

Telecom Regulatory Authority of India

New Delhi

Report on Assessment of
1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
2. Customer Perception of Service through Survey
(Circle - Chennai)

October-December 2011



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Executive Summary

Provision of world class telecommunication infrastructure and information is the key to rapid economic and social development of the country. While expansion in number of subscribers and growth of tele-density are important quantitative goals in this sector, it is important to pay attention to the Quality of Service to consumers through regulatory mechanism.

In pursuance of these objectives Telecom Regulatory Authority of India (TRAI), decided to assess the:

1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. Customer Perception of Service through Survey

for wireline, mobile and broadband services in all the circle of the various zones in India. For Southern Zone covering the states of Andhra Pradesh, Karnataka, Tamil Nadu, Chennai and Kerala TRAI commissioned M/s **Spectrum Planning (India) Limited, (SPIL) New Delhi** to carry out this study in four quarters.

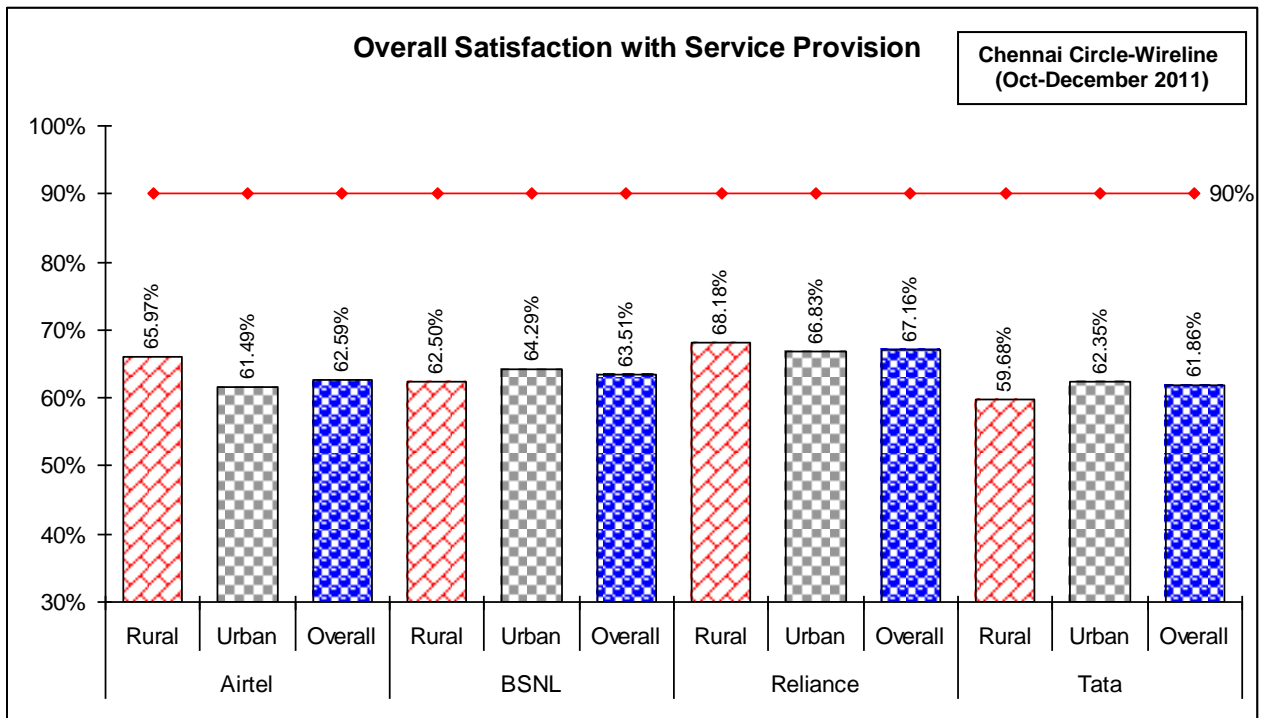
This report pertains to second quarter of **Chennai Circle** for which detailed field study was carried out by SPIL team during the period October - December 2011. by contacting various categories of respondent as per terms of reference. The feedback pertained to subscribers' perception of quality of services being provided by their respective service provider on eight select parameters of quality of service. This feedback was obtained through a structured questionnaires approved by TRAI. The active respondents list was obtained in advance from service providers. Respondents were selected from across all service providers currently operational in the respective circles.

The detailed responses obtained from field were fed into computerized format and have been cleaned after validation, collated, tabulated, analyzed and findings of the study have been summarized in the form of following report containing various tables and graphs.

1. Summary of the Survey Module for Basic Wireline

Wireline Operator		Airtel			BSNL			Reliance			Tata		
Overall Performance→	Area→/ Benchmark↓	Rural	Urban	Overall	Rural	Urban	Overall	Rural	Urban	Overall	Rural	Urban	Overall
Customers satisfied with provisioning of service	≥ 90%	65.97%	61.49%	62.59%	62.50%	64.29%	63.51%	68.18%	66.83%	67.16%	59.68%	62.35%	61.86%
Customers satisfied with billing performance- Postpaid	≥ 95%	68.68%	67.02%	67.39%	66.46%	63.59%	64.47%	65.32%	65.62%	65.56%	62.84%	66.93%	66.21%
Customers satisfied with billing performance- Prepaid	≥ 95%	59.86%	61.27%	60.68%	60.53%	61.03%	60.84%	59.26%	61.54%	60.69%	59.55%	60.73%	60.23%
Customers satisfied with network performance, reliability and availability	≥ 95%	71.26%	73.86%	73.28%	71.53%	72.29%	72.06%	66.67%	73.33%	71.94%	63.46%	72.74%	70.85%
Customers satisfied with maintainability	≥ 95%	67.45%	68.12%	67.80%	64.39%	67.78%	65.77%	68.03%	67.02%	67.23%	65.10%	68.20%	67.55%
Customers satisfied with supplementary and value added services	≥ 90%	62.98%	65.89%	65.22%	63.49%	65.46%	64.11%	62.54%	66.32%	65.57%	61.94%	67.78%	66.33%
Customers satisfied with help services including grievance redressal	≥ 90%	63.57%	65.27%	64.96%	64.31%	62.09%	62.84%	60.10%	64.47%	63.92%	60.48%	64.49%	63.74%
Customers satisfied with overall service quality	≥ 90%	67.93%	65.63%	66.14%	70.08%	66.49%	67.57%	69.79%	64.73%	65.79%	70.64%	68.11%	68.63%

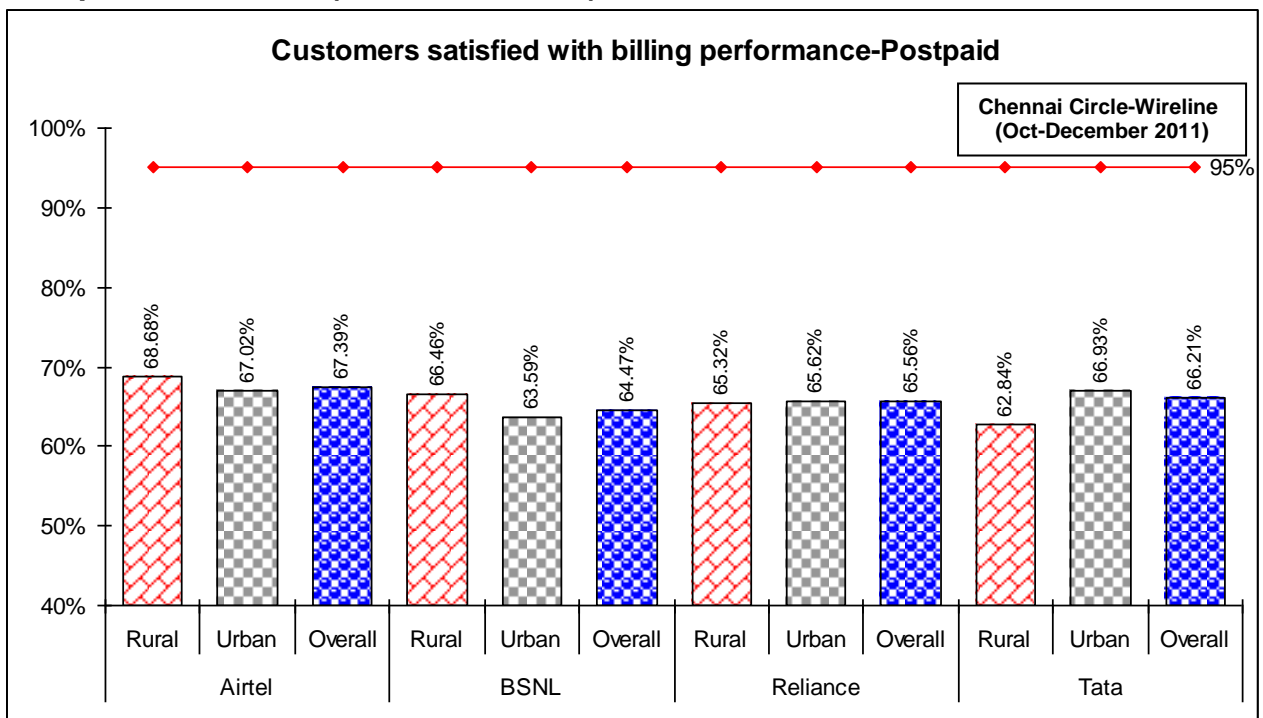
a. Service Provision (Benchmark-90%)



None of the four basic wire line operators were able to achieve benchmark level of satisfaction of 90% in the present round of survey with respect to provisioning of services.

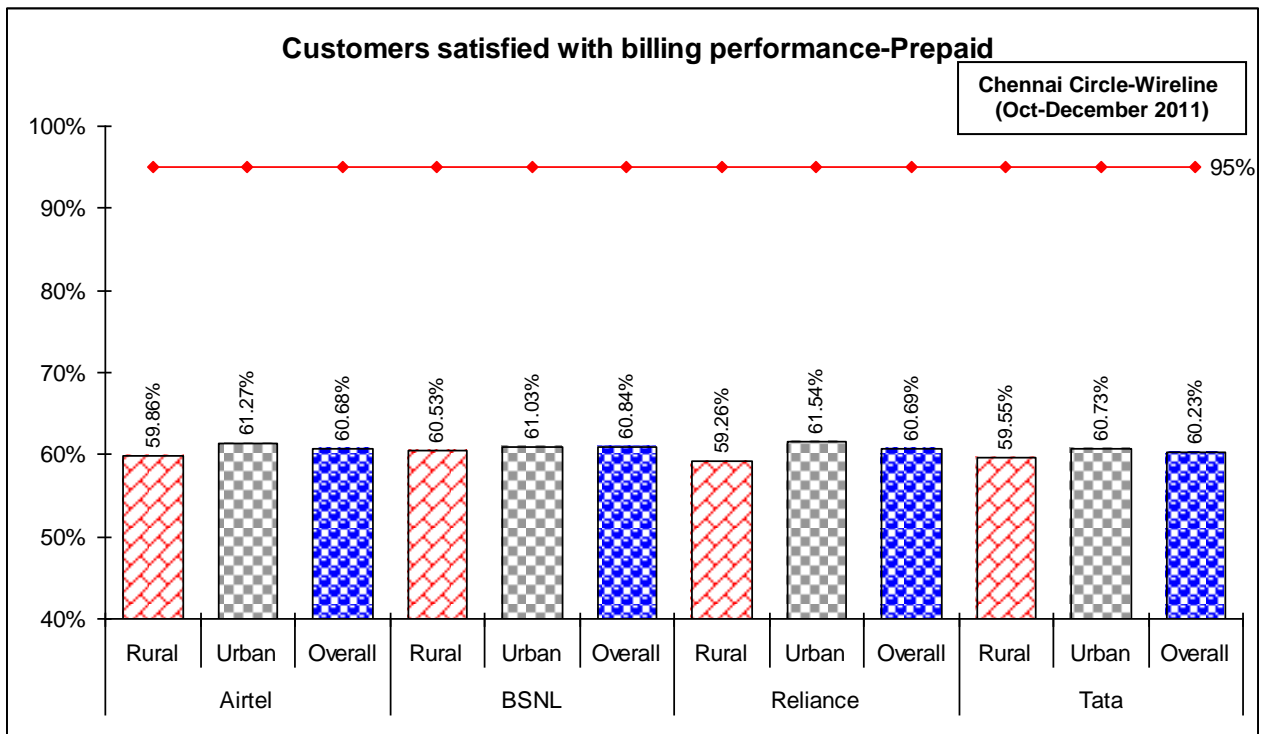
b. Billing Performance

Post-paid Customers (Benchmark-95%)



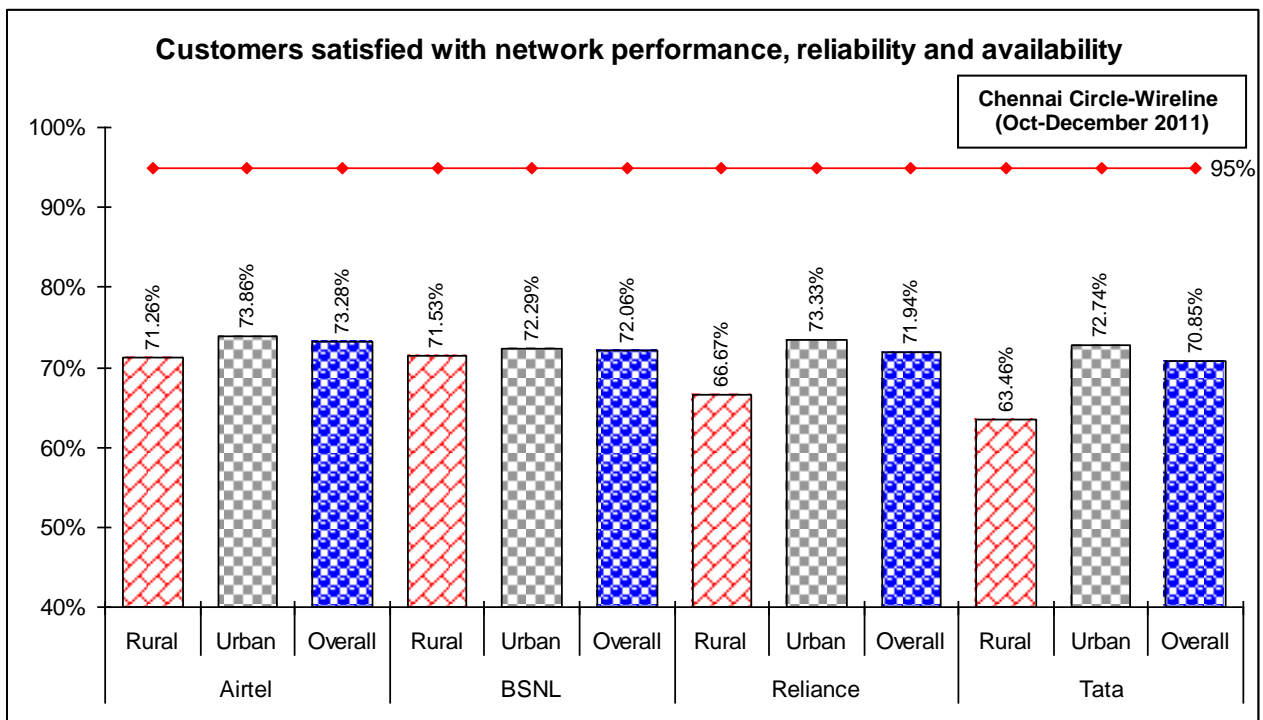
In billing performance none of the operators could achieve the benchmark satisfaction level of 95% for post paid customers in the present round of survey.

c. Pre-paid Customers (Benchmark-95%)



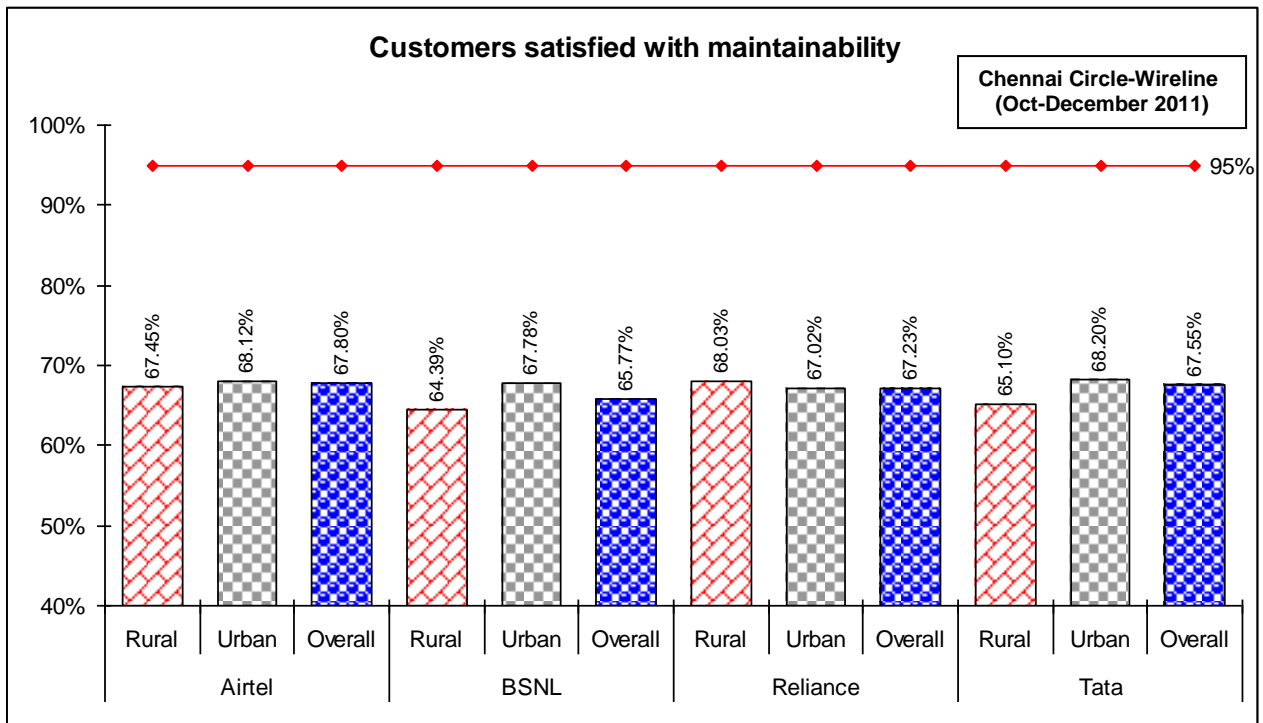
Even in pre-paid customer services, the billing performance of all the service operators in the circle is below the benchmark level of 95% in the present round of survey.

d. Network Performance, Reliability and Availability (Benchmark-95%)



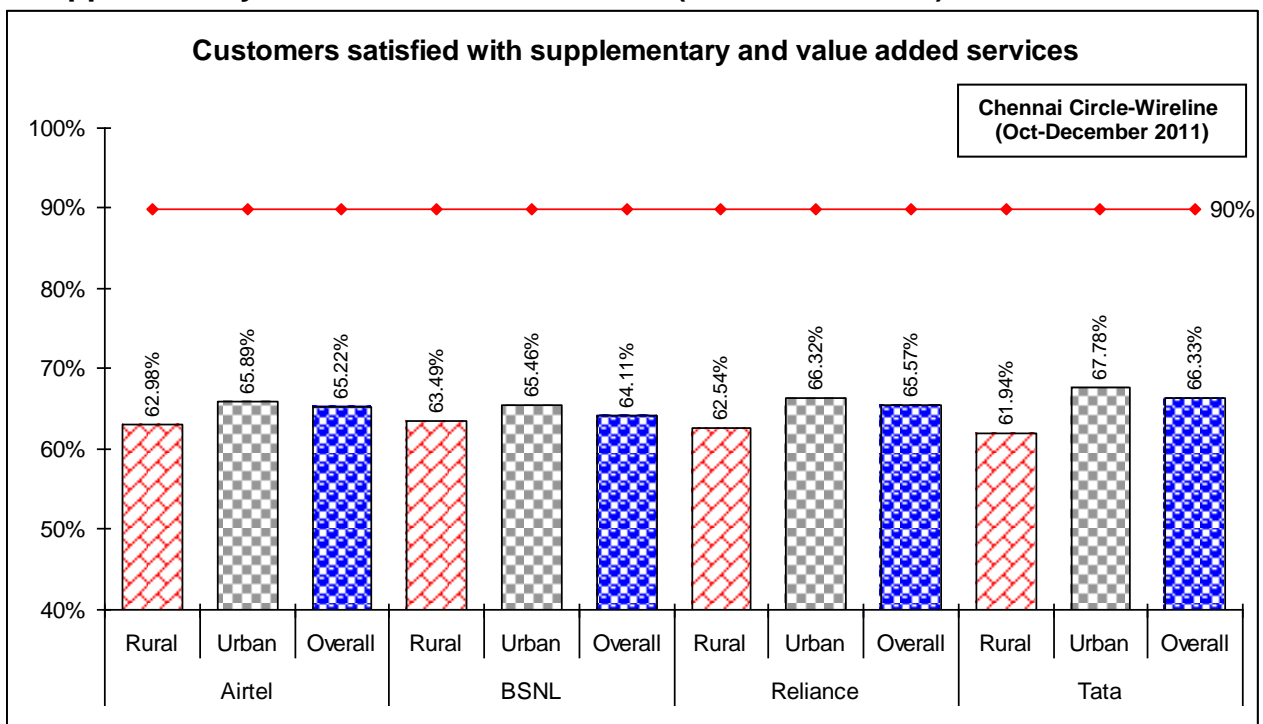
In terms of network performance, reliability and availability of services none of the operators in the circle could achieve the benchmark satisfaction level of 95% in the present round of survey.

