.4.4.7 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.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	46	33	41
Rural	-	25	25
Overall	46	30	38
<i>Base</i>	600	600	1200

- 38% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. This proportion was higher among Airtel customers.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	9	9	9
Rural	-	-	-
Overall	9	7	8
<i>Base</i>	278	180	458

- Only 8% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.4.4.9 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.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
No change	Urban	0	0	0
	Rural	-	-	-
	Overall	0	0	0
Slight decrease	Urban	42	0	28
	Rural	-	-	-
	Overall	42	0	28
Considerable decrease	Urban	8	33	17
	Rural	-	-	-
	Overall	8	33	17
Stopped receiving	Urban	50	67	56
	Rural	-	-	-
	Overall	50	67	56
Base		24	12	36

- While 56% reported that unwanted SMS/ tele-marketing calls had stopped completely, almost 28% reported that there had been a slight decrease only.

4.4.4.10 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.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	17	100	38
Rural	-	-	-
Overall	17	100	38
<i>Base</i>	12	4	16

Note: The above sample size is too small for any statistical inference

4.4.4.11 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.

Sub Parameters	Type	Customer Ranking		
		Airtel	BSNL	Overall
Mean Score	Urban	7.27	6.46	6.95
	Rural	-	6.56	6.56
	Overall	7.27	6.50	6.88
<i>Base</i>		600	600	1200

- Airtel received a higher rating than BSNL (7.27 VS. 6.50).

4.3 Cellular Mobile Telephone Service – UP West Circle

Customer Satisfaction Survey in the UP West circle was done among customers of 9 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, Reliance, TTSL, Idea, Vodafone, MTS, Uninor and Aircel.

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.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Process & time taken to activate connection	Urban	98	92	94	98	99	99	98	99	98	97
	Rural	100	95	100	96	94	97	96	100	100	98
	Overall	99	93	96	99	98	99	98	99	98	98
Ease of understanding	Urban	100	99	100	99	100	99	100	99	99	99
	Rural	100	95	100	99	97	99	100	100	100	99
	Overall	100	98	100	99	99	99	100	99	99	99
Provision of Service	Urban	99	96	97	99	99	99	99	99	98	98
	Rural	100	95	100	99	96	98	98	100	100	98
	Overall	99	96	98	99	98	99	99	99	99	98
<i>Base</i>		600	600	600	601	602	600	600	600	597	5400

- Most customers were satisfied with the process and time taken to activate the mobile connection as well as ease of understanding of plans conveyed. All the operators met the quality benchmark.

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.

Sub Parameters	Type	% Postpaid Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Timely delivery of bills	Urban	85	82	88	100	81	85	-	-	-	84
	Rural	100	100	62	100	50	100	-	-	-	78
	Overall	85	87	81	100	79	86	-	100	-	84
Clarity of the bills in terms of transparency and understandability	Urban	95	91	92	75	98	100	-	-	-	95
	Rural	100	100	100	100	100	100	-	50	-	96
	Overall	95	93	94	83	98	100	-	50	-	95
Accuracy & completeness of the bills	Urban	90	91	88	75	97	100	-	-	-	92
	Rural	100	75	88	100	75	100	-	100	-	87
	Overall	90	87	88	83	95	100	-	100	-	91
Process of resolution of billing Complaints	Urban	36	50	75	50	75	100	-	-	-	55
	Rural	100	50	100	100	100	-	-	-	-	90
	Overall	39	50	80	67	80	100	-	-	-	59
Billing Performance Post paid	Urban	86	86	88	79	91	96	-	-	-	88
	Rural	100	86	85	100	80	100	-	83	-	87
	Overall	86	86	87	86	90	96	-	83	-	88
Base		197	15	32	6	62	28	-	2	-	342

- Process of billing complaint resolution registered the lowest satisfaction levels on an aggregate level and particularly for Airtel.
- Timely delivery of bills is also an aspect where service providers registered low satisfaction levels.

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.

Sub Parameters	Type	% Prepaid Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Accuracy of charges	Urban	84	94	92	77	89	91	98	86	86	89
	Rural	95	92	98	97	77	97	89	94	90	92
	Overall	89	93	94	83	86	93	95	89	87	90
Refund/Credit/Waiver of excess charges	Urban	54	47	57	53	61	55	57	61	59	56
	Rural	76	79	55	53	67	75	51	71	65	65
	Overall	62	56	56	53	63	59	56	64	60	59
Ease of recharging process & the transparency of recharge offer	Urban	95	95	98	97	99	99	93	98	96	97
	Rural	99	90	95	100	100	97	85	95	96	95
	Overall	97	94	97	98	99	98	90	97	96	96
Billing Performance - Prepaid	Urban	84	90	90	80	90	90	89	88	86	87
	Rural	94	90	92	93	86	95	82	91	90	90
	Overall	89	90	91	84	89	91	87	89	87	88
<i>Base</i>		403	585	568	595	540	572	600	598	597	5058

- BSNL, TTSL, Vodafone and MTS had the highest of prepaid customers satisfied on account of accuracy of charges.
- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers.
- A higher % of customers were satisfied on account of ease of recharging process & the transparency of recharge offer.

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.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Ease of access of call centre/customer care or help-line	Urban	85	72	84	67	80	75	90	76	77	78
	Rural	89	88	93	74	79	79	76	76	71	79
	Overall	86	77	86	69	79	76	86	76	76	79
Ease of getting an option for “ talking to a customer care executive”	Urban	81	69	76	73	73	68	70	78	79	74
	Rural	75	61	68	59	80	68	35	52	59	61
	Overall	80	67	74	69	75	68	60	70	74	71
Response time taken	Urban	85	83	79	72	76	78	72	84	79	78
	Rural	85	58	77	68	71	66	35	60	78	66
	Overall	85	75	79	71	75	75	61	77	79	75
Problem solving ability	Urban	79	83	77	74	80	84	78	82	77	79
	Rural	80	70	87	77	75	76	54	64	91	74
	Overall	79	79	79	75	78	82	71	76	80	78
Time taken to resolve complaint	Urban	78	81	79	69	76	81	75	78	76	76
	Rural	83	68	88	72	73	81	58	66	87	75
	Overall	79	77	81	70	75	81	70	75	79	76
Help Services including customer grievance redressal	Urban	82	78	79	71	77	77	77	79	78	77
	Rural	82	69	83	70	76	74	51	63	77	71
	Overall	82	75	80	71	77	76	69	75	78	76
<i>Base</i>		296	185	279	410	277	280	290	321	314	2652

- Service providers registered low scores on all aspects of Help Services. Ease of access was found to be satisfactory by a larger % of customers as compared to other aspects.
- Airtel performed better on Help Services than other service providers.

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.

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Availability of signal of your service provider in your locality	Urban	87	91	86	80	93	91	95	76	79	86
	Rural	96	84	91	79	96	90	69	84	85	86
	Overall	90	88	87	80	94	90	87	79	81	86
Ability to make or receive calls easily	Urban	91	91	89	81	95	95	91	83	80	88
	Rural	97	85	92	80	98	93	71	87	96	89
	Overall	93	89	90	81	96	94	85	85	85	89
Voice quality	Urban	94	89	90	81	95	94	90	86	82	89
	Rural	96	85	96	83	97	92	71	83	94	88
	Overall	94	88	92	82	95	93	84	85	86	89
Network performance, Reliability & Availability	Urban	90	90	88	81	94	93	92	82	81	88
	Rural	96	84	93	81	97	91	70	85	92	88
	Overall	92	89	90	81	95	93	85	83	84	88
Base		600	600	600	601	602	600	600	600	597	5400

- Rural customers registered lower satisfaction levels especially on account of signal availability.
- Ability to make/ receive calls registered lower satisfaction scores among Aircel customers. However, a higher % were satisfied with the voice quality.
- Idea had the highest percentage of satisfied customers on availability of signal in the locality and ability to make or receive calls easily as well as on an overall basis.
- A much higher % of Vodafone customers were satisfied with the ability to make or receive calls easily.

4.3.5 Customer Satisfaction with Maintainability

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Availability of network (signal)	Urban	94	93	90	81	95	95	93	87	82	90
	Rural	97	81	92	82	97	90	69	86	88	87
	Overall	95	90	90	81	96	94	85	87	83	89
Restoration of network (signal) problems	Urban	94	94	89	80	96	94	91	88	82	90
	Rural	96	80	93	81	97	92	70	86	91	87
	Overall	94	89	90	80	97	94	84	87	85	89
Maintainability	Urban	94	93	89	80	96	95	92	87	82	90
	Rural	97	81	93	82	97	91	69	86	90	87
	Overall	95	89	90	81	96	94	85	87	84	89
<i>Base</i>		600	600	600	601	602	600	600	600	597	5400

- Reliance, MTS and Uninor registered much lower satisfaction scores on maintainability.
- A higher proportion of Idea, Airtel and Vodafone customers were satisfied with restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Quality of supplementary service	Urban	90	93	90	93	95	93	100	90	96	93
	Rural	75	100	100	85	91	73	100	75	87	89
	Overall	89	95	92	91	94	92	100	88	94	92
Process of activating VAS	Urban	55	95	93	90	53	53	100	87	100	78
	Rural	100	100	100	77	91	91	100	81	100	92
	Overall	56	96	95	87	61	56	100	86	100	80
Supplementary and value added services	Urban	73	94	92	91	74	73	100	88	98	85
	Rural	88	100	100	81	91	82	100	78	94	90
	Overall	73	95	94	89	78	74	100	87	97	86
<i>Base</i>		142	149	77	134	98	152	60	188	103	1103

- MTS had the highest percentage of satisfied customers on quality of supplementary service.
- Airtel, Idea & Vodafone had the lowest satisfaction on the process of activating VAS.

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

4.4.1 Awareness and experience of Call Centre

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	70	55	66	73	65	71	77	54	67	66
Rural	61	46	77	77	51	48	81	53	48	60
Overall	67	52	69	74	61	64	78	54	62	65
<i>Base</i>	600	600	600	601	602	600	600	600	597	5400

- 65% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness was much lower among BSNL and Aircel customers.

4.4.1.2 The following table shows the percentage of customers who had complained in last 6 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	35	32	41	58	34	36	44	53	55	43
Rural	48	47	41	55	56	55	43	61	71	51
Overall	38	36	41	39	41	40	43	55	58	45
<i>Base</i>	600	600	600	601	602	600	600	600	597	5400

- 45% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among Airtel, BSNL and Reliance customers.

