Bihar Survey Report (Quarter 1) on

Assessment of

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

Submitted to:



TELECOM REGULATORY AUTHORITY OF INDIA

New Delhi

Submitted on:

31st October 2011

Submitted by:



Marketing & Development Research Associates

34-B, Community Centre, Saket, New Delhi-110 017 Phone: +91-11-26522244, 26522255; Fax: +91-11-26968282

Email: info@mdraonline.com, Web: mdraonline.com

CONTENTS

S. No.	Chapters	Page No.
1	Preface	
2	Executive summary	1-7
	·	
3	Introduction	8-9
	Background	
4	Objective and Methodology	10-24
	Survey objectives	
	Survey methodologyTarget/user segment	
	Sample design	
	Sample coverage and size	
	Service providers covered	
	Mode of interview and sample size covered	
	Customer profile by payment mode used Mathematical and a second	
	Methodology for calculating percentage of customers satisfiedQuestionnaires development process	
	 Questionnaires development process Methodology for calculating percentage of customers satisfied 	
	Explanation of benchmarks	
	Definition of key terms used	
5	Demographic Profile	25-33
•		0.4.40
6	 Compliance Report on the Customer Perception of Service Basic telephone service 	34-40
	 Cellular mobile telephone service 	
	Broadband service	
7	Detailed Demont	44.00
7	Detailed ReportBasic telephone service	41-90
	Cellular mobile telephone service	
	Broadband service	
8	Critical Analysis	91-93
U	Basic telephone service	31-33
	Cellular mobile telephone service	
	Broadband service	
9	Recommendations (Quality of Service)	94-95
	Basic telephone service	
	Cellular mobile telephone service	
	Broadband service	06.264
10	Annexure (Detailed Tables)	96-264
	Basic telephone service	
	Cellular mobile telephone service	
	Broadband service	265 202
11	Customer Satisfaction Survey Questionnaires	265-282
• •	Basic telephone service	
	Cellular mobile telephone service	
	Broadband service	

Preface

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

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

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

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

This report presents the findings of the survey conducted in Bihar (including Jharkhand) circle during 1st July - 30th September, 2011.





1. Executive summary

In the second quarter (1st July to 30th September) of 2011, the survey was done in Bihar (including Jharkhand) circle.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 20 cities of Bihar circle covering 397 customers. All these customers were post paid customers.

A total of 12 cellular mobile service providers were covered in the survey, which were present in the Bihar circle. Across the 7 cities of Bihar circle, 4702 customers were covered, out of which 4396 were prepaid customers and 306 were post paid customers.

Both the existing broadband service providers present in the Bihar circle were covered. Across the 20 cities of Bihar circle, 774 customers were covered, out of which 402 were prepaid customers and 372 were post paid customers.

The following feedback was obtained from the sample of customers:

- 1. Satisfaction on the Quality of Service parameters as lay down by TRAI, namely...
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
- 2. Awareness of the grievance redressal mechanism set up by the service providers, based on the regulations laid down by TRAI.





1.1 KEY FINDINGS OF THE SURVEY

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

1.1A Basic Telephone Service:

1.1A.1 Satisfaction with Overall Service Quality

BSNL was not able to meet the benchmark in urban as well as rural areas.

1.1A.2 Satisfaction with Provision of Service

 On an overall basis, BSNL met the benchmark for this parameter. However, it had less number of satisfied customers in rural areas.

1.1A.3 Satisfaction with Billing Performance

BSNL was not able to meet the benchmark in any of the areas - urban or rural.

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

 BSNL did not meet the benchmark laid down by TRAI. However; performance in the rural areas was better than urban areas.

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

BSNL was not able to meet the benchmark in urban as well as rural areas.

1.1A.6 Satisfaction with Maintainability

BSNL failed to meet the benchmark in both urban as well as rural areas.

1.1A.7 Satisfaction with Supplementary and Value Added Services

 BSNL did not meet the benchmark laid down by TRAI, however; it met the benchmark in the urban areas. Rural customers were less satisfied on account of supplementary services.

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

1.1A.8 Call Centre

On an overall basis:

- 34% of the customers, who had complained, said that they had received a docket number for their complaints.
- 29.8% of the customers, who had complained, said that they did not receive docket number for their complaints.







- 19.1% of the customers, who had complained, said that they had received the docket number for their complaints on request.
- 10.6% of the customers, who had complained, said that they did not receive docket number for their complaints even on request.
- 6.4% of the customers, who had complained, said that their complaints were refused to be registered.
- 57.4% of the customers, who had complained, said that the call centre did inform them about the action taken on their complaints.
- 34% of the customers, who had complained, said that their complaints were satisfactorily solved by the call centre within 4 weeks after lodging the complaints.

1.1A.9 Nodal Officer

- On an overall basis:
- Only 13.6% of the customers were aware of the contact details of the nodal officer.
- 42.6% of them made a complaint to the nodal officer.
- 47.8% said that the nodal officer intimated them about the action taken.
- 65.2% were satisfied with the redressal of the complaint by the nodal officer.

1.1A.10 Appellate Authority

- Merely 2.3% of the customers were aware about the contact details of the appellate authority.
- Only 6 customers filed an appeal with an appellate authority in the last 6 months.
- 3 customers who filed an appeal with an appellate authority in the last 6 months received an acknowledgement from the appellate authority.

1.1A.11 Other Service Benchmark

Only 42.1% of the customers said that they got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

1.1B Cellular Mobile Service

1.1B.1 Satisfaction with Overall Service Quality

On the overall, Airtel and TTSL were able to meet the benchmark set by the TRAI.





1.1B.2 Satisfaction with Provision of Service

In total, Airtel and Reliance Communications met the benchmark laid down by TRAI. But both of these service providers missed the benchmark in the rural areas.

1.1B.3 Satisfaction with Billing Performance - Postpaid

On the whole, all service providers met the benchmark laid down by TRAI except Uninor.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- In all, none of the service providers met the benchmark laid down by TRAI.
- Airtel and Cheers met the benchmark in the urban areas.

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

As a whole, none of the service providers met the benchmark laid down by TRAI.

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

On an overall basis, none of the service providers met the benchmark laid down by TRAI.

1.1B.7 Satisfaction with Maintainability

In all, none of the service providers met the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

Only Cheers was able to meet the benchmark laid down by TRAI.

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

1.1B.9 Call Centre

On an overall basis:

- Only 34.1% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- Only 10.6% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 36.2% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 28.6% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for most of their complaints.





- 10.7% of the cellular mobile customers, who had complained, said that they had received the docket numbers for their complaints on request.
- 8.5% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 61.4% all the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- On an overall basis, 60.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.

1.1B.10 Nodal Officer

- On an overall basis, only 0.5% of the cellular mobile customers were aware of the contact details of the nodal officer.
- None of the customers made any calls to the nodal officer.

1.1B.11 Appellate Authority

Out of 4702 customers, only 23 customers knew about the appellate authority.

1.1B.12 Other Service Benchmark

- On the whole, only 27.7% of the customers claimed to have got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new cellular mobile telephone connection.
- Only 21.6% of the rural customers got the "Manual of Practice".

1.1C Broadband Service

1.1C.1 Satisfaction with Overall Service Quality

In all, none of the service providers were able to meet the benchmark laid down by TRAI.

1.1C.2 Satisfaction with Provision of Service

• Out of the total, none of the service providers met the benchmark laid down by TRAI.

1.1C.3 Satisfaction with Billing Performance - Postpaid

On the whole, none of the service providers met the benchmark laid down by TRAI.

1.1C.4 Satisfaction with Billing Performance - Prepaid

Sify was able to meet the benchmark laid down by TRAI.





1.1C.5 Experience with Help Services including Customer Grievance Redressal

 On an overall basis, none of the service providers were able to meet the benchmark laid down by TRAI.

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

 In total, none of the service providers were able to meet the benchmark laid down by TRAI.

1.1C.7 Satisfaction with Maintainability:

On the overall, none of the service providers met the benchmark laid down by TRAI.

1.1C.8 Satisfaction with Supplementary and Value Added Services

On the whole, Sify was able to meet the benchmark laid down by TRAI.

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

1.1C.9 Call Centre

On an overall basis:

- 58.3% of broadband customers said that they were aware about the call centre number of their service provider to make complaint/ query.
- Only 19.3% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 42.3% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- On an overall basis, 18.8% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints. The incidence was higher among BSNL customers.
- 16.1% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- 11.4% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.
- 11.4% of the broadband customers, who had complained, said that their complaint was refused to be registered.
- 49% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.





- 66.6% of the broadband customers, who had lodged complaints said, that they were satisfied with the system of resolving of their complaints by the call centre/ customer care/ helpline.
- Only 45.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they lodged their complaints.

1.1C.10 Nodal Officer

On an overall basis:

- Only 13.3% of the broadband customers said that they were aware of the contact details of the nodal officer.
- 42.7% of the customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- 68.2% of the customers, who had complained to the nodal officer, were intimated by the nodal officer about the decision taken on their complaints.
- 79.5% of the customers, who had complained to the nodal officer, were satisfied with the redressal of their complaints by the nodal officer.

1.1C.11 Appellate Authority

- On the whole, only 7.1% of the broadband customers said that they were aware of the contact details of the appellate authority.
- 30 out of 774 customers had appealed to the appellate authority.
- 26 out of 30 customers, who had filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.
- In 27 cases, appellate authority took a decision on the appeal filed by the customers within 3 months of filing the appeal.

1.1C.12 Other Service Benchmarks

- On an overall basis, only 17.7% of the customers claimed to have got the "Manual of Practice" containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.
- Higher number of BSNL customers received the manual of practice.





2. Introduction

2.1 Background:

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

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

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

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

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





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

The survey was divided into four zones covering the following Telecom Circles/ Metro Service Areas:

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

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

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

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

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





3. Survey Objectives and Methodology:

3.1 Survey Objectives

This survey has the following objectives:

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

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

(2) Customer Perception of Service

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

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

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

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





(b) Broadband Services:

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

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

1. Basic Telephone Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services including Customer Grievance Redressal

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





Network Performance, Reliability and Availability

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

Maintainability

Fault repair service

Supplementary and Value Added Services

Quality of the supplementary services/ value added service provided

Overall Service Quality

Overall service quality of telephone service

2. Cellular Mobile Telephone Service

Provision of Service

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

Billing Performance (Prepaid)

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

Billing performance (Postpaid)

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

Help Services including Customer Grievance Redressal

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





Network Performance, Reliability and Availability

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

Maintainability

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

Supplementary and Value Added Services

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

Overall Service Quality

Overall quality of your mobile service

3. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services

- Ease of access to call centre/customer care or helpline
- Ease of getting an option for talking to a customer care executive
- Response time taken to answer your call by a customer care executive





- Problem solving ability of the customer care executive(s)
- Time taken by call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Speed of the broadband connection
- Amount of time for which service is up and working

Maintainability

Time taken for restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

Overall quality of broadband service

3.2 Survey Methodology

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

Following survey methodology was used:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered
- A set of residential and commercial areas were pre-identified before the start of the survey.
- The respondents were selected randomly for face-to-face personal and telephonic interviews.
- It was ensured that the sample size was geographically spread, covering respondents of different age groups, income levels, gender, religions, areas, users, etc.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.





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

3.3 Target Users/ Segment

Following segments were covered in the survey:

- 1. Residential users
- Individual Residential Homes
- Apartments/ Societies
- 2. Commercial users
- Corporate Clients
- IT/ Software Companies
- Call Centers
- BPO's/ KPO's
- SME (Small and medium Enterprises)
- Government offices
- Industrial Units
- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCO 's





- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGO's
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc.

3.4 Sample Design

3.4.1 Basic Telephone (wire-line) Service:

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

3.4.2 Cellular Mobile Telephone Service:

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

3.4.3 Broadband Service:

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

3.5 Sample Coverage and Size

3.5.1 Basic Telephone (Wire-line) Service:

BSNL: In Bihar (including Jharkhand) circle, there are 1730 exchanges and there are 190 SDCA's. For the survey, 87 exchanges and 20 SDCA's were selected. During the survey about 49 urban exchanges and 38 rural exchanges were covered





Note: Reliance and Tata were not covered in the survey because their actual subscriber base was very low and they did not have retail subscribers.

Service Provider	States	SDCAs Covered	Sample Size
		Bhagalpur	_
		Ara	
		Darbhanga	
		Motihari	
		Gaya	
	Bihar	Madhubani	
	Dillai	Muzaffarpur	
		Patna	
	Jharkhand	Sasaram	
BSNL		Smastipur	384
DOINL		Chapra	304
		Hajipur	
		Ranchi	
		Jamshedpur	
		Dhanbad	
		Bokaro	
		Hazaribagh	
		Deoghar	
		Ramgarh	
		Daltonganj	

3.5.2 Cellular Mobile Telephone Service (including FWP):

- In all, there are 62 district headquarters in Bihar and Jharkhand. For the survey, 7 district headquarters were selected on the basis of their geographical spread. Rural areas falling within the radius of 20 kms of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 10% of the selected district headquarters where the services were commissioned. 12 service providers were covered in this circle.

Note: Videocon was not covered in the survey because its subscriber base was very low and it was very difficult to track their subscribers through face-to-face and telephonic interviews.

States	Cities Covered
	Patna
Dihar	Chappra
Bihar	Gaya
	Muzaffarpur
	Ranchi
Jharkhand	Dhanbad
	Jamshedpur





Service Providers	Sample Size
Aircel	384
Airtel	384
BSNL	384
Etisalat DB (Cheers)	384
Idea	384
MTS	384
Reliance Com	384
Reliance Tel	384
S Tel	384
TTSL	384
Uninor	384
Vodafone	384
Total	4608

3.5.3 Broadband Service:

■ **BSNL:** In Bihar (including Jharkhand) circle, there are 1730 exchanges and 190 SDCA's. For the survey, 173 exchanges and 20 SDCA's were selected. During the survey about 111 urban exchanges and 62 rural exchanges were covered.

Service Provider	States	SDCAs Covered	Sample Size
		Bhagalpur	
		Ara	
		Darbhanga	
		Motihari	
		Gaya	
	Bihar	Madhubani	
	Dillai	Muzaffarpur	
	Jharkhand	Patna	
		Sasaram	
BSNL		Samastipur	384
DOINE		Chapra	304
		Hajipur	
		Ranchi	
		Jamshedpur	
		Dhanbad	
		Bokaro	
		Hazaribagh	
		Deoghar	
		Ramgarh	
		Daltonganj	





Sify: 23 POP's out of 31 POPs were covered during the survey. These POP's were spread across Bihar and Jharkhand.

Service Provider	States	Cities Covered	Sample Size
	Bihar Jharkhand	Patna	
		Darbhanga	
		Hajipur	
		Patna	
Sify		Bokaro	384
		Ranchi	
		Hazaribagh	
		Dhanbad	
		Jamshedpur	

3.6 Service Providers Covered

 During the period (1st July to 30th September) of 2011, the survey was conducted in Bihar (including Jharkhand) circle. The following service providers were covered:

3.6.1 Basic Telephone (Wire-line) Service

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

Note: Reliance and Tata were not covered in the survey because their actual subscribers' base was very low and they did not have retail subscribers.

3.6.2 Cellular (including FWP) Mobile Telephone Service

- 1. Aircel Limited (Referred as Aircel in the report)
- 2. Bharti Airtel Limited (Referred as Airtel in the report)
- 3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
- 4. Cheers Mobile Services (Referred as Cheers in the report)
- 5. Idea Cellular Limited (Referred as Idea in the report)
- 6. Sistema Shyam TeleServices Limited (Referred as MTS in the report)
- 7. Reliance Communications (Referred as Rel Com in the report)
- 8. Reliance Telecom Limited (Referred as Rel Tel in the report)
- 9. Tata Teleservices Limited (Referred as TTSL in the report)
- 10. S Tel Private Limited (Referred as S Tel in the report)
- 11. Unitech Wireless Pvt. Ltd. (Referred as Uninor in the report)
- 12. Vodafone Essar Mobile Services Limited ((Referred as Vodafone in the report)

Note: Videocon was not covered in the survey because its subscriber base was very low and it was very difficult to track its subscribers through face-to-face and telephonic interviews.





3.6.3 Broadband Service

- 1. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
- 2. Sify Technologies Limited (Referred as Sify in the report)

3.7 Mode of Interview & Sample Size Covered

3.7.1 Basic Telephone Service (Wire-line)

For survey among basic telephone service subscribers, 51.4% of the sample was covered with the help of face-to-face interviews while the rest of the interviews were done on telephone. For rural, subscribers face-to-face interviews were conducted.

Service Provider	Face-to-face	Telephonic	Sample Size Achieved
BSNL	204	193	397
Total	204	193	397

3.7.2 Cellular Mobile Telephone Service

For survey among cellular mobile telephone service subscribers, 57% of the sample was covered with the help of face-to-face interviews while the remaining interviews were completed on telephone. For rural, subscribers face-to-face interviews were done.

Service Providers	Face-to-face	Telephonic	Sample Size Achieved
Aircel	242	156	398
Airtel	249	147	396
BSNL	235	176	411
Cheers	0	233	233
Idea	241	168	409
MTS	241	160	401
Rel Com	243	188	431
Rel Tel	254	181	435
S Tel	248	156	404
TTSL	247	165	412
Uninor	255	133	388
Vodafone	233	151	384
Total	2688	2014	4702





3.7.3 Broadband Service

For survey among broadband service customers, 35% of the sample was covered through face-to-face interviews and the residual 65% through a web-based/ telephonic survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey. For rural, subscribers face-to-face interviews were done.

Service Providers	Face-to-face	Telephonic	Sample Size Achieved
BSNL	243	129	372
Sify	28	374	402
Total	271	503	774

Note: Only 7% of Sify's customers were covered through face-to-face interviews because it was very difficult to locate its customers in the field as its customer base was low.

3.8 Customer Profile by Connection Type

3.8.1 Basic Telephone Service (Wire-line)

 BSNL was covered in this circle. Across 20 SDCA's of the Bihar (including Jharkhand) circle, 397 basic telephone service (wire-line) postpaid subscribers were surveyed.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	397	397
Total	0	397	397

3.8.2 Cellular Mobile Telephone Service

A total of 12 cellular mobile telephone service providers present in the circle were covered. Across 7 cities of the Bihar (including Jharkhand) circle, 4702 cellular mobile service subscribers were surveyed. Of this sample, 4396 were prepaid subscribers and 306 were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	367	31	398
Airtel	37	24	396
BSNL	333	78	411
Cheers	231	2	233
Idea	362	47	409
MTS	389	12	401
Rel Com	386	45	431
Rel Tel	419	16	435
S Tel	392	12	404
TTSL	395	17	412
Uninor	380	8	388
Vodafone	370	14	384
Total	4396	306	4702





3.8.3 Broadband Service

A total of 2 broadband service providers functioning in the circle were covered. Across various Points of Presence (POP's) of the Bihar (including Jharkhand) circle, 774 broadband service subscribers were covered. Of this total sample, 372 were postpaid subscribers and 402 were prepaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	372	372
Sify	402	0	402
Total	402	372	774

3.9 Methodology for Calculating Percentage of Customer Satisfied

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

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

CS = (A / N) *100

Where:

CS = % of satisfied customers

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

N = Total sample size achieved

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

3.10 Questionnaires Development Process

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





The questionnaires developed were for:

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

3.11 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 Telephone Service (Wire-line): It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.
- Broadband Service: It means data connection
- (1) Which is always on and is able to support interactive services including Internet access.
- (2) Which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide broadband service where a multiple of such individual broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.
- (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
- (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.
- Call Centre: means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the subregulation 3 of regulation 1 for redressal of grievances of its consumers by telephone or electronic means or by any other means.
- Cellular Mobile Telephone Service: Means







- (1) Telecommunication service provided by means of a telecommunication system for the conveyance of the message through the agency of wireless telegraphy where every message that is conveyed thereby has been, or is to be, conveyed by means of a telecommunications system which is designed or adapted to be capable of being used while in motion.
- (2) Refers to transmission of voice or non-voice messages over Licensee's Network in the real time but service does not cover broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the subscribers of the service.
- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.
- Consumer: means a consumer of a service provider falling in clause (a) or clause
 (b) of sub- regulation (3) of regulation 1 and includes its customer and subscriber.
- Manual: means the Manual of Practice for handling consumer complaints referred to in regulation 20.
- Nodal Officer: means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation
 1.

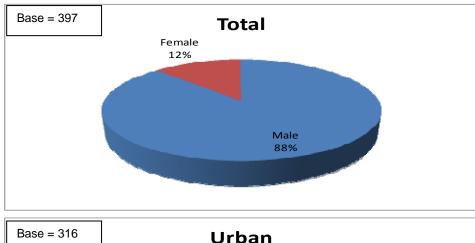


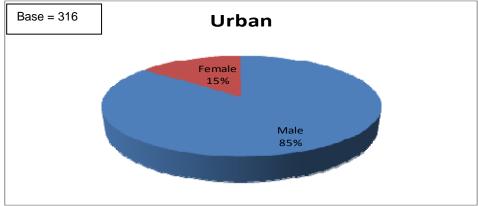


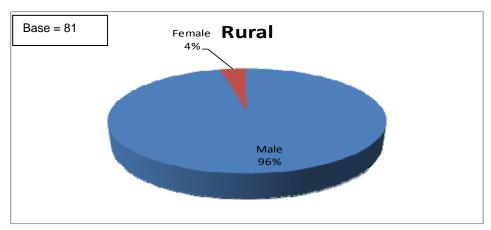
4. Demographic Profile

4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile





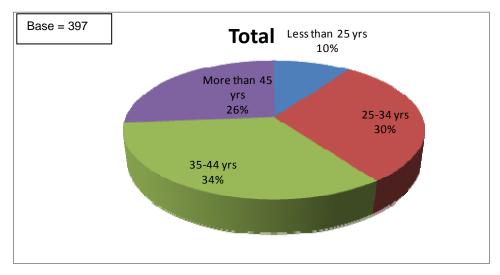


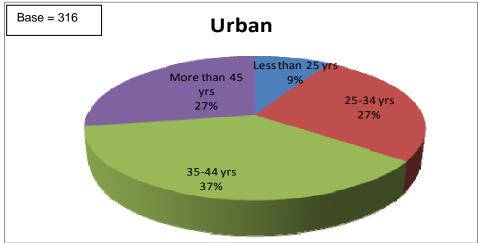
 On an overall basis, 88% of the customers were male. In urban areas, there was a higher proportion of female customers.

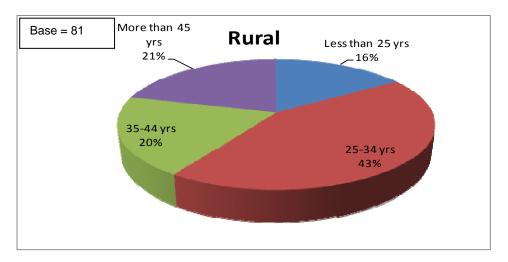




4.1.2 Age Profile





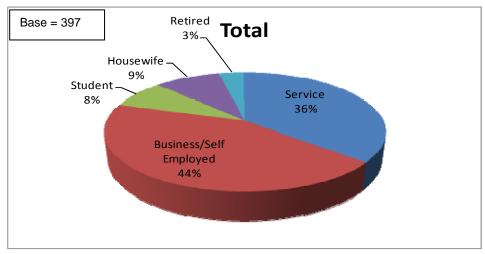


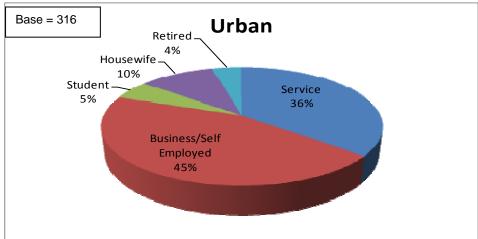
On the whole, 64% of the customers were in the age group of 25-44 years.

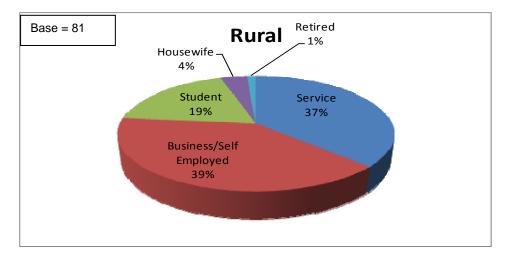




4.1.3 Occupation Profile







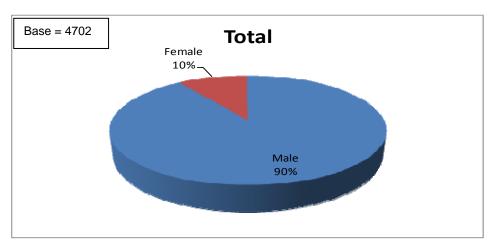
 Out of the total, 80% of the customers were either in service or self employed/ businessmen.

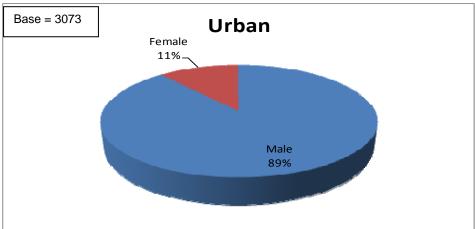


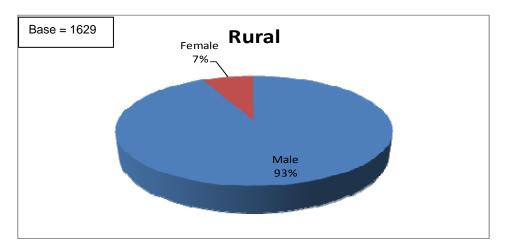


4.2 Cellular Mobile Telephone Service

4.2.1 Gender Profile





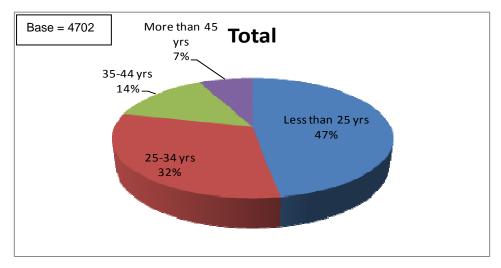


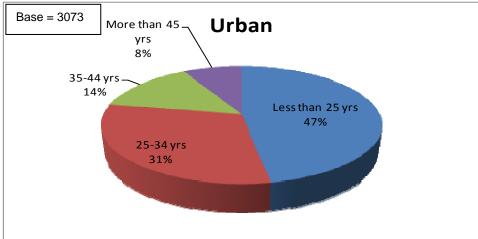
• On the whole, 90% of the customers were male. In urban areas, there was a higher proportion of female customers.

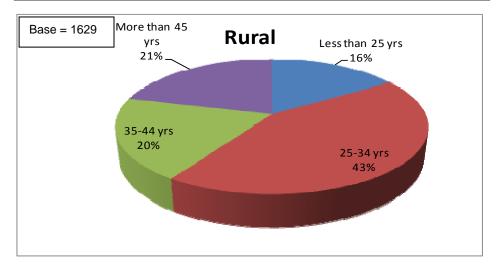




4.2.2 Age Profile





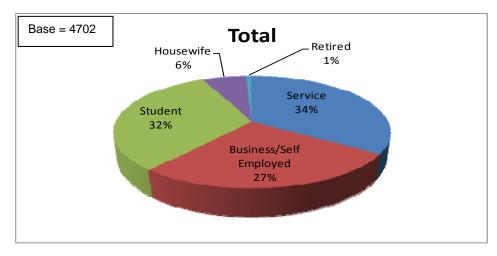


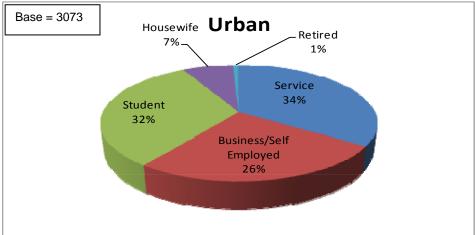
Out of the total, 79% of the customers were below 35 years.

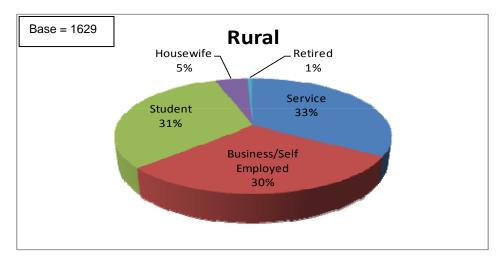




4.2.3 Occupation Profile







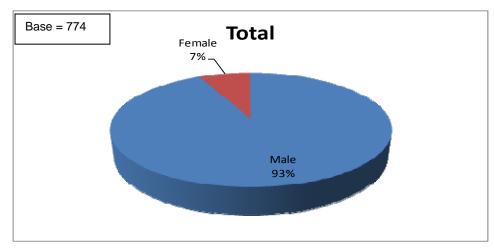
In all, 61% of the customers were in service or self employed/ businessmen.

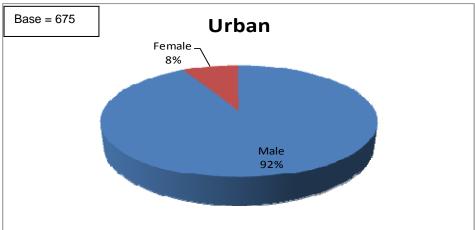


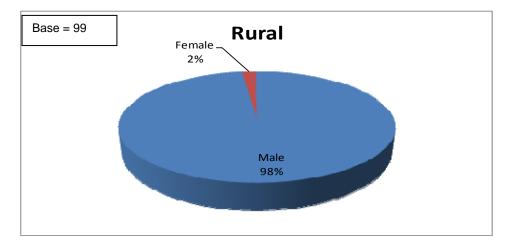


4.3 Broadband Service

4.3.1 Gender Profile





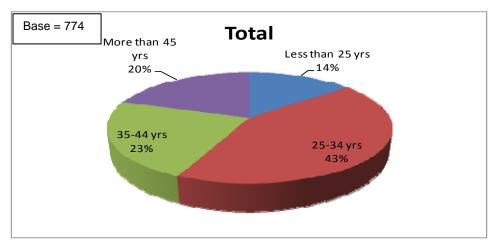


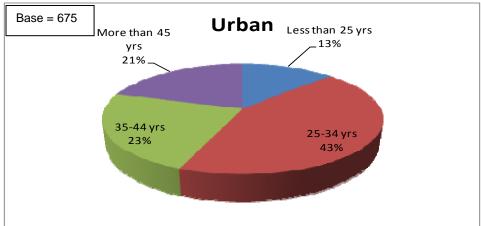
 On an overall, 93% of the customers were male. In urban areas, there was a higher proportion of female customers.

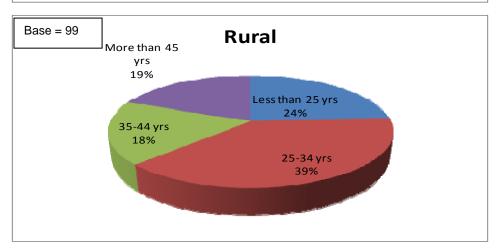




4.3.2 Age Profile





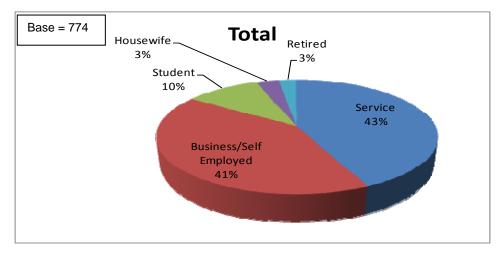


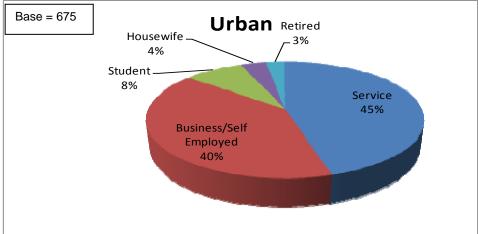
Out of the total, 66% of the customers were in the age group of 25-44 years.

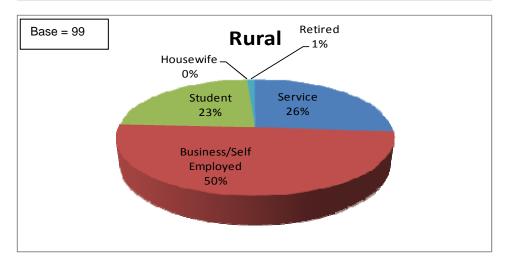




4.3.3 Occupation Profile







• On the whole, 84% of the customers were in service or self employed/ businessmen.





5. COMPLIANCE REPORT ON THE CUSTOMER PERCEPTION OF SERVICE:

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

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 3.9. According to this methodology the total percentage of satisfied customer's i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

5.1 <u>Basic Telephone Service</u>

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

Provider		d with of service	% s with perf ce ce ces custo redre family with ses custo redre family with and		d with the erformance, and	d with the bility	d with the ntary and ed services	fied with the service quality	
Service Pr	Base	% satisfied provision	Postpaid	Prepaid	%satisfied with the help services including customer grievance redressa	% satisfied network pereliability a availability	% satisfied with maintainability	% satisfied with supplementary value added se	% satisfied overall serv
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 90%
	-			В	Sihar Circle				
BSNL (Total)	397	92.1	85.5	-	64.8	77.4	45.8	85.4	78.6
BSNL (Urban)	316	93.7	86.3	-	60.3	80.0	49.3	91.7	79.4
BSNL (Rural)	81	88.9	82.9	-	79.2	67.0	36.7	72.4	75.3

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

- On an overall basis only 78.6% of the basic telephone service customers were satisfied with overall service quality of their service provider.
- Rural customers were not satisfied on all the parameters while urban subscribers were satisfied with the provision of service and the supplementary & value added services.

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

Service Provider	Base	% customers				
Service Provider	Dase	Benchmark: 3 days				
Bihar Circle						
BSNL (Total)	179	48.1				
BSNL (Urban)	130	50.0				
BSNL (Rural)	49	42.8				

 On the whole, 48.1% of the customers, who had experienced faults in their connection, reported that the faults were repaired within 3 days.





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

Service Provider	Page	% customers							
Service Provider	Base	Benchmark: 7 days							
Bihar Circle									
BSNL (Total)	9	66.7							
BSNL (Urban)	5	80.0							
BSNL (Rural)	4	50.0							

 Out of the total, 66.7% of the customers reported that their telephone connection was terminated within 7 days after they had requested for termination.

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

Service Provider	Base	% customers
Service Provider	Dase	Benchmark: 4 Weeks
BSNL (Total)	47	34.0
BSNL (Urban)	39	35.9
BSNL (Rural)	8	25.0

 In all, only 34% of the customers who had made billing complaints, reported that their billing complaints were resolved within 4 weeks





5.2 <u>Cellular Mobile Telephone Service</u>

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

Service Providers		% satisfied with provision of service	% satisfied	performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	with the ility	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
	Base	% satisfied of service	Postpaid	Prepaid	%satisfied with the I services including customer grievance redressal	% satisfied with the network performand reliability and availa	% satisfied with the maintainability	% satisfied with the supplementary and added services	% satisfied wit service quality
Benchmark		<u>≥</u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>≥</u> 95%	<u>></u> 95%	<u>≥</u> 90%	<u>></u> 90%
			В	ihar Circ	le				
Aircel (Total)	398	75.0	95.8	78.0	40.3	77.3	76.7	52.6	77.4
Aircel (Urban)	208	80.8	95.9	88.0	46.4	83.2	82.5	57.5	80.8
Aircel (Rural)	190	68.7	95.8	68.0	33.5	70.9	70.3	47.2	73.7
Airtel (Total)	396	91.7	100.0	89.0	54.5	88.4	92.5	67.3	91.2
Airtel (Urban)	263	95.1	100.0	95.0	67.3	91.7	95.8	92.0	95.4
Airtel (Rural)	133	85.0	100.0	80.0	31.8	82.0	85.8	46.6	82.7
BSNL (Total)	411	81.7	95.3	86.0	32.8	76.7	78.7	61.9	75.4
BSNL (Urban)	246	87.5	97.9	92.0	44.3	80.0	82.3	72.1	77.2
BSNL (Rural)	165	73.1	86.5	77.0	23.0	71.9	73.0	46.5	72.7
Cheers (Total)	233	83.7	100.0	94.0	62.9	69.0	72.4	92.8	70.8
Cheers (Urban)	219	85.4	100.0	95.0	63.8	70.6	74.2	91.7	73.0
Cheers (Rural)	14	57.2	0.0	82.0	50.0	42.9	42.8	100.0	35.7
Idea (Total)	409	76.2	97.9	83.0	39.8	74.3	72.3	50.5	67.2
Idea (Urban)	217	80.4	98.9	84.0	37.3	75.1	74.2	44.7	70.1
Idea (Rural)	192	71.4	92.3	82.0	42.3	73.3	70.1	55.2	64.1
MTS (Total)	401	85.2	100.0	82.0	41.1	82.5	85.3	47.9	80.0
MTS (Urban)	258	94.8	100.0	90.0	56.5	88.9	93.1	50.0	86.0
MTS (Rural)	143	67.9	100.0	66.0	21.1	71.1	71.3	44.8	69.2
Rel Com (Total)	431	90.3	97.7	92.0	52.3	87.5	88.5	45.3	84.7
Rel Com (Urban)	310	91.1	95.8	94.0	50.2	87.5	88.7	56.2	83.5
Rel Com (Rural)	121	88.0	100.0	87.0	57.7	87.3	88.1	10.0	87.6
Rel Tel (Total)	435	83.1	97.9	84.0	51.9	80.6	82.5	58.2	81.8
Rel Tel (Urban)	290	82.7	97.4	85.0	55.8	80.1	82.4	60.4	80.3
Rel Tel (Rural)	145	84.1	100.0	82.0	43.9	81.6	82.8	55.5	84.8
S Tel (Total)	404	73.3	97.2	79.0	47.1	72.8	72.9	71.7	71.8
S Tel (Urban)	252	74.4	100.0	82.0	57.3	72.0	72.6	73.9	71.1
S Tel (Rural)	152	71.4	96.7	76.0	32.9	74.4	73.4	67.8	73.0
TTSL (Total)	412	81.2	100.0	91.0	56.7	83.7	86.8	58.5	92.5
TTSL (Urban)	333	80.8	100.0	92.0	51.8	83.5	86.5	50.0	92.5
TTSL (Rural)	79	83.0	100.0	87.0	69.3	84.9	88.0	81.8	92.4





Service Providers		satisfied with provision service	% satisfied	with billing performance	%satisfied with the help services including customer grievance redressal	d with the performance, and availability	with the lity	with the ary and value ces	% satisfied with the overall service quality
	Base	% satisfied volume	Postpaid	Prepaid	%satisfied v services inc customer gr redressal	% satisfied with the network performance, reliability and availabil	% satisfied with the maintainability	% satisfied with the supplementary and added services	% satisfied wit service quality
Benchmark		<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>></u> 90%	<u>></u> 95%	<u>></u> 95%	<u>≥</u> 90%	<u>></u> 90%
Uninor (Total)	388	81.0	87.5	81.0	44.8	83.3	85.2	55.5	88.4
Uninor (Urban)	234	83.5	100.0	84.0	53.5	87.0	90.2	88.0	91.8
Uninor (Rural)	154	76.9	81.3	76.0	32.8	77.7	77.6	27.6	83.1
Vodafone (Total)	384	85.3	97.6	92.0	57.0	87.0	89.5	62.5	88.8
Vodafone (Urban)	243	86.5	95.6	91.0	62.3	88.2	90.2	63.6	90.6
Vodafone (Rural)	141	83.3	100.0	92.0	47.1	84.9	88.4	60.0	85.8
Total (Total)	4702	82.3	96.7	86.0	46.5	80.6	82.2	58.1	81.1
Total (Urban)	3073	85.4	98.4	89.0	53.1	82.6	84.8	63.5	83.2
Total (Rural)	1629	76.4	94.2	78.0	36.5	77.0	77.5	51.0	77.3

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

- On an overall basis, 81.1% of the customers were satisfied with their service providers.
- The survey revealed that a lower proportion of customers were satisfied with the parameters such as help services and value added services.
- As a whole, Airtel met the benchmarks on 3 out of 7 parameters, namely provision of service, billing performance (postpaid) and overall service quality.
- Most of the service providers met the benchmark related to billing performance (postpaid) except Uninor.





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

Service Providers		Base	% customer Benchmark: 4 Weeks
		Bihar Circle	
	Total	80	67.5
Aircel	Urban	38	50.0
	Rural	42	83.3
	Total	34	70.6
Airtel	Urban	19	68.4
	Rural	15	73.3
	Total	27	48.1
BSNL	Urban	21	33.3
	Rural	6	100.0
	Total	11	72.7
Cheers	Urban	11	72.7
	Rural	0	0.0
	Total	60	51.7
Idea	Urban	27	33.3
	Rural	33	66.7
	Total	39	51.3
MTS	Urban	30	36.7
	Rural	9	100.0
	Total	41	56.1
Rel. comm.	Urban	34	50.0
	Rural	7	85.7
	Total	59	74.6
Rel. Tel.	Urban	41	68.3
	Rural	18	88.9
	Total	61	72.1
S. Tel.	Urban	45	71.1
	Rural	16	75.0
	Total	18	44.4
TTSL	Urban	17	41.2
	Rural	1	100.0
	Total	35	54.3
Uninor	Urban	20	55.0
	Rural	15	53.3
	Total	32	40.6
Vodafone	Urban	17	41.2
	Rural	15	40.0
	Total	497	60.6
Total	Urban	320	52.8
	Rural	177	74.6

• Out of the total, 60.6% of the cellular customers, who had made billing complaints to the call centre, reported that their complaints were resolved within 4 weeks after they had lodged their complaints. The worst performer on this parameter was Vodafone.





5.3 <u>Broadband Service</u>

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

Service Providers		% satisfied with provision of service	% satisfied with	pilling performance	%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
Service	Base	% satisfie of service	Postpaid	Prepaid	%satisfie services i customer redressal	% satisfied performan availability	% satisfied wit maintainability	% satisfied with supplementary added services	% satisfied wit service quality
Benchmark		≥90%	<u>≥</u> 90%	<u>></u> 90%	≥90%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%	<u>></u> 85%
				Bihar	Circle				
BSNL (Total)	372	54.8	86.1	0.0	67.7	76.8	54.3	84.0	78.5
BSNL (Urban)	273	52.4	89.6	0.0	66.3	76.6	48.7	85.9	76.2
BSNL (Rural)	99	61.6	76.6	0.0	72.3	77.3	65.0	77.3	84.8
Sify (Total)	402	24.9	0.0	95.6	64.4	71.5	27.6	90.0	70.4
Sify (Urban)	402	24.9	0.0	95.6	64.4	71.5	27.6	90.0	70.4
Sify (Rural)	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	774	39.3	86.1	95.6	63.7	74.0	36.9	84.5	74.3
Total (Urban)	675	35.9	89.6	95.6	61.7	73.5	32.6	86.4	72.7
Total (Rural)	99	62.0	76.6	0.0	74.2	77.2	65.0	77.3	84.5

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

- All the service providers had a lower proportion of satisfied customers on account of maintainability.
- Sify registered a higher percentage of satisfied customers than BSNL on account of billing performance (prepaid) and supplementary service. The score of BSNL was better than Sify on all other parameters.





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

Service Prov	iders	Base	% customer
			Benchmark: within 4 Weeks
		Bihar Circle	
	Total	89	49.4
BSNL	Urban	69	53.6
	Rural	20	35.0
	Total	44	36.4
Sify	Urban	44	36.4
	Rural	0	0.0
	Total	133	45.1
Total	Urban	113	46.9
	Rural	20	35.0

On the overall basis, only 45.1% of the customers, who had made complaints, reported that their complaints were resolved within 4 weeks. 49.4% of BSNL customers reported that their complaints were resolved within 4 weeks.





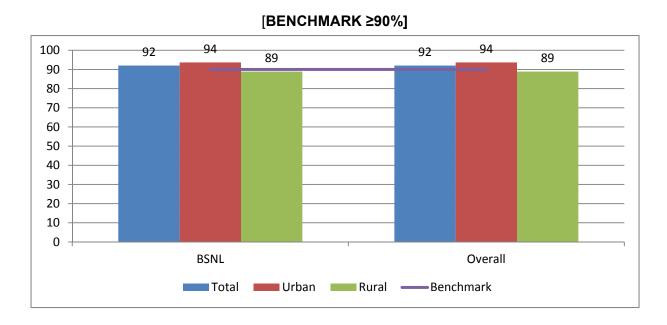
6. DETAILED REPORT:

6A.1 Basic Telephone Service (Wire-line)

The survey in the Bihar circle was carried out among customers of BSNL.

6A.1.1 Customer satisfaction with Provision of Service

6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service with the break-up for the urban and rural customers separately.



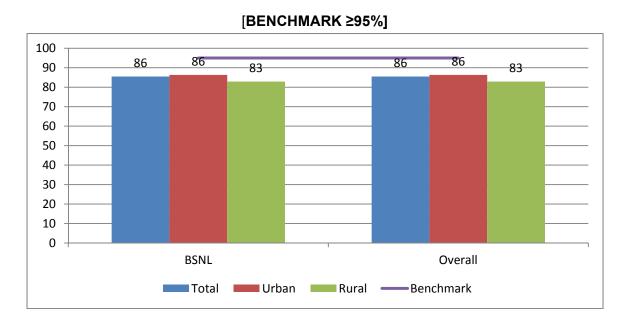
BSNL met the benchmark in the urban areas but marginally failed to meet it in the rural areas.





6A.1.2 Customer Satisfaction with Billing Performance among Postpaid Customers

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



BSNL did not meet the benchmark set by TRAI in both urban and rural areas.

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

Service Providers		% postpaid customers						
		Timely delivery of bills			Clarity of bills in terms of transparency and understandability	Base		
	Total	80.4	94.9	46.9	89.2	397		
BSNL	Urban	80.1	95.2	42.9	90.2	316		
	Rural	81.5	93.8	53.2	85.1	81		

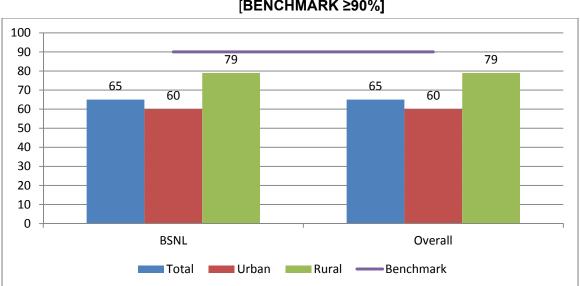
 Both in urban and rural areas, customers were less satisfied with the process of resolution of their billing complaints.





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

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



[BENCHMARK ≥90%]

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

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

		% customers								
Service	Providers	Ease of access of call centre/custo mer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/custo mer care or helpline to resolve your complaints	Base			
	Total	69.3	70.2	70.2	59.7	54.8	104			
BSNL	Urban	68.4	67.1	65.9	53.2	46.9	79			
	Rural	72.0	80.0	84.0	80.0	80.0	25			

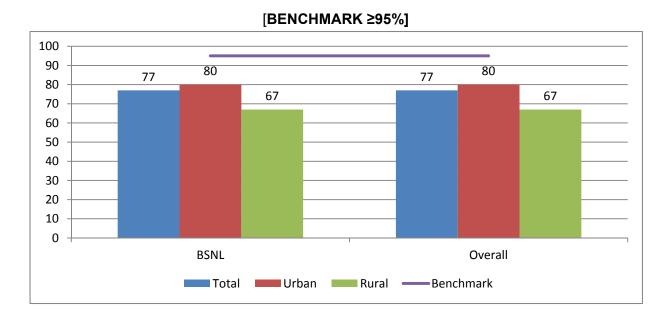
- On an overall basis, most of the customers were not satisfied with the problem solving ability of the customer care executive and time taken by the call centre/customer care /helpline to resolve their complaints.
- Satisfaction with regard to sub-parameters was higher in rural areas.





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

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



Satisfaction in the rural areas was lower.

BSNL did not meet the benchmark laid down by TRAI.

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

Service Providers		Availability of Ability to make/receive calls (Dial tone) easily		Voice quality	Base
	Total	77.6	77	77.6	397
BSNL	Urban	80.7	79.7	79.7	316
	Rural	65.4	66.6	69.1	81

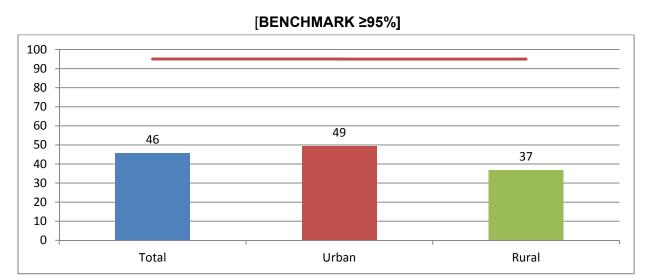
 In rural areas, customers were less satisfied with the sub-parameters of network performance, reliability & availability.





6A.1.5 Customer Satisfaction with Maintainability

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

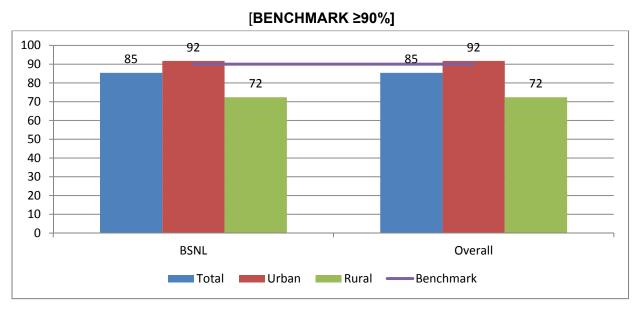


BSNL did not meet the benchmark laid down by TRAI.

- Out of the total, only 46% of the respondents were satisfied with the maintainability.
- Rural customers were found to be less satisfied on account of this parameter

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

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



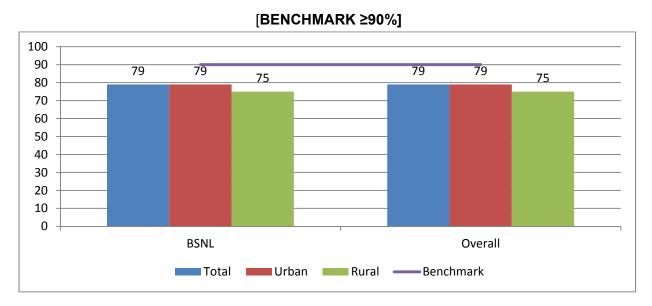
- On the whole, BSNL did not meet the benchmark laid down by TRAI. However; it met the benchmark in the urban areas.
- Rural customers were less satisfied on account of this parameter.





6A.1.7 Customer Satisfaction with Overall Service Quality

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



- BSNL did not meet the benchmark laid down by TRAI.
- On overall, only 79% of the customers were satisfied with this parameter.

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

6A.2.1 Awareness and Experience - Call Centre

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

Service Providers		% customers	Base
	Total	46.1	397
BSNL	Urban	47.5	381
	Rural	46.1	16

 Out of the toal, only 46.1% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.

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

Service Providers		% customers	Base
	Total	11.8	397
BSNL	Urban	12.3	316
	Rural	9.9	81

• In the last 6 months, only 11.8% of the customers made complaints on the toll free number of the customer care of their service provider.





6A.2.1.3 The following table shows the percentage of customers, who had received or did not receive the docket numbers for their complaints.

		% customers					
Service Pr	roviders	Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Base
	Total	34.0	29.8	19.1	10.6	6.4	47
BSNL	Urban	38.5	30.8	12.8	10.3	7.7	39
	Rural	12.5	25.0	50.0	12.5	0.0	8

On an overall basis:

- 34% of the customers, who had complained, said that they had received a docket number for their complaints.
- 29.8% of the customers, who had complained, said that they did not receive the docket number for their complaints.
- 19.1% of the customers, who had complained, said that they had received the docket numbers for their complaints on request.
- 10.6% of the customers, who had complained, said that they did not receive the docket numbers for their complaints even on request.
- 6.4% of the customers, who had complained, said that the call centre refused to register their complaints.

6A.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by the call centre.

Service Providers		% customers	Base
BSNL	Total	57.4	47
	Urban	53.8	39
	Rural	75.0	8

• In total, 57.4% all the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

6A.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service Providers		% customers	Base
BSNL	Total	34.0	47
	Urban	35.9	39
	Rural	25.0	8





- On overall, only 34% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they had lodged their complaints.
- Rural customers were less satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they had lodged their complaints.

6A.2.2 Awareness and Experience - Nodal Officer

Table 6A.2.2.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Providers		% customers	Base
	Total	13.6	397
BSNL	Urban	12.0	316
	Rural	19.8	81

 On the whole, 13.6% of the customers were aware about the contact details of the nodal officer.

Table 6A.2.2.2 The following table shows the percentage of customers, who have made complaint to the nodal officer

Service Providers		% customers	Base
	Total	42.6	54
BSNL	Urban	44.7	38
	Rural	37.5	16

 Out of the total, 42.6% of the customers claimed to have made complains to the nodal officer.

Table 6A.2.2.3 The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service Providers		% customers	Base
Total		47.8	23
BSNL	Urban	47.1	17
	Rural	50.0	6

On an overall basis, 47.8% of the customers, who had made complaints to nodal the officer, said that they were intimated by the nodal officer about the decision taken on their complaints.





Table 6A.2.2.4 The following table shows the percentage of customers, who were satisfied with the redressal of their complaints by the nodal officer

Service Providers		% customers	Base
BSNL	Total	65.2	23
	Urban	58.8	17
	Rural	83.3	6

- On an overall basis, 65.2% of the customers, who had made complaints to the nodal officer, said that they were satisfied with the redressal of their complaints by the nodal officer.
- The satisfaction was higher among rural customers.

6A.2.2.5 Reasons for dissatisfaction with the nodal officer

 Time taken by the nodal officer in resolution of the complaints was the major reason for the dissatisfaction among BSNL's customers.

6A.2.3 Awareness and Experience - Appellate Authority

Table 6.2.3.1The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service Providers		% customers	Base
	Total	2.3	397
BSNL	Urban	1.9	316
	Rural	3.7	81

 On the whole, only 2.3% of the customers were aware about the contact details of the appellate authority.

6A.2.3.2 Incidence of appeal being filed in the prescribed form in the last 6 months

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

6A.2.3.3 Acknowledgement receipt

 3 customers, who filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.





6A.2.4 General Information

Table 6A.2.4.1 The following table shows the percentage of the new customers who got the "Manual of Practice" containing the terms and conditions of service, toll free number of call centre and contact detail of nodal officer & appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service Providers		% customers	Base
	Total	42.1	397
BSNL	Urban	41.8	316
	Rural	43.2	81

42.1% of the new basic telephone service customers said that they got the "Manual of Practice" containing the terms and conditions of service, the toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.



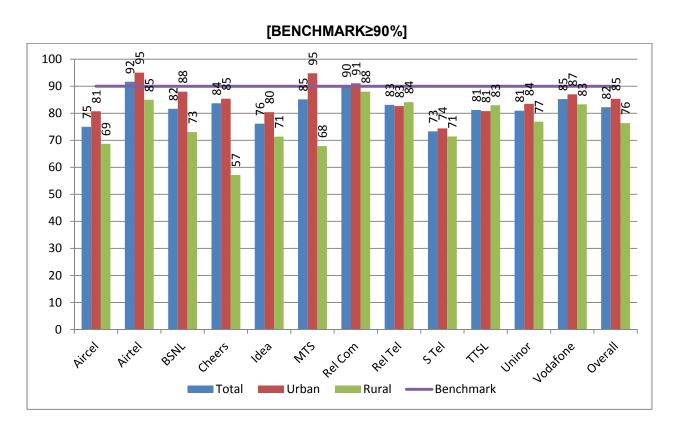


6B.1 Cellular Mobile Telephone Service

The survey in the Bihar circle was done among customers of 12 cellular mobile service providers i.e. Aircel, Airtel, BSNL, Cheers, Idea MTS, Reliance, Reliance Tel, S Tel, TTSL, Uninor and Vodafone.

6B.1.1 Customer Satisfaction with Provision of Service

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



 On an overall basis, Airtel and Rel Com met the benchmark laid down by TRAI. However, both of them missed the benchmark in the rural areas.

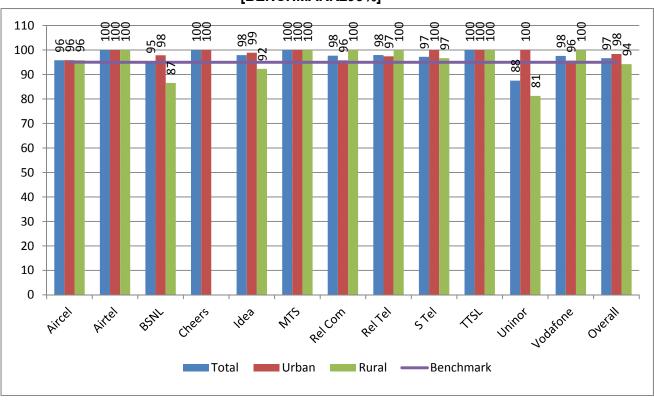




6B.1.2a Customer Satisfaction with Billing Performance - Postpaid

6B.1.2a.1 The following graph shows the percentage of satisfied postpaid customers with billing performance.





- On the whole, all service providers met the benchmark laid down by TRAI except Uninor.
- In rural areas, customers of BSNL, Idea and Uninor were less satisfied on account of this parameter.





6B.1.2a.2The following table shows the percentage of postpaid customers satisfied with sub- parameter of billing performance.

		% postpaid customers Draces in a f Clarity of bills in				
Service Providers		Timely delivery of bills	Accuracy of the bills			Base
	Total	96.8	96.8	66.7	understandability 96.8	31
Aircel	Urban	95.8	95.8	50.0	95.8	24
	Rural	100.0	100.0	100.0	100.0	7
	Total	100.0	100.0	100.0	100.0	24
Airtel	Urban	100.0	100.0	100.0	100.0	24
	Rural	0.0	0.0	0.0	0.0	0
	Total	94.9	94.9	40.0	96.2	78
BSNL	Urban	100.0	100.0	0.0	100.0	45
	Rural	87.9	87.9	40.0	90.9	33
	Total	100.0	100.0	0.0	100.0	2
Cheers	Urban	100.0	100.0	0.0	100.0	2
	Rural	0.0	0.0	0.0	0.0	0
	Total	97.9	97.9	0.0	97.9	47
Idea	Urban	100.0	100.0	0.0	100.0	30
	Rural	94.1	94.1	0.0	94.1	17
	Total	100.0	100.0	0.0	100.0	12
MTS	Urban	100.0	100.0	0.0	100.0	2
	Rural	100.0	100.0	0.0	100.0	10
	Total	97.7	97.7	0.0	97.7	45
Rel.comm. Urban	Urban	95.8	95.8	0.0	95.8	24
	Rural	100.0	100.0	0.0	100.0	21
	Total	93.8	100.0	0.0	100.0	16
Rel. Tel.	Urban	92.3	100.0	0.0	100.0	13
	Rural	100.0	100.0	0.0	100.0	3
	Total	91.7	100.0	100.0	100.0	12
S. Tel.	Urban	100.0	100.0	0.0	100.0	3
	Rural	88.9	100.0	100.0	100.0	9
	Total	100.0	100.0	0.0	100.0	17
TTSL	Urban	100.0	100.0	0.0	100.0	5
	Rural	100.0	100.0	0.0	100.0	12
	Total	87.5	87.5	100.0	87.5	8
Uninor	Urban	100.0	100.0	0.0	100.0	3
	Rural	80.0	80.0	100.0	80.0	5
	Total	92.8	100.0	100.0	100.0	14
	Urban	85.7	100.0	0.0	100.0	7
	Rural	100.0	100.0	100.0	100.0	7
	Total	96.4	97.4	70.6	97.7	306
Total	Urban	97.8	98.9	75.0	98.9	182
	Rural	94.3	95.1	69.2	95.9	124

- Score of Aircel and BSNL were found to be very low on the process of resolution of billing complaints.
- Except Uninor, all other service providers have a high percentage of satisfied customers on account of most of the sub-parameters of the billing performance.

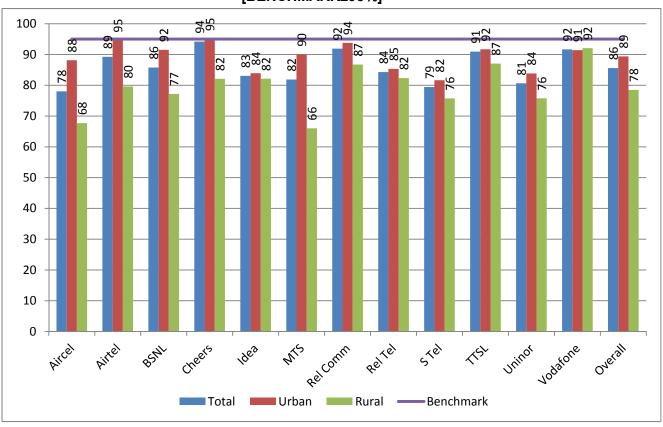




6B.1.2b Customer Satisfaction with Billing Performance - Prepaid

6B.1.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.





- None of the service providers met the benchmark laid down by TRAI.
- Airtel and Cheers met the billing performance parameter in the urban areas.





6B.1.2b.2The following table shows the percentage of prepaid customers satisfied with sub- parameters of billing performance.

Service Providers			% prepaid	customers	
		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	Base
	Total	810	33.4	82.0	367
Aircel	Urban	91.3	37.9	92.9	184
	Rural	70.4	28.6	71.0	183
	Total	89.5	54.0	92.5	372
Airtel	Urban	95.4	69.6	96.3	239
	Rural	78.9	28.6	85.7	133
	Total	86.2	50.0	87.7	333
BSNL	Urban	91.0	60.0	93.6	201
	Rural	78.8	41.7	78.8	132
	Total	99.5	25.0	90.1	231
Cheers	Urban	100.0	25.0	91.3	217
	Rural	92.8	0.0	71.4	14
	Total	87.3	26.0	86.7	362
Idea	Urban	88.2	15.8	86.6	187
	Rural	86.3	32.2	86.8	175
	Total	83.2	32.5	85.6	389
MTS	Urban	91.8	24.1	95.7	256
	Rural	66.9	54.6	66.1	133
	Total	91.9	65.7	94.3	386
Rel Com	Urban	93.7	62.5	96.5	286
	Rural	87.0	72.7	88.0	100
	Total	84.5	47.1	88.8	419
Rel Tel	Urban	84.5	48.4	90.3	277
	Rural	84.5	45.4	85.9	142
	Total	80.8	44.8	80.6	392
S. Tel	Urban	82.8	44.4	83.2	249
	Rural	77.6	45.5	76.2	143
	Total	91.7	56.5	92.2	395
TTSL	Urban	92.4	55.5	93.0	328
	Rural	88.1	60.0	88.0	67
	Total	74.2	41.6	90.8	380
Uninor	Urban	77.5	47.6	93.5	231
	Rural	69.2	33.4	86.6	149
	Total	93.2	55.2	93.0	370
Vodafone	Urban	92.3	66.6	92.4	236
	Rural	94.7	36.4	94.0	134
	Total	86.4	43.9	88.7	4396
Total	Urban	90.1	46.7	92.3	2891
	Rural	79.6	39.7	81.8	1505

 Process of resolution of billing complaints was the major reason for dissatisfaction among urban and rural respondents across all the service providers.