e. Maintainability (Benchmark-95%)



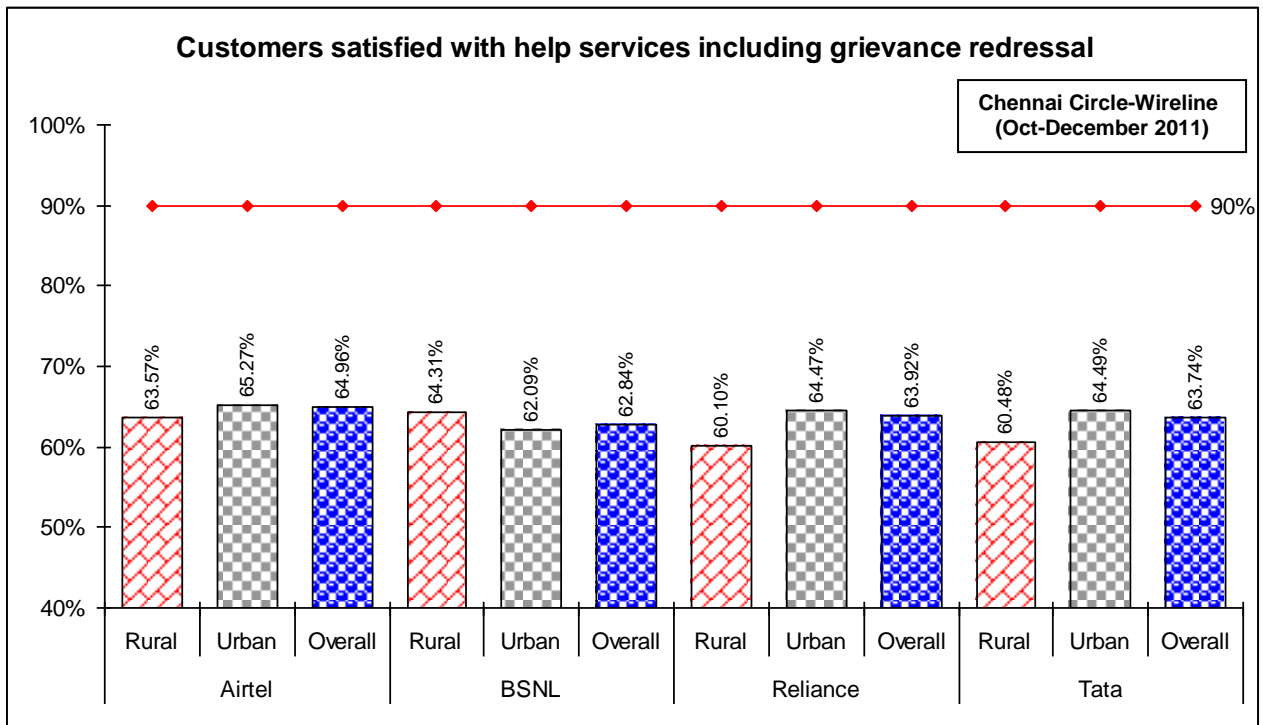
Benchmark satisfaction level of 95 % with respect to Customer satisfaction on maintainability has not been achieved by any of the operators in the present round of survey.

f. Supplementary and Value Added Services (Benchmark-90%)



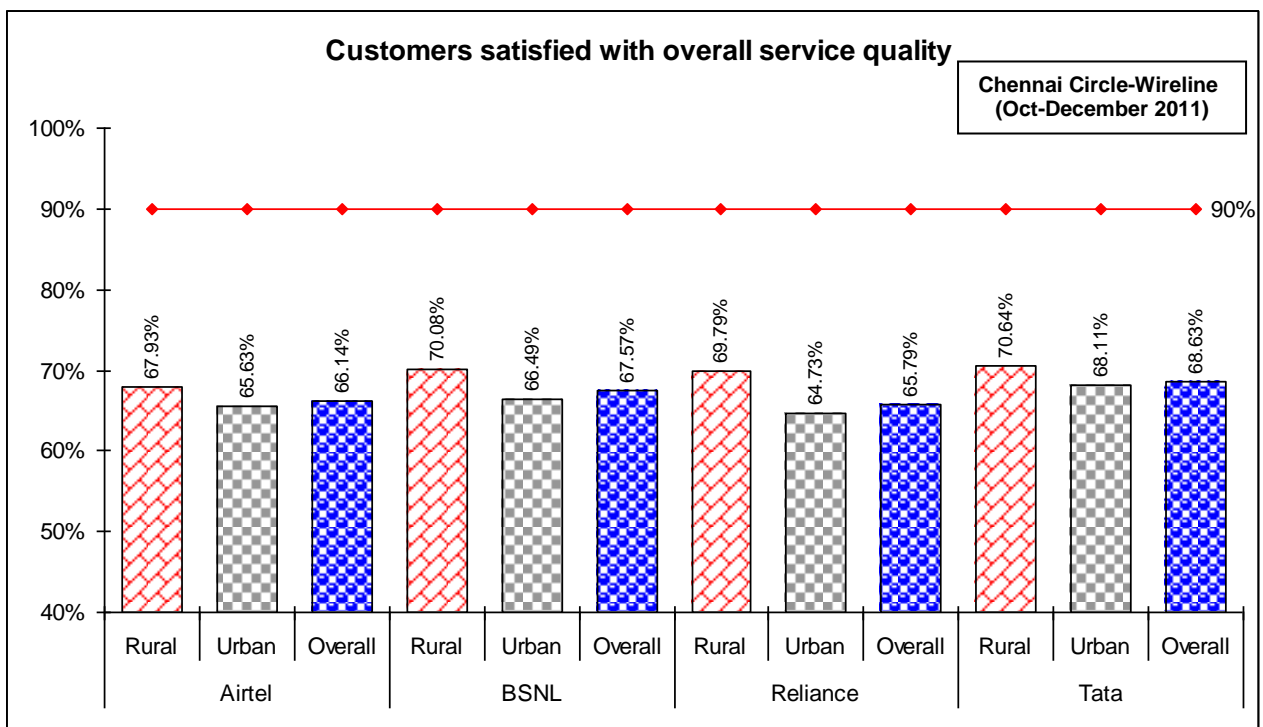
In terms of customer satisfaction with respect to supplementary and value added services, none of the operators could achieve benchmark satisfaction level of 90% in the present round of survey.

g. Help Services Including Grievance Redressal (Benchmark-90%)



Benchmark satisfaction level of 90% could not be achieved by any of the service providers with respect to help services including grievance redressal in the present round of survey.

h. Overall Service Quality (Benchmark-90%)



The overall service quality of all operators in the circle has been below the benchmark satisfaction level of 90% in the present round of survey.

1.1 Consumer Protection and Grievance Scores for the Basic (Wireline) survey

Wireline Operator	Area	Awareness of the		
		Customer Care	Nodal Officer	Appellate Authority
Airtel	Rural	72.57%	8.44%	0.42%
	Urban	87.92%	12.92%	0.84%
	Overall	84.53%	11.93%	0.75%
BSNL	Rural	67.70%	5.28%	0.31%
	Urban	87.42%	11.38%	0.54%
	Overall	81.48%	9.54%	0.47%
Reliance	Rural	66.07%	8.48%	0.45%
	Urban	89.94%	11.48%	0.59%
	Overall	84.94%	10.85%	0.56%
Tata	Rural	63.76%	9.63%	0.46%
	Urban	83.10%	12.32%	0.47%
	Overall	79.16%	11.78%	0.47%

1.2 Key Takeouts & Recommendations – Basic Wireline

Key Takeouts: Overall

There are only 4 Operators present in Chennai providing Basic Wireline services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. All four Operators are providing Wireline services in rural areas as well as urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Reliance in Rural areas has maximum satisfied customers for ‘provisioning of services’ parameter and is much above the average performance on this parameter. Except TATA all Operators in rural areas have scored above average on this parameter.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, Airtel scored maximum satisfaction from customers on billing performance parameter followed by BSNL’s rural and Tata’s urban customers. However BSNL’s overall performance needs further improvement.

Customers Satisfied With Billing Performance-Prepaid

Reliance’s and Airtel’s billing performance for urban pre-paid customers is rated best amongst all wireline service providers and their rural areas need improvement w.r.t. performance on pre-paid billing.

Customers Satisfied With Network Performance, Reliability and Availability

The network performance, reliability and availability of service are maximum for Airtel while that of Tata is least in rural areas.

Customers Satisfied With Maintainability

Airtel in urban and Reliance in rural scored highest on account this parameter. BSNL and TATA in rural areas scored least on this parameter.

Customers Satisfied With Supplementary and Value Added Services

Among the 4 Operators of Wireline services in Chennai, TATA has topped overall in providing supplementary & value-added services whereas it along with Airtel in rural areas is lagging behind on this parameter in comparison to all other Operators.

Customers Satisfied With Help Services Including Grievance Redressal

Help services including grievance redressal is wanting in case of BSNL while services of Airtel on this aspect are quite appreciated by its customers.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 65 % to 68% to (very small range) as perceived by customers. Therefore, it can be concluded that perception of customers about overall quality of service is more or less same for Basic Wireline services for all 4 Operators.

Key Takeouts: Operator Level

Airtel

Airtel is rated as best performance in terms of network performance, reliability and availability of parameters, however, needs further improvement in overall performance to achieve Benchmark levels, especially on service provisioning where it scored second least.

BSNL

BSNL performance has been best among all operators in terms of billing performance prepaid where it scored highest and second highest in terms of network performance, reliability, availability and overall service quality. Its services in rural areas are pulling down its overall performance and hence further overall improvements would make it a strong player.

Reliance

Reliance wire-line has scored highest satisfaction in terms of service provisioning stood second best in terms of supplementary and value added services. Significant improvements are required for achieving the Benchmark levels.

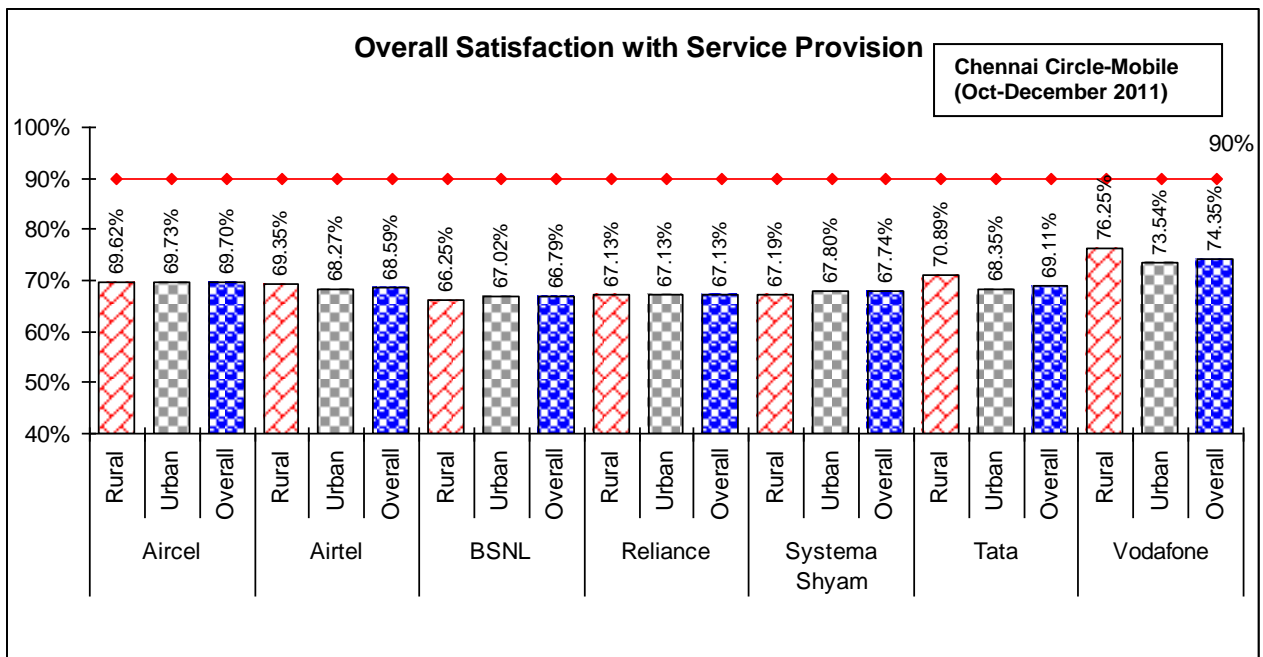
Tata

Tata's performance has been good in terms of overall service quality while it needs to further improve its network performance and service provisioning where it scored the least among the four operators present in the circle.

2.0 Summary of the Survey Module for Cellular Mobile

Mobile Operator	Overall Performance→ Area↓/ Benchmark →	Customers satisfied with							
		Provisioning of service	Billing performance-Prepaid	Billing performance-Postpaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services including grievance redressal	Overall service quality
		≥ 90%	≥ 95%	≥ 95%	≥ 95%	≥ 95%	≥ 90%	≥ 90%	≥ 90%
Aircel	Rural	69.62%	64.88%	54.32%	78.80%	75.29%	68.78%	69.92%	64.60%
	Urban	69.73%	65.11%	64.03%	80.02%	74.59%	70.34%	70.05%	65.51%
	Overall	69.70%	65.02%	63.43%	79.66%	74.80%	69.89%	70.01%	65.24%
Airtel	Rural	69.35%	65.10%	51.41%	78.41%	74.10%	68.05%	69.79%	65.02%
	Urban	68.27%	64.11%	58.47%	78.96%	73.85%	68.81%	68.33%	66.49%
	Overall	68.59%	64.40%	55.61%	78.79%	73.93%	68.58%	68.77%	66.05%
BSNL	Rural	66.25%	64.72%	63.74%	76.22%	78.57%	65.18%	66.32%	65.01%
	Urban	67.02%	63.96%	62.43%	77.08%	74.93%	65.78%	66.25%	65.29%
	Overall	66.79%	64.12%	63.39%	76.82%	76.02%	65.60%	66.27%	65.20%
Reliance	Rural	67.13%	64.95%	60.00%	80.89%	75.98%	65.10%	66.58%	65.11%
	Urban	67.13%	64.44%	63.56%	76.51%	71.20%	66.91%	66.80%	64.31%
	Overall	67.13%	64.61%	63.07%	77.82%	72.63%	66.35%	66.73%	64.55%
Systema Shyam	Rural	67.19%	62.24%	60.42%	67.45%	71.03%	70.74%	60.59%	65.32%
	Urban	67.80%	65.21%	54.44%	72.40%	70.86%	71.78%	65.96%	65.64%
	Overall	67.74%	65.00%	57.10%	70.91%	70.91%	71.46%	65.35%	65.55%
Tata	Rural	70.89%	62.90%	57.53%	76.74%	74.72%	71.60%	66.76%	65.83%
	Urban	68.35%	65.26%	64.31%	77.39%	71.45%	69.41%	69.81%	65.20%
	Overall	69.11%	64.51%	62.60%	77.19%	72.42%	69.93%	68.92%	65.39%
Vodafone	Rural	76.25%	63.07%	59.36%	77.19%	77.40%	67.08%	65.08%	65.94%
	Urban	73.54%	68.97%	64.18%	76.20%	71.34%	70.56%	65.97%	63.15%
	Overall	74.35%	66.75%	63.41%	76.50%	73.15%	69.68%	65.71%	63.99%

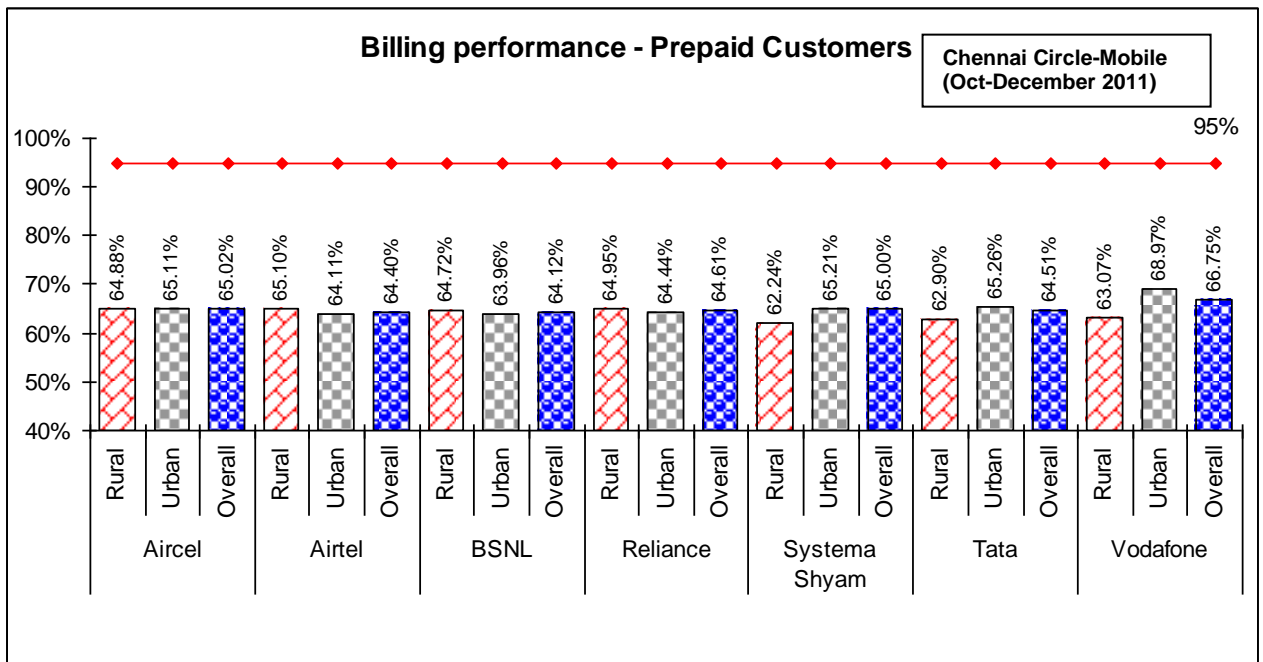
a. Service Provision (Benchmark-90%)



In the present round of survey none of the service providers meet the benchmark level of satisfaction with service provisioning (i.e. 90%)