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

Sub Parameters	Type	% Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Complaint was registered and Docket number received	Urban	64	23	46	56	63	59	50	50	62	54
	Rural	71	73	55	67	68	85	49	74	84	69
	Overall	67	41	49	59	65	67	50	58	67	59
Complaint was registered and Docket number not received	Urban	21	52	20	25	20	24	23	36	21	26
	Rural	17	22	17	20	18	15	37	20	16	21
	Overall	20	41	19	24	20	21	28	30	20	24
Complaint was registered and docket number provided on request	Urban	1	21	2	1	4	3	22	0	3	6
	Rural	6	5	28	13	0	0	14	5	0	9
	Overall	3	15	11	5	3	2	19	2	2	7
Complaint was registered and docket number not provided even on request	Urban	0	3	-	2	1	1	-	1	-	1
	Rural	4				2	-	-	2	-	1
	Overall	1	2	-	2	1	1	-	1	-	1
Refused to register the complaint	Urban	14	1	32	16	11	13	5	13	15	14
	Rural	2	0	0	0	12	0	0	0	0	1
	Overall	10	1	21	11	11	9	3	8	11	10
<i>Base</i>		153	112	171	255	143	155	203	178	214	1584

- 59% of all the cellular mobile customers at the aggregate level said that their complaints were registered and that they had received a docket number for most of their complaints. Another 24% said that they had not received docket numbers while 10% reported that their complaints were not registered.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	95	93	91	99	99	90	91	98	96	95
Rural	100	98	100	100	98	98	97	97	93	98
Overall	97	95	94	99	99	92	93	98	95	96
<i>Base</i>	153	112	171	255	143	155	203	178	214	1584

- 96% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. The proportion was higher among rural customers.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	50	63	65	63	53	57	71	62	49	59
Rural	52	20	53	53	34	17	26	44	31	38
Overall	50	47	61	60	46	45	57	56	44	53
<i>Base</i>	153	112	171	255	143	155	203	178	214	1584

- Only 53% of the cellular mobile customers who had made billing complaints said that their billing complaints were resolved satisfactorily by call centre/customer care within four weeks of lodging their complaints.

4.4.2 Awareness and experience of Nodal Officer

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	6	3	8	4	3	4	5	2	3	4
Rural	4	2	1	6	1	3	1	2	0	2
Overall	6	3	6	5	2	4	3	2	2	4
<i>Base</i>	600	600	600	601	602	600	600	600	597	5400

- Only 4% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 6% among Airtel & TTSL customers.

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	0	8	18	13	0	0	0	11	36	9
Rural	13	0	0	27	0	40	0	0		17
Overall	3	6	17	19	0	9	0	8	36	11
<i>Base</i>	33	16	35	27	14	22	20	13	11	191

- Only 11% of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.

4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
*Urban	-	100	67	50	-	-	-	100	-	50
*Rural	100	-	-	67	-	100	-	-	-	83
Overall	100	100	67	60		100	-	-	-	60
<i>Base</i>	1	1	6	5		2	-	1	4	20

Note: The above sample size is too small for any statistical inference

4.4.2.4 Satisfaction with Nodal Officer

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	-	100	67	50	-	-	-	100	0	50
Rural	100	-	-	67	-	100	-	-	-	83
Overall	100	100	67	60	-	100	-	100	0	60
<i>Base</i>	1	1	6	5		2	-	1	4	20

Note: The above sample size is too small for any statistical inference

- Only 60% of those who had complained to the Nodal Officer were satisfied with the action taken/ response.

4.4.3 Awareness and experiences with Appellate Authority

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

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	3	0	2	1	1	1	0	1	1	1
Rural	1	2	-	2	1	2	0	0	0	1
Overall	2	1	1	2	1	1	0	1	1	1
<i>Base</i>	600	600	601	600	602	600	600	600	597	5400

- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.

4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 6 months

Type	% Customers									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	-	-	-	-	-	-	-	-	-	-
Rural	-	-	-	-	-	-	-	-	-	-
Overall	-	-	-	-	-	-	-	-	-	-
<i>Base</i>	12	5	8	9	6	8	3	4	55	12

- None of the 5400 customers had filed an appeal with the Appellate Authority.

4.4.3.3 Received any acknowledgement

Not Applicable

4.4.3.4 Reported Decisions by the Appellate Authority

Not Applicable

4.4.4 General Information

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

Type	Service Provider									Overall
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	
Urban	18	31	21	10	26	23	50	10	13	22
Rural	33	21	56	44	14	23	38	14	30	30
Overall	24	28	32	20	22	23	46	11	17	25
<i>Base</i>	403	585	568	595	540	572	600	598	597	5058

- Only 25% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

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

Type	Service Provider									
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Urban	0	32	17	9	34	19	60	0	0	30
Rural	2	0	42	15	4	0	48	0	0	19
Overall	1	24	31	13	28	13	57	0	0	25
<i>Base</i>	98	163	181	121	119	130	275	68	104	1259

- 57% of the MTS prepaid cellular mobile customers were denied item-wise usage charge details on request.

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

Sub Parameters	Type	% Prepaid Customers									
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
No reason given	Urban	0	3	13	13	31	12	10	-	-	12
	Rural	-	-	-	-	100	-	-	-	-	100
	Overall	0	3	13	13	33	12	10	-	-	12
Technical problem	Urban	100	97	88	81	69	88	90	-	-	88
	Rural	-	-	-	-	-	-	-	-	-	-
	Overall	100	97	88	81	67	88	90	-	-	88
Others	Urban	0	0	0	6	0	0	0	-	-	0
	Rural	-	-	-	-	-	-	-	-	-	-
	Overall	-	-	-	6	0	0	0	-	-	0
<i>Base</i>		1	39	56	16	33	17	156	-	-	318

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

Type	Service Provider									Overall
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	
Urban	47	46	54	55	63	74	79	58	68	60
Rural	52	41	79	82	66	70	86	90	64	70
Overall	48	44	62	63	64	73	81	68	67	63
Base	600	600	600	601	602	600	600	600	597	5400

- Only 63% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

4.5 Broadband Service – UP West circle

The survey of customer perception of satisfaction was done in UP West circle among customers of 2 Broadband service providers i.e. Airtel & BSNL

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.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Time taken	Urban	99	100	100
	Rural		100	100
	Overall	99	100	100
<i>Base</i>		600	600	1200

- 100% 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.

Sub Parameters	Type	Postpaid Customers		
		Airtel	BSNL	Overall
Timely delivery of bills	Urban	94	94	94
	Rural	-	92	92
	Overall	94	93	94
Clarity of the bills in terms of transparency and understandability	Urban	97	93	95
	Rural	-	90	90
	Overall	97	92	95
Accuracy of the bills	Urban	94	95	95
	Rural	-	94	94
	Overall	94	95	95
Process of resolution of billing Complaints	Urban	43	32	40
	Rural	-	29	29
	Overall	43	31	39
Billing performance postpaid	Urban	93	93	93
	Rural	-	91	91
	Overall	93	92	93
<i>Base</i>		600	600	1200

- All the service provider registered high satisfaction levels on account of clarity of bills in terms of transparency & understandability and accuracy.
- However, all of them had a low % of satisfied customers on account of resolution of billing complaints; only 39% were satisfied.

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.

Sub Parameters	Type	% Prepaid Customers		
		Airtel	BSNL	Overall
Ease of access of call centre/ customer care or helpline	Urban	87	63	76
	Rural	0	56	56
	Overall	87	61	73
Ease of getting an option for “ talking to customer care executive”	Urban	83	56	70
	Rural	0	45	45
	Overall	83	53	66
Response time taken by customer executive to answer customer call	Urban	81	46	65
	Rural	0	28	28
	Overall	81	42	60
Problem solving ability of customer care executive(s)	Urban	79	52	67
	Rural	0	45	45
	Overall	79	50	63
Time taken by call centre/ customer care / help-line to resolve your complaint	Urban	83	59	72
	Rural	0	51	51
	Overall	83	57	69
Help services	Urban	83	55	70
	Rural		45	45
	Overall	83	53	66
<i>Base</i>		331	409	740

- A much lower proportion of BSNL customers were satisfied with all aspects of help services.
- Airtel (83%) had a higher proportion of customers satisfied with aspects of Help Services including time taken by call centre/ customer care / help-line to resolve complaint.

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.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Speed of broadband connection	Urban	87	64	78
	Rural	0	58	58
	Overall	87	62	75
Amount of time for which service is up and working	Urban	88	60	76
	Rural	0	54	54
	Overall	88	58	74
Network performance, reliability & availability	Urban	88	62	77
	Rural		56	56
	Overall	88	60	74
<i>Base</i>		600	600	1200

- Airtel had a higher % of satisfied customers with respect to speed of broadband connection and the amount of time for which service is up & working.
- BSNL registered much lower satisfaction scores on all aspects of network performance.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability

Sub Parameters	Type	%Customers		
		Airtel	BSNL	Overall
Time taken for restoration of broadband connection	Urban	40	21	26
	Rural		29	29
	Overall	40	24	27
<i>Base</i>		55	256	311

- Only 27% of the customers were satisfied with the time taken for restoration of broadband connection. Airtel's performance was better on this aspect with 40% satisfaction level.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services.

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Process of activating VAS or process of unsubscribing	Urban	86	100	91
	Rural		100	100
	Overall	86	100	92
<i>Base</i>		43	35	78

- 92% of customers satisfied with process of activating VAS or process of unsubscribing among Airtel & BSNL.

4.5.7 Customer Satisfaction with Overall Service Quality

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

Sub Parameters	Type	% Customers		
		Airtel	BSNL	Overall
Overall service quality	Urban	89	60	77
	Rural	-	56	56
	Overall	89	58	74
<i>Base</i>		600	600	1200

- 74% of the customers were satisfied with the quality of overall service. Airtel (89%) had a higher percentage of satisfied customers on this parameter while BSNL's performance registered a weak performance.

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

4.6.1 Awareness and experience of Call Centre

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	81	87	84
Rural	-	87	87
Overall	81	87	84
<i>Base</i>	600	600	1200

- 84% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	47	81	62
Rural	-	66	66
Overall	47	76	62
<i>Base</i>	484	521	1005

- 62% of broadband customers who were aware of the call centre number claimed to have complained in the last 6 months.

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

Customers	Type of Users	% Customers		
		Airtel	BSNL	Overall
Docket number received for most of the complaints	Urban	92	84	90
	Rural	73	100	73
	Overall	92	84	87
No Docket number received for most of the complaints	Urban	4	12	9
	Rural	-	19	19
	Overall	4	12	9
It was received on request	Urban	4	4	4
	Rural	-	8	8
	Overall	4	4	4
No Docket number received even on request	Urban	-	-	-
	Rural	-	-	-
	Overall	-	-	-
<i>Base</i>		227	398	625

- 87% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 9% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	86	60	72
Rural	-	44	44
Overall	86	56	67
<i>Base</i>	227	398	625

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

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	77	72	74
Rural	-	67	67
Overall	77	72	74
<i>Base</i>	227	398	625

- 74% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	13	7	9
Rural	-	10	10
Overall	13	7	9
<i>Base</i>	227	398	625

- Only 9% of the billing complaints were satisfactorily resolved.