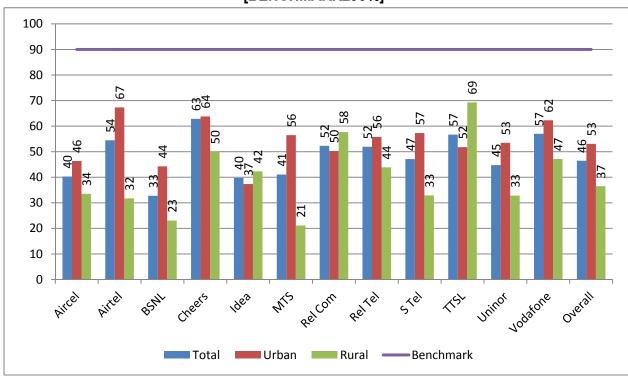




6B.1.3 Customer Satisfaction with Help Services including Customer Grievance Redressal

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





- None of the service providers met the benchmark laid down by TRAI.
- BSNL was the worst performer on this parameter.





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

			% cus	stomers		
Service Providers		Ease of access of call centre/customer care or helpline	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	Base
	Total	42.0	41.2	38.1	38.2	131
Aircel	Urban	49.3	47.8	42.0	44.9	69
	Rural	33.8	33.9	33.9	30.6	62
	Total	59.6	51.0	51.1	53.2	47
Airtel	Urban	70.0	66.6	63.3	66.7	30
	Rural	41.2	23.5	29.4	29.4	17
	Total	32.7	34.5	29.5	31.1	61
BSNL	Urban	46.4	46.5	39.2	39.3	28
	Rural	21.2	24.3	21.2	24.2	33
	Total	71.5	60.7	57.1	67.8	28
Cheers	Urban	73.0	61.5	57.7	69.2	26
	Rural	50.0	50.0	50.0	50.0	2
	Total	40.9	39.8	36.3	38.6	88
Idea	Urban	37.8	37.8	33.3	35.6	45
	Rural	44.2	41.9	39.5	41.9	43
	Total	41.3	46.3	37.6	35.1	80
MTS	Urban	60.0	64.4	48.9	46.7	45
	Rural	17.1	22.9	22.8	20.0	35
	Total	53.4	55.0	48.3	46.6	60
Rel.com	Urban	53.5	53.5	44.2	41.9	43
	Rural	53.0	58.8	58.9	58.8	17
	Total	50.5	51.5	50.5	53.6	97
Rel Tel	Urban	57.6	53.1	53.1	57.6	66
	Rural	35.5	48.4	45.2	45.1	31
	Total	46.1	46.9	47.8	49.6	115
S. Tel	Urban	56.7	56.7	58.2	61.2	67
	Rural	31.3	33.3	33.3	33.3	48
	Total	53.7	57.4	55.6	57.4	54
TTSL	Urban	53.8	51.3	48.7	51.3	39
	Rural	53.3	73.3	73.3	73.3	15
	Total	40.7	44.1	47.5	45.8	59
Uninor	Urban	50.0	52.9	55.8	55.8	34
	Rural	28.0	32.0	36.0	32.0	25
	Total	50.0	60.0	57.5	60.0	40
Vodafone	Urban	57.7	65.4	61.5	65.3	26
	Rural	35.7	50.0	50.0	50.0	14
	Total	46.4	47.2	44.6	45.8	860
Total	Urban	54.6	53.8	49.8	52.2	518
	Rural	33.9	37.2	36.8	36.3	342

- All the service providers performed very poorly on all the sub-parameters of the billing performance.
- Performance in the rural areas was very poor as compared to the urban areas.

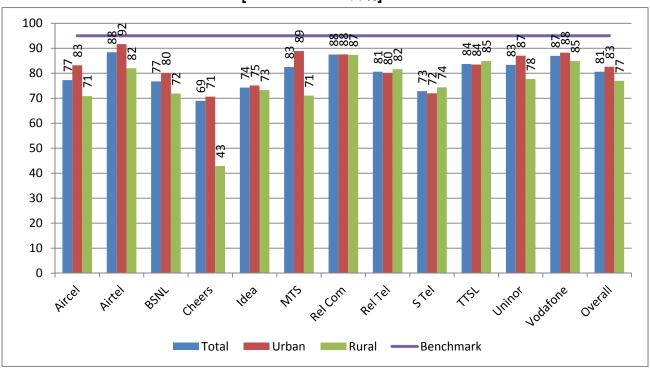




6B.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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





- None of the service providers met the benchmark laid down by TRAI.
- Airtel. Rel Com and Vodafone performed better than other service providers.
- Cheers was the worst performer.





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

			% customers		
Service Providers		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base
	Total	77.1	78.3	76.4	398
Aircel	Urban	84.6	84.6	80.3	208
	Rural	68.9	71.6	72.1	190
	Total	92.0	92.4	80.8	396
Airtel	Urban	95.5	95.8	83.7	263
	Rural	85.0	85.8	75.2	133
	Total	77.9	78.6	73.7	411
BSNL	Urban	81.3	82.1	76.5	246
	Rural	72.7	73.3	69.7	165
	Total	70.0	69.1	67.8	233
Cheers	Urban	71.7	70.8	69.4	219
	Rural	42.9	42.9	42.9	14
	Total	72.2	72.1	78.5	409
Idea	Urban	74.2	73.7	77.4	217
	Rural	69.8	70.3	79.7	192
	Total	85.0	85.0	77.5	401
MTS	Urban	92.6	92.6	81.4	258
	Rural	71.3	71.3	70.6	143
	Total	88.4	88.7	85.4	431
Rel.com	Urban	88.4	88.4	85.8	310
	Rural	88.4	89.3	84.3	121
	Total	83.0	82.8	76.1	435
Rel. Tel	Urban	82.0	83.1	75.1	290
	Rural	84.8	82.0	78.0	145
	Total	73.2	73.1	72.2	404
S. Tel	Urban	72.2	71.8	71.9	252
	Rural	75.0	75.0	73.1	152
	Total	85.0	84.7	81.5	412
TTSL	Urban	85.3	84.1	81.1	333
	Rural	83.6	87.4	83.6	79
	Total	84.0	85.3	80.7	388
Uninor	Urban	88.9	89.3	82.9	234
	Rural	76.6	79.2	77.2	154
	Total	85.9	89.3	85.7	384
Vodafone	Urban	87.3	89.7	87.7	243
. 5 4 4 1 1 1 1	Rural	83.6	88.7	82.3	141
	Total	81.5	82.0	78.4	4702
Total	Urban	84.0	84.2	79.6	3073
· Ottai	Rural	76.9	78.0	76.0	1629

• On all the sub-parameters related to the network performance, reliability and availability, performance of all the service providers in the rural areas was lower than urban areas.

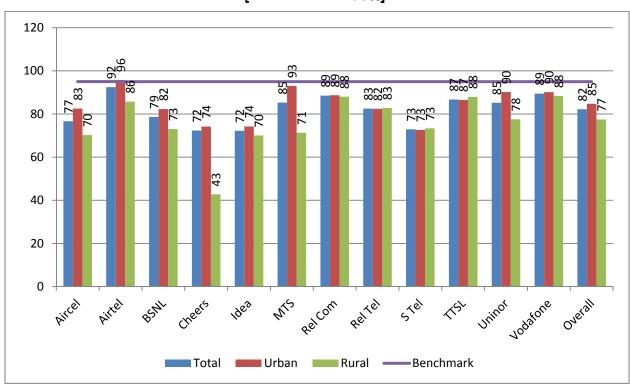




6B.1.5 Customer Satisfaction with Maintainability

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

[BENCHMARK≥95%]



- On the whole, none of the service providers met the benchmark laid down by TRAI.
- Airtel was the best performer while Cheers and S Tel were the worst performers.





6B.1.5.2 The following table shows the percentage of customers satisfied with the sub- parameters of maintainability.

		% postpaid	d customers	
Service Providers		Availability of network (signal)	Restoration of network (signal) problem	Base
	Total	75.9	77.4	398
Aircel	Urban	82.3	82.7	208
	Rural	68.9	71.6	190
	Total	92.4	92.5	396
Airtel	Urban	95.8	95.8	263
	Rural	85.7	85.8	133
	Total	78.4	78.9	411
BSNL	Urban	81.7	82.9	246
	Rural	73.3	72.7	165
	Total	72.1	72.6	233
Cheers	Urban	73.9	74.4	219
	Rural	42.8	42.8	14
	Total	72.1	72.4	409
Idea	Urban	74.2	74.2	217
	Rural	69.8	70.3	192
	Total	84.8	85.8	401
MTS	Urban	93.0	93.1	258
	Rural	69.9	72.7	143
	Total	88.4	88.6	431
Rel.com	Urban	88.7	88.7	310
	Rural	87.6	88.5	121
	Total	82.5	82.5	435
Rel. Tel	Urban	82.7	82.1	290
	Rural	82.1	83.5	145
	Total	72.8	73.0	404
S. Tel	Urban	72.2	73.0	252
	Rural	73.7	73.0	152
	Total	86.9	86.6	412
TTSL	Urban	86.8	86.2	333
	Rural	87.3	88.6	79
	Total	85.3	85.1	388
Uninor	Urban	90.2	90.2	234
	Rural	77.9	77.2	154
	Total	90.1	88.8	384
Vodafone	Urban	90.6	89.7	243
	Rural	89.4	87.3	141
	Total	82.1	82.3	4702
Total	Urban	84.7	84.8	3073
	Rural	77.2	77.7	1629

- Airtel and Vodafone performed better than all other service providers.
- Performance in the rural areas was again poorer than the urban areas.

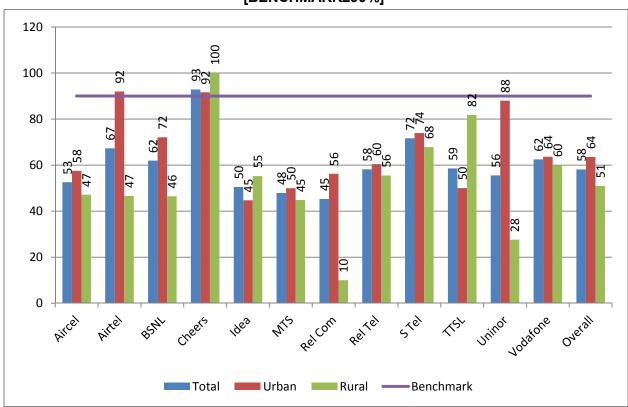




6B.1.6 Customer Satisfaction with Supplementary and Value Added Services

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





Only Cheers was able to meet the benchmark laid down by TRAI.





6B.1.6.2 The following table shows the satisfaction level of the customers with the sub-parameters of the supplementary and value added services.

			% customers		
Service Providers		Quality Of Supplementary Services	Process Of Activating VAS Or Unsubscribing	Resolution of complaints	Base
	Total	61.6	61.5	29.6	78
Aircel	Urban	67.5	70	30.3	40
	Rural	55.3	52.7	28.6	38
	Total	76.5	76.5	52.4	17
Airtel	Urban	100.0	100.0	71.4	9
	Rural	50.0	50.0	42.8	8
	Total	65.4	73.0	42.1	26
BSNL	Urban	70.0	80.0	33.3	20
	Rural	50.0	50.0	43.8	6
	Total	100.0	100.0	83.3	4
Cheers	Urban	100.0	100.0	83.3	3
	Rural	100.0	100.0	0.0	1
	Total	58.6	58.6	40.5	29
Idea	Urban	56.3	56.3	20	16
	Rural	61.5	61.5	50.1	13
	Total	58.8	58.9	37.8	17
MTS	Urban	66.6	66.6	37.5	9
	Rural	50.0	50.0	38.5	8
	Total	42.9	42.9	46.5	7
Rel.com	Urban	60.0	60.0	54.5	5
	Rural	0	0	16.7	2
	Total	76.4	76.5	44.4	17
Rel. Tel	Urban	87.5	87.5	44.4	8
	Rural	66.6	66.6	44.4	9
	Total	79.0	79.0	63.9	19
S. Tel	Urban	81.8	81.8	66.7	11
	Rural	75.0	75.0	58.3	8
	Total	63.6	54.6	57.9	11
TTSL	Urban	55.6	44.4	50	9
	Rural	100.0	100.0	71.4	2
	Total	64.3	64.3	46.1	14
Uninor	Urban	100.0	100.0	72.7	7
	Rural	28.6	28.6	26.7	7
	Total	70.5	76.5	35.7	17
Vodafone	Urban	66.7	75	44.4	12
	Rural	80.0	80.0	20.0	5
	Total	65.6	66.4	47.9	256
Total	Urban	71.8	73.9	50.7	149
	Rural	57.0	56.1	44.4	107

 Customers of all service providers were less satisfied on account of resolution of their complaints.

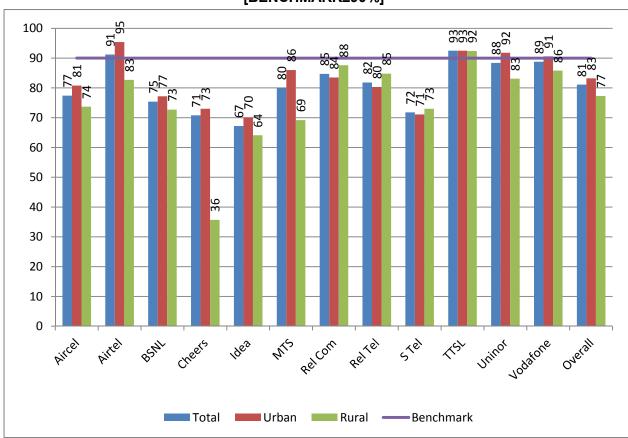




6B.1.7 Customers Satisfied with Overall Service Quality

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





- On the whole, Airtel and TTSL were able to meet the benchmark set by the TRAI.
- Idea was the worst performer.
- In rural areas, customers of Cheers were less satisfied on this parameter.





6B.2 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

6B.2.1 Awareness and Experience - Call Centre

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

Service Providers		% customers	Base
	Total	35.2	398
Aircel	Urban	37.5	208
	Rural	32.6	190
	Total	39.4	396
Airtel	Urban	43.0	263
	Rural	32.3	133
	Total	29.0	411
BSNL	Urban	38.6	246
	Rural	14.5	165
	Total	31.3	233
Cheers	Urban	32.9	219
	Rural	7.1	14
	Total	35.9	409
Idea	Urban	40.6	217
	Rural	30.7	192
	Total	40.4	401
MTS	Urban	58.5	258
	Rural	7.7	143
	Total	34.6	431
Rel.com	Urban	41.6	310
	Rural	16.5	121
	Total	41.6	435
Rel. Tel	Urban	47.6	290
	Rural	29.7	145
	Total	26.2	404
S. Tel	Urban	25.8	252
	Rural	27.0	152
	Total	34.2	412
TTSL	Urban	38.4	333
	Rural	16.5	79
	Total	33.5	388
Uninor	Urban	36.8	234
	Rural	28.6	154
	Total	26.0	384
Vodafone	Urban	29.2	243
	Rural	20.6	141
	Total	34.1	4702
Total	Urban	39.5	3073
	Rural	23.9	1629

- In total, only 34.1% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- On the overall, only 23.9% of the rural customers were aware of the call centre number of their service provider to make complaint/ query.





6B.2.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Service Providers		% customers	Base
	Total	20.1	398
Aircel	Urban	18.3	208
	Rural	22.1	190
	Total	8.6	396
Airtel	Urban	7.2	263
	Rural	11.3	133
	Total	6.6	411
BSNL	Urban	8.5	246
	Rural	3.6	165
	Total	4.7	233
Cheers	Urban	5.0	219
	Rural	0.0	14
	Total	14.7	409
Idea	Urban	12.4	217
	Rural	17.2	192
	Total	9.7	401
MTS	Urban	11.6	258
	Rural	6.3	143
	Total	9.5	431
Rel.com	Urban	11.0	310
	Rural	5.8	121
	Total	13.6	435
Rel. Tel	Urban	14.1	290
	Rural	12.4	145
	Total	15.1	404
S. Tel	Urban	17.9	252
	Rural	10.5	152
	Total	4.4	412
TTSL	Urban	5.1	333
	Rural	1.3	79
	Total	9.0	388
Uninor	Urban	8.5	234
	Rural	9.7	154
	Total	8.3	384
Vodafone	Urban	7.0	243
	Rural	10.6	141
	Total	10.6	4702
Total	Urban	10.4	3073
	Rural	10.9	1629

• In all, only 10.6% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.





6B.2.1.3 The following table shows the percentage of customers, who had received or did not receive the docket number for their complaints.

		% customers					
		Complaint	Complaint	Complaint was	Complaint was	Refused	
		was registered	was registered	registered and	registered and	to	
		and docket	and docket	docket number	docket number	register	
		number	number not	provided on	not provided	the	
Service Prov	viders	received	received	request	even on request	complaint	Base
	Total	25.0	42.5	15.0	2.5	15.0	80
Aircel	Urban	31.6	23.7	7.9	5.3	31.6	38
	Rural	19.0	59.5	21.4	0.0	0.0	42
	Total	41.2	17.6	14.7	11.8	14.7	34
Airtel	Urban	31.6	15.8	21.1	10.5	21.1	19
	Rural	53.3	20.0	6.7	13.3	6.7	15
	Total	14.8	18.5	18.5	7.4	40.7	27
BSNL	Urban	19.0	0.0	19.0	9.5	52.4	21
	Rural	0.0	83.3	16.7	0.0	0.0	6
Cheers	Total	54.5	27.3	0.0	0.0	18.2	11
	Urban	54.5	27.3	0.0	0.0	18.2	11
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	45.0	16.7	13.3	20.0	5.0	60
Idea	Urban	33.3	18.5	7.4	29.6	11.1	27
	Rural	54.5	15.2	18.2	12.1	0.0	33
	Total	46.2	25.6	2.6	2.6	23.1	39
MTS	Urban	43.3	23.3	0.0	3.3	30.0	30
	Rural	55.6	33.3	11.1	0.0	0.0	9
	Total	36.6	34.1	7.3	7.3	14.6	41
Rel.com	Urban	41.2	29.4	8.8	5.9	14.7	34
	Rural	14.3	57.1	0.0	14.3	14.3	7
	Total	45.8	27.1	8.5	10.2	8.5	59
Rel. Tel	Urban	51.2	24.4	4.9	9.8	9.8	41
	Rural	33.3	33.3	16.7	11.1	5.6	18
	Total	44.3	31.1	4.9	1.6	18.0	61
S. Tel	Urban	46.7	31.1	2.2	2.2	17.8	45
	Rural	37.5	31.3	12.5	0.0	18.8	16
	Total	22.2	33.3	22.2	11.1	11.1	18
TTSL	Urban	17.6	35.3	23.5	11.8	11.8	17
	Rural	100.0	0.0	0.0	0.0	0.0	1
Uninor	Total	25.7	31.4	14.3	8.6	20.0	35
	Urban	30.0	20.0	20	10.0	20.0	20
	Rural	20.0	46.7	6.7	6.7	20.0	15
	Total	28.1	25.0	6.3	18.8	21.9	32
Vodafone	Urban	35.3	17.6	11.8	11.8	23.5	17
	Rural	20.0	33.3	0.0	26.7	20	15
	Total	36.2	28.6	10.7	8.5	16.1	497
	Urban	37.8	23.1	9.1	8.8	21.3	320
Total	Rural	33.3	38.4	13.6	7.9	6.8	177

On an overall basis:

- 36.2% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 28.6% of the cellular mobile customers, who had complained said, that they did not receive the docket numbers for most of their complaints.
- 10.7% of the cellular mobile customers, who had complained said, that had they received the docket numbers for their complaints on request.
- 8.5% of the cellular mobile customers, who had complained, said that they did not receive docket the numbers for their complaints even on request.
- 16.1% of the customers, who had complained, said that the call centre refused to register their complaints.





6B.2.1.4The following table shows the percentage of customers, who were informed about the action taken on their complaint by call centre.

Service Providers		% customers	Base
	Total	71.3	80
Aircel	Urban	57.9	38
	Rural	83.3	42
	Total	73.5	34
Airtel	Urban	73.7	19
	Rural	73.3	15
	Total	51.9	27
BSNL	Urban	38.1	21
	Rural	100.0	6
	Total	72.7	11
Cheers	Urban	72.7	11
	Rural	0.0	0
	Total	53.3	60
Idea	Urban	33.3	27
	Rural	69.7	33
	Total	53.8	39
MTS	Urban	40.0	30
	Rural	100.0	9
	Total	56.1	41
Rel.com	Urban	50.0	34
	Rural	85.7	7
	Total	62.7	59
Rel. Tel	Urban	61.0	41
	Rural	66.7	18
	Total	72.1	61
S. Tel	Urban	71.1	45
	Rural	75.0	16
	Total	50.0	18
TTSL	Urban	47.1	17
	Rural	100.0	1
	Total	62.9	35
Uninor	Urban	60.0	20
	Rural	66.7	15
	Total	40.6	32
Vodafone	Urban	41.2	17
	Rural	40.0	15
	Total	61.4	497
Total	Urban	54.4	320
	Rural	74.0	177

- On the whole, 61.4% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.
- In total, a lower proportion of the urban customers (54.4%) were informed about the action taken by the call centre.





6B.2.1.5The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/customer care within four weeks.

Service Provide	ers	% customers	Base
	Total	67.5	80
Aircel	Urban	50.0	38
	Rural	83.3	42
	Total	70.6	34
Airtel	Urban	68.4	19
	Rural	73.3	15
	Total	48.1	27
BSNL	Urban	33.3	21
	Rural	100.0	6
	Total	72.7	11
Cheers	Urban	72.7	11
	Rural	0.0	0
	Total	51.7	60
Idea	Urban	33.3	27
	Rural	66.7	33
	Total	51.3	39
MTS	Urban	36.7	30
	Rural	100.0	9
	Total	56.1	41
Rel.com	Urban	50.0	34
	Rural	85.7	7
	Total	74.6	59
Rel. Tel	Urban	68.3	41
	Rural	88.9	18
	Total	72.1	61
S. Tel	Urban	71.1	45
	Rural	75.0	16
	Total	44.4	18
TTSL	Urban	41.2	17
	Rural	100.0	1
	Total	54.3	35
Uninor	Urban	55.0	20
	Rural	53.3	15
	Total	40.6	32
Vodafone	Urban	41.2	17
	Rural	40.0	15
	Total	60.6	497
Total	Urban	52.8	320
	Rural	74.6	177

• On the overall, 60.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.





6B.3.1 Awareness and Experience - Nodal Officer

6B.3.1.1The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Providers		% customers	Base
	Total	0.8	398
Aircel	Urban	0.5	208
	Rural	1.1	190
	Total	0.0	396
Airtel	Urban	0.0	263
	Rural	0.0	133
	Total	0.5	411
BSNL	Urban	0.0	246
	Rural	1.2	165
	Total	0.0	233
Cheers	Urban	0.0	219
	Rural	0.0	14
	Total	0.2	409
Idea	Urban	0.5	217
	Rural	0.0	192
	Total	1.2	401
MTS	Urban	1.2	258
	Rural	1.4	143
	Total	0.5	431
Rel.com	Urban	0.3	310
	Rural	0.8	121
	Total	0.9	435
Rel. Tel	Urban	0.0	290
	Rural	0.7	145
	Total	0.2	404
S. Tel	Urban	0.0	252
	Rural	0.7	152
	Total	0.7	412
TTSL	Urban	0.3	333
	Rural	2.5	79
	Total	0.3	388
Uninor	Urban	0.0	234
	Rural	0.6	154
	Total	0.3	384
Vodafone	Urban	0.0	243
	Rural	0.7	141
	Total	0.5	4702
Total	Urban	0.3	3073
	Rural	0.8	1629

- On the whole, 0.5% of the cellular mobile customers were aware of the contact details of the nodal officer.
- None of the customers made any calls to the nodal officer.





6B.4.1 Awareness and Experiences - Appellate Authority

6B.4.1.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers		% customers	Base	
	Total	0.8	398	
Aircel	Urban	0.5	208	
	Rural	1.1	190	
	Total	0.0	396	
Airtel	Urban	0.0	263	
	Rural	0.0	133	
	Total	0.5	411	
BSNL	Urban	0.0	246	
	Rural	1.2	165	
	Total	0.0	233	
Cheers	Urban	0.0	219	
	Rural	0.0	14	
	Total	0.2	409	
Idea	Urban	0.5	217	
	Rural	0.0	192	
	Total	1.2	401	
MTS	Urban	1.2	258	
	Rural	1.4	143	
	Total	0.5	431	
Rel.com	Urban	0.3	310	
	Rural	0.8	121	
	Total	0.9	435	
Rel. Tel	Urban	0.0	290	
	Rural	0.7	145	
	Total	0.2	404	
S. Tel	Urban	0.0	252	
	Rural	0.7	152	
	Total	0.7	412	
TTSL	Urban	0.3	333	
	Rural	2.5	79	
	Total	0.3	388	
Uninor	Urban	0.0	234	
	Rural	0.6	154	
	Total	0.3	384	
Vodafone	Urban	0.0	243	
	Rural	0.7	141	
	Total	0.5	4702	
Total	Urban	0.3	3073	
	Rural	0.8	1629	

Out of 4702 customers, only 23 customers knew about the appellate authority.





6B.5.1 General Information

6B.5.1.1 The following table shows the percentage of prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service Providers		% customers	Base
	Total	12.5	367
Aircel	Urban	7.6	184
	Rural	17.5	183
	Total	7.5	372
Airtel	Urban	6.7	239
	Rural	9.0	133
	Total	8.1	333
BSNL	Urban	7.5	201
	Rural	9.1	132
	Total	6.9	231
Cheers	Urban	7.4	217
	Rural	0.0	14
	Total	3.9	362
Idea	Urban	0.5	187
	Rural	7.4	175
	Total	10.3	389
MTS	Urban	8.6	256
	Rural	13.5	133
	Total	4.9	386
Rel.com	Urban	3.8	286
	Rural	8.0	100
	Total	9.1	419
Rel. Tel	Urban	6.5	277
	Rural	14.1	142
	Total	5.1	392
S. Tel	Urban	3.2	249
	Rural	8.4	143
	Total	3.8	395
TTSL	Urban	3.0	328
	Rural	7.5	67
	Total	4.2	380
Uninor	Urban	2.6	231
	Rural	6.7	149
	Total	3.2	370
Vodafone	Urban	2.1	236
	Rural	5.2	134
	Total	6.6	4396
Total	Urban	4.9	2891
	Rural	9.9	1505

- In total, 6.6% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.
- Higher proportions (9.9%) of the customers were aware of this fact in the rural areas.





6B.5.1.2 The following table shows the percentage of customers, who were denied itemwise usage charge details for their pre-paid connection.

Service Provider	's	% customers	Base
	Total	69.6	46
Aircel	Urban	42.9	14
	Rural	81.3	32
	Total	57.1	28
Airtel	Urban	25.0	16
	Rural	100.0	12
	Total	51.9	27
BSNL	Urban	26.7	15
	Rural	83.3	12
	Total	0.0	16
Cheers	Urban	0.0	16
	Rural	0.0	0
	Total	100.0	14
Idea	Urban	100.0	1
	Rural	100.0	13
	Total	70.0	40
MTS	Urban	45.5	22
	Rural	100.0	18
	Total	57.9	19
Rel.comm.	Urban	36.4	11
	Rural	87.5	8
	Total	71.1	38
Rel. Tel.	Urban	44.4	18
	Rural	95.0	20
	Total	90.0	20
S. Tel.	Urban	75.0	8
	Rural	100.0	12
	Total	93.3	15
TTSL	Urban	90.0	10
	Rural	100.0	5
	Total	81.3	16
Uninor	Urban	66.7	6
	Rural	90.0	10
	Total	75.0	12
Vodafone	Urban	80.0	5
	Rural	71.4	7
	Total	67.4	291
Total	Urban	42.3	142
	Rural	91.3	149

 On the whole, 67.4% of the customers said that they were denied item-wise usage charge details for their pre-paid cellular mobile connection.





6B.5.1.3 The following table shows the percentage of customers, who cited different reason(s) for their request for item-wise details being denied.

Service Providers			% customers		Base	
OCIVICE I IO		No reason given	Technical problem	Others	Dase	
	Total	84.4	15.6	0.0	32	
Aircel	Urban	83.3	16.7	0.0	6	
	Rural	84.6	15.4	0.0	26	
	Total	100.0	0.0	0.0	16	
Airtel	Urban	100.0	0.0	0.0	4	
	Rural	100.0	0.0	0.0	12	
	Total	85.7	14.3	0.0	14	
BSNL	Urban	100.0	0.0	0.0	4	
	Rural	80.0	20	0.0	10	
	Total	0.0	0.0	0.0	0	
Cheers	Urban	0.0	0.0	0.0	0	
	Rural	0.0	0.0	0.0	0	
	Total	85.7	14.2	0.0	14	
Idea	Urban	100.0	0.0	0.0	1	
	Rural	84.6	14.2	0.0	13	
	Total	79.0	21.0	0.0	29	
MTS	Urban	73.0	27.0	0.0	11	
	Rural	83.3	16.7	0.0	18	
	Total	81.8	18.2	0.0	11	
Rel.com	Urban	100.0	0.0	0.0	4	
	Rural	71.4	28.6	0.0	7	
	Total	88.9	7.4	3.7	27	
Rel. Tel	Urban	87.5	12.5	0.0	8	
	Rural	89.5	5.3	5.3	19	
	Total	77.8	22.2	0.0	18	
S. Tel	Urban	66.7	33.3	0.0	6	
	Rural	83.3	16.7	0.0	12	
	Total	57.1	35.7	7.1	14	
TTSL	Urban	44.4	44.4	11.1	9	
	Rural	80.0	20.0	0.0	5	
	Total	84.6	15.4	0.0	13	
Uninor	Urban	100.0	0.0	0.0	4	
	Rural	77.8	22.2	0.0	9	
	Total	100.0	0.0	0.0	9	
Vodafone	Urban	100.0	0.0	0.0	4	
	Rural	100.0	0.0	0.0	5	
	Total	84.7	15.8	1.0	196	
Total	Urban	81.7	18.3	1.7	136	
	Rural	86.0	14.7	0.7	60	

On the overall, 84.7% of the customers said that "no reason" was given while 15.8% of the prepaid customers said that "technical reason" was given for denying their requests.





6B.5.1.4 The following table shows the percentage of customers who claimed to have got the "Manual of Practice" containing the terms & conditions of service, the toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal while subscribing to the new mobile telephone connection.

Service Providers		% customers	Base	
	Total	31.4	398	
Aircel	Urban	35.1	208	
	Rural	27.4	190	
	Total	32.3	396	
Airtel	Urban	32.7	263	
	Rural	31.6	133	
	Total	20.0	411	
BSNL	Urban	28.0	246	
	Rural	7.9	165	
	Total	22.7	233	
Cheers	Urban	20.1	219	
	Rural	64.3	14	
	Total	31.1	409	
Idea	Urban	27.6	217	
	Rural	34.9	192	
	Total	39.9	401	
MTS	Urban	55.4	258	
	Rural	11.9	143	
	Total	33.2	431	
Rel.com	Urban	40.6	310	
	Rural	14.0	121	
	Total	20.7	435	
Rel. Tel	Urban	22.1	290	
	Rural	17.9	145	
	Total	24.8	404	
S. Tel	Urban	28.6	252	
	Rural	18.4	152	
	Total	28.4	412	
TTSL	Urban	31.8	333	
	Rural	13.9	79	
	Total	33.0	388	
Uninor	Urban	32.9	234	
	Rural	33.1	154	
	Total	13.3	384	
Vodafone	Urban	13.2	243	
	Rural	13.5	141	
	Total	27.7	4702	
Total	Urban	31.0	3073	
	Rural	21.6	1629	

- On an overall basis, only 27.7% of the customers claimed to have got the manual of practice.
- Only 21.6% of the rural customers got the manual of practice.



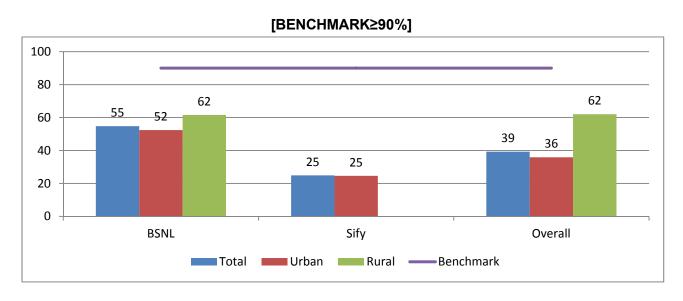


6C.1 Broadband Service

The survey in Bihar circle was done among the customers of 2 broadband service providers i.e. BSNL and Sify.

6C.1.1 Customer Satisfaction with Provision of Service

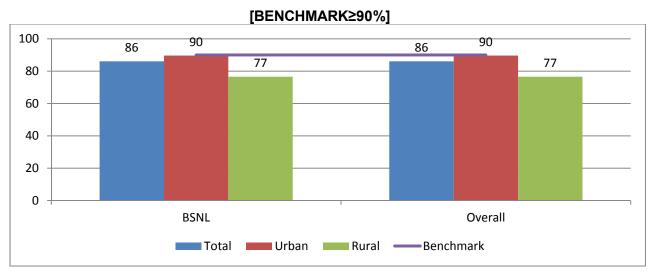
6C.1.1.1The following graph shows the percentage of satisfied customers with respect to provision of service.



- None of the service providers met the benchmark laid down by TRAI.
- Sify's performance was very low as only 25% of its customers were satisfied with the provision of service.

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

6C.1.2a.1The following graph shows the percentage of postpaid customers satisfied with billing performance.



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





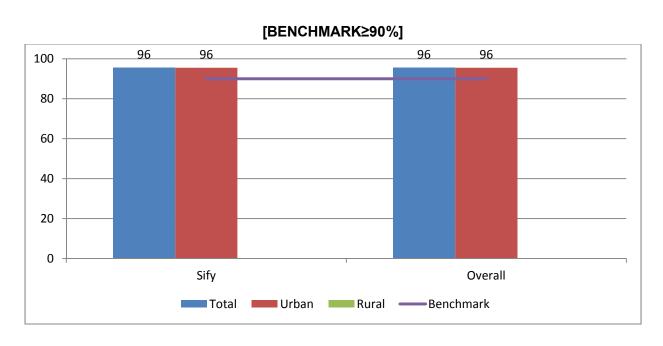
6C.1.2a.2The following table shows the percentage of postpaid customers satisfied with sub- parameters of billing performance.

Service Providers		% postpaid customers				
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	Base
	Total	82.8	90.05	67.1	89.5	372
BSNL	Urban	89.0	93.41	58.8	92.3	273
	Rural	65.7	80.81	82.1	81.8	99
	Total	0.0	0.0	0.0	0.0	0
Sify	Urban	0.0	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	0.0	0
	Total	82.8	90.05	67.1	89.5	372
Total	Urban	89.0	93.41	58.8	92.3	273
	Rural	65.7	80.81	82.1	81.8	99

- In total, majority of the postpaid customers were not satisfied with the process of resolution of their billing complaints.
- In rural areas, timely delivery of bills was also a concern.

6C.1.2b Customer Satisfaction with Billing Performance - Prepaid

6C.1.2b.1The following graph shows the percentage of prepaid customers satisfied with billing performance.



Sify was able to meet the benchmark laid down by TRAI.

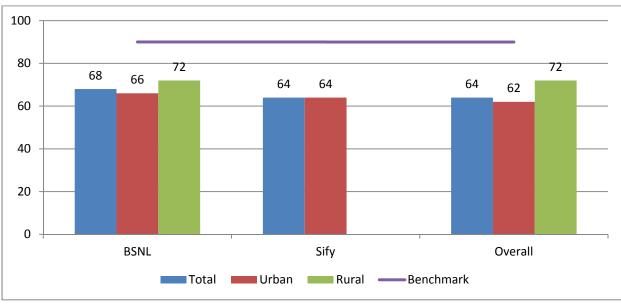




6C.1.3 Customer Satisfaction with Help Services

6C.1.3.1The following graph shows the percentage of satisfied customers with help services.





- None of the service providers were able to meet the benchmark laid down by TRAI.
- In case of BSNL, a higher proportion of customers were satisfied with the help services in the rural areas.

6C.1.3.2The following table shows the percentage of customers satisfied with the subparameters of help services.

				% customers			
Service Providers		Ease of access of call centre/custo mer care or helpline	Ease of getting an option for "talking to a customer care executive"	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by call centre/custo mer care or helpline to resolve your complaints	Base
	Total	70.8	72.3	68.4	63.8	63.1	130
BSNL	Urban	70.7	67.7	67.7	64.6	60.6	99
	Rural	71.0	87.1	71.0	61.3	71.0	31
	Total	76.3	74.6	69.5	71.2	30.5	59
Sify	Urban	76.3	74.6	69.5	71.2	30.5	59
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	72.5	73.0	68.8	52.9	51.3	189
Total	Urban	72.8	70.3	68.4	49.4	47.5	158
	Rural	71.0	87.1	71.0	71.0	71.0	31

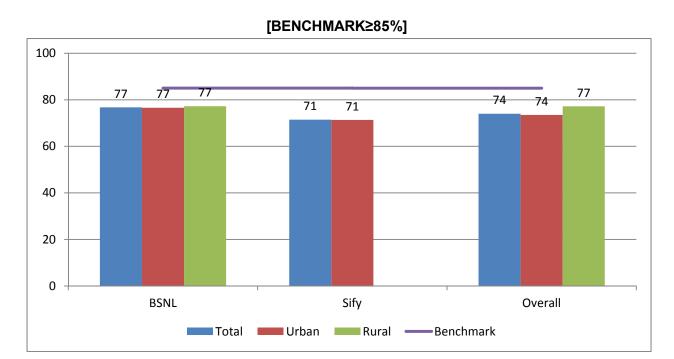
 On the overall, customers were less satisfied on account of problem solving ability and time taken by the customer care executive.





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

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



- None of the service providers were able to meet the benchmark laid down by TRAI.
- Performance of BSNL was better than Sify on this parameter

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

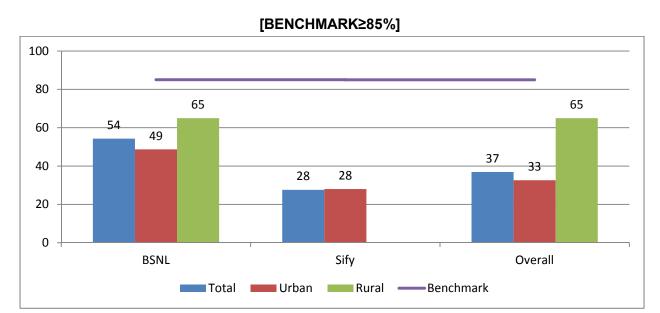
		% cu		
Service Providers		Speed of broadband connection	Amount of time for which the service is up and working	Base
	Total	75.0	78.5	372
BSNL	Urban	75.5	77.7	273
	Rural	73.7	80.8	99
	Total	71.2	71.7	402
Sify	Urban	71.2	71.7	402
	Rural	0.0	0.0	0
Total	Total	73.0	74.9	774
	Urban	72.9	74.1	675
	Rural	73.7	80.8	99

 Customers of Sify were less satisfied with the speed of broadband connection and also with the time for which the service is up and working.



6C.1.5 Customer Satisfaction with Maintainability

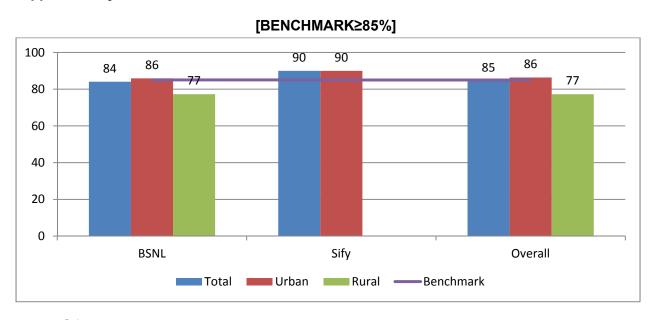
6C.1.5.1The following graph shows the percentage of customers satisfied with Maintainability.



- None of the service providers met the benchmark laid down by TRAI.
- BSNL (54 %) had a higher percentage of satisfied customers than Sify (28%).
- Performance of BSNL in rural areas (65%) was better than in the urban areas (49%)

6C.1.6 Customer Satisfaction with Supplementary Services

6C.1.6.1The following graph shows the percentage of customers satisfied with supplementary services.



- Sify was able to meet the benchmark laid down by TRAI.
- In case of BSNL, urban customers were more satisfied as compared to the rural customers.

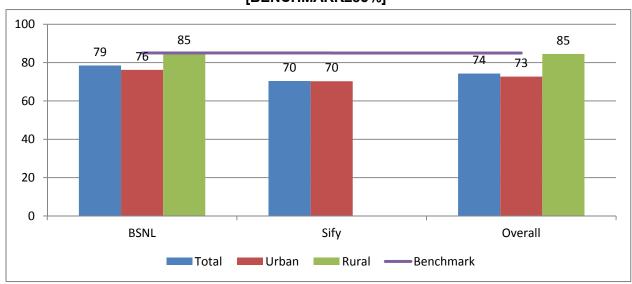




6C.1.7 Customer Satisfaction with Overall Service Quality

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





- On an overall basis, none of the service providers were able to meet the benchmark laid down by TRAI.
- BSNL had slightly higher percentage of satisfied customers than Sify.
- In case of BSNL, higher proportions of rural customers were satisfied with the overall service quality than the urban customers.





6C.2 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service customers

6C.2.1 Awareness and Experience - Call Centre

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

Service Provi	iders	% customers	Base
	Total	66.7	372
BSNL	Urban	75.5	273
	Rural	42.4	99
	Total	50.5	402
Sify	Urban	50.5	402
	Rural	0.0	0
	Total	58.3	774
Total	Urban	60.6	675
	Rural	42.4	99

- On the whole, 58.3% of the broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaints/ queries.
- Only 42.4% of the rural customers were aware of the call centre number of their service provider to make complaints/ queries.

6C.2.1.2The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/customer care/help-line telephone number.

Service Providers		% customers	Base
	Total	27.4	372
BSNL	Urban	28.6	273
	Rural	24.2	99
	Total	11.7	402
Sify	Urban	11.7	402
	Rural	0.0	0
	Total	19.3	774
Total	Urban	18.5	675
	Rural	24.2	99

- Out of the total, only 19.3% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Higher proportion of BSNL customers had complained.





6C.2.1.3 The following table shows the percentage of customers, who had received or had not received the docket number for their complaints.

		% customers					
Service Provide		Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	Base
	Total	29.4	24.5	22.5	15.7	7.8	102
BSNL	Urban	30.8	26.9	23.1	9.0	10.3	78
	Rural	25.0	16.7	20.8	37.5	0.0	24
	Total	70.2	6.4	2.1	2.1	19.1	47
Sify	Urban	70.2	6.4	2.1	2.1	19.1	47
	Rural	0.0	0.0	0.0	0.0	0.0	0
	Total	42.3	18.8	16.1	11.4	11.4	149
Total	Urban	45.6	19.2	15.2	6.4	13.6	125
	Rural	25.0	16.7	20.8	37.5	0.0	24

On an overall basis:

- 42.3% of the broadband customers, who had complained, claimed that they had received a docket number for their complaints.
- 18.8% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints. The incidence was higher among BSNL customers.
- 16.1% of the broadband customers, who had complained, said that they had received docket numbers on request.
- 11.4% of the broadband customers, who had complained, said that they did not receive the docket numbers even on request.
- 11.4% of the broadband customers, who had complained, said that their complaints were refused to be registered.

6C.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service Providers		% customers	Base
	Total	52.9	102
BSNL	Urban	56.4	78
	Rural	41.7	24
	Total	40.4	47
Sify	Urban	40.4	47
	Rural	0.0	0
	Total	49.0	149
Total	Urban	50.4	125
	Rural	41.7	24

On the whole, 49% of the broadband customers, who had complained, said that they
were informed about the action taken on their complaint by the call centre.





6C.2.1.5The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Provider	rs	% customers	Base
	Total	69.6	102
BSNL	Urban	71.8	78
	Rural	62.5	24
	Total	59.6	47
Sify	Urban	59.6	47
	Rural	0.0	0
	Total	66.4	149
Total	Urban	67.2	125
	Rural	62.5	24

- On the overall, 66.6% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- As a whole, the satisfaction was higher among BSNL customers than Sify's customers.

6C.2.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the call centre.

	Reasons for dissatisfaction with customer care							
Service Provide		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not able to understan d the problem	Others	Base
	Total	64.5	6.5	9.7	32.3	22.6	0.0	31
BSNL	Urban	81.8	9.1	4.5	13.6	4.5	0.0	22
	Rural	22.2	0.0	22.2	77.8	66.7	0.0	9
	Total	94.7	5.3	5.3	5.3	5.3	0.0	19
Sify	Urban	94.7	5.3	5.3	5.3	5.3	0.0	19
	Rural	0.0	0.0	0.0	0.0	0.0	0.0	0
	Total	76.0	6.0	8.0	22.0	16.0	0.0	50
Total	Urban	90.0	5.0	2.5	7.5	2.5	0.0	40
	Rural	20.0	10.0	30.0	80.0	70.0	0.0	10

- The main reason for dissatisfaction with the customer care was difficult to connect to the call centre executive.
- Time taken for redressal of complaints was also cited as a reason for dissatisfaction.





6C.2.1.7 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/customer care within four weeks after they had lodged their complaints.

Service providers		% customers	Base
	Total	49.4	89
BSNL	Urban	53.6	69
	Rural	35.0	20
	Total	36.4	44
Sify	Urban	36.4	44
	Rural	0.0	0
	Total	45.1	133
Total	Urban	46.9	113
	Rural	35.0	20

- In total, only 45.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.
- Sify customers were less satisfied with the resolution of their billing complaints by the call centre/ customer care within four weeks after they had lodged their complaints.

6C.3.1 Awareness and Experience - Nodal Officer

6C.3.1.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Provide	ers	% customers	Base
	Total	25.0	372
BSNL	Urban	27.5	273
	Rural	18.2	99
	Total	2.5	402
Sify	Urban	2.5	402
	Rural	0.0	0
	Total	13.3	774
Total	Urban	12.6	675
	Rural	18.2	99

 On the overall, only 13.3% of the broadband customers said that they were aware of the contact details of the nodal officer.





6C.3.1.2 The following table shows the percentage of customers, who had complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care.

Service Providers		% customers	Base
	Total	47.3	93
BSNL	Urban	49.3	75
	Rural	38.9	18
	Total	0.0	10
Sify	Urban	0.0	10
	Rural	0.0	0
	Total	42.7	103
Total	Urban	43.5	85
	Rural	38.9	18

On the whole, 42.7% of the customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/ customer care.

6C.3.1.3The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service Providers		% customers	Base
	Total	68.2	44
BSNL	Urban	73.0	37
	Rural	42.9	7
	Total	0.0	0
Sify	Urban	0.0	0
	Rural	0.0	0
	Total	68.2	44
Total	Urban	73.0	37
	Rural	42.9	7

- Out of the total, 68.2% of the customers were intimated by the nodal officer about the decision taken on their complaints.
- As a whole, only 42.9% of the rural customers were intimated by the nodal officer about the decision taken on their complaints.





6C.3.1.4 The following table shows the percentage of customers satisfied with the redressal of their complaints by the nodal officer.

Service Providers		% customers	Base
	Total	79.5	44
BSNL	Urban	81.1	37
	Rural	71.4	7
	Total	0.0	0
Sify	Urban	0.0	0
	Rural	0.0	0
	Total	79.5	44
Total	Urban	81.1	37
	Rural	71.4	7

In total, 79.5% of the customers were satisfied with the redressal of their complaints by the nodal officer.

6C.3.1.5 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with nodal officer.

		Reasons for dissatisfaction with Nodal Officer						
Service Provide		Difficult to connect to Nodal officer	Nodal officer not polite/courte ous	Nodal officer not equipped with adequate information	Time taken by nodal officer for redressal of complaints is too long	Nodal officer not able to understan d the problem	Others	Base
	Total	55.6	11.1	44.4	33.3	22.2	0.0	9
BSNL	Urban	57.1	14.3	28.6	28.6	14.3	0.0	7
	Rural	50.0	0.0	100.0	50.0	50.0	0.0	2
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0
Sify	Urban	0.0	0.0	0.0	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	0.0	0.0	0.0	0
	Total	55.6	11.1	44.4	33.3	22.2	0.0	9
Total	Urban	57.1	14.3	28.6	28.6	14.3	0.0	7
	Rural	50.0	0.0	100.0	50.0	50.0	0.0	2

- 55.6% of the BSNL customers claimed that difficulty in connecting with the nodal officer was the main reason for dissatisfaction with the nodal officer.
- Another 44.4% of the BSNL customers said that the nodal officer was not equipped with adequate information to resolve their complaints.





6C.4.1 Awareness and Experience - Appellate Authority

6C.4.1.1The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service providers		% customers	Base
	Total	14.2	372
BSNL	Urban	16.8	273
	Rural	7.1	99
	Total	0.5	402
Sify	Urban	0.5	402
	Rural	0.0	0
	Total	7.1	774
Total	Urban	7.1	675
	Rural	7.1	99

- On the overall, only 7.1% of the broadband customers said that they were aware of the contact details of the appellate authority.
- Awareness of the appellate authority was higher among the BSNL customers.

6C.4.1.2 Incidence of appeal being filed in the prescribed form the in last 6 months.

30 out of 774 cellular mobile customers appealed to the appellate authority.

6C.4.1.3 Acknowledgement receipt

 26 out of 30 customers, who filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.

6C.4.1.4 Decision of the appellate authority

• In 27 cases, the appellate authority took a decision on the appeal filed by the customers within 3 months of the filing appeal.





6C.5.1 General Information

6C.5.1.1The following table shows the percentage of customers, who were aware that they can get item-wise usage charge details, on request.

Service Providers		% prepaid customers	Base
	Total	0.0	0
BSNL	Urban	0.0	0
	Rural	0.0	0
	Total	2.7	402
Sify	Urban	2.7	402
	Rural	0.0	0
	Total	2.7	402
Total	Urban	2.7	402
	Rural	0.0	0

 Out of the total, only 2.7% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.

6C.5.1.2The following table shows the percentage of customers, who were denied itemwise usage charge details.

Service Providers		% prepaid customers	Base
	Total	0.0	0
BSNL	Urban	0.0	0
	Rural	0.0	0
	Total	0.0	11
Sify	Urban	0.0	11
	Rural	0.0	0
	Total	0.0	11
Total	Urban	0.0	11
	Rural	0.0	0

None of the customers said that they were denied item-wise usage charge details.





6C.5.1.3The following table shows the percentage of customers who got the "Manual of Practice" containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service Provider	rs	% customers	Base
	Total	20.4	372
BSNL	Urban	25.6	273
	Rural	6.1	99
	Total	15.2	402
Sify	Urban	15.2	402
	Rural	0.0	0
	Total	17.7	774
Total	Urban	19.4	675
	Rural	6.1	99

On the whole, only 17.7% of the customers claimed to have got the manual of practice.
 Higher number of BSNL customers received the manual of practice.





7. CRITICAL ANALYSIS

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

7.1 Basic Telephone Service

7.1.1 Satisfaction with Overall Service Quality

 BSNL scored poorly on the overall service quality with only 78.6% of the respondents being satisfied with it.

7.1.2 Satisfaction with Provision of Service:

 BSNL was able to meet the benchmark (90%) laid down by TRAI on an overall basis however it did not meet the benchmark in the rural areas.

7.1.3 Satisfaction with Billing Performance-Postpaid

BSNL did not meet the benchmark set by TRAI, both in urban and rural areas.

7.1.4 Satisfaction with Help Services including Customer Grievance Redressal

 Performance of BSNL was poor on this parameter as 64.8% of the customers were satisfied.

7.1.5 Satisfaction with Network Performance, Reliability & Availability

BSNL performed poorly on this parameter as 77.4% of the customers were satisfied

7.1.6 Satisfaction with Maintainability

 Performance of BSNL was poor on this parameter as only 45.8% of the customers were satisfied.

7.1.7 Satisfaction with Supplementary and Value Added Services

 On the overall, 85.4% of the customers were satisfied with the supplementary and value added services but it did not meet the benchmark.

7.1.8 Grievance Redressal

- Only 46.1% of the customers were aware of the toll free number of the call centre
- 13.6% of the total customers were aware of the nodal officer.
- 9 customers out of 397 were aware of the contact details of the appellate authority.





7.2 Cellular Mobile

7.2.1 Overall Quality of Service

 Only Airtel and Tata were able to meet the benchmark set by the TRAI with a score of 91.2% and 92.5% respectively.

7.2.2 Provision of Service

Airtel (91.7%) and Reliance (90.3%) were able to meet the benchmark set by the TRAI.

7.2.3 Billing Performance

• In the post paid category all service providers except Uninor were able to meet the benchmark set by TRAI.

7.2.4 Help Services

 All the service providers failed to meet the benchmark set for this parameter. Uninor and BSNL were the worst performers on this front.

7.2.5 Satisfaction with Network Performance, Reliability & Availability

All service providers did not meet the benchmark with Cheers being the worst performer.

7.2.6 Maintainability

All service providers did not meet the benchmark with Airtel being the best among them.

7.2.7 Supplementary Services

 Only Cheers was able to meet the benchmark with 92.8% of its customers were satisfied with the parameter.

7.2.8 Grievance Redressal Mechanism

- 34.1% of the respondents were aware of the call centre number of their service provider.
 10.6% of total customers actually contacted the call centre.
- Very few customers were aware about the nodal officer and appellate authority.





7.3 Broadband Services

7.3.1 Overall quality of service

 On the overall, 74.3% of the customers were satisfied with the overall quality of service of BSNL and Sify.

7.3.2 Provision of service

 As a whole, 39.3% of the customers were satisfied with the provision of service. In case of Sify only 24.9% of the customers were satisfied with the provision of service.

7.3.3 Billing performance

 86.1% customers in case of BSNL (postpaid only) and 95.6% in case of Sify (prepaid only) were satisfied with the billing performance.

7.3.4 Help services

 BSNL and Sify failed to meet the benchmark set by TRAI. On an overall basis 63.7% of the customers satisfied with the help services.

7.3.5 Satisfaction with Network Performance, Reliability & Availability

BSNL and Sify did not meet the benchmark set for the network performance, reliability and availability. On an overall basis 74% of the customers were satisfied with the network performance.

7.3.6 Maintainability

 Performance of BSNL and Sify was very poor on this parameter. Only 27.6% of the Sify customers were satisfied with the maintainability.

7.3.7 Supplementary and value added services

Sify met the benchmark while BSNL failed only marginally to meet this parameter.

7.3.8 Grievance redressal

 On the whole, 58.3% of the customers were aware about the toll free number of the call centre of their service provider. A lower proportion of Sify (50.5%) customers were aware of the contact details of the same.





8. RECOMMENDATIONS (QUALITY OF SERVICE):

8.1 Basic Telephone Service

8.1.1 Provision of service

BSNL needs to improve its performance in rural areas.

8.1.2 Billing performance

BSNL needs to improve the billing performance in urban and rural areas.

8.1.3 Help services

 There is a strong need that BSNL should improve its performance on this parameter in urban and rural areas.

8.1.4 Network performance

BSNL needs to improve its performance in both urban and rural areas

8.1.5 Maintainability

BSNL needs to improve its performance in both urban and rural areas.

8.1.6 Supplementary services

BSNL needs to improve the supplementary services in the rural areas.

8.1.7 Grievance Redressal Mechanism

 BSNL should increase awareness of the call centre, nodal officer and the appellate authority among its customers through various media.

8.2 Cellular Mobile

8.2.1 Provision of service

 Airtel and Rel Com needs to maintain their performance while others need to improve upon it.

8.2.2 Billing performance

 In post paid billing, Uninor needs to improve its performance while in pre-paid billing, all the service providers need to improve their performance.





8.2.3 Help services

All service providers need to improve on their parameters in urban as well as rural areas.

8.2.4 Network performance

There is a strong need for all the service providers to improve their performance.

8.2.5 Maintainability

All service providers need to improve their performance.

8.2.6 Supplementary services

Except for Cheers, all other providers need to improve on this parameter.

8.2.7 Grievance redressal mechanism

All the service providers should increase awareness of the call centre, nodal officer and the appellate authority among its customers through various media.

8.3 Broadband Services

8.3.1 Provision of service

All the service providers to improve their performance.

8.3.2 Billing performance

 Sify needs to maintain its performance while BSNL needs to improve upon it in rural areas.

8.3.3 Help services

Both BSNL and Sify need to improve upon their performance.

8.3.4. Network performance

Both BSNL and Sify need to improve upon their performance.

8.3.5 Maintainability

All the service providers to improve their performance.

8.3.6 Supplementary services

All the service providers to improve their performance in rural areas.

8.3.7 Grievance redressal mechanism

 All the service providers should increase awareness of the call centre, nodal officer and the appellate authority among its customers through various media.