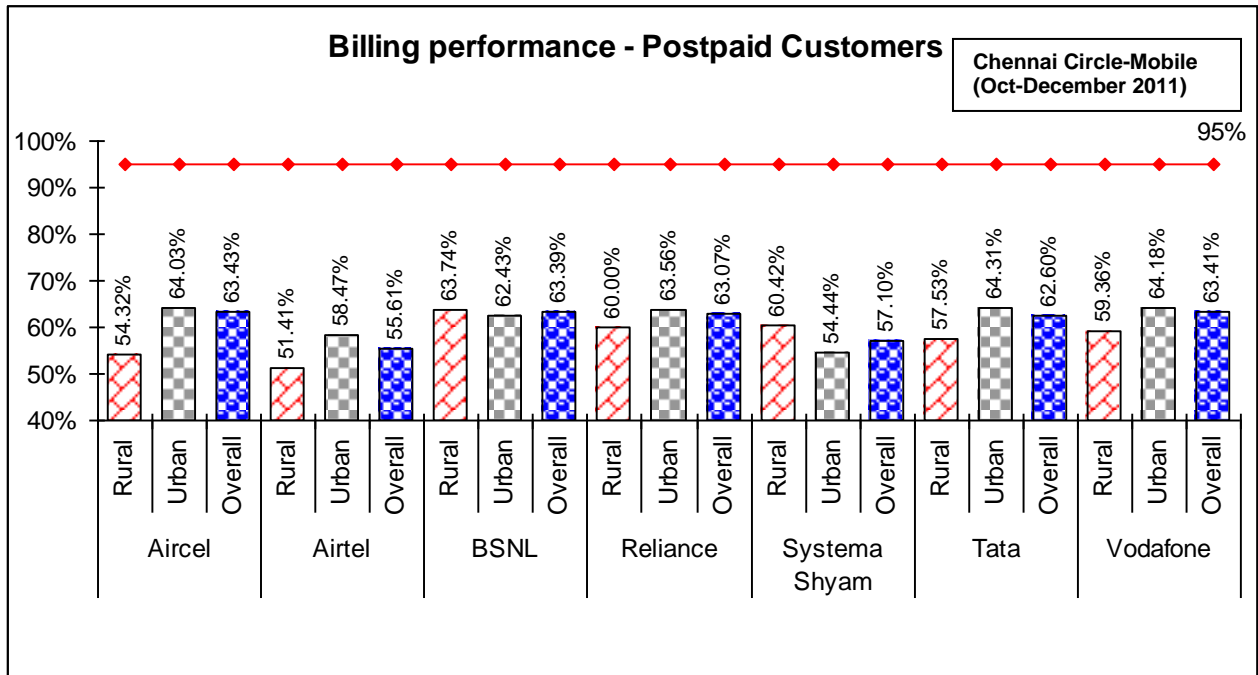
b. Billing Performance

Pre-paid Subscribers

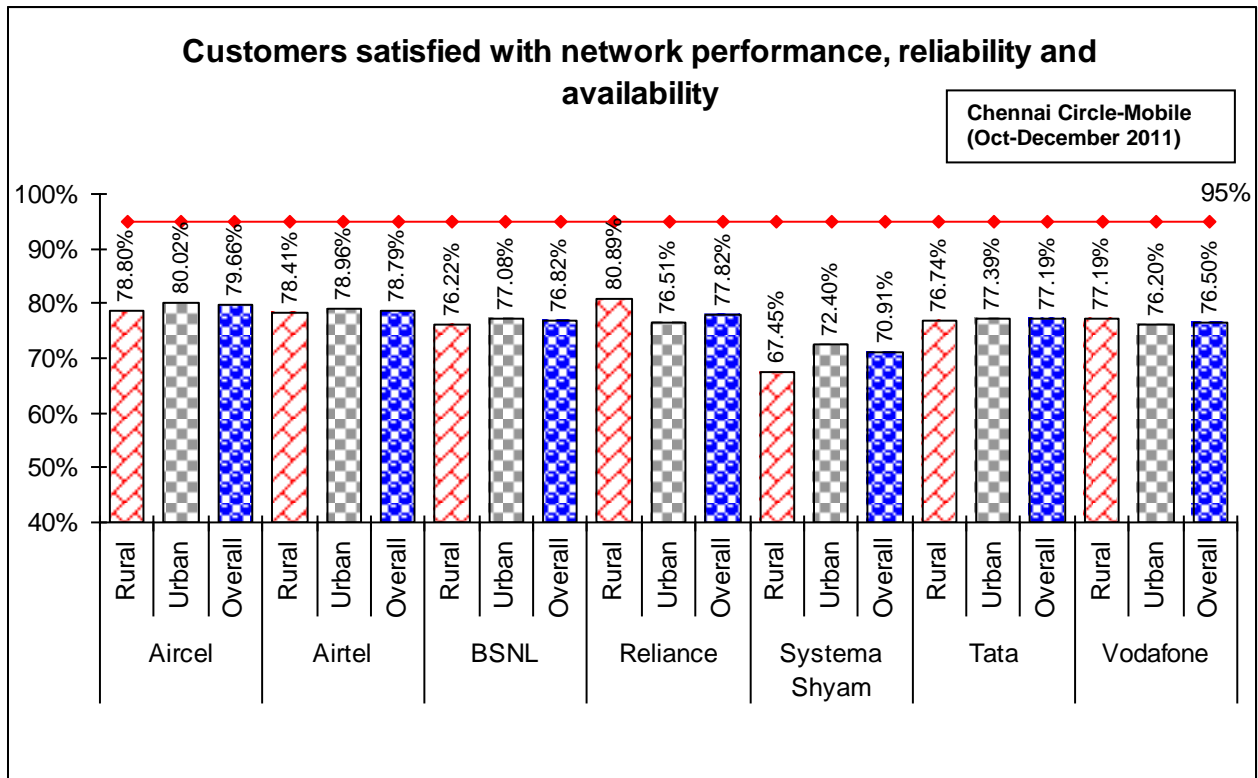


None of operators meet the benchmark level of satisfaction (i.e. 95%) with respect to billing performance of pre-paid as well as post paid subscribers.

c. Post-paid Subscribers

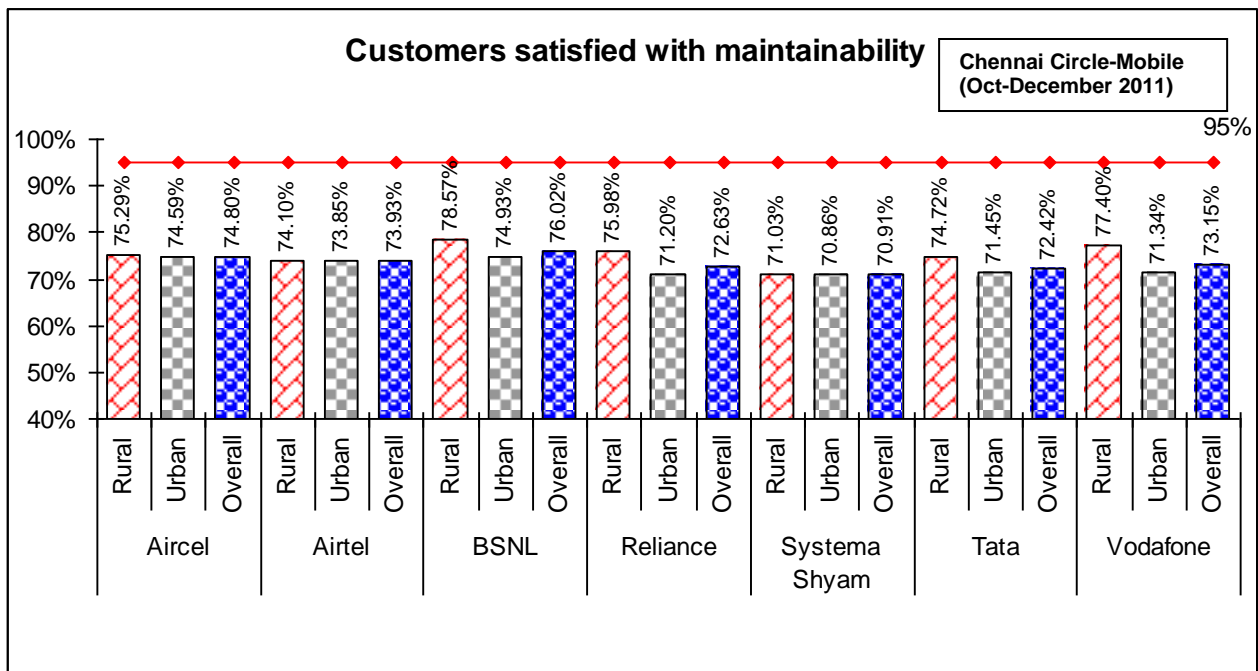


d. Network Performance, Reliability and Availability



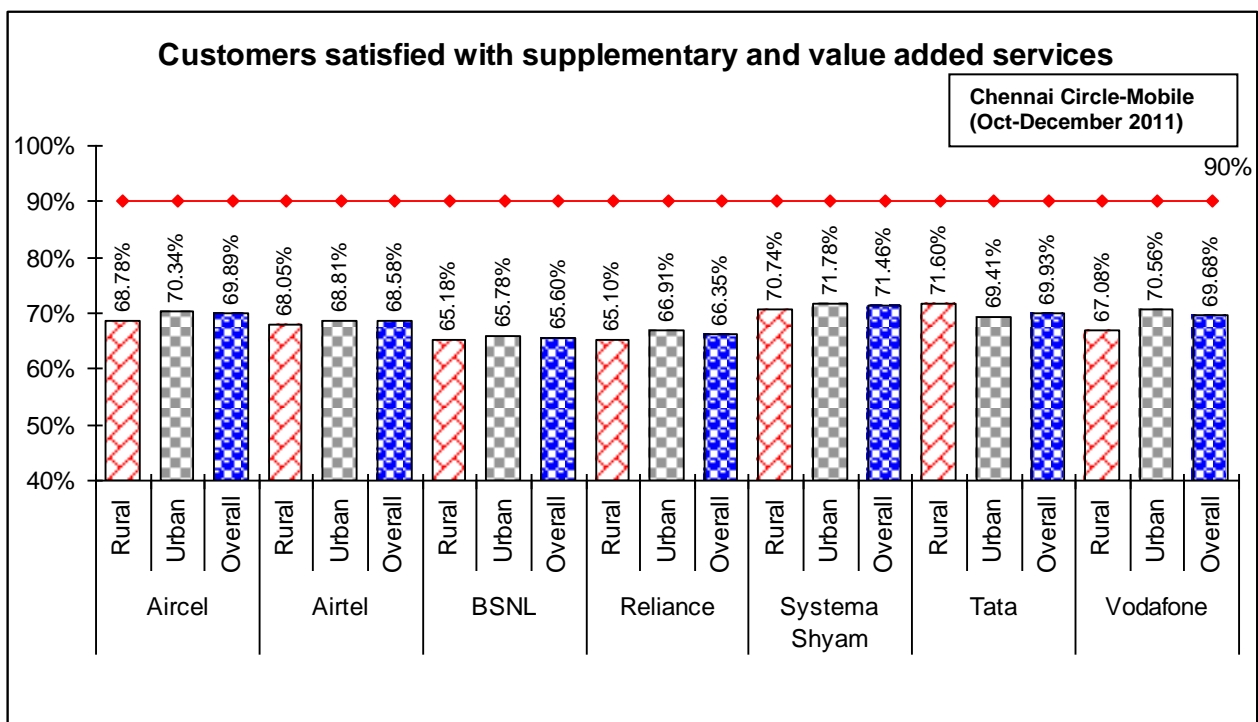
In the present round of survey, no operator meets the benchmark level of satisfaction with respect to Network Performance, Reliability and Availability (i.e. 95%).

e. Maintainability



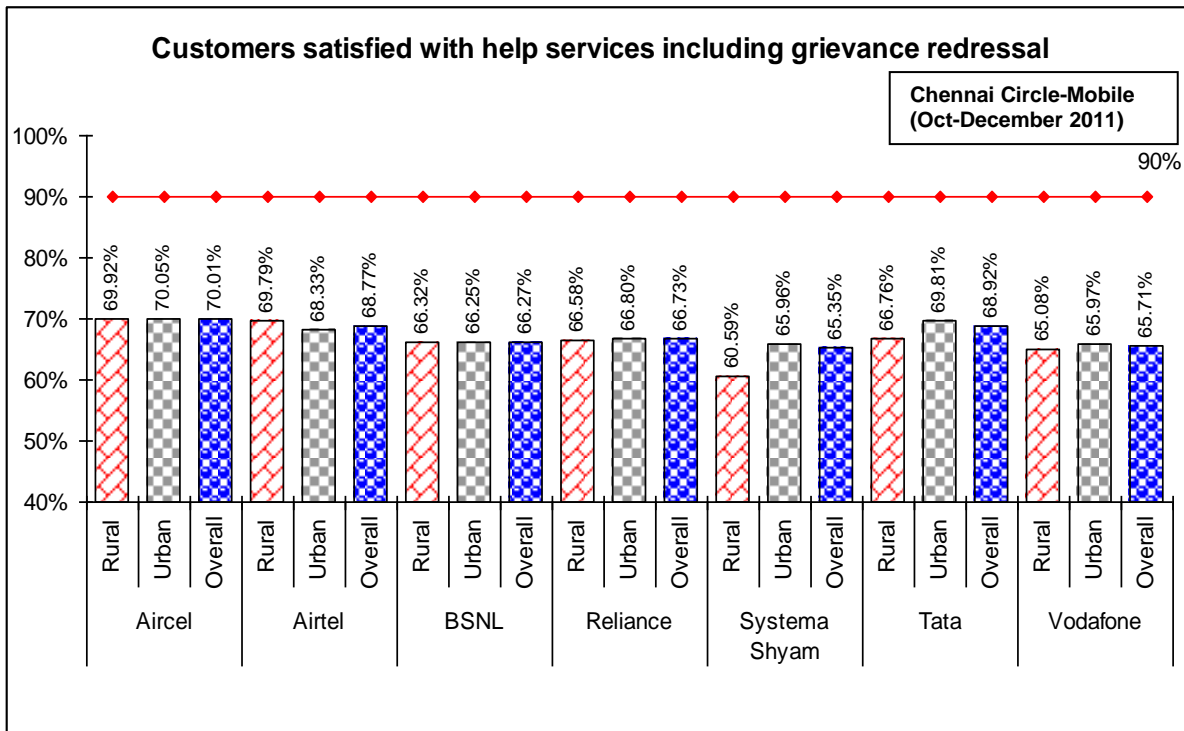
In the present round of survey, no operator meets the benchmark level of satisfaction with respect to maintainability (i.e. 95%).

f. Supplementary and Value Added Services



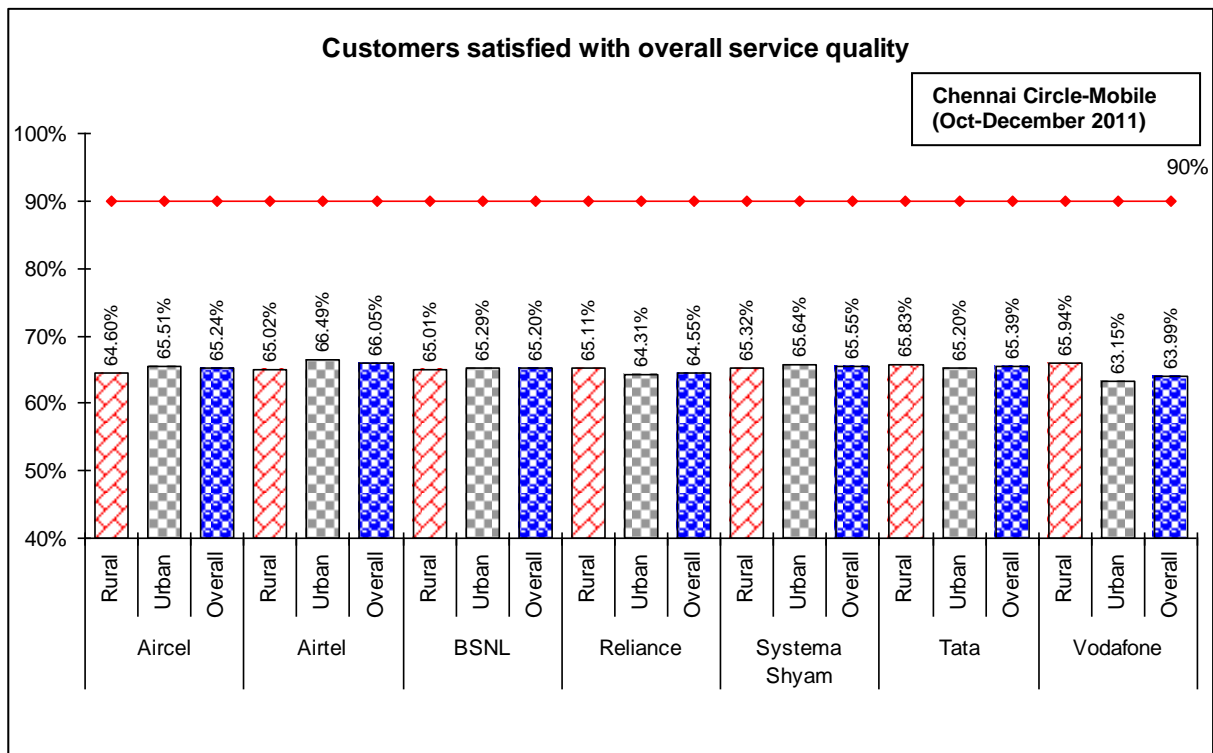
Supplementary and Value Added Services being provided by operators did not meet the benchmark satisfaction level of 90 % in the present round of survey.

g. Help Services Including Grievance Redressal



Help services including Grievance redressal being provided by operators did not meet the benchmark satisfaction level of 90 % in the present round of survey.

h. Overall Service Quality



The customer satisfaction with respect to overall quality of service provided by respective operators did not meet the benchmark level of 90 % in the present round of survey.

2.1 Consumer Protection and Grievance Redressal for the Cellular Mobile

Mobile Operator	Area	Awareness About		
		Customer Care	Nodal Officer	Appellate Authority
Aircel	Rural	86.65%	33.54%	0.93%
	Urban	91.87%	1.60%	0.27%
	Overall	90.30%	11.19%	0.47%
Airtel	Rural	88.85%	4.64%	1.55%
	Urban	87.33%	4.53%	1.33%
	Overall	87.79%	4.57%	1.40%
BSNL	Rural	96.57%	1.87%	0.93%
	Urban	90.52%	3.20%	0.67%
	Overall	92.34%	2.80%	0.75%
Reliance	Rural	94.70%	3.43%	0.93%
	Urban	90.40%	2.93%	1.33%
	Overall	91.69%	3.08%	1.21%
Systema Shyam	Rural	93.46%	4.05%	2.18%
	Urban	90.92%	3.93%	1.12%
	Overall	91.68%	3.93%	1.12%
Tata	Rural	84.06%	35.31%	4.69%
	Urban	92.54%	2.80%	0.67%
	Overall	90.01%	12.51%	1.87%
Vodafone	Rural	84.69%	29.69%	4.06%
	Urban	89.45%	16.15%	1.20%
	Overall	88.03%	20.21%	2.06%

2.2 Key Takeouts& Recommendations – Cellular Mobile

Key Takeouts: Overall

Out of the seven Operators present in Chennai, none of the Operators could meet benchmark level on all 7 parameters. All Operators have their presence both in Rural and Urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Vodafone's overall performance both in rural as well as urban areas has scored maximum satisfaction of customers. This is followed by TATA in rural and Aircel in urban areas respectively have maximum satisfied customers for Service Provisions.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by Airtel in rural and Vodafone in urban. BSNL's performance is least satisfactory for prepaid customers in urban & rural areas amongst the seven Operators present in Chennai.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, BSNL is found to be the best performer both in rural and urban areas. Airtel in rural and Systema Shyam in urban areas have least satisfied postpaid customers w.r.t. billing related issues.

Customers Satisfied With Network Performance, Reliability and Availability

Maximum customers are satisfied with Aircel's performance, reliability and availability of network in urban areas and with Reliance in rural areas. Out of seven Operators in Chennai, Systema Shyam in rural and urban area has the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

BSNL has demonstrated the strongest maintainability of signals both in rural & urban areas where as Systema Shyam in rural and urban area has poor maintainability of signals.

Customers Satisfied With Supplementary and Value Added Services

Systema Shyam in urban and in rural area tops the satisfaction levels amongst customers w.r.t. supplementary services and VAS. Customer satisfaction with supplementary & value added services in rural areas is least with Reliance (65%) and in urban areas with BSNL (65%).

Customers Satisfied With Help Services Including Grievance Redressal

Aircel scored maximum in rural areas as well as urban areas and Systema Shyam customers are least satisfied both in rural and urban areas on account of help services including grievance redressal.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality both in rural and urban sectors is Airtel. The least score is of Vodafone in urban areas and Aircel's in rural areas.

Key Takeouts: Operator Level

Aircel

Overall Aircel performance has been average as perceived by Customers since its performance on all 7 parameters has been average, however customer perception about its billing performance post paid is best while service provisioning is second best after Vodafone.

Airtel

Airtel has been adjudged as best overall service quality provider by customers, followed by second best network performance, reliability and availability. Needs improvement on its pre-paid billing related performance, and help services including grievance redressal.

BSNL

BSNL reported best performance on maintainability both in rural as well as urban areas while it is second best TRAI Chennai - Draft Report-Mobile&BB - Round II 01-05-12 in terms of billing performance post paid. BSNL needs to improve its service provisioning parameter.

Reliance

Reliance performance has been average performer in terms of network performance, reliability & availability as well as maintainability in comparison to all Operators.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has scored highest for supplementary & value added services while has been an average performer on other parameters and it needs to improve its billing performance post paid.

Tata

Its performance is second best in terms of supplementary and value added services. On all other parameters, Tata has performed above average

Vodafone

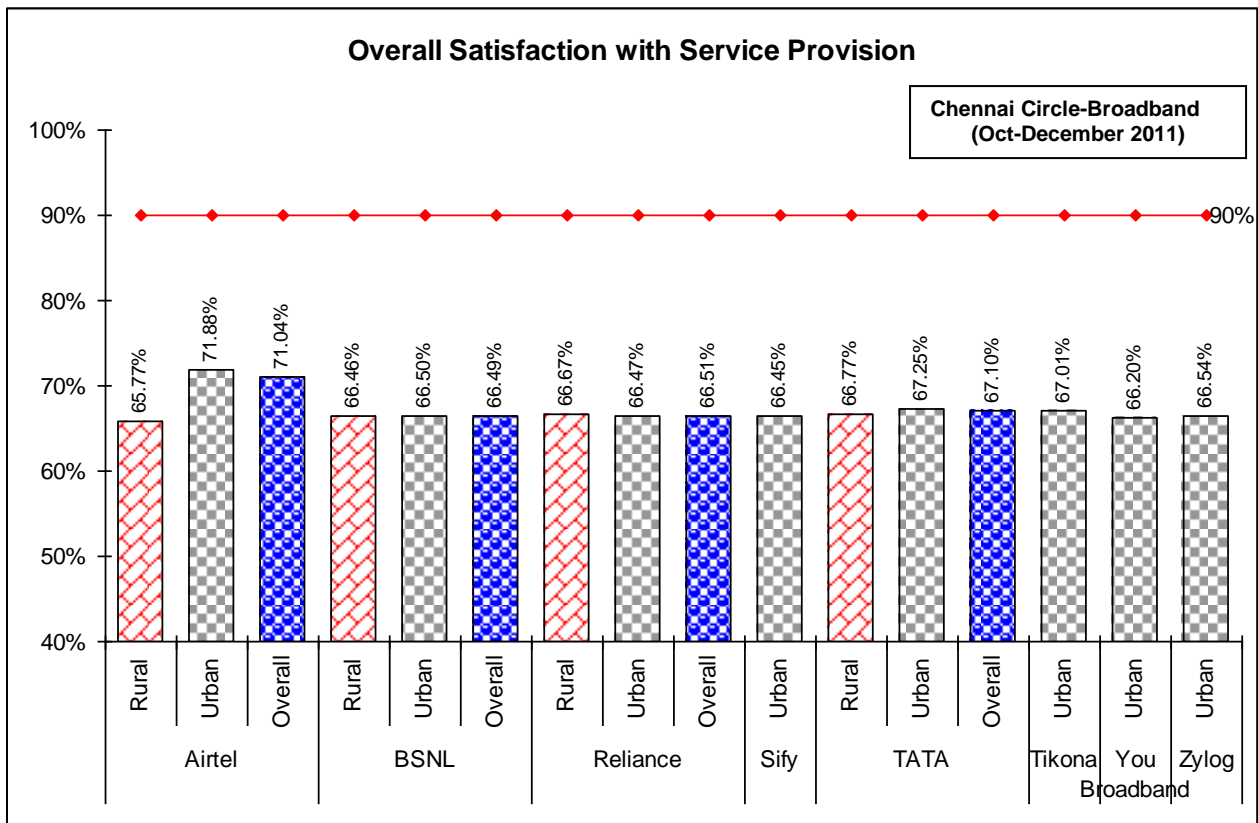
Vodafone has best performance on service provisioning & billing performance pre paid among all Operators present in Chennai while it needs to improve on its performance further on help services including grievance redressal.