4.6.2 Awareness and experience of Nodal Officer

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	16	8	12
Rural	-	5	5
Overall	16	8	12
<i>Base</i>	600	600	1200

- Only 12% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	13	0	8
Rural	-	-	-
Overall	13	0	8
<i>Base</i>	96	47	143

- 8% of the customers who were aware of the nodal officer had complained to the nodal officer.

4.6.2.3 The following table shows the percentage of customers who were able to connect to the Nodal Officer without any difficulty.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	75	-	75
Rural	-	-	-
Overall	75	-	75
<i>Base</i>	12	-	12

Note: The above sample size is too small for any statistical inference

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	83	-	83
Rural	-	-	-
Overall	83	-	83
<i>Base</i>	12	-	12

Note: The above sample size is too small for any statistical inference

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	83	-	83
Rural	-	-	-
Overall	83	-	83
<i>Base</i>	12	-	12

Note: The above sample size is too small for any statistical inference

- 9 of the 12 customers who contacted the respective Nodal Officers reported having no access difficulty.
- 10 of the 12 customers who had contacted the Nodal Officers were satisfied with the redressal of the complaint by the Nodal Officer. They were also informed about the decision taken.

4.6.4 Awareness and experience of Appellate Authority

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

Type	% Customers		
	Airtel	BSNL	Overall
Urban	4	2	3
Rural	-	1	1
Overall	4	2	3
<i>Base</i>	600	600	1200

- Only 3% of the customers were aware of the Appellate Authority's contact details.

4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 6 months

- None of the customers reported filing an appeal with the Appellate Authority.

4.6.4.3 Incidence of Acknowledgement Receipt

- Not applicable.

4.6.4.4 Reported Incidence of Decision by the Appellate Authority

- Not applicable.

4.6.5.5 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.

Type	% Customers		
	Airtel	BSNL	Overall
Urban	60	94	74
Rural	-	94	94
Overall	60	94	77
<i>Base</i>	600	600	1200

- Only 77% of the customers claimed to have got the Manual of Practice while taking the connection.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

Compliance Report

- 89% of the basic wire-line service customers in UP West circle were satisfied with their service providers with overall service quality. The satisfaction was lower among rural customers.
- BSNL did not meet the benchmarks on most parameters including overall service quality. In fact, it had very low satisfaction on account of help services including customer grievance redressal and maintainability.
- Airtel did not meet the benchmark with respect to maintainability and Help Services; however, it met the benchmark score for overall quality.
- Approximately 27% of all customers reported that the fault was not repaired within the stipulated 3 days.
- A majority of the customers (54%) reported that their billing complaints were not resolved within 4 weeks after they lodged their complaints.

Grievance Redressal

- Incidence of complaints was high; 47% of the customers aware of customer care claimed to have lodged a complaint in the last 6 months.
- Very few customers (4%) were aware about the contact details of the nodal officer and the Appellate Authority.
- 60% of the new basic telephone service customers claimed to have got the Manual of Practice while subscribing to the new basic telephone connection.
- 38% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS. Only 8% of them aware customers were registered with the service provider with the DNC registry. While 56% reported that unwanted SMS/ tele-marketing calls had stopped completely, almost 28% reported that there had been a slight decrease only.

5.2 Cellular Mobile Service

Compliance Report

- 87% of all cellular mobile customers were satisfied with overall service quality. BSNL, TTSL Idea, and Vodafone met the benchmark set for overall service quality; the others did not.
- None of the service provider met the benchmark set for billing performance and help services. Only 53% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging.
- Only Airtel, TTSL, Idea & Vodafone met the benchmark set for Network performance, reliability & availability as well as maintainability.
- Only BSNL, TTSL, MTS & Uninor met the benchmark set for value added services.

Grievance Redressal:

- 65% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was much lower among BSNL and Aircel customers.
- 45% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. Almost 24% said that they had not received docket numbers while 10% reported that their complaints were not registered.
- Very few cellular mobile customers were aware of the contact details of the nodal officer and the Appellate Authority.
- Only 25% 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.
- Only 63% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

5.3 Broadband Service

Compliance Report

- 74% of all broadband customers were satisfied with overall service quality. BSNL did not meet the benchmark on this parameter.
- Both Airtel and BSNL did not the benchmark set for maintainability.
- BSNL did not meet the benchmark network performance.
- Only 9% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. 93% of BSNL customers reported that their complaints were not resolved within 4 weeks.

Grievance Redressal Mechanism:

- Very high proportion of broadband customers were aware of customer care. Of them, 62% had complained. 9% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. However, 74% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- Only 12% of the broadband customers said that they were aware of the contact details of the Nodal Officer. Only 3% of the customers were aware of the Appellate Authority's contact details. None of the customers reported filing an appeal with the Appellate Authority.
- Only 77% of the customers claimed to have got the Manual of Practice while taking the connection.

6. RECOMMENDATIONS

6.1 Quality of Service

6.1.1 Basic Wireline

- BSNL should improve overall service quality.
- Both BSNL and Airtel need to improve on billing performance on all aspects but particularly process of resolution of billing complaints.
- BSNL need to improve on help services including customer grievance redressal. Accessibility to the call centre and customer care executive needs to be improved.
- Maintainability (fault repair) needs to be improved by BSNL and Airtel.
- Voice quality need to be improved for BSNL

6.1.2 Cellular Mobile

- All service providers need to improve on Help services including customer grievance redressal. Response time taken, time taken to solve the problem and problem solving ability are the areas where improvement is required.
- Process of resolution of billing complaints need to be improved for all service providers
- All the service providers should improve on Refund/Credit/Waiver of excess charges.
- Reliance, MTS, Aircel & Uninor should improve their network performance, reliability and availability. Availability of signal in the locality & voice quality need to be improved for Reliance & Aircel..
- Reliance, MTS, Aircel and Uninor should improve Maintainability - restoration of network.
- Airtel, Idea and Vodafone need to improve process of activating VAS.

6.1.3 Broadband

- BSNL need to improve on network performance, reliability and availability, particularly speed of broadband connection.
- Both Airtel & BSNL need to improve on maintainability - restoration of broadband connection. This should be a focus area.
- BSNL & Airtel need to improve on help services including customer grievance redressal. Accessibility and ability to solve the problem by the customer care need to be improved.

6.2 Grievance Redressal Mechanism

- Service providers should make their customers aware about the contact details of their Customer care, Nodal officer and appellate Authority.
- The effectiveness of the Nodal Officer needs to be enhanced so that complaints are speedily addressed 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)

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

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	41	51	92
		%	6.80	13.00	9.30
	Rural	Count	--	12	12
		%	--	5.80	5.80
	Overall	Count	41	63	104
		%	6.80	10.50	8.70
No	Urban	Count	559	341	900
		%	93.20	87.00	90.70
	Rural	Count	--	196	196
		%	--	94.20	94.20
	Overall	Count	559	537	1096
		%	93.20	89.50	91.30

(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	Overall
Yes	Urban	Count	35	51	86
		%	85.40	100.00	93.50
	Rural	Count	--	12	12
		%	--	100.00	100.00
	Overall	Count	35	63	98
		%	85.40	100.00	94.20
No	Urban	Count	6	0	6
		%	14.60	0.00	6.50
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	6	0	6
		%	14.60	0.00	5.80

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

	Type		Airtel	BSNL	Overall
Charges not as per tariff plan	Urban	Count	2	11	13
		%	0.2	1.1	1.4
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	2	11	13
		%	0.2	1	1.1
Tariff plan changed without information	Urban	Count	8	--	8
		%	0.8	--	0.8
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	8	--	8
		%	0.7		0.7
Charged for value added services not subscribed	Urban	Count	1	12	13
		%	0.1	1.3	1.4
	Rural	Count			
		%			
	Overall	Count	1	12	13
		%	0.1	1	1.1
Charged for calls/services not made/used	Urban	Count	3	12	15
		%	0.3	1.3	1.6
	Rural	Count	--	4	4
		%	--	2	2
	Overall	Count	3	16	19
		%	0.3	1.4	1.6
Details like item-wise charges are not provided	Urban	Count	4	8	12
		%	0.4	0.8	1.3
	Rural	Count	--	4	4
		%	--	2	2
	Overall	Count	4	12	16
		%	0.3	1	1.4
Calculations are not clear	Urban	Count	10	--	10
		%	1	--	1
	Rural	Count	--	20	20
		%	--	10.2	10.2
	Overall	Count	10	20	30
		%	0.9	1.7	2.6

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

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	46	63	109
		%	7.70	16.10	11.00
	Rural	Count	--	48	48
		%	--	23.10	23.10
	Overall	Count	46	111	157
		%	7.70	18.50	13.10
No	Urban	Count	554	329	883
		%	92.30	83.90	89.00
	Rural	Count	--	160	160
		%	--	76.90	76.90
	Overall	Count	554	489	1043
		%	92.30	81.50	86.90

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	Overall
Difficult to read the bill	Urban	Count	1	--	1
		%	3.4	--	3.4
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	1	--	1
		%	1.9	--	1.9
Difficult to understand the language	Urban	Count	1	4	5
		%	3.4	13.8	17.2
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	1	4	5
		%	1.9	7.5	9.4
Calculations not clear	Urban	Count	9	--	9
		%	31	--	31
	Rural	Count	--	16	16
		%	--	66.7	66.7
	Overall	Count	9	16	25
		%	17	30.2	47.2
Item-wise charges not given	Urban	Count	2	11	13
		%	6.9	37.9	44.8
	Rural	Count	--	4	4
		%	--	16.7	16.7
	Overall	Count	2	15	17
		%	3.8	28.3	32.1
Others	Urban	Count	1	--	1
		%	3.4	--	3.4
	Rural	Count	--	4	4
		%	--	16.7	16.7
	Overall	Count	1	4	5
		%	1.9	7.5	9.4

Qus.10(b) Please specify the reason(s) for your dissatisfaction with the charges deducted for every call i.e. amount deducted on every usage

None of them prepaid customer of basic wireline service was covered.

Qus. 10(c) Have you made any complaint relate charging/credit/waiver/validity/adjustments in the last 6 months?

None of them prepaid customer of basic wireline service was covered.

Qus.10(f) Please specify the reason(s) for your dissatisfaction with the ease of recharging process and the transparency of recharge offer

None of them prepaid customer of basic wireline service was covered.