BASIC WIRELINE

9A. BASIC TELEPHONE SERVICE

1(a) Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	82	315	397				
	%	20.7	79.3	100.0				
BSNL (Urban)	Count	55	261	316				
BSINE (OIDAII)	%	17.4	82.6	100.0				
BSNI (Pural)	Count	27	54	81				
BSNL (Rural)	%	33.3	66.7	100.0				

1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	74	12	62	7	1	82		
BSNL (Total)	%	90.2	14.6	75.6	8.5	1.2	100.0		
DCNII (Lirbon)	Count	51	6	45	4	0	55		
BSNL (Urban)	%	92.7	10.9	81.8	7.3	0.0	100.0		
BSNL (Rural)	Count	23	6	17	3	1	27		
	%	85.2	22.2	63.0	11.1	3.7	100.0		

2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?								
Service Providers		Yes	No	Total				
	Count	60	22	82				
BSNL (Total)	%	73.2	26.8	100.0				
BSNL (Urban)	Count	42	13	55				
BSINE (OIDAII)	%	76.4	23.6	100.0				
BSNL (Rural)	Count	18	9	27				
BSINL (Rufai)	%	66.7	33.3	100.0				

3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	77	10	67	4	1	82		
BSNL (Total)	%	93.9	12.2	81.7	4.9	1.2	100.0		
BSNL (Urban)	Count	52	4	48	2	1	55		
BSINE (OIDAII)	%	94.6	7.3	87.3	3.6	1.8	100.0		
BSNL (Rural)	Count	25	6	19	2	0	27		
	%	92.6	22.2	70.4	7.4	0.0	100.0		



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

4. How satisfied are you with the time taken to deliver your bills?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	319	113	206	55	23	397		
BSNL (Total)	%	80.4	28.5	51.9	13.9	5.8	100.0		
BSNL (Urban)	Count	253	101	152	48	15	316		
BOINE (OIDAII)	%	80.1	32.0	48.1	15.2	4.7	100.0		
BSNL (Rural)	Count	66	12	54	7	8	81		
	%	81.5	14.8	66.7	8.6	9.9	100.0		

5(a). How satisfied are you with the accuracy & completeness of the bills?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
	Count	377	130	247	9	11	397	
BSNL (Total)	%	94.9	32.7	62.2	2.3	2.8	100.0	
DCNII (Lirban)	Count	301	112	189	7	8	316	
BSNL (Urban)	%	95.2	35.4	59.8	2.2	2.5	100.0	
BSNL (Rural)	Count	76	18	58	2	3	81	
	%	93.8	22.2	71.6	2.5	3.7	100.0	

5(b). Please spe	5(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		Charges not as per tariff plan subscribe d	Tariff plan changed without informatio n	Charged for value added services not subscribe d	Charged for calls/servi ces not made/use d	Details like item- wise charges are not provided	Calculatio ns are not clear	Others	Total	
	Count	7	2	3	10	3	5	1	20	
BSNL (Total)	%	35.0	10.0	15.0	50.0	15.0	25.0	5.0	100.0	
DCNI (Lirbon)	Count	6	2	2	8	2	3	1	15	
BSNL (Urban)	%	40.0	13.3	13.3	53.3	13.3	20.0	6.7	100.0	
BSNL (Rural)	Count	1	0	1	2	1	2	0	5	
DOINE (Kulai)	%	20.0	0.0	20.0	40.0	20.0	40.0	0.0	100.0	





6. Have you made any billing related complaints in the last 6 months?								
Service Providers		Yes	No	Total				
BSNL (Total)	Count	81	316	397				
	%	20.4	79.6	100.0				
BSNL (Urban)	Count	49	267	316				
BSINE (OIDAII)	%	15.5	84.5	100.0				
DCNII (Durol)	Count	32	49	81				
BSNL (Rural)	%	39.5	60.5	100.0				

7. How satisfied are	7. How satisfied are you with the process of resolution of billing complaints?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	38	4	34	33	10	81			
BSNL (Total)	%	46.9	4.9	42.0	40.7	12.3	100.0			
BSNL (Urban)	Count	21	2	19	21	7	49			
BSINE (OIDAII)	%	42.9	4.1	38.8	42.9	14.3	100.0			
BSNL (Rural)	Count	17	2	15	12	3	32			
	%	53.2	6.3	46.9	37.5	9.4	100.0			

8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	354	100	254	35	8	397		
BSNL (Total)	%	89.2	25.2	64.0	8.8	2.0	100.0		
BSNL (Urban)	Count	285	90	195	25	6	316		
BSINE (OIDAII)	%	90.2	28.5	61.7	7.9	1.9	100.0		
BSNL (Rural)	Count	69	10	59	10	2	81		
	%	85.1	12.3	72.8	12.3	2.5	100.0		

9. Please specify the	9. Please specify the reason(s) for your dissatisfaction.										
Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Total				
	Count	4	3	20	21	5	43				
BSNL (Total)	%	9.3	7.0	46.5	48.8	11.6	100.0				
BSNL (Urban)	Count	3	3	15	13	5	31				
BOINE (UIDAII)	%	9.7	9.7	48.4	41.9	16.1	100.0				
DON!! (D	Count	1	0	5	8	0	12				
BSNL (Rural)	%	8.3	0.0	41.7	66.7	0.0	100.0				





C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?									
Service Providers		Yes	No	Total					
	Count	104	293	397					
BSNL (Total) %	%	26.2	73.8	100.0					
BSNL (Urban)	Count	79	237	316					
BSINE (Olbail)	%	25	75	100.0					
BSNL (Rural)	Count	25	56	81					
BOINE (Ruiai)	%	30.9	69.1	100.0					

12(a). How satisfied	12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
	Count	72	9	63	26	6	104				
BSNL (Total)	%	69.3	8.7	60.6	25	5.8	100.0				
BSNL (Urban)	Count	54	7	47	19	6	79				
BSINE (Olbali)	%	68.4	8.9	59.5	24.1	7.6	100.0				
DON!! (D))	Count	18	2	16	7	0	25				
BSNL (Rural)	%	72	8	64	28	0.0	100.0				

12(b). How satisfied	are you with th	e ease of getting	an option for "t	alking to a cust	omer care execu	tive"?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	73	16	57	25	6	104
BSNL (Total)	%	70.2	15.4	54.8	24	5.8	100.0
BSNL (Urban)	Count	53	10	43	20	6	79
BSINE (Olbail)	%	67.1	12.7	54.4	25.3	7.6	100.0
DCNII (Durral)	Count	20	6	14	5	0	25
BSNL (Rural)	%	80.0	24.0	56.0	20.0	0.0	100.0

13. How satisfied are	13. How satisfied are you with the response time taken to answer your call by a customer care executive?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	73	13	60	25	6	104			
BSNL (Total)	%	70.2	12.5	57.7	24.0	5.8	100.0			
BSNL (Urban)	Count	52	7	45	21	6	79			
BSINE (OIDAII)	%	65.9	8.9	57.0	26.6	7.6	100.0			
DCNII (Durrell)	Count	21	6	15	4	0	25			
BSNL (Rural)	%	84.0	24.0	60.0	16.0	0.0	100.0			





14. How satisfied are you with the problem solving ability of the customer care executive(s)?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	62	14	48	37	5	104			
	%	59.7	13.5	46.2	35.6	4.8	100.0			
DCNI /Lirbon)	Count	42	6	36	32	5	79			
BSNL (Urban)	%	53.2	7.6	45.6	40.5	6.3	100.0			
DCNII (Durral)	Count	20	8	12	5	0	25			
BSNL (Rural)	%	80.0	32.0	48.0	20.0	0.0	100.0			

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	57	11	46	40	7	104			
BSNL (Total)	%	54.8	10.6	44.2	38.5	6.7	100.0			
DCNI (Lirbon)	Count	37	7	30	37	5	79			
BSNL (Urban)	%	46.9	8.9	38	46.8	6.3	100.0			
DCNII (Durral)	Count	20	4	16	3	2	25			
BSNL (Rural)	%	80.0	16.0	64.0	12.0	8.0	100.0			

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
BSNL (Total)	Count	308	83	225	75	14	397			
	%	77.6	20.9	56.7	18.9	3.5	100.0			
DCNI /Lishon)	Count	255	66	189	53	8	316			
BSNL (Urban)	%	80.7	20.9	59.8	16.8	2.5	100.0			
BSNL (Rural)	Count	53	17	36	22	6	81			
	%	65.4	21.0	44.4	27.2	7.4	100.0			

17. How satisfied are you with the ability to make or receive calls easily?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	306	72	234	79	12	397			
BSNL (Total)	%	77.0	18.1	58.9	19.9	3.0	100.0			
DCNI (Lirbon)	Count	252	57	195	57	7	316			
BSNL (Urban)	%	79.7	18	61.7	18	2.2	100.0			
DCNII (D)	Count	54	15	39	22	5	81			
BSNL (Rural)	%	66.6	18.5	48.1	27.2	6.2	100.0			





18. How satisfied are you with the voice quality?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	308	85	223	78	11	397			
BSNL (Total)	%	77.6	21.4	56.2	19.6	2.8	100.0			
DCNI (Lirban)	Count	252	68	184	56	8	316			
BSNL (Urban)	%	79.7	21.5	58.2	17.7	2.5	100.0			
DONII (Darrell)	Count	56	17	39	22	3	81			
BSNL (Rural)	%	69.1	21.0	48.1	27.2	3.7	100.0			

19. How many times	has your telepl	hone connection req	uired repair in the I	ast 6 months?		
Service Providers		Nil	One time	2-3 times	More than 3 times	Total
BSNL (Total)	Count	218	52	83	44	397
	%	54.9	13.1	20.9	11.1	100.0
BSNL (Urban)	Count	186	38	63	29	316
BSINE (Olbali)	%	58.9	12	19.9	9.2	100.0
DOM: (D. 1)	Count	32	14	20	15	81
BSNL (Rural)	%	39.5	17.3	24.7	18.5	100.0

20. How long did it to	20. How long did it take generally for repairing the fault after lodging a complaint?										
Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total					
BSNL (Total)	Count	13	73	55	38	179					
	%	7.3	40.8	30.7	21.2	100.0					
BSNL (Urban)	Count	10	55	39	26	130					
BSINE (OIDAII)	%	7.7	42.3	30	20	100.0					
DCNII (Burol)	Count	3	18	16	12	49					
BSNL (Rural)	%	6.1	36.7	32.7	24.5	100.0					

21. How satisfied are you with the fault repair service?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	82	7	75	84	13	179			
BSNL (Total)	%	45.8	3.9	41.9	46.9	7.3	100.0			
BSNL (Urban)	Count	64	4	60	60	6	130			
BSINE (OIDAII)	%	49.3	3.1	46.2	46.2	4.6	100.0			
DCNII (Durral)	Count	18	3	15	24	7	49			
BSNL (Rural)	%	36.7	6.1	30.6	49.0	14.3	100.0			





F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?						
Service Providers		Yes	No	Total		
	Count	17	380	397		
BSNL (Total)	%	4.3	95.7	100.0		
BSNL (Urban)	Count	14	302	316		
BSINE (OIDAII)	%	4.4	95.6	100.0		
BSNL (Rural)	Count	3	78	81		
BOINE (Rulai)	%	3.7	96.3	100.0		

23. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	17	1	16	0	0	17
BSNL (Total)	%	100.0	5.9	94.1	0.0	0.0	100.0
BSNL (Urban)	Count	14	1	13	0	0	14
BSINE (OIDAII)	%	100.0	7.1	92.9	0.0	0.0	100.0
DCNI (Durol)	Count	3	0	3	0	0	3
BSNL (Rural)	%	100.0	0.0	100.0	0.0	0.0	100.0

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	16	6	10	0	1	17
BSNL (Total)	%	94.1	35.3	58.8	0.0	5.9	100.0
DCNII (Lirbon)	Count	13	4	9	0	1	14
BSNL (Urban)	%	92.9	28.6	64.3	0.0	7.1	100.0
DCNI (Dural)	Count	3	2	1	0	0	3
BSNL (Rural)	%	100.0	66.7	33.3	0.0	0.0	100.0

24(b).Please tell me reasons for your dissatisfaction							
Service Providers Not informed of charges Activated without consent Total							
	Count	1	0	1			
BSNL (Total)	%	100.0	0.0	100.0			
BSNL (Urban)	Count	1	0	1			
BSINE (OIDAII)	%	100.0	0.0	100.0			
DCNII (Durol)	Count	0	0	0			
BSNL (Rural)	%	0.0	0.0	0.0			





25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?						
Service Providers		Yes	No	Total		
	Count	55	342	397		
BSNL (Total)	%	13.9	86.1	100.0		
BSNL (Urban)	Count	32	284	316		
BSINE (OIDAII)	%	10.1	89.9	100.0		
BSNL (Rural)	Count	23	58	81		
DOINE (INUIAI)	%	28.4	71.6	100.0		

25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	43	4	39	10	2	55
BSNL (Total)	%	78.2	7.3	70.9	18.2	3.6	100.0
DCNI /Lirbon)	Count	28	2	26	3	1	32
BSNL (Urban)	%	87.6	6.3	81.3	9.4	3.1	100.0
DCNI (Durol)	Count	15	2	13	7	1	23
BSNL (Rural)	%	65.2	8.7	56.5	30.4	4.3	100.0

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied	26(a). How satisfied are you with the overall quality of your telephone service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
	Count	312	80	232	71	14	397	
BSNL (Total)	%	78.6	20.2	58.4	17.9	3.5	100.0	
BSNL (Urban)	Count	251	67	184	57	8	316	
BSINE (OIDAII)	%	79.4	21.2	58.2	18.0	2.5	100.0	
DCNI (Durol)	Count	61	13	48	14	6	81	
BSNL (Rural)	%	75.3	16.0	59.3	17.3	7.4	100.0	

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?							
Service Providers Broadband Mobile Other None Total							
	Count	226	30	6	135	397	
BSNL (Total)	%	56.9	7.6	1.5	34.0	100.0	
BSNL (Urban)	Count	207	22	4	83	316	
BSINE (OIDAII)	%	65.5	7	1.3	26.3	100.0	
BSNI (Burol)	Count	19	8	2	52	81	
BSNL (Rural)	%	23.5	9.9	2.5	64.2	100.0	





28(a). Have you term	28(a). Have you terminated a telephone connection that you had in the last 6 month?						
Service Providers		Yes	No	Total			
	Count	9	388	397			
BSNL (Total)	%	2.3	97.7	100.0			
DCNI (Urbon)	Count	5	311	316			
BSNL (Urban)	%	1.6	98.4	100.0			
DCNI (Burol)	Count	4	77	81			
BSNL (Rural)	%	4.9	95.1	100.0			

28(b). If Yes, Please name your service provider?							
Service Providers	Service Providers Airtel BSNL Reliance Tata						
	Count	0	6	2	1	9	
BSNL (Total)	%	0.0	66.7	22.2	11.1	100.0	
DCNI (Lirbon)	Count	0	3	2	0	5	
BSNL (Urban)	%	0.0	60.0	40.0	0.0	100.0	
DCNI (Durol)	Count	0	3	0	1	4	
BSNL (Rural)	%	0.0	75.0	0.0	25.0	100.0	

29. How many days were taken for termination of your telephone connection?						
Service Providers 1 day 2-3 days 4-7 days More than 7 days Total						
BSNL (Total)	Count	3	3	0	3	9
	%	33.3	33.3	0.0	33.3	100.0
BSNL (Urban)	Count	2	2	0	1	5
BSINE (Olbali)	%	40.0	40.0	0.0	20.0	100.0
DCNI (Burol)	Count	1	1	0	2	4
BSNL (Rural)	%	25.0	25.0	0.0	50.0	100.0

30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?						
Service Providers Yes No Total						
	Count	69	328	397		
BSNL (Total)	%	17.4	82.6	100.0		
BSNL (Urban)	Count	53	263	316		
BSINE (OIDAII)	%	16.8	83.2	100.0		
DCNII (Burol)	Count	16	65	81		
BSNL (Rural)	%	19.8	80.2	100.0		





31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS? Service Providers Yes Total No 316 397 81 Count BSNL (Total) 20.4 79.6 100.0 % 69 247 316 Count BSNL (Urban) 21.8 78.2 100.0 % 81 12 69 Count BSNL (Rural) 85.2 14.8 100.0 %

32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	28	53	81			
	%	34.6	65.4	100.0			
BSNL (Urban)	Count	20	49	69			
	%	29.0	71.0	100.0			
BSNL (Rural)	Count	8	4	12			
	%	66.7	33.3	100.0			

32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?								
Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total		
BSNL (Total)	Count	12	11	5	0	28		
	%	42.9	39.3	17.9	0.0	100.0		
BSNL (Urban)	Count	12	7	1	0	20		
	%	60.0	35.0	5.0	0.0	100.0		
BSNL (Rural)	Count	0	4	4	0	8		
	%	0.0	50.0	50.0	0.0	100.0		

32(c). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	9	19	28			
	%	32.1	67.9	100.0			
BSNL (Urban)	Count	9	11	20			
	%	45.0	55.0	100.0			
BSNL (Rural)	Count	0	8	8			
	%	0.0	100.0	100.0			



32(d). If Yes, then indicate whether								
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total		
	Count	6	3	0	0	9		
BSNL (Total)	%	66.7	33.3	0.0	0.0	100.0		
DCNI /Linhon)	Count	6	3	0	0	9		
BSNL (Urban)	%	66.7	33.3	0.0	0.0	100.0		
DCNI (Durol)	Count	0	0	0	0	0		
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0		

33. On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?												
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
	Count	7	6	7	18	48	99	79	107	19	7	397
BSNL (Total)	%	1.8	1.5	1.8	4.5	12.1	24.9	19.9	27	4.8	1.8	100.0
BSNL (Urban)	Count	5	5	5	16	33	76	70	88	15	3	316
BSINE (OIDAII)	%	1.6	1.6	1.6	5.1	10.4	24.1	22.2	27.8	4.7	0.9	100.0
DCNII (Durol)	Count	2	1	2	2	15	23	9	19	4	4	81
BSNL (Rural)	%	2.5	1.2	2.5	2.5	18.5	28.4	11.1	23.5	4.9	4.9	100.0

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

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??							
Service Providers Yes No Total							
	Count	183	214	397			
BSNL (Total)	%	46.1	53.9	100.0			
BSNL (Urban)	Count	150	166	316			
BSINE (OIDAII)	%	47.5	52.5	100.0			
BSNL (Rural)	Count	33	48	81			
DOINE (Rulai)	%	40.7	59.3	100.0			





34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?							
Service Providers Yes No Total							
	Count	47	350	397			
BSNL (Total)	%	11.8	88.2	100.0			
BSNL (Urban)	Count	39	277	316			
BSINE (Olbali)	%	12.3	87.7	100.0			
DONII (D. 1751)	Count	8	0	81			
BSNL (Rural)	%	9.9	0.0	100.0			

35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?								
Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total	
	Count	16	14	9	5	3	47	
BSNL (Total)	%	34.0	29.8	19.1	10.6	6.4	100.0	
BSNL (Urban)	Count	15	12	5	4	3	39	
BOINE (OIDAII)	%	38.5	30.8	12.8	10.3	7.7	100.0	
BSNL (Rural)	Count	1	2	4	1	0	8	
	%	12.5	25.0	50.0	12.5	0.0	100.0	

36. Did the Call Centre inform you about the action taken on your complaint?							
Service Providers		Yes No		Total			
	Count	27	20	47			
BSNL (Total)	%	57.4	42.6	100.0			
BSNL (Urban)	Count	21	18	39			
BONE (Olbail)	%	53.8	46.2	100.0			
DCNII (Durral)	Count	6	2	8			
BSNL (Rural)	%	75.0	25.0	100.0			

37. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?								
Service Providers Yes No Not applicable Total								
	Count	16	25	6	47			
BSNL (Total)	%	34.0	53.2	12.8	100.0			
BSNL (Urban)	Count	14	21	4	39			
BSINE (Olbail)	%	35.9	53.8	10.3	100.0			
DCNII (Durral)	Count	2	4	2	8			
BSNL (Rural)	%	25.0	50.0	25.0	100.0			





38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers

Yes

No

Total

Service Providers		Yes	No	Total			
	Count	54	343	397			
BSNL (Total)	%	13.6	86.4	100.0			
DCNI (Lirbon)	Count	38	278	316			
BSNL (Urban)	%	12.0	88.0	100.0			
BSNL (Rural)	Count	16	65	81			
DOINE (Rulal)	%	19.8	80.2	100.0			

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?

by the dail defined date.							
Service Providers		Yes	No	Total			
	Count	23	31	54			
BSNL (Total)	%	42.6	57.4	100.0			
BSNL (Urban)	Count	17	21	38			
BSINE (OIDAII)	%	44.7	55.3	100.0			
BSNL (Rural)	Count	6	10	16			
DOINE (Rulal)	%	37.5	62.5	100.0			

39(b). Were you able to contact the Nodal officer without difficulty?							
Service Providers Yes No Total							
	Count	13	10	23			
BSNL (Total)	%	56.5	43.5	100.0			
DCNII (Urbon)	Count	10	7	17			
BSNL (Urban)	%	58.8	41.2	100.0			
DON!! (D	Count	3	3	6			
BSNL (Rural)	%	50.0	50.0	100.0			

40. Did the Nodal Officer intimate you about the decision taken on your complaint?							
Service Providers Yes No Total							
BSNL (Total)	Count	11	12	23			
	%	47.8	52.2	100.0			
DCNI (Urban)	Count	8	9	17			
BSNL (Urban)	%	47.1	52.9	100.0			
DCNI (Burol)	Count	3	3	6			
BSNL (Rural)	%	50.0	50.0	100.0			





41. How satisfied are you with the redressal of the complaint by the Nodal Officer?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total		
	Count	15	2	13	8	0	23		
BSNL (Total)	%	65.2	8.7	56.5	34.8	0.0	100.0		
BSNL (Urban)	Count	10	0	10	7	0	17		
BSINE (OIDAII)	%	58.8	0.0	58.8	41.2	0.0	100.0		
DCNII (Durol)	Count	5	2	3	1	0	6		
BSNL (Rural)	%	83.3	33.3	50.0	16.7	0.0	100.0		

42. Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]									
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Time taken by Nodal Officer for redressal of complaint is to long	Nodal Officer was unable to understand the problem	Total			
	Count	1	2	3	5	8			
BSNL (Total)	%	12.5	25.0	37.5	62.5	100.0			
DCNI (Lirbon)	Count	1	2	3	4	7			
BSNL (Urban)	%	14.3	28.6	42.9	57.1	100.0			
DCNII (D)	Count	0	0	0	1	1			
BSNL (Rural)	%	0.0	0.0	0.0	100.0	100.0			

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

Service Providers		Yes	No	Total
	Count	9	388	397
BSNL (Total)	%	2.3	97.7	100.0
BSNL (Urban)	Count	6	310	316
BOINE (OIDAII)	%	1.9	98.9	100.0
BSNL (Rural)	Count	3	78	81
DOINE (INUIAI)	%	3.7	96.3	100.0

44. Have you filed any appeal in last 6 months?							
Service Providers Yes No Total							
	Count	6	3	9			
BSNL (Total)	%	66.7	33.3	100.0			
DCNI (Urbon)	Count	4	2	6			
BSNL (Urban)	%	66.7	33.3	100.0			
BSNL (Rural)	Count	2	1	3			
	%	66.7	33.3	100.0			





45. Did you receive any acknowledgement?								
Service Providers Yes No Total								
	Count	3	6	9				
BSNL (Total)	%	33.3	66.7	100.0				
DCNI (Urban)	Count	2	4	6				
BSNL (Urban)	%	33.3	66.7	100.0				
BSNL (Rural)	Count	1	2	3				
	%	33.3	66.7	100.0				

46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?									
Service Providers Yes No Appeal filed only recently Total									
	Count	4	5	0	9				
BSNL (Total)	%	44.4	55.6	0.0	100.0				
DCNI (Lirbon)	Count	2	4	0	6				
BSNL (Urban)	%	33.3	66.7	0.0	100.0				
DONII (Darrell)	Count	2	1	0	3				
BSNL (Rural)	%	66.7	33.3	0.0	100.0				

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

Service Providers		Yes	No	Do not remember	Total
	Count	167	105	125	397
BSNL (Total)	%	42.1	26.4	31.5	100.0
DCNI (Lirbon)	Count	132	85	99	316
BSNL (Urban)	%	41.8	26.9	31.3	100.0
DCNII (Durol)	Count	35	20	26	81
BSNL (Rural)	%	43.2	24.7	32.1	100.0





CELLULAR MOBILE

9B. CELLULAR MOBILE SERVICES

completed all		the process an	d time taken t	o activate the m	nobile connection,	after you applied	and
Service Provider		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	318	100	218	58	22	398
Alicei (Total)	%	79.9	25.1	54.8	14.6	5.5	100
Aircel (Urban)	Count	181	56	125	18	9	208
Alicei (Olbali)	%	87	26.9	60.1	8.7	4.3	100
Aircel (Rural)	Count	137	44	93	40	13	190
	%	72.1	23.2	48.9	21.1	6.8	100
Airtel (Total)	Count	362	143	219	25	9	396
	% Count	91.4 249	36.1 95	55.3 154	6.3 11	2.3	100 263
Airtel (Urban)	%	94.7	36.1	58.6	4.2	<u>3</u> 1.1	100
	Count	113	48	65	14	6	133
Airtel (Rural)	%	85	36.1	48.9	10.5	4.5	100
	Count	345	117	228	46	20	411
BSNL (Total)	%	84	28.5	55.5	11.2	4.9	100
DONIL (Link)	Count	226	77	149	18	2	246
BSNL (Urban)	%	91.9	31.3	60.6	7.3	0.8	100
BSNL (Rural)	Count	119	40	79	28	18	165
DOINE (INUIAI)	%	72.1	24.2	47.9	17	10.9	100
Cheers (Total)	Count	224	50	174	6	3	233
	%	96.2	21.5	74.7	2.6	1.3	100
Cheers (Urban)	Count	211	50	161	5	3	219
	%	96.3	22.8	73.5	2.3	1.4	100
Cheers (Rural)	Count	13	0	13	1	0	14
. ,	%	92.9	0.0	92.9	7.1	0.0	100
dea (Total)	Count %	347 84.8	74 18.1	273 66.7	44	18 4.4	409 100
	Count	188	45	143	10.8 22	4.4 7	217
ldea (Urban)	%	86.6	20.7	65.9	10.1	3.2	100
	Count	159	29	130	22	11	192
ldea (Rural)	%	82.8	15.1	67.7	11.5	5.7	100
	Count	339	182	157	47	15	401
MTS (Total)	%	84.6	45.4	39.2	11.7	3.7	100
MTS (Urban)	Count	243	145	98	10	5	258
wits (Urban)	%	94.2	56.2	38	3.9	1.9	100
MTS (Rural)	Count	96	37	59	37	10	143
WITO (INdiai)	%	67.2	25.9	41.3	25.9	7	100
Rel Com (total)	Count	402	165	237	24	5	431
(10101)	%	93.3	38.3	55	5.6	1.2	100
Rel Com (urban)	Count	295	126	169	13	2	310
,	%	95.1 107	40.6	54.5	4.2	0.6	100
Rel Com (rural)	Count %	88.4	39 32.2	68 56.2	9.1	2.5	121 100
	Count	375	111	264	38	2.3	435
Rel. Tel. (Total)	%	86.2	25.5	60.7	8.7	5.1	100
	Count	253	66	187	25	12	290
Rel. Tel. (Urban)	%	87.3	22.8	64.5	8.6	4.1	100
Pol Tol (Du1)	Count	122	45	77	13	10	145
Rel. Tel. (Rural)	%	84.1	31	53.1	9	6.9	100
S Tel (Total)	Count	315	101	214	69	20	404
J I GI (I Olai)	%	78	25	53	17.1	5	100
S Tel (Urban)	Count	203	55	148	31	18	252
- (2.20.1)	%	80.5	21.8	58.7	12.3	7.1	100
S Tel (Rural)	Count	112	46	66	38	2	152
o rei (kurai)	%	73.7	30.3	43.4	25	1.3	100
TTSL (Total)	Count	376	110	266 64.6	23	13 3.2	412
TTSL (Total)	0/		/h /	n/1 h	5.6	17	100
TTSL (Total)	%	91.3	26.7				
TTSL (Total)	Count	307	86	221	15	11	333
. ,							





	1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?							
Service Provider	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total	
Uniper (total)	Count	350	99	251	26	12	388	
Uninor (total)	%	90.2	25.5	64.7	6.7	3.1	100	
Uninor (urban)	Count	218	67	151	11	5	234	
Offitiol (dibaff)	%	93.1	28.6	64.5	4.7	2.1	100	
Unipor (rural)	Count	132	32	100	15	7	154	
Uninor (rural)	%	85.7	20.8	64.9	9.7	4.5	100	
\/adafana (tatal)	Count	347	113	234	26	11	384	
Vodafone (total)	%	90.3	29.4	60.9	6.8	2.9	100	
\/adafana (urhan)	Count	217	76	141	19	7	243	
Vodafone (urban)	%	89.3	31.3	58	7.8	2.9	100	
Vodafone (rural)	Count	130	37	93	7	4	141	
vouaione (rurai)	%	92.2	26.2	66	5	2.8	100	
Total (Total)	Count	4100	1365	2735	432	170	4702	
Total (Total)	%	87.2	29	58.2	9.2	3.6	100	
Total (Urban)	Count	2791	944	1847	198	84	3073	
Total (Urban)	%	90.8	30.7	60.1	6.4	2.7	100	
Total (Bural)	Count	1309	421	888	234	86	1629	
Total (Rural)	%	80.3	25.8	54.5	14.4	5.3	100	





the complete details of your tariff plan?								
Service Providers		Yes	No	Total				
Aircel (Total)	Count	217	181	398				
Alicei (Totai)	%	54.5	45.5	100				
Aircel (Urban)	Count	121	87	208				
Alicei (Olbali)	%	58.2	41.8	100				
Aircel (Rural)	Count	96	94	190				
Alloei (Italiai)	%	50.5	49.5	100				
Airtel (Total)	Count	306	90	396				
-inter (Total)	%	77.3	22.7	100				
nirtel (Urban)	Count	209	54	263				
	%	79.5	20.5	100				
	Count	97	36	133				
	%	72.9	27.1	100				
PSNI (Total)	Count	268	143	411				
BSNL (Total)	%	65.2	34.8	100				
CON (Lirbon)	Count	163	83	246				
BSNL (Urban)	%	66.3	33.7	100				
PCNI (Pural)	Count	105	60	165				
BSNL (Rural)	%	63.6	36.4	100				
Ob a a ma (T - 1 - 1)	Count	54	179	233				
Cheers (Total)	%	23.2	76.8	100				
O	Count	51	168	219				
Cheers (Urban)	%	23.3	76.7	100				
	Count	3	11	14				
Cheers (Rural)	%	21.4	78.6	100				
	Count	206	203	409				
dea (Total)	%	50.4	49.6	100				
	Count	128	89	217				
dea (Urban)	%	59	41	100				
	Count	78	114	192				
dea (Rural)	%	40.6	59.4	100				
	Count	300	101	401				
MTS (Total)	%	74.8	25.2	100				
	Count	223	35	258				
MTS (Urban)	%			100				
	Count	86.4 77	13.6 66	143				
MTS (Rural)	%							
	Count	53.8	46.2	100				
Rel Com (total)	%	328	103	431				
		76.1	23.9	100				
Rel Com (urban)	Count	243	67	310				
. ,	%	78.4	21.6	100				
Rel Com (rural)	Count	85	36	121				
	%	70.2	29.8	100				
Rel Tel (Total)	Count	257	178	435				
	%	59.1	40.9	100				
Rel Tel (Urban)	Count	170	120	290				
(• . • • • • • • • • • • • • • •	%	58.6	41.4	100				
Rel Tel (Rural)	Count	87	58	145				
(1 (01(01)	%	60	40	100				
S Tel (Total)	Count	193	211	404				
- i ci (i otai)	%	47.8	52.2	100				
S Tel (Urban)	Count	96	156	252				
o rei (Olbali)	%	38.1	61.9	100				
Tol (Duro!)	Count	97	55	152				
S Tel (Rural)	%	63.8	36.2	100				
FT01 /T / "	Count	199	213	412				
TTSL (Total)	%	48.3	51.7	100				
	Count	162	171	333				
TTSL (Urban)	%	48.6	51.4	100				
	Count	37	42	79				
TTSL (Rural)	%	46.8	53.2	100				





the complete d	1	1		
Service Providers		Yes	No	Total
Unings (total)	Count	203	185	388
Uninor (total)	%	52.3	47.7	100
I Ininar (urban)	Count	129	105	234
Uninor (urban)	%	55.1	44.9	100
Jninor (rural)	Count	74	80	154
	%	48.1	51.9	100
\/adafana (tatal)	Count	212	172	384
Vodafone (total)	%	55.2	44.8	100
\/== =f==== (;;;#===)	Count	138	105	243
Vodafone (urban)	%	56.8	43.2	100
\/adafana (rural)	Count	74	67	141
Vodafone (rural)	%	52.5	47.5	100
Total (Total)	Count	2743	1959	4702
Total (Total)	%	58.3	41.7	100
Total (Huban)	Count	1833	1240	3073
Total (Urban)	%	59.6	40.4	100
Tatal (Dame)	Count	910	719	1629
Total (Rural)	%	55.9	44 1	100





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

Service Provide	ers	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	279	76	203	101	18	398
7 001 (1 010.1)	%	70.1	19.1	51	25.4	4.5	100
Aircel (Urban)	Count	155	46	109	48	5	208
(%	74.5	22.1	52.4	23.1	2.4	100
Aircel (Rural)	Count	124	30	94	53	13	190
7 001 (1 tu. u.)	%	65.3	15.8	49.5	27.9	6.8	100
Airtel (Total)	Count	364	99	265	24	8	396
(%	91.9	25	66.9	6.1	2	100
Airtel (Urban)	Count	251	70	181	10	2	263
((%	95.4	26.6	68.8	3.8	0.8	100
Airtel (Rural)	Count	113	29	84	14	6	133
7(1 (4.4.4.)	%	85	21.8	63.2	10.5	4.5	100
BSNL (Total)	Count	326	97	229	66	19	411
BOITE (Total)	%	79.3	23.6	55.7	16.1	4.6	100
BSNL (Urban)	Count	204	71	133	40	2	246
BOINE (OIBAII)	%	83	28.9	54.1	16.3	0.8	100
BSNL (Rural)	Count	122	26	96	26	17	165
DOINE (INUIAI)	%	74	15.8	58.2	15.8	10.3	100
Cheers (Total)	Count	166	55	111	66	1	233
Circeis (Total)	%	71.2	23.6	47.6	28.3	0.4	100
Cheere (Lirban)	Count	163	54	109	56	0	219
Cheers (Urban)	%	74.5	24.7	49.8	25.6	0.0	100
Observe (Domest)	Count	3	1	2	10	1	14
Cheers (Rural)	%	21.4	7.1	14.3	71.4	7.1	100
/=	Count	276	41	235	116	17	409
Idea (Total)	%	67.5	10	57.5	28.4	4.2	100
	Count	161	27	134	45	11	217
Idea (Urban)	%	74.2	12.4	61.8	20.7	5.1	100
	Count	115	14	101	71	6	192
Idea (Rural)	%	59.9	7.3	52.6	37	3.1	100
	Count	344	165	179	46	11	401
MTS (Total)	%	85.7	41.1	44.6	11.5	2.7	100
	Count	246	140	106	11	1	258
MTS (Urban)	%	95.4	54.3	41.1	4.3	0.4	100
	Count	98	25	73	35	10	143
MTS (Rural)	%	68.5	17.5	51	24.5	7	100
	Count	376	137	239	50	5	431
Rel Com (total)	%	87.3	31.8	55.5	11.6	1.2	100
	_						
Rel Com (urban)	Count %	270	114	156 50.3	37	<u>3</u> 1	310
	Count	87.1 106	36.8 23	83	11.9 13	2	100 121
Rel Com (rural)	%				_		
. ,	% Count	87.6	19	68.6	10.7	1.7	100
Rel Tel (Total)	%	348	82	266	72 16.6	15	435
. ,		80	18.9	61.1	16.6	3.4	100
Rel Tel (Urban)	Count	226	53	173	59	5	290
. ,	%	78	18.3	59.7	20.3	1.7	100
Rel Tel (Rural)	Count	122	29	93	13	10	145
, ,	%	84.1	20	64.1	9	6.9	100
S Tel (Total)	Count	277	71	206	117	10	404
,/	%	68.6	17.6	51	29	2.5	100
S Tel (Urban)	Count	172	37	135	72	8	252
- (%	68.3	14.7	53.6	28.6	3.2	100
S Tel (Rural)	Count	105	34	71	45	2	152
- 10. (1 talal)	%	69.1	22.4	46.7	29.6	1.3	100
TTSL (Total)	Count	293	65	228	111	8	412
. 10L (10tal)	%	71.1	15.8	55.3	26.9	1.9	100
TTSL (Urban)	Count	231	55	176	96	6	333
TIGE (UIDAII)	%	69.4	16.5	52.9	28.8	1.8	100
. ,	Count	62	10	52	15	2	79
TTSL (Rural)	Count	02	10	02	.0	_	7.5





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

Service Provider		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Unings (total)	Count	278	64	214	100	10	388
Uninor (total)	%	71.7	16.5	55.2	25.8	2.6	100
Uninor (urban)	Count	173	49	124	58	3	234
Offitior (urbarr)	%	73.9	20.9	53	24.8	1.3	100
I Ininar (rural)	Count	105	15	90	42	7	154
Uninor (rural)	%	68.1	9.7	58.4	27.3	4.5	100
\/adafana (tatal\	Count	308	64	244	72	4	384
Vodafone (total)	%	80.2	16.7	63.5	18.8	1	100
Vodafone (urban)	Count	203	50	153	38	2	243
vodalone (urban)	%	83.6	20.6	63	15.6	0.8	100
\/adafana (rural\	Count	105	14	91	34	2	141
Vodafone (rural)	%	74.4	9.9	64.5	24.1	1.4	100
Total /Total)	Count	3635	1016	2619	941	126	4702
Total (Total)	%	77.3	21.6	55.7	20	2.7	100
Total (Urban)	Count	2455	766	1689	570	48	3073
Total (Urban)	%	79.9	24.9	55	18.5	1.6	100
Total (Dural)	Count	1180	250	930	371	78	1629
Total (Rural)	%	72.4	15.3	57.1	22.8	4.8	100





BILLING RELATED - PREPAID CUSTOMERS

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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	297	63	234	57	13	367
Alloci (Total)	%	81	17.2	63.8	15.5	3.5	100
Aircel (Urban)	Count	168	34	134	12	4	184
7 tiloci (Olbali)	%	91.3	18.5	72.8	6.5	2.2	100
Aircel (Rural)	Count	129	29	100	45	9	183
, ,	% Count	70.4 333	15.8 97	54.6	24.6	4.9 9	100
Airtel (Total)	Count %	89.5	26.1	236 63.4	30 8.1	2.4	372 100
	Count	228	62	166	8	3	239
Airtel (Urban)	%	95.4	25.9	69.5	3.3	1.3	100
Alista L (Daniel)	Count	105	35	70	22	6	133
Airtel (Rural)	%	78.9	26.3	52.6	16.5	4.5	100
BSNL (Total)	Count	287	91	196	30	16	333
BOINE (Total)	%	86.2	27.3	58.9	9	4.8	100
BSNL (Urban)	Count	183	67	116	14	4	201
_ 3 (5.641)	%	91	33.3	57.7	7	2	100
BSNL (Rural)	Count	104	24	80	16	12	132
	% Count	78.8 230	18.2 83	60.6 147	12.1 1	9.1	100 231
Cheers (Total)	%	99.5	35.9	63.6	0.4	0.0	100
	Count	217	82	135	0.4	0.0	217
Cheers (Urban)	%	100	37.8	62.2	0.0	0.0	100
Oh (Damel)	Count	13	1	12	1	0	14
Cheers (Rural)	%	92.8	7.1	85.7	7.1	0.0	100
Idea (Total)	Count	316	41	275	37	9	362
idea (Total)	%	87.3	11.3	76	10.2	2.5	100
Idea (Urban)	Count	165	27	138	17	5	187
(%	88.2	14.4	73.8	9.1	2.7	100
Idea (Rural)	Count %	151 86.3	14 8	137	20	2.3	175
	Count	324	155	78.3 169	11.4 51	2.3 14	100 389
MTS (Total)	%	83.2	39.8	43.4	13.1	3.6	100
	Count	235	129	106	17	4	256
MTS (Urban)	%	91.8	50.4	41.4	6.6	1.6	100
MTS (Rural)	Count	89	26	63	34	10	133
WT3 (Kulai)	%	66.9	19.5	47.4	25.6	7.5	100
Rel Com (total)	Count	355	121	234	28	3	386
rior com (total)	%	91.9	31.3	60.6	7.3	0.8	100
Rel Com (urban)	Count	268	108	160	17	1	286
	% Count	93.7 87	37.8 13	55.9 74	5.9 11	0.3	100 100
Rel Com (rural)	%	87	13	74	11	2	100
D.I.T.I.(T.: 1)	Count	354	82	272	47	18	419
Rel Tel (Total)	%	84.5	19.6	64.9	11.2	4.3	100
Rel Tel (Urban)	Count	234	52	182	36	7	277
iver ret (Olban)	%	84.5	18.8	65.7	13	2.5	100
Rel Tel (Rural)	Count	120	30	90	11	11	142
	%	84.5	21.1	63.4	7.7	7.7	100
S Tel (Total)	Count	317	84	233	68	7	392
. ,	% Count	80.8 206	21.4 45	59.4 161	17.3 37	1.8 6	100 249
S Tel (Urban)	%	82.8	18.1	64.7	14.9	2.4	100
07.45	Count	111	39	72	31	1	143
S Tel (Rural)	%	77.6	27.3	50.3	21.7	0.7	100
	Count	362	65	297	27	6	395
TTSL (Total)	%	91.7	16.5	75.2	6.8	1.5	100
	Count	303	59	244	20	5	328
TTSL (Urban)	%	92.4	18	74.4	6.1	1.5	100
TTSL (Rural)	Count %	59	6	53	7	1	67
· ,	/0	88.1	9	79.1	10.4	1.5	100



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

Service Provider	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Unings (total)	Count	282	58	224	90	8	380
Uninor (total)	%	74.2	15.3	58.9	23.7	2.1	100
Uningr (urban)	Count	179	46	133	50	2	231
Uninor (urban)	%	77.5	19.9	57.6	21.6	0.9	100
Uninor (rural)	Count	103	12	91	40	6	149
	%	69.2	8.1	61.1	26.8	4	100
\/adafana (tatal\	Count	345	60	285	22	3	370
Vodafone (total)	%	93.2	16.2	77	5.9	0.8	100
\/adafana (urban)	Count	218	44	174	16	2	236
Vodafone (urban)	%	92.3	18.6	73.7	6.8	0.8	100
\/adafana /rural\	Count	127	16	111	6	1	134
Vodafone (rural)	%	94.7	11.9	82.8	4.5	0.7	100
Total (Total)	Count	3802	1000	2802	488	106	4396
Total (Total)	%	86.4	22.7	63.7	11.1	2.4	100
Total (Urban)	Count	2604	755	1849	244	43	2891
Total (Urban)	%	90.1	26.1	64	8.4	1.5	100
Total (Burrel)	Count	1198	245	953	244	63	1505
Total (Rural)	%	79.6	16.3	63.3	16.2	4.2	100





4(b). Please specif	y the reason(s	s) for your diss	atisfaction. [AS	K THIS QUESTION	ONLY IF 1 OR 2 IS	S CODED IN	Q4(a)]
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aircel (Total)	Count	20	49	17	3	0	71
7 11 001 (1 0101)	%	28.2	69	23.9	4.2	0.0	100
Aircel (Urban)	Count %	8	9	6	1	0	17
, ,	% Count	47.1	52.9	35.3	5.9	0.0	100
Aircel (Rural)	%	12	40	11	2	0	54
	Count	22.2 15	74.1 22	20.4 9	3.7 5	0.0	100 40
Airtel (Total)	%	37.5	55	22.5	12.5	0.0	100
	Count	3	6	5	3	0.0	12
Airtel (Urban)	%	25	50	41.7	25	0.0	100
	Count	12	16	4	2	0	28
Airtel (Rural)	%	42.9	57.1	14.3	7.1	0.0	100
DONII (Tatal)	Count	16	23	14	9	0	47
BSNL (Total)	%	34	48.9	29.8	19.1	0.0	100
BCNI /Lirbon\	Count	6	9	5	2	0	18
BSNL (Urban)	%	33.3	50	27.8	11.1	0.0	100
BSNL (Rural)	Count	10	14	9	7	0	29
DOINE (INUIDI)	%	34.5	48.3	31	24.1	0.0	100
Cheers (Total)	Count	0	1	0	0	0	1
0.10010 (1.0101)	%	0.0	100	0.0	0.0	0.0	100
Cheers (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	1	0	0	0	1
	% Count	0.0	100	0.0	0.0	0.0	100
Idea (Total)	%	13	22	21	13	0	47
· , ,	Count	27.7	46.8	44.7	27.7	0.0	100
Idea (Urban)	%	6 27.3	11 50	10 45.5	6	0.0	22 100
	Count	7	11	11	27.3 7	0.0	25
Idea (Rural)	%	28	44	44	28	0.0	100
	Count	24	33	8	20	0.0	68
MTS (Total)	%	35.3	48.5	11.8	29.4	0.0	100
	Count	13	7	2	5	0	23
MTS (Urban)	%	56.5	30.4	8.7	21.7	0.0	100
MTO (David)	Count	11	26	6	15	0	45
MTS (Rural)	%	24.4	57.8	13.3	33.3	0.0	100
Rel Com (total)	Count	10	15	7	7	0	32
Rei Com (total)	%	31.3	46.9	21.9	21.9	0.0	100
Rel Com (urban)	Count	10	5	3	3	0	19
rter com (diban)	%	52.6	26.3	15.8	15.8	0.0	100
Rel Com (rural)	Count	0	10	4	4	0	13
()	%	0.0	76.9	30.8	30.8	0.0	100
Rel Tel (Total)	Count %	15	42	14	10	0	65
		23.1	64.6	21.5	15.4	0.0	100
Rel Tel (Urban)	Count %	9	33	8	3	0	43
-	Count	20.9	76.7	18.6	7 7	0.0	100
Rel Tel (Rural)	%	6 27.3	9 40.9	6 27.3		0.0	22 100
	Count	11	40.9 61	16	31.8 11	1	78
S Tel (Total)	%	14.1	78.2	20.5	14.1	1.3	100
	Count	10	28	12	8	0	43
S Tel (Urban)	%	23.3	65.1	27.9	18.6	0.0	100
C Tol (Dural)	Count	1	33	4	3	1	35
S Tel (Rural)	%	2.9	94.3	11.4	8.6	2.9	100
TTSL (Total)	Count	6	22	13	7	0	34
113L (10tal)	%	17.6	64.7	38.2	20.6	0.0	100
TTSL (Urban)	Count	5	16	11	4	0	26
TIOL (GIDAII)	%	19.2	61.5	42.3	15.4	0.0	100
TTSL (Rural)	Count	1	6	2	3	0	8
- ()	%	12.5	75	25	37.5	0.0	100





4(b). Please specif	y the reason(s) for your diss	atisfaction. [AS	K THIS QUESTION	ONLY IF 1 OR 2 IS	S CODED IN	Q4(a)]
Service Provider		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Uninor (total)	Count	7	67	31	8	0	100
Offilior (total)	%	7	67	31	8	0.0	100
Uningr (urban)	Count	3	37	16	3	0	53
Uninor (urban)	%	5.7	69.8	30.2	5.7	0.0	100
Linings (susal)	Count	4	30	15	5	0	47
Uninor (rural)	%	8.5	63.8	31.9	10.6	0.0	100
\/adafana (tatal)	Count	4	18	13	4	0	27
Vodafone (total)	%	14.8	66.7	48.1	14.8	0.0	100
\/adafana (urban)	Count	3	12	10	4	0	20
Vodafone (urban)	%	15	60	50	20	0.0	100
\/adafana (rural)	Count	1	6	3	0	0	7
Vodafone (rural)	%	14.3	85.7	42.9	0.0	0.0	100
Total /Total\	Count	141	375	163	97	1	610
Total (Total)	%	23.1	61.5	26.7	15.9	0.2	100
Total (Urban)	Count	76	173	88	42	0	296
Total (Urban)	%	25.7	58.4	29.7	14.2	0.0	100
Total (Bural)	Count	65	202	75	55	1	314
Total (Rural)	%	20.7	64.3	23.9	17.5	0.3	100





Rural Count	ce Providers		Yes	No	Total
(Irotal) % 15.5 84.5 (Iurban) Count 29 155 (Iural) % 15.8 84.2 (Iural) % 15.8 84.2 (Iural) % 15.3 84.7 (Iural) % 15.3 84.7 (Iurban) Count 37 335 (Iurban) Count 23 216 (Iurban) Count 14 1119 (Iurban) Count 12.2 311 (Iurban) Count 10 191 (Iurban) Count 12 120 (Iurban) Count 4 227 (Iurban) Count 60 144 (Iurban) Count 60 144 (Iurban) Count 60 144 (Iurban) Count 60 144 (Iurban) Count 60 312 (Iurban) Count 60 349 (Iurban) Count	T . "	Count	57	310	367
(Urban)	Total)	%			100
((Urban) % 15.8 84.2 ((Rural) Count 28 155 ((Rural) % 15.3 84.7 ((Urban) % 9.9 9.9 90.1 ((Urban) % 9.9 9.9 90.1 ((Urban) % 9.6 9.6 90.4 ((Irban) % 10.5 89.5 ((Irban) % 10.5 89.5 ((Irban) % 10.5 89.5 ((Irban) % 10.5 89.5 ((Irban) % 66.6 93.4 ((Irban) % 5 95 ((Irban) % 5 95 ((Irban) % 5 95 ((Irban) % (Irban) % (Irban) % (Irban) % (Irban) % (Irban) % (Irban) (Irban) % (Irban) (Irban) (Irban) % (Irban) (I					184
(Rural)	Urban)				100
(Rural) % 15.3 84.7 (Total) Count 37 335 (Urban) Count 23 216 % 9.6 90.4 (Rural) Count 14 119 % 10.5 89.5 (Total) Count 12 311 % 6.6 93.4 66.6 (Urban) Count 10 191 % 5 95 5 (Rural) % 5 95 (Rural) % 9.1 90.9 rs (Count) 4 227 % 1.7 98.3 rs (Urban) % 1.8 96.2 rs (Rural) % 1.8 96.2 rs (Rural) % 0.0 100 rs (Rural) % 1.3.8 86.2 (Urban) % 10.2 89.8 (Urban) % 10.2 89.8	5 "				183
Count 37 335 9.9 9.0.1	Rural)				100
(Iotal) % 9.9 9.0.1	F-1-1\				372
(Urban)	ı otal)	%			100
(Urban)	Lab V				239
Rural Count	tel (Urban) tel (Rural) SNL (Total) SNL (Urban) SNL (Rural) teers (Total) teers (Urban) teers (Rural) tea (Total)				100
(Rural) % 10.5 89.5 (Total) Count 22 311 (Urban) % 6.6 93.4 (Urban) Count 10 191 % 5 95 (Rural) Count 12 120 % 9.1 90.9 9 rs (Total) % 1.7 98.3 rs (Urban) Count 4 227 rs (Rural) Count 4 213 % 1.8 98.2 98.2 rs (Rural) Count 0 14 4 % 0.0 100					133
Count Coun	≺ural)				100
Count	—				333
Count 10 191 191	(Iotal)				100
Count 12 120					201
Count 12 120 120 120 120 130 140	(Urban)				100
Count Coun					132
Count A 227	(Rural)				100
Section Sect					231
Count 4 213 214 213 213 213 213 214 214 213 213 213 214	(Total)				100
Section Sect					217
Count Coun	(Urban)				100
Section Sect			+		14
Total Count So So So So So So So S	(Rural)				100
Count 19					362
Count 19	otal)				100
Count State Stat					187
Rural Count 31	Irban)				100
Rural					175
Count 40 349	tural)				100
(Urban) % 10.3 89.7					389
Count Coun	「otal)				100
Warrana Warr					256
Rural) Count 11 122	Jrban)				100
Rural					
Count Coun	Rural)				133
Min (total) % 9.1 90.9					100 386
Count 24 262 262 262 262 263 264 265	m (total)				100
Som (urban) % 8.4 91.6					286
Count 11 89 89 89 89 89 89 89	m (urban)				100
Count Same					100
Count 53 366	m (rural)				100
Count Section Sectio					419
Count 31 246	(Total)				100
Count 22 120 20 20 20 20 20 2					277
(Rural)	(Urban)				
(Rural) % 15.5 84.5	·				100
Total) Count 29 363 % 7.4 92.6 (Urban) Count 18 231 % 7.2 92.8 (Rural) Count 11 132 % 7.7 92.3 (Total) Count 23 372 (Urban) Count 31 372 (Urban) Count 31 310	(Rural)				142
(Urban)	-				100
(Urban) Count 18 231 % 7.2 92.8 (Rural) Count 11 132 % 7.7 92.3 (Total) Count 23 372 % 5.8 94.2 (Urban) Count 18 310	Total)				392
(Urban)	•				100
Count 11 132	(Urban)				249
Rural % 7.7 92.3	. ,				100
(Total) Count 23 372 (Urban) Count 18 310	Rural)				143
(Hrban) % 5.8 94.2 (Hrban) 310	,				100
70 5.6 94.2 (Urban) Count 18 310	Total)				395
	,				100
13/13/11/11	Urban)				328
76 5.5 94.5	Julij				100
(Rural) Count 5 62 % 7.5 92.5	Purol\		5	62	67





Service Providers		Yes	No	Total
I Ininar (total)	Count	36	344	380
Uninor (total)	%	9.5	90.5	100
I Ininar (urban)	Count	21	210	231
Uninor (urban)	%	9.1	90.9	100
Uninor (rural)	Count	15	134	149
	%	10.1	89.9	100
\	Count	29	341	370
Vodafone (total)	%	7.8	92.2	100
\/adafana (urban)	Count	18	218	236
Vodafone (urban)	%	7.6	92.4	100
\/adafana (rural\	Count	11	123	134
Vodafone (rural)	%	8.2	91.8	100
Total (Total)	Count	415	3981	4396
Total (Total)	%	9.4	90.6	100
Total (Urban)	Count	244	2647	2891
Total (Urban)	%	8.4	91.6	100
Total (Dural)	Count	171	1334	1505
Total (Rural)	%	11.4	88.6	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	19	5	14	29	9	57
Alloci (Total)	%	33.4	8.8	24.6	50.9	15.8	100
Aircel (Urban)	Count	11	2	9	16	2	29
7 iii ooi (Oibaii)	%	37.9	6.9	31	55.2	6.9	100
Aircel (Rural)	Count	8	3	5	13	7	28
7 iii ooi (i tarai)	%	28.6	10.7	17.9	46.4	25	100
Airtel (Total)	Count	20	4	16	12	5	37
7 til tol (1 otal)	%	54	10.8	43.2	32.4	13.5	100
Airtel (Urban)	Count	16	2	14	6	1	23
7 lintor (Orbari)	%	69.6	8.7	60.9	26.1	4.3	100
Airtel (Rural)	Count	4	2	2	6	4	14
7 tirtor (Ttarai)	%	28.6	14.3	14.3	42.9	28.6	100
BSNL (Total)	Count	11	0	11	6	5	22
DOINE (Total)	%	50	0.0	50	27.3	22.7	100
BSNL (Urban)	Count	6	0	6	2	2	10
BSINL (UIDAII)	%	60	0.0	60	20	20	100
DCNII (Durral)	Count	5	0	5	4	3	12
BSNL (Rural)	%	41.7	0.0	41.7	33.3	25	100
Observe (Tella)	Count	1	0	1	3	0	4
Cheers (Total)	%	25	0.0	25	75	0.0	100
	Count	1	0	1	3	0	4
Cheers (Urban)	%	25	0.0	25	75	0.0	100
	Count	0	0	0	0	0	0
Cheers (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	13	1	12	31	6	50
Idea (Total)	%	26	2	24	62	12	100
	Count	3	0	3	12	4	19
Idea (Urban)	%	15.8	0.0	15.8	63.2	21.1	100
	Count	10	1	9	19	2	31
Idea (Rural)	%	32.2	3.2	29	61.3		
	Count	13	2	11	24	6.5 3	100 40
MTS (Total)	%						
		32.5	5	27.5	60	7.5	100
MTS (Urban)	Count %	7	0	7	19	3	29
		24.1	0.0	24.1	65.5	10.3	100
MTS (Rural)	Count	6	2	4	5	0	11
	%	54.6	18.2	36.4	45.5	0.0	100
Rel Com (total)	Count	23	6	17	12	0	35
	%	65.7	17.1	48.6	34.3	0.0	100
Rel Com (urban)	Count	15	6	9	9	0	24
rtor corr (arearr)	%	62.5	25	37.5	37.5	0.0	100
Rel Com (rural)	Count	8	0	8	3	0	11
	%	72.7	0.0	72.7	27.3	0.0	100
Rel Tel (Total)	Count	25	5	20	23	5	53
. tor (rotal)	%	47.1	9.4	37.7	43.4	9.4	100
Rel Tel (Urban)	Count	15	2	13	14	2	31
To To (Olbail)	%	48.4	6.5	41.9	45.2	6.5	100
Rel Tel (Rural)	Count	10	3	7	9	3	22
itel lei (itulai)	%	45.4	13.6	31.8	40.9	13.6	100
S Tel (Total)	Count	13	2	11	14	2	29
o rei (roial)	%	44.8	6.9	37.9	48.3	6.9	100
C Tol /Linbora	Count	8	2	6	9	1	18
S Tel (Urban)	%	44.4	11.1	33.3	50	5.6	100
C Tol (Descrit)	Count	5	0	5	5	1	11
S Tel (Rural)	%	45.5	0.0	45.5	45.5	9.1	100
TTOL /T : "	Count	13	2	11	8	2	23
TTSL (Total)	%	56.5	8.7	47.8	34.8	8.7	100
	Count	10	2	8	7	1	18
TTSL (Urban)	%	55.5	11.1	44.4	38.9	5.6	100
	Count	3	0	3	1	1	5
TTSL (Rural)	%		0.0		20	20	
	/0	60	0.0	60	20	20	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	15	3	12	16	5	36
Offilior (total)	%	41.6	8.3	33.3	44.4	13.9	100
Uninor (urban)	Count	10	2	8	10	1	21
Offition (urbari)	%	47.6	9.5	38.1	47.6	4.8	100
Linings (susal)	Count	5	1	4	6	4	15
Uninor (rural)	%	33.4	6.7	26.7	40	26.7	100
\/a-lafa-a (tatal)	Count	16	4	12	8	5	29
Vodafone (total)	%	55.2	13.8	41.4	27.6	17.2	100
\/adafana (urban)	Count	12	4	8	3	3	18
Vodafone (urban)	%	66.6	22.2	44.4	16.7	16.7	100
\/adafana /rural\	Count	4	0	4	5	2	11
Vodafone (rural)	%	36.4	0.0	36.4	45.5	18.2	100
Total (Total)	Count	182	34	148	186	47	415
Total (Total)	%	43.9	8.2	35.7	44.8	11.3	100
Total (Unban)	Count	114	22	92	110	20	244
Total (Urban)	%	46.7	9	37.7	45.1	8.2	100
Total (Burrel)	Count	68	12	56	76	27	171
Total (Rural)	%	39.7	7	32.7	44.4	15.8	100





5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total		
Aircel (Total)	Count	301	64	237	56	10	367		
Alicei (Total)	%	82	17.4	64.6	15.3	2.7	100		
Aircel (Urban)	Count	171	33	138	10	3	184		
7 tiloci (Olbali)	%	92.9	17.9	75	5.4	1.6	100		
Aircel (Rural)	Count	130	31	99	46	7	183		
7 001 (1 turus)	%	71	16.9	54.1	25.1	3.8	100		
Airtel (Total)	Count	344	88	256	22	6	372		
,	%	92.5	23.7	68.8	5.9	1.6	100		
Airtel (Urban)	Count %	230	52	178	8	1	239		
		96.3	21.8	74.5	3.3	0.4	100		
Airtel (Rural)	Count %	114	36	78	14	5	133		
	% Count	85.7	27.1	58.6	10.5	3.8	100		
BSNL (Total)	%	292	89	203	29	12	333		
	Count	87.7	26.7	61	8.7	3.6	100		
BSNL (Urban)	%	188	60	128	11	2	201		
	% Count	93.6 104	29.9 29	63.7 75	5.5 18	1 10	100 132		
BSNL (Rural)	%	78.8	29	56.8	13.6	7.6	100		
	Count	208	66	142	20	3	231		
Cheers (Total)	%	90.1	28.6	61.5	8.7	1.3	100		
	Count	198	65	133	16	3	217		
Cheers (Urban)	%	91.3	30	61.3	7.4	1.4	100		
	Count	10	1	9	4	0	14		
Cheers (Rural)	%	71.4	7.1	64.3	28.6	0.0	100		
Idea (Total)	Count	314	37	277	40	8	362		
	%	86.7	10.2	76.5	11	2.2	100		
	Count	162	21	141	20	5	187		
Idea (Urban)	%	86.6	11.2	75.4	10.7	2.7	100		
	Count	152	16	136	20	3	175		
Idea (Rural)	%	86.8	9.1	77.7	11.4	1.7	100		
14TO (T))	Count	333	137	196	46	10	389		
MTS (Total)	%	85.6	35.2	50.4	11.8	2.6	100		
NATO (111)	Count	245	113	132	11	0	256		
MTS (Urban)	%	95.7	44.1	51.6	4.3	0.0	100		
MATO (D)	Count	88	24	64	35	10	133		
MTS (Rural)	%	66.1	18	48.1	26.3	7.5	100		
Dal Care (tatal)	Count	364	103	261	20	2	386		
Rel Com (total)	%	94.3	26.7	67.6	5.2	0.5	100		
Dal Cam (urban)	Count	276	89	187	8	2	286		
Rel Com (urban)	%	96.5	31.1	65.4	2.8	0.7	100		
Rel Com (rural)	Count	88	14	74	12	0	100		
Rei Com (rurai)	%	88	14	74	12	0.0	100		
Rel Tel (Total)	Count	372	69	303	37	10	419		
Rei Tei (Totai)	%	88.8	16.5	72.3	8.8	2.4	100		
Rel Tel (Urban)	Count	250	44	206	25	2	277		
Not for (Olban)	%	90.3	15.9	74.4	9	0.7	100		
Rel Tel (Rural)	Count	122	25	97	12	8	142		
(Italai)	%	85.9	17.6	68.3	8.5	5.6	100		
S Tel (Total)	Count	316	75	241	70	6	392		
- 101 (10tal)	%	80.6	19.1	61.5	17.9	1.5	100		
S Tel (Urban)	Count	207	40	167	38	4	249		
(5.541)	%	83.2	16.1	67.1	15.3	1.6	100		
S Tel (Rural)	Count	109	35	74	32	2	143		
	%	76.2	24.5	51.7	22.4	1.4	100		
TTSL (Total)	Count	364	56	308	28	3	395		
(: - : : :)	%	92.2	14.2	78	7.1	0.8	100		
TTSL (Urban)	Count	305	48	257	21	2	328		
(-:30)	%	93	14.6	78.4	6.4	0.6	100		
TTSL (Rural)	Count	59	8	51	7	1	67		
i i OL (ixuiai)	%	88	11.9	76.1	10.4	1.5	100		





5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total			
Uniper (total)	Count	345	42	303	28	7	380			
Uninor (total)	%	90.8	11.1	79.7	7.4	1.8	100			
Uningr (urban)	Count	216	31	185	13	2	231			
Uninor (urban)	%	93.5	13.4	80.1	5.6	0.9	100			
Uninor (rural)	Count	129	11	118	15	5	149			
	%	86.6	7.4	79.2	10.1	3.4	100			
\/ -f(t-t- \)	Count	344	48	296	22	4	370			
Vodafone (total)	%	93	13	80	5.9	1.1	100			
\/adafana (umban)	Count	218	33	185	15	3	236			
Vodafone (urban)	%	92.4	14	78.4	6.4	1.3	100			
\/adafana (mumal)	Count	126	15	111	7	1	134			
Vodafone (rural)	%	94	11.2	82.8	5.2	0.7	100			
Total (Total)	Count	3897	874	3023	418	81	4396			
Total (Total)	%	88.7	19.9	68.8	9.5	1.8	100			
Total (Urban)	Count	2666	629	2037	196	29	2891			
Total (Urban)	%	92.3	21.8	70.5	6.8	1	100			
Total (Donal)	Count	1231	245	986	222	52	1505			
Total (Rural)	%	81.8	16.3	65.5	14.8	3.5	100			





		s for your dissatisfac	I	Delay in		
Service Providers		Lack of complete information about the offer	Charges/Services not as per the offer	activation of recharge	Non availability of all denomination recharge coupon	Tota
Aircel (Total)	Count	19	45	17	0	66
7 11 001 (1 010.1)	%	28.8	68.2	25.8	0.0	100
Aircel (Urban)	Count	6	7	5	0	13
	%	46.2	53.8	38.5	0.0	100
Aircel (Rural)	Count	13	38	12	0	53
oo: (: ta.a.)	%	24.5	71.7	22.6	0.0	100
Airtel (Total)	Count	9	20	8	1	28
runtor (Total)	%	32.1	71.4	28.6	3.6	100
Airtel (Urban)	Count	1	8	5	0	9
Tirtor (Orbari)	%	11.1	88.9	55.6	0.0	100
Airtel (Rural)	Count	8	12	3	1	19
Airtei (Kuiai)	%	42.1	63.2	15.8	5.3	100
DONII (Tatal)	Count	15	22	9	11	41
BSNL (Total)	%	36.6	53.7	22	26.8	100
DONE (LEG)	Count	4	5	4	5	13
BSNL (Urban)	%	30.8	38.5	30.8	38.5	100
20NII /D "	Count	11	17	5	6	28
BSNL (Rural)	%	39.3	60.7	17.9	21.4	100
	Count	23	0	0	0	23
Cheers (Total)	%	100	0.0	0.0	0.0	100
	Count	19	0.0	0.0	0.0	19
Cheers (Urban)	%	100	0.0	0.0	0.0	100
Cheers (Rural)	Count	4	0.0	0.0	0.0	4
	%	100	0.0	0.0	0.0	
	Count					100
dea (Total)	%	10	32	20	6	48
	Count	20.8	66.7	41.7	12.5	100
dea (Urban)	%	6	18	10	2	25
		24	72	40	8	100
dea (Rural)	Count	4	14	10	4	23
	%	17.4	60.9	43.5	17.4	100
MTS (Total)	Count	16	34	14	7	56
	%	28.6	60.7	25	12.5	100
MTS (Urban)	Count	3	6	4	0	11
	%	27.3	54.5	36.4	0.0	100
MTS (Rural)	Count	13	28	10	7	45
wito (itala)	%	28.9	62.2	22.2	15.6	100
Rel Com(total)	Count	3	17	8	1	22
Nei Com(total)	%	13.6	77.3	36.4	4.5	100
Dal agreem (code age)	Count	2	6	3	1	10
Rel.comm.(urban)	%	20	60	30	10	100
2-1-0(1)	Count	1	11	5	0	12
Rel Com(rural)	%	8.3	91.7	41.7	0.0	100
	Count	11	29	15	6	47
Rel Tel (Total)	%	23.4	61.7	31.9	12.8	100
· · · · ·	Count	5	20	9	2	27
Rel Tel (Urban)	%	18.5	74.1	33.3	7.4	100
	Count	6	9	6	4	20
Rel Tel (Rural)	%	30	45	30	20	100
	Count	19	52	11	7	76
S Tel (Total)	%	25	68.4	14.5	9.2	100
	Count		23	9		
STel (Urban)	%	13			6	42
		31	54.8	21.4	14.3	100
S Tel (Rural)	Count	6	29	2	1	34
. ,	%	17.6	85.3	5.9	2.9	100
TTSL (Total)	Count	10	20	9	3	31
()	%	32.3	64.5	29	9.7	100
TTSL (Urban)	Count	9	14	6	1	23
(5.15411)	%	39.1	60.9	26.1	4.3	100
TSL (Rural)	Count	1	6	3	2	8
i i OL (itulal)	%	12.5	75	37.5	25	100