3.0 Summary of the Survey Module for Broadband

Satisfaction Level of Subscribers with Various Parameters of Broadband Service:

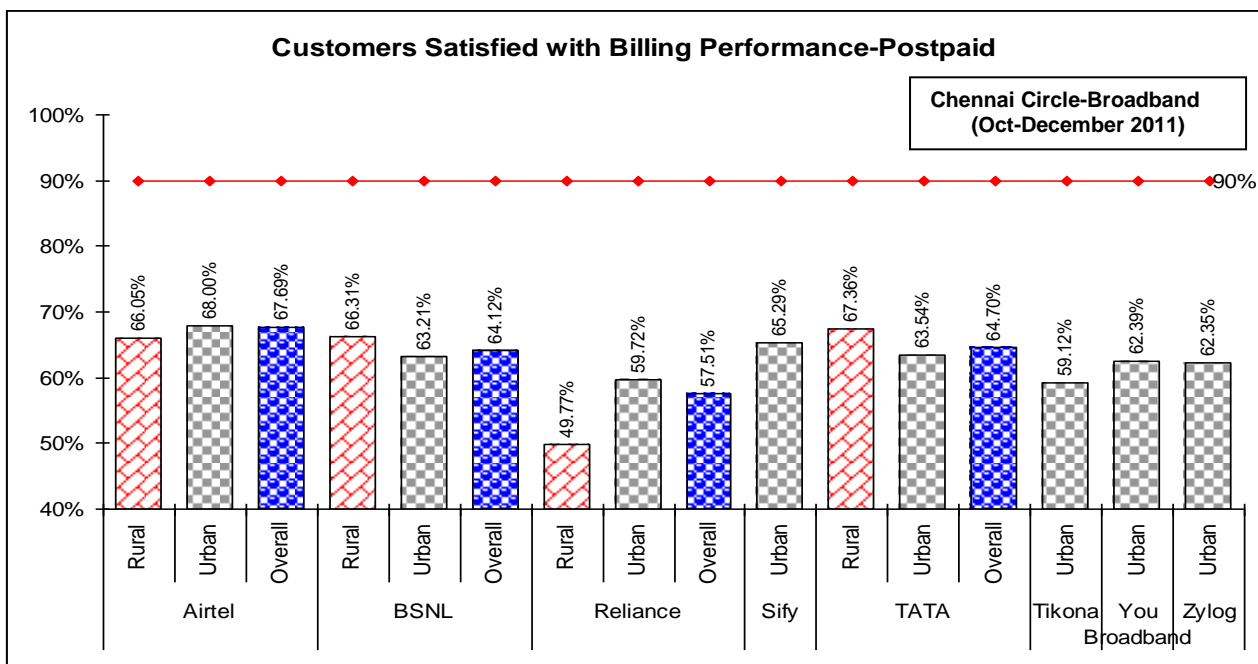
Broadband Operator	Overall Performance → Area↓/Benchmark →	Customers Satisfied with							
		Provisioning of service	Billing performance- Postpaid	Billing performance- Prepaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services	Overall service quality
		≥ 90%	>90%	> 90%	>85%	> 85%	>85%	> 90%	> 85%
Airtel	Rural	65.77%	66.05%	50.00%	65.77%	65.32%	52.38%	66.52%	66.22%
	Urban	71.88%	68.00%	66.67%	64.06%	63.97%	68.85%	66.62%	65.58%
	Overall	71.04%	67.69%	64.76%	64.29%	64.15%	67.84%	66.60%	65.67%
BSNL	Rural	66.46%	66.31%	54.17%	65.75%	63.12%	52.08%	66.73%	62.72%
	Urban	66.50%	63.21%	62.86%	61.78%	61.88%	61.76%	64.23%	62.67%
	Overall	66.49%	64.12%	61.24%	62.94%	62.24%	58.67%	64.93%	62.68%
Reliance	Rural	66.67%	49.77%	66.67%	53.12%	52.30%	63.64%	57.05%	54.52%
	Urban	66.47%	59.72%	60.00%	60.66%	56.22%	62.32%	61.82%	55.72%
	Overall	66.51%	57.51%	60.61%	59.23%	55.48%	62.57%	61.10%	55.49%
Sify	Urban	66.45%	65.29%	45.55%	49.47%	47.53%	58.14%	56.14%	55.73%
TATA	Rural	66.77%	67.36%	66.67%	68.22%	67.70%	63.89%	68.26%	66.46%
	Urban	67.25%	63.54%	63.77%	62.00%	61.74%	60.13%	62.91%	62.65%
	Overall	67.10%	64.70%	63.89%	63.88%	63.53%	60.85%	64.53%	63.80%
Tikona	Urban	67.01%	59.12%	63.43%	56.70%	58.32%	61.90%	60.18%	58.63%
You Broadband	Urban	66.20%	62.39%	57.25%	59.65%	57.81%	57.78%	61.97%	58.00%
Zylog	Urban	66.54%	62.35%	59.42%	60.60%	59.03%	53.54%	63.75%	58.51%

a. Service Provision



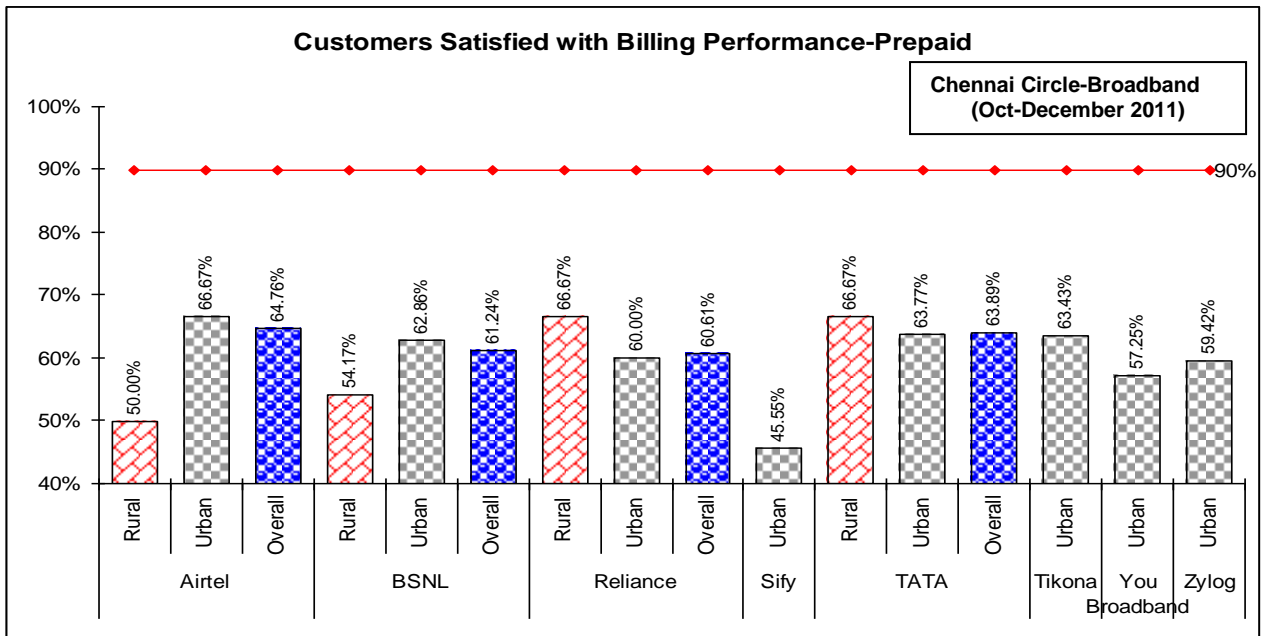
The benchmark satisfaction level with respect to service provision could not be met by any of the service providers in the present round of survey.

b. Customers Satisfied With Billing Performance-Postpaid

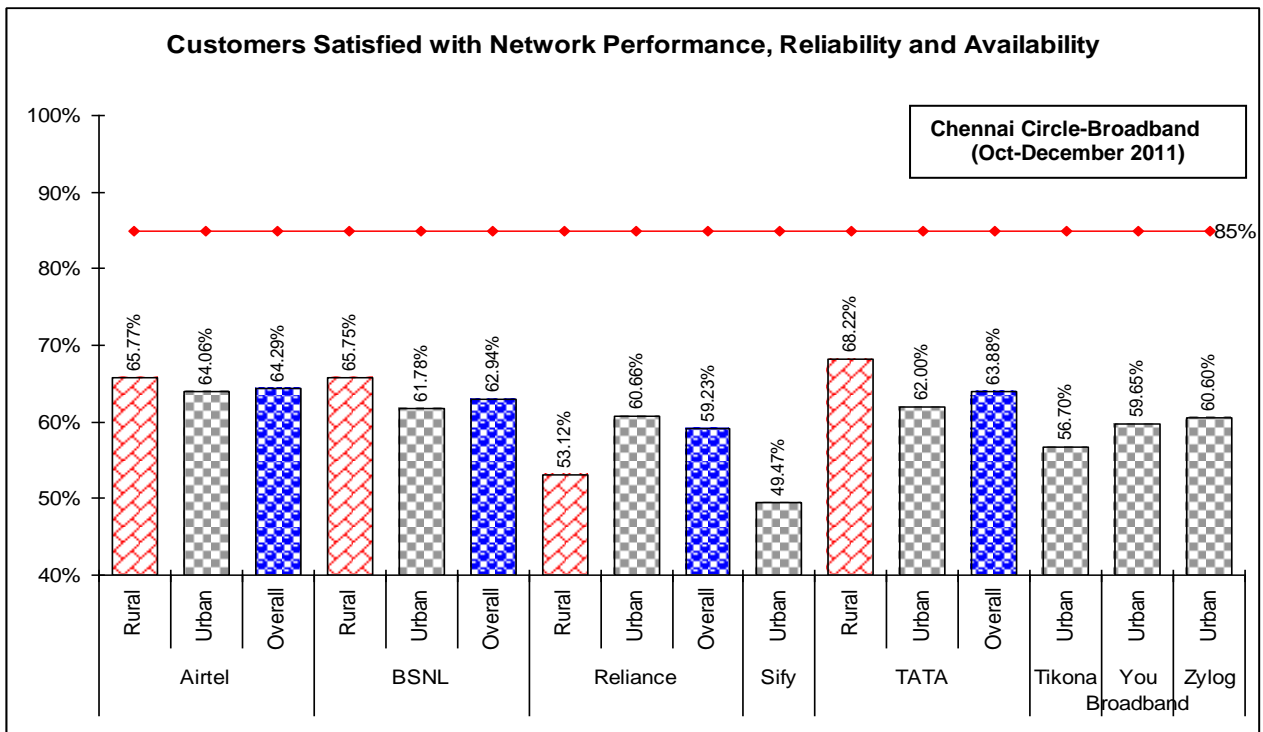


In terms of billing performance of both post paid and pre paid customers, the benchmark satisfaction level could not be met by any service provider.

c. Customers Satisfied With Billing Performance-Prepaid

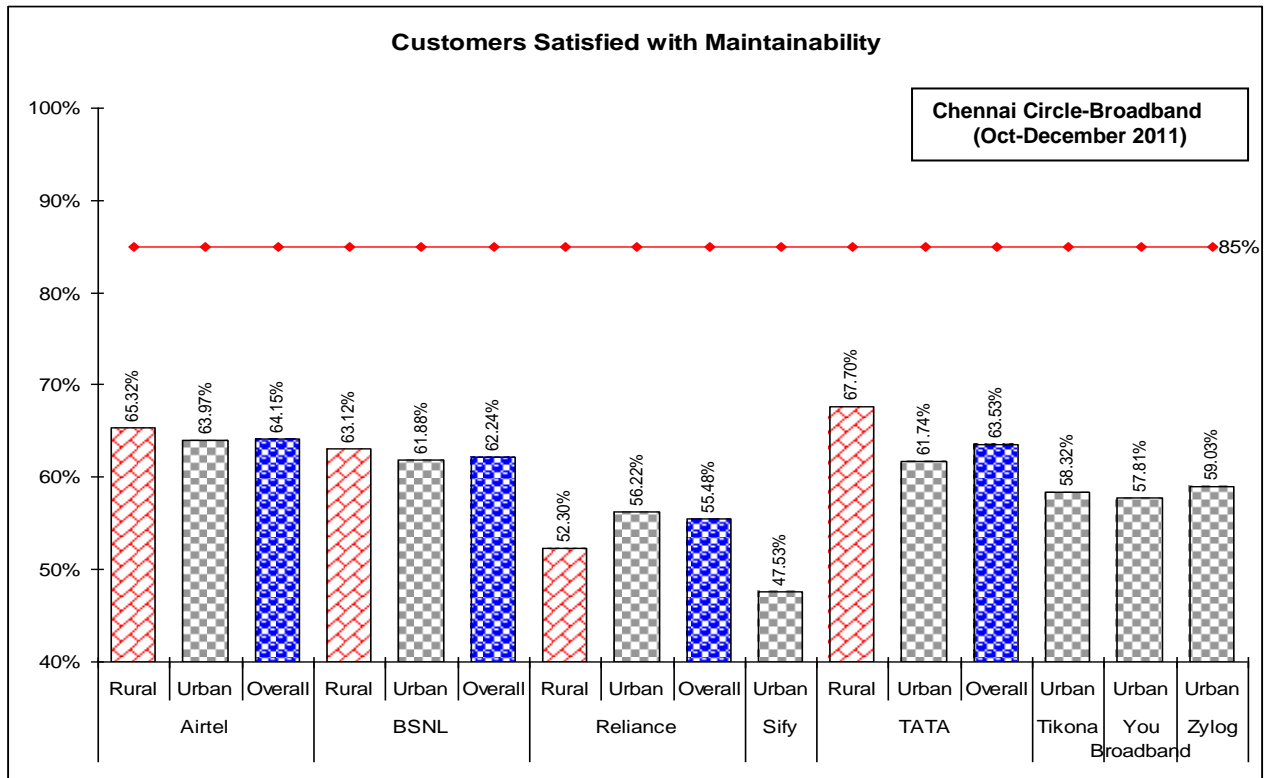


d. Customers Satisfied With Network Performance, Reliability and Availability



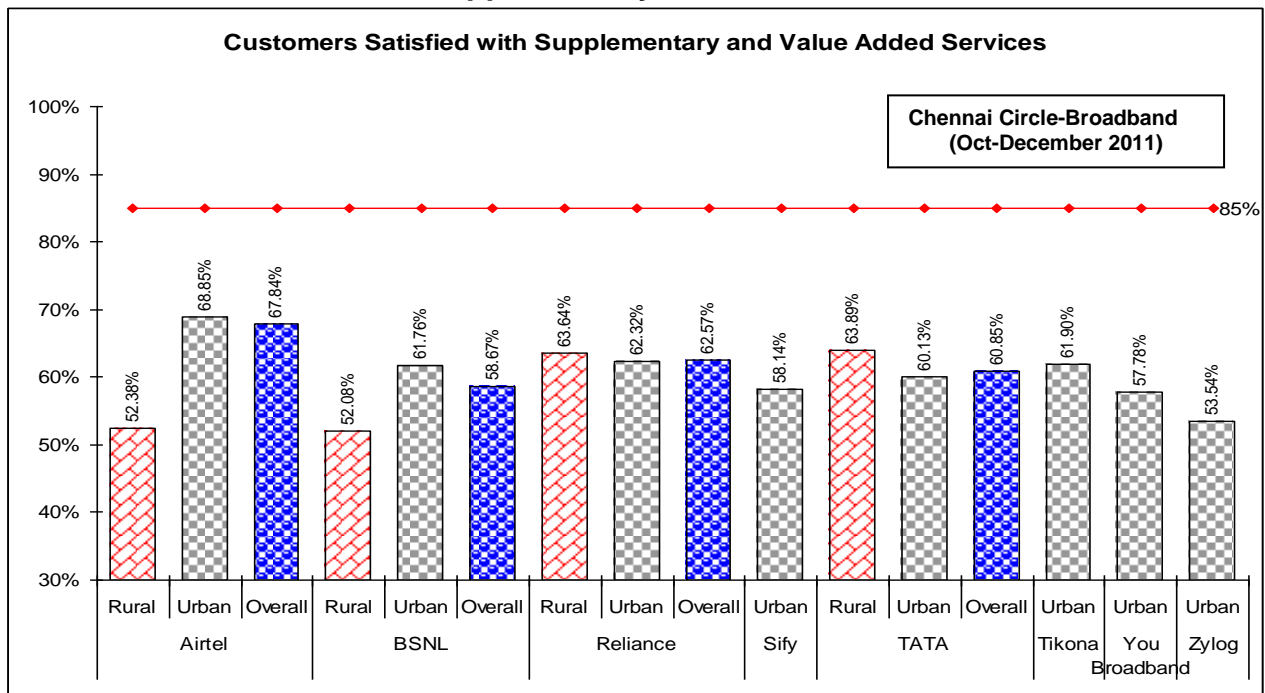
The benchmark satisfaction level could not be met by any of the service provider with respect to Network Performance, Reliability and Availability in the present round of survey.

e. Customers Satisfied With Maintainability



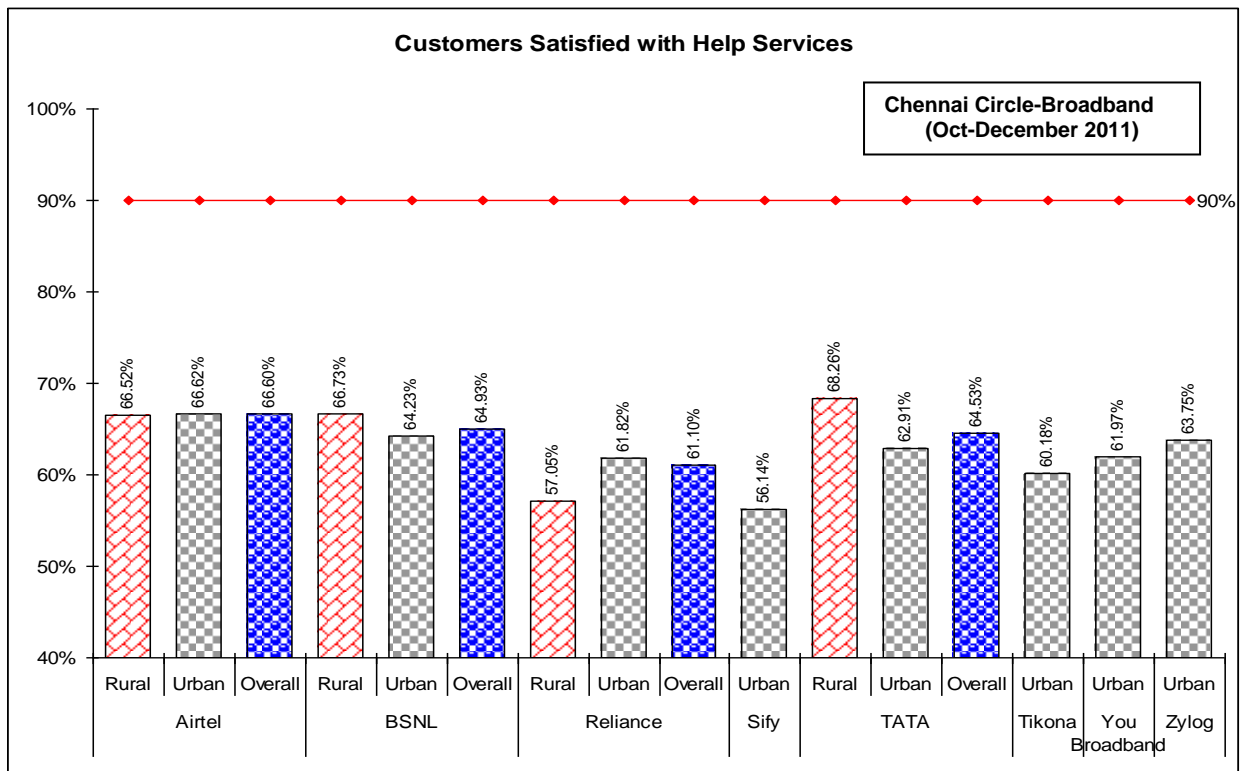
With respect to maintainability, the benchmark satisfaction level could not be met by any of the service provider in the present round of survey.