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

	Type		Airtel	BSNL	Overall
Yes	Urban	Count	391	154	545
		%	65.20	39.30	54.90
	Rural	Count	--	76	76
		%	--	36.50	36.50
	Overall	Count	391	230	621
		%	65.20	38.30	51.80
No	Urban	Count	209	238	447
		%	34.80	60.70	45.10
	Rural	Count	--	132	132
		%	--	63.50	63.50
	Overall	Count	209	370	579
		%	34.80	61.70	48.30

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

	Type		Airtel	BSNL	Overall
Nil	Urban	Count	502	131	633
		%	83.70	33.40	63.80
	Rural	Count	--	40	40
		%	--	19.20	19.20
	Overall	Count	502	171	673
		%	83.70	28.50	56.10
Once	Urban	Count	49	31	80
		%	8.20	7.90	8.10
	Rural	Count	--	52	52
		%	--	25.00	25.00
	Overall	Count	49	83	132
		%	8.20	13.80	11.00
2-3 times	Urban	Count	36	119	155
		%	6.00	30.40	15.60
	Rural	Count	--	80	80
		%	--	38.50	38.50
	Overall	Count	36	199	235
		%	6.00	33.20	19.60
More than 3 times	Urban	Count	13	111	124
		%	2.20	28.30	12.50
	Rural	Count	--	36	36
		%	--	17.30	17.30
	Overall	Count	13	147	160
		%	2.20	24.50	13.30

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

Service Providers	Type		Airtel	BSNL	Overall
Yes	Urban	Count	23	32	55
		%	3.80	8.20	5.50
	Rural	Count	--	48	48
		%	--	23.10	23.10
	Overall	Count	23	80	103
		%	3.80	13.30	8.60
No	Urban	Count	577	360	937
		%	96.20	91.80	94.50
	Rural	Count	--	160	160
		%	--	76.90	76.90
	Overall	Count	577	520	1097
		%	96.20	86.70	91.40

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

Service Providers	Type		Airtel	BSNL	Overall
Yes	Urban	Count	8	0	8
		%	1.30	0.00	0.80
	Rural	Count	--	8	8
		%	--	3.80	3.80
	Overall	Count	8	8	16
		%	1.30	1.30	1.30
No	Urban	Count	592	392	984
		%	98.70	100.00	99.20
	Rural	Count	--	200	200
		%	--	96.20	96.20
	Overall	Count	592	592	1184
		%	98.70	98.70	98.70

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

	Type		Airtel	BSNL	Overall
% Total satisfied customer	Urban	Count	6	--	6
		%	75%	--	75%
	Rural	Count	--	4	4
		%	--	50%	50%
	Overall	Count	6	4	10
		%	75%	50%	63%

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

	Type		Airtel	BSNL	Overall
Broadband	Urban	Count	256	95	351
		%	42.7	15.8	29.3
	Rural	Count	--	24	24
		%	--	4	2
	Overall	Count	256	119	375
		%	42.7	19.8	31.3
Mobile	Urban	Count	357	324	681
		%	59.5	54	56.8
	Rural	Count	--	144	144
		%	--	24	12
	Overall	Count	357	468	825
		%	59.5	78	68.8
Others	Urban	Count	--	--	--
		%	--	--	--
	Rural	Count	--	--	--
		%	--	--	--
	Overall	Count	--	--	--
		%	--	--	--
None	Urban	Count	54	56	110
		%	9	9.3	9.2
	Rural	Count	--	60	60
		%	--	10	5
	Overall	Count	54	116	170
		%	9	19.3	14.2

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

A. Service Provision

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?

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	249	230	396	213	237	242	464	213	220	2464
		%	47	50	72	40	56	57	90	44	42	55
	Rural	Count	26	24	22	29	52	71	69	43	8	344
		%	39	17	48	39	29	40	83	38	11	36
	Overall	Count	275	254	418	242	289	313	533	256	228	2808
		%	46	42	70	40	48	52	89	43	38	52
No	Urban	Count	285	229	158	314	188	181	53	274	302	1984
		%	53	50	29	60	44	43	10	56	58	45
	Rural	Count	40	117	24	45	125	106	14	70	67	608
		%	61	83	52	61	71	60	17	62	89	64
	Overall	Count	325	346	182	359	313	287	67	344	369	2592
		%	54	58	30	60	52	48	11	57	62	48

B. Billing Process - Prepaid Customers

Q 4b Please specify the reason(s) for your dissatisfaction.

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Charges not as per tariff plan subscribed	Urban	Count	5	--	2	7	1	3		5	--	23
		%	4	--	2	6	1	2	--	4	--	18
	Rural	Count	--	--	--	--	4	1	--	2	--	7
		%	--	--	--	--	9	2	--	5	--	16
	Overall	Count	5	--	2	7	5	4	--	7	--	30
		%	3	--	1	4	3	2	--	4	--	18
Tariff plan changed without information	Urban	Count	2	--	2	4	1	1	7	1	--	18
		%	2	--	2	3	1	1	6	1	--	14
	Rural	Count	--	--	--	--	--	--	7	1	--	8
		%	--	--	--	--	--	--	16	2	--	18
	Overall	Count	2	--	2	4	1	1	14	2	--	26
		%	1	--	1	2	1	1	8	1	--	15
Charged for value added services not requested	Urban	Count	2	--	4	12	2	1	--	1	11	33
		%	2	--	3	10	2	1	--	1	9	26
	Rural	Count	1	--	--	1	2	--	7	3	--	14
		%	2	--	--	2	5	--	16	7	--	32
	Overall	Count	3	--	4	13	4	1	7	4	11	47
		%	2	--	2	8	2	1	4	2	7	28

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Charged for call/services not made	Urban	Count	7	1	8	21	6	1	--	5	10	59
		%	6	1	6	17	5	1	--	4	8	47
	Rural	Count	--	--	--	1	3	--	7	--	--	11
		%	--	--	--	2	7	--	16	--	--	25
	Overall	Count	7	1	8	22	9	1	7	5	10	70
		%	4	1	5	13	5	1	4	3	6	41
Others	Urban	Count	12	7	12	30	10	5	7	3	18	104
		%	10	6	10	24	8	4	6	2	14	83
	Rural	Count	1	4	--	1	5	1	21	4	--	37
		%	2	9	--	2	11	2	48	9	--	84
	Overall	Count	13	11	12	31	15	6	28	7	18	141
		%	8	7	7	18	9	4	17	4	11	83

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	110	108	154	240	106	114	195	176	167	1370
		%	32	24	29	46	29	29	38	36	32	33
	Rural	Count	13	19	4	21	48	28	28	31	25	217
		%	20	14	10	29	28	16	34	27	33	23
	Overall	Count	123	127	158	261	154	142	223	207	192	1587
%		31	22	28	44	29	25	37	35	32	31	
No	Urban	Count	229	337	372	282	261	282	322	309	355	2749
		%	68	76	71	54	71	71	62	64	68	67
	Rural	Count	51	121	38	52	125	148	55	82	50	722
		%	80	86	91	71	72	84	66	73	67	77
	Overall	Count	280	458	410	334	386	430	377	391	405	3471
%		70	78	72	56	72	75	63	65	68	69	

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Lack of complete information about the offer	Urban	Count	3	1	2	--	2	--	--	--	4	12
		%	5	2	3	--	3	--	--	--	6	19
	Rural	Count	--	--	4	--	--	--	--	--		4
		%	--	--	8	--	--	--	--	--		8
	Overall	Count	3	1	6	--	2	--	--	--	4	16
%		3	1	5	--	2	--	--	--	3	14	
Charges/Services not as per the offer	Urban	Count	6	1	--	2	3	2	7	--	--	21
		%	9	2	--	3	5	3	11	--	--	32
	Rural	Count	--	--	--	--	--	1		1	--	2
		%	--	--	--	--	--	2		2	--	4
	Overall	Count	6	1	--	2	3	3	7	1	--	23
%		5	1	--	2	3	3	6	1	--	20	
Delay in activation of recharge	Urban	Count	--	--	2	2	--	--	7	2	7	20
		%	--	--	3	3	--	--	11	3	11	31
	Rural	Count	--	--	--	--	--	--	28	--	--	28
		%	--	--	--	--	--	--	53	--	--	53
	Overall	Count	--	--	2	2	--	--	35	2	7	48
		%	--	--	2	2	--	--	30	2	6	41

sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Non availability of all denomination recharge coupons	Urban	Count	--	3	2	2	--	--	--	--	4	11
		%	--	5	3	3	--	--	--	--	6	17
	Rural	Count	--	3	2	--	--	--	7	3	3	18
		%	--	6	4	--	--	--	13	6	6	34
	Overall	Count	--	6	4	2	--	--	7	3	7	29
		%	--	5	3	2	--	--	6	3	6	25
Others	Urban	Count	6	6	2	7	3	2	14	2	11	53
		%	9	9	3	11	5	3	22	3	17	82
	Rural	Count	--	13	2	--	--	4	28	5	3	55
		%	--	25	4	--	--	8	53	9	6	104
	Overall	Count	6	19	4	7	3	6	42	7	14	108
		%	5	16	3	6	3	5	36	6	12	92

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	290	409	484	344	330	374	510	452	486	3679
		%	86	92	92	66	90	94	99	93	93	89
	Rural	Count	58	121	34	59	158	159	83	104	75	851
		%	91	86	81	81	91	90	100	92	100	91
	Overall	Count	348	530	518	403	488	533	593	556	561	4530
		%	86	91	91	68	90	93	99	93	94	90
No	Urban	Count	49	36	42	178	37	22	7	33	36	440
		%	15	8	8	34	10	6	1	7	7	11
	Rural	Count	6	19	8	14	15	17	0	9	0	88
		%	9	14	19	19	9	10	0	8	0	9
	Overall	Count	55	55	50	192	52	39	7	42	36	528
		%	14	9	9	32	10	7	1	7	6	10

C. Billing Process - Postpaid Customers

(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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Difficult to understand the language	Urban	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--	--
%		--	--	--	--	--	--	--	--	--	--	
Calculations not clear	Urban	Count	--	--	2	--	-	--	--	--	--	2
		%	--	--	50	--	-	--	--	--	--	50
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	2	--	-	--	--	--	--	2
%		--	--	50	--	-	--	--	--	--	50	
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--	--
%		--	--	--	--	--	--	--	--	--	--	
Others	Urban	Count	1	--	--	1	--	-	--	--	--	2
		%	25	--	--	25	--	-	--	--	--	50
	Rural	Count	--	--	--	--	--	-	--	--	--	
		%	--	--	--	--	--	-	--	--	--	
	Overall	Count	1	--	--	1	--	-	--	--	--	2
%		25	--	--	25	--	-	--	--	--	50	

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Charges not as per tariff plan subscribed	Urban	Count	2	--	2	--	--	--	--	--	--	4
		%	18	--	18	--	--	--	--	--	--	36
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	2	--	2	--	--	--	--	--	--	4
		%	18	--	18	--	--	--	--	--	--	36
Tariff plan changed without information	Urban	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Rural	Count	--	-	--	--	--	--	--	--	--	--
		%	--	-	--	--	--	--	--	--	--	--
	Overall	Count	--	-	--	--	--	--	--	--	--	--
		%	--	-	--	--	--	--	--	--	--	--
Charged for value added services not subscribed	Urban	Count	2	--	-	--	--	--	--	--	--	2
		%	18	--	-	--	--	--	--	--	--	18
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	2	--	-	--	--	--	--	--	--	2
		%	18	--	-	--	--	--	--	--	--	18