B5 (d). Please specify	B5 (d). Please specify the reasons for your dissatisfaction										
Service Providers		Lack of complete information about the offer	Charges/Services not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Total					
Uninor (total)	Count	9	26	9	3	35					
Offinor (total)	%	25.7	74.3	25.7	8.6	100					
Uninor (urban)	Count	4	11	5	0	15					
Chinor (dibari)	%	26.7	73.3	33.3	0.0	100					
Uninor (rural)	Count	5	15	4	3	20					
Offinor (rural)	%	25	75	20	15	100					
Vodafone (total)	Count	9	16	10	1	26					
vodalone (total)	%	34.6	61.5	38.5	3.8	100					
Vodafone (urban)	Count	6	12	7	1	18					
voualone (urban)	%	33.3	66.7	38.9	5.6	100					
Vodafone (rural)	Count	3	4	3	0	8					
vouaione (rurai)	%	37.5	50	37.5	0.0	100					
Total (Total)	Count	153	313	130	46	499					
Total (Total)	%	30.7	62.7	26.1	9.2	100					
Total (Urban)	Count	78	130	67	18	225					
Total (Orball)	%	34.7	57.8	29.8	8	100					
Total (Rural)	Count	75	183	63	28	274					
Total (Kurai)	%	27.4	66.8	23	10.2	100					





call?				
Service Providers		Yes	No	Total
ircel (Total)	Count	175	192	367
inoci (Total)	%	47.7	52.3	100
ircel (Urban)	Count	107	77	184
dicer (Orban)	%	58.2	41.8	100
Aircel (Rural)	Count	68	115	183
uroci (italai)	%	37.2	62.8	100
Airtel (Total)	Count	181	191	372
	%	48.7	51.3	100
Airtel (Urban)	Count	119	120	239
	%	49.8	50.2	100
Airtel (Rural)	Count	62	71	133
. ,	%	46.6	53.4	100
SNL (Total)	Count %	185	148	333
		55.6	44.4	100
BSNL (Urban)	Count	128	73	201
	% Count	63.7 57	36.3 75	100 132
SSNL (Rural)				
•	% Count	43.2 192	56.8 39	100 231
Cheers (Total)	%	83.1	16.9	100
	Count	179	38	217
Cheers (Urban)	%	82.5	17.5	100
	Count	13	17.5	14
Cheers (Rural)	%	92.9	7.1	100
	Count	178	184	362
dea (Total)	%	49.2	50.8	100
	Count	80	107	187
dea (Urban)	%	42.8	57.2	100
	Count	98	77	175
dea (Rural)	%	56	44	100
	Count	194	195	389
MTS (Total)	%	49.9	50.1	100
	Count	169	87	256
MTS (Urban)	%	66	34	100
	Count	25	108	133
MTS (Rural)	%	18.8	81.2	100
	Count	213	173	386
Rel Com (total)	%	55.2	44.8	100
	Count	176	110	286
Rel Com (urban)	%	61.5	38.5	100
	Count	37	63	100
Rel Com (rural)	%	37	63	100
	Count	214	205	419
Rel Tel (Total)	%	51.1	48.9	100
S.I.T. I. ""	Count	154	123	277
Rel Tel (Urban)	%	55.6	44.4	100
=	Count	60	82	142
Rel Tel (Rural)	%	42.3	57.7	100
X	Count	166	226	392
S Tel (Total)	%	42.3	57.7	100
	Count	114	135	249
STel (Urban)	%	45.8	54.2	100
	Count	52	91	143
S Tel (Rural)	%	36.4	63.6	100
	Count	185	210	395
TSL (Total)	%	46.8	53.2	100
	Count	161	167	328
TSL (Urban)	%	49.1	50.9	100
	Count	24	43	67
TSL (Rural)	%	35.8	64.2	100
	Count	169	211	380
Jninor (total)	%	44.5	55.5	100
	Count	92	139	231
Jninor (urban)			60.2	100
minor (dibari)	1 %			
Jninor (rural)	% Count	39.8 77	72	149





5(e). Did you get int	formation rega	rding call duration, amount o	deducted for call and balance	e in the account after every
Service Providers		Yes	No	Total
Vodafone (total)	Count	161	209	370
vodalone (total)	%	43.5	56.5	100
Vodafone (urban)	Count	92	144	236
	%	39	61	100
Vodafone (rural)	Count	69	65	134
vouaione (rurai)	%	51.5	48.5	100
Total (Total)	Count	2213	2183	4396
Total (Total)	%	50.3	49.7	100
Total (Umbara)	Count	1571	1320	2891
Total (Urban)	%	54.3	45.7	100
Total (Bural)	Count	642	863	1505
Total (Rural)	%	42.7	57.3	100







BILLING RELATED - POSTPAID CUSTOMERS

6. How satisfied are			eliver vour bills	?			
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	30	0	30	1	0	31
,	% Count	96.8	0.0	96.8	3.2	0.0	100
Aircel (Urban)	%	23 95.8	0	23	1	0.0	24
	Count	95.6	0.0	95.8 7	4.2 0	0.0	100 7
Aircel (Rural)	%	100	0.0	100	0.0	0.0	100
	Count	24	0.0	24	0.0	0.0	24
Airtel (Total)	%	100	0.0	100	0.0	0.0	100
	Count	24	0	24	0	0	24
Airtel (Urban)	%	100	0.0	100	0.0	0.0	100
A'mt a L (Damal)	Count	0	0	0	0	0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
DONI (Tatal)	Count	74	0	74	4	0	78
BSNL (Total)	%	94.9	0.0	94.9	5.1	0.0	100
BSNL (Urban)	Count	45	0	45	0	0	45
DOINE (UIDAII)	%	100.0	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	29	0	29	4	0	33
DOINE (INdial)	%	87.9	0.0	87.9	12.1	0.0	100
Cheers (Total)	Count	2	0	2	0	0	2
encore (rotal)	%	100	0.0	100	0.0	0.0	100
Cheers (Urban)	Count	2	0	2	0	0	2
()	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
, ,	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	46 97.9	0	46 97.9	1	0.0	47
Idea (Urban)	Count	30	0.0	30	2.1 0	0.0	100 30
	%	100	0.0	100	0.0	0.0	100
	Count	16	0.0	16	1	0.0	17
Idea (Rural)	%	94.1	0.0	94.1	5.9	0.0	100
	Count	12	0	12	0	0	12
MTS (Total)	%	100.0	0.0	100	0.0	0.0	100
	Count	2	0	2	0	0	2
MTS (Urban)	%	100.0	0.0	100	0.0	0.0	100
MTC (Durel)	Count	10	0	10	0	0	10
MTS (Rural)	%	100.0	0.0	100	0.0	0.0	100
Pol Com (total)	Count	44	2	42	1	0	45
Rel Com (total)	%	97.7	4.4	93.3	2.2	0.0	100
Rel Com (urban)	Count	23	0	23	1	0	24
rtor com (arban)	%	95.8	0.0	95.8	4.2	0.0	100
Rel Com (rural)	Count	21	2	19	0	0	21
	%	100.0	9.5	90.5	0.0	0.0	100
Rel Tel (Total)	Count	15	0	15	1	0	16
	%	93.8	0.0	93.8	6.3	0.0	100
Rel Tel (Urban)	Count %	12 92.3	0.0	12 92.3	1 7.7	0.0	13
	Count	92.3	0.0	92.3	7.7 0	0.0	100 3
Rel Tel (Rural)	%	100.0	0.0	100	0.0	0.0	100
	Count	11	0.0	11	1	0.0	12
S Tel (Total)	%	91.7	0.0	91.7	8.3	0.0	100
0.7.1 (1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	Count	3	0	3	0.5	0.0	3
S Tel (Urban)	%	100.0	0.0	100	0.0	0.0	100
C T-1 (D!\	Count	8	0	8	1	0	9
S Tel (Rural)	%	88.9	0.0	88.9	11.1	0.0	100
TTCL (Total)	Count	17	0	17	0	0	17
TTSL (Total)	%	100.0	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	5	0	5	0	0	5
TIOL (OIDAII)	%	100.0	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	12	0	12	0	0	12
	%	100.0	0.0	100	0.0	0.0	100





6. How satisfied are	e you with th	e time taken to de	eliver your bills'	?			
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	7	0	7	1	0	8
Offilior (total)	%	87.5	0.0	87.5	12.5	0.0	100
Uninor (urban)	Count	3	0	3	0	0	3
Official (urbari)	%	100.0	0.0	100	0.0	0.0	100
Uniper (rurel)	Count	4	0	4	1	0	5
Uninor (rural)	%	80.0	0.0	80	20	0.0	100
Vodafone (total)	Count	13	1	12	1	0	14
vouaione (total)	%	92.8	7.1	85.7	7.1	0.0	100
\/adafana (urban)	Count	6	1	5	1	0	7
Vodafone (urban)	%	85.7	14.3	71.4	14.3	0.0	100
\/adafana (rural)	Count	7	0	7	0	0	7
Vodafone (rural)	%	100.0	0.0	100	0.0	0.0	100
Total /Total)	Count	295	3	3	11	0	306
Total (Total)	%	96.4	1	1	3.6	0.0	100
Total (Urban)	Count	178	1	1	4	0	182
Total (Urban)	%	97.8	0.5	0.5	2.2	0.0	100
Total (Dural)	Count	117	2	2	7	0	124
Total (Rural)	%	94.3	1.6	1.6	5.6	0.0	100







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

understand	understandability?						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	30	0	30	1	0	31
7 tiloci (Total)	%	96.8	0.0	96.8	3.2	0.0	100
Aircel (Urban)	Count	23	0	23	1	0	24
(%	95.8	0.0	95.8	4.2	0.0	100
Aircel (Rural)	Count %	7	0	7	0	0	7
	Count	100.0 24	0.0	100	0.0	0.0	100
Airtel (Total)	%	100.0	0.0	24 100	0.0	0.0	24 100
	Count	24	0.0	24	0.0	0.0	24
Airtel (Urban)	%	100.0	0.0	100	0.0	0.0	100
	Count	0	0.0	0	0.0	0.0	0
Airtel (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	75	1	74	3	0	78
BSNL (Total)	%	96.2	1.3	94.9	3.8	0.0	100
	Count	45	0	45	0	0	45
BSNL (Urban)	%	100.0	0.0	100	0.0	0.0	100
DONII (D. 1)	Count	30	1	29	3	0	33
BSNL (Rural)	%	90.9	3	87.9	9.1	0.0	100
Chaora (T-t-1)	Count	2	0	2	0	0	2
Cheers (Total)	%	100	0.0	100	0.0	0.0	100
Chaara (Lirban)	Count	2	0	2	0	0	2
Cheers (Urban)	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
Crieers (Rurai)	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	46	0	46	1	0	47
luea (Total)	%	97.9	0.0	97.9	2.1	0.0	100
Idea (Urban)	Count	30	0	30	0	0	30
idea (Olbail)	%	100	0.0	100	0.0	0.0	100
Idea (Rural)	Count	16	0	16	1	0	17
idod (i tarai)	%	94.1	0.0	94.1	5.9	0.0	100
MTS (Total)	Count	12	0	12	0	0	12
- (,	%	100	0.0	100	0.0	0.0	100
MTS (Urban)	Count	2	0	2	0	0	2
, ,	%	100	0.0	100	0.0	0.0	100
MTS (Rural)	Count	10	0	10	0	0	10
, ,	% Count	100	0.0	100	0.0	0.0	100
Rel Com (total)	%	97.7	2	42	1	0.0	45
	Count	23	4.4	93.3	2.2	0.0	100
Rel Com (urban)	%	95.8	0.0	23 95.8	4.2	0.0	24
	Count	21	2	19	0	0.0	100 21
Rel Com (rural)	%	100	9.5	90.5	0.0	0.0	100
	Count	16	0	16	0.0	0.0	16
Rel Tel (Total)	%	100	0.0	100	0.0	0.0	100
B. I. T	Count	13	0	13	0	0	13
Rel Tel (Urban)	%	100	0.0	100	0.0	0.0	100
Data in	Count	3	0	3	0	0	3
Rel Tel (Rural)	%	100	0.0	100	0.0	0.0	100
C Tol /Total	Count	12	0	12	0	0	12
S Tel (Total)	%	100	0.0	100	0.0	0.0	100
S Tel (Urban)	Count	3	0	3	0	0	3
o rei (Olbaii)	%	100	0.0	100	0.0	0.0	100
S Tel (Rural)	Count	9	0	9	0	0	9
o roi (italai)	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	17	0	17	0	0	17
. 10L (10tal)	%	100	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	5	0	5	0	0	5
(018411)	%	100	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	12	0	12	0	0	12
- ()	%	100	0.0	100	0.0	0.0	100





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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	7	0	7	1	0	8
Offition (total)	%	87.5	0.0	87.5	12.5	0.0	100
Uninor (urban)	Count	3	0	3	0	0	3
Offition (dibari)	%	100	0.0	100	0.0	0.0	100
Uninor (rural)	Count	4	0	4	1	0	5
Offitior (rural)	%	80	0.0	80	20	0.0	100
Vodafone (total)	Count	14	2	12	0	0	14
vouaione (total)	%	100	14.3	85.7	0.0	0.0	100
Vodafone (urban)	Count	7	1	6	0	0	7
vouaione (urban)	%	100	14.3	85.7	0.0	0.0	100
\/adafana (rural)	Count	7	1	6	0	0	7
Vodafone (rural)	%	100	14.3	85.7	0.0	0.0	100
Total (Total)	Count	299	5	294	7	0	306
Total (Total)	%	97.7	1.6	96.1	2.3	0.0	100
Total (Urban)	Count	180	1	179	2	0	182
Total (Urban)	%	98.9	0.5	98.4	1.1	0.0	100
Total (Dural)	Count	119	4	115	5	0	124
Total (Rural)	%	95.9	3.2	92.7	4	0.0	100





Difficult to understand the language Difficult to und	7(b). Please specify the	he reason(s)	for your dissatisfa	ction. [ASK THIS QL	JESTION ONLY IF 1 OR 2 IS CODED	IN Q7(a)]
Arcel (Total) % 0.0.0 0.0 100 100 100 100 Aircel (Urban) 6 0.0 0 0.0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Service Providers		understand the		minutes of usage of local, STD, ISD calls and charges thereon	Total
Aircel (Urban) Aircel (Rural) Count O O O O O O O O O O O O O	Aircel (Total)					
Aircel ((Vibran) %						
Aircel (Rural) Aircel (Rural) Secont O O O O O O O O O O O O O O O O O O O	Aircel (Urban)		_			•
Airtel (Total)						
Airiel (Total)	Aircel (Rural)	%	0.0			0.0
Airles (Urban)	Airtel (Total)		0	0	0	0
Airtel (Urban)	Alitei (Total)					
Airtel (Rural)	Airtel (Urban)		_			
Arrea (Kural)						
BSNL (Total) Court 3	Airtel (Rural)		_	-		
BSNL (Total) % 100 0.0 0.0 100 100						
BSNL (Urban) Count	BSNL (Total)					
BSNL (Rural)	DONE (Let)					
Sent_Roral %	BSNL (Urban)	%	0.0	0.0	0.0	0.0
Cheers (Total) Cheers (Urban) Cheers (Urban)	BSNI (Rural)					
Cheers (Total) % 0.0 <	DOI (I (I (ala))					
Cheers (Urban) % 0.0 0.0 0.0 0.0 Cheers (Rural) % 0.0 0.0 0.0 0.0 Cheers (Rural) % 0.0 0.0 0.0 0.0 Idea (Total) Count 1 0 0 0 1 Idea (Urban) Count 0	Cheers (Total)		_	-		
Cheers (Urban) % 0.0 0.0 0.0 0.0 Cheers (Rural) % 0.0 0.0 0.0 0.0 0.0 Idea (Total) Count 1 0 0 0.0 0.0 Idea (Urban) Count 1 0 0 0 0 Idea (Rural) % 100 0.0 0.0 0.0 0.0 MTS (Urban) Count 0 0 0 0 0 0 MTS (Urban) % 0.0 0.0 0.0 0.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <td>` ,</td> <td></td> <td></td> <td></td> <td></td> <td></td>	` ,					
Cheers (Rural) Count % 0 0 0 0 Idea (Total) Count % 1 0 0 1 Idea (Total) Count % 100 0.0 0.0 10 Idea (Urban) Count % 0.0 0.0 0.0 0.0 Idea (Rural) Count % 10 0 0 0 0 MTS (Total) Count % 100 0.0 0.0 0.0 100 MTS (Total) Count % 0.0 0.0 0.0 0.0 0 0 MTS (Urban) Count % 0.0	Cheers (Urban)		_	-	· ·	
Cheers (Rural) % 0.0 0.0 0.0 0.0 0.0 0.0 0.0 1 dear (Total) % 100 0.0 0.0 100						
Idea (Total)	Cheers (Rural)		_			
Total Count Coun	Idea (Total)					
Idea (Urban) % 0.0 0.0 0.0 0.0 Idea (Rural) Count 1 0 0 1 % 100 0.0 0.0 100 MTS (Total) Count 0 0 0 0 MTS (Urban) Count 0 0 0 0 0 MTS (Rural) Count 0 0 0 0 0 0 MTS (Rural) Count 0		%	100	0.0	0.0	100
Idea (Rural)	ldea (Urban)		0	0	0	0
Idea (Rural) % 100 0.0 0.0 100 100 MTS (Total) % 0.0						
MTS (Total) % 100 0.0 0.0 0.0 0.0 0.0 0.0	ldea (Rural)					
MTS (Total) % 0.0 0.0 0.0 0.0 MTS (Urban) Count 0 0 0 0 0 MTS (Rural) Count 0 0 0 0 0 MTS (Rural) Count 0 0 0 0 0 Rel Com(total) Count 0 1 1 1 1 Rel.comm.(urban) Count 0 100 100 100 100 Rel.comm.(urban) Count 0 1 1 1 1 1 Rel.comm.(urban) Count 0 100<	ldea (Rural)					
MTS (Urban) Count % 0 0 0 0 MTS (Rural) Count % 0 0 0 0 0 MTS (Rural) Count % 0.0 0.0 0.0 0.0 Rel Com(total) Count % 0 1 1 1 1 Rel Com(total) Count % 0 100 100 100 100 100 Rel Com(total) Count % 0 0 1 <td< td=""><td>MTS (Total)</td><td></td><td>_</td><td>-</td><td></td><td></td></td<>	MTS (Total)		_	-		
MTS (Urban) % 0.0 0.0 0.0 0.0 MTS (Rural) Count 0 0 0 0 0 Rel Com(total) Count 0 1 1 1 1 Rel Com(total) Count 0 100 100 100 100 Rel Com(urban) Count 0 1 1 1 1 1 Rel Com(rural) Count 0 100 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
MTS (Rural) % 0.0 0.0 0.0 0.0 0.0 0.0	MTS (Urban)		_			
Rel Com(total)	MTC (Durol)	Count	0	0	0	0
Rel Com(total) % 0.0 100 100 100 Rel.comm.(urban) Count 0 1 1 1 1 Rel Com(rural) Count 0 0 0 0 0 Rel Tel (Total) Count 0 0 0 0 0 Rel Tel (Urban) Count 0 0 0 0 0 0 Rel Tel (Urban) Count 0	MTS (Rurai)		0.0	0.0	0.0	0.0
Rel.comm.(urban) Count O	Rel Com(total)					
Rel.comm.(urban) % 0.0 100 100 100 Rel Com(rural) Count 0 0 0 0 0 Rel Tel (Total) Count 0 0 0 0 0 0 Rel Tel (Urban) Count 0	- 10. 00(1010.)					
Rel Com(rural) Count	Rel.comm.(urban)					
Rel Com(rural) % 0.0 0.0 0.0 0.0 Rel Tel (Total) Count 0 0 0 0 0 Rel Tel (Urban) Count 0						
Rel Tel (Total) Count % 0 0 0 0 Rel Tel (Urban) Count 0 0 0 0 0 0 Rel Tel (Rural) Count 0 0	Rel Com(rural)		_	-		
Rel Tel (Iotal) % 0.0 0.0 0.0 0.0 Rel Tel (Urban) Count 0 0 0 0 0 Rel Tel (Rural) Count 0 0 0 0 0 0 Rel Tel (Rural) Count 0	D-1 T-1 /T-1-1\					
Rel Tel (Urban) Count / % 0 0 0 Rel Tel (Rural) Count / % 0.0 0.0 0.0 Rel Tel (Rural) Count / % 0.0 0.0 0.0 S Tel (Total) Count / % 0.0 0.0 0.0 S Tel (Urban) Count / % 0.0 0.0 0.0 S Tel (Rural) Count / % 0.0 0.0 0.0 S Tel (Rural) Count / % 0.0 0.0 0.0 TTSL (Total) Count / % 0.0 0.0 0.0 TTSL (Urban) Count / % 0.0 0.0 0.0 TTSL (Pural) Count / % 0.0 0.0 0.0 TTSL (Pural) Count / % 0.0 0.0 0.0	Kel lel (lotal)	%				
Rel Tel (Rural) Count O O O O O O O O O	Rel Tel (Lirban)		0	0	0	0
Ref Tel (Rural) % 0.0 0.0 0.0 0.0 0.0 0.0	itel lei (Ulball)					
S Tel (Total) Count O O O O O O O O O	Rel Tel (Rural)					
STel (Iotal) % 0.0 0.0 0.0 0.0 0.0	,,					
S Tel (Urban) Count % 0 0 0 0 S Tel (Rural) Count % 0 0 0 0 0 0 TTSL (Total) Count % 0	S Tel (Total)					
STel (Urban) % 0.0 0.0 0.0 S Tel (Rural) Count 0 0 0 0 TTSL (Total) Count 0 0 0 0 0 TTSL (Urban) Count 0 0 0 0 0 TTSL (Pural) Count 0 0 0 0 0 TTSL (Pural) Count 0 0 0 0 0						
S Tel (Rural) Count /% 0 0 0 0 TTSL (Total) Count / % 0 0 0 0 0 0 TTSL (Total) Count / % 0.0 0.0 0.0 0.0 0.0 TTSL (Urban) Count / % 0.0 0.0 0.0 0.0 0.0 TTSL (Pural) Count / % 0 0 0 0 0	S Tel (Urban)					
STEI (Rural) % 0.0 0.0 0.0 0.0 0.0 TTSL (Total) Count 0 0 0 0 0 0 TTSL (Urban) Count 0 0 0 0 0 0 TTSL (Rural) Count 0 0 0 0 0 0 TTSL (Rural) Count 0 0 0 0 0 0 TTSL (Rural) Count 0 TTSL	C.T1 /D:::!\					
TTSL (Purel) Count 0 0.0 0.0 0.0	S Tel (Rural)	%	0.0	0.0	0.0	0.0
TTSL (Urban) Count 0 0 0 0 0 Count 0 0 0 0 Count 0 0 0 0 0 TTSL (Purpl) Count 0 0 0 0 0	TTSL (Total)			-	_	
TISL (Urban) % 0.0 0.0 0.0 0.0 0.0	TIOL (Total)					
TTSL (Purel) Count 0 0 0 0 0	TTSL (Urban)					
	- ()					
1.76	TTSL (Rural)	%	0.0	0.0	0.0	0.0



7(b). Please specify th	e reason(s)	for your dissatisfa	ction. [ASK THIS QU	IESTION ONLY IF 1 OR 2 IS CODED	IN Q7(a)]
Service Providers		Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Total
Uninor (total)	Count	0	0	1	1
Offilior (total)	%	0.0	0.0	100	100
Uninor (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Lining on (munch)	Count	0	0	1	1
Uninor (rural)	%	0.0	0.0	100	100
\/== =f====(t=t= \	Count	0	0	0	0
Vodafone (total)	%	0.0	0.0	0.0	0.0
\/== =f====(===)	Count	0	0	0	0
Vodafone (urban)	%	0.0	0.0	0.0	0.0
\/adafana (rural)	Count	0	0	0	0
Vodafone (rural)	%	0.0	0.0	0.0	0.0
Total /Total)	Count	4	1	3	7
Total (Total)	%	57.1	14.3	42.9	100
Total (Huban)	Count	0	1	2	2
Total (Urban)	%	0.0	50	100	100
Total (Dural)	Count	4	0	1	5
Total (Rural)	%	80	0.0	20	100





Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	30	0	30	1	0	31
Aircel (Total)	%	96.8	0.0	96.8	3.2	0.0	100
Aircel (Urban)	Count	23	0	23	1	0	24
Alleer (Olbail)	%	95.8	0.0	95.8	4.2	0.0	100
Aircel (Rural)	Count	7	0	7	0	0	7
/ incor (i tarai)	%	100	0.0	100	0.0	0.0	100
Airtel (Total)	Count	24	0	24	0	0	24
	%	100	0.0	100	0.0	0.0	100
Airtel (Urban)	Count	24	0	24	0	0	24
, ,	%	100	0.0	100	0.0	0.0	100
Airtel (Rural)	Count %	0	0	0	0	0	0
` '	% Count	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	%	74 94.9	0.0	74	4	0.0	78
	Count			94.9	5.1		100
BSNL (Urban)	%	45 100	0.0	45	0.0	0.0	45
	Count	29	0.0	100		0.0	100
BSNL (Rural)	%	87.9	0.0	29 87.9	4 12.1	0.0	33 100
	Count	2	0.0	2	0	0.0	2
Cheers (Total)	%	100	0.0	100	0.0	0.0	100
	Count	2	0.0	2	0.0	0.0	2
Cheers (Urban)	%	100	0.0	100	0.0	0.0	100
	Count	0	0.0	0	0.0	0.0	0
Cheers (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
Idoa (Total)	Count	46	0.0	46	1	0	47
	%	97.9	0.0	97.9	2.1	0.0	100
Idoa (Lirban)	Count	30	0	30	0	0	30
	%	100	0.0	100	0.0	0.0	100
	Count	16	0	16	1	0	17
Idea (Rural)	%	94.1	0.0	94.1	5.9	0.0	100
	Count	12	0	12	0	0	12
MTS (Total)	%	100	0.0	100	0.0	0.0	100
MTO (List)	Count	2	0	2	0	0	2
MTS (Urban)	%	100	0.0	100	0.0	0.0	100
MTC (D. mal)	Count	10	0	10	0	0	10
MTS (Rural)	%	100	0.0	100	0.0	0.0	100
Rel Com (total)	Count	44	2	42	1	0	45
Rei Com (total)	%	97.7	4.4	93.3	2.2	0.0	100
Rel Com (urban)	Count	23	0	23	1	0	24
rter com (urban)	%	95.8	0.0	95.8	4.2	0.0	100
Rel Com (rural)	Count	21	2	19	0	0	21
rter com (raiai)	%	100	9.5	90.5	0.0	0.0	100
Rel Tel (Total)	Count	16	0	16	0	0	16
	%	100	0.0	100	0.0	0.0	100
Rel Tel (Urban)	Count	13	0	13	0	0	13
(2.22)	%	100	0.0	100	0.0	0.0	100
Rel Tel (Rural)	Count	3	0	3	0	0	3
(%	100	0.0	100	0.0	0.0	100
S Tel (Total)	Count	12	0	12	0	0	12
` '	%	100	0.0	100	0.0	0.0	100
S Tel (Urban)	Count	3	0	3	0	0	3
. ,	%	100	0.0	100	0.0	0.0	100
S Tel (Rural)	Count	9	0	9	0	0	9
. ,	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	17	0	17	0	0	17
	%	100	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	5	0	5	0	0	5
` '	% Count	100	0.0	100	0.0	0.0	100
	Count	12	0	12	0	0	12





8(a). How satisfied	are you with t	he accuracy and	d completeness	of the bills?			
Service Provider	4	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	7	0	7	1	0	8
Official (total)	%	87.5	0.0	87.5	12.5	0.0	100
Uningr (urban)	Count	3	0	3	0	0	3
Uninor (urban)	%	100	0.0	100	0.0	0.0	100
Linings (musel)	Count	4	0	4	1	0	5
Uninor (rural)	%	80	0.0	80	20	0.0	100
\/adafana (tatal)	Count	14	2	12	0	0	14
Vodafone (total)	%	100	14.3	85.7	0.0	0.0	100
\/adafana (urban)	Count	7	1	6	0	0	7
Vodafone (urban)	%	100	14.3	85.7	0.0	0.0	100
\/adafana (rural)	Count	7	1	6	0	0	7
Vodafone (rural)	%	100	14.3	85.7	0.0	0.0	100
Total (Total)	Count	298	4	294	8	0	306
Total (Total)	%	97.4	1.3	96.1	2.6	0.0	100
Total (Urban)	Count	180	1	179	2	0	182
Total (Urban)	%	98.9	0.5	98.4	1.1	0.0	100
Total (Demail)	Count	118	3	115	6	0	124
Total (Rural)	%	95.1	2.4	92.7	4.8	0.0	100





Service Providers		Charged for calls/services not	Tariff plan changed	Charged for value added services not	Tota
		made/used	without information	subscribed	
Aircel (Total)	Count	1	0	0	1
uroci (Total)	%	100	0.0	0.0	100
Aircel (Urban)	Count	1	0	0	1
anoor (Orban)	%	100	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0
uroci (i tarai)	%	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0
-tirter (Total)	%	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0
unter (Orbari)	%	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0
-titter (ittalai)	%	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	4	0	4
SOIVE (Total)	%	0.0	100	0.0	100
3SNL (Urban)	Count	0	0	0	0
JOINE (OIDAII)	%	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	4	0	4
JOINE (INUIAI)	%	0.0	100	0.0	100
Cheers (Total)	Count	0	0	0	0
Sileers (Total)	%	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0	0	0	0
cheers (Orban)	%	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
dea (Total)	Count	0	1	0	1
	%	0.0	100	0.0	100
dea (Urban)	Count	0	0	0	0
dea (Urban)	%	0.0	0.0	0.0	0.0
dea (Urban) dea (Rural)	Count	0	1	0	1
dea (Rurai)	%	0.0	100	0.0	100
MTO (Tabal)	Count	0	0	0	0
MTS (Total)	%	0.0	0.0	0.0	0.0
4TO (111)	Count	0	0	0	0
MTS (Urban)	%	0.0	0.0	0.0	0.0
	Count	0	0	0	0
MTS (Rural)	%	0.0	0.0	0.0	0.0
	Count	1	0	1	2
Rel Com(total)	%	50	0.0	50	100
	Count	1	0	1	2
Rel.comm.(urban)	%	50	0.0	50	100
	Count	0	0	0	0
Rel Com(rural)	%	0.0	0.0	0.0	0.0
> 1 T 1 / T : "	Count	0	0	0	0
Rel Tel (Total)	%	0.0	0.0	0.0	0.0
	Count	0	0	0	0
Rel Tel (Urban)	%	0.0	0.0	0.0	0.0
	Count	0	0	0	0
Rel Tel (Rural)	%	0.0	0.0	0.0	0.0
	Count	0	0	0	0
S Tel (Total)	%	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0
Tel (Urban)	%	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0
S Tel (Rural)	%	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0
TSL (Total)	%	0.0	0.0	0.0	0.0
			1	0.0	0.0
	Count				
ITSL (Urban)	Count	0	0		
TSL (Urban)	% Count	0.0	0.0	0.0	0.0





Service Providers		Charged for calls/services not made/used	Tariff plan changed without information	Charged for value added services not subscribed	Total
Uninor (total)	Count	1	0	0	1
	%	100	0.0	0.0	100
Uninor (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Uninor (rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
Vodafone (total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Total (Total)	Count	5	1	3	8
	%	62.5	12.5	37.5	100
Total (Urban)	Count	0	1	2	2
	%	0.0	50	100	100
Total (Rural)	Count	5	0	1	6
	%	83.3	0.0	16.7	100





Service Providers		Yes	No	Total
	Count	3	28	31
Aircel (Total) Aircel (Urban)	%	9.7	90.3	100
	Count	2	22	24
	%	8.3	91.7	100
Aircel (Rural)	Count	1	6	7
	%	14.3	85.7	100
Airtel (Total)	Count	2	22	24
	%	8.3	91.7	100
Airtel (Urban)	Count	2	22	24
	%	8.3	91.7	100
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	5	73	78
	%	6.4	93.6	100
BSNL (Urban) BSNL (Rural)	Count	0	45	45
	%	0.0	100	100
	Count	5	28	33
	%	15.2	84.8	100
Cheers (Total)	Count	0	2	2
	%	0.0	100	100
Cheers (Urban)	Count	0	2	2
	%	0.0	100	100
Cheers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count %	1	46	47
	* *	2.1	97.9	100
	Count %	0	30	30
Idea (Rural)	Count	0.0 1	100 16	100 17
	%	5.9	94.1	100
MTS (Total)	Count	0	12	12
	%	0.0	100	100
	Count	0.0	2	2
MTS (Urban)	%	0.0	100	100
	Count	0	10	10
MTS (Rural)	%	0.0	100	100
Rel Com (total) Rel Com (urban) Rel Com (rural) Rel Tel (Total)	Count	0	45	45
	%	0.0	100	100
	Count	0	24	24
	%	0.0	100	100
	Count	0	21	21
	%	0.0	100	100
	Count	0	16	16
	%	0.0	100	100
Rel Tel (Urban)	Count	0	13	13
	%	0.0	100	100
Rel Tel (Rural) S Tel (Total)	Count	0	3	3
	%	0.0	100	100
	Count	3	9	12
o rei (rolai)	%	25	75	100
S Tel (Urban)	Count	0	3	3
o rei (Olban)	%	0.0	100	100
S Tel (Rural)	Count	3	6	9
o rei (Ruial)	%	33.3	66.7	100
TTSL (Total)	Count	0	17	17
	%	0.0	100	100
TTSL (Urban)	Count	0	5	5
TIGE (GIDAII)	%	0.0	100	100
TTCI /Dal\	Count	0	12	12
TTSL (Rural)	%	0.0	100	100





9(a). Have you made	any billing re	ated complaints in the last 6 r	months?	
Service Providers		Yes	No	Total
Lininar (tatal)	Count	1	7	8
Uninor (total)	%	12.5	87.5	100
Uningr (urban)	Count	0	3	3
Uninor (urban)	%	0.0	100	100
Linings (sussel)	Count	1	4	5
Uninor (rural)	%	20	80	100
\/adafana (tatal)	Count	2	12	14
Vodafone (total)	%	14.3	85.7	100
\/adafana (urban)	Count	0	7	7
Vodafone (urban)	%	0.0	100	100
\/adafana (mumal)	Count	2	5	7
Vodafone (rural)	%	28.6	71.4	100
Total /Total)	Count	17	289	306
Total (Total)	%	5.6	94.4	100
Total (Urban)	Count	4	178	182
Total (Urban)	%	2.2	97.8	100
Total (Bural)	Count	13	111	124
Total (Rural)	%	10.5	89.5	100





		Overall	A-Very			D-Very	
Service Providers		satisfied= (A+B)	Satisfied	B-Satisfied	C-Dissatisfied	Dissatisfied	Total
Aircel (Total)	Count	2	0	2	1	0	3
, aroor (Total)	%	66.7	0.0	66.7	33.3	0.0	100.0
Aircel (Urban)	Count	1	0	1	1	0	2
, (C)	%	50.0	0.0	50.0	50.0	0.0	100.0
Aircel (Rural)	Count	1	0	1	0	0	1
/oo: (: ta.a.)	%	100.0	0.0	100.0	0.0	0.0	100.0
Airtel (Total)	Count	2	0	0	0	0	2
, antor (Total)	%	100.0	0.0	0.0	0.0	0.0	100.0
Airtel (Urban)	Count	2	0	2	0	0	2
ruiter (Orbari)	%	100.0	0.0	100.0	0.0	0.0	100.0
Airtel (Rural)	Count	0	0	0	0	0	0
Airtei (Itulai)	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	2	0	2	3	0	5
DOINE (TOTAL)	%	40.0	0.0	40.0	60.0	0.0	100.0
DCNI /Lirbon	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNI (Dural)	Count	2	0	2	3	0	5
BSNL (Rural)	%	40.0	0.0	40.0	60.0	0.0	100.0
Observe (Total)	Count	0	0	0	0	0	0
Cheers (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Cheers (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Cheers (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	1	0	1
Idea (Total)	%	0.0	0.0	0.0	100.0	0.0	100.0
Idea (Urban)	Count	0.0	0.0	0.0	0	0.0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	1	0.0	
Idea (Rural)	%	0.0	0.0	0.0	-	0.0	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Count			-	100.0		100.0
MTS (Total)	%	0	0	0	0	0	0
		0.0	0.0	0.0	0.0	0.0	0.0
MTS (Urban)	Count %	0	0	0	0	0	0
		0.0	0.0	0.0	0.0	0.0	0.0
MTS (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (urban)	Count	0	0	0	0	0	0
to: com (andam)	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	0	0	0	0	0	0
rtor ror (rotal)	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Urban)	Count	0	0	0	0	0	0
(Olball)	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Rural)	Count	0	0	0	0	0	0
(Nuidi)	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	3	1	2	0	0	3
o rei (TOlai)	%	100.0	33.3	66.7	0.0	0.0	100.0
S Tol (Urban)	Count	0	0	0	0	0	0
S Tel (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
2 T-1 (D 1)	Count	3	1	2	0	0	3
S Tel (Rural)	%	100.0	33.3	66.7	0.0	0.0	100.0
	Count	0	0	0	0	0	0
TTSL (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
TTSL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Rural)	%	U	0.0	0.0	0.0	0.0	0.0





9(b). How satisfied	9(b). How satisfied are you with the process of resolution of billing complaints?						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	1	0	0	0	0	1
Uninoi (total)	%	100.0	0.0	0.0	0.0	0.0	100.0
Uninor (urban)	Count	0	0	0	0	0	0
` ′ %	%	0.0	0.0	0.0	0.0	0.0	0.0
Linings (susal)	Count	1	0	0	0	0	1
Uninor (rural)	%	100.0	0.0	0.0	0.0	0.0	100.0
\/adafana (tatal)	Count	2	0	0	0	0	2
Vodafone (total)	%	100.0	0.0	0.0	0.0	0.0	100.0
\/adafana (umban)	Count	0	0	0	0	0	0
Vodafone (urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
\/adafaaa (m.mal\	Count	2	0	0	0	0	2
Vodafone (rural)	%	100.0	0.0	0.0	0.0	0.0	100.0
Total (Total)	Count	12	1	11	5	0	17
Total (Total)	%	70.6	5.9	64.7	29.4	0.0	100.0
Total (Urban)	Count	3	0	3	1	0	4
Total (Urban)	%	75.0	0.0	75.0	25.0	0.0	100.0
Total (Donal)	Count	9	1	8	4	0	13
Total (Rural)	%	69.2	7.7	61.5	30.8	0.0	100.0





HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

Service Providers		Yes	No	Total
	Count	131	267	398
ircel (Total)	%	32.9	67.1	100
	Count	69	139	208
ircel (Urban)	%	33.2	66.8	100
	Count	62	128	190
ircel (Rural)	%	32.6	67.4	100
·	Count	47	349	396
irtel (Total)	%	11.9	88.1	100
Part of All July and	Count	30	233	263
irtel (Urban)	%	11.4	88.6	100
intel (Dural)	Count	17	116	133
irtel (Rural)	%	12.8	87.2	100
SNL (Total)	Count	61	350	411
SINL (TOTAL)	%	14.8	85.2	100
SNL (Urban)	Count	28	218	246
OINE (OIDAII)	%	11.4	88.6	100
BSNL (Rural)	Count	33	132	165
OINE (INUIAI)	%	20	80	100
Cheers (Total)	Count	28	205	233
mooro (Total)	%	12	88	100
Cheers (Urban)	Count	26	193	219
oriccio (Cibari)	%	11.9	88.1	100
Cheers (Rural)	Count	2	12	14
oneers (rearar)	%	14.3	85.7	100
dea (Total)	Count	88	321	409
	%	21.5	78.5	100
dea (Urban)	Count	45	172	217
	%	20.7	79.3	100
ldea (Rural)	Count	43	149	192
	%	22.4	77.6	100
/ITS (Total)	Count	80	321	401
	%	20	80	100
/ITS (Urban)	Count	45	213	258
	%	17.4	82.6	100
/ITS (Rural)	Count %	35	108	143
	Count	24.5	75.5	100
Rel Com (total)	%	60 13.9	371 86.1	431 100
	% Count	43	267	310
Rel Com (urban)	%	13.9	86.1	100
	Count	17	104	121
Rel Com (rural)	%	14	86	100
	Count	97	338	435
tel Tel (Total)	%	22.3	77.7	100
	Count	66	224	290
el Tel (Urban)	%	22.8	77.2	100
	Count	31	114	145
el Tel (Rural)	%	21.4	78.6	100
	Count	115	289	404
Tel (Total)	%	28.5	71.5	100
T 1 411	Count	67	185	252
Tel (Urban)	%	26.6	73.4	100
T 1 (D	Count	48	104	152
Tel (Rural)	%	31.6	68.4	100
	Count	54	358	412
TSL (Total)	%	13.1	86.9	100
	Count	39	294	333
TSL (Urban)	%	11.7	88.3	100
TSL (Rural)	Count	15	64	79





10. In the last 6 mon	iths, have you	contacted customer care/ hel	pline/ call centre of your serv	rice provider?
Service Providers		Yes	No	Total
Linings (total)	Count	59	329	388
Uninor (total)	%	15.2	84.8	100
Lininar (urban)	Count	34	200	234
Uninor (urban)	%	14.5	85.5	100
Linings (susal)	Count	25	129	154
Uninor (rural)	%	16.2	83.8	100
\/adafana (tatal)	Count	40	344	384
Vodafone (total)	%	10.4	89.6	100
\/adafana (urban)	Count	26	217	243
Vodafone (urban)	%	10.7	89.3	100
\/adafana (mumal)	Count	14	127	141
Vodafone (rural)	%	9.9	90.1	100
Total /Total)	Count	860	3842	4702
Total (Total)	%	18.3	81.7	100
Total (Urban)	Count	518	2555	3073
Total (Urban)	%	16.9	83.1	100
Total (Bural)	Count	342	1287	1629
Total (Rural)	%	21	79	100





Overall							
Service Provide	ers	satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	55	4	51	60	16	131
Alicei (Tolai)	%	42	3.1	38.9	45.8	12.2	100
Aircel (Urban)	Count	34	2	32	26	9	69
Alicei (Olbali)	%	49.3	2.9	46.4	37.7	13	100
Aircel (Rural)	Count	21	2	19	34	7	62
Allcei (Itulai)	%	33.8	3.2	30.6	54.8	11.3	100
Airtel (Total)	Count	28	4	24	13	6	47
Airtor (Total)	%	59.6	8.5	51.1	27.7	12.8	100
Airtel (Urban)	Count	21	4	17	8	1	30
Alitei (Olbali)	%	70	13.3	56.7	26.7	3.3	100
Airtel (Rural)	Count	7	0	7	5	5	17
Alitei (Kulai)	%	41.2	0.0	41.2	29.4	29.4	100
DCNI (Total)	Count	20	1	19	24	17	61
BSNL (Total)	%	32.7	1.6	31.1	39.3	27.9	100
DCNI (Lirbon)	Count	13	0	13	9	6	28
BSNL (Urban)	%	46.4	0.0	46.4	32.1	21.4	100
DONIL (Decret)	Count	7	1	6	15	11	33
BSNL (Rural)	%	21.2	3	18.2	45.5	33.3	100
Ob (T + 1)	Count	20	1	19	8	0	28
Cheers (Total)	%	71.5	3.6	67.9	28.6	0.0	100
	Count	19	1	18	7	0	26
Cheers (Urban)	%	73	3.8	69.2	26.9	0.0	100
	Count	1	0	1	1	0	2
Cheers (Rural)	%	50	0.0	50	50	0.0	100
	Count	36	0	36	38	14	88
Idea (Total) %		40.9	0.0	40.9	43.2	15.9	100
	Count	17	0.0	17	21	7	45
Idea (Urban)	%	37.8	0.0	37.8	46.7	15.6	100
	Count	19	0.0	19	17	7	43
dea (Pural)	%	44.2	0.0	44.2	39.5	16.3	100
70	Count	33	7	26	39.5	16	80
MTS (Total)	%	41.3	8.8	32.5	38.8	20	100
	Count	27	5	22	13	5	45
MTS (Urban)	%	60	11.1	48.9	28.9	<u>5</u> 11.1	100
	Count	6	2		28.9 18	11.1	
MTS (Rural)	%	17.1	5.7	11.4	51.4	31.4	35
							100
Rel Com (total)	Count %	32	1	31	23	5	60
		53.4	1.7	51.7	38.3	8.3	100
Rel Com (urban)	Count	23	0	23	17	3	43
. ,	%	53.5	0.0	53.5	39.5	7	100
Rel Com (rural)	Count	9	1 5.0	8	6	2	17
. ,	%	53	5.9	47.1	35.3	11.8	100
Rel Tel (Total)	Count	49	9	40	33	15	97
(/	%	50.5	9.3	41.2	34	15.5	100
Rel Tel (Urban)	Count	38	6	32	19	9	66
(- (,	%	57.6	9.1	48.5	28.8	13.6	100
Rel Tel (Rural)	Count	11	3	8	14	6	31
	%	35.5	9.7	25.8	45.2	19.4	100
S Tel (Total)	Count	53	1	52	55	7	115
- 151 (10tai)	%	46.1	0.9	45.2	47.8	6.1	100
S Tel (Urban)	Count	38		38	23	6	67
C TOT (CIDATI)	%	56.7		56.7	34.3	9	100
S Tel (Rural)	Count	15	1	14	32	1	48
o rei (Ruiai)	%	31.3	2.1	29.2	66.7	2.1	100
TTCL /Total\	Count	29	4	25	20	5	54
TTSL (Total)	%	53.7	7.4	46.3	37	9.3	100
TTO: (U.S.)	Count	21	2	19	14	4	39
TTSL (Urban)	%	53.8	5.1	48.7	35.9	10.3	100
	Count	8	2	6	6	1	15
TTSL (Rural)	%	53.3	13.3	40	40	6.7	100





11. How satisfied a	1. How satisfied are you with the ease of access of call centre/customer care or helpline?							
Service Provider	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total	
Uninor (total)	Count	24	0	24	29	6	59	
Offilior (total)	%	40.7	0.0	40.7	49.2	10.2	100	
Uningr (urban)	Count	17	0	17	15	2	34	
Uninor (urban)	%	50	0.0	50	44.1	5.9	100	
Linings (musel)	Count	7	0	7	14	4	25	
Uninor (rural)	%	28	0.0	28	56	16	100	
\/adafana (tatal)	Count	20	4	16	15	5	40	
Vodafone (total)	%	50	10	40	37.5	12.5	100	
Vadafana (urban)	Count	15	3	12	8	3	26	
Vodafone (urban)	%	57.7	11.5	46.2	30.8	11.5	100	
\/adafana (rural\	Count	5	1	4	7	2	14	
Vodafone (rural)	%	35.7	7.1	28.6	50	14.3	100	
Total (Total)	Count	399	36	363	349	112	860	
Total (Total)	%	46.4	4.2	42.2	40.6	13	100	
Total (Urban)	Count	283	23	260	180	55	518	
Total (Urban)	%	54.6	4.4	50.2	34.7	10.6	100	
Total (Dural)	Count	116	13	103	169	57	342	
Total (Rural)	%	33.9	3.8	30.1	49.4	16.7	100	





12. How satisfied a	re you with	the ease of getti	ng an option f	or "talking to a	customer care ex	ecutive"?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	55	6	49	62	14	131
7 til col (Total)	%	42	4.6	37.4	47.3	10.7	100
Aircel (Urban)	Count	33	3	30	29	7	69
	%	47.8	4.3	43.5	42	10.1	100
Aircel (Rural)	Count	22	3	19	33	7	62
	%	35.4	4.8	30.6	53.2	11.3	100
Airtel (Total)	Count	27	5	22	13	7	47
. ,	%	57.4	10.6	46.8	27.7	14.9	100
Airtel (Urban)	Count	21	4	17	7	2	30
. , ,	% Count	70	13.3	56.7	23.3	6.7	100
Airtel (Rural)		6	1 5.0	5	6	5	17
. ,	%	35.3	5.9	29.4	35.3	29.4	100
BSNL (Total)	Count %	21	3	18	23	16	60
		35	5	30	38.3	26.7	100
BSNL (Urban)	Count	14	0	14	9	5	28
, ,	%	50	0.0	50	32.1	17.9	100
BSNL (Rural)	Count	7	3	4	14	11	32
. ,	%	21.9	9.4	12.5	43.8	34.4	100
Cheers (Total)	Count	16	1	15	12	0	28
. ,	%	57.2	3.6	53.6	42.9	0.0	100
Cheers (Urban)	Count	15	1	14	11	0	26
. ,	%	57.6	3.8	53.8	42.3	0.0	100
Cheers (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Idea (Total)	Count	37	0	37	36	14	87
	%	42.5	0.0	42.5	41.4	16.1	100
ldea (Urban)	Count	19	0	19	19	7	45
	%	42.2	0.0	42.2	42.2	15.6	100
ldea (Rural)	Count	18	0	18	17	7	42
	%	42.9	0.0	42.9	40.5	16.7	100
MTS (Total)	Count	36	4	32	28	16	80
	%	45	5	40	35	20	100
MTS (Urban)	Count	28	3	25	11	6	45
	%	62.3	6.7	55.6	24.4	13.3	100
MTS (Rural)	Count	8	1	7	17	10	35
	%	22.9	2.9	20	48.6	28.6	100
Rel Com (total)	Count	35	0	35	20	5	60
	%	58.3	0.0	58.3	33.3	8.3	100
Rel Com (urban)	Count	25	0	25	15	3	43
	%	58.1	0.0	58.1	34.9	7	100
Rel Com (rural)	Count	10	0	10	5	2	17
· · · · /	%	58.8	0.0	58.8	29.4	11.8	100
Rel Tel (Total)	Count %	52	7	45	32	13	97
. ,		53.6	7.2	46.4	33	13.4	100
Rel Tel (Urban)	Count %	38	3	35	21	7	66
. ,		57.5	4.5	53	31.8	10.6	100
Rel Tel (Rural)	Count	14	4	10	11	6	31
	%	45.2	12.9	32.3	35.5	19.4	100
S Tel (Total)	Count %	52	4	48	55	8	115
	% Count	45.2 36	3.5 1	41.7	47.8 24	7	100 67
S Tel (Urban)	%			35			
	% Count	53.7	1.5	52.2	35.8	10.4	100
S Tel (Rural)	%	16	3	13	31	1	48
	% Count	33.4	6.3	27.1	64.6	2.1	100
TTSL (Total)	%	32	3	29	18	4	54
		59.3	5.6	53.7	33.3	7.4	100
TTSL (Urban)	Count %	21	2	19	15	3	39
. ,		53.8	5.1	48.7	38.5	7.7	100
TTSL (Rural)	Count	11	1	10	3	1	15
. ,	%	73.4	6.7	66.7	20	6.7	100





12. How satisfied a	12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	27	1	26	26	6	59
Offition (total)	%	45.8	1.7	44.1	44.1	10.2	100
Uningr (urban)	Count	18	0	18	14	2	34
Uninor (urban)	%	52.9	0.0	52.9	41.2	5.9	100
Uninor (rural)	Count	9	1	8	12	4	25
	%	36	4	32	48	16	100
Vodafone (total)	Count	23	3	20	13	4	40
vouaione (ioiai)	%	57.5	7.5	50	32.5	10	100
\/adafana (urban)	Count	16	3	13	7	3	26
Vodafone (urban)	%	61.5	11.5	50	26.9	11.5	100
\/== =f==== (=:== \	Count	7	0	7	6	1	14
Vodafone (rural)	%	50	0.0	50	42.9	7.1	100
Total /Total\	Count	413	37	376	338	107	858
Total (Total)	%	48.1	4.3	43.8	39.4	12.5	100
Total (Urban)	Count	284	20	264	182	52	518
Total (Urban)	%	54.9	3.9	51	35.1	10	100
Total (Donal)	Count	129	17	112	156	55	340
Total (Rural)	%	37.9	5	32.9	45.9	16.2	100





13. How satisfied	are you with	the response tin	ne taken to an	swer your call b	by a customer care	e executive?	
Service Provide	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	54	7	47	62	15	131
Alicei (Total)	%	41.2	5.3	35.9	47.3	11.5	100
Aircel (Urban)	Count	33	2	31	28	8	69
7 00. (0.24)	%	47.8	2.9	44.9	40.6	11.6	100
Aircel (Rural)	Count	21	5	16	34	7	62
	%	33.9	8.1	25.8	54.8	11.3	100
Airtel (Total)	Count %	24	5	19	15	8	47
. , ,	% Count	51	10.6	40.4	31.9	17	100
Airtel (Urban)	%	20 66.6	4	16	8 26.7	6.7	30
	Count	4	13.3 1	53.3	7	6	100 17
Airtel (Rural)	%	23.5	5.9	17.6	41.2	35.3	100
	Count	23.5	4	17.6	25	15	61
BSNL (Total)	%	34.5	6.6	27.9	41	24.6	100
	Count	13	1	12	11	4	28
BSNL (Urban)	%	46.5	3.6	42.9	39.3	14.3	100
	Count	8	3.0	5	14	11	33
BSNL (Rural)	%	24.3	9.1	15.2	42.4	33.3	100
	Count	17	0	17	11	0	28
Cheers (Total)	%	60.7	0.0	60.7	39.3	0.0	100
<u> </u>	Count	16	0	16	10	0	26
Cheers (Urban)	%	61.5	0.0	61.5	38.5	0.0	100
	Count	1	0	1	1	0	2
Cheers (Rural)	%	50	0.0	50	50	0.0	100
Idea (Total)	Count	35	0	35	39	14	88
	%	39.8	0.0	39.8	44.3	15.9	100
Idea (Urban)	Count	17	0	17	21	7	45
	%	37.8	0.0	37.8	46.7	15.6	100
dea (Rural)	Count	18	0	18	18	7	43
	%	41.9	0.0	41.9	41.9	16.3	100
MTS (Total)	Count	37	6	31	28	15	80
WTS (Total)	%	46.3	7.5	38.8	35	18.8	100
MTS (Urban)	Count	29	5	24	11	5	45
WITO (OIDAII)	%	64.4	11.1	53.3	24.4	11.1	100
MTS (Rural)	Count	8	1	7	17	10	35
in o (real)	%	22.9	2.9	20	48.6	28.6	100
Rel Com (total)	Count	33	6	27	23	4	60
	%	55	10	45	38.3	6.7	100
Rel Com (urban)	Count	23	1	22	18	2	43
	%	53.5	2.3	51.2	41.9	4.7	100
Rel Com (rural)	Count	10	5	5	5	2	17
. ,	% Count	58.8	29.4	29.4	29.4	11.8	100
Rel Tel (Total)	Count %	50 51.5	8	42	33	14	97
. ,	% Count	51.5 35	8.2 4	43.3 31	34 23	14.4 8	100
Rel Tel (Urban)	%	53.1	6.1	47		8 12.1	66
	Count	53.1 15	6.1	11	34.8 10	12.1 6	100 31
Rel Tel (Rural)	%	48.4	12.9	35.5	32.3	19.4	100
	Count	54	6	48	53	8	115
S Tel (Total)	%	46.9	5.2	41.7	46.1	7	100
	Count	38	1	37	22	7	67
S Tel (Urban)	%	56.7	1.5	55.2	32.8	10.4	100
	Count	16	5	11	31	1	48
S Tel (Rural)	%	33.3	10.4	22.9	64.6	2.1	100
	Count	31	4	27	18	5	54
TTSL (Total)	%	57.4	7.4	50	33.3	9.3	100
	Count	20	2	18	16	3	39
TTSL (Urban)	%	51.3	5.1	46.2	41	7.7	100
	Count	11	2	9	2	2	15
TTSL (Rural)	%	73.3	13.3	60	13.3	13.3	100





13. How satisfied a	3. How satisfied are you with the response time taken to answer your call by a customer care executive?						
Service Provider	4	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	26	4	22	27	6	59
Offilior (total)	%	44.1	6.8	37.3	45.8	10.2	100
Uninor (urban)	Count	18	0	18	14	2	34
Offitiol (dibaff)	%	52.9	0.0	52.9	41.2	5.9	100
Unings (sural)	Count	8	4	4	13	4	25
Uninor (rural)	%	32	16	16	52	16	100
\/adafana (tatal\	Count	24	4	20	12	4	40
Vodafone (total)	%	60	10	50	30	10	100
Vodafone (urban)	Count	17	2	15	6	3	26
vouaione (urban)	%	65.4	7.7	57.7	23.1	11.5	100
\/adafana (rural)	Count	7	2	5	6	1	14
Vodafone (rural)	%	50	14.3	35.7	42.9	7.1	100
Total (Total)	Count	406	54	352	346	108	860
Total (Total)	%	47.2	6.3	40.9	40.2	12.6	100
Total (Urban)	Count	279	22	257	188	51	518
Total (Urban)	%	53.8	4.2	49.6	36.3	9.8	100
Total (Dural)	Count	127	32	95	158	57	342
Total (Rural)	%	37.2	9.4	27.8	46.2	16.7	100





Service Providers		Overall satisfied=	A-Very	B-Satisfied	C-Dissatisfied	D-Very	Total
Service Providers		(A+B)	Satisfied	B-Satisfied	C-Dissatisfied	Dissatisfied	Total
Aircel (Total)	Count	50	7	43	64	17	131
uroci (Total)	%	38.1	5.3	32.8	48.9	13	100
Aircel (Urban)	Count	29	3	26	31	9	69
Alicei (Olbali)	%	42	4.3	37.7	44.9	13	100
Aireal (Dural)	Count	21	4	17	33	8	62
Aircel (Rural)	%	33.9	6.5	27.4	53.2	12.9	100
A ' (- 1 /T - (- 1)	Count	24	6	18	15	8	47
Airtel (Total)	%	51.1	12.8	38.3	31.9	17	100
	Count	19	4	15	9	2	30
Airtel (Urban)	%	63.3	13.3	50	30	6.7	100
	Count	5	2	3	6	6	17
Airtel (Rural)	%	29.4	11.8	17.6	35.3	35.3	100
	Count	18	3	15	27	16	61
BSNL (Total)	%	29.5	4.9	24.6	44.3	26.2	100
	Count	29.5					
BSNL (Urban)	%		2	9	12	5	28
. ,		39.2	7.1	32.1	42.9	17.9	100
BSNL (Rural)	Count	7	1	6	15	11	33
/	%	21.2	3	18.2	45.5	33.3	100
Cheers (Total)	Count	16	2	14	12	0	28
oriodio (Total)	%	57.1	7.1	50	42.9	0.0	100
Cheers (Urban)	Count	15	2	13	11	0	26
Sileeis (Olbail)	%	57.7	7.7	50	42.3	0.0	100
Cheers (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Idea (Tatal)	Count	32	1	31	42	14	88
dea (Total)	%	36.3	1.1	35.2	47.7	15.9	100
	Count	15	1	14	23	7	45
ldea (Urban)	%	33.3	2.2	31.1	51.1	15.6	100
Idea (Rural)	Count	17	0	17	19	7	43
	%	39.5	0.0	39.5	44.2	16.3	100
MTS (Total)	Count	30	9	21	33	17	80
	%		_				
	Count	37.6	11.3	26.3	41.3	21.3	100
MTS (Urban)		22	7	15	16	7	45
. ,	%	48.9	15.6	33.3	35.6	15.6	100
MTS (Rural)	Count	8	2	6	17	10	35
• ()	%	22.8	5.7	17.1	48.6	28.6	100
Rel Com (total)	Count	29	2	27	26	5	60
(total)	%	48.3	3.3	45	43.3	8.3	100
Rel Com (urban)	Count	19	0	19	21	3	43
Rei Com (urban)	%	44.2	0.0	44.2	48.8	7	100
Dal Oana (mmal)	Count	10	2	8	5	2	17
Rel Com (rural)	%	58.9	11.8	47.1	29.4	11.8	100
	Count	49	8	41	33	15	97
Rel Tel (Total)	%	50.5	8.2	42.3	34	15.5	100
	Count	35	4	31	24	7	66
Rel Tel (Urban)	%	53.1	6.1	47	36.4	10.6	100
	Count	14	4	10	9	8	31
Rel Tel (Rural)	%	45.2	12.9	32.3	29	25.8	100
	Count	55	4	52.5	53	7	115
S Tel (Total)	%			44.3			
		47.8	3.5		46.1	6.1	100
Tel (Urban)	Count	39	0	39	22	6	67
. ,	%	58.2	0.0	58.2	32.8	9	100
S Tel (Rural)	Count	16	4	12	31	1	48
(%	33.3	8.3	25	64.6	2.1	100
ITSL (Total)	Count	30	2	28	21	3	54
	%	55.6	3.7	51.9	38.9	5.6	100
TSL (Total)	70						
	Count	19	2	17	18	2	39
		_				2 5.1	39 100
ITSL (Total) ITSL (Urban) ITSL (Rural)	Count	19	2 5.1 0	17 43.6 11	18 46.2 3		





14. How satisfied are you with the problem solving ability of the customer care executive(s)?											
Service Provide	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total				
Uninor (total)	Count	28	3	25	25	6	59				
Offinor (total)	%	47.5	5.1	42.4	42.4	10.2	100				
Uningr (urban)	Count	19	1	18	13	2	34				
Uninor (urban)	%	55.8	2.9	52.9	38.2	5.9	100				
Linings (sussel)	Count	9	2	7	12	4	25				
Uninor (rural)	%	36	8	28	48	16	100				
\/== =f==== /t=t= \	Count	23	3	20	13	4	40				
Vodafone (total)	%	57.5	7.5	50	32.5	10	100				
Vadafana (urban)	Count	16	3	13	7	3	26				
Vodafone (urban)	%	61.5	11.5	50	26.9	11.5	100				
\/adafana /rural\	Count	7	0	7	6	1	14				
Vodafone (rural)	%	50	0.0	50	42.9	7.1	100				
Total (Total)	Count	384	50	334	364	112	860				
Total (Total)	%	44.6	5.8	38.8	42.3	13	100				
Total (Urban)	Count	258	29	229	207	53	518				
Total (Urban)	%	49.8	5.6	44.2	40	10.2	100				
Total (Donal)	Count	126	21	105	157	59	342				
Total (Rural)	%	36.8	6.1	30.7	45.9	17.3	100				