f. Customers Satisfied With Supplementary and Value Added Services



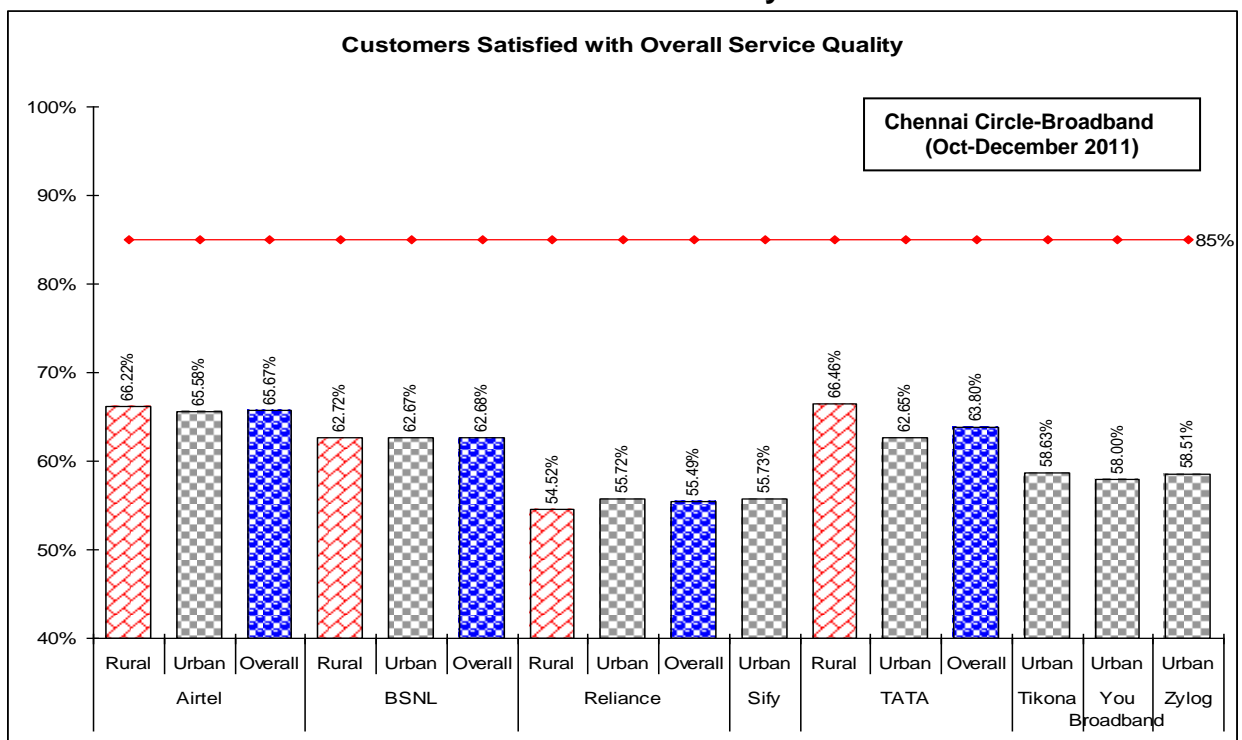
The benchmark satisfaction level of 85% could not be met by any service provider in terms of supplementary and value added services in the present round of survey.

g. Customers Satisfied With Help Services



None of the service providers could meet the benchmark satisfaction level of 90% for help services in the present round of survey.

h. Customers Satisfied With Overall Service Quality



The benchmark satisfaction level of 85% could not be met by any service provider with respect to overall service quality.

3.1 Consumer Protection and Grievance Redressal for the Broadband

Operator	Area	Awareness about		
		Call Centre	Nodal Officer	Appellate authority
		Yes	Yes	Yes
Airtel	Rural	70.95%	2.03%	0.00%
	Urban	60.65%	6.20%	3.04%
	Overall	62.08%	5.62%	2.62%
BSNL	Rural	58.66%	1.82%	0.00%
	Urban	89.26%	1.87%	0.25%
	Overall	80.35%	1.86%	0.18%
Reliance	Rural	59.61%	14.29%	0.49%
	Urban	84.22%	10.02%	0.92%
	Overall	79.55%	10.83%	0.84%
Sify TATA	Urban	76.61%	14.26%	0.75%
	Rural	88.82%	16.15%	3.73%
	Urban	87.42%	11.91%	2.28%
	Overall	87.84%	13.19%	2.71%
Tikona	Urban	81.03%	1.78%	0.28%
You Broadband	Urban	87.09%	2.81%	0.47%
Zylog	Urban	85.71%	3.36%	0.84%

3.2 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are eight Operators present in Chennai providing Broadband services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. BSNL customers of broadband services in rural areas are as much satisfied as their urban counterpart.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel is most active in urban as well as rural areas for provisioning of services whereas all other operators are at par in terms of provisioning of services of broadband services especially in urban areas.

Customers Satisfied With Billing Performance-Postpaid

Reliance has scored the least in postpaid billing whereas Airtel in urban & TATA in rural areas is best performer amongst all eight Operators for broadband on this aspect.

Customers Satisfied With Billing Performance-Prepaid

Airtel in urban & TATA in rural are the best performers on prepaid billing whereas Sify is the least scorer on this parameter amongst all eight Operators for broadband services in Chennai.

Customers Satisfied With Network Performance, Reliability and Availability

Sify's performance is least satisfactory in urban areas while TATA is best in rural areas. The overall best performance considering rural and urban areas is that of Airtel, TATA and BSNL.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Airtel broadband connections maintainability in urban as well as rural areas while Customers are least satisfied with Sify on this aspect.

Customers Satisfied With Supplementary and Value Added Services

Supplementary and value-added services are being best provided by Airtel followed by Reliance, though Airtel in rural & Zylog in urban areas needs maximum attention for improvement in VAS and supplementary broadband services

Customers Satisfied With Help Services

In rural areas, TATA has the best help services while BSNL & Airtel in urban areas have best help service.

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel while overall service quality of Reliance & Sify is perceived to be poor.

Key Takeouts: Operator Level

Airtel

Airtel was found to be best performer as compared to other Operators on all parameters but needs to address the issue of achieving the Benchmark levels in broadband services.

BSNL

Overall BSNL is an above average performer on all parameters except. It needs definite improvement in its Supplementary and VAS especially in rural areas.

Reliance

Reliance has been an average performer and it needs to address postpaid billing performance, maintainability and overall service quality where it has scored least among all operators.

TATA

TATA has performed above average on most of the parameters but needs to specifically improve its supplementary & value added services especially in urban areas.

Sify

Sify is operational only in urban areas and among all operators in the circle its customers are least satisfied towards prepaid billing performance, network performance, reliability & availability and maintainability. It also needs to improve upon its help services in which it has scored the least among all operators.

Tikona

Tikona is operational only in urban areas with average performance on all parameters. It needs to specifically address its post paid billing performance, network performance, reliability & availability in which it is least scorer among all operators.

You Broadband

Operational only in urban areas with below average performance on most of the parameters. You Broadband has to address issues of pre paid billing performance, the parameter on which customers are least satisfied as compared to all other operators in the circle. It also needs to address parameters such as network performance, reliability & availability, maintainability, supplementary & VAS services where it has scored very low.

Zylog

Zylog is operational only in urban areas with average performance on some of the parameters and below average performance on rest of the parameters. Specifically it has to improve Supplementary & VAS services in which it is the least scorer among all operators. It has to improve its Prepaid Billing performance, Maintainability and overall service quality.

1.0 Background

The Framework for consumer protection is to “Lay down the standards of quality of service to be provided by the Operator and ensure the quality of service and conduct periodical survey of such service provided by the Operator so as to protect interest of the consumers of telecommunication service

TRAI is the regulatory body whereas TDSAT is the body responsible for settlement of telecom disputes. The individual consumer complaints do not come under the purview of either TRAI or TDSAT. Considering the fact that individual consumers can not seek redressal from TRAI or TDSAT, TRAI has taken number of steps to issue various directions, regulations and orders as measures to protect the interest of the consumers.

In May 2007, TRAI passed a regulation titled, “**Telecom Consumers Protection and Redressal of Grievances Regulations, 2007**”.

These regulations are applicable to (i) all Access Service Providers (including BSNL and MTNL) providing basic, cellular mobile telephone and broadband services; and (ii) all Internet Service Providers (ISPs) providing broadband services, whose turnover in any preceding financial year exceed rupees five crores or whose total number of Broadband subscribers in any preceding financial year exceed ten thousand numbers, as the case may be.

The main objective of these regulations is to lay down the norms for the Operator of Basic service (Wireline), Cellular Mobile and Broadband services in order to handle the complaints of aggrieved consumers. The salient features of these regulations are listed below:

I. Each Telecom Operators would be required:

1. To set up 24x7 Toll Free Call Centre
2. To appoint one or more Nodal Officer 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 newspaper, sales outlets, web-site and back side of their Invoice/ Bills being sent to consumers.

III. Each Operators will be required to publish abridged version of “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 the complaints.

TRAI, vide the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009, has laid down the 'Quality of Service' parameters applicable to the basic telephone service (wireline) and cellular mobile telephone service.

TRAI vide its Quality of Service of Broadband Service Regulations, 2006, has laid down the 'Quality of Service' parameters applicable to the broadband services.

These Regulations are applicable to all the Internet Service providers, Basic Service providers, Unified Access Service Providers and Cellular Mobile Telecom Service Providers, including BSNL and MTNL, providing broadband services.

These regulations have also laid down the benchmarks for the parameter on customer perception of service to be achieved by service providers. The customer perception of service is to be assessed through customer satisfaction survey.

TRAI in pursuance of the above objective to assess the quality of telecom services periodically, had awarded the study **for conducting a customer satisfaction survey** to ascertain:

- (i) the Implementation and Effectiveness of the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and
- (ii) the customer perception of the service, in terms of the benchmarks specified in the "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, and the Quality of Service of Broadband Service Regulations, 2006 on zonal basis (East zone, West Zone, North Zone and South Zone) namely.

The Zones comprise following Telecom Circle/Metro Service Areas:

North Zone: Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, Haryana, Rajasthan, Uttar Pradesh-East and Uttar Pradesh-West (including Uttarakhand). For the cellular mobile telephone service the service area 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 and excluding Mumbai), Gujarat and Madhya Pradesh (including Chattisgarh).

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

The present report is based on the Survey (October-December 2011) in the telecom circle of Chennai.

2.0 Objective of the Study

To Assess the:

1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. Customer Perception of Service through Survey

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

3.0 Approach and Methodology

Approach for the study was to conduct primary survey through structured questionnaires by contacting respondents in person or via telephone and subsequently analyzing (various category of consumer wise, service provider wise, circle wise and overall for south zone) the responses for benchmarking the different parameters to be evaluated.

3.1 Assessment Parameters

Detailed list of assessment parameters were prepared in consultation with the officials of TRAI.

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service

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

Broadband Service:

S.No.	Name of Parameter
(a)	Customers satisfied with the provision of service
(b)	Customers satisfied with the billing performance
(c)	Customers satisfied with help services
(d)	Customers satisfied with network performance, reliability and availability
(e)	Customers satisfied with maintainability
(f)	Overall customer satisfaction Level
(g)	Customer satisfaction with offered supplementary services such as allocation of static / fixed IP addresses, email Ids etc.

3.2 Sample Plan

- The sample for basic telephone service (wireline) subscribers was evenly spread over in 5% (five per cent) of the exchanges of each BSO in the circle. These 5% (five per cent) exchanges were evenly spread over 10% (ten per cent) of SDCA's with each BSO. The 5% (five per cent) exchanges were covered both in urban and rural categories.
- The sample for cellular mobile telephone service subscribers was evenly spread over in 10% (ten per cent) of district headquarters of a service area where the services are commissioned.
- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POP) of each service provider in each service area.
- Sample size has been determined for confidence level of 95% (ninety five per cent) and with a confidence interval of 3% (three per cent) for Metro & Category A Circles and 4% (four per cent) for Category B Circles, in each of the service area and for each of the service provider (licensee).

3.2.1 Sample Size: Target vs Achievement

Sample achieved for all the three services in Chennai circle is as below:

Wireline:

Name of Operator	Sample Size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	237*	836	1073
BSNL	320	747	1067	322	747	1069
Reliance	320	747	1067	224*	845	1069
Tata Teleservices	320	747	1067	218*	852	1070
Total	1280	2988	4268	1001	3280	4281
*Very few customers in rural areas						

Mobile:

Mobile Operator	Sample Size Target			Sample Size Achieved		
	Rural	Urban	Total	Rural	Urban	Grand Total
Aircel	320	747	1067	322	750	1072
Airtel	320	747	1067	323	750	1073
BSNL	320	747	1067	321	749	1070
Reliance	320	747	1067	321	750	1071
Systema Shyam	320	747	1067	321	749	1070
TATA	320	747	1067	320	751	1071
Vodafone	320	747	1067	320	749	1069
Grand Total	2240	5229	7469	2248	5248	7496

Broadband:

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	148**	920	1068
BSNL	320	747	1067	329	801	1130
Reliance	320	747	1067	203**	868	1071
Sify	320	747	1067	-	1073	1073
TATA	320	747	1067	322	747	1069
Tikona	320	747	1067	-	1070	1070
You Broadband	320	747	1067	-	1069	1069
Zylog	320	747	1067	-	1071	1071
Grand Total	2560	5976	8536	1002	7619	8621
**Very few customers in rural areas -Customers only in urban areas						

3.2.1.1 District/SSA, SDCA and Mode of Interview wise Distribution of Sample

Wireline:

SI.No.	District	Operator→	Airtel			BSNL		
		Area→	Rural	Urban		Rural	Urban	
		Mode of Interview→	Personal	Personal	Telephonic	Personal	Personal	Telephonic
SDCA↓								
1	Central Area	Chennai					14	14
2	Chennai	Chennai	237	418	418			
3	Kanchipuram	Kanchipuram				162		
4	North East	Chennai					166	167
5	North Peripheral	Chennai					31	31
6	North West	Chennai					28	27
7	South East	Chennai					36	36
8	South West	Chennai					62	61
9	Tiruvallur	Tiruvallur				160		
10	West	Chennai					37	37
Total of each column			237	418	418	322	374	373
Total Survey of Each Operator			1073			1069		
Total Planned for Survey			1067			1067		

SI.No.	District	Operator→	Reliance			TATA			Grand Total
		Area→	Rural	Urban		Rural	Urban		
		Mode of Interview→	Personal	Personal	Telephonic	Personal	Personal	Telephonic	
SDCA↓									
1	Central Area	Chennai						28	
2	Chennai	Chennai	224	422	423	218	426	426	
3	Kanchipuram	Kanchipuram						162	
4	North East	Chennai						333	
5	North Peripheral	Chennai						62	

Report: Assessment of Implementation and Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle

6	North West	Chennai							55
7	South East	Chennai							72
8	South West	Chennai							123
9	Tiruvallur	Tiruvallur							160
10	West	Chennai							74
Total of each column			224	422	423	218	426	426	4281
Total Survey of Each Operator			1069			1070			4281
Total Planned for Survey			1067			1067			4268

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Mobile:

Operator→		Aircel			Airtel			BSNL			
Area→		Rural	Urban		Rural	Urban		Rural	Urban		
Mode of Interview→		Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic	
District↓											
1	Chennai	214	250	250	207	253	250	213	250	248	
2	Kanchipuram	108	125	125	116	124	123	108	126	125	
Total of each column		322	375	375	323	377	373	321	376	373	
Total Survey of Each Operator			1072			1073			1070		
Total Planned for Survey			1067			1067			1067		

Operator→		Reliance			Systema Shyam			TATA			
Area→		Rural	Urban		Rural	Urban		Rural	Urban		
Mode of Interview→		Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic	
District↓											
1	Chennai	213	262	239	213	374	368	320	358	385	
2	Kanchipuram	108	133	116	108	4	3		4	4	
Total of each column		321	395	355	321	378	371	320	362	389	
Total Survey of Each Operator Done			1071			1070			1071		
Total Planned for Survey			1067			1067			1067		

Operator→		Vodafone			Grand Total	
Area→		Rural	Urban			
Mode of Interview→		Personal	Personal	Telephonic		
District↓						
1	Chennai	237	251	249	5604	
2	Kanchipuram	83	126	123	1892	
Total of each column		320	377	372	7496	
Total Survey of Each Operator			1069			7496
Total Planned for Survey			1067			7469

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Broadband:

Sl. No.	District	Operator→	Airtel			BSNL			Reliance		
		Area→	Rural	Urban		Rural	Urban		Rural	Urban	
		Mode of Interview→	Personal	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Personal	Telephonic
SDCA↓											
1	Central Area	Central Area				24	32	32			
2	Chennai	Chennai	148	459	461	43	14		203	464	404
3	Kanchipuram	Kanchipuram				43	13	8			
4	North East	North East				66	46	12			
5	North Peripheral	North Peripheral				29	72	59			
6	North West	North West				29	30	28			
7	South East	South East				18	56	50			
8	South West	South West				20	103	109			
9	Tiruvallur	Tiruvallur				25	7				
10	West	West				32	55	75			
Total of each column			148	459	461	329	428	373	203	464	404
Total Survey of Each Operator						1068	1130		1071		
Total Planned for Survey						1067	1067		1067		

Sl. No.	District	Operator→	Sify		TATA		Tikona		
		Area→	Urban		Rural	Urban		Urban	
		Mode of Interview→	Personal	Telephonic	Personal	Personal	Telephonic	Personal	Telephonic
SDCA↓									
1	Central Area	Central Area							
2	Chennai	Chennai	539	534	322	373	374	535	535
3	Kanchipuram	Kanchipuram							
4	North East	North East							
5	North Peripheral	North Peripheral							

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6	North West	North West							
7	South East	South East							
8	South West	South West							
9	Tiruvallur	Tiruvallur							
10	West	West							
Total of each column			539	534	322	373	374	535	535
Total Survey of Each Operator			1073				1069		1070
Total Planned for Survey			1067				1067		1067

Sl. No.	District	Operator→	You Broadband		Zylog		Grand Total
		Area→	Urban		Urban		
SDCA↓	Mode of Interview→	Personal	Telephonic	Personal	Telephonic		
						1	Central Area
2	Chennai	Chennai	534	535	534	537	7548
3	Kanchipuram	Kanchipuram					64
4	North East	North East					124
5	North Peripheral	North Peripheral					160
6	North West	North West					87
7	South East	South East					124
8	South West	South West					232
9	Tiruvallur	Tiruvallur					32
10	West	West					162
Total of each column			534	535	534	537	8621
Total Survey of Each Operator			1069		1071		8621
Total Planned for Survey			1067		1067		8536

3.2.2 Sampling Frame

- Sampling frame was prepared with the help of service providers with above mentioned sampling plan using Random number table or computerized random number generating techniques
- At the smallest level of stratum, simple random sampling technique was followed for catching the respondents

3.2.3 Questionnaire(s) Canvassed

- The schedules/questionnaires for conducting the survey for customers of Wireline, Wireless and Broadband services were prepared and finalized, in consultation with TRAI, before the start of survey
- The questionnaire covered all the provisions particularly in respect of awareness about whom to contact, Call Centres, Nodal Officers, appellate authority, Manual of Practice including usage details to Pre-paid mobile connections, the customer perception of service provided by basic telephone service (wireline), cellular mobile telephone service and broadband service providers as per the benchmarks for the parameters relating to customer perception of service in quality of service Regulations

3.3 Computation of Level of Customer Satisfaction and Benchmarking

- For measuring the satisfaction across various parameters, a four-point **Likert scale** of “Very Satisfied”, “Satisfied”, “Dissatisfied” and “Very Dissatisfied” was used.
- Weighting is done in order to adequately account for the satisfaction levels of various consumers and was according to the standard market research practices followed across the world.
- Weights were assigned to all the four responses with “Very Satisfied” being assigned 4 and “Very Dissatisfied” being assigned 1.
- Overall weighted satisfaction score was ascertained using the following formula:

$$\text{Mean score} = A/N$$

Where:

$A = (\text{No of subscribers who have given a rating of very satisfied} \times 4 + \text{No of subscribers who have given a rating of somewhat satisfied} \times 3 + \text{No of subscribers who have given a rating of somewhat dissatisfied} \times 2 + \text{No of subscribers who have given a rating of very dissatisfied} \times 1)$

$N = \text{Total sample size achieved}$

$$\text{Overall weighted satisfaction score} = \{(\text{Mean score}-1)/3\} \times 100$$

Thus, if all customers are very satisfied, the operator can get a score of 100%. On the other hand, if all the customers are very dissatisfied, the operator gets a score of 0%. Thus, the scale was calibrated to range between 0% and 100%. The satisfaction benchmarks were compared against weighted satisfaction scores.

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

% of satisfied consumers is ascertained using the following formula:

$$CS = (A/N) \times 100$$

Where CS = % of satisfied consumers

$A = (\text{sum total of no. of subscribers who were “very satisfied” on each of the broad parameter} + \text{sum total of no. of subscribers who were “satisfied” on each of the$

broad parameter

N = Total sample size achieved

- Broad parameters and benchmarks to assess the customer perception on quality of Basic service (Wireline), Cellular Mobile and Broadband services are listed below:

Basic Telephone Service (wireline) and Cellular Mobile Telephone Service

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

Broadband Service:

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

- Entire tabulation plan was finalized in consultation with officials of TRAI

4.0 Definition of key terms

Wireline service – These are the telephone services that are provided by various service providers for home / office installations. These telephone connections are connected by a copper wire.

Wireless service – This service encompasses the services based on both GSM and CDMA network technologies. These are typically known as mobile services.