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Charged for calls/services not made/used	Urban	Count	4	--	--	--	--	--	--	--	--	4
		%	36	--	--	--	--	--	--	--	--	36
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	4	--	--	--	--	--	--	--	--	4
		%	36	--	--	--	--	--	--	--	--	36
Calculations are not clear	Urban	Count	7	2	--	1	--	-	--	--	--	10
		%	64	18	--	9	--	-	--	--	--	91
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	7	2	--	1	--	-	--	--	--	10
		%	64	18	--	9	--	-	--	--	--	91

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	42	3	8	3	12	9	--	0	--	77
		%	22	21	29	60	21	33	--	0	--	23
	Rural	Count	2	1	2	0	3	0	--		--	8
		%	100	100	50	0	75	0	--		--	62
	Overall	Count	44	4	10	3	15	9	--	0	--	85
		%	22	27	31	50	24	32	--	0	--	25
No	Urban	Count	153	11	20	2	46	18	--	2	--	252
		%	79	79	71	40	79	67	--	100	--	77
	Rural	Count	0	0	2	1	1	1	--		--	5
		%	0	0	50	100	25	100	--		--	39
	Overall	Count	153	11	22	3	47	19	--	2	--	257
		%	78	73	69	50	76	68	--	100	--	75

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	269	152	265	354	191	212	242	258	270	2213
		%	50	33	48	67	45	50	47	53	52	50
	Rural	Count	27	33	14	56	86	68	48	63	44	439
		%	41	23	30	76	49	38	58	56	59	46
	Overall	Count	296	185	279	410	277	280	290	321	314	2652
		%	49	31	47	68	46	47	48	54	53	49
No	Urban	Count	265	307	289	173	234	211	275	229	252	2235
		%	50	67	52	33	55	50	53	47	48	50
	Rural	Count	39	108	32	18	91	109	35	50	31	513
		%	59	77	70	24	51	62	42	44	41	54
	Overall	Count	304	415	321	191	325	320	310	279	283	2748
		%	51	69	54	32	54	53	52	47	47	51

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Very Frequently	Urban	Count	1	1	0	9	1	3	6	2	4	27
		%	0	0	0	2	0	1	1	0	1	1
	Rural	Count	0	0	0	2	0	0	0	0	3	5
		%	0	0	0	3	0	0	0	0	4	1
	Overall	Count	1	1	0	11	1	3	6	2	7	32
%	0	0	0	2	0	1	1	0	1	1		
Frequently	Urban	Count	38	41	46	84	22	36	20	69	113	469
		%	7	9	8	16	5	9	4	14	22	10.50
	Rural	Count	7	38	6	11	18	17	21	13	29	160
		%	11	27	13	15	10	10	25	12	39	17
	Overall	Count	45	79	52	95	40	53	41	82	142	629
%	8	13	9	16	7	9	7	14	24	12		
Occasionally	Urban	Count	176	261	296	251	182	154	305	213	268	2106
		%	33	57	53	48	43	36	59	44	51	47
	Rural	Count	25	41	28	42	69	84	34	52	27	402
		%	38	29	61	57	39	48	41	46	36	42
	Overall	Count	201	302	324	293	251	238	339	265	295	2508
%	34	50	54	49	42	40	57	44	49	46		
Never	Urban	Count	319	156	212	183	220	230	186	203	137	1846
		%	60	34	38	35	52	54	36	42	26	42
	Rural	Count	34	62	12	19	90	76	28	48	16	385
		%	52	44	26	26	51	43	34	43	21	40
	Overall	Count	353	218	224	202	310	306	214	251	153	2231
%	59	36	37	34	52	51	36	42	26	41		

(Q 20) How often do you face signal problems?

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Very Frequently	Urban	Count	1	4	4	8	1	2	0	2	0	22
		%	0	1	1	2	0	1	0	0	0	1
	Rural	Count	0	0	0	2	0	1	0	0	0	3
		%	0	0	0	3	0	1	0	0	0	0
	Overall	Count	1	4	4	10	1	3	0	2	0	25
%		0	1	1	2	0	1	0	0	0	1	
Frequently	Urban	Count	24	25	47	63	11	20	33	52	93	368
		%	5	5	9	12	3	5	6	11	18	8
	Rural	Count	4	21	8	11	4	15	42	20	6	131
		%	6	15	17	15	2	9	51	18	8	14
	Overall	Count	28	46	55	74	15	35	75	72	99	499
		%	5	8	9	12	3	6	13	12	17	9
Occasionally	Urban	Count	222	298	366	311	215	195	371	261	299	2538
		%	42	65	66	59	51	46	72	54	57	57
	Rural	Count	34	64	24	43	99	92	20	47	55	478
		%	52	45	52	58	56	52	24	42	73	50
	Overall	Count	256	362	390	354	314	287	391	308	354	3016
%		43	60	65	59	52	48	65	51	59	56	
Never	Urban	Count	287	132	137	145	198	206	113	172	130	1520
		%	54	29	25	28	47	49	22	35	25	34
	Rural	Count	28	56	14	18	74	69	21	46	14	340
		%	42	40	30	24	42	39	25	41	19	36
	Overall	Count	315	188	151	163	272	275	134	218	144	1860
		%	53	31	25	27	45	46	22	36	24	34

(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?

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	139	120	75	122	76	141	60	172	85	990
		%	26	26	14	23	18	33	12	35	16	22
	Rural	Count	3	29	2	12	22	11	0	16	18	113
		%	5	21	4	16	12	6	0	14	24	12
	Overall	Count	142	149	77	134	98	152	60	188	103	1103
		%	24	25	13	22	16	25	10	31	17	20
No	Urban	Count	395	339	479	405	349	282	457	315	437	3458
		%	74	74	87	77	82	67	88	65	84	78
	Rural	Count	63	112	44	62	155	166	83	97	57	839
		%	96	79	96	84	88	94	100	86	76	88
	Overall	Count	458	451	523	467	504	448	540	412	494	4297
		%	76	75	87	78	84	75	90	69	83	80

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Not informed of charges	Urban	Count	--	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	--	2	--	--	--	2
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	--	1	--	--	--	1
Activated without consent	Urban	Count	--	-	--	--	--	--	--	--	--	--
		%	--	-	--	--	--	--	--	--	--	--
	Rural	Count	--	-	--	--	--	--	--	--	--	--
		%	--	-	--	--	--	--	--	--	--	--
	Overall	Count	--	-	--	--	--	--	--	--	--	--
		%	--	-	--	--	--	--	--	--	--	--
Not informed about toll free number for unsubscribing	Urban	Count	27	--	--	5	13	11		3		59
		%	40	--	--	7	19	16		4		87
	Rural	Count		--	--	--	--	--	--	--	--	--
		%		--	--	--	--	--	--	--	--	--
	Overall	Count	27	--	--	5	13	11	--	3	--	59
		%	39	--	--	7	19	16	--	4	--	86
Others	Urban	Count	--	--	--	--	--	1	--	7	--	8
		%	--	--	--	--	--	2	--	10	--	12
	Rural	Count	--	--	--	1	--	--	--	--	--	1
		%	--	--	--	100	--	--	--	--	--	100
	Overall	Count	--	--	--	1	--	1	--	7	--	9
		%	--	--	--	1	--	1	--	10	--	13

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	103	64	112	198	97	100	87	155	167	1083
		%	19	14	20	38	23	24	17	32	32	24
	Rural	Count	20	19	10	33	60	51	27	47	33	300
		%	30	14	22	45	34	29	33	42	44	32
	Overall	Count	123	83	122	231	157	151	114	202	200	1383
		%	21	14	20	38	26	25	19	34	34	26
No	Urban	Count	431	395	442	329	328	323	430	332	355	3365
		%	81	86	80	62	77	76	83	68	68	76
	Rural	Count	46	122	36	41	117	126	56	66	42	652
		%	70	87	78	55	66	71	68	58	56	69
	Overall	Count	477	517	478	370	445	449	486	398	397	4017
		%	80	86	80	62	74	75	81	66	67	74

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	89	45	90	183	65	77	75	135	131	890
		%	86	70	80	92	67	77	86	87	78	82
	Rural	Count	18	11	10	27	52	36	27	34	33	248
		%	90	58	100	82	87	71	100	72	100	83
	Overall	Count	107	56	100	210	117	113	102	169	164	1138
		%	87	68	82	91	75	75	90	84	82	82
No	Urban	Count	14	19	22	15	32	23	12	20	36	193
		%	14	30	20	8	33	23	14	13	22	18
	Rural	Count	2	8	0	6	8	15	0	13	0	52
		%	10	42	0	18	13	29	0	28	0	17
	Overall	Count	16	27	22	21	40	38	12	33	36	245
		%	13	33	18	9	26	25	11	16	18	18

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

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
None	Urban	Count	9	--	--	14	2	1	7	1	7	41
		%	4	--	--	6	1	0	3	0	3	18
	Rural	Count	--	--	2	3	1	1	--	--	--	7
		%	--	--	2	4	1	1	--	--	--	8
	Overall	Count	9	--	2	17	3	2	7	1	7	48
%		3	--	1	5	1	1	2	0	2	15	
Delay in deactivation resulting in repeat complaints	Urban	Count	22	4	16	30	14	14	21	15	15	151
		%	9	2	7	13	6	6	9	6	6	65
	Rural	Count	3	1	4	4	10	13	7	9	4	55
		%	4	1	5	5	12	15	8	11	5	65
	Overall	Count	25	5	20	34	24	27	28	24	19	206
		%	8	2	6	11	8	9	9	8	6	65
Customer care refused to register the complaint	Urban	Count	1	--	--	9		1		11	7	29
		%	0	--	--	4		0		5	3	12
	Rural	Count	--	--	--	--	3		14	6		23
		%	--	--	--	--	4		17	7		27
	Overall	Count	1	--	--	9	3	1	14	17	7	52
%		0	--	--	3	1	0	4	5	2	16	
Not aware of whom to contact	Urban	Count	2	--	--	1	--	--	--	--	--	3
		%	1	--	--	0	--	--	--	--	--	1
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	2	--	--	1	--	--	--	--	--	3
		%	1	--	--	0	--	--	--	--	--	1

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Others	Urban	Count	1	--	--	--	--	3		3	3	10
		%	0	--	--	--	--	1		1	1	4
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	1	--	--	--	--	3		3	3	10
		%	0	--	--	--	--	1		1	1	3

Qus28(b) How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
% Total satisfied customer	Urban	Count	43	33	61	85	29	46	40	67	55	459
		%	48%	73%	68%	46%	45%	60%	53%	50%	42%	52%
	Rural	Count	12	6	4	12	24	17	6	16	16	113
		%	67%	55%	40%	44%	46%	47%	22%	47%	49%	46%
	Overall	Count	55	39	65	97	53	63	46	83	71	572
		%	51%	70%	65%	46%	45%	56%	45%	49%	43%	50%

(Q 29 b) Please specify the reason(s) for your dissatisfaction the overall quality of your mobile service?