15. How satisfied a	re you with t	the time taken b	y call centre/c	ustomer care /h	elpline to resolve	your complaint?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	50	4	46	66	15	131
7 tilool (Total)	%	38.2	3.1	35.1	50.4	11.5	100
Aircel (Urban)	Count	31	2	29	30	8	69
7 til Gol (Gibari)	%	44.9	2.9	42	43.5	11.6	100
Aircel (Rural)	Count	19	2	17	36	7	62
7 th oor (1 taral)	%	30.6	3.2	27.4	58.1	11.3	100
Airtel (Total)	Count	25	7	18	15	7	47
7 11.10. (1.010.)	%	53.2	14.9	38.3	31.9	14.9	100
Airtel (Urban)	Count	20	5	15	8	2	30
7 untor (Orbarr)	%	66.7	16.7	50	26.7	6.7	100
Airtel (Rural)	Count	5	2	3	7	5	17
Airtor (rtarar)	%	29.4	11.8	17.6	41.2	29.4	100
BSNL (Total)	Count	19	1	18	26	16	61
DOINE (Total)	%	31.1	1.6	29.5	42.6	26.2	100
DCNI (Lirban)	Count	11	0	11	12	5	28
BSNL (Urban)	%	39.3	0.0	39.3	42.9	17.9	100
DCNII (D. mal)	Count	8	1	7	14	11	33
BSNL (Rural)	%	24.2	3	21.2	42.4	33.3	100
Chaora /T-t-1\	Count	19	3	16	9	0	28
Cheers (Total)	%	67.8	10.7	57.1	32.1	0.0	100
Observe (U.L.)	Count	18	3	15	8	0	26
Cheers (Urban)	%	69.2	11.5	57.7	30.8	0.0	100
	Count	1	0	1	1	0	2
Cheers (Rural)	%	50	0.0	50	50	0.0	100
	Count	34	0	34	39	15	88
Idea (Total)	%	38.6	0.0	38.6	44.3	17	100
	Count	16	0	16	22	7	45
Idea (Urban)	%	35.6	0.0	35.6	48.9	15.6	100
	Count	18	0.0	18	17	8	43
Idea (Rural)	%	41.9	0.0	41.9	39.5	18.6	100
	Count	28	11	17	35	17	80
MTS (Total)	%	35.1	13.8	21.3	43.8	21.3	100
	Count	21	9	12	17	7	45
MTS (Urban)	%	46.7	20	26.7	37.8	15.6	100
	Count	7	20	5	18	10	35
MTS (Rural)	%	20	5.7	14.3	51.4	28.6	100
	_	+					
Rel Com (total)	Count %	28	2	26	26	6	60
	Count	46.6	3.3	43.3	43.3	10	100
Rel Com (urban)	%	18	2	16	21	4	43
. ,		41.9	4.7	37.2	48.8	9.3	100
Rel Com (rural)	Count	10	0	10	5	2	17
. ,	%	58.8	0.0	58.8	29.4	11.8	100
Rel Tel (Total)	Count	52	9	43	30	15	97
. ,	%	53.6	9.3	44.3	30.9	15.5	100
Rel Tel (Urban)	Count	38	4	34	20	8	66
(,	%	57.6	6.1	51.5	30.3	12.1	100
Rel Tel (Rural)	Count	14	5	9	10	7	31
	%	45.1	16.1	29	32.3	22.6	100
S Tel (Total)	Count	57	7	50	51	7	115
J . 01 (10tal)	%	49.6	6.1	43.5	44.3	6.1	100
S Tel (Urban)	Count	41	3	38	20	6	67
o rei (Olbail)	%	61.2	4.5	56.7	29.9	9	100
C Tol (Durol)	Count	16	4	12	31	1	48
S Tel (Rural)	%	33.3	8.3	25	64.6	2.1	100
TTOL /T-1-1\	Count	31	4	27	20	3	54
TTSL (Total)	%	57.4	7.4	50	37	5.6	100
	Count	20	2	18	17	2	39
TTSL (Urban)	%	51.3	5.1	46.2	43.6	5.1	100
	Count	11	2	9	3	1	15
TTSL (Rural)	%	73.3	13.3	60	20	6.7	100





15. How satisfied a	15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total				
Unings (total)	Count	27	1	26	25	7	59				
Uninor (total)	%	45.8	1.7	44.1	42.4	11.9	100				
Lininar (urban)	Count	19	1	18	13	2	34				
Uninor (urban)	%	55.8	2.9	52.9	38.2	5.9	100				
Linings (sussel)	Count	8	0	8	12	5	25				
Uninor (rural)	%	32	0.0	32	48	20	100				
\	Count	24	3	21	12	4	40				
Vodafone (total)	%	60	7.5	52.5	30	10	100				
\/a-lafa-a-a-(\	Count	17	3	14	6	3	26				
Vodafone (urban)	%	65.3	11.5	53.8	23.1	11.5	100				
\/a-lafa-a-a-(m.mal\	Count	7	0	7	6	1	14				
Vodafone (rural)	%	50	0.0	50	42.9	7.1	100				
Total (Total)	Count	394	52	342	354	112	860				
Total (Total)	%	45.8	6	39.8	41.2	13	100				
Total (Urban)	Count	270	34	236	194	54	518				
Total (Urban)	%	52.2	6.6	45.6	37.5	10.4	100				
Total (Donal)	Count	124	18	106	160	58	342				
Total (Rural)	%	36.3	5.3	31	46.8	17	100				





NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

Service Provide	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Tatal)	Count	307	72	235	75	16	398
Aircel (Total)	%	77.1	18.1	59	18.8	4	100
Aireal (Lirban)	Count	176	36	140	25	7	208
Aircel (Urban)	%	84.6	17.3	67.3	12	3.4	100
A: 1/D I)	Count	131	36	95	50	9	190
Aircel (Rural)	%	68.9	18.9	50	26.3	4.7	100
	Count	364	106	258	26	6	396
Airtel (Total)	%	92	26.8	65.2	6.6	1.5	100
	Count	251	73	178	11	1	263
Airtel (Urban)	%	95.5	27.8	67.7	4.2	0.4	100
	Count	113	33	80	15	5	133
Airtel (Rural)	%	85	24.8	60.2	11.3	3.8	100
	Count	320	52	268	67	24	411
BSNL (Total)	%	77.9	12.7	65.2	16.3	5.8	100
	Count	200	34	166	34	12	246
BSNL (Urban)	%	81.3	13.8	67.5	13.8	4.9	100
	Count	120	13.8	102		4.9 12	
BSNL (Rural)	%	72.7	10.9	61.8	33 20	7.3	165 100
					_		
Cheers (Total)	Count	163	43	120	62	8	233
. ,	%	70	18.5	51.5	26.6	3.4	100
Cheers (Urban)	Count	157	43	114	56	6	219
	%	71.7	19.6	52.1	25.6	2.7	100
Cheers (Rural)	Count	6	0	6	6	2	14
Choole (Harai)	%	42.9	0.0	42.9	42.9	14.3	100
ldea (Total)	Count	295	42	253	91	23	409
idea (Total)	%	72.2	10.3	61.9	22.2	5.6	100
Idea (Urban)	Count	161	25	136	45	11	217
idea (Olban)	%	74.2	11.5	62.7	20.7	5.1	100
Idoa (Pural)	Count	134	17	117	46	12	192
Idea (Rural)	%	69.8	8.9	60.9	24	6.3	100
NATO (Tartal)	Count	341	106	235	48	12	401
MTS (Total)	%	85	26.4	58.6	12	3	100
NATO (111)	Count	239	87	152	17	2	258
MTS (Urban)	%	92.6	33.7	58.9	6.6	0.8	100
	Count	102	19	83	31	10	143
MTS (Rural)	%	71.3	13.3	58	21.7	7	100
	Count	381	77	304	41	9	431
Rel Com (total)	%	88.4	17.9	70.5	9.5	2.1	100
	Count	274	60	214	27	9	310
Rel Com (urban)	%	88.4	19.4	69	8.7	2.9	100
	Count	107	17	90	14	0	121
Rel Com (rural)	%	88.4	14	74.4	11.6	0.0	100
	Count	361	66	295	62	12	435
Rel Tel (Total)	%	83	15.2	67.8	14.3	2.8	100
	Count						
Rel Tel (Urban)	%	238 82	41 14.1	197 67.9	46 15.9	6 2.1	290 100
	Count	123	25	98	16.9	6	145
Rel Tel (Rural)	%	84.8			11	4.1	100
·	% Count		17.2	67.6			
S Tel (Total)		296	72	224	99	9	404
	%	73.2	17.8	55.4	24.5	2.2	100
S Tel (Urban)	Count	182	34	148	62	8	252
. ,	%	72.2	13.5	58.7	24.6	3.2	100
S Tel (Rural)	Count	114	38	76	37	11	152
	%	75	25	50	24.3	0.7	100
TTSL (Total)	Count	350	51	299	56	6	412
52 (1014)	%	85	12.4	72.6	13.6	1.5	100
TTSL (Urban)	Count	284	42	242	44	5	333
I I SE (UIDAII)	%	85.3	12.6	72.7	13.2	1.5	100
TTSL (Rural)	Count	66	9	57	12	1	79
	%	83.6	11.4	72.2	15.2	1.3	100





16. How satisfied are you with the availability of signal of your service provider in your locality?										
Service Provider	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total			
Uninor (total)	Count	326	36	290	54	8	388			
Offitiol (total)	%	84	9.3	74.7	13.9	2.1	100			
Uniper (urben)	Count	208	24	184	23	3	234			
Uninor (urban)	%	88.9	10.3	78.6	9.8	1.3	100			
Uninor (rural)	Count	118	12	106	31	5	154			
Official)	%	76.6	7.8	68.8	20.1	3.2	100			
\/adafana (tatal)	Count	330	48	282	46	8	384			
Vodafone (total)	%	85.9	12.5	73.4	12	2.1	100			
Vadafana (urban)	Count	212	33	179	25	6	243			
Vodafone (urban)	%	87.3	13.6	73.7	10.3	2.5	100			
Vodafone (rural)	Count	118	15	103	21	2	141			
vouaione (rurai)	%	83.6	10.6	73	14.9	1.4	100			
Total (Total)	Count	3834	771	3063	727	141	4702			
Total (Total)	%	81.5	16.4	65.1	15.5	3	100			
Total (Urban)	Count	2582	532	2050	415	76	3073			
Total (Urban)	%	84	17.3	66.7	13.5	2.5	100			
Total (Bural)	Count	1252	239	1013	312	65	1629			
Total (Rural)	%	76.9	14.7	62.2	19.2	4	100			





17. How satisfied	are you with	the ability to ma	ke or receive (calls easily?			
Service Provide	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	312	75	237	72	14	398
Alicei (Total)	%	78.3	18.8	59.5	18.1	3.5	100
Aircel (Urban)	Count	176	38	138	25	7	208
Alicei (Olbali)	%	84.6	18.3	66.3	12	3.4	100
Aircel (Rural)	Count	136	37	99	47	7	190
7 tiloci (i talai)	%	71.6	19.5	52.1	24.7	3.7	100
Airtel (Total)	Count	366	110	256	24	6	396
/ intor (rotar)	%	92.4	27.8	64.6	6.1	1.5	100
Airtel (Urban)	Count	252	76	176	10	1	263
7 (0)	%	95.8	28.9	66.9	3.8	0.4	100
Airtel (Rural)	Count	114	34	80	14	5	133
7 iii to: (i tu.u.)	%	85.8	25.6	60.2	10.5	3.8	100
BSNL (Total)	Count	323	55	268	65	23	411
BOITE (Total)	%	78.6	13.4	65.2	15.8	5.6	100
BSNL (Urban)	Count	202	35	167	33	11	246
DOTAL (OTBAIL)	%	82.1	14.2	67.9	13.4	4.5	100
BSNL (Rural)	Count	121	20	101	32	12	165
DOINE (INGIAI)	%	73.3	12.1	61.2	19.4	7.3	100
Cheers (Total)	Count	161	26	135	64	8	233
Cricers (Total)	%	69.1	11.2	57.9	27.5	3.4	100
Cheers (Urban)	Count	155	26	129	58	6	219
Cricers (Orbari)	%	70.8	11.9	58.9	26.5	2.7	100
Cheers (Rural)	Count	6	0	6	6	2	14
Crieers (Kurai)	%	42.9	0.0	42.9	42.9	14.3	100
Idea (Total)	Count	295	43	252	91	23	409
idea (Total)	%	72.1	10.5	61.6	22.2	5.6	100
Idea (Urban)	Count	160	23	137	46	11	217
idea (Olbail)	%	73.7	10.6	63.1	21.2	5.1	100
Idea (Rural)	Count	135	20	115	45	12	192
idea (Ruiai)	%	70.3	10.4	59.9	23.4	6.3	100
MTS (Total)	Count	341	98	243	47	13	401
WITS (Total)	%	85	24.4	60.6	11.7	3.2	100
MTC (Lirbon)	Count	239	78	161	16	3	258
MTS (Urban)	%	92.6	30.2	62.4	6.2	1.2	100
MTS (Rural)	Count	102	20	82	31	10	143
WITS (Rulai)	%	71.3	14	57.3	21.7	7	100
Rel Com (total)	Count	382	71	311	41	8	431
Rei Com (total)	%	88.7	16.5	72.2	9.5	1.9	100
Rel Com (urban)	Count	274	56	218	28	8	310
Nei Com (urban)	%	88.4	18.1	70.3	9	2.6	100
Rel Com (rural)	Count	108	15	93	13	0	121
Tor Com (idial)	%	89.3	12.4	76.9	10.7	0.0	100
Rel Tel (Total)	Count	360	66	294	64	11	435
Tol Tol (Tolal)	%	82.8	15.2	67.6	14.7	2.5	100
Rel Tel (Urban)	Count	241	41	200	46	3	290
TOT TOT (OTDAIT)	%	83.1	14.1	69	15.9	1	100
Rel Tel (Rural)	Count	119	25	94	18	8	145
TOT TOT (INUIAI)	%	82	17.2	64.8	12.4	5.5	100
S Tel (Total)	Count	295	54	241	99	10	404
O Tel (Total)	%	73.1	13.4	59.7	24.5	2.5	100
S Tel (Urban)	Count	181	17	164	63	8	252
o rei (Oibali)	%	71.8	6.7	65.1	25	3.2	100
S Tel (Rural)	Count	114	37	77	36	2	152
O TEI (Nuiai)	%	75	24.3	50.7	23.7	1.3	100
TTSL (Total)	Count	349	46	303	57	6	412
TTSL (Total)	%	84.7	11.2	73.5	13.8	1.5	100
TTCl /llwb\	Count	280	39	241	48	5	333
TTSL (Urban)	%	84.1	11.7	72.4	14.4	1.5	100
TTOL (D	Count	69	7	62	9	1	79
TTSL (Rural)	%	87.4	8.9	78.5	11.4	1.3	100





17. How satisfied are you with the ability to make or receive calls easily?										
Service Provider	4	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total			
Uninor (total)	Count	331	41	290	52	5	388			
Official)	%	85.3	10.6	74.7	13.4	1.3	100			
Uninor (urban)	Count	209	25	184	23	2	234			
Offilior (urbari)	%	89.3	10.7	78.6	9.8	0.9	100			
Linings (musel)	Count	122	16	106	29	3	154			
Uninor (rural)	%	79.2	10.4	68.8	18.8	1.9	100			
\/adafana (tatal)	Count	343	46	297	37	4	384			
Vodafone (total)	%	89.3	12	77.3	9.6	1	100			
\/adafana (urban)	Count	218	28	190	21	4	243			
Vodafone (urban)	%	89.7	11.5	78.2	8.6	1.6	100			
\/adafa.aa/m.mal\	Count	125	18	107	16	0	141			
Vodafone (rural)	%	88.7	12.8	75.9	11.3	0.0	100			
Total (Total)	Count	3858	731	3127	713	131	4702			
Total (Total)	%	82	15.5	66.5	15.2	2.8	100			
Total (Huban)	Count	2587	482	2105	417	69	3073			
Total (Urban)	%	84.2	15.7	68.5	13.6	2.2	100			
Total (Domal)	Count	1271	249	1022	296	62	1629			
Total (Rural)	%	78	15.3	62.7	18.2	3.8	100			





18. How often does	your call dro	p during conversat	ion?			
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	86	14	72	236	76
Alicei (Total)	%	21.6	3.5	18.1	59.3	19.1
Aircel (Urban)	Count	31	8	23	138	39
Alloci (Olbali)	%	14.9	3.8	11.1	66.3	18.8
Aircel (Rural)	Count	55	6	49	98	37
7 tilool (Italai)	%	29	3.2	25.8	51.6	19.5
Airtel (Total)	Count	29	4	25	209	158
Airtei (Totai)	%	7.3	1	6.3	52.8	39.9
Airtel (Urban)	Count	11	1	10	150	102
Airtei (Olbail)	%	4.2	0.4	3.8	57	38.8
Airtel (Rural)	Count	18	3	15	59	56
Alitei (Kulai)	%	13.6	2.3	11.3	44.4	42.1
DCNI /Total)	Count	85	25	60	233	93
BSNL (Total)	%	20.7	6.1	14.6	56.7	22.6
DONII (Listera)	Count	42	13	29	137	67
BSNL (Urban)	%	17.1	5.3	11.8	55.7	27.2
DONII (D. II)	Count	43	12	31	96	26
BSNL (Rural)	%	26.1	7.3	18.8	58.2	15.8
<u> </u>	Count	58	8	50	114	61
Cheers (Total)	%	24.9	3.4	21.5	48.9	26.2
	Count	51	7	44	107	61
Cheers (Urban)	%	23.3	3.2	20.1	48.9	27.9
	Count	7	1	6	7	0
Cheers (Rural)	%	50	7.1	42.9	50	0.0
	Count					
Idea (Total)		110	20	90	261	38
,	%	26.9	4.9	22	63.8	9.3
Idea (Urban)	Count	54	9	45	141	22
,	%	24.8	4.1	20.7	65	10.1
Idea (Rural)	Count	56	11	45	120	16
	%	29.1	5.7	23.4	62.5	8.3
MTS (Total)	Count	62	13	49	219	120
mire (rotal)	%	15.4	3.2	12.2	54.6	29.9
MTS (Urban)	Count	19	3	16	139	100
WITO (Olbail)	%	7.4	1.2	6.2	53.9	38.8
MTS (Rural)	Count	43	10	33	80	20
WIS (Kulai)	%	30.1	7	23.1	55.9	14
Dal Care (tatal)	Count	49	9	40	277	105
Rel Com (total)	%	11.4	2.1	9.3	64.3	24.4
D.10 (1)	Count	35	9	26	188	87
Rel Com (urban)	%	11.3	2.9	8.4	60.6	28.1
	Count	14	0	14	89	18
Rel Com (rural)	%	11.6	0.0	11.6	73.6	14.9
· · ·	Count	66	8	58	229	140
Rel Tel (Total)	%	15.1	1.8	13.3	52.6	32.2
	Count	45	3	42	146	99
Rel Tel (Urban)	%	15.5	1	14.5	50.3	34.1
	Count	21	5	16	83	41
Rel Tel (Rural)	%	14.4	3.4	11	57.2	28.3
	Count	103	9	94	229	72
S Tel (Total)	%	25.5	2.2	23.3	56.7	17.8
	Count	25.5 65	7			
S Tel (Urban)	%			58	151	36
		25.8	2.8	23	59.9	14.3
S Tel (Rural)	Count	38	2	36	78	36
. ,	%	25	1.3	23.7	51.3	23.7
TTSL (Total)	Count	55	8	47	233	124
/	%	13.3	1.9	11.4	56.6	30.1
TTSL (Urban)	Count	47	6	41	173	113
	%	14.1	1.8	12.3	52	33.9
TTQL (Dural)	Count	8	2	6	60	11
TTSL (Rural)	%	10.1	2.5	7.6	75.9	13.9





18. How often does your call drop during conversation?											
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total					
Uninor (total)	Count	39	7	32	241	108					
Offilior (total)	%	10	1.8	8.2	62.1	27.8					
Uninor (urban)	Count	15	2	13	149	70					
	%	6.5	0.9	5.6	63.7	29.9					
Uninor (rural)	Count	24	5	19	92	38					
	%	15.5	3.2	12.3	59.7	24.7					
\/ -f(t-t- \)	Count	31	8	23	251	102					
Vodafone (total)	%	8.1	2.1	6	65.4	26.6					
\/adafana (urban)	Count	19	6	13	164	60					
Vodafone (urban)	%	7.8	2.5	5.3	67.5	24.7					
\/adafana (rural)	Count	12	2	10	87	42					
Vodafone (rural)	%	8.5	1.4	7.1	61.7	29.8					
Total /Total)	Count	773	133	640	2732	1197					
Total (Total)	%	16.4	2.8	13.6	58.1	25.5					
Total (Urban)	Count	434	74	360	1783	856					
Total (Urban)	%	14.1	2.4	11.7	58	27.9					
Total (Bural)	Count	339	59	280	949	341					
Total (Rural)	%	20.8	3.6	17.2	58.3	20.9					





19. How satisfied	are you with	the voice quality	ı?				
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	304	41	263	84	10	398
Alicei (Total)	%	76.4	10.3	66.1	21.1	2.5	100
Aircel (Urban)	Count	167	16	151	38	3	208
7 11 001 (01 01 1)	%	80.3	7.7	72.6	18.3	1.4	100
Aircel (Rural)	Count	137	25	112	46	7	190
	% Count	72.1 320	13.2 58	58.9 262	24.2 70	3.7 6	100 396
Airtel (Total)	%	80.8	14.6	66.2	17.7	1.5	100
	Count	220	37	183	42	1.3	263
Airtel (Urban)	%	83.7	14.1	69.6	16	0.4	100
	Count	100	21	79	28	5	133
Airtel (Rural)	%	75.2	15.8	59.4	21.1	3.8	100
DOM: (T + 1)	Count	303	30	273	95	13	411
BSNL (Total)	%	73.7	7.3	66.4	23.1	3.2	100
DCNI (Urban)	Count	188	11	177	56	2	246
BSNL (Urban)	%	76.5	4.5	72	22.8	0.8	100
BSNL (Rural)	Count	115	19	96	39	11	165
Solve (Italial)	%	69.7	11.5	58.2	23.6	6.7	100
Cheers (Total)	Count	158	0	158	75	0	233
	%	67.8	0.0	67.8	32.2	0.0	100
Cheers (Urban)	Count	152	0	152	67	0	219
	% Count	69.4	0.0	69.4	30.6	0.0	100
Cheers (Rural)	%	6	0	6	8	0	14
	Count	42.9 321	0.0 40	42.9 281	57.1 81	0.0 7	100 409
Idea (Total)	%	78.5	9.8	68.7	19.8	1.7	100
	Count	168	20	148	44	5	217
Idea (Urban)	%	77.4	9.2	68.2	20.3	2.3	100
	Count	153	20	133	37	2	192
Idea (Rural)	%	79.7	10.4	69.3	19.3	1	100
MTC (Tatal)	Count	311	45	266	81	9	401
MTS (Total)	%	77.5	11.2	66.3	20.2	2.2	100
MTS (Urban)	Count	210	25	185	48	0	258
WITO (Olban)	%	81.4	9.7	71.7	18.6	0.0	100
MTS (Rural)	Count	101	20	81	33	9	143
Wire (irtaiai)	%	70.6	14	56.6	23.1	6.3	100
Rel Com (total)	Count	368	47	321	62	1	431
	%	85.4	10.9	74.5	14.4	0.2	100
Rel Com (urban)	Count %	266 85.8	28 9	238 76.8	43 13.9	0.3	310 100
	Count	102	19	83	19	0.3	121
Rel Com (rural)	%	84.3	15.7	68.6	15.7	0.0	100
	Count	331	47	284	97	7	435
Rel Tel (Total)	%	76.1	10.8	65.3	22.3	1.6	100
Dol Tol /Link a.m.	Count	218	23	195	70	2	290
Rel Tel (Urban)	%	75.1	7.9	67.2	24.1	0.7	100
Rel Tel (Rural)	Count	113	24	89	27	5	145
TO TO (IVUIAI)	%	78	16.6	61.4	18.6	3.4	100
S Tel (Total)	Count	292	47	245	110	2	404
5 151 (15tai)	%	72.2	11.6	60.6	27.2	0.5	100
S Tel (Urban)	Count	181	8	173	70	1	252
, , ,	%	71.9	3.2	68.7	27.8	0.4	100
S Tel (Rural)	Count %	111	39	72	40	1	152
•	% Count	73.1 336	25.7 47	47.4 289	26.3 73	0.7 3	100 412
TTSL (Total)	%	81.5	11.4	70.1	17.7	0.7	100
	Count	270	37	233	61	2	333
TTSL (Urban)	%	81.1	11.1	70	18.3	0.6	100
	Count	66	10	56	12	1	79
TTSL (Rural)	%	83.6	12.7	70.9	15.2	1.3	100





19. How satisfied are you with the voice quality?											
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total				
Uninor (total)	Count	313	39	274	70	5	388				
Official)	%	80.7	10.1	70.6	18	1.3	100				
Uninor (urban)	Count	194	24	170	38	2	234				
Offilior (urbari)	%	82.9	10.3	72.6	16.2	0.9	100				
Uninor (rural)	Count	119	15	104	32	3	154				
Officiol (fural)	%	77.2	9.7	67.5	20.8	1.9	100				
Vodafone (total)	Count	329	44	285	52	3	384				
voualone (total)	%	85.7	11.5	74.2	13.5	0.8	100				
Vodafone (urban)	Count	213	24	189	28	2	243				
vouaione (urban)	%	87.7	9.9	77.8	11.5	0.8	100				
Vodafone (rural)	Count	116	20	96	24	1	141				
vouaione (rurai)	%	82.3	14.2	68.1	17	0.7	100				
Total (Total)	Count	3686	485	3201	950	66	4702				
Total (Total)	%	78.4	10.3	68.1	20.2	1.4	100				
Total (Urban)	Count	2447	253	2194	605	21	3073				
Total (Urban)	%	79.6	8.2	71.4	19.7	0.7	100				
Total (Burrel)	Count	1239	232	1007	345	45	1629				
Total (Rural)	%	76	14.2	61.8	21.2	2.8	100				







MAINTAINABILITY (FAULT REPAIR)

20. How often do you face signal problems?								
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total		

Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	14	77	221	86	398
uroci (Total)	%	3.5	19.3	55.5	21.6	100
Aircel (Urban)	Count	7	28	132	41	208
ureer (erearr)	%	3.4	13.5	63.5	19.7	100
Aircel (Rural)	Count	7	49	89	45	190
	%	3.7	25.8	46.8	23.7	100
Airtel (Total)	Count	6	25	191	174	396
untor (Total)	%	1.5	6.3	48.2	43.9	100
Airtel (Urban)	Count	1	11	138	113	263
untor (Orban)	%	0.4	4.2	52.5	43	100
Airtel (Rural)	Count	5	14	53	61	133
Airtor (Italiai)	%	3.8	10.5	39.8	45.9	100
BSNL (Total)	Count	23	67	227	94	411
SONE (Total)	%	5.6	16.3	55.2	22.9	100
CON (Lirbon)	Count	11	34	137	64	246
BSNL (Urban)	%	4.5	13.8	55.7	26	100
DONI (D!)	Count	12	33	90	30	165
BSNL (Rural)	%	7.3	20	54.5	18.2	100
2h (T + 1)	Count	9	50	107	67	233
Cheers (Total)	%	3.9	21.5	45.9	28.8	100
	Count	7	44	102	66	219
Cheers (Urban)	%	3.2	20.1	46.6	30.1	100
	Count	2	6	5	1	14
Cheers (Rural)	%	14.3	42.9	35.7	7.1	100
	Count	19	93	248	49	409
dea (Total)	%		22.7		12	
	Count	4.6	44	60.6 132		100
dea (Urban)	%	11			30	217
		5.1	20.3	60.8	13.8	100
dea (Rural)	Count	8	49	116	19	192
` ,	%	4.2	25.5	60.4	9.9	100
MTS (Total)	Count	12	46	213	130	401
wiio (iotal)	%	3	11.5	53.1	32.4	100
MTS (Urban)	Count	3	15	131	109	258
viio (oibaii)	%	1.2	5.8	50.8	42.2	100
MTS (Rural)	Count	9	31	82	21	143
viio (italai)	%	6.3	21.7	57.3	14.7	100
Rel Com (total)	Count	9	41	273	108	431
Rei Com (lotal)	%	2.1	9.5	63.3	25.1	100
Pal Cam (urban)	Count	9	26	189	86	310
Rel Com (urban)	%	2.9	8.4	61	27.7	100
2.10 (1)	Count	0	15	84	22	121
Rel Com (rural)	%	0.0	12.4	69.4	18.2	100
	Count	10	56	217	152	435
Rel Tel (Total)	%	2.3	12.9	49.9	34.9	100
	Count	4	40	144	102	290
Rel Tel (Urban)	%	1.4	13.8	49.7	35.2	100
	Count	6	16	73	50	145
Rel Tel (Rural)	%	4.1	11	50.3	34.5	100
	Count	9	99	210	86	404
S Tel (Total)	%	2.2	24.5	52	21.3	100
	Count	7	64	144	37	252
STel (Urban)	%		25.4	57.1	14.7	100
		2.8				
S Tel (Rural)	Count	2	35	66	49	152
. ,	%	1.3	23	43.4	32.2	100
ITSL (Total)	Count	6	42	234	130	412
(. 5 ,	%	1.5	10.2	56.8	31.6	100
TTSL (Urban)	Count	5	36	179	113	333
TOL (GIDAII)	%	1.5	10.8	53.8	33.9	100
TTSL (Rural)	Count	1	6	55	17	79





Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Uniper (total)	Count	4	37	238	109	388
Uninor (total)	%	1	9.5	61.3	28.1	100
I Ininar (urban)	Count	2	13	148	71	234
Uninor (urban)	%	0.9	5.6	63.2	30.3	100
Uninor (rural)	Count	2	24	90	38	154
Offilior (rural)	%	1.3	15.6	58.4	24.7	100
Vodafone (total)	Count	7	25	249	103	384
	%	1.8	6.5	64.8	26.8	100
\	Count	5	13	169	56	243
Vodafone (urban)	%	2.1	5.3	69.5	23	100
\/adafa.a.a. (m.mal\	Count	2	12	80	47	141
Vodafone (rural)	%	1.4	8.5	56.7	33.3	100
Tatal (Tatal)	Count	128	658	2628	1288	4702
Total (Total)	%	2.7	14	55.9	27.4	100
Tatal (Hubana)	Count	72	368	1745	888	3073
Total (Urban)	%	2.3	12	56.8	28.9	100
Total (Burrel)	Count	56	290	883	400	1629
Total (Rural)	%	3.4	17.8	54.2	24.6	100





21. How satisfied	are you with	the availability o	of signal in you	ır area?			
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aireal (Total)	Count	302	66	236	81	15	398
Aircel (Total)	%	75.9	16.6	59.3	20.4	3.8	100
Aircel (Urban)	Count	171	28	143	30	7	208
7 tiloci (olbali)	%	82.3	13.5	68.8	14.4	3.4	100
Aircel (Rural)	Count	131	38	93	51	8	190
	%	68.9	20	48.9	26.8	4.2	100
Airtel (Total)	Count %	366	107	259	24	6	396
. ,	% Count	92.4	27	65.4	6.1	1.5	100
Airtel (Urban)	%	252 95.8	71 27	181	10	1	263
	Count	114	36	68.8 78	3.8 14	0.4 5	100 133
Airtel (Rural)	%	85.7	27.1	58.6	10.5	3.8	100
	Count	322	57	265	66	23	411
BSNL (Total)	%	78.4	13.9	64.5	16.1	5.6	100
	Count	201	37	164	34	11	246
BSNL (Urban)	%	81.7	15	66.7	13.8	4.5	100
50111 /= "	Count	121	20	101	32	12	165
BSNL (Rural)	%	73.3	12.1	61.2	19.4	7.3	100
OI	Count	168	37	131	57	8	233
Cheers (Total)	%	72.1	15.9	56.2	24.5	3.4	100
O. (111)	Count	162	36	126	51	6	219
Cheers (Urban)	%	73.9	16.4	57.5	23.3	2.7	100
Charana (Dunal)	Count	6	1	5	6	2	14
Cheers (Rural)	%	42.8	7.1	35.7	42.9	14.3	100
Idea (Total)	Count	295	41	254	92	22	409
Idea (Total)	%	72.1	10	62.1	22.5	5.4	100
Idea (Urban)	Count	161	23	138	45	11	217
idea (Olbali)	%	74.2	10.6	63.6	20.7	5.1	100
Idea (Rural)	Count	134	18	116	47	11	192
idea (itaiai)	%	69.8	9.4	60.4	24.5	5.7	100
MTS (Total)	Count	340	101	239	48	13	401
Wire (rotal)	%	84.8	25.2	59.6	12	3.2	100
MTS (Urban)	Count	240	82	158	16	2	258
	%	93	31.8	61.2	6.2	0.8	100
MTS (Rural)	Count	100	19	81	32	11	143
	%	69.9	13.3	56.6	22.4	7.7	100
Rel Com (total)	Count	381	71	310	41	9	431
. ,	%	88.4	16.5	71.9	9.5	2.1	100
Rel Com (urban)	Count %	275	57	218	26	9	310
	Count	88.7	18.4 14	70.3 92	8.4 15	2.9 0	100 121
Rel Com (rural)	%	106 87.6	11.6	76	12.4	0.0	100
	Count	359	78	281	66	10	435
Rel Tel (Total)	%	82.5	17.9	64.6	15.2	2.3	100
	Count	240	45	195	47	3	290
Rel Tel (Urban)	%	82.7	15.5	67.2	16.2	1	100
5.5.5	Count	119	33	86	19	7	145
Rel Tel (Rural)	%	82.1	22.8	59.3	13.1	4.8	100
O.T. I.(T. : 1)	Count	294	57	237	100	10	404
S Tel (Total)	%	72.8	14.1	58.7	24.8	2.5	100
O Tall (U.S.)	Count	182	18	164	63	7	252
S Tel (Urban)	%	72.2	7.1	65.1	25	2.8	100
S Tol (Purol)	Count	112	39	73	37	3	152
S Tel (Rural)	%	73.7	25.7	48	24.3	2	100
TTSL (Total)	Count	358	56	302	48	6	412
113L (10tal)	%	86.9	13.6	73.3	11.7	1.5	100
TTSL (Urban)	Count	289	47	242	39	5	333
TISE (UIDAII)	%	86.8	14.1	72.7	11.7	1.5	100
TTSL (Rural)	Count	69	9	60	9	1	79
i i OL (ixuidi)	%	87.3	11.4	75.9	11.4	1.3	100





21. How satisfied are you with the availability of signal in your area?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total	
Uninor (total)	Count	331	43	288	51	6	388	
Offitiol (total)	%	85.3	11.1	74.2	13.1	1.5	100	
Uninor (urban)	Count	211	28	183	21	2	234	
Offinor (urbarr)	%	90.2	12	78.2	9	0.9	100	
Linings (sussel)	Count	120	15	105	30	4	154	
Uninor (rural)	%	77.9	9.7	68.2	19.5	2.6	100	
\/adafana (tatal\	Count	346	52	294	35	3	384	
Vodafone (total)	%	90.1	13.5	76.6	9.1	0.8	100	
\/adafana (urban)	Count	220	33	187	21	2	243	
Vodafone (urban)	%	90.6	13.6	77	8.6	0.8	100	
\/== =f==== (m,m= \	Count	126	19	107	14	1	141	
Vodafone (rural)	%	89.4	13.5	75.9	9.9	0.7	100	
Total (Total)	Count	3862	766	3096	709	131	4702	
Total (Total)	%	82.1	16.3	65.8	15.1	2.8	100	
Total (Urban)	Count	2604	505	2099	403	66	3073	
Total (Urban)	%	84.7	16.4	68.3	13.1	2.1	100	
Total (Donal)	Count	1258	261	997	306	65	1629	
Total (Rural)	%	77.2	16	61.2	18.8	4	100	





22. How satisfied are you with the restoration of network (signal) problems? Overall **D-Very** A-Very Service Providers satisfied= **B-Satisfied C-Dissatisfied** Total Satisfied Dissatisfied (A+B) 398 Count 308 65 243 Aircel (Total) % 77.4 16.3 61.1 19.1 3.5 100 Count 172 31 141 30 6 208 Aircel (Urban) % 14.9 100 82.7 67.8 14.4 2.9 Count 136 34 102 46 8 190 Aircel (Rural) % 17.9 71.6 53.7 24.2 4.2 100 Count 366 106 260 24 6 396 Airtel (Total) % 92.5 26.8 65.7 6.1 1.5 100 Count 74 263 252 178 10 1 Airtel (Urban) % 95.8 28.1 67.7 3.8 0.4 100 Count 114 32 82 14 5 133 Airtel (Rural) % 85.8 24.1 61.7 10.5 3.8 100 Count 324 59 265 64 23 411 **BSNL** (Total) % 78.9 14.4 64.5 15.6 5.6 100 Count 36 204 168 30 12 246 BSNL (Urban) % 82.9 14.6 68.3 12.2 4.9 100 Count 120 23 97 34 11 165 BSNL (Rural) 6.7 % 72.7 13.9 58.8 20.6 100 Count 169 40 129 56 8 233 Cheers (Total) % 72.6 17.2 55.4 24 3.4 100 Count 39 50 219 163 124 6 Cheers (Urban) % 74.4 17.8 56.6 22.8 2.7 100 Count 6 1 5 6 2 14 Cheers (Rural) % 42.8 7.1 35.7 42.9 14.3 100 Count 91 22 409 296 42 254 Idea (Total) % 72.4 10.3 22.2 100 62.1 5.4 Count 161 23 138 45 11 217 Idea (Urban) % 74.2 10.6 63.6 20.7 5.1 100 Count 135 19 116 46 11 192 Idea (Rural) % 24 100 70.3 9.9 60.4 5.7 Count 11 344 101 243 46 401 MTS (Total) % 85.8 25.2 60.6 11.5 2.7 100 Count 2 240 83 157 16 258 MTS (Urban) % 93.1 32.2 60.9 6.2 8.0 100 Count 104 18 86 30 9 143 MTS (Rural) % 72.7 12.6 60.1 21 6.3 100 Count 431 382 75 307 41 8 Rel Com (total) % 88.6 17.4 71.2 9.5 1.9 100 Count 275 310 57 218 27 8 Rel Com (urban) 88.7 18.4 70.3 8.7 2.6 100 Count 107 18 14 121 89 0 Rel Com (rural) % 149 11.6 0.0 100 88.5 73.6 Count 359 63 296 67 9 435 Rel Tel (Total) % 14.5 2.1 100 82.5 68 15.4 Count 238 42 196 49 3 290 Rel Tel (Urban) % 14.5 67.6 16.9 82.1 1 100 Count 6 145 121 21 100 18 Rel Tel (Rural) % 83.5 14.5 12.4 4.1 100 69 Count 99 10 404 295 61 234 S Tel (Total) % 73 15.1 57.9 24.5 2.5 100 Count 184 21 163 60 8 252 S Tel (Urban) % 73 8.3 64.7 100 23.8 3.2 Count 111 71 39 2 152 40 S Tel (Rural) % 1.3 100 73 26.3 46.7 25.7 Count 357 305 49 6 412 52 TTSL (Total) % 86.6 12.6 74 11.9 1.5 100 Count 287 243 41 44 5 333 TTSL (Urban) % 12.3 86.2 13.2 73 1.5 100 Count 70 8 62 8 1 79 TTSL (Rural) % 78.5 10.1 100 88.6 10.1 1.3





22. How satisfied a	are you with t	he restoration o	of network (sig	nal) problems?	•		
Service Provider	-4	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	330	38	292	52	6	388
Offilior (total)	%	85.1	9.8	75.3	13.4	1.5	100
Uninor (urban)	Count	211	25	186	21	2	234
Offilior (dibari)	%	90.2	10.7	79.5	9	0.9	100
Uninor (rural)	Count	119	13	106	31	4	154
Offition (rural)	%	77.2	8.4	68.8	20.1	2.6	100
Vodafone (total)	Count	341	46	295	40	3	384
vouaione (total)	%	88.8	12	76.8	10.4	0.8	100
Vodafone (urban)	Count	218	28	190	23	2	243
vouaione (urban)	%	89.7	11.5	78.2	9.5	0.8	100
\/adafana (rural\	Count	123	18	105	17	1	141
Vodafone (rural)	%	87.3	12.8	74.5	12.1	0.7	100
Total (Total)	Count	3871	748	3123	705	126	4702
Total (Total)	%	82.3	15.9	66.4	15	2.7	100
Total (Urban)	Count	2605	503	2102	402	66	3073
Total (Orball)	%	84.8	16.4	68.4	13.1	2.1	100
Total (Dural)	Count	1266	245	1021	303	60	1629
Total (Rural)	%	77.7	15	62.7	18.6	3.7	100





SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ri tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

Service Providers		Yes	No	Total
Aircel (Total)	Count	78	320	398
Alicei (Totai)		19.6	80.4	100
Aircel (Urban)		40	168	208
7 tiloci (Olbali)	Count 78 % 19.6 Count 40 % 19.2 Count 38 % 20 Count 17 % 4.3 Count 9 % 3.4 Count 26 % 6.3 Count 20 % 8.1 Count 6 % 3.6 Count 4 % 1.7 Count 3 % 1.4 Count 1 % 7.1 Count 1 % 7.1 Count 16 % 7.4 Count 13 % 6.8 Count 17 % 1.6 Count 9 % 1.6 Count 5 % 1.6		80.8	100
Aircel (Rural)			152	190
7 iii 00i (i tui ui)			80	100
Airtel (Total)			379	396
			95.7	100
Airtel (Urban)			254	263
			96.6 125	100 133
Airtel (Rural)			94	100
			385	411
BSNL (Total)			93.7	100
			226	246
BSNL (Urban)			91.9	100
DOM: (D 1)	Count		159	165
BSNL (Rural)	%	3.6	96.4	100
Ob (T-1-1)	Count		229	233
Cheers (Total)	%	1.7	98.3	100
Cheers (Urban)			216	219
Cheers (Urban)	%	1.4	98.6	100
Cheers (Rural)		1	13	14
Cheers (Rurai)		7.1	92.9	100
Idea (Total)		29	380	409
idea (Total)		7.1	92.9	100
Idea (Urban)		16	201	217
idea (Olbail)			92.6	100
Idea (Rural)			179	192
idoa (i tarai)			93.2	100
MTS (Total)			384	401
- ()			95.8	100
MTS (Urban)			249	258
,			96.5	100
MTS (Rural)			135	143
			94.4 424	100 431
Rel Com (total)			98.4	100
			305	310
Rel Com (urban)			98.4	100
			119	121
Rel Com (rural)			98.3	100
5.17.17.10	Count		418	435
Rel Tel (Total)	%		96.1	100
Del Tel (Urbers)	Count		282	290
Rel Tel (Urban)	%	2.8	97.2	100
Pol Tol (Purol)		9	136	145
Rel Tel (Rural)			93.8	100
S Tel (Total)			385	404
5 101 (10tal)			95.3	100
S Tel (Urban)			241	252
_ : :: (5:241)			95.6	100
S Tel (Rural)			144	152
-			94.7	100
TTSL (Total)	Count	11	401	412
/	%	2.7	97.3	100
TTSL (Urban)	Count	9	324	333
. ,	%	2.7	97.3	100
TTSL (Rural)	Count	2	77	79
* *	%	2.5	97.5	100





23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ri tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

Service Providers		Yes	No	Total
Lininar (total)	Count	14	374	388
Uninor (total)	%	3.6	96.4	100
Lininar (urban)	Count	7	227	234
Uninor (urban)	%	3	97	100
Uninor (rural)	Count	7	147	154
	%	4.5	95.5	100
\	Count	17	367	384
Vodafone (total)	%	4.4	95.6	100
\/adafana /urban\	Count	12	231	243
Vodafone (urban)	%	4.9	95.1	100
\/adafana /rural\	Count	5	136	141
Vodafone (rural)	%	3.5	96.5	100
Total /Total)	Count	256	4446	4702
Total (Total)	%	5.4	94.6	100
Total (Ulubara)	Count	149	2924	3073
Total (Urban)	%	4.8	95.2	100
Total (Dural)	Count	107	1522	1629
Total (Rural)	%	6.6	93.4	100





24. How satisfied a	re you with t	the quality of the	e supplementa	ary services / va	lue added service	provided?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	48	7	41	23	7	78
Alloci (Total)	%	61.6	9	52.6	29.5	9	100
Aircel (Urban)	Count	27	4	23	11	2	40
7 tiloci (Olbali)	%	67.5	10	57.5	27.5	5	100
Aircel (Rural)	Count	21	3	18	12	5	38
7 iii 001 (i turui)	%	55.3	7.9	47.4	31.6	13.2	100
Airtel (Total)	Count	13	5	8	2	2	17
	%	76.5	29.4	47.1	11.8	11.8	100
Airtel (Urban)	Count	9	4	5	0	0	9
, ,	%	100	44.4	55.6	0.0	0.0	100
Airtel (Rural)	Count	4	1	3	2	2	8
,	%	50	12.5	37.5	25	25	100
BSNL (Total)	Count	17	2	15	8	1	26
- (,	%	65.4	7.7	57.7	30.8	3.8	100
BSNL (Urban)	Count	14	2	12	6		20
()	%	70	10	60	30		100
BSNL (Rural)	Count	3	0	3	2	1	6
- (%	50	0.0	50	33.3	16.7	100
Cheers (Total)	Count	4	0	4	0	0	4
()	%	100	0.0	100	0.0	0.0	100
Cheers (Urban)	Count	3	0	3	0	0	3
0.100.10 (0.124.1)	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	1	0	1	0	0	1
(%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	17	1	16	7	5	29
	%	58.6	3.4	55.2	24.1	17.2	100
Idea (Urban)	Count	9	0	9	4	3	16
	%	56.3	0.0	56.3	25	18.8	100
Idea (Rural)	Count	8	1	7	3	2	13
	%	61.5	7.7	53.8	23.1	15.4	100
MTS (Total)	Count	10	3	7	5	2	17
(1.2.0.)	%	58.8	17.6	41.2	29.4	11.8	100
MTS (Urban)	Count	6	3	3	3	0	9
(0.00)	%	66.6	33.3	33.3	33.3	0.0	100
MTS (Rural)	Count	4	0	4	2	2	8
(* 15.15.)	%	50	0.0	50	25	25	100
Rel Com (total)	Count	3	1	2	4	0	7
rter com (total)	%	42.9	14.3	28.6	57.1	0.0	100
Rel Com (urban)	Count	3	1	2	2	0	5
(* ***)	%	60	20	40	40	0.0	100
Rel Com (rural)	Count	0	0	0	2	0	2
. ,	%	0	0.0	0.0	100	0.0	100
Rel Tel (Total)	Count	13	3	10	2	2	17
` ,	%	76.4	17.6	58.8	11.8	11.8	100
Rel Tel (Urban)	Count	7	0	7	1	0	8
, ,	%	87.5	0.0	87.5	12.5	0.0	100
Rel Tel (Rural)	Count	6	3	3	1	2	9
, ,	%	66.6	33.3	33.3	11.1	22.2	100
S Tel (Total)	Count	15	1	14	3	1	19
. ,	%	79	5.3	73.7	15.8	5.3	100
S Tel (Urban)	Count %	9	0	9	2	0	11
. ,	% Count	81.8	0.0	81.8	18.2	0.0	100
S Tel (Rural)	%	6	1 12.5	5	1	1 12.5	8
•		75	12.5	62.5	12.5	12.5	100
TTSL (Total)	Count %	7	1	6	4	0	11
•	1	63.6	9.1	54.5	36.4	0.0	100
TTSL (Urban)	Count	5	0	5	4	0	9
` '	%	55.6	0.0	55.6	44.4	0.0	100
TTSL (Rural)	Count	2	1 50	1 50	0	0	2
, ,	%	100	50	50	0.0	0.0	100





24. How satisfied are you with the quality of the supplementary services / value added service provided?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total	
Uniper (total)	Count	9	0	9	2	3	14	
Uninor (total)	%	64.3	0.0	64.3	14.3	21.4	100	
Lininar (urban)	Count	7	0	7	0	0	7	
Uninor (urban)	%	100	0.0	100	0.0	0.0	100	
Lining a n (munal)	Count	2	0	2	2	3	7	
Uninor (rural)	%	28.6	0.0	28.6	28.6	42.9	100	
\/adafana (tatal\	Count	12	3	9	4	1	17	
Vodafone (total)	%	70.5	17.6	52.9	23.5	5.9	100	
\/a-lafa-a-a-(\	Count	8	2	6	3	1	12	
Vodafone (urban)	%	66.7	16.7	50	25	8.3	100	
\/adafaaa (m.mal\	Count	4	1	3	1	0	5	
Vodafone (rural)	%	80	20	60	20	0.0	100	
Total (Total)	Count	168	27	141	64	24	256	
Total (Total)	%	65.6	10.5	55.1	25	9.4	100	
Total (Urban)	Count	107	16	91	36	6	149	
Total (Urban)	%	71.8	10.7	61.1	24.2	4	100	
Total (Donal)	Count	61	11	50	28	18	107	
Total (Rural)	%	57	10.3	46.7	26.2	16.8	100	





25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total	
Aircel (Total)	Count	48	6	42	23	7	78	
7 litoci (Total)	%	61.5	7.7	53.8	29.5	9	100	
Aircel (Urban)	Count	28	4	24	10	2	40	
7 00. (0.00)	%	70	10	60	25	5	100	
Aircel (Rural)	Count	20	2	18	13	5	38	
	%	52.7	5.3	47.4	34.2	13.2	100	
Airtel (Total)	Count	13	7	6	2	2	17	
	%	76.5	41.2	35.3	11.8	11.8	100	
Airtel (Urban)	Count	9	6	3	0	0	9	
	%	100	66.7	33.3	0.0	0.0	100	
Airtel (Rural)	Count	4	1	3	2	2	8	
7 101 (1 10.10.1)	%	50	12.5	37.5	25	25	100	
BSNL (Total)	Count	19	1	18	6	1	26	
BOITE (Total)	%	73	3.8	69.2	23.1	3.8	100	
BSNL (Urban)	Count	16	1	15	4		20	
DOINE (OIDAII)	%	80	5	75	20		100	
BSNL (Rural)	Count	3	0	3	2	1	6	
DOINE (Ruidi)	%	50	0.0	50	33.3	16.7	100	
Choore (Total)	Count	4	0	4	0	0	4	
Cheers (Total)	%	100	0.0	100	0.0	0.0	100	
Observe (Uddserve)	Count	3	0	3	0	0	3	
Cheers (Urban)	%	100	0.0	100	0.0	0.0	100	
O. (D. 1)	Count	1	0	1	0	0	1	
Cheers (Rural)	%	100	0.0	100	0.0	0.0	100	
	Count	17	1	16	7	5	29	
Idea (Total)	%	58.6	3.4	55.2	24.1	17.2	100	
	Count	9	0	9	4	3	16	
Idea (Urban)	%	56.3	0.0	56.3	25	18.8	100	
	Count	8	1	7	3	2	13	
Idea (Rural)	%	61.5	7.7	53.8	23.1	15.4	100	
	Count	10	2	8	5	2	17	
MTS (Total)	%	58.9	11.8	47.1	29.4	11.8	100	
	Count	6	2	4	2	1	9	
MTS (Urban)	%	66.6	22.2	44.4	22.2	11.1	100	
	Count	4	0	4	3	1	8	
MTS (Rural)	%	50	0.0	50	37.5	12.5	100	
	Count	3	1	2	4	0	7	
Rel Com (total)	%	42.9	14.3	28.6	57.1	0.0	100	
	Count	3		28.0		0.0	5	
Rel Com (urban)	%	_	20		2 40			
	Count	60 0	0	40 0	2	0.0	100 2	
Rel Com (rural)	%	0	0.0	0.0	100	0.0	100	
·	% Count	13		11		2	100	
Rel Tel (Total)	%		2		2			
		76.5	11.8	64.7	11.8	11.8	100	
Rel Tel (Urban)	Count	7	0	7	1	0	8	
. ,	%	87.5	0.0	87.5	12.5	0.0	100	
Rel Tel (Rural)	Count	6	2	4	1	2	9	
. ,	%	66.6	22.2	44.4	11.1	22.2	100	
S Tel (Total)	Count	15	1	14	3	1	19	
` '	%	79	5.3	73.7	15.8	5.3	100	
S Tel (Urban)	Count	9	0	9	2	0	11	
<u> </u>	%	81.8	0.0	81.8	18.2	0.0	100	
S Tel (Rural)	Count	6	1	5	1	1	8	
- ioi (italai)	%	75	12.5	62.5	12.5	12.5	100	
TTSL (Total)	Count	6	1	5	5	0	11	
1 1 OL (1 Olai)	%	54.6	9.1	45.5	45.5	0.0	100	
TTSL (Urban)	Count	4	0	4	5	0	9	
I I OL (UIDAII)	%	44.4	0.0	44.4	55.6	0.0	100	
TTCL (Dural)	Count	2	1	1	0	0	2	
TTSL (Rural)	%	100	50	50	0.0	0.0	100	





25(a). How satisfied	25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total	
Uninor (total)	Count	9	0	9	3	2	14	
Utilitor (total)	%	64.3	0.0	64.3	21.4	14.3	100	
Uninor (urban)	Count	7	0	7	0	0	7	
Uninor (urban)	%	100	0.0	100	0.0	0.0	100	
Uniper (rurel)	Count	2	0	2	3	2	7	
Uninor (rural)	%	28.6	0.0	28.6	42.9	28.6	100	
Vodafone (total)	Count	13	2	11	3	1	17	
vouaione (total)	%	76.5	11.8	64.7	17.6	5.9	100	
Vodafone (urban)	Count	9	1	8	2	1	12	
vouaione (urban)	%	75	8.3	66.7	16.7	8.3	100	
Vadafana (rural)	Count	4	1	3	1	0	5	
Vodafone (rural)	%	80	20	60	20	0.0	100	
Total (Total)	Count	170	24	146	63	23	256	
Total (Total)	%	66.4	9.4	57	24.6	9	100	
Total (Urban)	Count	110	15	95	32	7	149	
Total (Urban)	%	73.9	10.1	63.8	21.5	4.7	100	
Total (Burrel)	Count	60	9	51	31	16	107	
Total (Rural)	%	56.1	8.4	47.7	29	15	100	





25(b). Please tell me	the reasons t	for your dissatisfaction.	. [ASK THIS QUESTION	ONLY IF 1 OR 2 IS CODED I	N Q25(a)]
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
Aircel (Total)	Count	23	9	0	32
	%	71.9	28.1	0.0	100
Aircel (Urban)	Count	11	1	0	12
,	%	91.7	8.3	0.0	100
Aircel (Rural)	Count	12	8	0	20
,	%	60	40	0.0	100
Airtel (Total)	Count %	2	3	0	5
		40	60	0.0	100
Airtel (Urban)	Count %	0	1	0	1
	Count	0.0	100	0.0	100 4
Airtel (Rural)	%	2		0	
	Count	50 5	50	0.0	100 7
BSNL (Total)	%				
	Count	71.4	28.6	0.0	100
BSNL (Urban)	%	<u>4</u> 100	0	0.0	100
	Count	100	0.0	0.0	3
BSNL (Rural)	%	33.3	66.7	0.0	100
	Count	 0	00.7	0.0	0
Cheers (Total)	%	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0
Cheers (Urban)	%	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0
Cheers (Rural)	%	0.0	0.0	0.0	0.0
_	Count	10	4	0.0	14
Idea (Total)	%	71.4	28.6	0.0	100
	Count	6	1	0.0	7
Idea (Urban)	%	85.7	14.3	0.0	100
Idea (Rural)	Count	4	3	0.0	7
	%	57.1	42.9	0.0	100
	Count	3	4	0	7
MTS (Total)	%	42.9	57.1	0.0	100
	Count	1	2	0	3
MTS (Urban)	%	33.3	66.7	0.0	100
	Count	2	2	0	4
MTS (Rural)	%	50	50	0.0	100
D 10 (1.1.)	Count	2	2	0	4
Rel Com(total)	%	50	50	0.0	100
Dal assess (code ass)	Count	2	0	0	2
Rel.comm.(urban)	%	100	0.0	0.0	100
Rel Com(rural)	Count	0	2	0	2
Rei Com(rurai)	%	0.0	100	0.0	100
Rel Tel (Total)	Count	3	1	1	5
Terrer(Total)	%	60	20	20	100
Rel Tel (Urban)	Count	1	0	0	1
. tor (Orbari)	%	100	0.0	0.0	100
Rel Tel (Rural)	Count	2	1	1	4
or ror (rearui)	%	50	25	25	100
S Tel (Total)	Count	2	2	0	4
	%	50	50	0.0	100
S Tel (Urban)	Count	11	1	0	2
- \ /	%	50	50	0.0	100
S Tel (Rural)	Count	1	1 50	0	2
, ,	%	50	50	0.0	100
TTSL (Total)	Count	2	3	1	6
. ,	%	33.3	50	16.7	100
TTSL (Urban)	Count %	2	3	1	6
		33.3	50	16.7	100
TTSL (Rural)	Count	0	0	0	0
· · ·	%	0.0	0.0	0.0	0.0





25(b). Please tell me t	the reasons	for your dissatisfaction.	ASK THIS QUESTION	ONLY IF 1 OR 2 IS CODED I	N Q25(a)]
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
Uninor (total)	Count	2	3	1	6
Offilior (total)	%	33.3	50	16.7	100
Uninor (urban)	Count	0	0	1	1
Offitior (urbail)	%	0.0	0.0	100	100
Uninor (rural)	Count	2	3	0	5
Offilior (rural)	%	40	60	0.0	100
Vodafone (total)	Count	2	2	1	5
vouaione (totai)	%	40	40	20	100
Vodafone (urban)	Count	1	1	1	3
vouaione (uiban)	%	33.3	33.3	33.3	100
Vodafone (rural)	Count	1	1	0	2
vouaione (rurai)	%	50	50	0.0	100
Total (Total)	Count	56	35	4	95
Total (Total)	%	58.9	36.8	4.2	100
Total (Urban)	Count	29	10	3	42
Total (Orball)	%	69	23.8	7.1	100
Total (Bural)	Count	27	25	1	53
Total (Rural)	%	50.9	47.2	1.9	100





26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? **Service Providers** Yes No **Total** Count 89 309 398 Aircel (Total) % 22.4 77.6 100 Count 52 156 208 Aircel (Urban) % 75 25 100 Count 37 153 190 Aircel (Rural) % 80.5 19.5 100 Count 25 371 396 Airtel (Total) % 6.3 93.7 100 Count 9 254 263 Airtel (Urban) % 3.4 96.6 100 Count 16 117 133 Airtel (Rural) % 12 88 100 Count 389 22 411 BSNL (Total) % 5.4 94.6 100 Count 241 246 BSNL (Urban) % 2 98 100 Count 17 148 165 BSNL (Rural) % 10.3 89.7 100 Count 12 221 233 Cheers (Total) % 5.2 94.8 100 Count 11 208 219 Cheers (Urban) % 5 95 100 Count 1 13 14 Cheers (Rural) % 92.9 100 7.1 Count 71 338 409 Idea (Total) % 17.4 82.6 100 Count 24 193 217 Idea (Urban) % 100 11.1 88.9 Count 47 145 192 Idea (Rural) % 24.5 75.5 100 Count 39 362 401 MTS (Total) % 9.7 90.3 100 Count 26 232 258 MTS (Urban) % 10.1 89.9 100 Count 13 130 143 MTS (Rural) % 9.1 90.9 100 Count 37 394 431 Rel Com (total) % 8.6 91.4 100 Count 31 279 310 Rel Com (urban) % 90 10 100 Count 6 115 121 Rel Com (rural) % 5 95 100 Count 51 384 435 Rel Tel (Total) % 11.7 88.3 100 Count 33 257 290 Rel Tel (Urban) % 11.4 88.6 100 Count 18 145 127 Rel Tel (Rural) % 12.4 87.6 100 Count 44 360 404 S Tel (Total) % 10.9 89.1 100 Count 28 224 252 S Tel (Urban) % 11.1 88.9 100 Count 16 152 136 S Tel (Rural) % 10.5 89.5 100 Count 23 389 412 TTSL (Total) % 5.6 94.4 100 Count 15 318 333 TTSL (Urban) % 4.5 95.5 100 Count 8 71 79 TTSL (Rural)

%

10.1

89.9

100





26. In last 6 months	have you faced	the problem of unauthorized	I activation of VAS by your se	ervice provider?
Service Providers		Yes	No	Total
l lainen (tatal)	Count	30	358	388
Jninor (total)	%	7.7	92.3	100
Uninor (urban)	Count	13	221	234
	%	5.6	94.4	100
Uninor (rural)	Count	17	137	154
	%	11	89	100
	Count	19	365	384
Vodafone (total)	%	4.9	95.1	100
\/a-lafa-a-a-(b-a-a-)	Count	13	230	243
Vodafone (urban)	%	5.3	94.7	100
\/adafana /rural\	Count	6	135	141
Vodafone (rural)	%	4.3	95.7	100
Total (Total)	Count	462	4240	4702
Total (Total)	%	9.8	90.2	100
Total (Linham)	Count	260	2813	3073
Total (Urban)	%	8.5	91.5	100
Total (Bural)	Count	202	1427	1629
Total (Rural)	%	12.4	87.6	100





27. Have you complained to	your service provider for dea	activation of such services and	retund of charges levied?

Service Providers		Yes	No [IF NO, GO TO Q29(a)]	Total
A ())	Count	61	28	89
Aircel (Total)	%	68.5	31.5	100
A: (1 lub)	Count	33	19	52
Aircel (Urban)	%	63.5	36.5	100
Aireal (Dunal)	Count	28	9	37
Aircel (Rural)	%	75.7	24.3	100
Airtol (Total)	Count	21	4	25
Airtel (Total)	%	84	16	100
Airtel (Urban)	Count	7	2	9
Airtei (Orbari)	%	77.8	22.2	100
Airtel (Rural)	Count	14	2	16
Airtei (Kulai)	%	87.5	12.5	100
BSNL (Total)	Count	19	3	22
DOINE (TOTAL)	%	86.4	13.6	100
RSNI (Lirban)	Count	3	2	5
BSNL (Urban)	%	60	40	100
DCMI (Durol)	Count	16	1	17
BSNL (Rural)	%	94.1	5.9	100
Cheers (Total)	Count	6	6	12
Cheers (Total)	%	50	50	100
Cheers (Urban)	Count	6	5	11
Crieers (Orban)	%	54.5	45.5	100
Cheers (Rural)	Count	0	1	1
Crieers (Rurai)	%	0.0	100	100
Idea (Total)	Count	47	24	71
idea (Total)	%	66.2	33.8	100
Idea (Lirban)	Count	15	9	24
Idea (Urban)	%	62.5	37.5	100
Idea (Rural)	Count	32	15	47
idea (Kurai)	%	68.1	31.9	100
MTS (Total)	Count	37	2	39
WTO (Total)	%	94.9	5.1	100
MTS (Urban)	Count	24	2	26
WITS (Olball)	%	92.3	7.7	100
MTS (Rural)	Count	13	0	13
WTO (IXulai)	%	100	0.0	100
Rel Com (total)	Count	28	9	37
rter com (total)	%	75.7	24.3	100
Rel Com (urban)	Count	22	9	31
Rei Com (diban)	%	71	29	100
Rel Com (rural)	Count	6	0	6
Troi dom (raidi)	%	100	0.0	100
Rel Tel (Total)	Count	45	6	51
TCI TCI (Total)	%	88.2	11.8	100
Rel Tel (Urban)	Count	27	6	33
Trei Tei (Olbali)	%	81.8	18.2	100
Rel Tel (Rural)	Count	18	0	18
Troi (irtuiai)	%	100	0.0	100
S Tel (Total)	Count	36	8	44
o ror (rotal)	%	81.8	18.2	100
S Tel (Urban)	Count	24	4	28
o roi (oibail)	%	85.7	14.3	100
S Tel (Rural)	Count	12	4	16
O Tel (Ixulal)	%	75	25	100
TTSL (Total)	Count	19	4	23
1 1 OL (10tal)	%	82.6	17.4	100
TTSL (Urban)	Count	12	3	15
I I SL (UIDAII)	%	80	20	100
TTCL /Dural\	Count	7	1	8
TTSL (Rural)	%	87.5	12.5	100