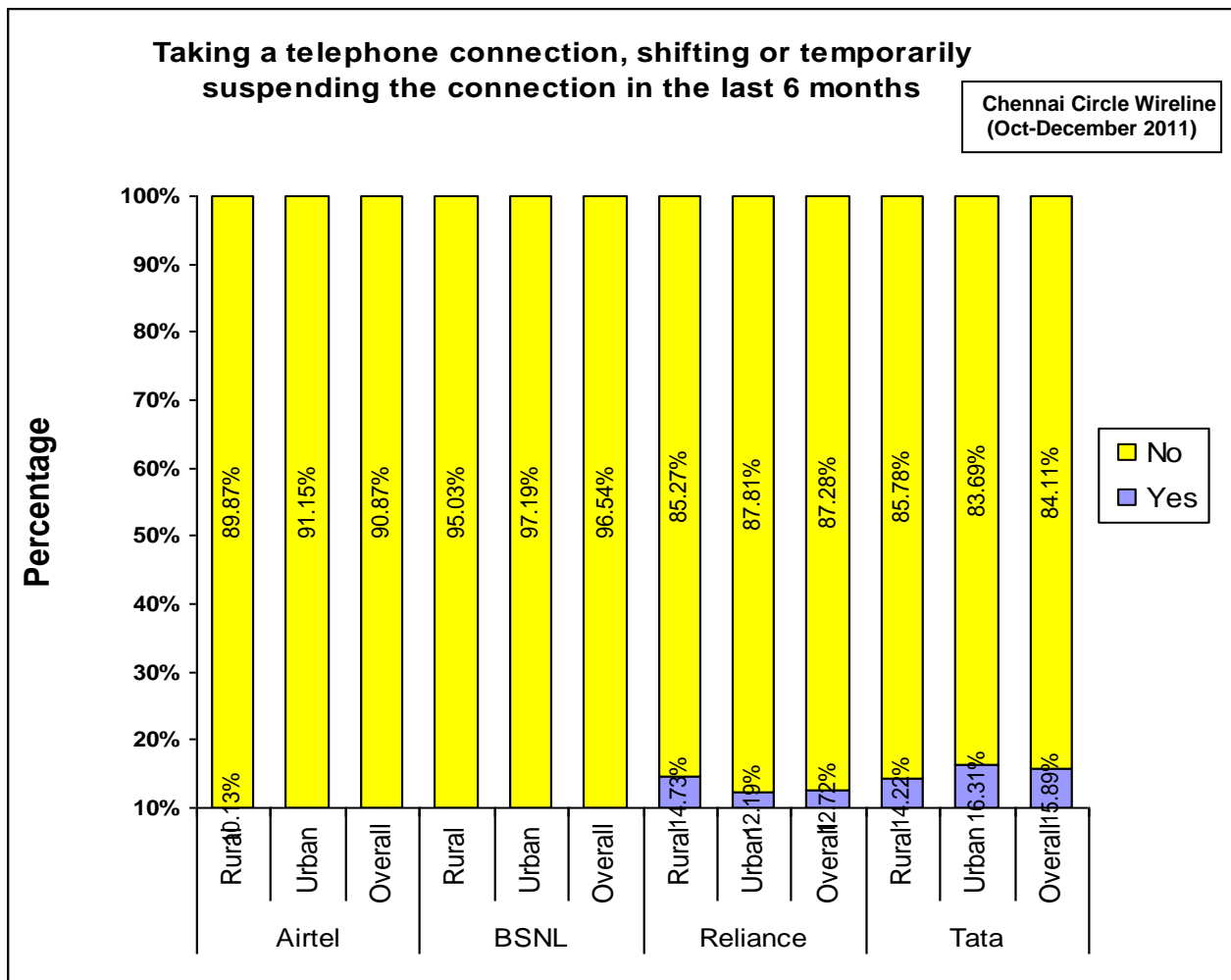
Broadband service – Broadband' is defined in the Broadband Policy 2004 as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point of Presence (POP) of the service provider intending to provide Broadband service where multiple such individual Broadband connections are aggregated and the subscriber is able to access these interactive services including the Internet through this POP.

5.1 Detailed Findings – Basic Wireline

5.1.1 Service Provision sub-aspects

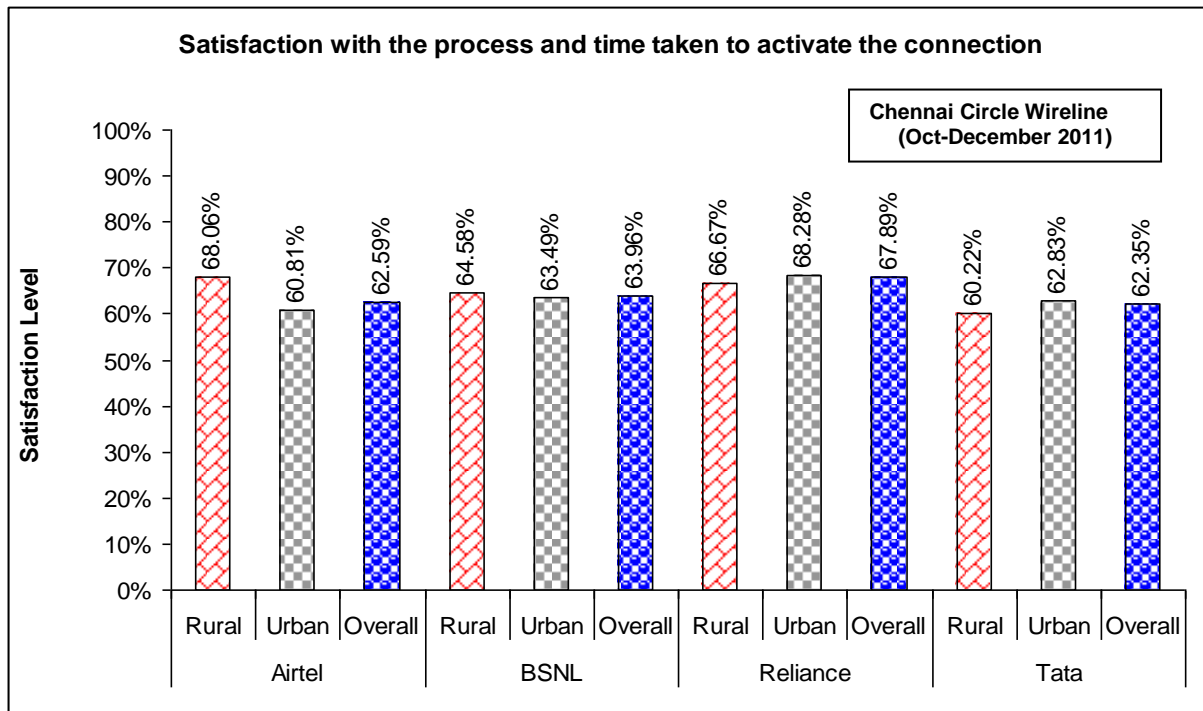
a. Taking a Telephone Connection, Shifting or Temporarily Suspending the Connection in the Last 6 Months

This aspect seeks to assess the recency of applying for a new wireline phone connection /shifting /had got temporary suspension of connection with respect to subscribers for various service providers.



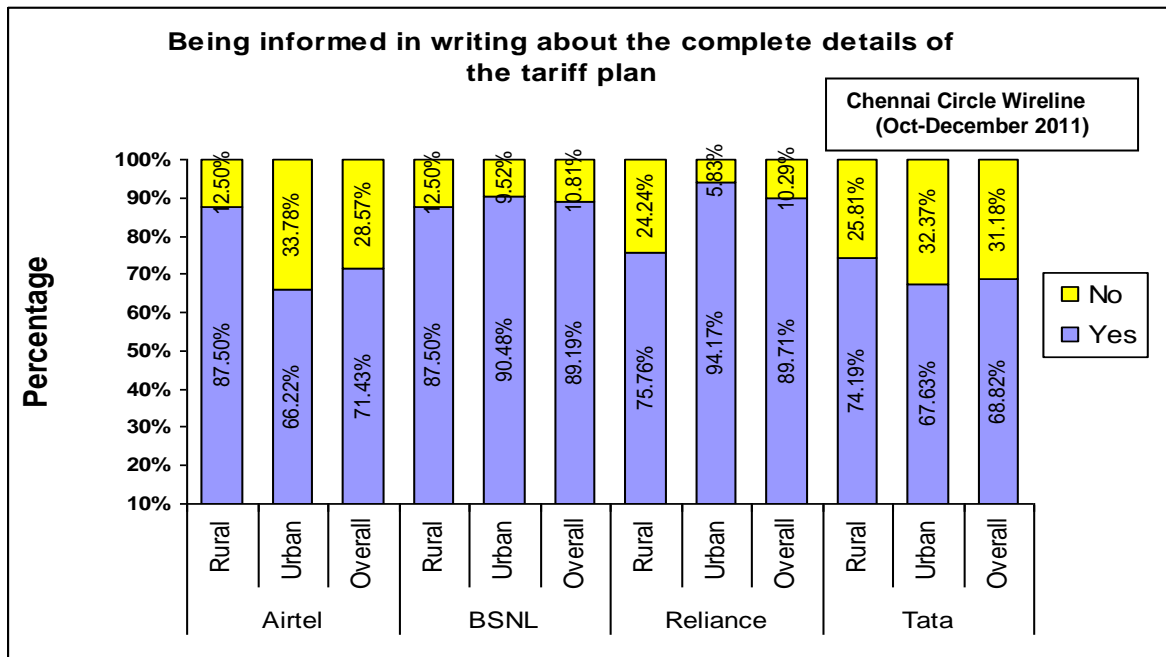
TATA's (14%) rural and Reliance (13%) overall subscribers had recently taken a telephone connection or shifted/temporarily suspended their connection, in the present round of survey.

b. Satisfaction with the Process and Time Taken To Activate the Connection



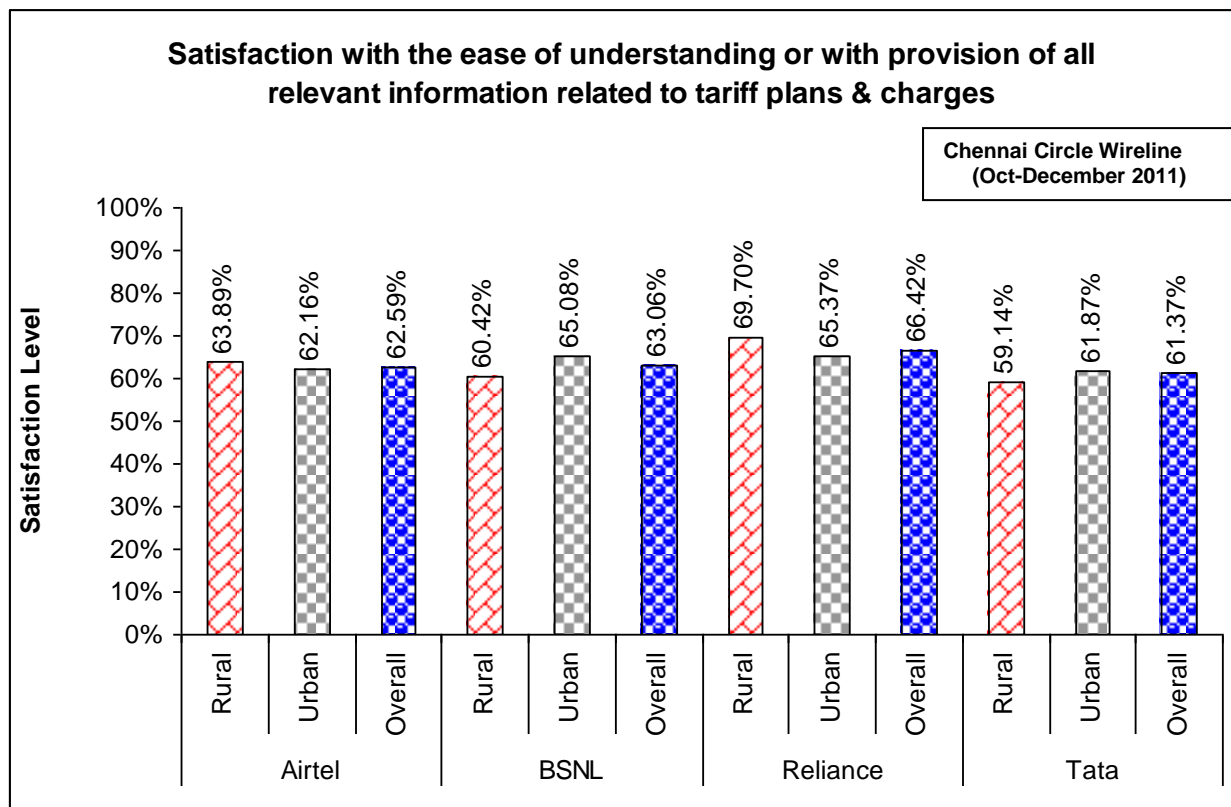
Satisfaction level with respect to the process and time taken to activate the connection has been highest for Reliance (68%), followed by BSNL (64%) & TATA, Airtel (62%).

c. Being Informed In Writing, at the Time of Subscription of Service or Within a Week of Activation of Service the Complete Details of the Tariff Plan



89 % (BSNL) & (Reliance), 71% (Airtel), and 68% (Tata) subscribers have confirmed that they have been informed in writing at the time of subscription of service or within a week of activation of service the complete details of the Tariff Plan.

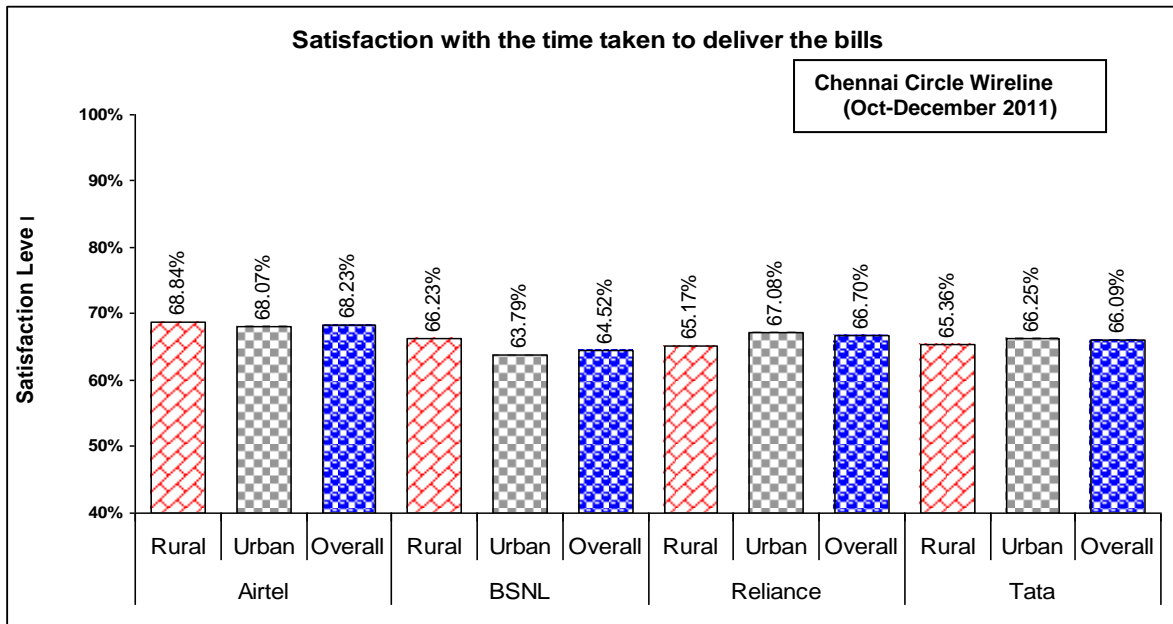
d. The Ease of Understanding or With Provision of All Relevant Information Related To Tariff Plans & Charges



The majority of subscribers of all operators are either very satisfied or satisfied with the ease of understanding / provisions of all related information related to tariff plans & charges. Satisfaction levels were Reliance (66%), BSNL (63%), Airtel (62%), and Tata (61%).

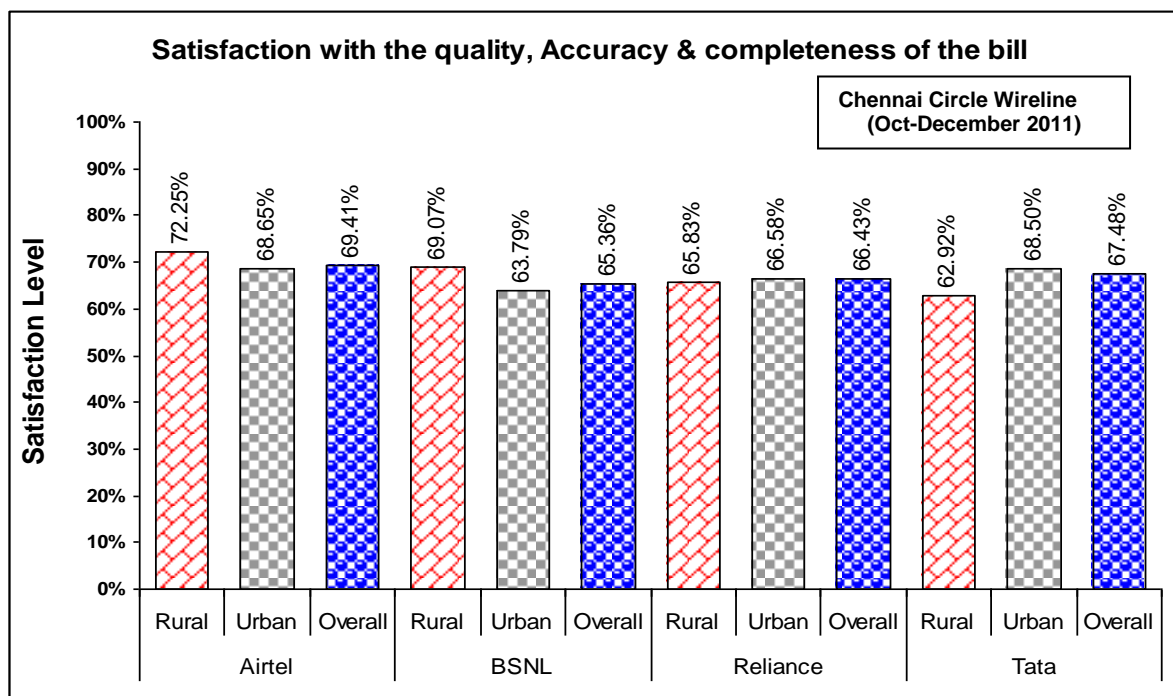
5.1.2 Billing Related sub-aspects

a. Satisfaction with the Time Taken To Deliver the Bills



Over 64 % of subscribers of all operators are either very satisfied or satisfied with the time taken for delivery of their bills. Satisfaction levels were Airtel (68%), Reliance & Tata (66%) and BSNL (65%),

b. Satisfaction with the Quality, Accuracy & Completeness of the Bills

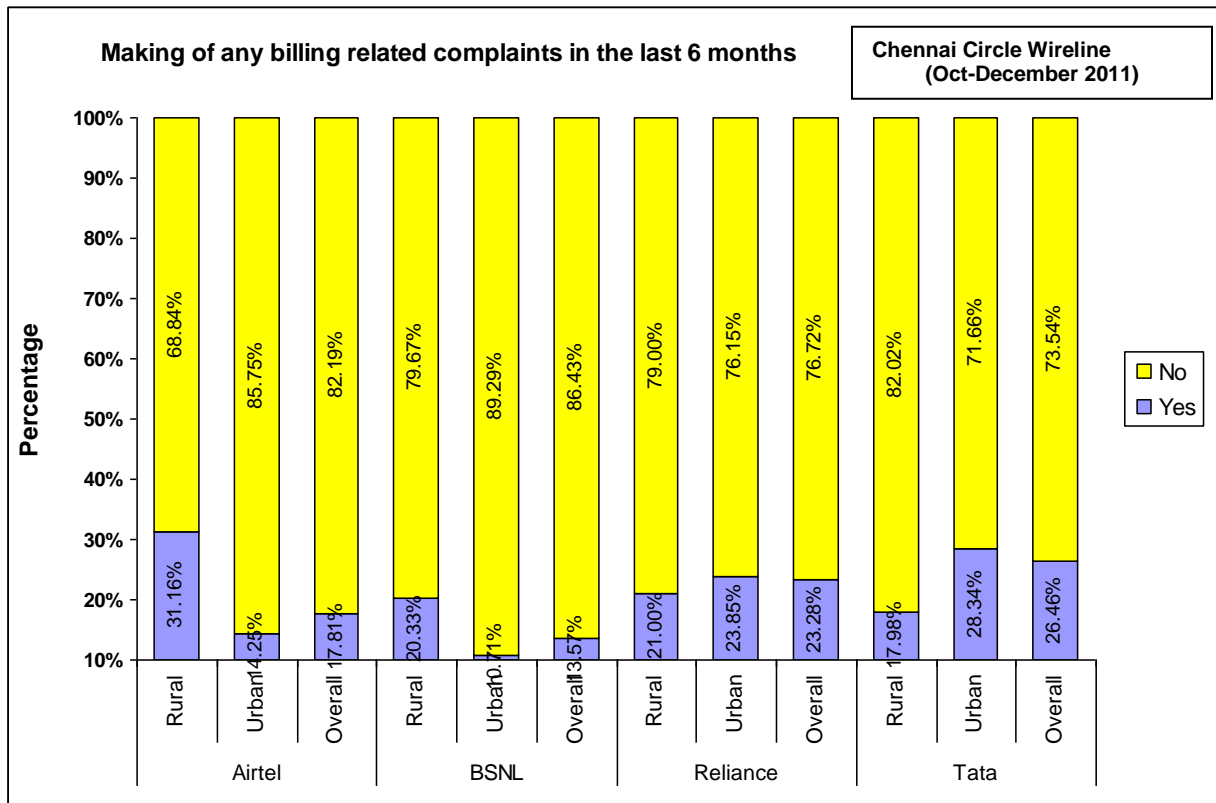


Over 65 % of subscribers of all operators are either very satisfied or satisfied with the quality, accuracy and completeness their bills. Satisfaction levels were Airtel (69%), Tata (67%). Reliance (66%), and BSNL (65%).