	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
No reason given	Urban	Count	16	18	18	14	14	13	47	20	8	168
		%	17	67	22	30	34	34	87	30	11	32
	Rural	Count	5	8	4	6	10	16	49	18	4	120
		%	83	36	29	75	48	76	100	75	57	70
	Overall	Count	21	26	22	20	24	29	96	38	12	288
%		21	53	23	37	39	49	93	42	15	42	
Automatic balance Deduction	Urban	Count	16	--	11	8	12	8	7	8	8	78
		%	17	--	14	17	29	21	13	12	11	15
	Rural	Count	0	--	0	0	2	0	0	3	0	5
		%	0	--	0	0	10	0	0	13	0	3
	Overall	Count	16	--	11	8	14	8	7	11	8	83
		%	16	--	12	15	23	14	7	12	10	12
Unauthorized activation of VAS	Urban	Count	--	--	8	2	1	4	--	8	--	23
		%	--	--	10	4	2	11	--	12	--	4
	Rural	Count	--	--	1	0	4	1	--	0	--	6
		%	--	--	7	0	19	5	--	0	--	4
	Overall	Count	--	--	9	2	5	5	--	8	--	29
%		--	--	10	4	8	9	--	9	--	4	
bill not deliver on time	Urban	Count	16	--	--	--	--	--	--	--	--	16
		%	17	--	--	--	--	--	--	--	--	3
	Rural	Count	0	--	--	--	--	--	--	--	--	0
		%	0	--	--	--	--	--	--	--	--	0
	Overall	Count	16	--	--	--	--	--	--	--	--	16
%		16	--	--	--	--	--	--	--	--	2	
Poor customer Care	Urban	Count	4	--	13	2	3	6	--	6	9	43
		%	4	--	16	4	7	16	--	9	12	8

	Rural	Count	1	--	4	0	3	0	--	0	3	11
		%	17	--	29	0	14	0	--	0	43	6
	Overall	Count	5	--	17	2	6	6	--	6	12	54
		%	5	--	18	4	10	10	--	7	15	8
Poor Network	Urban	Count	25	8	24	14	8	7	--	24	40	150
		%	27	30	30	30	20	18	--	36	53	29
	Rural	Count	0	11	4	2	2	1	--	3	0	23
		%	0	50	29	25	10	5	--	13	0	13
	Overall	Count	25	19	28	16	10	8	--	27	40	173
		%	25	39	30	30	16	14	--	30	49	25
Others	Urban	Count	16	1	7	6	3	0	--	--	10	43
		%	17	4	9	13	7	0	--	--	13	8
	Rural	Count	0	3	1	0	0	3	--	--	0	7
		%	0	14	7	0	0	14	--	--	0	4
	Overall	Count	16	4	8	6	3	3	--	--	10	50
		%	16	8	8	11	5	5	--	--	12	7

(Q 30) What kind of other telecom services are you using?

	Type		% Customers									
			Airtel	BSNL	TDSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Broadband	Urban	Count	44	18	24	37	--	--	14	--	--	137
		%	7.3	3	4	6.2	--	--	2.3	--	--	2.6
	Rural	Count	1	4		2	--	--	--	--	--	7
		%	0.2	0.7		0.3	--	--	--	--	--	0.1
	Overall	Count	45	22	24	39	--	--	14	--	--	144
		%	7.5	3.7	4	6.5	--	--	2.3	--	--	2.7
Wireline	Urban	Count	48	68	16	52	--	--	--	--	--	184
		%	8	11.3	2.7	8.7	--	--	--	--	--	3.4
	Rural	Count	1	21		6	--	--	--	--	--	28
		%	0.2	3.5		1	--	--	--	--	--	0.5
	Overall	Count	49	89	16	58	--	--	--	--	--	212
		%	8.2	14.8	2.7	9.7	--	--	--	--	--	3.9
Others	Urban	Count	--	--	--	--	9	30	24	10	46	119
		%	--	--	--	--	1.5	5	4	1.7	7.7	2.2
	Rural	Count	--	--	--	--	8	5	--	--	--	13
		%	--	--	--	--	1.4	0.8	--	--	--	0.2
	Overall	Count	--	--	--	--	17	35	24	10	46	132
		%	--	--	--	--	2.9	5.8	4	1.7	7.7	2.5
None	Urban	Count	462	394	522	448	404	400	479	463	491	4063
		%	77	65.7	87	74.5	68.8	66.7	79.8	79.1	82.2	75.7
	Rural	Count	64	124	46	66	166	172	83	112	75	908
		%	10.7	20.7	7.7	11	28.3	28.7	13.8	19.1	12.6	16.9
	Overall	Count	526	518	568	514	570	572	562	575	566	4971
		%	87.7	86.3	94.7	85.5	97.1	95.3	93.7	98.3	94.8	92.6

(Q 42b)Were you able to connect to the Nodal officer without any difficulty?

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	--	1	2	1	--	--	--	--	4	8
		%	--	100	33	50	--	--	--	--	100	57
	Rural	Count	1	--	--	1	--	2	--	--		4
		%	100	--	--	33	--	100	--	--		67
	Overall	Count	1	1	2	2	--	2	--	--	4	12
		%	100	100	33	40	--	100	--	--	100	60
No	Urban	Count	--	0	4	1	--	--	--	1	--	6
		%	--	0	67	50	--	--	--	100	--	43
	Rural	Count	--	--	--	2	--	--	--	--	--	2
		%	--	--	--	67	--	--	--	--	--	33
	Overall	Count	--	--	4	3	--	--	--	1	--	8
		%	--	--	67	60	--	--	--	100	--	40

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.

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	258	121	193	263	129	144	171	182	189	1650
		%	48	26	35	50	30	34	33	37	36	37
	Rural	Count	17	35	8	40	37	37	21	43	25	263
		%	26	25	17	54	21	21	25	38	33	28
	Overall	Count	275	156	201	303	166	181	192	225	214	1913
%		46	26	34	50	28	30	32	38	36	35	
No	Urban	Count	276	338	361	264	296	279	346	305	333	2798
		%	52	74	65	50	70	66	67	63	64	63
	Rural	Count	49	106	38	34	140	140	62	70	50	689
		%	74	75	83	46	79	79	75	62	67	72
	Overall	Count	325	444	399	298	436	419	408	375	383	3487
%		54	74	67	50	72	70	68	63	64	65	

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	72	22	56	159	32	35	77	66	67	586
		%	28	18	29	61	25	24	45	36	35	36
	Rural	Count	3	8	2	26	13	4	7	13	14	90
		%	18	23	25	65	35	11	33	30	56	34
	Overall	Count	75	30	58	185	45	39	84	79	81	676
%		27	19	29	61	27	22	44	35	38	35	
No	Urban	Count	186	99	137	104	97	109	94	116	122	1064
		%	72	82	71	40	75	76	55	64	65	65
	Rural	Count	14	27	6	14	24	33	14	30	11	173
		%	82	77	75	35	65	89	67	70	44	66
	Overall	Count	200	126	143	118	121	142	108	146	133	1237
%		73	81	71	39	73	79	56	65	62	65	

Q33A The following table shows the percentage of customers who significant reduction in number of unwanted tele marketing calls/SMS received even after registering

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
No change	Urban	Count	6	2	4	4	2	2	7	6	0	33
		%	8	9	7	3	6	6	9	9	0	6
	Rural	Count	1	0	0	3	3	0	0	1	0	8
		%	33	0	0	12	23	0	0	8	0	9
	Overall	Count	7	2	4	7	5	2	7	7	0	41
%		9	7	7	4	11	5	8	9	0	6	
Slight decrease	Urban	Count	6	1	6	3	1	0	7	1	0	25
		%	8	5	11	2	3	0	9	2	0	4
	Rural	Count	0	1	0	1	0	0	0	0	0	2
		%	0	13	0	4	0	0	0	0	0	2
	Overall	Count	6	2	6	4	1	0	7	1	0	27
%		8	7	10	2	2	0	8	1	0	4	
Considerable decrease	Urban	Count	7	3	2	8	6	2	0	9	6	43
		%	10	14	4	5	19	6	0	14	9	7
	Rural	Count	0	4	0	1	0	1	0	0	0	6
		%	0	50	0	4	0	25	0	0	0	7
	Overall	Count	7	7	2	9	6	3	0	9	6	49
%		9	23	3	5	13	8	0	11	7	7	
Stopped receiving	Urban	Count	53	16	44	144	23	31	63	50	61	485
		%	74	73	79	91	72	89	82	76	91	83
	Rural	Count	2	3	2	21	10	3	7	12	14	74
		%	67	38	100	81	77	75	100	92	100	82
	Overall	Count	55	19	46	165	33	34	70	62	75	559
%		73	63	79	89	73	87	83	79	93	83	

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.

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	6	3	4	3	2	1	7	6	3	35
		%	32	50	33	20	22	25	50	38	50	35
	Rural	Count	0	0		1	0	0		0		1
		%	0	0		20	0	0		0		6
	Overall	Count	6	3	4	4	2	1	7	6	3	36
		%	30	27	33	20	17	20	50	35	50	31
No	Urban	Count	13	3	8	12	7	3	7	10	3	66
		%	68	50	67	80	78	75	50	63	50	65
	Rural	Count	1	5		4	3	1		1		15
		%	100	100		80	100	100		100		94
	Overall	Count	14	8	8	16	10	4	7	11	3	81
		%	70	73	67	80	83	80	50	65	50	69

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...