27. Have you compl	ained to your	service provider for deactivati	on of such services and refund	of charges levied?
Service Providers		Yes	No [IF NO, GO TO Q29(a)]	Total
Uninor (total)	Count	26	4	30
Offilior (total)	%	86.7	13.3	100
Uninor (urban)	Count	11	2	13
Offilior (urbail)	%	84.6	15.4	100
Uninor (rural)	Count	15	2	17
Offilior (rural)	%	88.2	11.8	100
Vodafone (total)	Count	14	5	19
vouaione (totai)	%	73.7	26.3	100
Vodafone (urban)	Count	9	4	13
vouaione (urban)	%	69.2	30.8	100
Vodafone (rural)	Count	5	1	6
vouaione (rurai)	%	83.3	16.7	100
Total (Total)	Count	359	103	462
Total (Total)	%	77.7	22.3	100
Total (Urban)	Count	193	67	260
Total (Orball)	%	74.2	25.8	100
Total (Bural)	Count	166	36	202
Total (Rural)	%	82.2	17.8	100





			Delay in			
Service Providers		None	deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
Aircel (Total)	Count	51	12	4	4	61
- in oor (1 otal)	%	83.6	19.7	6.6	6.6	100
Aircel (Urban)	Count	30	2	2	1	33
	%	90.9	6.1	6.1	3	100
Aircel (Rural)	Count %	21 75	10 35.7	7.1	3 10.7	28 100
	Count	13	33.7	7.1	10.7	21
Airtel (Total)	%	61.9	14.3	33.3	4.8	100
	Count	4	1	3	0	7
Airtel (Urban)	%	57.1	14.3	42.9	0.0	100
Aintal (Dunal)	Count	9	2	4	1	14
Airtel (Rural)	%	64.3	14.3	28.6	7.1	100
RSNI (Total)	Count	13	8	5	1	19
BSNL (Total)	%	68.4	42.1	26.3	5.3	100
BSNL (Urban)	Count	2	0	1		3
(318411)	%	66.7	0.0	33.3		100
BSNL (Rural)	Count	11	8	4	1	16
·/	%	68.8	50	25	6.3	100
Cheers (Total)	Count %	6	0	0	0	6
		100	0.0	0.0	0.0	100
Cheers (Urban)	Count %	6 100	0.0	0.0	0.0	6 100
	Count	0	0.0	0.0	0.0	0
Cheers (Rural)	%	0.0	0.0	0.0	0.0	0.0
	Count	40	6	5	2	47
dea (Total)	%	85.1	12.8	10.6	4.3	100
	Count	14	0	1	0	15
ldea (Urban)	%	93.3	0.0	6.7	0.0	100
Idaa (Duud)	Count	26	6	4	2	32
ldea (Rural)	%	81.3	18.8	12.5	6.3	100
MTS (Total)	Count	29	7	5	3	37
viio (Total)	%	78.4	18.9	13.5	8.1	100
MTS (Urban)	Count	20	1	1	3	24
	%	83.3	4.2	4.2	12.5	100
MTS (Rural)	Count	9	6	4	0	13
,	%	69.2	46.2	30.8	0.0	100
Rel Com (total)	Count %	24	4	4	0	28
	Count	85.7 19	14.3	14.3	0.0	100 22
Rel Com (urban)	%	86.4	4.5	13.6	0.0	100
	Count	5	3	1	0.0	6
Rel Com (rural)	%	83.3	50	16.7	0.0	100
D 1 T 1 (T 1 1)	Count	36	9	6	0	45
Rel Tel (Total)	%	80	20	13.3	0.0	100
Pol Tol (Urban)	Count	24	4	2	0	27
Rel Tel (Urban)	%	88.9	14.8	7.4	0.0	100
Rel Tel (Rural)	Count	12	5	4	0	18
itor ror (rtarar)	%	66.7	27.8	22.2	0.0	100
S Tel (Total)	Count	33	8	3	0	36
. (/	%	91.7	22.2	8.3	0.0	100
STel (Urban)	Count	24	4	0	0	24
. ,	%	100	16.7	0.0	0.0	100
S Tel (Rural)	Count	9	4	3	0	12
	% Count	75 11	33.3	25 7	0.0	100 19
TTSL (Total)	%	57.9	21.1	36.8	0.0	100
	Count	8	3	3	0.0	12
TTSL (Urban)	%	66.7	25	25	0.0	100
	Count	3	1	4	0.0	7
TTSL (Rural)	%	42.9	14.3	57.1	0.0	100





28(a). What difficulti	ies have you fa	aced while deactiv	ating of such serv	ices and refund of	f charges levied?	
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
Uniper (total)	Count	15	6	9	1	26
Uninor (total)	%	57.7	23.1	34.6	3.8	100
Uningr (urban)	Count	5	2	6	0	11
Uninor (urban)	%	45.5	18.2	54.5	0.0	100
Unipor (rural)	Count	10	4	3	1	15
Uninor (rural)	%	66.7	26.7	20	6.7	100
Vodafone (total)	Count	9	2	4	1	14
vouaione (total)	%	64.3	14.3	28.6	7.1	100
Vodafone (urban)	Count	6	2	3	0	9
vouaione (urban)	%	66.7	22.2	33.3	0.0	100
Vodafone (rural)	Count	3	0	1	1	5
vouaione (rurai)	%	60	0.0	20	20	100
Total (Total)	Count	280	69	59	13	359
Total (Total)	%	78	19.2	16.4	3.6	100
Total (Urban)	Count	162	20	25	4	193
Total (Urban)	%	83.9	10.4	13	2.1	100
Total (Bural)	Count	118	49	34	9	166
Total (Rural)	%	71.1	29.5	20.5	5.4	100





28(b). How satisfie	d are you wit	th the resolution	of your comp	laint for deacti	vation of VAS and	refund of charges	s levied?
Service Provider		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	18	4	14	31	12	61
Alicei (Total)	%	29.6	6.6	23	50.8	19.7	100
Aircel (Urban)	Count	10	0	10	17	6	33
7 tiloci (Olbali)	%	30.3	0.0	30.3	51.5	18.2	100
Aircel (Rural)	Count	8	4	4	14	6	28
7 iii ooi (i tarai)	%	28.6	14.3	14.3	50	21.4	100
Airtel (Total)	Count	11	1	10	4	6	21
7 111 (1 0 101)	%	52.4	4.8	47.6	19	28.6	100
Airtel (Urban)	Count	5	0	5	1	1	7
	%	71.4	0.0	71.4	14.3	14.3	100
Airtel (Rural)	Count	6	1	5	3	5	14
7	%	42.8	7.1	35.7	21.4	35.7	100
BSNL (Total)	Count	8	1	7	9	2	19
20.12 (10.0.)	%	42.1	5.3	36.8	47.4	10.5	100
BSNL (Urban)	Count	1	0	1	2	0	3
DOTTE (OTBATT)	%	33.3	0.0	33.3	66.7	0.0	100
BSNL (Rural)	Count	7	1	6	7	2	16
DOINE (INdial)	%	43.8	6.3	37.5	43.8	12.5	100
Cheers (Total)	Count	5	0	5	1	0	6
Oncoro (Total)	%	83.3	0.0	83.3	16.7	0.0	100
Cheers (Urban)	Count	5	0	5	1	0	6
Oncors (Orban)	%	83.3	0.0	83.3	16.7	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
Officers (Italian)	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	19	2	17	24	4	47
idea (Total)	%	40.5	4.3	36.2	51.1	8.5	100
dea (Urban)	Count	3	0	3	10	2	15
	%	20	0.0	20	66.7	13.3	100
doa (Pural)	Count	16	2	14	14	2	32
idea (i taiai)	%	50.1	6.3	43.8	43.8	6.3	100
MTS (Total)	Count	14	3	11	18	5	37
Wire (retai)	%	37.8	8.1	29.7	48.6	13.5	100
MTS (Urban)	Count	9	3	6	12	3	24
Wite (Olban)	%	37.5	12.5	25	50	12.5	100
MTS (Rural)	Count	5	0	5	6	2	13
Wife (Italia)	%	38.5	0.0	38.5	46.2	15.4	100
Rel Com (total)	Count	13	1	12	14	1	28
rtor com (total)	%	46.5	3.6	42.9	50	3.6	100
Rel Com (urban)	Count	12	1	11	10	0	22
rtor corr (urbarr)	%	54.5	4.5	50	45.5	0.0	100
Rel Com (rural)	Count	1	0	1	4	1	6
· to: Gotti (raral)	%	16.7	0.0	16.7	66.7	16.7	100
Rel Tel (Total)	Count	20	2	18	17	8	45
(/	%	44.4	4.4	40	37.8	17.8	100
Rel Tel (Urban)	Count	12	2	10	11	4	27
(- >)	%	44.4	7.4	37	40.7	14.8	100
Rel Tel (Rural)	Count	8	0	8	6	4	18
· · · · · · · · · · · · · · · · · · ·	%	44.4	0.0	44.4	33.3	22.2	100
S Tel (Total)	Count	23	0	23	11	2	36
. ,	%	63.9	0.0	63.9	30.6	5.6	100
S Tel (Urban)	Count	16	0	16	7	1	24
, ,	%	66.7	0.0	66.7	29.2	4.2	100
S Tel (Rural)	Count	7	0	7	4	1	12
· · · · /	%	58.3	0.0	58.3	33.3	8.3	100
TTSL (Total)	Count	11	1	10	7	1	19
· · · · /	%	57.9	5.3	52.6	36.8	5.3	100
TTSL (Urban)	Count	6	0	6	5	1	12
\- · · · · ·	%	50	0.0	50	41.7	8.3	100
TTSL (Rural)	Count	5	1	4	2	0	7
- (/	%	71.4	14.3	57.1	28.6	0.0	100





Service Provider	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	12	1	11	10	4	26
Offilior (total)	%	46.1	3.8	42.3	38.5	15.4	100
I Ininar (urban)	Count	8	0	8	3	0	11
Uninor (urban) %	72.7	0.0	72.7	27.3	0.0	100	
I Inings (sussel)	Count	4	1	3	7	4	15
Uninor (rural) %	%	26.7	6.7	20	46.7	26.7	100
\	Count	5	1	4	6	3	14
Vodafone (total)	%	35.7	7.1	28.6	42.9	21.4	100
\/adafana (urban)	Count	4	0	4	2	3	9
Vodafone (urban)	%	44.4	0.0	44.4	22.2	33.3	100
\/adafana (rural\	Count	1	1	0	4	0	5
Vodafone (rural)	%	20	20	0.0	80	0.0	100
Total (Total)	Count	159	17	142	152	48	359
Total (Total)	%	44.3	4.7	39.6	42.3	13.4	100
Total (Urban)	Count	91	6	85	81	21	193
Total (Urban)	%	47.1	3.1	44	42	10.9	100
Total (Burrel)	Count	68	11	57	71	27	166
Total (Rural)	%	40.9	6.6	34.3	42.8	16.3	100





OVERALL CUSTOMER SATISFACTION

Service		Overall satisfied=	A-Very	B-Satisfied	C-Dissatisfied	D-Very	Total
Providers		(A+B)	Satisfied	B-Satisfied	C-Dissatisfied	Dissatisfied	Total
Aircel (Total)	Count	308	61	247	77	13	398
7 66. (1 616.)	%	77.4	15.3	62.1	19.3	3.3	100
Aircel (Urban)	Count %	168	31	137	34	6	208
	Count	80.8 140	14.9 30	65.9 110	16.3 43	2.9 7	100 190
Aircel (Rural)	%	73.7	15.8	57.9	22.6	3.7	100
	Count	361	89	272	29	6	396
Airtel (Total)	%	91.2	22.5	68.7	7.3	1.5	100
A: mt = 1 /1 mb = m \	Count	251	64	187	11	1	263
Airtel (Urban)	%	95.4	24.3	71.1	4.2	0.4	100
Airtel (Rural)	Count	110	25	85	18	5	133
Alitoi (Ruiai)	%	82.7	18.8	63.9	13.5	3.8	100
BSNL (Total)	Count	310	47	263	75	26	411
- (,	%	75.4	11.4	64	18.2	6.3	100
BSNL (Urban)	Count	190	32	158	41	15	246
	% Count	77.2 120	13 15	64.2	16.7 34	6.1	100
BSNL (Rural)	%	72.7	9.1	105 63.6	20.6	11 6.7	165 100
	Count	165	58	107	60	8	233
Cheers (Total)	%	70.8	24.9	45.9	25.8	3.4	100
	Count	160	57	103	51	8	219
Cheers (Urban)	%	73	26	47	23.3	3.7	100
OI (D I)	Count	5	1	4	9	0	14
Cheers (Rural)	%	35.7	7.1	28.6	64.3	0.0	100
Idea (Total)	Count	275	34	241	120	14	409
Idea (Total)	%	67.2	8.3	58.9	29.3	3.4	100
Idea (Urban)	Count	152	21	131	55	10	217
idea (Olbali)	%	70.1	9.7	60.4	25.3	4.6	100
Idea (Rural)	Count	123	13	110	65	4	192
	%	64.1	6.8	57.3	33.9	2.1	100
MTS (Total)	Count	321	84	237	64	16	401
	%	80	20.9	59.1	16	4	100
MTS (Urban)	Count %	222 86	69 26.7	153 59.3	30 11.6	6 2.3	258 100
	Count	99	15	84	34	10	143
MTS (Rural)	%	69.2	10.5	58.7	23.8	7	100
	Count	365	56	309	56	10	431
Rel Com (total)	%	84.7	13	71.7	13	2.3	100
5.10 ()	Count	259	46	213	43	8	310
Rel Com (urban)	%	83.5	14.8	68.7	13.9	2.6	100
Dal Care (minal)	Count	106	10	96	13	2	121
Rel Com (rural)	%	87.6	8.3	79.3	10.7	1.7	100
Rel Tel (Total)	Count	356	45	311	65	14	435
itto i ei (i Otai)	%	81.8	10.3	71.5	14.9	3.2	100
Rel Tel (Urban)	Count	233	29	204	50	7	290
(515411)	%	80.3	10	70.3	17.2	2.4	100
Rel Tel (Rural)	Count	123	16	107	15	7	145
/	%	84.8	11	73.8	10.3	4.8	100
S Tel (Total)	Count %	290	69	221	105 26	9 2.2	404
	% Count	71.8 179	17.1 39	54.7 140	65	8	100 252
S Tel (Urban)	%	71.1	15.5	55.6	25.8	3.2	100
	Count	111	30	81	40	1	152
S Tel (Rural)	%	73	19.7	53.3	26.3	0.7	100
	Count	381	54	327	27	4	412
TTSL (Total)	%	92.5	13.1	79.4	6.6	1	100
	Count	308	45	263	22	3	333
TTSL (Urban)	%	92.5	13.5	79	6.6	0.9	100
TTOL (C	Count	73	9	64	5	1	79
TTSL (Rural)	%	92.4	11.4	81	6.3	1.3	100





29(a). How satisfie	d are you witl	h the overall qua	ality of your m	obile service?			
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	343	31	312	39	6	388
Uninoi (totai)	%	88.4	8	80.4	10.1	1.5	100
Uningr (urban)	Count	215	20	195	17	2	234
Uninor (urban)	%	91.8	8.5	83.3	7.3	0.9	100
Linings (sussel)	Count	128	11	117	22	4	154
Uninor (rural)	%	83.1	7.1	76	14.3	2.6	100
Vodafone (total)	Count	341	46	295	39	4	384
vodalone (total)	%	88.8	12	76.8	10.2	1	100
Vadafana (urban)	Count	220	32	188	20	3	243
Vodafone (urban)	%	90.6	13.2	77.4	8.2	1.2	100
\/adafana /rural\	Count	121	14	107	19	1	141
Vodafone (rural)	%	85.8	9.9	75.9	13.5	0.7	100
Total (Total)	Count	3816	674	3142	756	130	4702
Total (Total)	%	81.1	14.3	66.8	16.1	2.8	100
Total (Urban)	Count	2557	485	2072	439	77	3073
Total (Urban)	%	83.2	15.8	67.4	14.3	2.5	100
Total (Dural)	Count	1259	189	1070	317	53	1629
Total (Rural)	%	77.3	11.6	65.7	19.5	3.3	100





GENERAL INFORMATION

	or 001 11000 a.	e you also taking in	om this service prov	/ider?		
Service Providers		Broadband	Wire-line	Other	None	Total
). A.: (T.:1.)	Count	5	1	2	390	398
Aircel (Total)	%	1.3	0.3	0.5	98	100
A: 1/111)	Count	3	1	0	204	208
Aircel (Urban)	%	1.4	0.5	0.0	98.1	100
A: 1/D I)	Count	2	0	2	186	190
Aircel (Rural)	%	1.1	0.0	1.1	97.9	100
A	Count	1	1	0	394	396
Airtel (Total)	%	0.3	0.3	0.0	99.5	100
	Count	0	1	0	262	263
Airtel (Urban)	%	0.0	0.4	0.0	99.6	100
	Count	1	0	0	132	133
Airtel (Rural)	%	0.8	0.0	0.0	99.2	100
	Count	3	39	0	369	411
BSNL (Total)	%	0.7	9.5	0.0	89.8	100
	Count	3	34	0.0	209	246
BSNL (Urban)	%	1.2	13.8	0.0	85	100
	Count	0	5	0.0	160	165
BSNL (Rural)	%	-			97	
	% Count	0.0	3	0.0		100
Cheers (Total)		0	6	0	227	233
. ,	%	0.0	2.6	0.0	97.4	100
Cheers (Urban)	Count	0	5	0	214	219
	%	0.0	2.3	0.0	97.7	100
Cheers (Rural)	Count	0	1	0	13	14
oncoro (rtarar)	%	0.0	7.1	0.0	92.9	100
dea (Total)	Count	1	1	0	407	409
uea (Total)	%	0.2	0.2	0.0	99.5	100
ldea (Urban)	Count	1	0	0	216	217
	%	0.5	0.0	0.0	99.5	100
Idea (Rural)	Count	0	1	0	191	192
dea (Rurai)	%	0.0	0.5	0.0	99.5	100
	Count	5	1	1	394	401
MTS (Total)	%	1.2	0.2	0.2	98.3	100
	Count	5	1	0	252	258
MTS (Urban)	%	1.9	0.4	0.0	97.7	100
	Count	0	0	1	142	143
MTS (Rural)	%	0.0	0.0	0.7	99.3	100
	Count	0.0	1	1	429	431
Rel Com(total)	%	0.0	0.2	0.2	99.5	100
	Count	0.0	1	1	308	310
Rel.comm.(urban)	%	-				
	Count	0.0	0.3	0.3	99.4	100
Rel Com(rural)	%	0	0	0	121	121
· ·		0.0	0.0	0.0	100	100
Rel Tel (Total)	Count	1	1	1	432	435
. ,	%	0.2	0.2	0.2	99.3	100
Rel Tel (Urban)	Count	1	1	0	288	290
V A	%	0.3	0.3	0.0	99.3	100
Rel Tel (Rural)	Count	0	0	1	144	145
	%	0.0	0.0	0.7	99.3	100
S Tel (Total)	Count	2	1	1	400	404
, i (i (i (iii)	%	0.5	0.2	0.2	99	100
Tel (Urban)	Count	2	1	0	249	252
o rei (Orban)	%	0.8	0.4	0.0	98.8	100
) T-1/D: "	Count	0	0	1	151	152
S Tel (Rural)	%	0.0	0.0	0.7	99.3	100
	Count	3	2	1	406	412
	%	0.7	0.5	0.2	98.5	100
TSL (Total)		V.,	3.	V. <u>L</u>	00.0	
		3	1	1	328	333
	Count	3	1	1 0.3	328 98.5	333 100
TSL (Total) TSL (Urban) TSL (Rural)		3 0.9 0	1 0.3 1	0.3 0	328 98.5 78	333 100 79





30. What kind of other	er services ar	e you also taking fr	om this service pro	vider?		
Service Providers		Broadband	Wire-line	Other	None	Total
Uninor (total)	Count	2	2	0	384	388
Offinor (total)	%	0.5	0.5	0.0	99	100
Uninor (urban)	Count	1	0	0	233	234
Offinor (dibarr)	%	0.4	0.0	0.0	99.6	100
Uninor (rural)	Count	1	2	0	151	154
Offilior (fural)	%	0.6	1.3	0.0	98.1	100
Vodafone (total)	Count	2	0	5	377	384
vouaione (total)	%	0.5	0.0	1.3	98.2	100
Vodafone (urban)	Count	2	0	4	237	243
vouaione (urban)	%	0.8	0.0	1.6	97.5	100
Vodafone (rural)	Count	0	0	1	140	141
vouaione (rurai)	%	0.0	0.0	0.7	99.3	100
Total (Total)	Count	25	56	12	4609	4702
Total (Total)	%	0.5	1.2	0.3	98	100
Total (Urban)	Count	21	46	6	3000	3073
Total (Urban)	%	0.7	1.5	0.2	97.6	100
Total (Bural)	Count	4	10	6	1609	1629
Total (Rural)	%	0.2	0.6	0.4	98.8	100





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

Service Providers		Yes	No IF NO, GO TO Q34(a)	Total
Aircel (Total)	Count	37	360	397
Alicei (Total)	%	9.3	90.7	100.0
Aircel (Urban)	Count	31	177	208
Alicei (Olbali)	%	14.9	85.1	100.0
Aircel (Rural)	Count	6	183	189
Allcei (Itulai)	%	3.2	96.8	100.0
Airtel (Total)	Count	75	321	396
Airtei (Totai)	%	18.9	81.1	100.0
Airtel (Urban)	Count	38	225	263
Airtei (Olbail)	%	14.4	85.6	100.0
Airtel (Rural)	Count	37	96	133
Airtor (Rurai)	%	27.8	72.2	100.0
BSNL (Total)	Count	69	342	411
DONE (Total)	%	16.8	83.2	100.0
BSNL (Urban)	Count	50	196	246
DONE (Olban)	%	20.3	79.7	100.0
BSNL (Rural)	Count	19	146	165
DOINE (INIIII)	%	11.5	88.5	100.0
Cheers (Total)	Count	22	211	233
Crieers (Total)	%	9.4	90.6	100.0
Cheers (Urban)	Count	22	197	219
Cheers (Orban)	%	10.0	90.0	100.0
Cheers (Rural)	Count	0	14	14
Crieers (Rurai)	%	0.0	100.0	100.0
Idea (Total)	Count	12	397	409
Idea (Total)	%	2.9	97.1	100.0
Idaa (Urban)	Count	10	207	217
Idea (Urban)	%	4.6	95.4	100.0
Idea (Pural)	Count	2	190	192
Idea (Rural)	%	37	361	398
MTS (Total)	Count	9.3	90.7	100
WT3 (Total)	%	31	177	208
MTS (Urban)	Count	14.9	85.1	100
WTS (Olball)	%	6	184	190
MTS (Rural)	Count	3.2	96.8	100
WTO (Rulai)	%	75	321	396
Rel Com (total)	Count	18.9	81.1	100
Rei Com (total)	%	38	225	263
Rel Com (urban)	Count	14.4	85.6	100
rter Corr (urbari)	%	37	96	133
Rel Com (rural)	Count	27.8	72.2	100
rter com (raiai)	%	69	342	411
Rel Tel (Total)	Count	16.8	83.2	100
Ttor rer (Total)	%	50	196	246
Rel Tel (Urban)	Count	20.3	79.7	100
rter rer (orbarr)	%	19	146	165
Rel Tel (Rural)	Count	11.5	88.5	100
rtor ror (rtarar)	%	22	211	233
S Tel (Total)	Count	9.4	90.6	100
O Ter (Total)	%	22	197	219
S Tel (Urban)	Count	10	90	100
O TOT (OTDAIT)	%	0	14	14
S Tel (Rural)	Count	0.0	100	100
o rei (ixuiai)	%	12	397	409
TTSL (Total)	Count	2.9	97.1	100
110L (10tai)	%	10	207	217
TTSL (Urban)	Count	4.6	95.4	100
i i ol (uibaii)	%	2	190	192
TTSL (Rural)	Count	1	99	100
i i SL (Ruidi)	%	106	295	401





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

Service Providers		Yes	No IF NO, GO TO Q34(a)	Total
Linings (total)	Count	26.4	73.6	100
Uninor (total)	%	103	155	258
Linings (ushan)	Count	39.9	60.1	100
Uninor (urban)	%	3	140	143
Linings (musel)	Count	2.1	97.9	100
Uninor (rural)	%	64	367	431
\/adafaaa (tatal\	Count	14.8	85.2	100
Vodafone (total)	%	64	246	310
\/a=lafa=a=(:::::la=a=)	Count	20.6	79.4	100
Vodafone (urban)	%	0	121	121
\/adafana/rural\	Count	0.0	100	100
Vodafone (rural)	%	49	386	435
Tatal (Tatal)	Count	485	4217	4702
Total (Total)	%	10.3	89.7	100
Total (Univers)	Count	407	2666	3073
Total (Urban)	%	13.2	86.8	100
Total (Dural)	Count	78	1551	1629
Total (Rural)	%	4.8	95.2	100





		Yes	No IF NO, GO TO Q34(a)	Tota
I /Total\	Count	8	29	37
l (Total)	%	21.6	78.4	100
(Urban)	Count	7	24	31
I (Urban)	%	22.6	77.4	100
(Purol)	Count	1	5	6
l (Rural)	%	16.7	83.3	100
/Total)	Count	1	74	75
(Total)	%	1.3	98.7	100
(I. II)	Count	0	38	38
(Urban)	%	0.0	100	100
(D 1)	Count	1	36	37
(Rural)	%	2.7	97.3	100
	Count	1	68	69
(Total)	%	1.4	98.6	100
	Count	1	49	50
(Urban)	%	2	98	100
	Count	0	19	19
(Rural)	%	0.0	100	100
N	Count	3	19	22
s (Total)	%			100
	% Count	13.6	86.4	
Cheers (Urban)	%	3	19	22
		13.6	86.4	100
Cheers (Rural)	Count	0	0	0
iccis (Kuidi)	%	0.0	0.0	0.0
ea (Total)	Count	3	9	12
	%	25	75	100
Jrban)	Count	1	9	10
dea (Urban)	%	10	90	100
ea (Urban) ea (Rural)	Count	2	0	2
urui,	%	100	0.0	100
a (Total) a (Urban) a (Rural) S (Total) S (Urban)	Count	11	95	106
Jiai,	%	10.4	89.6	100
Irban)	Count	10	93	103
טוטמוו)	%	9.7	90.3	100
)rol\	Count	1	2	3
rurai)	%	33.3	66.7	100
(I. 1. I)	Count	10	54	64
m (total)	%	15.6	84.4	100
	Count	10	54	64
m (urban)	%	15.6	84.4	100
	Count	0	0	0
m (rural)	%	0.0	0.0	0.0
	Count	13	36	49
(Total)	%	26.5	73.5	100
	Count	13	33	46
(Urban)	%			
	Count	28.3	71.7	100 3
l (Rural)	%	0	3	
		0.0	100	100
::	Count	3	14	17
el (Total)	%	17.6	82.4	100
otal)		2	14	16
	Count		87.5	100
	%	12.5		
(Urban)	% Count	1	0	1
(Urban)	% Count %			1 100
(Urban) Rural)	% Count % Count	1	0	
(Urban) Rural)	% Count %	1 100	0 0.0	100
(Urban) Rural) Total)	% Count % Count	1 100 2	0 0.0 13	100 15
(Urban) (Rural) (Total) (Urban)	% Count % Count %	1 100 2 13.3	0 0.0 13 86.7	100 15 100
Urban) Rural)	% Count % Count % Count Count	1 100 2 13.3 2	0 0.0 13 86.7	100 15 100 13





32. Have you registe	ered with your	service provider for not receiv	ving any unwanted tele marketin	ng calls/SMS?
Service Providers		Yes	No IF NO, GO TO Q34(a)	Total
Uningr (total)	Count	3	5	8
Uninor (total)	%	37.5	62.5	100
Lininar (urban)	Count	1	5	6
Uninor (urban)	%	16.7	83.3	100
Lining and (money)	Count	2	0	2
Uninor (rural)	%	100	0.0	100
\/adafana (tatal)	Count	5	6	11
Vodafone (total)	%	45.5	54.5	100
\/adafa.aa (Count	4	4	8
Vodafone (urban)	%	50	50	100
\(\langle \la	Count	1	2	3
Vodafone (rural)	%	33.3	66.7	100
Tatal (Tatal)	Count	63	422	485
Total (Total)	%	13	87	100
Total (Urban)	Count	54	353	407
Total (Urban)	%	13.3	86.7	100
Total (Bural)	Count	9	69	78
Total (Rural)	%	11.5	88.5	100





Service Providers		No change	Considerable decrease	Stopped receiving	Slight decrease	Total
Aircol (Total)	Count	3	1	4	0	8
ircel (Total)	%	37.5	12.5	50.0	0.0	100.0
iraal (Lirban)	Count	2	1	4	0	7
Aircel (Urban)	%	28.6	14.3	57.1	0.0	100
Viscol (Descol)	Count	1	0	0	0	1
Aircel (Rural)	%	100	0.0	0.0	0.0	100
A: (T 1)	Count	1	0	0	0	1
Airtel (Total)	%	100.0	0.0	0.0	0.0	100.0
	Count	0	0	0	0	0
Airtel (Urban)	%	0.0	0.0	0.0	0.0	0.0
	Count	1	0	0	0	1
Airtel (Rural)	%	100	0.0	0.0	0.0	100
	Count	0	1	0	0	1
BSNL (Total)	%	0.0	100.0	0.0	0.0	100.0
	Count	0.0	1	0.0	0.0	100.0
SSNL (Urban)	%	0.0	100	0.0		100
	Count	0.0	0	0.0	0.0	100 0
SNL (Rural)	%				-	
. ,		0.0	0.0	0.0	0.0	0.0
Cheers (Total) Cheers (Urban)	Count	3	0	0	0	3
	%	100.0	0.0	0.0	0.0	100.0
Cheers (Urban)	Count	3	0	0	0	3
	%	100	0.0	0.0	0.0	100
Cheers (Rural) Idea (Total) Idea (Urban)	Count	0	0	0	0	0
	%	0	0.0	0.0	0.0	0.0
	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100.0
	Count	1	0	0	0	1
	%	100	0	0.0	0.0	100
	Count	1	1	0	0	2
dea (Rural)	%	50	50	0.0	0.0	100
	Count	1	1	9	0	11
MTS (Total)	%	9.1	9.1	81.8	0.0	100.0
	Count	1	0	9	0	10
MTS (Urban)	%	10	0	90	0.0	100
	Count	0	1	0	0.0	1
MTS (Rural)	%	0.0	100	0.0	0.0	100
	Count					
Rel Com(total)	%	0	0	10	0	10
		0.0	0.0	100.0	0.0	100.0
Rel.comm.(urban)	Count	0	0	10	0	10
\· \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	%	0.0	0.0	100	0.0	100
Rel Com(rural)	Count	0	0	0	0	0
(14141)	%	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	1	3	9	0	13
tor (Total)	%	7.7	23.1	69.2	0.0	100.0
Rel Tel (Urban)	Count	1	3	9	0	13
ver rer (Olbail)	%	7.7	23.1	69.2	0.0	100
Pol Tol (D)	Count	0	0	0	0	0
Rel Tel (Rural)	%	0.0	0.0	0.0	0.0	0
X	Count	0	0	3	0	3
Tel (Total)	%	0.0	0.0	100.0	0.0	100.0
	Count	0	0	2	0	2
Tel (Urban)	%	0.0	0.0	100	0.0	100
	Count	0.0	0.0	1	0.0	100
Tel (Rural)	%				-	
•		0.0	0.0	100	0.0	100
TSL (Total)	Count	0	1	1 50.0	0	2
, ,	%	0.0	50.0	50.0	0.0	100.0
TSL (Urban)	Count	0	1	1	0	2
(•)	%	0.0	50	50	0.0	100
TSL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0





Service Providers		No change	Considerable decrease	Stopped receiving	Slight decrease	Total
Uninor (total)	Count	2	1	0	0	3
orninor (total)	%	66.7	33.3	0.0	0.0	100.0
Ininar (urban)	Count	0	1	0	0	1
Uninor (urban)	%	0.0	100	0.0	0.0	100
Inings (susal)	Count	2	0	0	0	2
Uninor (rural)	%	100	0.0	0.0	0.0	100
(adafana (tatal)	Count	0	3	1	1	5
Vodafone (total)	%	0.0	60.0	20.0	20.0	100.0
(adafana (umban)	Count	0	3	1	0	4
/odafone (urban)	%	0.0	75	25	0.0	100
/	Count	0	0	0	1	1
/odafone (rural)	%	0.0	0.0	0.0	100	100
Fotal (Total)	Count	13	1	12	37	63
Total (Total)	%	20.6	1.6	19.0	58.7	100.0
Fotal (Llubaux)	Count	8	0	10	36	54
Гotal (Urban)	%	14.8	0	18.5	66.7	100
Fedel (Dessel)	Count	5	1	2	1	9
Total (Rural)	%	55.6	11.1	22.2	11.1	100





33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number? [ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 34 (A)]

Comics D	er registering your telephone number? [ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 34 (A)]				
Service Provide	rs	Yes	No IF NO, GO TO Q34(a)	Total	
Aircel (Total)	Count	4	0	4	
Alicei (Total)	%	100.0	0.0	100.0	
Aircel (Urban)	Count	3	0	3	
Alicei (Olbali)	%	100.0	0.0	100.0	
Aircel (Rural)	Count	1	0	1	
Alloci (Italai)	%	100.0	0.0	100.0	
Airtel (Total)	Count	1	0	1	
7 tirtor (1 otal)	%	100.0	0.0	100.0	
Airtel (Urban)	Count	0	0	0	
7 tirtor (Orbari)	%	0.0	0.0	0.0	
Airtel (Rural)	Count	1	0	1	
7 iii (i (arai)	%	100	0.0	100	
BSNL (Total)	Count	1	0	1	
20.12 (.010.)	%	100.0	0.0	100.0	
BSNL (Urban)	Count	1	0	1	
(0.2011)	%	100	0.0	100	
BSNL (Rural)	Count	0	0	0	
_ J. (_ ((((((((((((((((((%	0.0	0.0	0.0	
Cheers (Total)	Count	0	3	3	
Oncoro (Total)	%	0.0	100.0	100.0	
Cheers (Urban)	Count	0	3	3	
Choole (Choan)	%	0.0	100.0		
Cheers (Rural)	Count	0	0	0	
Oncoro (rtarar)	%	0.0	0.0	100.0	
Idea (Total)	Count	2	1		
	%	66.7	33.3	100.0	
Idea (Urban)	Count	1	0	1	
idea (Orbari)	%	100	0.0	100	
Idea (Rural)	Count	1	1	2	
idea (italai)	%	50	50		
MTS (Total)	Count	1	1	2	
Wilo (Total)	%	50.0	50.0	100.0	
MTS (Urban)	Count	0	1	1	
Wite (Gibail)	%	0.0	100.0	100.0	
MTS (Rural)	Count	1	0	1	
in o (realar)	%	100.0	0.0	100.0	
Rel Com (total)	Count	0	0	0	
rior com (total)	%	0.0	0.0	0.0	
Rel Com (urban)	Count	0	0	0	
rtor com (arban)	%	0.0	0.0	0.0	
Rel Com (rural)	Count	0	0	0	
()	%	0.0	0.0	0.0	
Rel Tel (Total)	Count	3	1	4	
- (%	75.0	25.0	100.0	
Rel Tel (Urban)	Count	3	1	4	
	%	75.0	25.0	100.0	
Rel Tel (Rural)	Count	0	0	0	
(%	0.0	0.0	0.0	
S Tel (Total)	Count	0	0	0	
(10.01)	%	0.0	0.0	0.0	
S Tel (Urban)	Count	0	0	0	
C TOT (CIDAII)	%	0.0	0.0	0.0	
S Tel (Rural)	Count	0	0	0	
- ioi (italai)	%	0.0	0.0	0.0	
TTSL (Total)	Count	1	0	1	
. 102 (1014)	%	100.0	0.0	100.0	
TTSL (Urban)	Count	1	0	1	
OE (Orbail)	%	100	0.0	100	
TTSL (Rural)	Count	0	0	0	
. TOE (Marai)	%	0.0	0.0	0.0	





33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number? [ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 34 (A)]

Service Provider	rs	Yes	No IF NO, GO TO Q34(a)	Total
Uniper (total)	Count	3	0	3
Uninor (total)	%	100.0	0.0	100.0
Lininar (urban)	Count	1	0	1
Uninor (urban)	%	100	0.0	100
Linings (sussel)	Count	2	0	2
Uninor (rural)	%	100	0.0	100
\/adafana (tatal\	Count	3	1	4
Vodafone (total)	%	75.0	25.0	100.0
\/== =f==== (-==\	Count	2	1	3
Vodafone (urban)	%	66.7	33.3	100.0
\/== =f==== (m.m= \	Count	1	0	1
Vodafone (rural)	%	100.0	0.0	100.0
Total (Total)	Count	19	7	26
Total (Total)	%	73.1	26.9	100.0
Total (Univers)	Count	12	6	18
Total (Urban)	%	66.6	33.3	100.0
Total (Dural)	Count	7	1	8
Total (Rural)	%	87.5	12.5	100.0





33(c). If yes, then in	ndicate whether	·				
Service Provider	rs	Complaint was registered by the service provider and did not informed about the decision taken	Service Provider refused to register the complaint	Complaint was registered by the service provider and informed about the decision taken	Difficult to lodge the complaint	Total
Aircel (Total)	Count %	1 25.0	1 25.0	2 50.0	0 0.0	4 100.0
Aircel (Urban)	Count %	1 33.3	1 33.3	1 33.3	0 0.0	3 100.0
Aircel (Rural)	Count %	0 0.0	0	1 100.0	0	1 100.0
Airtel (Total)	Count	0	0	1	0	1
Airtel (Urban)	Count	0.0	0.0	100.0	0.0	100.0 0
	% Count	0.0	0.0	0.0	0.0	0.0
Airtel (Rural)	% Count	0.0	0.0	100.0	0.0	100.0
BSNL (Total)	%	100.0	0.0	0.0	0.0	100.0
BSNL (Urban)	Count %	100.0	0.0	0.0	0 0.0	100.0
BSNL (Rural)	Count %	0.0	0.0	0.0	0.0	0.0
Cheers (Total)	Count %	0	0 0.0	0 0.0	0 0.0	0
Cheers (Urban)	Count %	0	0	0	0	0
Cheers (Rural)	Count	0.0	0.0	0	0.0	0.0
Idea (Total)	% Count	0.0	0.0	0.0	0.0	0.0
	% Count	0.0	50.0 0	50.0	0.0	100.0
Idea (Urban)	% Count	0.0	0.0	100.0	0.0	100.0
Idea (Rural)	%	0.0	100.0	0.0	0.0	100.0
MTS (Total)	Count %	1 100.0	0.0	0.0	0.0	1 100.0
MTS (Urban)	Count %	0.0	0.0	0.0	0.0	0.0
MTS (Rural)	Count %	1 100.0	0	0	0	1 100.0
Rel Com (total)	Count %	0	0	0	0	0
Rel Com (urban)	Count	0.0	0.0	0.0	0.0	0.0
	% Count	0.0	0.0	0.0	0.0	0.0
Rel Com (rural)	% Count	0.0	0.0 2	0.0	0.0	0.0
Rel Tel (Total)	% Count	0.0	66.7	33.3	0.0	100.0
Rel Tel (Urban)	%	0.0	66.7	33.3	0.0	3 100.0
Rel Tel (Rural)	Count %	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count %	0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count %	0	0	0	0	0
S Tel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0



33(c). If yes, then in	ndicate whethe	er				
Service Provide	rs	Complaint was registered by the service provider and did not informed about the decision taken	Service Provider refused to register the complaint	Complaint was registered by the service provider and informed about the decision taken	Difficult to lodge the complaint	Total
TTSL (Total)	Count	0	1	0	0	1
TTSL (Total)	%	0.0	100.0	0.0	0.0	100.0
TTSL (Lirban)	Count	0	1	0	0	1
TTSL (Urban)	%	0.0	100.0	0.0	0.0	100.0
TTSL (Rural)	Count	0	0	0	0	0
TTOL (Kulai)	%	0.0	0.0	0.0	0.0	0.0
Uninor (total)	Count	0	1	2	0	3
Offitiol (total)	%	0.0	33.3	66.7	0.0	100.0
Lininar (urban)	Count	0	1	0	0	1
Uninor (urban)	%	0.0	100.0	0.0	0.0	100.0
Linings (sussel)	Count	0	0	2	0	2
Uninor (rural)	%	0.0	0.0	100.0	0.0	100.0
\/adafana (tatal\	Count	1	0	1	1	3
Vodafone (total)	%	33.3	0.0	33.3	33.3	100.0
\	Count	1	0	1	0	2
Vodafone (urban)	%	50.0	0.0	50.0	0.0	100.0
\/adafana (rural\	Count	0	0	0	1	1
Vodafone (rural)	%	0.0	0.0	0.0	100.0	100.0
Total (Total)	Count	4	6	8	1	19
Total (Total)	%	21.1	31.6	42.1	5.3	100.0
Total (Urban)	Count	3	5	4	0	12
Total (Urban)	%	25.0	41.7	33.3	0.0	100.0
Total (Devel)	Count	1	1	4	1	7
Total (Rural)	%	14.2	14.2	57.4	14.2	100.0





Service Providers		Yes	No IF NO, GO TO Q35	Total
rcel (Total)	Count	80	317	397
cci (Total)	%	20.2	79.8	100.0
rcel (Urban)	Count	40	168	208
cci (Olbali)	%	19.2	80.8	100
rcel (Rural)	Count	40	149	189
cei (ixuiai)	%	21.2	78.8	100
rtel (Total)	Count	46	350	396
ter (Total)	%	11.6	88.4	100.0
et al. (I lub a.a.)	Count	32	231	263
rtel (Urban)	%	12.2	87.8	100
(D)	Count	14	119	133
rtel (Rural)	%	10.5	89.5	100
	Count	74	337	411
SNL (Total)	%	18.0	82.0	100.0
	Count	47	199	246
SNL (Urban)	%	19.1	80.9	100
	Count	27	138	165
SNL (Rural)	%	16.4	83.6	100
	Count		187	
eers (Total)	%	46		233
-		19.7	80.3	100.0
eers (Urban)	Count	45	174	219
	%	20.5	79.5	100
Cheers (Rural) dea (Total)	Count	<u> </u>	13	14
	%	7.1	92.9	100
	Count	41	368	409
	%	10.0	90.0	100.0
a (Urban)	Count	26	191	217
a (Olball)	%	12	88	100
doa (Bural)	Count	15	177	192
dea (Rural)	%	7.8	92.2	100
'S (Total)	Count	91	310	401
rs (Total)	%	22.7	77.3	100.0
0 (114:)	Count	76	182	258
6 (Urban)	%	29.5	70.5	100
	Count	15	128	143
S (Rural)	%	10.5	89.5	100
	Count	80	350	430
Com (total)	%	18.6	81.4	100.0
	Count	66	244	310
Com (urban)	%	21.3	78.7	100
	Count	14	106	120
Com (rural)	%			
	% Count	11.7	88.3	100
Tel (Total)		52	382	434
. ,	%	12.0	88.0	100.0
ГеI (Urban)	Count	40	250	290
\ - ···/	%	13.8	86.2	100
Tel (Rural)	Count	12	132	144
. or (i talal)	%	8.3	91.7	100
el (Total)	Count	53	350	403
n (TUIAI)	%	13.2	86.8	100.0
(Urben)	Count	24	228	252
l (Urban)	%	9.5	90.5	100
1/5 "	Count	29	122	151
el (Rural)	%	19.2	80.8	100
	Count	62	349	411
SL (Total)	%	15.1	84.9	100.0
		54	279	333
	Count			.7.7.7
SL (Urban)	Count %			
SL (Urban)	% Count	16.2 8	83.8 70	100 78





Service Provide	rs	Yes	No IF NO, GO TO Q35	Total
Uninor (total)	Count	35	352	387
Utilitor (total)	%	9.0	91.0	100.0
Ininar (urban)	Count	19	215	234
Uninor (urban)	%	8.1	91.9	100
Uninor (rural)	Count	16	137	153
	%	10.5	89.5	100
Vodafone (total)	Count	20	364	384
	%	5.2	94.8	100.0
/a dafaa (b.a.a)	Count	12	231	243
odafone (urban)	%	4.9	95.1	100
/ / ()	Count	8	133	141
odafone (rural)	%	5.7	94.3	100
Total (Total)	Count	680	4016	4696
Total (Total)	%	14.5	85.5	100.0
\	Count	481	2592	3073
otal (Urban)	%	15.7	84.3	100
Factor (Daniell)	Count	199	1424	1623
Total (Rural)	%	12.3	87.7	100





el (Total) el (Urban) el (Rural) el (Total) el (Urban) el (Urban) el (Rural) el (Rural) el (Rural) el (Rural) el (Urban) el (Urban) ers (Total)	Count % Count	41 51.3 8 20 33 82.5 18 39.1 7 21.9 11 78.6 23	39 48.8 32 80 7 17.5 28 60.9 25 78.1 3	80 100.0 40 100.0 40 100.0 46 100.0 32
el (Urban) el (Rural) el (Total) el (Urban) el (Rural) el (Rural) el (Rural) el (Total) el (Total)	Count %	8 20 33 82.5 18 39.1 7 21.9 11 78.6	32 80 7 17.5 28 60.9 25 78.1	40 100 40 100.0 46 100.0 32
el (Rural) el (Total) el (Urban) el (Rural) el (Total) el (Total) el (Total) el (Urban)	% Count	20 33 82.5 18 39.1 7 21.9 11	80 7 17.5 28 60.9 25 78.1	100 40 100.0 46 100.0 32
el (Rural) el (Total) el (Urban) el (Rural) el (Total) el (Total) el (Total) el (Urban)	Count % Count % Count % Count % Count % Count % Count	33 82.5 18 39.1 7 21.9 11 78.6	7 17.5 28 60.9 25 78.1	40 100.0 46 100.0 32
I (Total) I (Urban) I (Rural) IL (Total) IL (Urban) IL (Rural)	% Count % Count % Count % Count % Count % Count	82.5 18 39.1 7 21.9 11 78.6	17.5 28 60.9 25 78.1	100.0 46 100.0 32
I (Total) I (Urban) I (Rural) IL (Total) IL (Urban) IL (Rural)	Count % Count % Count % Count % Count %	82.5 18 39.1 7 21.9 11 78.6	17.5 28 60.9 25 78.1	100.0 46 100.0 32
I (Urban) I (Rural) IL (Total) IL (Urban) IL (Rural)	Count % Count % Count % Count % Count %	18 39.1 7 21.9 11 78.6	28 60.9 25 78.1	46 100.0 32
I (Urban) I (Rural) IL (Total) IL (Urban) IL (Rural)	Count % Count % Count %	39.1 7 21.9 11 78.6	60.9 25 78.1	100.0 32
IL (Rural) IL (Total) IL (Urban) IL (Rural)	Count % Count % Count %	7 21.9 11 78.6	25 78.1	32
IL (Rural) IL (Total) IL (Urban) IL (Rural)	% Count % Count %	21.9 11 78.6	78.1	
IL (Total) IL (Urban) IL (Rural)	Count % Count %	11 78.6		
IL (Total) IL (Urban) IL (Rural)	% Count %	78.6	3	14
IL (Urban)	Count %		21.4	100.0
IL (Urban)	%	۷۵	51	74
IL (Urban)				
IL (Rural)	Count	31.1	68.9	100.0
IL (Rural)		2	45	47
	%	4.3	95.7	100.0
	Count	21	6	27
ers (Total)	%	77.8	22.2	100.0
	Count	2	44	46
	%	4.3	95.7	100.0
ers (Urban)	Count	2	43	45
=io (OiDali)	%	4.4	95.6	100.0
ara (Durel)	Count	0	1	1
ers (Rural)	%	0.0	100.0	100.0
(T (I)	Count	22	19	41
(Total)	%	53.7	46.3	100.0
	Count	10	16	26
(Urban)	%	38.5	61.5	100
	Count	12	3	15
dea (Rural)	%	80	20	100
	Count	22	69	91
(Total)	%	24.2	75.8	100.0
	Count			
(Urban)		9	67	76
. ,	%	11.8	88.2	100.0
(Rural)	Count	13	2	15
,/	%	86.7	13.3	100.0
Com (total)	Count	15	65	80
zom (total)	%	18.8	81.3	100.0
Com (urban)	Count	4	62	66
John (ulball)	%	6.1	93.9	100
Com (rural)	Count	11	3	14
Com (rural)	%	78.6	21.4	100.0
-1/T-1-1\	Count	23	29	52
Tel (Total)	%	44.2	55.8	100.0
	Count	13	27	40
Tel (Urban)	%	32.5	67.5	100.0
	Count	10	2	12
Tel (Rural)	%	83.3	16.7	100.0
	Count		24	53
(Total)	%	29		
-		54.7	45.3	100.0
(Urban)	Count	8	16	24
	%	33.3	66.7	100.0
el (Rural)	Count	21	8	29
· (rtarar)	%	72.4	27.6	100.0
I (Total)	Count	18	44	62
L (Total)	%	29.0	71.0	100.0
\/	Count	14	40	54
	%	25.9	74.1	100.0
L (Urban)				
	Count	4	4	8





Service Provider	rs	Yes	No IF NO, GO TO Q35	Total
I Ininar (total)	Count	17	18	35
Uninor (total)	%	48.6	51.4	100.0
Ininar (urban)	Count	6	13	19
Uninor (urban)	%	31.6	68.4	100
Uninor (rural)	Count	11	5	16
	%	68.8	31.3	100
Vodafone (total)	Count	16	4	20
	%	80.0	20.0	100.0
/	Count	8	4	12
odafone (urban)	%	66.7	33.3	100
/ (w.w.=1)	Count	8	0	8
odafone (rural)	%	100	0.0	100
-4-1 (T-4-1)	Count	247	434	681
Total (Total)	%	36.2	63.8	100.0
Catal (Huban)	Count	92	390	482
otal (Urban)	%	18.9	81.1	100
Total (Devial)	Count	155	44	199
Total (Rural)	%	77.9	22.1	100





34(c). When did you	get 'Unique I	Porting Code' from	your existing service	e provider?		
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Aircel (Total)	Count	6	26	6	3	41
Allcel (Total)	%	14.6	63.4	14.6	7.3	100.0
Aircel (Urban)	Count	3	3	2	0	8
7 tiloci (Olbali)	%	37.5	37.5	25.0	0.0	100.0
Aircel (Rural)	Count	3	23	4	3	33
7 11 001 (1 101 01)	%	9.1	69.7	12.1	9.1	100.0
Airtel (Total)	Count	4	8	3	3	18
	%	22.2	44.4	16.7	16.7	100.0
Airtel (Urban)	Count	0	3	2	2	7
	%	0.0	42.9	28.6	28.6	100.0
Airtel (Rural)	Count %	4	5	1	1	11
	Count	36.4	45.5	9.1	9.1	100.0
BSNL (Total)	%	2	16	4	4.3	23 100.0
	Count	8.7	69.6	17.4		
BSNL (Urban)	%	0.0	2 100.0	0.0	0.0	100.0
	Count	2		4		
BSNL (Rural)	%	9.5	14 66.7	19.0	1 4.8	21 100.0
	Count	9.5	0	0	0	2
Cheers (Total)	%	100.0	0.0	0.0	0.0	100.0
	Count	2	0.0	0.0	0	2
Cheers (Urban)	%	100.0	0.0	0.0	0.0	100.0
	Count	0	0.0	0.0	0	0
Cheers (Rural)	%	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	7	11	1	3	22
	%	31.8	50.0	4.5	13.6	100.0
Idea (Urban)	Count	6	3	1	0	10
	%	60.0	30.0	10.0	0.0	100.0
Idea (Dural)	Count	1	8	0	3	12
Idea (Rural)	%	8.3	66.7	0.0	25.0	100.0
MTS (Total)	Count	4	8	7	3	22
WTS (Total)	%	18.2	36.4	31.8	13.6	100.0
MTS (Urban)	Count	0	2	4	3	9
WITO (Olban)	%	0.0	22.2	44.4	33.3	100.0
MTS (Rural)	Count	4	6	3	0	13
WITO (ITCHAI)	%	30.8	46.2	23.1	0.0	100.0
Rel Com(total)	Count	1	11	2	1	15
Troi Com(total)	%	6.7	73.3	13.3	6.7	100.0
Rel.comm.(urban)	Count	0	2	1	1	4
	%	0.0	50.0	25.0	25.0	100.0
Rel Com(rural)	Count	1	9	1	0	11
	%	9.1	81.8	9.1	0.0	100.0
Rel Tel (Total)	Count %	3	14	6	0	23
. ,		13.0	60.9	26.1	0.0	100.0
Rel Tel (Urban)	Count %	2	9	2	0	13
· · ·	Count	15.4	69.2	15.4	0.0	100.0
Rel Tel (Rural)	%	1	5	4	0	10
	Count	10.0	50.0	40.0	0.0	100.0
S Tel (Total)	%	3 10.3	22 75.9	2 6.9	2 6.9	29 100.0
	Count	10.3	75.9	6.9	0.9	8
S Tel (Urban)	%	25.0	62.5	12.5	0.0	100.0
	Count	25.0 1	62.5	12.5	2	21
S Tel (Rural)	%	4.8	81.0	4.8	9.5	100.0
	Count	1	12	4.6 1	4	18
TTSL (Total)	%	5.6	66.7	5.6	22.2	100.0
	Count	1	9	5.6 1	3	14
TTSL (Urban)	%					
·		7.1	64.3	7.1	21.4	100.0
TTSL (Rural)	Count	0	3	0	1	4
-= (,	%	0.0	75.0	0.0	25.0	100.0





34(c). When did you	get 'Unique F	Porting Code' from	your existing service	e provider?		
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Unings (total)	Count	4	8	3	2	17
Uninor (total)	%	23.5	47.1	17.6	11.8	100.0
Uningr (urban)	Count	1	4	1	0	6
Uninor (urban)	%	16.7	66.7	16.7	0.0	100.0
Uninor (rural)	Count	3	4	2	2	11
	%	27.3	36.4	18.2	18.2	100.0
\/	Count	2	7	4	3	16
Vodafone (total)	%	12.5	43.8	25.0	18.8	100.0
\/adafana (urban)	Count	1	3	4	0	8
Vodafone (urban)	%	12.5	37.5	50.0	0.0	100.0
\/adafa.aa (m.mal)	Count	1	4	0	3	8
Vodafone (rural)	%	12.5	50.0	0.0	37.5	100.0
Total /Total)	Count	39	144	39	25	247
Total (Total)	%	15.9	58.1	15.9	10.2	100.0
Total (Urban)	Count	18	46	19	9	92
Total (Urban)	%	19.8	49.5	20.9	9.9	100.0
Total (Down)	Count	21	98	20	16	155
Total (Rural)	%	13.5	63.2	12.9	10.3	100.0





34(u). II you have t	utilized the s		lobile Number	Portability), ar	e you satisfied wit	h its entire proces	ss?
Service Provider	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	17	3	14	19	5	41
Alicei (Tolai)	%	41.5	7.3	34.1	46.3	12.2	100.0
Aircel (Urban)	Count	4	0	4	2	2	8
Alicei (Olbali)	%	50.0	0	50	25	25	100
Aircel (Rural)	Count	13	3	10	17	3	33
7 til ooi (i tarai)	%	39.4	9.1	30.3	51.5	9.1	100
Airtel (Total)	Count	10	3	7	4	4	18
	%	55.6	16.7	38.9	22.2	22.2	100.0
Airtel (Urban)	Count	6	2	4	1	0	7
	%	85.7	28.6	57.1	14.3	0.0	100
Airtel (Rural)	Count %	4	1	3	3	4	11
. , ,		36.4	9.1	27.3	27.3	36.4	100
BSNL (Total)	Count %	12	1	11	10	1	23
	Count	52.2	4.3	47.8	43.5	4.3	100.0
BSNL (Urban)	%	50.0	0.0	50	1 50	0.0	100
	Count	11	1	10	9	1	21
BSNL (Rural)	%	52.4	4.8	47.6	42.9	4.8	100
	Count	2	0	2	42.9 0	0	2
Cheers (Total)	%	100.0	0.0	100.0	0.0	0.0	100.0
	Count	2	0.0	2	0.0	0.0	2
Cheers (Urban)	%	100.0	0.0	100	0.0	0.0	100
	Count	0	0	0	0	0	0
Cheers (Rural)	%	0.0	0.0	0	0.0	0.0	0.0
	Count	15	3	12	5	2	22
Idea (Total)	%	68.2	13.6	54.5	22.7	9.1	100.0
Idea (Urban)	Count	7	0	7	2	1	10
	%	70.0	0.0	70	20	10	100
Idea (Rural)	Count	8	3	5	3	1	12
	%	66.7	25	41.7	25	8.3	100
MTC (Tatal)	Count	12	3	9	6	4	22
MTS (Total)	%	54.5	13.6	40.9	27.3	18.2	100.0
MTC (Urban)	Count	7	3	4	2	0	9
MTS (Urban)	%	77.7	33.3	44.4	22.2	0	100
MTS (Rural)	Count	5	0	5	4	4	13
ivi o (italai)	%	38.5	0.0	38.5	30.8	30.8	100
Rel Com (total)	Count	8	1	7	7	0	15
Trei com (total)	%	53.3	6.7	46.7	46.7	0.0	100.0
Rel Com (urban)	Count	3	1	2	1	0	4
Ttor Corr (urbarr)	%	75.0	25	50	25	0	100
Rel Com (rural)	Count	5	0	5	6	0	11
(%	45.5	0.0	45.5	54.5	0.0	100.0
Rel Tel (Total)	Count	13	0	13	6	4	23
, - · · · · · · · · · · · · · · · · · ·	%	56.5	0.0	56.5	26.1	17.4	100.0
Rel Tel (Urban)	Count	8	0	8	3	2	13
, , ,	%	61.5	0.0	61.5	23.1	15.4	100
Rel Tel (Rural)	Count %	5	0	5	3	2	10
. , ,		50.0	0.0	50	30	20	100
S Tel (Total)	Count %	10	3	7	17 58.6	2	29
·	% Count	34.5	10.3 1	24.1	58.6	6.9 1	100.0
S Tel (Urban)	%	37.5	12.5	25	4 50	12.5	100
	Count	7	12.5	5	13	12.5	21
S Tel (Rural)	%	33.3	9.5	23.8	61.9	4.8	100
	Count	33.3	9.5 5	5	7	4.8	18
TTSL (Total)	%	55.6	27.8	27.8	38.9	5.6	100.0
	Count	8	4	4	5	5.6 1	14
TTSL (Urban)	%	57.2	28.6	28.6	35.7	7.1	100
	Count	2	1	20.0	2	0	4
TTSL (Rural)	%	50.0	25	25	50	0.0	100



34(d). If you have	utilized the se	ervice of MNP (N	lobile Number	Portability), ar	e you satisfied wit	th its entire proce	ss?
Service Provide	rs	Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	11	2	9	4	2	17
Offilior (total)	%	64.7	11.8	52.9	23.5	11.8	100.0
Unings (urban)	Count	4	0	4	2	0	6
Uninor (urban)	%	66.7	0.0	66.7	33.3	0.0	100
Uninor (rural)	Count	7	2	5	2	2	11
	%	63.7	18.2	45.5	18.2	18.2	100
\	Count	11	3	8	3	2	16
Vodafone (total)	%	68.8	18.8	50.0	18.8	12.5	100.0
\/a-lafa-a-a-(Count	6	0	6	1	1	8
Vodafone (urban)	%	75.0	0.0	75	12.5	12.5	100
\/a-dafa-a-a-(Count	5	3	2	2	1	8
Vodafone (rural)	%	62.5	37.5	25	25	12.5	100
Total (Total)	Count	131	27	104	89	27	247
Total (Total)	%	53.3	11.0	42.3	35.8	11.0	100.0
Total (Urban)	Count	59	11	48	24	8	91
Total (Urban)	%	64.8	12.1	52.7	26.4	8.8	100
Total (Donal)	Count	72	16	56	65	19	156
Total (Rural)	%	46.4	10.3	36.1	41.3	12.3	100