c. The Reason(s) for Dissatisfaction with the Quality, Accuracy & Completeness of the Bills

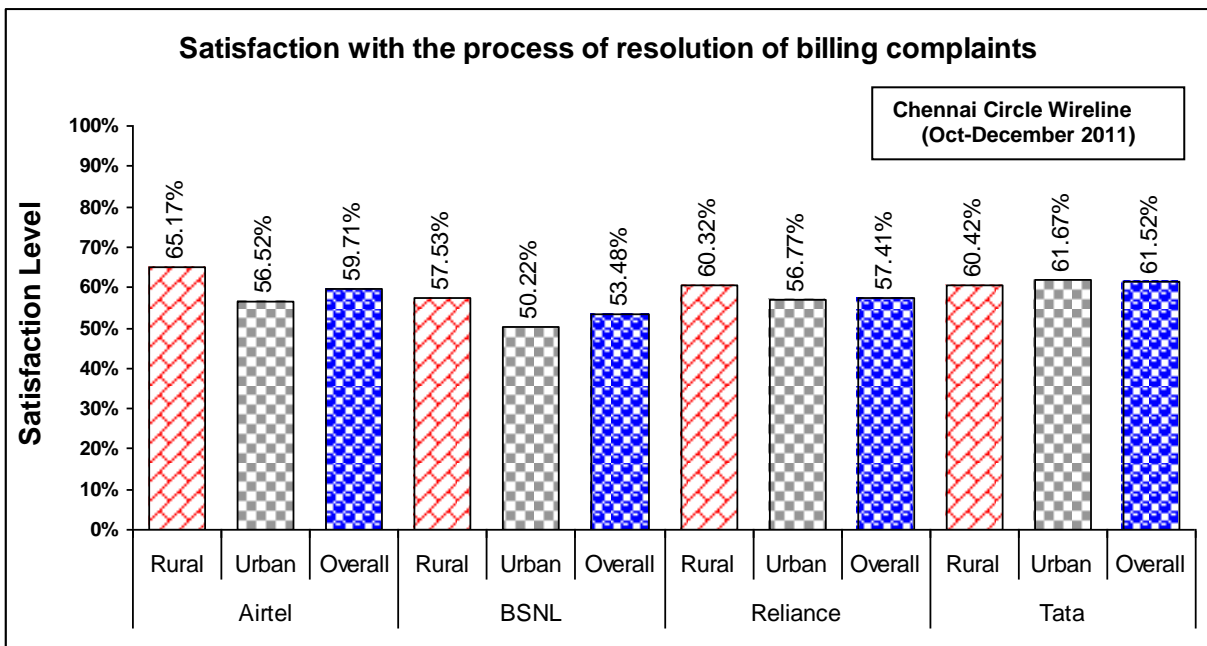
Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)	Total
Airtel	Rural	23.08%	23.08%	23.08%	30.77%	0.00%	0.00%	0.00%	100.00%
	Urban	29.63%	33.33%	22.22%	11.11%	3.70%	0.00%	0.00%	100.00%
	Overall	27.50%	30.00%	22.50%	17.50%	2.50%	0.00%	0.00%	100.00%
BSNL	Rural	25.00%	25.00%	16.67%	33.33%	0.00%	0.00%	0.00%	100.00%
	Urban	35.71%	5.36%	7.14%	32.14%	3.57%	14.29%	1.79%	100.00%
	Overall	33.82%	8.82%	8.82%	32.35%	2.94%	11.76%	1.47%	100.00%
Reliance	Rural	27.27%	27.27%	0.00%	27.27%	9.09%	9.09%	0.00%	100.00%
	Urban	93.44%	1.64%	0.00%	1.64%	0.00%	3.28%	0.00%	100.00%
	Overall	83.33%	5.56%	0.00%	5.56%	1.39%	4.17%	0.00%	100.00%
Tata	Rural	18.18%	27.27%	22.73%	22.73%	9.09%	0.00%	0.00%	100.00%
	Urban	22.92%	29.17%	10.42%	18.75%	14.58%	4.17%	0.00%	100.00%
	Overall	21.43%	28.57%	14.29%	20.00%	12.86%	2.86%	0.00%	100.00%

d. Billing Related Complaints in the Last 6 Months



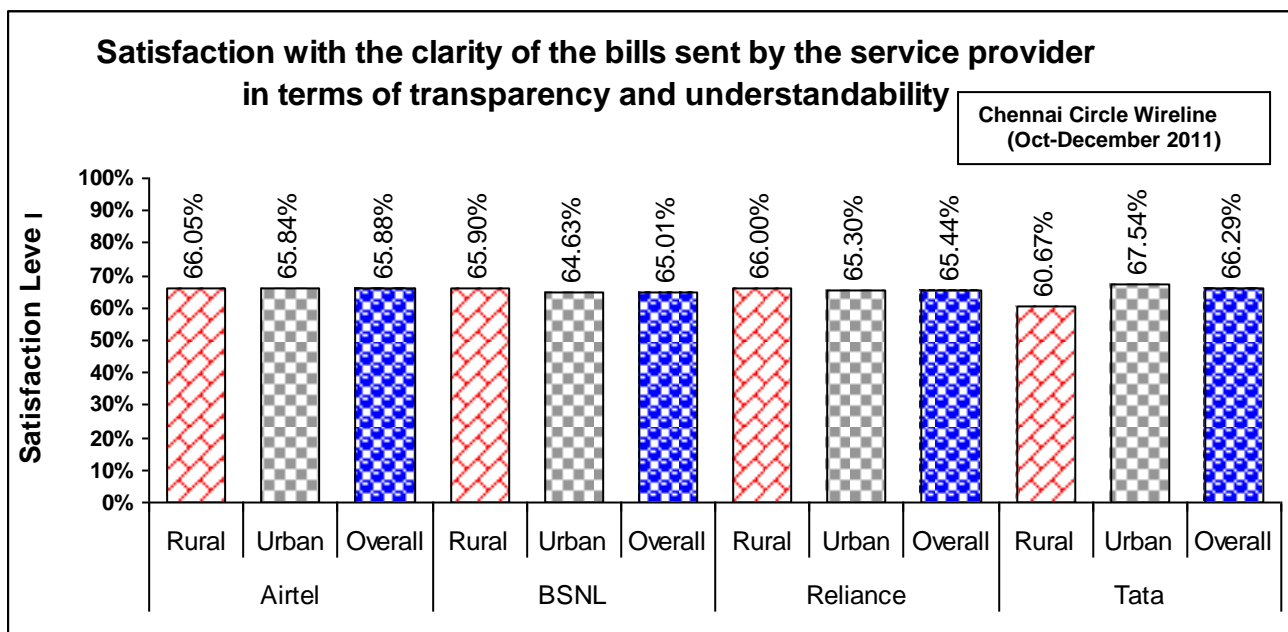
Only 4% of BSNL, 17% of Airtel, 23% of Reliance and, 26 % of Tata subscribers had made billing related complaint in the last six months.

e. Satisfaction with the Process of Resolution of Billing Complaints



Over 53 % of subscribers of all operators are either very satisfied or satisfied with the process of resolution of their billing complaints. The satisfaction levels were Tata (61%), Airtel (59%), Reliance (57%).and BSNL (53%).

f. Satisfaction with the Clarity of the Bills Sent By the Service Provider in Terms of Transparency and Understandability



Over **65 %** of subscribers of all operators are either very satisfied or satisfied with the Clarity of bills sent by respective service providers in terms of transparency and Understandability. The satisfaction levels were Tata (66%), Airtel, BSNL and Reliance (65%).

Prepaid Customers

a. Satisfaction with the charges deducted for every call i.e. amount deducted on every usage

Wireline Operator	Area	Average
Airtel	Rural	62.12%
	Urban	60.92%
	Overall	61.44%
BSNL	Rural	60.78%
	Urban	60.71%
	Overall	60.74%
Reliance	Rural	58.33%
	Urban	61.67%
	Overall	60.42%
Tata	Rural	58.33%
	Urban	60.78%
	Overall	59.71%

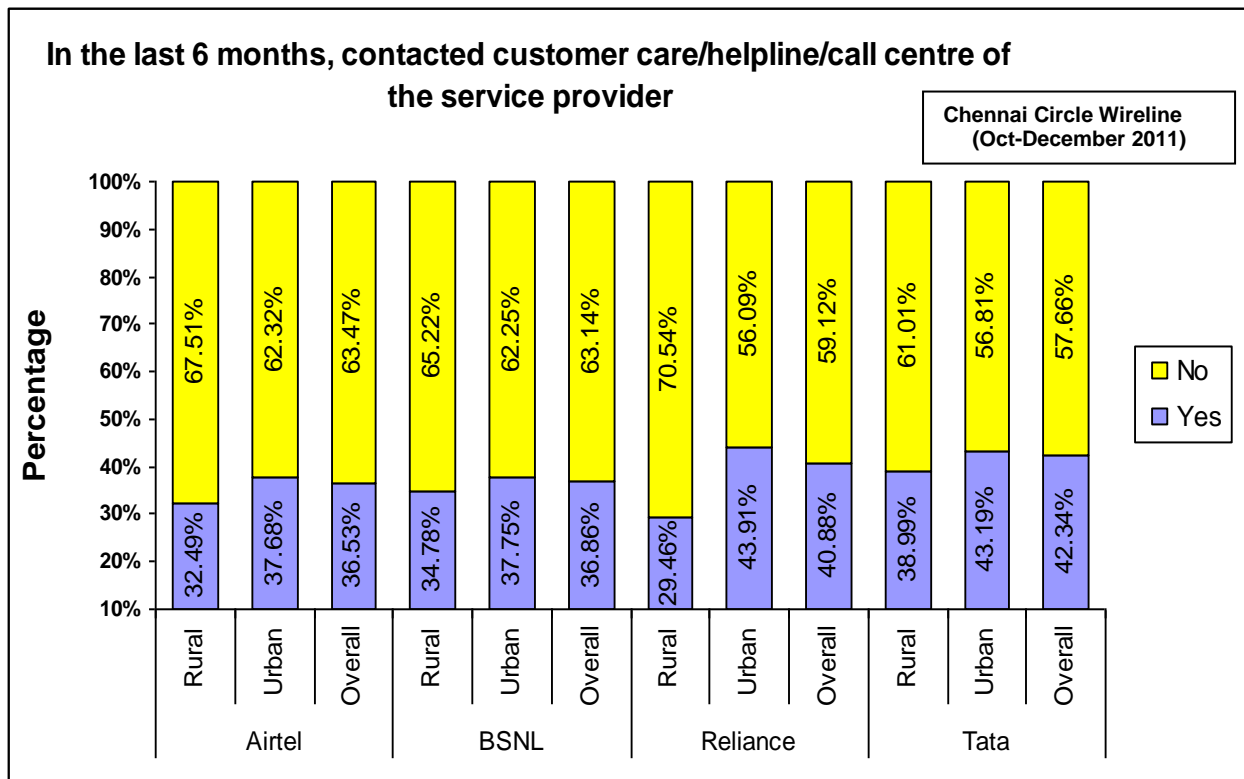
b. The reason for dissatisfaction

Wireline Operator	Area	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
Airtel	Rural	25.00%	50.00%	25.00%	0.00%	0.00%
	Urban	20.00%	40.00%	20.00%	20.00%	0.00%
	Overall	22.22%	44.44%	22.22%	11.11%	0.00%
BSNL	Rural	66.67%	0.00%	0.00%	33.33%	0.00%
	Urban	40.00%	40.00%	20.00%	0.00%	0.00%
	Overall	50.00%	25.00%	12.50%	12.50%	0.00%
Reliance	Rural	20.00%	40.00%	40.00%	0.00%	0.00%
	Urban	33.33%	16.67%	16.67%	33.33%	0.00%
	Overall	27.27%	27.27%	27.27%	18.18%	0.00%
Tata	Rural	44.44%	33.33%	22.22%	0.00%	0.00%
	Urban	20.00%	50.00%	10.00%	20.00%	0.00%
	Overall	31.58%	42.11%	15.79%	10.53%	0.00%

5.1.3 Help Services Related Sub-Aspects

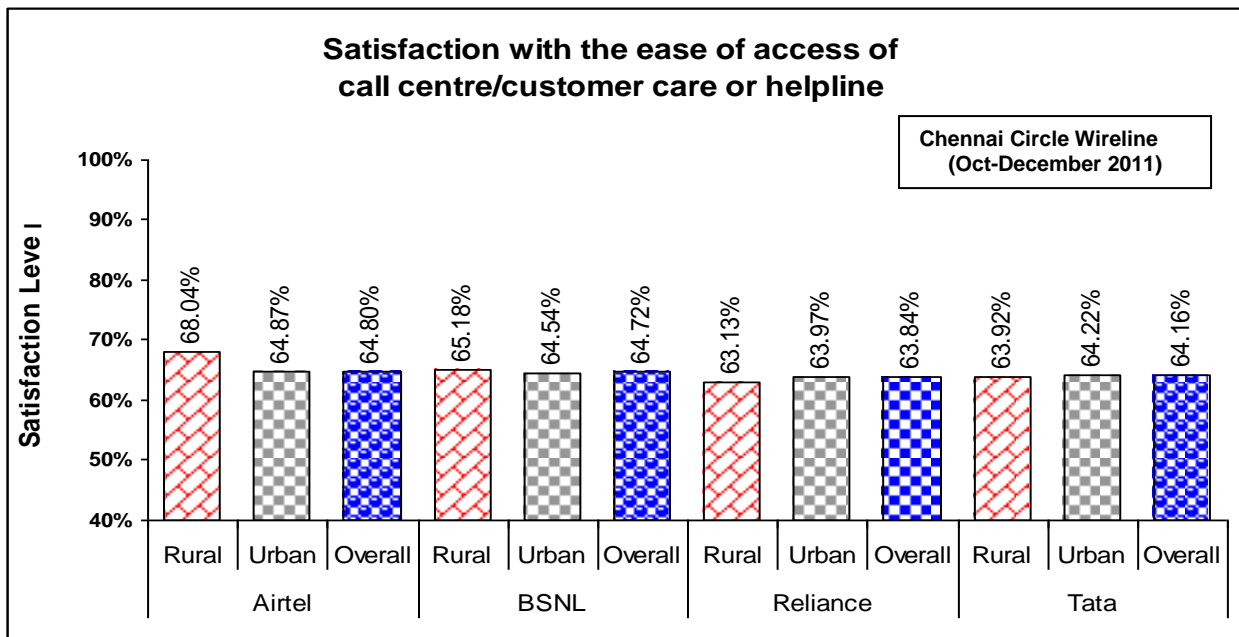
This parameter captures the satisfaction of subscribers on various sub-parameters of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

a. In the Last 6 Months, Contacted Customer Care/Helpline/Call Centre of the Service Provider



About 36% overall Airtel to 42% TATA subscribers across all operators have contacted customer care /helpline/call centre of their respective service provider in the last six months.

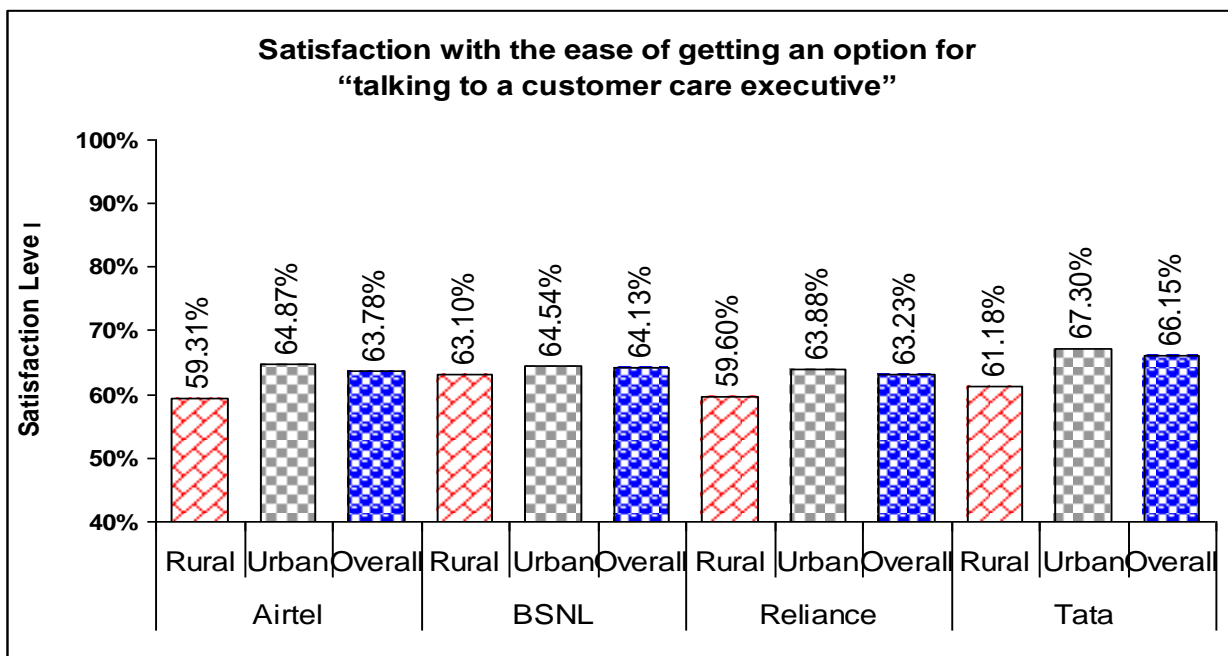
b. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline



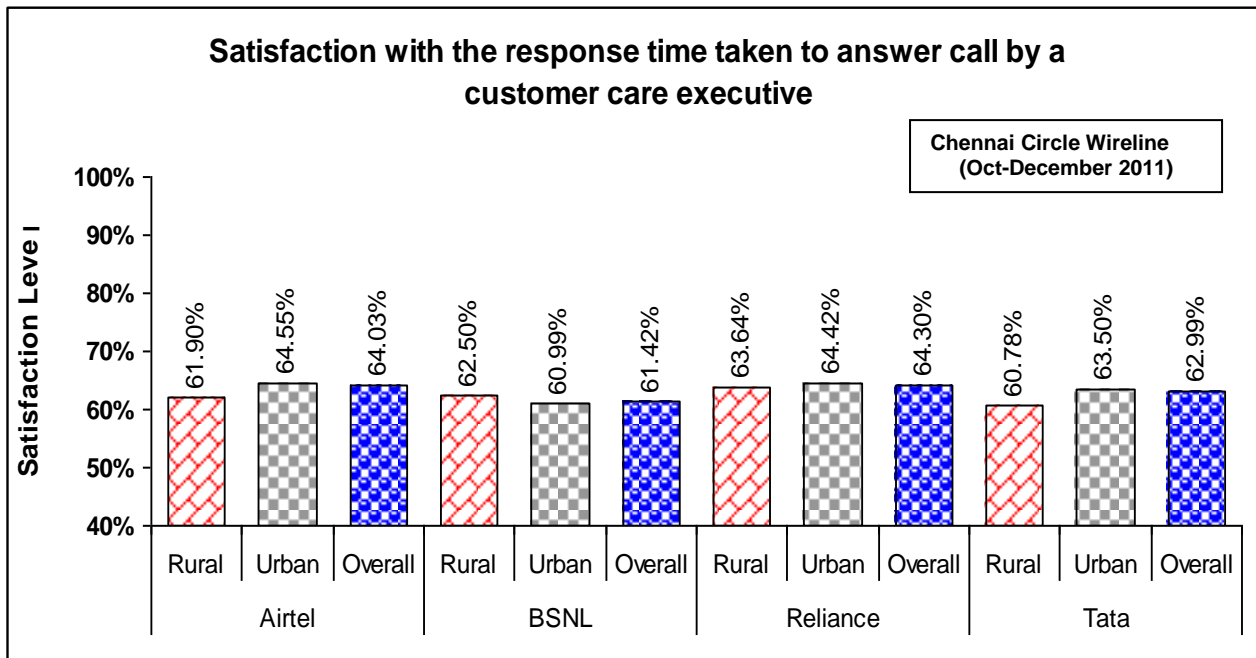
Among subscribers who have contacted their respective call centre/customer care/helpline, over 63% subscribers of all operators are either very satisfied or satisfied with ease of access. The satisfaction levels were BSNL, TATA & Airtel (64%), & Reliance (63%).

c. Satisfaction with the Ease of Getting an Option for “Talking To a Customer Care Executive”

Over 63% subscribers have expressed either very satisfied or satisfied with ease of getting an option of talking to a customer care executive.