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	0	0	0	1	1	0	0	0	3	5
		%	0	0	0	33	50	0	0	0	100	14
	Rural	Count										
		%										
	Overall	Count	0	0	0	1	1	0	0	0	3	5
		%	0	0	0	25	50	0	0	0	100	14
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	3	3	4	1	0	0	7	2	0	20
		%	50	100	100	33	0	0	100	33	0	57
	Rural	Count	--	--	--	1	--	--	--	--	--	1
		%	--	--	--	100	--	--	--	--	--	100
	Overall	Count	3	3	4	2	0	0	7	2	0	21
		%	50	100	100	50	0	0	100	33	0	58
Service Provider refused to register the complaint	Urban	Count	--	--	--	--	--	--	--	3	--	3
		%	--	--	--	--	--	--	--	50	--	9
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	3	--	3
		%	--	--	--	--	--	--	--	50	--	8
Difficult to lodge the complaint	Urban	Count	3	0	0	1	1	1	0	1	--	7
		%	50	0	0	33	50	100	0	17	--	20
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	3	0	0	1	1	1	0	1	--	7
		%	50	0	0	25	50	100	0	17	--	19

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	279	238	324	309	223	240	422	207	228	2470
		%	52	52	59	59	53	57	82	43	44	56
	Rural	Count	51	64	30	57	76	95	48	66	44	531
		%	77	45	65	77	43	54	58	58	59	56
	Overall	Count	330	302	354	366	299	335	470	273	272	3001
		%	55	50	59	61	50	56	78	46	46	56
No	Urban	Count	255	221	230	218	202	183	95	280	294	1978
		%	48	48	42	41	48	43	18	58	56	45
	Rural	Count	15	77	16	17	101	82	35	47	31	421
		%	23	55	35	23	57	46	42	42	41	44
	Overall	Count	270	298	246	235	303	265	130	327	325	2399
		%	45	50	41	39	50	44	22	55	54	44

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Yes	Urban	Count	8	6	16	7	11	16	20	9	7	100
		%	3	3	5	2	5	7	5	4	3	4
	Rural	Count	1	0	0	5	2	1	0	2	4	15
		%	2	0	0	9	3	1	0	3	9	3
	Overall	Count	9	6	16	12	13	17	20	11	11	115
%		3	2	5	3	4	5	4	4	4	4	
No	Urban	Count	271	232	308	302	212	224	402	198	221	2370
		%	97	98	95	98	95	93	95	96	97	96
	Rural	Count	50	64	30	52	74	94	48	64	40	516
		%	98	100	100	91	97	99	100	97	91	97
	Overall	Count	321	296	338	354	286	318	450	262	261	2886
		%	97	98	96	97	96	95	96	96	96	96

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

Sub Parameters	Type		% Customers										
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall	
Very dissatisfied	Urban	Count	0	0	0	3	0	0	0	0	0	0	3
		%	0	0	0	43	0	0	0	0	0	0	3
	Rural	Count	--	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--	--
	Overall	Count	0	0	0	3	0	0	0	0	0	0	3
%		0	0	0	25	0	0	0	0	0	0	3	
Dissatisfied	Urban	Count	1	5	2	1	2	2	0	0	4	17	
		%	13	83	13	14	18	13	0	0	57	17	
	Rural	Count	0	--	--	3	0	0	--	1	0	4	
		%	0	--	--	60	0	0	--	50	0	27	
	Overall	Count	1	5	2	4	2	2	0	1	4	21	
%		11	83	13	33	15	12	0	9	36	18		
Satisfied	Urban	Count	6	1	14	3	8	14	17	9	3	75	
		%	75	17	88	43	73	88	85	100	43	75	
	Rural	Count	1	--	--	2	2	1	--	1	4	11	
		%	100	--	--	40	100	100	--	50	100	73	
	Overall	Count	7	1	14	5	10	15	17	10	7	86	
%		78	17	88	42	77	88	85	91	64	75		
Very satisfied	Urban	Count	1	0	0	0	1	0	3	0	0	5	
		%	13	0	0	0	9	0	15	0	0	5	
	Rural	Count	--	--	--	--	--	--	--	--	--	--	
		%	--	--	--	--	--	--	--	--	--	--	
	Overall	Count	1	0	0	0	1	0	3	0	0	5	
%		11	0	0	0	8	0	15	0	0	4		

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

Sub Parameters	Type		% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall
Within 5 minutes	Urban	Count	3	4	2	2	3	9	7	9	4	43
		%	38	67	13	29	27	56	35	100	57	43
	Rural	Count	1	--	--	3	1	0	--	0	4	9
		%	100	--	--	60	50	0	--	0	100	60
	Overall	Count	4	4	2	5	4	9	7	9	8	52
%		44	67	13	42	31	53	35	82	73	45	
After 5 to 10 minutes	Urban	Count	4	2	8	4	5	6	6	0	3	38
		%	50	33	50	57	46	38	30	0	43	38
	Rural	Count	0	--	--	2	1	0	--	2	0	5
		%	0	--	--	40	50	0	--	100	0	33
	Overall	Count	4	2	8	6	6	6	6	2	3	43
%		44	33	50	50	46	35	30	18	27	37	
After 10 minutes	Urban	Count	1	0	6	0	3	1	0	0	0	11
		%	13	0	38	0	27	6	0	0	0	11
	Rural	Count	--	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--	--
	Overall	Count	1	0	6	0	3	1	0	0	0	11
%		11	0	38	0	23	6	0	0	0	10	
Never	Urban	Count	0	0	0	1	0	0	7	0	0	8
		%	0	0	0	14	0	0	35	0	0	8
	Rural	Count	0	--	--	0	0	1	--	0	0	1
		%	0	--	--	0	0	100	--	0	0	7
	Overall	Count	0	0	0	1	0	1	7	0	0	9
%		0	0	0	8	0	6	35	0	0	8	

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

Sub Parameters	Type	% Customers											
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	MTS	Aircel	Uninor	Overall	
Average score	Urban	Count	534	459	527	554	425	423	517	487	522	4448	
		%	7.84	7.66	7.4	7.26	7.74	7.84	7.4	7.33	7.31	7.52	
	Rural	Count	66	141	74	46	177	177	83	113	75	952	
		%	7.76	7.03	7.2	7.17	7.83	7.64	4.71	7.12	6.96	7.16	
	Overall	Count	600	600	601	600	602	600	600	600	600	597	5400
		%	7.83	7.51	7.38	7.26	7.77	7.78	7.03	7.29	7.27	7.46	

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

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

Service Providers	Type		Airtel	BSNL	You tele	Overall
More than 7to 15 days ago	Urban	Count	1	5	--	6
		%	0	1	--	1
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	5	--	6
		%	0	1	--	1
More than 15 day to 30 days ago	Urban	Count	1	0	--	1
		%	0	0	--	0
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	0	--	1
		%	0	0	--	0
More than 30 days ago	Urban	Count	598	585	--	1183
		%	100	99	--	99
	Rural	Count	--	10	--	10
		%	--	100	--	100
	Overall	Count	598	595	--	1193
		%	100	99	--	99

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?

Service Providers	Type		Airtel	BSNL	You tele	Overall
Within 24 hrs	Urban	Count	14	--	--	14
		%	2	--	--	1
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	14	--	--	14
		%	2	--	--	1
2-3 days	Urban	Count	9	--	--	9
		%	2	--	--	1
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	9	--	--	9
		%	2	--	--	1
4-7 days	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
More than 7 days	Urban	Count	4	--	--	4
		%	1	--	--	0
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	4	--	--	4
		%	1	--	--	0
Not applicable	Urban	Count	573	590	--	1163
		%	96	100	--	98
	Rural	Count	--	10	--	10
		%	--	100	--	100
	Overall	Count	573	600	--	1173
		%	96	100	--	98

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

Service Providers	Type		Airtel	BSNL	You tele	Overall
Difficult to read the bill	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Difficult to understand the language	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Calculation-on not clear	Urban	Count	14	47	--	61
		%	22	72	--	94
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	14	47	--	61
		%	22	72	--	94
Item-wise charges not given	Urban	Count	3	--	--	3
		%	5	--	--	5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	--	--	3
		%	5	--	--	5
others	Urban	Count	5	--	--	5
		%	8	--	--	8
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	5	--	--	5
		%	8	--	--	8

Qus.6(b) Please specify the reason(s) for your dissatisfaction with the accuracy/completeness of the bills.

Service Providers	Type		Airtel	BSNL	You tele	Overall
Charges not as per tariff plan subscribed	Urban	Count	12	14	--	12
		%	19	22	--	19
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	12	14	--	26
		%	19	22	--	40
Tariff plan changed without information	Urban	Count	12	16	--	28
		%	19	25	--	43
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	12	16	--	28
		%	19	25	--	43
Charged for value added services not requested	Urban	Count	3	--	--	3
		%	5	--	--	5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	--	--	3
		%	5	--	--	5
Charged for calls not made	Urban	Count	12	--	--	12
		%	19	--	--	19
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	12	--	--	12
		%	19	--	--	19
others	Urban	Count	1	--	--	1
		%	2	--	--	2
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	--	--	1
		%	2	--	--	2

Qus.7 Have you made any billing related complaints in last 6 months?

Service Providers	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	72	36	--	108
		%	12	6	--	9
	Rural		--	--	--	--
			--	--	--	--
	Overall	Count	72	36	--	108
		%	12	6	--	9
No	Urban	Count	528	554	--	1082
		%	88	94	--	91
	Rural	Count	--	10	--	10
		%	--	100	--	100
	Overall	Count	528	564	--	1092
		%	88	94	--	91

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

Service Providers	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	331	404	--	735
		%	55	69	--	62
	Rural	Count	--	5	--	5
		%	--	50	--	50
	Overall	Count	331	409	--	740
		%	55	68	--	62
No	Urban	Count	269	186	--	455
		%	45	32	--	38
	Rural	Count	--	5	--	5
		%	--	50	--	50
	Overall	Count	269	191	--	460
		%	45	32	--	38

Qus.17 . How often do you face a problem with your Broadband connection?

Service Providers	Type		Airtel	BSNL	You tele	Overall
Very frequently	Urban	Count	4	39	--	43
		%	1	7	--	4
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	4	39	--	43
		%	1	7	--	4
Frequently	Urban	Count	51	212	--	263
		%	9	36	--	22
	Rural	Count	--	5	--	5
		%	--	50	--	50
	Overall	Count	51	217	--	268
		%	9	36	--	22
Occasionally	Urban	Count	437	324	--	761
		%	73	55	--	64
	Rural	Count	--	5	--	5
		%	--	50	--	50
	Overall	Count	437	329	--	766
		%	73	55	--	64
Never	Urban	Count	108	15	--	123
		%	18	3	--	10
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	108	15	--	123
		%	18	3	--	10

Qus.18 What was the broadband connection problem faced by you in last 6 months related to, please specify?

Service Providers	Type		Airtel	BSNL	You tele	Overall
Problem was related to my computer Hardware/software	Urban	Count	9	--	--	9
		%	16	--	--	3
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	9	--	--	9
		%	16	--	--	3
Problem was related to broadband and modem provided by the service operator	Urban	Count	46	251	--	297
		%	84	100	--	97
	Rural	Count	--	5	--	5
		%	--	100	--	100
	Overall	Count	46	256	--	302
		%	84	100	--	97

Qus20(a) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.