35. on a scale of 1-1	0 where "10" is	s "very g	jood" ar	nd "1" is	"very p	oor", ho	w do yo	u rate you	r service	provide	er?	
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Aircel (Total)	Count	0	2	11	52	104	79	82	40	24	4	398
7 til oci (Total)	%	0.0	0.5	2.8	13.1	26.1	19.8	20.6	10.1	6	1	100
Aircel (Urban)	Count %	0	1	6	21	56	35	47	24	16	2	208
, ,	% Count	0.0	0.5	2.9	10.1	26.9	16.8	22.6	11.5	7.7	1	100
Aircel (Rural)	%	0.0	0.5	5 2.6	31 16.3	48 25.3	44 23.2	35 18.4	16 8.4	8 4.2	2 1.1	190 100
	Count	1	0.5	1	35	65	62	107	87	30	8	396
Airtel (Total)	%	0.3	0.0	0.3	8.8	16.4	15.7	27	22	7.6	2	100
Aintal (Lluban)	Count	1	0	0	19	37	46	69	57	27	7	263
Airtel (Urban)	%	0.4	0.0	0.0	7.2	14.1	17.5	26.2	21.7	10.3	2.7	100
Airtel (Rural)	Count	0	0	1	16	28	16	38	30	3	1	133
7 untor (i turur)	%	0.0	0.0	0.8	12	21.1	12	28.6	22.6	2.3	0.8	100
BSNL (Total)	Count	0	0	8	33	70	68	124	83	24	1	411
, ,	% Count	0.0	0.0	1.9	8	17	16.5	30.2	20.2	5.8	0.2	100
BSNL (Urban)	%	0.0	0.0	3 1.2	24 9.8	40 16.3	22 8.9	79 32.1	55 22.4	22 8.9	0.4	246 100
	Count	0.0	0.0	5	9.0	30	46	45	28	2	0.4	165
BSNL (Rural)	%	0.0	0.0	3	5.5	18.2	27.9	27.3	17	1.2	0.0	100
	Count	0	0	4	6	78	31	13	78	14	9	233
Cheers (Total)	%	0.0	0.0	1.7	2.6	33.5	13.3	5.6	33.5	6	3.9	100
Cheers (Urban)	Count	0	0	4	6	72	28	13	74	13	9	219
Crieers (Orban)	%	0.0	0.0	1.8	2.7	32.9	12.8	5.9	33.8	5.9	4.1	100
Cheers (Rural)	Count	0	0	0	0	6	3	0	4	1	0	14
Oncoro (rtarar)	%	0.0	0.0	0.0	0.0	42.9	21.4	0.0	28.6	7.1	0.0	100
Idea (Total)	Count	1	2	13	66	68	65	120	70	4	0	409
	% Count	0.2	0.5	3.2	16.1	16.6	15.9	29.3	17.1	1	0.0	100
Idoa (Hrhan)	%	0.5	0.0	6 2.8	39 18	30 13.8	32 14.7	70 32.3	35 16.1	4 1.8	0.0	217 100
	Count	0.5	2	7	27	38	33	50	35	0	0.0	192
Idea (Rural)	%	0.0	1	3.6	14.1	19.8	17.2	26	18.2	0.0	0.0	100
14TO (T. 1. I)	Count	0	0	12	26	68	78	126	65	26	0	401
MTS (Total)	%	0.0	0.0	3	6.5	17	19.5	31.4	16.2	6.5	0.0	100
MTS (Urban)	Count	0	0	3	23	34	40	80	52	26	0	258
WITS (UIDAII)	%	0.0	0.0	1.2	8.9	13.2	15.5	31	20.2	10.1	0.0	100
MTS (Rural)	Count	0	0	9	3	34	38	46	13	0	0	143
	%	0.0	0.0	6.3	2.1	23.8	26.6	32.2	9.1	0.0	0.0	100
Rel Com (total)	Count	0	1	7	35	73	69	124	94	28	0	431
` ,	% Count	0.0	0.2	1.6	8.1	16.9	16	28.8	21.8	6.5	0.0	100
Rel Com (urban)	%	0.0	0.0	0.6	28 9	43 13.9	37	92 29.7	83	25 8.1	0.0	310 100
	Count	0.0	1	5	7	30	11.9 32	32	26.8 11	3	0.0	121
Rel Com (rural)	%	0.0	0.8	4.1	5.8	24.8	26.4	26.4	9.1	2.5	0.0	100
D-1.T-1./T-1-1)	Count	0	0	10	51	81	80	131	73	7	2	435
Rel Tel (Total)	%	0.0	0.0	2.3	11.7	18.6	18.4	30.1	16.8	1.6	0.5	100
Rel Tel (Urban)	Count	0	0	7	35	47	48	88	56	7	2	290
Ther for (Orbari)	%	0.0	0.0	2.4	12.1	16.2	16.6	30.3	19.3	2.4	0.7	100
Rel Tel (Rural)	Count	0	0	3	16	34	32	43	17	0	0	145
	%	0.0	0.0	2.1	11	23.4	22.1	29.7	11.7	0.0	0.0	100
S Tel (Total)	Count %	1	3	8	38	95	83	107	63	5	1	404
	% Count	0.2	0.7	7	9.4	23.5	20.5	26.5	15.6	1.2	0.2	100
S Tel (Urban)	%	0.4	0.8	2.8	21 8.3	62 24.6	39 15.5	68 27	47 18.7	5 2	0.0	252 100
	Count	0.4	1	1	17	33	44	39	16.7	0	1	152
S Tel (Rural)	%	0.0	0.7	0.7	11.2	21.7	28.9	25.7	10.5	0.0	0.7	100
TTOL /T-1-1\	Count	0	1	4	34	75	86	123	76	12	1	412
TTSL (Total)	%	0.0	0.2	1	8.3	18.2	20.9	29.9	18.4	2.9	0.2	100
TTSL (Urban)	Count	0	0	3	27	63	66	95	66	12	1	333
i i ol (uibaii)	%	0.0	0.0	0.9	8.1	18.9	19.8	28.5	19.8	3.6	0.3	100
TTSL (Rural)	Count	0	1	1	7	12	20	28	10	0	0	79
	%	0.0	1.3	1.3	8.9	15.2	25.3	35.4	12.7	0.0	0.0	100





35. on a scale of 1-	10 where "10" i	s "very o	good" ar	nd "1" is	"very p	oor", ho	w do yo	u rate you	r service	provide	er?	
Service Provider	s	1	2	3	4	5	6	7	8	9	10	Total
Lininar (total)	Count	2	2	7	26	53	71	126	85	14	2	388
Uninor (total)	%	0.5	0.5	1.8	6.7	13.7	18.3	32.5	21.9	3.6	0.5	100
Unings (urban)	Count	0	0	1	21	28	45	74	56	7	2	234
Uninor (urban)	%	0.0	0.0	0.4	9	12	19.2	31.6	23.9	3	0.9	100
Uninor (rural)	Count	2	2	6	5	25	26	52	29	7	0	154
Offilior (rural)	%	1.3	1.3	3.9	3.2	16.2	16.9	33.8	18.8	4.5	0.0	100
Vodafone (total)	Count	1	2	6	40	64	48	115	72	21	15	384
vouaione (totai)	%	0.3	0.5	1.6	10.4	16.7	12.5	29.9	18.8	5.5	3.9	100
Vodafone (urban)	Count	1	1	3	23	34	33	72	48	17	11	243
vodalone (diban)	%	0.4	0.4	1.2	9.5	14	13.6	29.6	19.8	7	4.5	100
Vodafone (rural)	Count	0	1	3	17	30	15	43	24	4	4	141
vodalone (rural)	%	0.0	0.7	2.1	12.1	21.3	10.6	30.5	17	2.8	2.8	100
Total (Total)	Count	6	13	91	442	894	820	1298	886	209	43	4702
Total (Total)	%	0.1	0.3	1.9	9.4	19	17.4	27.6	18.8	4.4	0.9	100
Total (Urban)	Count	4	4	45	287	546	471	847	653	181	35	3073
Total (Olball)	%	0.1	0.1	1.5	9.3	17.8	15.3	27.6	21.2	5.9	1.1	100
Total (Rural)	Count	2	9	46	155	348	349	451	233	28	8	1629
Total (Ixulal)	%	0.1	0.6	2.8	9.5	21.4	21.4	27.7	14.3	1.7	0.5	100





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

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

		1	*	
Service Provide	rs	Yes	No	Total
Aircel (Total)	Count	140	258	398
7 tiloci (Total)	%	35.2	64.8	100
Aircel (Urban)	Count	78	130	208
7 tiloci (Gibari)	%	37.5	62.5	100
Aircel (Rural)	Count	62	128	190
	%	32.6	67.4	100
Airtel (Total)	Count %	156	240	396
	Count	39.4	60.6	100
Airtel (Urban)	%	113 43	150 57	263 100
	Count	43	90	133
Airtel (Rural)	%	32.3	67.7	100
	Count	119	292	411
BSNL (Total)	%	29	71	100
DON!! (!!!)	Count	95	151	246
BSNL (Urban)	%	38.6	61.4	100
DCMI (Durol)	Count	24	141	165
BSNL (Rural)	%	14.5	85.5	100
Cheers (Total)	Count	73	160	233
Crieers (Total)	%	31.3	68.7	100
Cheers (Urban)	Count	72	147	219
Officers (Ofbarr)	%	32.9	67.1	100
Cheers (Rural)	Count	1	13	14
(. (a.a.)	%	7.1	92.9	100
Idea (Total)	Count	147	262	409
	%	35.9	64.1	100
Idea (Urban)	Count	88	129	217
	% Count	40.6	59.4	100
Idea (Rural)	%	59 30.7	133	192 100
	Count	162	69.3 239	401
MTS (Total)	%	40.4	59.6	100
_	Count	151	107	258
MTS (Urban)	%	58.5	41.5	100
	Count	11	132	143
MTS (Rural)	%	7.7	92.3	100
Del Cere (tetal)	Count	149	282	431
Rel Com (total)	%	34.6	65.4	100
Rel Com (urban)	Count	129	181	310
rter com (diban)	%	41.6	58.4	100
Rel Com (rural)	Count	20	101	121
	%	16.5	83.5	100
Rel Tel (Total)	Count	181	254	435
. ,	%	41.6	58.4	100
Rel Tel (Urban)	Count %	138 47.6	152	290 100
			52.4	
Rel Tel (Rural)	Count %	43 29.7	102 70.3	145 100
	Count	106	298	404
S Tel (Total)	%	26.2	73.8	100
O.T. 1 (1):	Count	65	187	252
S Tel (Urban)	%	25.8	74.2	100
C.Tol (Dol)	Count	41	111	152
S Tel (Rural)	%	27	73	100
TTCL /Total\	Count	141	271	412
TTSL (Total)	%	34.2	65.8	100
. ,		0		
TTSL (Lirban)	Count	128	205	333
TTSL (Urban)	Count %	128 38.4	205 61.6	100
TTSL (Urban) TTSL (Rural)	Count	128	205	





36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query? Total Service Providers Yes No Count 130 258 388 Uninor (total) % 33.5 66.5 100 Count 86 148 234 Uninor (urban) % 36.8 63.2 100 Count 44 110 154 Uninor (rural) % 28.6 71.4 100 Count 100 284 384 Vodafone (total) % 26 74 100 Count 172 71 243 Vodafone (urban) % 29.2 70.8 100 Count 112 29 141 Vodafone (rural) % 20.6 79.4 100 Count Total (Total) % 34.1 65.9 100 Count 1214 1859 3073 Total (Urban) % 39.5 60.5 100 Count 1629 390 1239 Total (Rural) 23.9 76.1 100





37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number? [IF NO, GO TO Q41]

Aircel (Total) Aircel (Urban)	Count %	80 20.1	318	398
Aircel (Urban)	%			500
· , , ,	0	ZU. I	79.9	100
. , ,	Count	38	170	208
	%	18.3	81.7	100
	Count	42	148	190
Aircel (Rural)	%	22.1	77.9	100
Airtel (Total)	Count	34	362	396
7 tirtor (Total)	%	8.6	91.4	100
Airtel (Urban)	Count	19	244	263
	%	7.2	92.8	100
Airtel (Rural)	Count	15	118	133
	%	11.3	88.7	100
BSNL (Total)	Count %	27	384	411
	% Count	6.6	93.4	100
BSNL (Urban)	%	21	225	246
	% Count	8.5	91.5	100
BSNL (Rural)	%	<u>6</u> 3.6	159 96.4	165 100
	Count	3.6 11	96.4 222	233
Cheers (Total)	%	4.7	95.3	100
	Count	11	208	219
Cheers (Urban)	%	5	95	100
	Count	0	14	14
Cheers (Rural)	%	0.0	100	100
–	Count	60	349	409
Idea (Total)	%	14.7	85.3	100
Lile - (Llab)	Count	27	190	217
ldea (Urban)	%	12.4	87.6	100
Idea (Dural)	Count	33	159	192
Idea (Rural)	%	17.2	82.8	100
MTS (Total)	Count	39	362	401
WTO (Total)	%	9.7	90.3	100
MTS (Urban)	Count	30	228	258
Wife (Giban)	%	11.6	88.4	100
MTS (Rural)	Count	9	134	143
(%	6.3	93.7	100
Rel Com (total)	Count	41	390	431
. ,	%	9.5	90.5	100
Rel Com (urban)	Count %	34	276	310
	Count	<u>11</u> 7	89	100
Rel Com (rural)	%	5.8	114 94.2	121 100
	Count	5.6	376	435
Rel Tel (Total)	%	13.6	86.4	100
	Count	41	249	290
Rel Tel (Urban)	%	14.1	85.9	100
5.17.1/5 "	Count	18	127	145
Rel Tel (Rural)	%	12.4	87.6	100
O Tal /Taks!\	Count	61	343	404
S Tel (Total)	%	15.1	84.9	100
C Tol / Irbon	Count	45	207	252
S Tel (Urban)	%	17.9	82.1	100
S Tel (Rural)	Count	16	136	152
o iei (Nuidi)	%	10.5	89.5	100
	Count	18	394	412
	%	4.4	95.6	100
TTSL (Total)	1	4.4	90.0	
	Count	17	316	333
TTSL (Total) TTSL (Urban)	Count %	17 5.1	316 94 9	333 100
	Count %	17 5.1 1	316 94.9 78	333 100 79





Service Provide	rs	Yes	No	Total
I Ininar (total)	Count	35	353	388
Uninor (total)	%	9	91	100
Lininar (urban)	Count	20	214	234
Uninor (urban)	%	8.5	91.5	100
Uninor (rural)	Count	15	139	154
Official)	%	9.7	90.3	100
\	Count	32	352	384
Vodafone (total)	%	8.3	91.7	100
\/adafana (urban)	Count	17	226	243
Vodafone (urban)	%	7	93	100
Vodafone (rural)	Count	15	126	141
vouaione (ruiai)	%	10.6	89.4	100
Total (Total)	Count	497	4205	4702
Total (Total)	%	10.6	89.4	100
Total (Urban)	Count	320	2753	3073
	%	10.4	89.6	100
Total (Bural)	Count	177	1452	1629
Total (Rural)	%	10.9	89.1	100





39. Did the Call Centre inform you about the action taken on your complaint?							
Service Provide	rs	Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Aircel (Total)	Count %	20 25	34 42.5	12 15	2 2.5	12 15	80 100
Aircel (Urban)	Count %	12	9	3	2	12	38
Aircel (Rural)	Count	31.6	23.7 25	7.9	5.3	31.6	100 42
Airtel (Total)	% Count	19 14	59.5 6	21.4 5	0.0 4	0.0 5	100 34
Airtel (Urban)	% Count	41.2 6	17.6 3	14.7 4	11.8 2	14.7 4	100 19
	% Count	31.6 8	15.8 3	21.1	10.5	21.1 1	100 15
Airtel (Rural)	% Count	53.3	20 5	6.7 5	13.3 2	6.7 11	100 27
BSNL (Total)	% Count	14.8	18.5 0	18.5	7.4	40.7	100
BSNL (Urban)	%	19	0.0	4 19	9.5	11 52.4	100
BSNL (Rural)	Count %	0.0	5 83.3	1 16.7	0.0	0.0	6 100
Cheers (Total)	Count %	6 54.5	3 27.3	0.0	0.0	2 18.2	11 100
Cheers (Urban)	Count %	6 54.5	3 27.3	0 0.0	0 0.0	2 18.2	11 100
Cheers (Rural)	Count %	0	0	0	0	0	0
Idea (Total)	Count %	27	10	8	12	3	60
Idea (Urban)	Count	45 9	16.7 5	13.3	20 8	5	100 27
Idea (Rural)	% Count	33.3 18	18.5 5	7.4 6	29.6 4	11.1 0	100 33
MTS (Total)	% Count	54.5 18	15.2 10	18.2 1	12.1 1	0.0 9	100 39
	% Count	46.2 13	25.6 7	2.6 0	2.6 1	23.1 9	100 30
MTS (Urban)	% Count	43.3 5	23.3 3	0.0	3.3 0	30 0	100 9
MTS (Rural)	% Count	55.6 15	33.3 14	11.1	0.0	0.0	100
Rel Com (total)	%	36.6	34.1	7.3	7.3	14.6	41 100
Rel Com (urban)	Count %	14 41.2	10 29.4	3 8.8	2 5.9	5 14.7	34 100
Rel Com (rural)	Count %	1 14.3	4 57.1	0.0	1 14.3	1 14.3	7 100
Rel Tel (Total)	Count %	27 45.8	16 27.1	5 8.5	6 10.2	5 8.5	59 100
Rel Tel (Urban)	Count %	21 51.2	10 24.4	2 4.9	4 9.8	4 9.8	41
Rel Tel (Rural)	Count %	6	6	3 16.7	2	1	18
S Tel (Total)	Count	33.3	33.3 19	3	11.1	5.6	100 61
S Tel (Urban)	% Count	44.3 21	31.1 14	4.9 1	1.6 1	18 8	100 45
	% Count	46.7 6	31.1 5	2.2	2.2	17.8 3	100 16
S Tel (Rural)	%	37.5	31.3	12.5	0.0	18.8	100





39. Did the Call Centre inform you about the action taken on your complaint?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
TTSL (Total)	Count	4	6	4	2	2	18
1102 (10101)	%	22.2	33.3	22.2	11.1	11.1	100
TTSL (Urban)	Count	3	6	4	2	2	17
TTOL (OIDAII)	%	17.6	35.3	23.5	11.8	11.8	100
TTSL (Rural)	Count	1	0	0	0	0	1
TTOL (Italial)	%	100	0.0	0.0	0.0	0.0	100
Uninor (total)	Count	9	11	5	3	7	35
Crimor (total)	%	25.7	31.4	14.3	8.6	20	100
Uninor (urban)	Count	6	4	4	2	4	20
Offinior (dibari)	%	30	20	20	10	20	100
Uninor (rural)	Count	3	7	1	1	3	15
Cior (rarar)	%	20	46.7	6.7	6.7	20	100
Vodafone (total)	Count	9	8	2	6	7	32
1 1 2 2 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1	%	28.1	25	6.3	18.8	21.9	100
Vodafone (urban)	Count	6	3	2	2	4	17
. caarono (arban)	%	35.3	17.6	11.8	11.8	23.5	100
Vodafone (rural)	Count	3	5	0	4	3	15
. caalono (raiai)	%	20	33.3	0.0	26.7	20	100
Total (Total)	Count	180	142	53	42	80	497
	%	36.2	28.6	10.7	8.5	16.1	100
Total (Urban)	Count	121	74	29	28	68	320
· coar (Gradin)	%	37.8	23.1	9.1	8.8	21.3	100
Total (Rural)	Count	59	68	24	14	12	177
Total (Kural)	%	33.3	38.4	13.6	7.9	6.8	100





39. Did the Call Centre inform you about the action taken on your complaint?					
Service Provide	rs	Yes	No	Total	
Aircel (Total)	Count	57	23	80	
Airoci (Total)	%	71.3	28.8	100	
Aircel (Urban)	Count	22	16	38	
tiroci (Orbari)	%	57.9	42.1	100	
Aircel (Rural)	Count	35	7	42	
	%	83.3	16.7	100	
Airtel (Total)	Count	25	9	34	
	%	73.5	26.5	100	
Airtel (Urban)	Count	14	5	19	
	%	73.7	26.3	100	
Airtel (Rural)	Count	11	4	15	
	%	73.3	26.7	100	
BSNL (Total)	Count	14	13	27	
	%	51.9	48.1	100	
BSNL (Urban)	Count	8	13	21	
	%	38.1	61.9	100	
SSNL (Rural)	Count %	6	0	6	
. ,		100	0.0	100	
Cheers (Total)	Count %	8	3	11	
. ,		72.7	27.3	100	
Cheers (Urban)	Count %	8	3	11	
	% Count	72.7	27.3	100	
Cheers (Rural)		0	0	0	
	%	0.0	0.0	0.0	
dea (Total)	Count %	32	28	60	
Idea (Urban)	Count	53.3	46.7	100	
	%	9	18	27	
	Count	33.3	66.7	100	
dea (Rural)	%	23	10	33	
. ,	Count	69.7 21	30.3 18	100 39	
MTS (Total)	%				
	Count	53.8	46.2	100	
MTS (Urban)	%	12 40	18	30	
	Count	9	60 0	100 9	
MTS (Rural)	%	100	0.0	100	
	Count		18	41	
Rel Com (total)	%	23			
	Count	56.1 17	43.9 17	100 34	
Rel Com (urban)	%	50	50	100	
	Count	6	1	7	
Rel Com (rural)	%	85.7	14.3	100	
	Count	37	22	59	
Rel Tel (Total)	%	62.7	37.3	100	
	Count	25	16	41	
Rel Tel (Urban)	%	61	39	100	
	Count	12	6	18	
Rel Tel (Rural)	%	66.7	33.3	100	
	Count	44	17	61	
S Tel (Total)	%	72.1	27.9	100	
	Count	32	13	45	
Tel (Urban)	%	71.1	28.9	100	
	Count	12	4	16	
S Tel (Rural)	%	75	25	100	
	Count	9	9	18	
TTSL (Total)	%	50	50	100	
	Count	8	9	17	
TTSL (Urban)	%	8 47.1	52.9	100	
	Count	1	0	100	
TSL (Rural)	%	100	0.0	100	
	/0	100	0.0	100	





39. Did the Call Centre inform you about the action taken on your complaint?						
Service Provider	s	Yes	No	Total		
Uninor (total)	Count	22	13	35		
	%	62.9	37.1	100		
Uninor (urban)	Count	12	8	20		
Offitior (urbari)	%	60	40	100		
Uniper (rurel)	Count	10	5	15		
Uninor (rural)	%	66.7	33.3	100		
Vodafone (total)	Count	13	19	32		
vouaione (total)	%	40.6	59.4	100		
Vodafone (urban)	Count	7	10	17		
vouaione (urban)	%	41.2	58.8	100		
\/adafana (rural)	Count	6	9	15		
Vodafone (rural)	%	40	60	100		
Total (Total)	Count	305	192	497		
Total (Total)	%	61.4	38.6	100		
Total (Urban)	Count	174	146	320		
Total (Urban)	%	54.4	45.6	100		
Total (Bural)	Count	131	46	177		
Total (Rural)	%	74.0	26.0	100.0		





39. Did the Call Centre inform you about the action taken on your complaint?					
Service Provide	ers	Yes	No	Total	
Aircel (Total)	Count	57	23	80	
Alicei (Total)	%	71.3	28.8	100	
Aircel (Urban)	Count	22	16	38	
7 tiloci (Olbali)	%	57.9	42.1	100	
Aircel (Rural)	Count	35	7	42	
7 til ool (1 talal)	%	83.3	16.7	100	
Airtel (Total)	Count	25	9	34	
	%	73.5	26.5	100	
Airtel (Urban)	Count	14	5	19	
	%	73.7	26.3	100	
Airtel (Rural)	Count	11	4	15	
	%	73.3	26.7	100	
BSNL (Total)	Count	14	13	27	
. ,	%	51.9	48.1	100	
BSNL (Urban)	Count	8	13	21	
, ,	%	38.1	61.9	100	
BSNL (Rural)	Count	6	0	6	
. ,	%	100	0.0	100	
Cheers (Total)	Count	8	3	11	
. ,	%	72.7	27.3	100	
Cheers (Urban)	Count	8	3	11	
. ,	%	72.7	27.3	100	
Cheers (Rural)	Count %	0	0	0	
		0.0	0.0	0.0	
Idea (Total)	Count %	32	28	60	
		53.3	46.7	100	
Idea (Urban)	Count %	9	18	27	
	Count	33.3	66.7	100	
Idea (Rural)	%	23	10	33	
	Count	69.7	30.3	100	
MTS (Total)	%	21	18	39	
	Count	53.8 12	46.2	100 30	
MTS (Urban)	%	40	18 60	100	
	Count	9	0	9	
MTS (Rural)	%	100	0.0	100	
	Count	23	18	41	
Rel Com (total)	%	56.1	43.9	100	
	Count	17	17	34	
Rel Com (urban)	%	50	50	100	
	Count	6	1	7	
Rel Com (rural)	%	85.7	14.3	100	
	Count	37	22	59	
Rel Tel (Total)	%	62.7	37.3	100	
	Count	25	16	41	
Rel Tel (Urban)	%	61	39	100	
	Count	12	6	18	
Rel Tel (Rural)	%	66.7	33.3	100	
0.7.1/5 :::	Count	44	17	61	
S Tel (Total)	%	72.1	27.9	100	
	Count	32	13	45	
S Tel (Urban)	%	71.1	28.9	100	
	Count	12	4	16	
S Tel (Rural)	%	75	25	100	
	Count	9	9	18	
TTSL (Total)	%	50	50	100	
	Count	8	9	17	
TTSL (Urban)	%	47.1	52.9	100	
	Count	1	0	1	
TTSL (Rural)	%	100	0.0	100	
	ı				





39. Did the Call Cen	39. Did the Call Centre inform you about the action taken on your complaint?					
Service Providers	5	Yes	No	Total		
Uninor (total)	Count	22	13	35		
Offinor (total)	%	62.9	37.1	100		
Uninor (urban)	Count	12	8	20		
Offinor (dibarr)	%	60	40	100		
Uninor (rural)	Count	10	5	15		
Offinor (rural)	%	66.7	33.3	100		
Vodafone (total)	Count	13	19	32		
vouaione (total)	%	40.6	59.4	100		
Vodafone (urban)	Count	7	10	17		
Voualone (urban)	%	41.2	58.8	100		
Vodafone (rural)	Count	6	9	15		
Voualone (rural)	%	40	60	100		
Total (Total)	Count	305	192	497		
Total (Total)	%	61.4	38.6	100		
Total (Urban)	Count	174	146	320		
Total (Urban)	%	54.4	45.6	100		
Total (Dural)	Count	131	46	177		
Total (Rural)	%	74.0	26.0	100.0		





Rel Com (rural)

Rel Tel (Total)

Rel Tel (Urban)

Rel Tel (Rural)

S Tel (Total)

S Tel (Urban)

S Tel (Rural)

TTSL (Total)

TTSL (Urban)

TTSL (Rural)

%

%

%

%

%

%

%

%

%

%

Count

Count

Count

Count

Count

Count

Count

Count

Count

85.7

44

74.6

28

68.3

16

88.9

44

72.1

32

71.1

12

75

8

44.4

7

41.2

1

100



I40 Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint? No [IF NO, GO TO **Service Providers** Yes Not applicable Total Q46] Count 54 24 80 Aircel (Total) % 67.5 30 2.5 100 Count 19 17 2 38 Aircel (Urban) % 50 44.7 5.3 100 Count 35 7 0 42 Aircel (Rural) % 16.7 0.0 100 83.3 Count 0 24 10 34 Airtel (Total) % 70.6 0.0 29.4 100 Count 0 13 6 19 Airtel (Urban) % 0.0 68.4 31.6 100 Count 4 0 11 15 Airtel (Rural) % 73.3 26.7 0.0 100 Count 13 12 2 27 BSNL (Total) % 48.1 44.4 7.4 100 Count 7 12 2 21 BSNL (Urban) % 33.3 57.1 9.5 100 Count 0 6 0 6 BSNL (Rural) % 100 0.0 0.0 100 Count 8 1 2 11 Cheers (Total) % 72.7 9.1 18.2 100 Count 8 1 2 11 Cheers (Urban) % 9.1 18.2 100 Count 0 0 0 0 Cheers (Rural) % 0.0 0.0 0.0 0.0 Count 0 31 29 60 Idea (Total) % 0.0 51.7 48.3 100 Count 0 18 9 27 Idea (Urban) % 0.0 33.3 66.7 100 Count 22 0 33 11 Idea (Rural) % 0.0 66.7 33.3 100 Count 0 20 19 39 MTS (Total) % 48.7 0.0 100 51.3 Count 19 0 30 11 MTS (Urban) % 36.7 63.3 0.0 100 Count 9 0 0 9 MTS (Rural) % 100 0.0 0.0 100 Count 23 17 1 41 Rel Com (total) % 41.5 100 56.1 2.4 Count 17 16 1 34 Rel Com (urban) % 50 47.1 2.9 100 Count 6 0 7

14.3

15

25.4

13

31.7

11.1

17

27.9

13

28.9

4

25

10

55.6

10

58.8

0

0.0

100

59

100

41

100

18

100

61

100

45

100

16

100

18

100

17

100

1

100

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0

0

0.0





Service Provider	rs	Yes	No [IF NO, GO TO Q46]	Not applicable	Total
I Ininar (total)	Count	19	16	0	35
Uninor (total)	%	54.3	45.7	0.0	100
Lininar (urban)	Count	11	9	0	20
Uninor (urban)	%	55	45	0.0	100
I Ininar (rural)	Count	8	7	0	15
Uninor (rural)	%	53.3	46.7	0.0	100
\/adafa.aa (tatal\	Count	13	17	2	32
Vodafone (total)	%	40.6	53.1	6.3	100
Vodafone (urban)	Count	7	10	0	17
vouaione (urban)	%	41.2	58.8	0.0	100
Vodafone (rural)	Count	6	7	2	15
vouaione (rurai)	%	40	46.7	13.3	100
Total (Total)	Count	301	187	9	497
Total (Total)	%	60.6	37.6	1.8	100
Total (Urban)	Count	169	144	7	320
Total (Urban)	%	52.8	45	2.2	100
Total (Bural)	Count	132	43	2	177
Total (Rural)	%	74.6	24.3	1 1	100







I41 In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer.

Are you aware of the contact details of the Nodal Officer?

Service Providers	s	Yes	No	Total
Aireal (Tatal)	Count	3	395	398
Aircel (Total)	%	0.8	99.2	100
A:	Count	1	207	208
Aircel (Urban)	%	0.5	99.5	100
A'	Count	2	188	190
Aircel (Rural)	%	1.1	98.9	100
A	Count	0	396	396
Airtel (Total)	%	0.0	100	100
A' (1 (111)	Count	0	263	263
Airtel (Urban)	%	0.0	100	100
AL : 1 (5	Count	0	133	133
Airtel (Rural)	%	0.0	100	100
	Count	2	409	411
BSNL (Total)	%	0.5	99.5	100
	Count	0.0	246	246
BSNL (Urban)	%	0.0	100	100
	Count	2	163	165
BSNL (Rural)	%	1.2	98.8	100
	Count	0	233	233
Cheers (Total)	%	0.0		
	Count	0.0	100 219	100 219
Cheers (Urban)	%		- i	
	Count	0.0	100	100
Cheers (Rural)	%	0	14	14
		0.0	100	100
Idea (Total)	Count	1	408	409
	%	0.2	99.8	100
Idea (Urban)	Count	11	216	217
	%	0.5	99.5	100
Idea (Rural)	Count	0	192	192
(* *******)	%	0.0	100	100
MTS (Total)	Count	5	396	401
	%	1.2	98.8	100
MTS (Urban)	Count	3	255	258
Wito (orbail)	%	1.2	98.8	100
MTS (Rural)	Count	2	141	143
Wito (italai)	%	1.4	98.6	100
Rel Com (total)	Count	2	429	431
rter com (total)	%	0.5	99.5	100
Rel Com (urban)	Count	1	309	310
Rei Com (urban)	%	0.3	99.7	100
Rel Com (rural)	Count	1	120	121
Nei Com (Iulai)	%	0.8	99.2	100
Rel Tel (Total)	Count	4	431	435
nei rei (rotal)	%	0.9	99.1	100
Pol Tol (Urban)	Count	3	287	290
Rel Tel (Urban)	%	1	99	100
Pol Tol /D. ral\	Count	1	144	145
Rel Tel (Rural)	%	0.7	99.3	100
C T-1 /T-1-1\	Count	1	403	404
S Tel (Total)	%	0.2	99.8	100
O.T1 (111)	Count	0	252	252
S Tel (Urban)	%	0.0	100	100
	Count	1	151	152
S Tel (Rural)	%	0.7	99.3	100
	Count	3	409	412
TTSL (Total)	%	0.7	99.3	100
	Count		332	333
TTSL (Urban)	%			
	Count	0.3	99.7	100
TTSL (Rural)		2	77	79
, ,	%	2.5	97.5	100





I41 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?

	T			
Service Provider	·s	Yes	No	Total
I leie en (tetel)	Count	1	387	388
Uninor (total)	%	0.3	99.7	100
Uninor (urban)	Count	0	234	234
Oninor (urban)	%	0.0	100	100
Linings (susal)	Count	1	153	154
Uninor (rural)	%	0.6	99.4	100
\/adafana (tatal)	Count	1	383	384
Vodafone (total)	%	0.3	99.7	100
Vodafone (urban)	Count	0	243	243
vouaione (urban)	%	0.0	100	100
\/adafana (mural)	Count	1	140	141
Vodafone (rural)	%	0.7	99.3	100
Total (Total)	Count	23	4679	4702
Total (Total)	%	0.5	99.5	100
Total (Urban)	Count	10	3063	3073
Total (Urban)	%	0.3	99.7	100
Total (Dural)	Count	13	1616	1629
Total (Rural)	%	0.8	99.2	100





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

Service Providers		Yes	No	Total
Aircel (Total)	Count	3	395	398
Alicei (Total)	%	0.8	99.2	100
Aircel (Urban)	Count	1	207	208
Alicei (Olbali)	%	0.5	99.5	100
Aireel (Burel)	Count	2	188	190
Aircel (Rural)	%	1.1	98.9	100
Aintal (Tatal)	Count	0	396	396
Airtel (Total)	%	0.0	100	100
Airtal (Lirban)	Count	0	263	263
Airtel (Urban)	%	0.0	100	100
Alatal (Danal)	Count	0	133	133
Airtel (Rural)	%	0.0	100	100
DOM: (T / I)	Count	2	409	411
BSNL (Total)	%	0.5	99.5	100
	Count	0	246	246
BSNL (Urban)	%	0.0	100	100
	Count	2	163	165
BSNL (Rural)	%	1.2	98.8	100
	Count	0	233	233
Cheers (Total)	%	0.0	100	100
	Count	0	219	219
Cheers (Urban)	%	0.0	100	100
	Count	0	14	14
Cheers (Rural)	%	0.0	100	100
	Count	1	408	409
Idea (Total)	%	0.2	99.8	100
	Count	1		
Idea (Urban)	%		216	217
	Count	0.5 0	99.5	100
Idea (Rural)	%		192	192
		0.0	100	100
MTS (Total)	Count %	5	396	401
		1.2	98.8	100
MTS (Urban)	Count	3	255	258
	%	1.2	98.8	100
MTS (Rural)	Count	2	141	143
	%	1.4	98.6	100
Rel Com (total)	Count	2	429	431
	%	0.5	99.5	100
Rel Com (urban)	Count	1	309	310
	%	0.3	99.7	100
Rel Com (rural)	Count	1	120	121
	%	0.8	99.2	100
Rel Tel (Total)	Count	4	431	435
, ,	%	0.9	99.1	100
Rel Tel (Urban)	Count	3	287	290
(%	1	99	100
Rel Tel (Rural)	Count	1	144	145
	%	0.7	99.3	100
S Tel (Total)	Count	1	403	404
(%	0.2	99.8	100
S Tel (Urban)	Count	0	252	252
(Jiban)	%	0.0	100	100
S Tel (Rural)	Count	1	151	152
O TOT (TAILET)	%	0.7	99.3	100
TTSL (Total)	Count	3	409	412
110L (10lal)	%	0.7	99.3	100
TTCL /Lirban)	Count	1	332	333
TTSL (Urban)	%	0.3	99.7	100
TTSL (Rural)	Count	2	77	79
I I OL (KUFAI)	%	2.5	97.5	100





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

Service Provide	rs	Yes	No	Total
Uninor (total)	Count	1	387	388
Offitiol (total)	%	0.3	99.7	100
Llainar (urban)	Count	0	234	234
Uninor (urban)	%	0.0	100	100
11-1	Count	1	153	154
Uninor (rural)	%	0.6	99.4	100
\/== =f==== /t=t= \	Count	1	383	384
Vodafone (total)	%	0.3	99.7	100
\/a-d=f=-a- (d=-a-)	Count	0	243	243
Vodafone (urban)	%	0.0	100	100
\/adafa.aa (m.mal)	Count	1	140	141
Vodafone (rural)	%	0.7	99.3	100
Total /Total)	Count	23	4679	4702
Total (Total)	%	0.5	99.5	100
Tatal (Unban)	Count	10	3063	3073
Total (Urban)	%	0.3	99.7	100
Total (Devel)	Count	13	1616	1629
Total (Rural)	%	0.8	99.2	100





Service Provide	rs	Yes	No [IF NO, GO TO Q53]	Total	
	Count	46	321	367	
Aircel (Total)	%	12.5	87.5	100	
	Count	14	170	184	
Aircel (Urban)	%	7.6	92.4	100	
	Count	32	151	183	
Aircel (Rural)	%	17.5	82.5	100	
	Count	28	344	372	
Airtel (Total)	%	7.5	92.5	100	
	Count	16	223	239	
irtel (Urban) irtel (Rural) SNL (Total) SNL (Urban) SNL (Rural) heers (Total) heers (Urban) heers (Rural) ea (Total) ea (Urban) ea (Rural) TS (Total) TS (Urban) TS (Rural)	%	6.7	93.3	100	
A'	Count	12	121	133	
Airtei (Rurai)	%	9	91	100	
DOL!! (T . !)	Count	27	306	333	
BSNL (Total)	%	8.1	91.9	100	
DOL!! (!!!)	Count	15	186	201	
BOINL (Urban)	%	7.5	92.5	100	
DONIL (D1)	Count	12	120	132	
BOINL (Kurai)	%	9.1	90.9	100	
Ob /T 1)	Count	16	215	231	
uneers (Total)	%	6.9	93.1	100	
Chapro (Links)	Count	16	201	217	
Cheers (Urban)	%	7.4	92.6	100	
OI (D 1)	Count	0	14	14	
Cheers (Rural)	%	0.0	100	100	
	Count	14	348	362	
idea (Total)	%	3.9	96.1	100	
1-1 (1 1-1)	Count	1	186	187	
idea (Urban)	%	0.5	99.5	100	
Lile - (D)	Count	13	162	175	
idea (Rurai)	%	7.4	92.6	100	
MTC /Total)	Count	40	349	389	
ITS (Total)	%	10.3	89.7	100	
MTC (Listana)	Count	22	234	256	
WTS (Urban)	%	8.6	91.4	100	
MTC (Dural)	Count	18	115	133	
wi i S (Ruiai)	%	13.5	86.5	100	
Rel Com (total)	Count	19	367	386	
Rei Com (total)	%	4.9	95.1	100	
Rel Com (urban)	Count	11	275	286	
TEI COITI (UIDAII)	%	3.8	96.2	100	
Rel Com (rural)	Count	8	92	100	
itoi Oom (iuiai)	%	8	92	100	
Rel Tel (Total)	Count	38	381	419	
INOLIGI (TOTAL)	%	9.1	90.9	100	
Rel Tel (Urban)	Count	18	259	277	
(Olball)	%	6.5	93.5	100	
Rel Tel (Rural)	Count	20	122	142	
itor (itulal)	%	14.1	85.9	100	
S Tel (Total)	Count	20	372	392	
5 7 61 (1 Otal)	%	5.1	94.9	100	
S Tel (Urban)	Count	8	241	249	
c . o. (Olbail)	%	3.2	96.8	100	
S Tel (Rural)	Count	12	131	143	
o roi (ixuiai)	%	8.4	91.6	100	
TTSL (Total)	Count	15	380	395	
i i oli (Total)	%	3.8	96.2	100	
TTSL (Urban)	Count	10	318	328	
i ioc (oibaii)	%	3	97	100	
	Count	5	62	67	
TTSL (Rural)	%	<u> </u>	02	01	





50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?							
Service Provider	rs	Yes	No [IF NO, GO TO Q53]	Total			
Uningr (total)	Count	16	364	380			
Uninor (total)	%	4.2	95.8	100			
Uninor (urban)	Count	6	225	231			
Offitiol (ulball)	%	2.6	97.4	100			
Linings (rusal)	Count	10	139	149			
Uninor (rural)	%	6.7	93.3	100			
\/adafana (tatal)	Count	12	358	370			
Vodafone (total)	%	3.2	96.8	100			
\/adafana (urban)	Count	5	231	236			
Vodafone (urban)	%	2.1	97.9	100			
\/adafana /m.mal\	Count	7	127	134			
Vodafone (rural)	%	5.2	94.8	100			
Total (Total)	Count	291	4105	4396			
Total (Total)	%	6.6	93.4	100			
Total (Lishaux)	Count	142	2749	2891			
Total (Urban)	%	4.9	95.1	100			
Total (Burrel)	Count	149	1356	1505			
Total (Rural)	%	9.9	90.1	100			





	s	Yes	No [IF NO, GO TO Q53]	Total
	Count	32	14	46
ircel (Total)	%	69.6	30.4	100
	Count	6	8	14
Aircel (Urban)	%	42.9	57.1	100
	Count	26	6	32
Aircel (Rural)	%	81.3	18.8	100
	Count	16	12	28
virtel (Total)	%	57.1	42.9	100
	Count	4	12	16
virtel (Urban)	%	25	75	100
int a L (Down a L)	Count	12	0	12
Airtel (Rural)	%	100	0.0	100
ONII. (T-(-1)	Count	14	13	27
BSNL (Total)	%	51.9	48.1	100
RSNI (Hrhan)	Count	4	11	15
SSNL (Urban)	%	26.7	73.3	100
SNL (Rural)	Count	10	2	12
DOINE (Ruial)	%	83.3	16.7	100
Chaora (Tatal)	Count	0	16	16
Cheers (Total)	%	0.0	100	100
Cheers (Urban)	Count	0	16	16
	%	0.0	100	100
heers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
dos (Total)	Count	14	0	14
uea (Total)	%	100	0.0	100
dea (Lirban)	Count	1	0	1
ea (Urban)	%	100	0.0	100
dea (Pural)	Count	13	0	13
uea (Kurai)	%	100	0.0	100
MTS (Total)	Count	28	12	40
in G (Total)	%	70	30	100
/ITS (Urban)	Count	10	12	22
in G (Olban)	%	45.5	54.5	100
/ITS (Rural)	Count	18	0	18
iro (raiai)	%	100	0.0	100
Rel Com (total)	Count	11	8	19
ter com (total)	%	57.9	42.1	100
Rel Com (urban)	Count	4	7	11
ter corri (dibari)	%	36.4	63.6	100
Rel Com (rural)	Count	7	1	8
	%	87.5	12.5	100
Rel Tel (Total)	Count	27	11	38
	%	71.1	28.9	100
Rel Tel (Urban)	Count	8	10	18
(%	44.4	55.6	100
Rel Tel (Rural)	Count	19	1	20
- (%	95	5	100
Tel (Total)	Count	18	2	20
/	%	90	10	100
Tel (Urban)	Count	6	2	8
(%	75	25	100
Tel (Rural)	Count	12	0	12
(%	100	0.0	100
TSL (Total)	Count	14	1	15
. 3= (. 3101)	%	93.3	6.7	100
TSL (Urban)	Count	9	1	10
. 32 (315411)	%	90	10	100
TSL (Rural)	Count	5	0	5
	%	100	0.0	100





51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?						
Service Provide	rs ·	Yes	No [IF NO, GO TO Q53]	Total		
Uninor (total)	Count	13	3	16		
Offinor (total)	%	81.3	18.8	100		
Uningr (urban)	Count	4	2	6		
Uninor (urban)	%	66.7	33.3	100		
Linings (sussel)	Count	9	1	10		
Uninor (rural)	%	90	10	100		
\\	Count	9	3	12		
Vodafone (total)	%	75	3 18.8 2 33.3 1	100		
\/adafana (urban)	Count	4	1	5		
Vodafone (urban)	%	80	20	100		
\/adafa.a. (m.mal\	Count	5	2	7		
Vodafone (rural)	%	71.4	28.6	100		
Total (Total)	Count	196	95	291		
Total (Total)	%	67.4	32.6	100		
Total (Urban)	Count	60	82	142		
Total (Urban)	%	42.3	57.7	100		
Total (Dural)	Count	136	13	149		
Total (Rural)	%	91.3	8.7	100		





Aircel (Total) Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total) Cheers (Urban)	Count % Count	No reason given 27 84.4 5 83.3 22 84.6 16 100 4 100 12 100 12 85.7 4 100	Technical problem	0 0.0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0	32 100 6 100 26 100 16 100 4 100 12 100 14
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	% Count %	84.4 5 83.3 22 84.6 16 100 4 100 12 100 12 85.7 4	15.6 1 16.7 4 15.4 0 0.0 0 0.0 0 0.0 2 14.3	0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0	100 6 100 26 100 16 100 4 100 12 100 14
Aircel (Urban) Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	Count %	5 83.3 22 84.6 16 100 4 100 12 100 12 85.7 4	1 16.7 4 15.4 0 0.0 0.0 0 0.0 0 0.0 2 14.3	0 0.0 0 0.0 0 0.0 0 0.0 0 0.0 0	6 100 26 100 16 100 4 100 12 100 14
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	% Count %	83.3 22 84.6 16 100 4 100 12 100 12 85.7 4	16.7 4 15.4 0 0.0 0 0 0.0 0 0 0 0 2 14.3	0.0 0 0.0 0 0.0 0 0.0 0 0.0 0 0.0	100 26 100 16 100 4 100 12 100 14
Aircel (Rural) Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	Count %	22 84.6 16 100 4 100 12 100 12 85.7 4	4 15.4 0 0.0 0 0 0 0.0 0 0.0 2 14.3	0 0.0 0 0.0 0 0 0.0 0 0.0 0	26 100 16 100 4 100 12 100 14
Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	% Count %	84.6 16 100 4 100 12 100 12 85.7 4	15.4 0 0.0 0 0 0.0 0 0.0 2 14.3	0.0 0 0.0 0 0.0 0 0.0 0 0.0	100 16 100 4 100 12 100 14
Airtel (Total) Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	Count %	16 100 4 100 12 100 12 85.7 4	0 0.0 0 0.0 0 0 0.0 2 14.3	0 0.0 0 0.0 0 0 0.0 0	16 100 4 100 12 100 14
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	% Count % Count % Count % Count % Count % Count %	100 4 100 12 100 12 85.7 4	0.0 0 0.0 0 0 0.0 2 14.3	0.0 0 0.0 0 0 0.0 0 0	100 4 100 12 100 14
Airtel (Urban) Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	Count % Count % Count % Count % Count % Count %	4 100 12 100 12 85.7 4	0 0.0 0 0.0 2 14.3	0 0.0 0 0.0 0.0	4 100 12 100 14
Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	% Count % Count % Count % Count % Count %	100 12 100 12 85.7 4	0.0 0 0.0 2 14.3	0.0 0 0.0 0 0	100 12 100 14
Airtel (Rural) BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	Count % Count % Count % Count % Count %	12 100 12 85.7 4	0 0.0 2 14.3	0 0.0 0 0.0	12 100 14
BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	% Count % Count % Count % Count %	100 12 85.7 4	0.0 2 14.3	0.0 0 0.0	100 14
BSNL (Total) BSNL (Urban) BSNL (Rural) Cheers (Total)	Count % Count % Count %	12 85.7 4	2 14.3	0	14
BSNL (Urban) BSNL (Rural) Cheers (Total)	% Count % Count %	85.7 4	14.3	0.0	
BSNL (Urban) BSNL (Rural) Cheers (Total)	Count % Count %	4			100
BSNL (Rural) Cheers (Total)	% Count %	4		0	
BSNL (Rural) Cheers (Total)	Count %			0	4
Cheers (Total)	Count %		0.0	0.0	100
Cheers (Total)	%	8	2	0	10
		80	20	0.0	100
	COULT	0	0	0	0
Cheers (Urban)	%	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0.0	0.0	0	0.0
	%	0.0	0.0	0.0	0.0
	Count	0.0	0.0	0.0	0.0
Cheers (Rural)	%	0.0	0.0	0.0	0.0
	Count		2	0.0	
Idea (Total)	%	12			14
	Count	85.7	14.2	0	100
dea (Urban)	%	1	0	0	1
		100	0.0	0.0	100
Idea (Rural)	Count	11	2	0	13
` '	%	84.6	14.2	0.0	100
MTS (Total)	Count	23	6	0	29
` ,	%	79	21	0.0	100
MTS (Urban)	Count	8	3	0	11
(=====)	%	73	27	0.0	100
MTS (Rural)	Count	15	3	0	18
(* 1511 511)	%	83.3	16.7	0.0	100
Rel Com (total)	Count	9	2	0	11
· to: com (total)	%	81.8	18.2	0.0	100
Rel Com (urban)	Count	4	0	0	4
rtor com (arban)	%	100	0.0	0.0	100
Rel Com (rural)	Count	5	2	0	7
ixer com (ruiai)	%	71.4	28.6	0.0	100
Pol Tol (Total)	Count	24	2	1	27
Rel Tel (Total)	%	88.9	7.4	3.7	100
Dol Tol (Lishos)	Count	7	1	0	8
Rel Tel (Urban)	%	87.5	12.5	0.0	100
Dol Tol (Direct)	Count	17	1	1	19
Rel Tel (Rural)	%	89.5	5.3	5.3	100
0.7.1/7.4.11	Count	14	4	0	18
S Tel (Total)	%	77.8	22.2	0.0	100
0 = 1 (111)	Count	4	2	0	6
S Tel (Urban)	%	66.7	33.3	0.0	100
	Count	10	2	0	12
S Tel (Rural)	%	83.3	16.7	0.0	100
	Count	8	5	1	14
TTSL (Total)	%	57.1	35.7	7.1	100
	Count				
TTSL (Urban)	%	4	4	1	9
		44.4	44.4	11.1	100
TTSL (Rural)	Count %	4 80	20	0	5 100





Q.52. what were the reason(s) for denying your request							
Service Providers		No reason given	Technical problem	Others	Total		
Uninor (total)	Count	11	2	0	13		
Offition (total)	%	84.6	15.4	0.0	100		
Uninor (urban)	Count	4	0	0	4		
Offilior (urbari)	%	100	0.0	0.0	100		
Uninor (rural)	Count	7	2	0	9		
Offilior (rural)	%	77.8	22.2	0.0	100		
Vodafone (total)	Count	9	0	0	9		
vouaione (totai)	%	100	0.0	0.0	100		
Vodafone (urban)	Count	4	0	0	4		
vouaione (urban)	%	100	0.0	0.0	100		
Vodafone (rural)	Count	5	0	0	5		
vouaione (rurai)	%	100	0.0	0.0	100		
Total (Total)	Count	166	31	2	196		
Total (Total)	%	84.7	15.8	1	100		
Total (Urban)	Count	49	11	1	60		
Total (Olball)	%	81.7	18.3	1.7	100		
Total (Bural)	Count	117	20	1	136		
Total (Rural)	%	86	14.7	0.7	100		





I53 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

Service Providers	•	Yes	No	Do not remember	Total
Aircel (Total)	Count	125	212	61	398
Alloci (Total)	%	31.4	53.3	15.3	100
Aircel (Urban)	Count	73	93	42	208
Turocr (Orbari)	%	35.1	44.7	20.2	100
Aircel (Rural)	Count	52	119	19	190
-inoci (italai)	%	27.4	62.6	10	100
Airtel (Total)	Count	128	220	48	396
-intor (Total)	%	32.3	55.6	12.1	100
Airtel (Urban)	Count	86	140	37	263
Airtei (Olbail)	%	32.7	53.2	14.1	100
Airtel (Rural)	Count	42	80	11	133
Airtei (Kuiai)	%	31.6	60.2	8.3	100
BSNL (Total)	Count	82	222	107	411
	%	20	54	26	100
20NII. (Llub)	Count	69	116	61	246
BSNL (Urban)	%	28	47.2	24.8	100
2011 (D 1)	Count	13	106	46	165
BSNL (Rural)	%	7.9	64.2	27.9	100
	Count	53	17	163	233
Cheers (Total)	%	22.7	7.3	70	100
	Count	44	16	159	219
Cheers (Urban)	%	20.1	7.3	72.6	100
Cheers (Rural)	Count	9	1	4	14
	%	64.3	7.1	28.6	100
	Count	127	214	68	409
dea (Total)	%				
	Count	31.1	52.3	16.6	100
dea (Urban)		60	114	43	217
% Cour		27.6	52.5	19.8	100
dea (Rural) MTS (Total)		67	100	25	192
		34.9	52.1	13	100
	Count	160	207	34	401
- (%	39.9	51.6	8.5	100
MTS (Urban)	Count	143	97	18	258
	%	55.4	37.6	7	100
MTS (Rural)	Count	17	110	16	143
viio (italai)	%	11.9	76.9	11.2	100
Rel Com (total)	Count	143	211	77	431
(total)	%	33.2	49	17.9	100
Rel Com (urban)	Count	126	136	48	310
Rei Com (urban)	%	40.6	43.9	15.5	100
Rel Com (rural)	Count	17	75	29	121
Rei Com (rurai)	%	14	62	24	100
Dal Tal (Tatal)	Count	90	270	75	435
Rel Tel (Total)	%	20.7	62.1	17.2	100
Dal Tal (Usb)	Count	64	176	50	290
Rel Tel (Urban)	%	22.1	60.7	17.2	100
D-1.T-1/D "	Count	26	94	25	145
Rel Tel (Rural)	%	17.9	64.8	17.2	100
) T 1 / T : "	Count	100	233	71	404
S Tel (Total)	%	24.8	57.7	17.6	100
	Count	72	126	54	252
Tel (Urban)	%	28.6	50	21.4	100
	Count	28	107	17	152
S Tel (Rural)	%	18.4	70.4	11.2	100
	Count	117	251	44	412
TSL (Total)	%				
	Count	28.4	60.9	10.7	100
TTSL (Urban)		106	199	28	333
. ,	%	31.8	59.8	8.4	100
TTSL (Rural)	Count	11	52	16	79
\/	%	13.9	65.8	20.3	100





I53 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

Service Provider	rs	Yes	No	Do not remember	Total
Unings (total)	Count	128	248	12	388
Uninor (total)	%	33	63.9	3.1	100
Uninor (urban)	Count	77	153	4	234
Offition (urbari)	%	32.9	65.4	1.7	100
Uninor (rural)	Count	51	95	8	154
Offitiol (tural)	%	33.1	61.7	5.2	100
\/adafana (tatal)	Count	51	286	47	384
Vodafone (total)	%	13.3	74.5	12.2	100
Vodafone (urban)	Count	32	183	28	243
vouaione (urban)	%	13.2	75.3	11.5	100
Vodafone (rural)	Count	19	103	19	141
voualone (rurai)	%	13.5	73	13.5	100
Total (Total)	Count	1304	2591	807	4702
Total (Total)	%	27.7	55.1	17.2	100
Total (Urban)	Count	952	1549	572	3073
Total (Orball)	%	31	50.4	18.6	100
Total (Bural)	Count	352	1042	235	1629
Total (Rural)	%	21.6	64	14.4	100





BROADBAND

9C. BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?							
Service Providers		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total		
	Count	54	59	259	372		
BSNL (Total)	%	14.5	15.9	69.6	100.0		
DCNI (Urbon)	Count	47	43	183	273		
BSNL (Urban)	%	17.2	15.8	67.0	100.0		
DCNII (Durol)	Count	7	16	76	99		
BSNL (Rural)	%	7.1	16.2	76.8	100.0		
	Count	37	34	331	402		
Sify (Total)	%	9.2	8.5	82.3	100.0		
	Count	37	34	331	402		
Sify (Urban)	%	9.2	8.5	82.3	100.0		
	Count	91	93	590	774		
Total (Total)	%	11.8	12.0	76.2	100.0		
	Count	84	77	514	675		
Total (Urban)	%	12.4	11.4	76.1	100.0		
	Count	7	16	76	99		
Total (Rural)	%	7.1	16.2	76.8	100.0		

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

Service Providers		Within 7 working days	More than 7 working days	Total
	Count	227	145	372
BSNL (Total)	%	61.0	39.0	100.0
DCNII (Lirbon)	Count	182	91	273
BSNL (Urban)	%	66.7	33.3	100.0
DCNII (Durol)	Count	45	54	99
BSNL (Rural)	%	45.5	45.5 54.5	100.0
	Count	338	64	402
Sify (Total)	%	84.1	54.5	100.0
	Count	338	64	402
Sify (Urban)	%	84.1	15.9	100.0
	Count	565	209	774
Total (Total)	%	73.0	27.0	100.0
	Count	520	155	675
Total (Urban)	%	77.0	23.0	100.0
	Count	45	54	99
Total (Rural)	%	45.5	54.5	100.0





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?