Service Providers	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	43	35	--	78
		%	7	6	--	7
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	43	35	--	78
		%	7	6	--	7
No	Urban	Count	557	555	--	1112
		%	93	94	--	93
	Rural	Count	--	10	--	10
		%	--	100	--	100
	Overall	Count	557	565	--	1122
		%	93	94	--	94

Qus.20(c) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing

Service Providers	Type		Airtel	BSNL	You tele	Overall
Not informed of charges	Urban	Count	3	--	--	3
		%	50	--	--	50
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	--	--	3
		%	50	--	--	50
Activated without consent	Rural	Count	3	--	--	3
		%	50	--	--	50
	Urban	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	--	--	3
		%	50	--	--	50
Not informed about toll free no. for unsubscribing	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
others	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

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)

Service Providers	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
No	Urban	Count	600	590	--	1190
		%	100	100	--	100
	Rural	Count	--	10	--	10
		%	--	100	--	100
	Overall	Count	600	600	--	1200
		%	100	100	--	100

Qus23 (b) Please specify the reason(s) for your dissatisfaction with the overall quality of your Broadband service

Service Providers	Type		Airtel	BSNL	You tele	Overall
No Reason Given	Urban	Count	40	7	--	47
		%	16	10	--	15
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	40	7	--	47
		%	16	10	--	15
bad customer care	Urban	Count	38	9	--	47
		%	16	13	--	15
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	38	9	--	47
		%	15	13	--	15
bill is not clear	Urban	Count	11	7	--	18
		%	5	10	--	6
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	11	7	--	18
		%	4	10	--	6
Connectivity is low	Urban	Count	75	3	--	78
		%	31	4	--	25
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	75	3	--	78
		%	30	4	--	25
Speed is very slow	Urban	Count	81	26	--	107
		%	33	38	--	34
	Rural	Count	5	--	--	5
		%	100	--	--	100
	Overall	Count	86	26	--	112
		%	34	38	--	35
Others	Urban	Count	0	16	--	16
		%	0	24	--	5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	0	16	--	16
		%	0	24	--	5

Qus.24 How many persons in your house are using this Broadband connection?

Service Providers	Type		Airtel	BSNL	You tele
Average score	Urban	Count	600	590	1190
		Mean	3	3	3
	Rural	Count	--	10	10
		Mean	--	3	3
	Overall	Count	600	600	1200
		Mean	3	3	3

Qus.24(a) What kind of other telecom services are you also taking from your service provider

Service Providers	Type		Airtel	BSNL	You tele	Overall
Mobile	Urban	Count	395	585	--	980
		%	33	49	--	82
	Rural	Count	--	5	--	5
		%	--	50	--	50
	Overall	Count	395	590	--	985
		%	33	49	--	82
Wireline	Urban	Count	461	558	--	1019
		%	39	47	--	86
	Rural	Count	--	10	--	10
		%	--	100	--	100
	Overall	Count	461	568	--	1029
		%	38	47	--	86
Others	Urban	Count	47	12	--	59
		%	4	1	--	5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	47	12	--	59
		%	4	1	--	5
None	Urban	Count	208	5	--	213
		%	18	0	--	18
	Rural	Count	--	5	--	5
		%	--	50	--	50
	Overall	Count	208	10	--	218
		%				

Qus 25 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Service Providers	Type		Airtel	BSNL	You tele	Overall
Yes	Urban	Count	325	520	--	845
		%	54	88	--	71
	Rural	Count	--	10	--	10
		%	--	100	--	100
	Overall	Count	325	530	--	855
		%	54	88	--	71
No	Urban	Count	275	70	--	345
		%	46	12	--	29
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	275	70	--	345
		%	46	12	--	29

Qus.32 Please specify the reason(s) for your dissatisfaction with the system of resolving of your complaints by call centre/customer care/ helpline

Service Providers	Type		Airtel	BSNL	You tele	Overall
Difficult to connect to the call centre	Urban	Count	3	5	--	8
		%	2	3	--	5
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	3	5	--	8
		%	2	3	--	5
Customer care executive not polite	Urban	Count	8	62	--	70
		%	5	39	--	44
	Rural	Count	--	5	--	5
		%	--	100	--	100
	Overall	Count	8	67	--	75
		%	5	41	--	46
Customer care not equipped with adequate information	Urban	Count	19	15	--	34
		%	12	9	--	21
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	19	15	--	34
		%	12	9	--	21
Time taken by call centre for redresser of complaint is too long	Urban	Count	26	5	--	31
		%	16	3	--	19
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	26	5	--	31
		%	16	3	--	19
Customer care ex. Was unable to understand the problem	Urban	Count	6	20	--	26
		%	4	13	--	16
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	6	20	--	26
		%	4	12	--	16
Others	Urban	Count	1	--	--	1
		%	1	--	--	1
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	1	--	--	1
		%	1	--	--	1

Qus.36(b) Please specify the reason(s) for your dissatisfaction with the redressal of the complaint by the Nodal Officer

Service Providers	Type		Airtel	BSNL	You tele	Overall
Difficult to connect to the nodal officer	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Nodal officer not polite	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
officer not equipped with adequate information	Urban	Count	2	--	--	2
		%	100	--	--	100
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	2	--	--	2
		%	100	--	--	100
Time taken by Nodal officer for redresser of complaint is too	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Nodal officer was unable to understand the problem	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--
Others	Urban	Count	--	--	--	--
		%	--	--	--	--
	Rural	Count	--	--	--	--
		%	--	--	--	--
	Overall	Count	--	--	--	--
		%	--	--	--	--

SURVEY A: Basic Service (WireLine)

Serial No.		
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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:** Male 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):** Less than 25 25-34 35-44 More than 45

STD Code	Telephone Number

S1.6 Please tell us your Occupation: Service Business/self employed
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid 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: Telephonic In-person

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 ADMINISTER Q.NOS. 1 - 3 [2] No SKIP TO SECTION B
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	[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

<p>8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(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)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____</p>

For Prepaid Customers only

<p>10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(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)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p>
<p>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes (If Yes, go to Q 10(d)) <input type="checkbox"/> 2 No</p>
<p>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?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

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

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ (If No, go to Q 26(a))
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> Not informed of charges <input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify		
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ (If No, go to Q 26(a))
(Ask only If Yes in Q25)			
25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
	(Ask Q 26(b) only if 1 OR 2 is coded)	

<p>(Ask this question only if 1 OR 2 is coded in Q25(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> <p>3. _____</p> <p>_____</p>
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H. GENERAL INFORMATION

<p>27. What kind of other services are you also taking from this service provider?</p>	<p><input type="checkbox"/> Broadband <input type="checkbox"/> Mobile</p> <p><input type="checkbox"/> Others <input type="checkbox"/> None</p>
<p>28(a) Have you terminated a telephone connection that you had in the last 6 month?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>28(b) If Yes, Please name your service provider?</p>	<p><input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom</p> <p><input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL</p> <p><input type="checkbox"/> Shyam/MTS <input type="checkbox"/> MTNL</p>
<p>29. How many days were taken for termination of your telephone connection?</p>	<p><input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days</p> <p><input type="checkbox"/> 3-4 days <input type="checkbox"/> more than 7 days</p>
<p>30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(b))</p> <p><input type="checkbox"/> No</p>
<p>(Ask only if Yes in Q 32(a))</p> <p>32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease</p> <p><input type="checkbox"/> Slight decrease <input type="checkbox"/> No change</p> <p>(Ask Q 32(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 32 (b))</p> <p>32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(c))</p> <p><input type="checkbox"/> No</p>

<p>(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 1 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 It was received on request</p> <p><input type="checkbox"/> 4 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
<p>38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)</p>

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 43)
39(b). Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
41. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 42 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q41) 42. Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)_____
43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 47)
44. Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 47)
45. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently

(Q47 to Q49 are for Prepaid Customers only)	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 50)
49. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____
50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

Serial No.		
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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] Dishnet [9] S Tel
 [10] Sistema Shyam [11] Spice Comm [12] MTNL [13] Aircel [13] Unitech

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2Name: _____ **S1.3 RECORD Gender:** Male 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 Student 4 Housewife 5 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

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If 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?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____

8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 24)	
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

29(a).How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(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. _____ _____ 3. _____ _____

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
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31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(a)) <input type="checkbox"/> 2 No
(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?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 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?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(c)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q33 (b)) 33.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 miuntes <input type="checkbox"/> 2 After 5 to 10 miuntes <input type="checkbox"/> 3 After 10 miuntes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 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?	
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 41)
38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
39. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(b). Were you able to connect to the Nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

<p>44. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 45 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q44) 45. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____</p>
<p>46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>47. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>48. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q50 to Q52 are for prepaid customers only)</p>	
<p>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 53)</p>
<p>52. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and</p>	

appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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SURVEY C: BROADBAND SERVICE

Serial No.		
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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

<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: _____ **Age S1.5. Age (in years):** 1 Less than 25 2 25-60 3 More than 60

STD Code	Telephone Number

S1.6. RECORD Usage Type: 1 Residential 2 Commercial
S1.7.

RECORD Area: 1 Rural 2 Urban
S1.8. User Type: 1 Postpaid 2 Prepaid
S1.9 E-mail

S1.10 User Type: 1 Prepaid 2 Postpaid

S1.11. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] Haryana [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.12. RECORD District: _____

S1.13. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.15 RECORD Name of POP: _____

S1.16 RECORD Mode of interview: 1 Telephonic 2 In-person 3 E-mail 4 Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	<input type="checkbox"/> 1 less than half month <input type="checkbox"/> 2 half month-1 month <input type="checkbox"/> 3 more than 1
1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 7 working days <input type="checkbox"/> 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?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 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?	<input type="checkbox"/> 1 Within 24 hrs. <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 More than 7 days <input type="checkbox"/> 5 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)_____
6(a). How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a))	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed

6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

D. HELP SERVICE

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

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

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 3 Frequently	<input type="checkbox"/> 2 Occasionally <input type="checkbox"/> 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?	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges	

	<input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> 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)	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(b). ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> Yes <input type="checkbox"/> 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?	<input type="checkbox"/> None <input type="checkbox"/> Delay in deactivation resulting in repeat complaints <input type="checkbox"/> Customer care refused to register the complaint <input type="checkbox"/> Not aware of whom to be contacted <input type="checkbox"/> Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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?	<input type="checkbox"/> Mobile <input type="checkbox"/> Wireline <input type="checkbox"/> Others

	<input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 31)
28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34(a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 28) 32. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to

	<p>understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
33. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No \longrightarrow (If No, go to Q37)</p>
34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No \longrightarrow (If No, go to Q 37)</p>
34(c). Were you able to connect to the nodal officer without any difficulty?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 36(b) only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q36(a))</p> <p>36(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No \longrightarrow (if no go to Q 41)</p>
38. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> 1 Yes</p>

	<input type="checkbox"/> 2 No → (if no go to Q 41)
39. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 44)
43. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify) _____
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

THANKS

Name of the interviewer: _____

Date: _____

Name of the scrutinizer: _____

Date: _____

Back-check done by: _____

Date of back-check: _____

Name of field officer: _____