		Overall	A-Very	B-Satisfied	C-	D-Very	Total
Service Providers		satisfied= (A+B)	Satisfied		Dissatisfied	Dissatisfied	
	Count	204	40	164	141	27	372
BSNL (Total)	%	54.8	10.8	44.1	37.9	7.3	100.0
BSNL (Urban)	Count	143	30	113	111	19	273
BSINE (OIDAII)	%	52.4	11.0	41.4	40.7	7.0	100.0
DOM: (D)	Count	61	10	51	30	8	99
BSNL (Rural)	%	61.6	10.1	51.5	30.3	8.1	100.0
	Count	100	13	87	282	20	402
Sify (Total)	%	24.9	3.2	21.6	70.1	5.0	100.0
	Count	100	13	87	282	20	402
Sify (Urban)	%	24.9	3.2	21.6	70.1	5.0	100.0
	Count	304	53	251	423	47	774
Total (Total)	%	39.3	6.8	32.4	54.7	6.1	100.0
	Count	243	43	200	393	39	675
Total (Urban)	%	36.0	6.4	29.6	58.2	5.8	100.0
	Count	61	10	51	30	8	99
Total (Rural)	%	61.6	10.1	51.5	30.3	8.1	100.0

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

to reactivate service	anter you made	e the payments					
Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
	Count	65	107	50	23	127	372
BSNL (Total)	%	17.5	28.8	13.4	6.2	34.1	100.0
DCNII /Lishon)	Count	45	64	28	17	119	273
BSNL (Urban)	%	16.5	23.4	10.3	6.2	43.6	100.0
DCNI (Durol)	Count	20	43	22	6	8	99
BSNL (Rural)	%	20.2	43.4	22.2	6.1	8.1	100.0
	Count	58	39	7	16	282	402
Sify (Total)	%	14.4	9.7	1.7	4.0 70.1	70.1	100.0
	Count	58	39	7	16	282	402
Sify (Urban)	%	14.4	9.7	1.7	4.0	70.1	100.0
	Count	123	146	57	39	409	774
Total (Total)	%	15.9	18.9	7.4	5.0	52.8	100.0
	Count	103	103	35	33	401	675
Total (Urban)	%	15.3	15.3	5.2	4.9	59.4	100.0
	Count	20	43	22	6	8	99
Total (Rural)	%	20.2	43.4	22.2	6.1	8.1	100.0





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

4. How satisfied are you with the timely delivery of bills?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
	Count	308	82	226	44	20	372	
BSNL (Total)	%	82.8	22.0	60.8	11.8	5.4	100.0	
BSNL (Urban)	Count	243	72	171	23	7	273	
BSINE (Olbali)	%	89.0	26.4	62.6	8.4	2.6	100.0	
DCNII (Durol)	Count	65	10	55	21	13	99	
BSNL (Rural)	%	65.7	10.1	55.6	21.2	13.1	100.0	
	Count	0	0	0	0	0	0	
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	0	0	0	0	0	0	
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	308	82	226	44	20	372	
Total (Total)	%	82.8	22.0	60.8	11.8	5.4	100.0	
	Count	243	72	171	23	7	273	
Total (Urban)	%	89.0	26.4	62.6	8.4	2.6	100.0	
	Count	65	10	55	21	13	99	
Total (Rural)	%	65.7	10.1	55.6	21.2	13.1	100.0	

5(a). How satisfied a	re you with the	clarity of the bills	issued by your	service provide	r in terms of tran	sparency and u	nderstandability
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	333	85	248	29	10	372
BSNL (Total)	%	89.5	22.8	66.7	7.8	2.7	100.0
DCNI (Lirbon)	Count	252	69	183	16	5	273
BSNL (Urban)	%	92.3	25.3	67.0	5.9	1.8	100.0
DCNII (Durrell)	Count	81	16	65	13	5	99
BSNL (Rural)	%	81.8	16.2	65.7	13.1	5.1	100.0
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	333	85	248	29	10	372
Total (Total)	%	89.5	22.8	66.7	7.8	2.7	100.0
	Count	252	69	183	16	5	273
Total (Urban)	%	92.3	25.3	67.0	5.9	1.8	100.0
	Count	81	16	65	13	5	99
Total (Rural)	%	81.8	16.2	65.7	13.1	5.1	100.0



5(b). Please specify	the reason(s) fo	or your dissatisfa	action.				
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Total
50.11 (7 . 1)	Count	10	7	17	14	1	39
BSNL (Total)	%	25.6	17.9	43.6	35.9	2.6	100.0
BSNL (Urban)	Count	8	4	4	6	1	21
BSINE (Olbali)	%	38.1	19.0	19.0	28.6	4.8	100.0
DCNII (Durol)	Count	2	3	13	8	0	18
BSNL (Rural)	%	11.1	16.7	72.2	44.4	0.0	100.0
O. (T.)	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
0.4.4.1	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	10	7	17	14	1	39
Total (Total)	%	25.6	17.9	43.6	35.9	2.6	100.0
	Count	8	4	4	6	1	21
Total (Urban)	%	38.1	19.0	19.0	28.6	4.8	100.0
	Count	2	3	13	8	0	18
Total (Rural)	%	11.1	16.7	72.2	44.4	0.0	100.0

6(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	335	78	257	33	4	372
BSNL (Total)	%	90.05	21.0	69.1	8.9	1.1	100.0
BSNL (Urban)	Count	255	60	195	17	1	273
BSINE (Olbali)	%	93.41	22.0	71.4	6.2	0.4	100.0
DCNII (Durol)	Count	80	18	62	16	3	99
BSNL (Rural)	%	80.81	18.2	62.6	16.2	3.0	100.0
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
or 411	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	335	78	257	33	4	372
Total (Total)	%	90.05	21.0	69.1	8.9	1.1	100.0
	Count	255	60	195	17	1	273
Total (Urban)	%	93.41	22.0	71.4	6.2	0.4	100.0
	Count	80	18	62	16	3	99
Total (Rural)	%	80.81	18.2	62.6	16.2	3.0	100.0



6(b). Please specify the reason(s) for your dissatisfaction.								
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total	
	Count	4	13	14	16	2	38	
BSNL (Total)	%	10.5	34.2	36.8	42.1	5.3	100.0	
BSNL (Urban)	Count	3	5	6	6	1	18	
BSINE (OIDAII)	%	16.7	27.8	33.3	33.3	5.6	100.0	
DCNII (Durol)	Count	1	8	8	10	1	20	
BSNL (Rural)	%	5.0	40.0	40.0	50.0	5.0	100.0	
	Count	0	0	0	0	0	0	
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	0	0	0	0	0	0	
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	4	13	14	16	2	38	
Total (Total)	%	10.5	34.2	36.8	42.1	5.3	100.0	
	Count	3	5	6	6	1	18	
Total (Urban)	%	16.7	27.8	33.3	33.3	5.6	100.0	
Total (Rural)	Count	1	8	8	10	1	20	
	%	5.0	40.0	40.0	50.0	5.0	100.0	

7. Have you made any billing related complaints in the last 6 months?								
Service Providers		Yes	No	Total				
	Count	79	293	372				
BSNL (Total)	%	21.2	78.8	100.0				
BSNL (Urban)	Count	51	222	273				
	%	18.7	81.3	100.0				
BSNL (Rural)	Count	28	71	99				
	%	28.3	71.7	100.0				
	Count	0	0	0				
Sify (Total)	%	0.0	0.0	0.0				
	Count	0	0	0				
Sify (Urban)	%	0.0	0.0	0.0				
	Count	79	293	372				
Total (Total)	%	21.2	78.8	100.0				
	Count	51	222	273				
Total (Urban)	%	18.7	81.3	100.0				
	Count	28	71	99				
Total (Rural)	%	28.3	71.7	100.0				





8. How satisfied are you with the process of resolution of complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	53	9	44	20	6	79
BSNL (Total)	%	67.1	11.4	55.7	25.3	7.6	100.0
DCNI (Lirbon)	Count	30	7	23	18	3	51
BSNL (Urban)	%	58.8	13.7	45.1	35.3	5.9	100.0
DCNI (Purol)	Count	23	2	21	2	3	28
BSNL (Rural)	%	82.1	7.1	75.0	7.1	10.7	100.0
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
8 4444	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	53	9	44	20	6	79
Total (Total)	%	67.1	11.4	55.7	25.3	7.6	100.0
	Count	30	7	23	18	3	51
Total (Urban)	%	58.8	13.7	45.1	35.3	5.9	100.0
	Count	23	2	21	2	3	28
Total (Rural)	%	82.1	7.1	75.0	7.1	10.7	100.0

BILLING RELATED - ONLY FOR PREPAID CUSTOMERS

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?								
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
	Count	0	0	0	0	0	0	
BSNL (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0	
BSNL (Urban)	Count	0	0	0	0	0	0	
BSINE (Olbali)	%	0.0	0.0	0.0	0.0	0.0	0.0	
DCNII (Burol)	Count	0	0	0	0	0	0	
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0	
	Count	387	58	329	15	0	402	
Sify (Total)	%	96.3	14.4	81.8	3.7	0.0	100.0	
	Count	387	58	329	15	0	402	
Sify (Urban)	%	96.3	14.4	81.8	3.7	0.0	100.0	
	Count	387	58	329	15	0	402	
Total (Total)	%	96.3	14.4	81.8	3.7	0.0	100.0	
	Count	387	58	329	15	0	402	
Total (Urban)	%	96.3	14.4	81.8	3.7	0.0	100.0	
	Count	0	0	0	0	0	0	
Total (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0	





9(b). Please specify	the reason(s) fo	or your dissatisfa	action.				
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
	Count	0	0	0	0	0	0
BSNL (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNI (Lirbon)	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNII (Durol)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	15	0	0	15
Sify (Total)	%	0.0	0.0	100.0	0.0	0.0	100.0
	Count	0	0	15	0	0	15
Sify (Urban)	%	0.0	0.0	100.0	0.0	0.0	100.0
	Count	0	0	15	0	0	15
Total (Total)	%	0.0	0.0	100.0	0.0	0.0	100.0
	Count	0	0	15	0	0	15
Total (Urban)	%	0.0	0.0	100.0	0.0	0.0	100.0
	Count	0	0	0	0	0	0
Total (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0

9(c). Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?								
Service Providers		Yes	No	Total				
	Count	0	0	0				
BSNL (Total)	%	0.0	0.0	0.0				
BSNL (Urban)	Count	0	0	0				
BSINE (Olbali)	%	0.0	0.0	0.0				
DCML (Burol)	Count	0	0	0				
BSNL (Rural)	%	0.0	0.0	0.0				
	Count	13	389	402				
Sify (Total)	%	3.20	96.80	100.00				
	Count	13	389	402				
Sify (Urban)	%	3.20	96.80	100.00				
	Count	13	389	402				
Total (Total)	%	3.20	96.80	100.00				
	Count	13	389	402				
Total (Urban)	%	3.20	96.80	100.00				
	Count	0	0	0				
Total (Rural)	%	0.0	0.0	0.0				



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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	0	0	0	0	0	0
BSNL (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNII (Urbon)	Count	0	0	0	0	0	0
BSNL (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
DCNII (Durol)	Count	0	0	0	0	0	0
BSNL (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	8	0	8	5	0	13
Sify (Total)	%	61.5	0.0	61.5	38.5	0.0	100.0
	Count	8	0	8	5	0	13
Sify (Urban)	%	61.5	0.0	61.50	38.5	0.0	100.0
	Count	8	0	8	5	0	13
Total (Total)	%	61.5	0.0	61.5	38.5	0.0	100.0
	Count	8	0	8	5	0	13
Total (Urban)	%	61.5	0.0	61.5	38.5	0.0	100.0
	Count	0	0	0	0	0	0
Total (Rural)	%	0.0	0.0	0.0	0.0	0.0	0.0

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 mon	10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?									
Service Providers		Yes	No	Total						
	Count	130	242	372						
BSNL (Total)	%	34.9	65.1	100						
DCNI (Lirbon)	Count	99	174	273						
BSNL (Urban)	%	36.3	63.7	100						
BSNL (Rural)	Count	31	68	99						
	%	31.3	68.7	100						
	Count	59	343	402						
Sify (Total)	%	14.7	85.3	100						
	Count	59	343	402						
Sify (Urban)	%	14.7	85.3	100						
	Count	189	585	774						
Total (Total)	%	24.4	75.6	100						
	Count	158	517	675						
Total (Urban)	%	23.4	76.6	100						
	Count	31	68	99						
Total (Rural)	%	31.3	68.7	100						



11(a). How satisfied	are you with th	e ease of access	of call centre/ci	ustomer care or	helpline?		
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	92	16	76	32	6	130
BSNL (Total)	%	70.8	12.3	58.5	24.6	4.6	100
DCNII (Linkson)	Count	70	13	57	24	5	99
BSNL (Urban)	%	70.7	13.1	57.6	24.2	5.1	100
BSNL (Rural)	Count	22	3	19	8	1	31
	%	71	9.7	61.3	25.8	3.2	100
	Count	45	0	45	13	1	59
Sify (Total)	%	76.3	0.0	76.3	22	1.7	100
	Count	45	0	45	13	1	59
Sify (Urban)	%	76.3	0.0	76.3	22	1.7	100
	Count	137	16	121	45	7	189
Total (Total)	%	72.5	8.5	64	23.8	3.7	100
	Count	115	13	102	37	6	158
Total (Urban)	%	72.8	8.2	64.6	23.4	3.8	100
	Count	22	3	19	8	1	31
Total (Rural)	%	71	9.7	61.3	25.8	3.2	100

11(b). How satisfied	are you with the	ease of getting	an option for "ta	Ilking to a custor	mer care execut	ive"?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	94	18	76	29	7	130
BSNL (Total)	%	72.3	13.8	58.5	22.3	5.4	100
BSNL (Urban)	Count	67	12	55	25	7	99
BSINE (UIDAII)	%	67.7	12.1	55.6	25.3	7.1	100
DCNII (D	Count	27	6	21	4	0	31
BSNL (Rural)	%	87.1	19.4	67.7	12.9	0.0	100
	Count	44	0	44	14	1	59
Sify (Total)	%	74.6	0.0	74.6	23.7	1.7	100
	Count	44	0	44	14	1	59
Sify (Urban)	%	74.6	0.0	74.6	23.7	1.7	100
	Count	138	18	120	43	8	189
Total (Total)	%	73	9.5	63.5	22.8	4.2	100
	Count	111	12	99	39	8	158
Total (Urban)	%	70.3	7.6	62.7	24.7	5.1	100
	Count	27	6	21	4	0	31
Total (Rural)	%	87.1	19.4	67.7	12.9	0.0	100



12. How satisfied are	12. How satisfied are you with the response time taken to answer your call by a customer care executive?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	89	25	64	28	13	130			
BSNL (Total)	%	68.4	19.2	49.2	21.5	10	100			
DCNII (Urban)	Count	67	18	49	23	9	99			
BSNL (Urban)	%	67.7	18.2	49.5	23.2	9.1	100			
DOM: (D)	Count	22	7	15	5	4	31			
BSNL (Rural)	%	71	22.6	48.4	16.1	12.9	100			
	Count	41	0	41	14	4	59			
Sify (Total)	%	69.5	0.0	69.5	23.7	6.8	100			
	Count	41	0	41	14	4	59			
Sify (Urban)	%	69.5	0.0	69.5	23.7	6.8	100			
	Count	130	25	105	42	17	189			
Total (Total)	%	68.8	13.2	55.6	22.2	9	100			
	Count	108	18	90	37	13	158			
Total (Urban)	%	68.4	11.4	57	23.4	8.2	100			
	Count	22	7	15	5	4	31			
Total (Rural)	%	71	22.6	48.4	16.1	12.9	100			

13. How satisfied are	you with the pr	oblem solving at	oility of the cust	omer care execu	utive(s)?		
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	83	19	64	28	7	130
BSNL (Total)	%	63.8	14.6	49.2	21.5	5.4	100.0
BSNL (Urban)	Count	64	15	49	23	7	99
	%	64.6	15.2	49.5	23.2	7.1	100.0
DCNII (Durrell)	Count	19	4	15	5	0	31
BSNL (Rural)	%	61.3	12.9	48.4	16.1	0.0	100.0
	Count	42	1	41	14	1	59
Sify (Total)	%	71.2	2	69.5	23.7	1.7	100.0
	Count	42	1	41	14	1	59
Sify (Urban)	%	71.2	2	69.5	23.7	1.7	100.0
	Count	100	20	80	42	17	189
Total (Total)	%	52.9	10.6	42.3	22.2	9.0	100.0
	Count	78	16	62	37	13	158
Total (Urban)	%	49.4	10.1	39.2	23.4	8.2	100.0
	Count	22	4	18	5	4	31
Total (Rural)	%	71.0	12.9	58.1	16.1	13	100.0



14. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	82	20	62	35	13	130			
BSNL (Total)	%	63.1	15.4	47.7	26.9	10.0	100.0			
BSNL (Urban)	Count	60	16	44	29	9	99			
	%	60.6	16.2	44.4	29.3	9.1	100.0			
BSNL (Rural)	Count	22	4	18	6	4	31			
BSINE (Ruiai)	%	71.0	12.9	58.1	19.4	12.9	100.0			
	Count	18	0	18	36	4	59			
Sify (Total)	%	30.5	0.0	30.5	61.0	6.8	100.0			
	Count	18	0	18	36	4	59			
Sify (Urban)	%	30.5	0.0	30.5	61.0	6.8	100.0			
	Count	97	20	77	71	18	189			
Total (Total)	%	51.3	10.6	40.7	37.6	9.5	100.0			
	Count	75	16	59	65	15	158			
Total (Urban)	%	47.5	10.1	37.3	41.1	9.5	100.0			
	Count	22	4	18	6	3	31			
Total (Rural)	%	71.0	12.9	58.1	19.4	9.7	100.0			

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are	15. How satisfied are you with the speed of Broadband connection?										
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total				
	Count	279	63	216	77	16	372				
BSNL (Total)	%	75.0	16.9	58.1	20.7	4.3	100				
DCNI (Lirbon)	Count	206	42	164	52	15	273				
BSNL (Urban)	%	75.5	15.4	60.1	19	5.5	100				
BSNL (Rural)	Count	73	21	52	25	1	99				
	%	73.7	21.2	52.5	25.3	1	100				
	Count	286	49	237	96	20	402				
Sify (Total)	%	71.2	12.2	59	23.9	5	100				
	Count	286	49	237	96	20	402				
Sify (Urban)	%	71.2	12.2	59	23.9	5	100				
	Count	565	112	453	173	36	774				
Total (Total)	%	73.0	14.5	58.5	22.4	4.7	100				
	Count	492	91	401	148	35	675				
Total (Urban)	%	72.9	13.5	59.4	21.9	5.2	100				
	Count	73	21	52	25	1	99				
Total (Rural)	%	73.7	21.2	52.5	25.3	1	100				



16. How satisfied are	16. How satisfied are you with the amount of time for which service is up and working?									
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total			
	Count	292	59	233	66	14	372			
BSNL (Total)	%	78.5	15.9	62.6	17.7	3.8	100			
BSNL (Urban)	Count	212	42	170	49	12	273			
	%	77.7	15.4	62.3	17.9	4.4	100			
BSNL (Rural)	Count	80	17	63	17	2	99			
	%	80.8	17.2	63.6	17.2	2	100			
	Count	288	51	237	95	19	402			
Sify (Total)	%	71.7	12.7	59	23.6	4.7	100			
	Count	288	51	237	95	19	402			
Sify (Urban)	%	71.7	12.7	59	23.6	4.7	100			
	Count	580	110	470	161	33	774			
Total (Total)	%	74.9	14.2	60.7	20.8	4.3	100			
	Count	500	93	407	144	31	675			
Total (Urban)	%	74.1	13.8	60.3	21.3	4.6	100			
	Count	80	17	63	17	2	99			
Total (Rural)	%	80.8	17.2	63.6	17.2	2	100			

MAINTAINABILITY (FAULT REPAIR)

17. How often do you	ı face a problem	n with your Broadba	nd connection?			
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
	Count	112	201	50	9	372
BSNL (Total)	%	30.1	54	13.4	2.4	100
DCNI (Lirbon)	Count	94	140	35	4	273
BSNL (Urban)	%	34.4	51.3	12.8	1.5	100
BSNL (Rural)	Count	18	61	15	5	99
	%	18.2	61.6	15.2	5.1	100
	Count	126	167	69	40	402
Sify (Total)	%	31.3	41.5	17.2	10	100
	Count	126	167	69	40	402
Sify (Urban)	%	31.3	41.5	17.2	10	100
	Count	238	368	119	49	774
Total (Total)	%	30.7	47.5	15.4	6.3	100
	Count	220	307	104	44	675
Total (Urban)	%	32.6	45.5	15.4	6.5	100
	Count	18	61	15	5	99
Total (Rural)	%	18.2	61.6	15.2	5.1	100



18. What was the bro	oadband conne	ction problem faced by you in last 6	months related to, please specify?	
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection& modem provided by service provider	Total
	Count	13	46	59
BSNL (Total)	%	22.0	78.0	100
DCNI (Lirbon)	Count	11	28	39
BSNL (Urban)	%	28.2	71.8	100
DCNII (Durol)	Count	2	18	20
BSNL (Rural)	%	10.0	90.0	100
	Count	24	85	109
Sify (Total)	%	22.0	78.0	100
	Count	24	85	109
Sify (Urban)	%	22.0	78.0	100
	Count	37	131	168
Total (Total)	%	22.0	78.0	100
	Count	35	113	148
Total (Urban)	%	23.6	76.4	100
	Count	2	18	20
Total (Rural)	%	10.0	90.0	100

19. How satisfied are	e you with the t	ime taken for resto	oration of broad	band connection	n?		
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	32	8	24	23	4	59
BSNL (Total)	%	54.3	13.6	40.7	39	6.8	100
BSNL (Urban)	Count	19	5	14	17	3	39
	%	48.7	12.8	35.9	43.6	7.7	100
BSNL (Rural)	Count	13	3	10	6	1	20
	%	65	15	50	30	5	100
	Count	30	3	27	68	11	109
Sify (Total)	%	27.6	2.8	24.8	62.4	10.1	100
	Count	30	3	27	68	11	109
Sify (Urban)	%	27.6	2.8	24.8	62.4	10.1	100
	Count	62	11	51	91	15	168
Total (Total)	%	36.9	6.5	30.4	54.2	8.9	100
	Count	49	8	41	85	14	148
Total (Urban)	%	33.1	5.4	27.7	57.4	9.5	100
	Count	13	3	10	6	1	20
Total (Rural)	%	65	15	50	30	5	100





20(a). Do you use a	ny value added s	services or supplementary services s	such as static/ fixed IP addresses,	e-mail IDs etc.
Service Providers		Yes	No	Total
	Count	60	312	372
BSNL (Total)	%	16.1	83.9	100
PSNI (Lirban)	Count	46	227	273
BSNL (Urban)	%	16.8	83.2	100
DCNI (Durol)	Count	14	85	99
BSNL (Rural)	%	14.1	85.9	100
Sify (Total)	Count	8	394	402
	%	2.0	98.0	100
Sify (Urban)	Count	8	394	402
	%	2.0	98.0	100
Total (Total)	Count	68	706	774
	%	8.8	91.2	100
Total (Urban)	Count	54	621	675
	%	8.0	92.0	100
Total (Rural)	Count	14	85	99
	%	14.1	85.9	100

20(b). How satisfied	are you with the	e process of activ	ating value add	ed services or th	ne process of un	subscribing?	
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
	Count	47	13	34	13	0	60
BSNL (Total)	%	78.4	21.7	56.7	21.7	0.0	100
BSNL (Urban)	Count	38	10	28	8	0	46
BSINE (Olbali)	%	82.6	21.7	60.9	17.4	0.0	100
DONII (Darrell)	Count	9	3	6	5	0	14
BSNL (Rural)	%	64.3	21.4	42.9	35.7	0.0	100
Sify (Total)	Count	8	1	7	0	0	8
	%	100	12.5	87.5	0.0	0.0	100
Sify (Urban)	Count	8	1	7	0	0	8
	%	100	12.5	87.5	0.0	0.0	100
Total (Total)	Count	55	14	41	13	0	68
	%	80.9	20.6	60.3	19.1	0.0	100
Total (Urban)	Count	46	11	35	8	0	54
	%	85.2	20.4	64.8	14.8	0.0	100
Total (Rural)	Count	9	3	6	5	0	14
	%	64.3	21.4	42.9	35.7	0.0	100



20(c). Please tell me	the reasons fo	r your dissatisfaction	l.			
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
BSNL (Total)	Count	6	4	3	0	13
	%	46.2	30.8	23.1	0.0	100
BSNL (Urban)	Count	5	3	0	0	8
	%	62.5	37.5	0.0	0.0	100
BSNL (Rural)	Count	1	1	3	0	5
	%	20	20	60	0.0	100
Sify (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	6	4	3	0	13
	%	46.2	30.8	23.1	0.0	100
Total (Urban)	Count	5	3	0	0	8
	%	62.5	37.5	0.0	0.0	100
Total (Rural)	Count	1	1	3	0	5
	%	20	20	60	0.0	100

21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)

	Tao, antivirao paok			
Service Providers		Yes	No	Total
BSNL (Total)	Count	61	311	372
	%	16.4	83.6	100.0
BSNL (Urban)	Count	41	232	273
	%	15.0	85.0	100.0
BSNL (Rural)	Count	20	79	99
	%	20.2	79.8	100.0
Sify (Total)	Count	10	392	402
	%	2.5	97.5	100.0
Sify (Urban)	Count	10	392	402
	%	2.5	97.5	100.0
Total (Total)	Count	71	703	774
	%	9.2	90.8	100.0
Total (Urban)	Count	51	620	671
	%	7.6	92.4	100.0
Total (Rural)	Count	20	83	103
	%	19.4	80.6	100.0





21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?							
Service Providers		Yes	No	Total			
BSNL (Total)	Count	40	21	61			
	%	65.6	34.4	100.0			
BSNL (Urban)	Count	32	9	41			
	%	78.0	22.0	100.0			
DONII (D)	Count	8	12	20			
BSNL (Rural)	%	40.0	60.0	100.0			
	Count	2	8	10			
Sify (Total)	%	20.0	80.0	100.0			
	Count	2	8	10			
Sify (Urban)	%	20.0	80.0	100.0			
	Count	42	29	71			
Total (Total)	%	59.2	40.8	100			
	Count	34	17	51			
Total (Urban)	%	66.7	33.3	100			
	Count	8	12	20			
Total (Rural)	%	40	60	100			

21(c). What difficultie	21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total		
BSNL (Total)	Count	11	10	15	4	40		
	%	27.5	25	37.5	10	100		
BSNL (Urban)	Count	8	8	12	4	32		
	%	25	25	37.5	12.5	100		
DCNII (Dural)	Count	3	2	3	0	8		
BSNL (Rural)	%	37.5	25	37.5	0.0	100		
Sify (Total)	Count	2	0	0	0	2		
	%	100	0.0	0.0	0.0	100		
Sify (Urban)	Count	2	0	0	0	2		
	%	100	0.0	0.0	0.0	100		
Total (Total)	Count	13	10	17	4	42		
	%	31	23.8	40.5	9.5	100		
Total (Urban)	Count	10	8	13	4	34		
	%	29.4	23.5	38.2	11.8	100		
Total (Rural)	Count	3	2	4	0	8		
	%	37.5	25	50	0.0	100		



22. How satisfied are	22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?						
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	37	14	23	3	0	40
	%	92.5	35.0	57.5	7.5	0.0	100
BSNL (Urban)	Count	29	12	17	3	0	32
, ,	%	90.6	37.5	53.1	9.4	0.0	100
DCNII (Dunal)	Count	8	2	6	0	0	8
BSNL (Rural)	%	100	25.0	75.0	0.0	0.0	100
Sify (Total)	Count	1	0	1	1	0	2
	%	50.0	0.0	50.0	50.0	0.0	100
Sify (Urban)	Count	1	0	1	1	0	2
	%	50.0	0.0	50.0	50.0	0.0	100
Total (Total)	Count	38	14	24	4	0	42
	%	90.4	33.3	57.1	9.5	0.0	100
Total (Urban)	Count	30	12	18	4	0	34
	%	88.2	35.3	52.9	11.8	0.0	100
Total (Rural)	Count	8	2	6	0	0	8
	%	100.0	25.0	75.0	0.0	0.0	100

OVERALL CUSTOMER SATISFACTION

23(a). How satisfied	are you with th	e overall quality o	f your Broadba	nd service?			
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	292	63	229	68	12	372
	%	78.5	16.9	61.6	18.3	3.2	100
BSNL (Urban)	Count	208	53	155	53	12	273
	%	76.2	19.4	56.8	19.4	4.4	100
BSNL (Rural)	Count	84	10	74	15	0	99
	%	84.8	10.1	74.7	15.2	0.0	100
Sify (Total)	Count	283	43	240	102	17	402
	%	70.4	10.7	59.7	25.4	4.2	100
Sify (Urban)	Count	283	43	240	102	17	402
	%	70.4	10.7	59.7	25.4	4.2	100
Total (Total)	Count	575	106	469	170	29	774
	%	74.3	13.7	60.6	22	3.7	100
Total (Urban)	Count	491	96	395	155	29	675
	%	72.7	14.2	58.5	23	4.3	100
Total (Rural)	Count	84	10	74	15	0	99
	%	84.8	10.1	74.7	15.2	0.0	100





24. How many perso	ons in your house/ organization are	e using this Broadband connection?
Service Providers		No. of persons (Average Numbers)
BSNL (Total)	Count	372
	avg. no. of persons	4.34
BSNL (Urban)	Count	273
	avg. no. of persons	4.96
BSNL (Rural)	Count	99
DOINE (Kulai)	avg. no. of persons	2.63
Sify (Total)	Count	3.62
	avg. no. of persons	402
Sify (Urban)	Count	3.62
	avg. no. of persons	402
Total (Total)	Count	3.97
	avg. no. of persons	774
Total (Urban)	Count	675
	avg. no. of persons	4.12
Total (Rural)	Count	99
	avg. no. of persons	2.93

24(a). What kind of o	24(a). What kind of other services are you also taking from this service provider?								
Service Providers		Wire-line	Mobile	Other	None	Total			
BSNL (Total)	Count	184	66	13	109	372			
	%	49.5	17.7	3.5	29.3	100			
BSNL (Urban)	Count	128	50	13	82	273			
	%	46.9	18.3	4.8	30	100			
DONII. (D. mail)	Count	56	16	0	27	99			
BSNL (Rural)	%	56.6	16.2	0.0	27.3	100			
Sify (Total)	Count	0	0	0	402	402			
	%	0.0	0.0	0.0	100	100			
Sify (Urban)	Count	0	0	0	398	398			
	%	0.0	0.0	0.0	100	100			
Total (Total)	Count	184	66	13	511	774			
	%	23.8	8.5	1.7	66	100			
Total (Urban)	Count	128	50	13	480	671			
	%	19.1	7.5	1.9	71.5	100			
Total (Rural)	Count	56	16	0	31	103			
	%	54.4	15.5	0.0	30.1	100			





25. Are you aware o	f the facility for n	neasuring the broadband connection s	speed provided by your service prov	vider?
Service Providers		Yes	No	Total
BSNL (Total)	Count	142	230	372
, ,	%	38.2	61.8	100
BSNL (Urban)	Count	92	181	273
	%	33.7	66.3	100
DOM: (D. 1)	Count	50	49	99
BSNL (Rural)	%	50.5	49.5	100
Sify (Total)	Count	97	305	402
	%	24.1	75.9	100
Sify (Urban)	Count	97	305	402
	%	24.1	75.9	100
Total (Total)	Count	239	535	774
	%	30.9	69.1	100
Total (Urban)	Count	189	486	675
	%	28	72	100
Total (Rural)	Count	50	49	99
,	%	50.5	49.5	100

26. On a scale of 1-	26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?						ider?					
Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	2	8	17	28	44	64	78	88	32	11	372
	%	0.5	2.2	4.6	7.5	11.8	17.2	21	23.7	8.6	3.0	100
BSNL (Urban)	Count	1	6	14	25	31	33	58	69	27	9	273
	%	0.4	2.2	5.1	9.2	11.4	12.1	21.2	25.3	9.9	3.3	100
BSNL (Rural)	Count	1	2	3	3	13	31	20	19	5	2	99
DOINE (Itulal)	%	1.0	2.0	3.0	3.0	13.1	31.3	20.2	19.2	5.1	2.0	100
Sify (Total)	Count	5	12	17	54	26	43	100	84	59	2	402
	%	1.2	3.0	4.2	13.4	6.5	10.7	24.9	20.9	14.7	0.5	100
Sify (Urban)	Count	5	12	17	54	26	43	100	84	59	2	402
	%	1.2	3.0	4.2	13.4	6.5	10.7	24.9	20.9	14.7	0.5	100
Total (Total)	Count	7	20	34	82	70	107	178	172	91	13	774
	%	0.9	2.6	4.4	10.6	9.0	13.8	23.0	22.2	11.8	1.7	100
Total (Urban)	Count	6	18	31	79	57	76	158	153	86	11	675
	%	0.9	2.7	4.6	11.7	8.4	11.3	23.4	22.7	12.7	1.6	100
Total (Rural)	Count	1	2	3	3	13	31	20	19	5	2	99
	%	1.0	2.0	3.0	3.0	13.1	31.3	20.2	19.2	5.1	2.0	100





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

27. Are you aware of	27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?						
Service Providers		Yes	No	Total			
BSNL (Total)	Count	248	124	372			
	%	66.7	33.3	100			
BSNL (Urban)	Count	206	67	273			
	%	75.5	24.5	100			
BSNL (Rural)	Count	42	57	99			
	%	42.4	57.6	100			
Sify (Total)	Count	203	199	402			
	%	50.5	49.5	100			
Sify (Urban)	Count	203	199	402			
	%	50.5	49.5	100			
Total (Total)	Count	451	323	774			
	%	58.3	41.7	100			
Total (Urban)	Count	409	266	675			
	%	60.6	39.4	100			
Total (Rural)	Count	42	57	99			
	%	42.4	57.6	100			

28. Have you made	28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?						
Service Providers		Yes	No	Total			
BSNL (Total)	Count	102	270	372			
	%	27.4	72.6	100			
BSNL (Urban)	Count	78	195	273			
	%	28.6	71.4	100			
DCNI (Burol)	Count	24	75	99			
BSNL (Rural)	%	24.2	75.8	100			
Sify (Total)	Count	47	355	402			
	%	11.7	88.3	100			
Sify (Urban)	Count	47	355	402			
	%	11.7	88.3	100			
Total (Total)	Count	149	625	774			
	%	19.3	80.7	100			
Total (Urban)	Count	125	550	675			
	%	18.5	81.5	100			
Total (Rural)	Count	24	75	99			
	%	24.2	75.8	100			



29. With respect to co	omplaint made b	by you to the call	centre, please	specify which of	f these was mos	t applicable to y	ou?
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	30	25	23	16	8	102
	%	29.4	24.5	22.5	15.7	7.8	100
BSNL (Urban)	Count	24	21	18	7	8	78
	%	30.8	26.9	23.1	9	10.3	100
DCNII (Durol)	Count	6	4	5	9	0	24
BSNL (Rural)	%	25	16.7	20.8	37.5	0.0	100
Sify (Total)	Count	33	3	1	1	9	47
	%	70.2	6.4	2.1	2.1	19.1	100
Sify (Urban)	Count	33	3	1	1	9	47
	%	70.2	6.4	2.1	2.1	19.1	100
Total (Total)	Count	63	28	24	17	17	149
	%	42.3	18.8	16.1	11.4	11.4	100
Total (Urban)	Count	57	24	19	8	17	125
	%	45.6	19.2	15.2	6.4	13.6	100
Total (Rural)	Count	6	4	5	9	0	24
	%	25	16.7	20.8	37.5	0.0	100

30. Did the Call Cer	30. Did the Call Centre inform you about the action taken on your complaint?						
Service Providers		Yes	No	Total			
BSNL (Total)	Count	54	48	102			
	%	52.9	47.1	100			
BSNL (Urban)	Count	44	34	78			
, ,	%	56.4	43.6	100			
BSNL (Rural)	Count	10	14	24			
	%	41.7	58.3	100			
Sify (Total)	Count	19	28	47			
	%	40.4	59.6	100			
Sify (Urban)	Count	19	28	47			
	%	40.4	59.6	100			
Total (Total)	Count	73	76	149			
	%	49	51	100			
Total (Urban)	Count	63	62	125			
	%	50.4	49.6	100			
Total (Rural)	Count	10	14	24			
	%	41.7	58.3	100			



31. How satisfied are	31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total	
BSNL (Total)	Count	71	11	60	28	3	102	
	%	69.6	10.8	58.8	27.5	2.9	100	
BSNL (Urban)	Count	56	10	46	22	0	78	
	%	71.8	12.8	59	28.2	0.0	100	
DCNI (Durol)	Count	15	1	14	6	3	24	
BSNL (Rural)	%	62.5	4.2	58.3	25	12.5	100	
Sify (Total)	Count	28	2	26	17	2	47	
	%	59.6	4.3	55.3	36.2	4.3	100	
Sify (Urban)	Count	28	2	26	17	2	47	
	%	59.6	4.3	55.3	36.2	4.3	100	
Total (Total)	Count	99	13	86	45	5	149	
	%	66.4	8.7	57.7	30.2	3.4	100	
Total (Urban)	Count	84	12	72	39	2	125	
	%	67.2	9.6	57.6	31.2	1.6	100	
Total (Rural)	Count	15	1	14	6	3	24	
	%	62.5	4.2	58.3	25	12.5	100	

32. Please specify the reason(s) for your dissatisfaction							
Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the Problem	Total
BSNL (Total)	Count	20	2	3	10	7	31
DOINE (Total)	%	64.5	6.5	9.7	32.3	22.6	100
BSNL (Urban)	Count	18	2	1	3	1	22
BONE (Olball)	%	81.8	9.1	4.5	13.6	4.5	100
DCNI (Dural)	Count	2	0	2	7	6	9
BSNL (Rural)	%	22.2	0.0	22.2	77.8	66.7	100
0.4 - (T-1-1)	Count	18	1	1	1	1	19
Sify (Total)	%	94.7	5.3	5.3	5.3	5.3	100
0'(- (- -)	Count	18	1	1	1	1	19
Sify (Urban)	%	94.7	5.3	5.3	5.3	5.3	100
T - (- 1 / T - (- 1)	Count	38	3	4	11	8	50
Total (Total)	%	76	6	8	22	16	100
T-1-1/11-1	Count	36	2	1	3	1	40
Total (Urban)	%	90	5	2.5	7.5	2.5	100
T-1-1/D1)	Count	2	1	3	8	7	10
Total (Rural)	%	20	10	30	80	70	100





33. Was your billing/ the complaint?	charging compl	aint resolved satisfactorily by ca	Il centre/customer care within fo	our weeks after lodging of
Service Providers		Yes	No	Total
	Count	44	45	89
BSNL (Total)	%	49.4	50.6	100
BSNL (Urban)	Count	37	32	69
BSINE (Olbail)	%	53.6	46.4	100
BSNL (Rural)	Count	7	13	20
BSINE (Rulai)	%	35.0	65.0	100
	Count	16	28	44
Sify (Total)	%	36.4	63.6	100
	Count	16	28	44
Sify (Urban)	%	36.4	63.6	100
	Count	60	73	133
Total (Total)	%	45.1	54.9	100
	Count	53	60	113
Total (Urban)	%	46.9	53.1	100
	Count	7	13	20
Total (Rural)	%	35.0	65.0	100

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

Service Providers		Yes	No	Total
BSNL (Total)	Count	93	279	372
	%	25	75	100
BSNL (Urban)	Count	75	198	273
	%	27.5	72.5	100
DCNII (Dural)	Count	18	81	99
BSNL (Rural)	%	18.2	81.8	100
	Count	10	392	402
Sify (Total)	%	2.5	97.5	100
	Count	10	392	402
Sify (Urban)	%	2.5	97.5	100
	Count	103	671	774
Total (Total)	%	13.3	86.7	100
	Count	85	590	675
Total (Urban)	%	12.6	87.4	100
Total (Rural)	Count	18	81	99
	%	18.2	81.8	100





Service Providers		Yes	No	Total
BSNL (Total)	Count	44	49	93
	%	47.3	52.7	100
BSNL (Urban)	Count	37	38	75
	%	49.3	50.7	100
DCNI (Dural)	Count	7	11	18
BSNL (Rural)	%	38.9	61.1	100
	Count	0	10	10
Sify (Total)	%	0.0	100	100
	Count	0	10	10
Sify (Urban)	%	0.0	100	100
	Count	44	59	103
Total (Total)	%	42.7	57.3	100
	Count	37	48	85
Total (Urban)	%	43.5	56.5	100
Total (Rural)	Count	7	11	18
	%	38.9	61.1	100

34(c). Were you able	e to contact to the	ne Nodal officer without difficulty?		
Service Providers		Yes	No	Total
BSNL (Total)	Count	32	12	44
	%	72.7	27.3	100.0
BSNL (Urban)	Count	28	9	37
	%	75.7	24.3	100.0
DCNII (Durol)	Count	4	3	7
BSNL (Rural)	%	57.1	42.9	100.0
	Count	0	0	0
Sify (Total)	%	0.0	0.0	0.0
	Count	0	0	0
Sify (Urban)	%	0.0	0.0	0.0
	Count	32	12	44
Total (Total)	%	72.7	27.3	100.0
	Count	28	9	37
Total (Urban)	%	75.7	24.3	100.0
	Count	4	3	7
Total (Rural)	%	57.1	42.9	100.0





35. Did the Nodal O	fficer intimate yo	ou about the decision taken on your c	omplaint?	
Service Providers		Yes	No	Total
BSNL (Total)	Count	30	14	44
	%	68.2	31.8	100.0
BSNL (Urban)	Count	27	10	37
	%	73.0	27.0	100.0
DCNII (Dural)	Count	3	4	7
BSNL (Rural)	%	42.9	57.1	100.0
	Count	0	0	0
Sify (Total)	%	0.0	0.0	0.0
	Count	0	0	0
Sify (Urban)	%	0.0	0.0	0.0
	Count	30	14	44
Total (Total)	%	68.2	31.8	100.0
	Count	27	10	37
Total (Urban)	%	73.0	27.0	100.0
	Count	3	4	7
Total (Rural)	%	42.9	57.1	100.0

36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C- Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	35	0	35	8	1	44
	%	79.5	0.0	79.5	18.2	2.3	100.0
BSNL (Urban)	Count	30	0	30	7	0	37
	%	81.1	0.0	81.1	18.9	0.0	100.0
DCNII (D. mal)	Count	5	0	5	1	1	7
BSNL (Rural)	%	71.4	0.0	71.4	14.3	14.3	100.0
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	35	0	35	8	1	44
Total (Total)	%	79.5	0.0	79.5	18.2	2.3	100.0
	Count	30	0	30	7	0	37
Total (Urban)	%	81.1	0.0	81.1	18.9	0.0	100.
	Count	5	0	5	1	1	7
Total (Rural)	%	71.4	0.0	71.4	14.3	14.3	100.0





36(b). Please speci	fy the reason(s) for your dissat	isfaction.				
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	5	1	4	3	2	9
	%	55.6	11.1	44.4	33.3	22.2	100
BSNL (Urban)	Count	4	1	2	2	1	7
	%	57.1	14.3	28.6	28.6	14.3	100
DCNII (Dural)	Count	1	0	2	1	1	2
BSNL (Rural)	%	50	0.0	100	50	50	100
	Count	0	0	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	0	0	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0	0.0	0.0
	Count	5	1	4	3	2	9
Total (Total)	%	55.6	11.1	44.4	33.3	22.2	100
	Count	4	1	2	2	1	7
Total (Urban)	%	57.1	14.3	28.6	28.6	14.3	100
	Count	1	0	2	1	1	2
Total (Rural)	%	50	0.0	100	50	50	100

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? Yes No Total Service Providers 53 319 372 BSNL (Total) Count 14.2 100 85.8 % 46 227 273 BSNL (Urban) Count 16.8 83.2 100 % 7 92 99 Count BSNL (Rural) 7.1 92.9 100 % 2 400 402 Count Sify (Total) 0.5 99.5 100 % 2 400 402 Count Sify (Urban) 0.5 99.5 100 % 719 774 55 Count **Total (Total)** 100 7.1 92.9 % 48 627 675 Count Total (Urban) 7.1 92.9 100 % 7 92 99 Count Total (Rural) 7.1 92.9 100





38. Have you filed an	y appeal in the I	ast 6 months?		
Service Providers		Yes	No	Total
BSNL (Total)	Count	30	23	53
	%	56.6	43.4	100
BSNL (Urban)	Count	27	19	46
	%	58.7	41.3	100
DCNI (Burol)	Count	3	4	7
BSNL (Rural)	%	42.9	57.1	100
	Count	0	2	2
Sify (Total)	%	0.0	100	100
	Count	0	2	2
Sify (Urban)	%	0.0	100	100
	Count	30	25	55
Total (Total)	%	54.5	45.5	100
	Count	27	21	48
Total (Urban)	%	56.3	43.8	100
	Count	3	4	7
Total (Rural)	%	42.9	57.1	100

39. Did you receive a	39. Did you receive any acknowledgement?								
Service Providers		Yes	No	Total					
BSNL (Total)	Count	26	4	30					
	%	86.7	13.3	100.0					
BSNL (Urban)	Count	23	4	27					
	%	85.2	14.8	100.0					
BSNL (Rural)	Count	3	0	3					
BSINE (Rulai)	%	100.0	0.0	100.0					
	Count	0	0	0					
Sify (Total)	%	0.0	0.0	0.0					
	Count	0	0	0					
Sify (Urban)	%	0.0	0.0	0.0					
	Count	26	4	30					
Total (Total)	%	86.7	13.3	100.0					
	Count	23	4	27					
Total (Urban)	%	85.2	14.8	100.0					
	Count	3	0	3					
Total (Rural)	%	100.0	0.0	100.0					





Service Providers		Yes	No	Appeal file d only recently	Total
BSNL (Total)	Count	27	3	0	30
	%	90.0	10.0	0.0	100.0
BSNL (Urban)	Count	24	3	0	27
, ,	%	88.9	11.1	0.0	100.0
DCNII (D. mal)	Count	3	0	0	3
BSNL (Rural)	%	100.0	0.0	0.0	100.0
	Count	0	0	0	0
Sify (Total)	%	0.0	0.0	0.0	0.0
	Count	0	0	0	0
Sify (Urban)	%	0.0	0.0	0.0	0.0
	Count	27	3	0	30
Total (Total)	%	90.0	10.0	0.0	100.0
	Count	24	3	0	27
Total (Urban)	%	88.9	11.1	0.0	100.0
	Count	3	0	0	3
Total (Rural)	%	100.0	0.0	0.0	100.0

41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?									
Service Providers		Yes	No	Total					
BSNL (Total)	Count	0	0	0					
	%	0.0	0.0	0.0					
BSNL (Urban)	Count	0	0	0					
	%	0.0	0.0	0.0					
DCNII (Burol)	Count	0	0	0					
BSNL (Rural)	%	0.0	0.0	0.0					
	Count	11	391	402					
Sify (Total)	%	2.7	97.3	100.0					
	Count	11	391	402					
Sify (Urban)	%	2.7	97.3	100.0					
	Count	11	391	402					
Total (Total)	%	2.7	97.3	100.0					
	Count	11	391	402					
Total (Urban)	%	2.7	97.3	100.0					
	Count	0	0	0					
Total (Rural)	%	0.0	0.0	0.0					





42. Have you been denied of request for item wise usage charge details for your prepaid connection?									
Service Providers		Yes	No	Total					
BSNL (Total)	Count	0	0	0					
	%	0.0	0.0	0.0					
BSNL (Urban)	Count	0	0	0					
	%	0.0	0.0	0.0					
BSNL (Rural)	Count	0	0	0					
BSINL (Rulai)	%	0.0	0.0	0.0					
Count		0	11	11					
Sify (Total)	%	0.0	100.0	100.0					
	Count	0	11	11					
Sify (Urban)	%	0.0	100.0	100.0					
	Count	0	11	11					
Total (Total)	%	0.0	100.0	100.0					
	Count	0	11	11					
Total (Urban)	%	0.0	100.0	100.0					
	Count	0	0	0					
Total (Rural)	%	0.0	0.0	0.0					

43. what were the reason(s) for denying your request?										
Service Providers		No reasons given	Technical problem	Total						
BSNL (Total)	Count	0	0	0						
	%	0.0	0.0	0.0						
BSNL (Urban)	Count	0	0	0						
	%	0.0	0.0	0.0						
DCNII (Durol)	Count	0	0	0						
BSNL (Rural)	%	0.0	0.0	0.0						
	Count	0	0	0						
Sify (Total)	%	0.0	0.0	0.0						
	Count	0	0	0						
Sify (Urban)	%	0.0	0.0	0.0						
	Count	0	0	0						
Total (Total)	%	0.0	0.0	0.0						
	Count	0	0	0						
Total (Urban)	%	0.0	0.0	0.0						
	Count	0	0	0						
Total (Rural)	%	0.0	0.0	0.0						





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

		11	•	•	
Service Providers		Yes	No	Do not remember	Total
	Count	76	87	209	372
BSNL (Total)	%	20.4	23.4	56.2	100
DOM: (111)	Count	70	62	141	273
BSNL (Urban)	%	25.6	22.7	51.6	100
DOME (D. 1)	Count	6	25	68	99
BSNL (Rural)	%	6.1	25.3	68.7	100
	Count	61	229	112	402
Sify (Total)	%	15.2	57	27.9	100
	Count	61	229	112	402
Sify (Urban)	%	15.2	57	27.9	100
	Count	137	316	321	774
Total (Total)	%	17.7	40.8	41.5	100
	Count	131	291	253	675
Total (Urban)	%	19.4	43.1	37.5	100
	Count	6	25	68	99
Total (Rural)	%	6.1	25.3	68.7	100



												_								
										S. I	No [В	W							
Date of Interview:			D	D	М	M	Y	Y	Y	Y						•				
Circle	:	[1] Assan	1				[2]	[2] Rest of North East				st [3] Bihar & Jharkhand								
[4] Rest of West Bengal				[5] Orissa				[6] I	Kolka	ta										

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

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

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

COULD YOU PLEASE SIGN HERE? WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: [QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID] which basic wire-line (Landline) service provider are you using currently? [SINGLE RESPONSE] S1.1. [1] Airtel [2] BSNL [3] Reliance [4] Tata [IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW] S1.2. Name: S1.3. **Record Gender:** [1] Male [2] Female S1.4. Age (in years): [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45 S1.5. Please tell me your occupation: [2] Business/Self Employed [5] Retired [1] Service [3] Student [4] Housewife Phone Number S1.6. **Telephone Number (With STD Code):** S1.7. [2] Commercial **Record Usage Type:** [1] Residential S1.8. **Record Area:** [1] Rural [2] Urban S1.9. **Connection Type:** [1] Postpaid [2] Prepaid S1.10. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar

S1.11.	Record District Name:	

S1.12. Address:

[6] Kolkata

[10] Nagaland

[14] West Bengal

[7] Manipur

[11] Orissa

[8] Meghalaya

[12] Sikkim

S1.13. Record Name of SDCA:

S1.14. Record Name of Exchange:

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

[5] Jharkhand

[9] Mizoram

[13] Tripura





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





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





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





30	Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	[1] Yes [2] No					
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q33]					
32(a)	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes [2] No [IF NO, GO TO Q33]					
32(b)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	[4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change					
	[ASK Q32(C) ONLY IF 3 OR 2 OR 1 CODED IN Q 32 (B)]						
32(c)	Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[1] Yes [2] No [IF NO, GO TO Q33]					
32(d)	If Yes, then indicate whether	 [1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint 					
33	On a scale of 1 – 10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?						
C	UESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTA CONSUMERS PROTECTION AND REDRESSAL O						
34(a)	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes [2] No					
34(b)	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes [2] No [IF NO, GO TO Q38]					
		[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not					
35	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE)	received [3] Complaint was registered and docket number provided on request					
		[4] Complaint was registered and docket number not provided even on request					
		[5] Refused to register the complaint					
36	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes [2] No					
37	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes [2] No [3] Not Applicable					
38	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes [2] No [IF NO, GO TO Q46]					
39(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes [2] No [IF NO, GO TO Q46]					





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

[4] Rest of West Bengal

[5] Orissa



			\mathbf{r}													People Who M.	Make the Difference	
									S. No	С	M							
Date of Interview:	D	D	M	M	Y	Y	Y	Y	D. 110					l				
Circle: [1]	Assam				[2]] Rest	of No	orth Ea	st [3]	Bihar	& Jha	ırkhar	ıd					

CUSTOMER SATISFACTION SURVEY - CELLULAR MOBILE TELEPHONE QUESTIONNAIRE

[6] Kolkata

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

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

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

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID] Which mobile phone or fixed wireless phone (FWP) service provider are you using currently? S1.1. [1] Aircel [2] Airtel [3] BSNL [4] Cheers Mobile [5] Idea [6] Loop Mobile [7] MTS [8] Reliance Comm. [10] S Tel [9] Reliance Telecom [11] Tata [12] Uninor [13] Videocon [14] Vodafone S1.2. Name: _ S1.3. **Record Gender:** [1] Male [2] Female S1.4. Age (in years): [1] Less than 25 [2] 25-34 [3] 35-44 [4] More than 45 S1.5. Please tell me your occupation: [2] Business/Self Employed [3] Student [4] Housewife [5] Retired [1] Service S1.6. Mobile/ Fixed Wireless Phone (FWP) Number: S1.7. **Record Usage Type:** [2] Commercial [1] Residential S1.8. **Record Area:** [1] Rural [2] Urban S1.9. **Connection Type:** [1] Postpaid [2] Prepaid [1] GSM **S1.10.** Type: [2] CDMA [3] Assam S1.11. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [4] Bihar [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya [10] Nagaland [9] Mizoram [11] Orissa [12] Sikkim [13] Tripura [14] West Bengal S1.12. Record District Name: S1.13. Address: S1.14. Record Mode of interview: [1] Telephonic [2] Face-to-face





Α.	SERVICE PROVISION						
1	How satisfied are you with the process and time taken	[4] Very Satisfied [3] Satisfied					
	to activate the mobile connection, after you applied						
	and completed all formalities?	[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	[1] Yes [2] No					
	of service the complete details of your tariff plan?						
3	How satisfied are you with the ease of understanding	[4] Very Satisfied [3] Satisfied					
	or with provision of all relevant information related to	·					
	tariff plans & charges?	[2] Dissatisfied [1] Very Dissatisfied					
В.	BILLING RELATED - PREPAID CUSTOMERS (F						
4(a)	How satisfied are you with the accuracy of charges for	[4] Very Satisfied [3] Satisfied					
τ(α)	the services used such as call, SMS, GPRS etc.?	[2] Dissatisfied [1] Very Dissatisfied					
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[1] Charges not as per tariff plan subscribed					
	CODED IN Q4(a)]	[2] Tariff plan changed without information					
4(b)	Please specify the reason(s) for your dissatisfaction.	[3] Charged for value added services not subscribed					
	riease specify the reason(s) for your dissatisfaction.	[4] Charged for calls/services not made/used					
	[MULTIPLE CODE]	-					
		[5] Others (please specify)					
	Have you made any complaint related to						
5(a)	charging/credit/ waiver/ validity/ adjustments in the	[1] Yes [2] No [IF NO, GO TO Q 5(c)]					
	last 6 months? How satisfied are you with the resolution of the						
	complaints and the resulting refund/ credit/ waiver of	[4] Very Satisfied [3] Satisfied					
5(b)	excess charges on account of such resolution of	[1] V Dissatisfied					
	complaints?	[2] Dissatisfied [1] Very Dissatisfied					
	How satisfied are you with the ease of recharging	[4] Very Satisfied [3] Satisfied					
5(c)	process and the transparency of recharge offer?	[2] Dissatisfied [1] Very Dissatisfied					
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[1] Lack of complete information about the offer					
	$CODED\ IN\ Q\ 5(c)]$	[2] Charges/Services not as per the offer					
5(d)		[3] Delay in activation of recharge					
	Please specify the reason(s) for your dissatisfaction.	[4] Non availability of all denomination recharge coupon					
	[MULTIPLE CODE]						
	-	[5] Others (please specify)					
	Did you get information regarding call duration,						
5(e)	amount deducted for call and balance in the account	[1] Yes [2] No					
C.	after every call? BILLING RELATED - POSTPAID CUSTOMERS						
C.	DEDITION RELEATED -1 OUT AID CUSTOMERS	[4] Very Satisfied [3] Satisfied					
_	How satisfied are you with the time taken to deliver	F-1					
6	your bills?	[2] Dissatisfied [1] Very Dissatisfied					
	How satisfied are you with the clarity of the bills	[4] Very Satisfied [3] Satisfied					
7(a)	issued by your service provider in terms of	[2] Dissatisfied [1] Very Dissatisfied					
	transparency and understandability?	[2] Dissatisfied [1] very Dissatisfied					
		[1] Difficult to read the bill					
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[2] Difficult to understand the language					
	CODED IN 7(a)]						
7(b)	Please specify the reason(s) for your dissatisfaction.	[3] Calculation not clear					
/(0)	Trease specify the reason(s) for your dissaustaction.	[4] Item-wise charges like total minutes of usage of local, STD,					
	[MULTIPLE CODE]	ISD calls and charges thereon not given					
		[5] Others (please specify)					





		[4] Very Satisfied	[3] Satisfied						
8(a)	How satisfied are you with the accuracy &	•							
	completeness of the bills?	[2] Dissatisfied	[1] Very Dissatisfied						
		[1] Charges not as per tariff plan subscribed							
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q8(a)]	[2] Tariff plan changed without information							
	-	[3] Charged for value added services not subscribed							
8(b)	Please specify the reason(s) for your dissatisfaction.	[4] Charged for calls/serv	rices not made/used						
	[MULTIPLE CODE]	[5] Calculations are not c	lear						
		[6] Others (please specify	<i></i>)						
9(a)	Have you made any billing related complaints in the	[1] Yes [2] No	[IF NO, GO TO Q10]						
)(a)	last 6 months?	[4] Very Satisfied	[3] Satisfied						
9(b)	How satisfied are you with the process of resolution of	•							
9(0)	billing complaints?	[2] Dissatisfied	[1] Very Dissatisfied						
D.	HELP SERVICES/CUSTOMER CARE INCLUDIN	G CUSTOMER GRIEVA	ANCE REDRESSAL						
10	In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	[1] Yes [2] No	[IF NO, GO TO Q16]						
		[4] Very Satisfied	[3] Satisfied						
11	How satisfied are you with the ease of access of call centre/customer care or helpline?	[2] Dissatisfied	[1] Very Dissatisfied						
	centre/customer care of helpfine:	[2] Dissaustied	[1] Very Dissaustied						
	How satisfied are you with the case of actting on	[4] Very Satisfied	[3] Satisfied						
12	How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	[2] Dissatisfied	[1] Very Dissatisfied						
		[4] Vor Cotions	[2] Codiction						
12	How satisfied are you with the response time taken to	[4] Very Satisfied	[3] Satisfied						
13	answer your call by a customer care executive?	[2] Dissatisfied	[1] Very Dissatisfied						
		[4] Very Satisfied	[3] Satisfied						
14	How satisfied are you with the problem solving ability	[0] Diaming 4	[1] Warra DissayinGad						
	of the customer care executive(s)?	[2] Dissatisfied	[1] Very Dissatisfied						
	How satisfied are you with the time taken by call	[4] Very Satisfied	[3] Satisfied						
15	centre/customer care /helpline to resolve your	[2] Dissatisfied	[1] Very Dissatisfied						
-	complaint?								
Е.	NETWORK PERFORMANCE, RELIABILITY ANI	[4] Very Satisfied	[3] Satisfied						
16	How satisfied are you with the availability of signal of	•							
	your service provider in your locality?	[2] Dissatisfied	[1] Very Dissatisfied						
		[4] Very Satisfied	[3] Satisfied						
17	How satisfied are you with the ability to make or receive calls easily?	[2] Dissatisfied	[1] Very Dissatisfied						
1.0		[4] Never	[3] Occasionally						
18	How often does your call drop during conversation?	[2] Frequently	[1] Very Frequently						
		[4] Very Satisfied	[3] Satisfied						
19	How satisfied are you with the voice quality?	•							
	110.1. Sutisfied the you with the voice quality:	[2] Dissatisfied	[1] Very Dissatisfied						
L	l .	1							





F.	MAINTAINABILITY (FAULT REPAIR)							
		[4] Never [3] Occasionally						
20	How often do you face signal problems?	[2] Frequently [1] Very Frequently						
		[4] Very Satisfied [3] Satisfied						
21	How satisfied are you with the availability of signal in your area?	[2] Dissatisfied [1] Very Dissatisfied						
		[4] Very Satisfied [3] Satisfied						
22	How satisfied are you with the restoration of network (signal) problems?	[2] Dissatisfied [1] Very Dissatisfied						
G.	SUPPLEMENTARY SERVICES AND VALUE AD	DED SERVICES						
23	Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	[1] Yes [2] No [IF NO, GO TO Q26]						
	How satisfied are you with the quality of the	[4] Very Satisfied [3] Satisfied						
24	supplementary services / value added service provided?	[2] Dissatisfied [1] Very Dissatisfied						
	How satisfied are you with the process of activating	[4] Very Satisfied [3] Satisfied						
25(a)	value added services or the process of unsubscribing?	[2] Dissatisfied [1] Very Dissatisfied						
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[1] Not informed of charges						
25(b)	CODED IN Q25(a)] Please tell me the reasons for your dissatisfaction.	[2] Activated without consent						
23(0)		[3] Not informed about toll free number for unsubscribing						
	[MULTIPLE CODE]	[4] Others (please specify)						
26	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	[1] Yes [2] No [IF NO, GO TO Q29(a)]						
27	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes [2] No [IF NO, GO TO Q29(a)]						
		[1] None						
		[2] Delay in deactivation resulting in repeat complaints						
28(a)	What difficulties have you faced while deactivating	[3] Customer care refused to register the complaint						
	of such services and refund of charges levied?	[4] Not aware of whom to contact						
		[5] Others (please specify)						
	How satisfied are you with the resolution of your	[4] Very Satisfied [3] Satisfied						
28(b)	complaint for deactivation of VAS and refund of charges levied?	[2] Dissatisfied [1] Very Dissatisfied						
H.	OVERALL CUSTOMER SATISFACTION							
29(a)	How satisfied are you with the overall quality of your mobile service?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied						
		[1] Very Dissaustica						
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q29(a)]	1						
29(b)		2						
	Please specify the reason(s) for your dissatisfaction	3						





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





39	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes	[2] No					
40	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes	[2] No	[3] Not Applicable				
41	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes	[2] No	[IF NO, GO TO Q46]				
42(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes	[2] No	[IF NO, GO TO Q46]				
42(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes	[2] No					
43	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes	[2] No					
44	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Sa [2] Dissatis	fied [3] Satisfied 1] Very Dissatisfied				
		[1] Difficul	t to connect to th	ne Nodal Officer				
	[ASK THIS QUESTION ONLY IF 1 OR 2 IS	[2] Nodal C	Officer not polite	/courteous				
	CODED IN Q44 ELSE GO TO Q46]		•	ped with adequate information				
45	Please specify the reason(s) for your dissatisfaction.	[4] Time ta	ken by Nodal Of	ficer for redressal of complaint is				
	[MULTIPLE CODE]	[5] Nodal Officer was unable to understand the problem						
		[6] Others (please specify)						
	In case the complaint has not been resolved by the	[0] Others (picase specify					
46	Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes	[2] No	[IF NO, GO TO Q50]				
47	Have you filed any appeal in last 6 months?	[1] Yes	[2] No	[IF NO, GO TO Q50]				
48	Did you receive any acknowledgement?	[1] Yes	[2] No					
49	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No	[3] Appeal filed only recently				
[Q50 T	O Q52 ARE FOR PREPAID CUSTOMERS ONLY]							
50	Are you aware that a prepaid customer can get itemwise usage charge details, on request?	[1] Yes	[2] No	[IF NO, GO TO Q53]				
51	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No	[IF NO, GO TO Q53]				
52	What were the reason(s) for denying your request?	[1] No reas	on given [2]	Technical problem				
32	[MULTIPLE CODE]	[3] Others ((specify)				
53	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?	[1] Yes	[2] No	[3] Do not remember				
Name of t	the interviewer :		Date	:				
Name of t	the scrutinizer :		Date	:				
Back-chee	ck done by :		Date of back-o	check:				
Name of	Operation Manager :	<u></u>						



enge Cales (Quoes	ESPECIA	Asses	sment oj	Cust	omer	Perce	ption	of Se	rvice (East	Zone) -	– Broc	adba	ınd					40	People Who M	was the Difference
Date of	Inte	erview	:	D	D	M	M	Y	Y	Y	Y	S. 1	No	В	В						
Circle	:	-	1] Assan 4] Rest o		st Ben	ıgal] Rest		orth Eas	st		Bihar Kolka	& Jha	arkhar	nd				
			CUS	STON	IER S	SATIS	SFAC'	TION	SUR	VEY	-BRC)ADB	BAN	D QU	ESTI	ONN	AIRI	E			

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

minutes of your valuable time to answer a few questions. Thank you. THE OUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN. ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED. COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE'S: [QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID] S1.1. Which broadband service provider are you using currently? [SINGLE RESPONSE] [3] BSNL [4] Hughes [5] Ortel [1] Airtel [2] Alliance [6] Reliance [7] Sify [8] Tata Com [9] Tikona [IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW] S1.2. Name: __ S1.3. **Record Gender:** [1] Male [2] Female S1.4. [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45 Age (in years): S1.5. Please tell me your occupation: [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired STD Code Phone Number S1.6. **Telephone Number (With STD Code):** S1.7. E-mail: S1.8. **Record Usage Type:** [1] Residential [2] Commercial S1.9. **Record Area:** [1] Rural [2] Urban S1.10. Connection Type: [1] Postpaid [2] Prepaid S1.11. Record State/UT: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim [14] West Bengal [13] Tripura S1.12. Record District Name: ___ S1.13. Address: S1.14. Record Name of SDCA [IN CASE OF BSNL]: S1.15. Record Name of Exchange [IN CASE OF BSNL]: ___ S1.16 Record Name of the POP [IN CASE OF PRIVATE SERVICE PROVIDER]:

[2] Email

[3] Web/ Online

[1] Face-to-face

S1.17. Record Mode of interview:



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





How satisfied are you with the process of resolution of	NO, GO TO Q 10]				
How satisfied are you with the process of resolution of					
complaints and the resulting refund/cradit/waiver of [4] very Saushed [5]] Satisfied				
	Very Dissatisfied				
C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE	REDRESSAL				
In the last 6 months, have you contacted customer care/					
helpline/ call centre of your service provider?	NO, GO TO Q 15]				
I How satisfied are you with the ease of access of call I] Satisfied				
centre/customer care or helpline? [2] Dissatisfied [1]	Very Dissatisfied				
How catisfied are you with the ease of deffing an ontion I] Satisfied				
	Very Dissatisfied				
I How catisfied are you with the response time taken to I '] Satisfied				
] Very Dissatisfied				
I How catisfied are you with the problem colving ability of I '] Satisfied				
	Very Dissatisfied				
How satisfied are you with the time taken by call [4] Very Satisfied [3]] Satisfied				
	Very Dissatisfied				
D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY					
I How catisfied are you with the speed of Broadband I '] Satisfied				
] Very Dissatisfied				
I How catisfied are you with the amount of time for which I] Satisfied				
	Very Dissatisfied				
E. MAINTAINABILITY (FAULT REPAIR)					
] Occasionally				
How often do you face a problem with your Broadband [3] Frequently connection?] Very frequently				
[IF CODED 4 AND 3 GO 7	TO Q 20(A), SECTION F.]				
	[1] Problem was related to my computer hardware/				
IN Q17] software	software				
What was the broadband connection problem faced by [2] Problem was related to the	[2] Problem was related to the broadband connection& modem provided by service provider				
How satisfied are you with the time taken for restoration] Satisfied				
of broadband connection? [2] Dissatisfied [1]	Very Dissatisfied				
F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES					
Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc. [1] Yes [2] No [IF]	NO, GO TO Q21A]				
How satisfied are you with the process of activating value [4] Very Satisfied [3]] Satisfied				
How satisfied are you with the process of activating value added services or the process of unsubscribing? [2] Dissatisfied [1]	Very Dissatisfied				
[1] Not informed of charges					
[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 20(B)] [2] Activated without consent	t				
20(c) [3] Not informed about toll fr					
Discretell and the assessed 1' of C of	Ioi and added to the				
Please tell me the reasons for your dissatisfaction. [4] Others, (specify	`				



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





		[1] Complaint was registered and docket number received					
		[2] Complaint was registered and docket number not					
		received					
	With respect to complaint made by you to the call centre,						
20 -	please specify which of these was most applicable to you?	[3] Complaint was registered and docket number provided					
y	[SINGLE CODE]	on request					
		[4] Complaint was registered and docket number not					
		provided even on request					
		[5] Refused to register the complaint					
30 у	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes [2] No					
	How satisfied are you with the system of resolving of	[4] Very satisfied [3] Satisfied					
31 y	your complaints by call centre/customer care/ helpline?	[2] Dissatisfied [1] Very Dissatisfied					
		[1] Difficult to connect to call centre executive					
-	ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[2] Customer care executive not polite/courteous					
	$IN \ Q \ 31]$ elease specify the reason(s) for your dissatisfaction.	[3] Customer care executive not equipped with adequate information					
32	1 3 (/ 3	[4] Time taken by call centre for redressal of complaint is too long					
	[MULTIPLE CODE]	[5] Customer care executive was unable to understand the problem					
		[6] Others (please specify)					
V	Was your billing/ charging complaint resolved						
	satisfactorily by call centre/customer care within four	[1] Yes [2] No [3] Not Applicable					
	weeks after lodging of the complaint?						
	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal						
34(2)	Officer. Are you aware of the contact details of the Nodal	[1] Yes [2] No [IF NO, GO TO Q37]					
	Officer?						
	Have you ever made a complaint to the Nodal Officer						
31(0)	regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	[1] Yes [2] No [IF NO, GO TO Q37]					
	•						
24(a)	Were you able to contact to the Nodal officer without difficulty?	[1] Yes [2] No					
Γ	Did the Nodal Officer intimate you about the decision	[1] Vac [2] Na					
	aken on your complaint?	[1] Yes [2] No					
	How satisfied are you with the redressal of the complaint	[4] Very Satisfied [3] Satisfied					
	by the Nodal Officer?	[2] Dissatisfied [1] Very Dissatisfied					
		[1] Difficult to connect to the Nodal Officer					
[2	ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED	[2] Nodal Officer not polite/courteous					
[2	ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q36(A)]	[2] Nodal Officer not polite/courteous [3] Nodal Officer not equipped with adequate information					
[2		[2] Nodal Officer not polite/courteous					
	IN Q36(A)]	[2] Nodal Officer not polite/courteous[3] Nodal Officer not equipped with adequate information[4] Time taken by Nodal Officer for redressal of					





37	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes [2] No [IF NO, GO TO Q41]				
38	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q41]				
39	Did you receive any acknowledgement?	[1] Yes [2] No				
40	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently				
(Q41 TO	Q43 ARE FOR PREPAID CUSTOMERS ONLY)					
41	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q44]				
42	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q44]				
43	What were the reason(s) for denying your request?	[1] No reason given [2] Technical problem [3] Others (specify)				
44	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new broadband connection?"	[1] Yes [2] No [3] Do not remember				
Name of t	the interviewer :	Date:				
Name of t	the scrutinizer :	Date:				
Back-chec	ck done by :	Date of back-check:				
Name of 0	Operation Manager :					