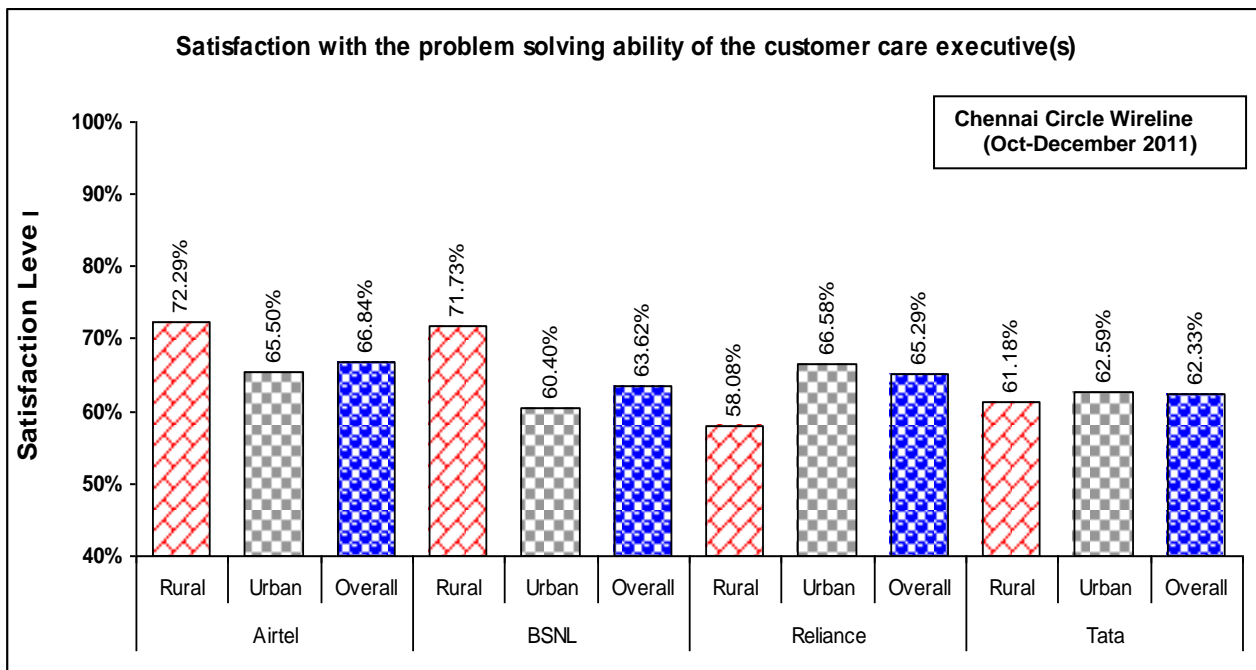


d. Satisfaction with the Response Time Taken To Answer Call by a Customer Care Executive



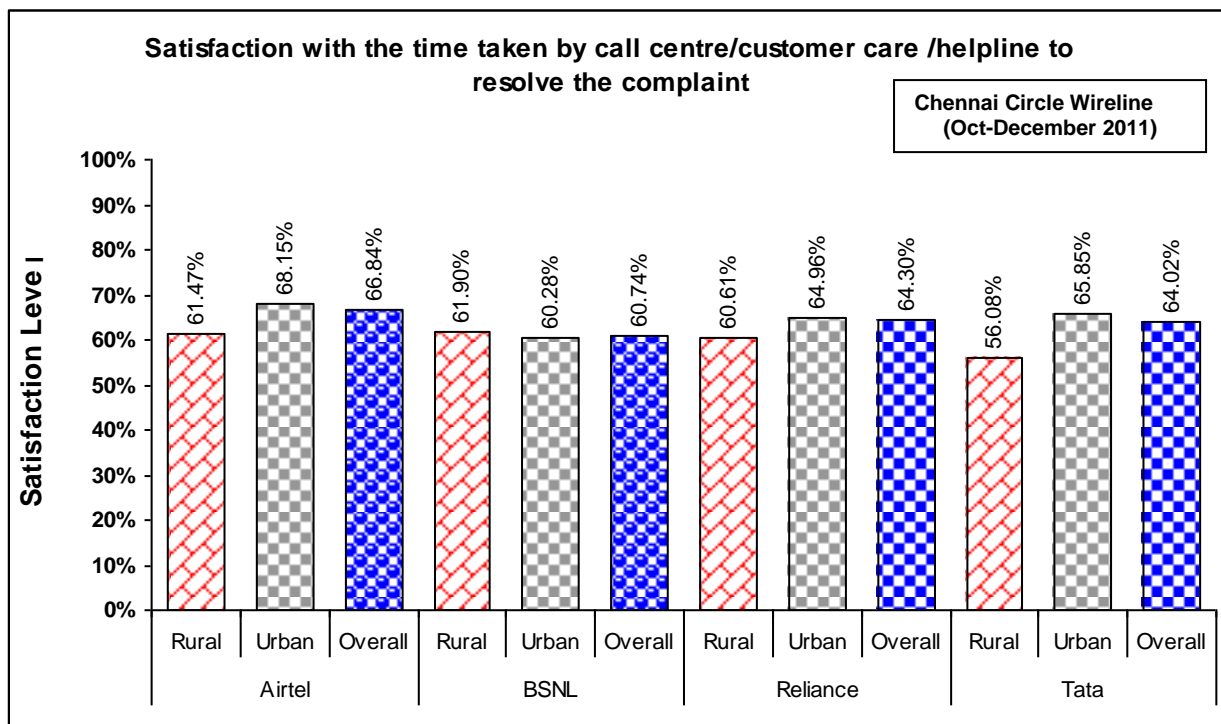
The satisfaction levels of subscribers is over 61% with respect to response time taken by a customer care executive to answer the call

e. Satisfaction with Problem Solving Ability of the Customer Care Executive(s)



The satisfaction levels of subscribers across all operators have been over 62% with respect to the problem solving ability of customer care executive.

f. Satisfaction with the Time Taken by Call Centre/Customer Care /Helpline to Resolve the Complaint



The satisfaction levels of subscribers across all operators has been around 64% ,except BSNL (60%) with respect to the time taken by customer care executive to resolve a complaint.

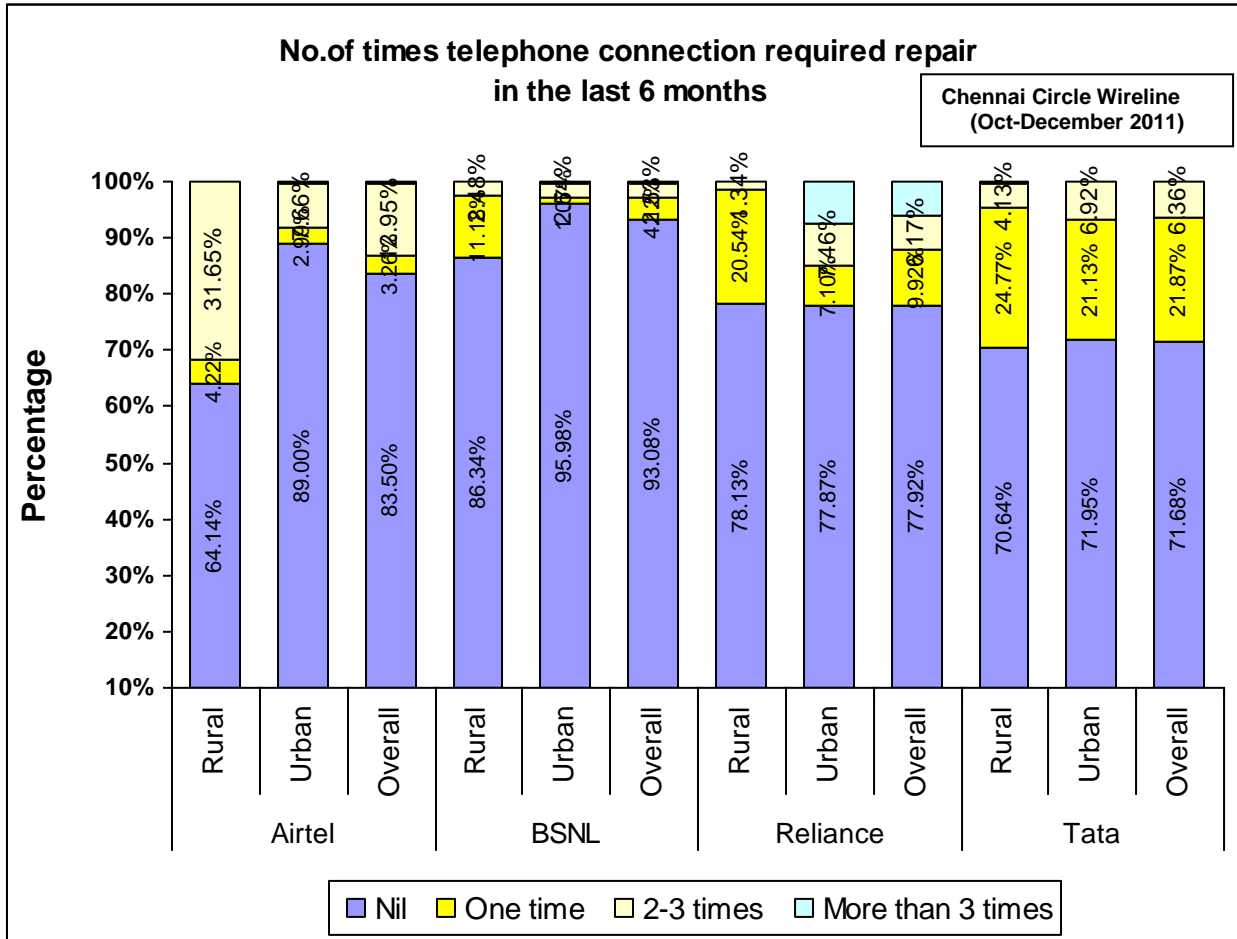
5.1.4 Network Performance, Reliability and Availability Related Sub-Aspects

Wireline Operator	Area	Satisfaction with the		
		Availability of working telephone (dial tone)	Ability to make or receive calls easily	Voice quality
Airtel	Rural	68.35%	73.56%	71.87%
	Urban	76.48%	71.53%	73.56%
	Overall	74.68%	71.98%	73.19%
BSNL	Rural	72.88%	68.63%	73.08%
	Urban	74.43%	71.40%	71.04%
	Overall	73.96%	70.56%	71.66%
Reliance	Rural	64.73%	67.86%	67.41%
	Urban	74.16%	72.94%	72.90%
	Overall	72.19%	71.87%	71.75%
Tata	Rural	62.84%	64.37%	63.15%
	Urban	72.89%	73.87%	71.48%
	Overall	70.84%	71.93%	69.78%

Airtel has scored highest (72%) in terms of subscriber's satisfaction with the ability to make or receive calls easily followed by TATA, Reliance and BSNL. In terms of availability of working telephone (dial tone), the score of Airtel (74%), has been the highest followed by BSNL (73%), Reliance (72%) and TATA (71%), while voice quality has been the best in Airtel (73%), followed by Reliance (72%), BSNL (71%) and TATA (69%).

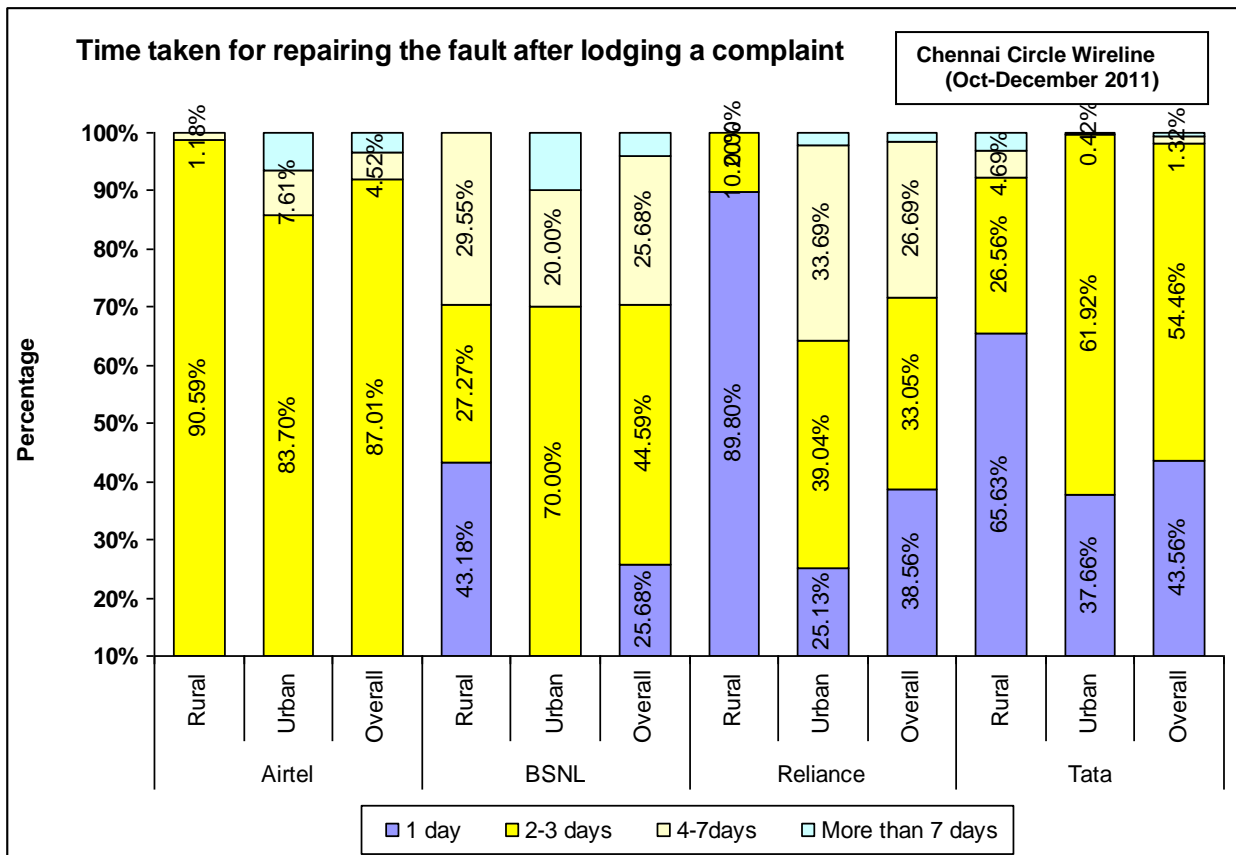
5.1.5 Maintainability Related Sub-Aspects

a. No. of Times Telephone Connection Required Repair in the Last 6 Months



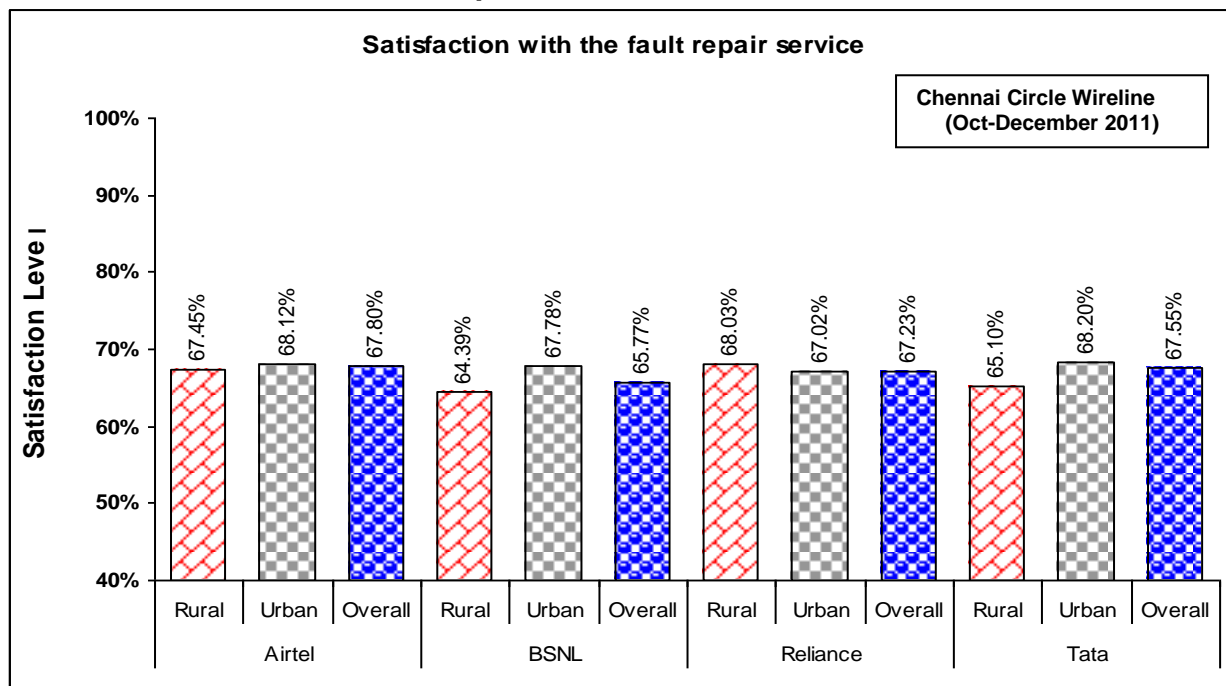
Around 93% of BSNL, 83% of Airtel 83%, 77 % of Reliance and 71% of Tata, subscribers did not get their telephone connections repaired even once in last six months.

b. Time Taken For Repairing the Fault after Lodging a Complaint



Of those who got repaired their telephones, 87% Airtel, 54% Tata, 44% BSNL and 33% Reliance subscribers got their telephones repaired in just 2 to 3 days.

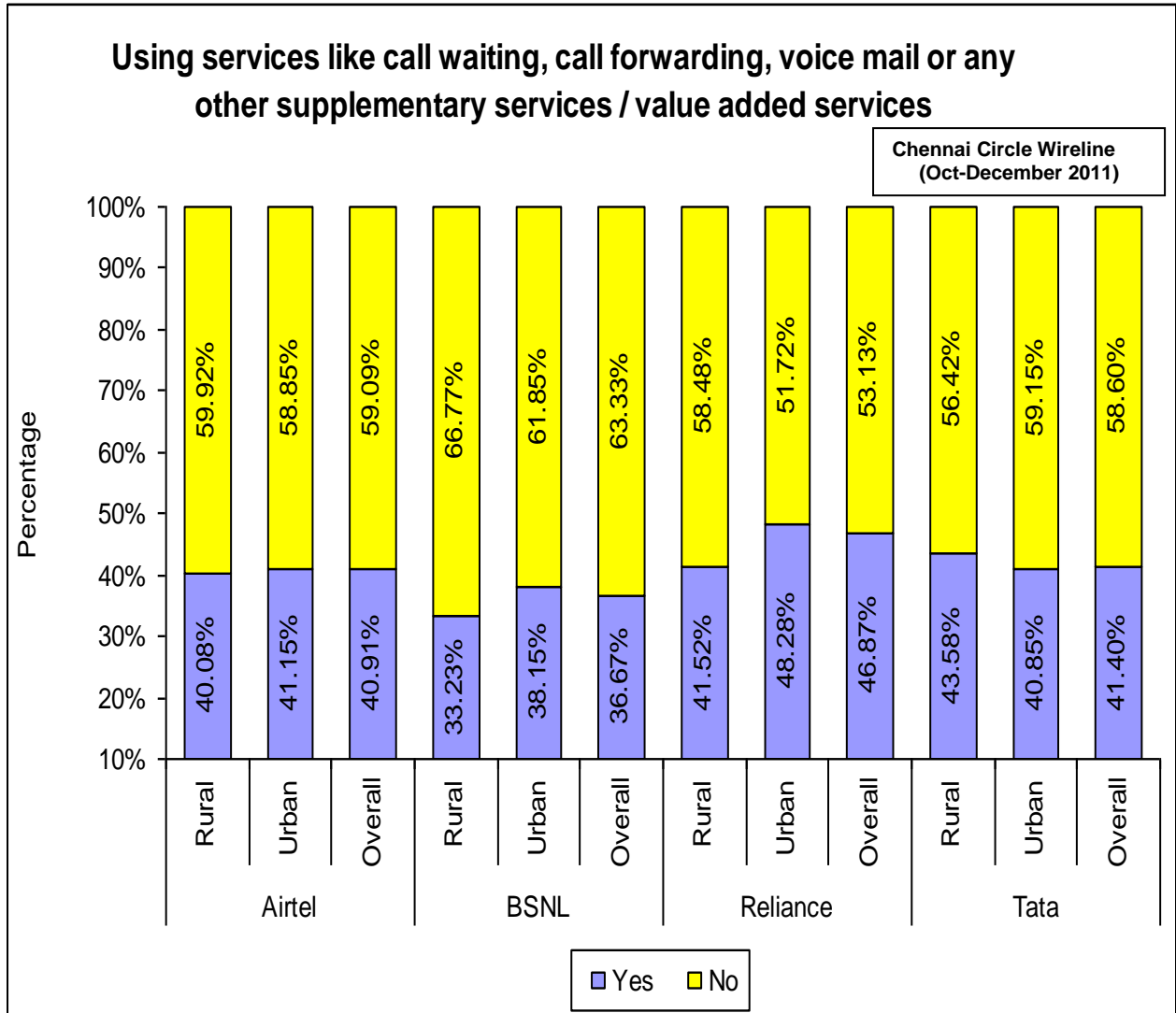
c. Satisfaction with the Fault Repair Service



Majority of subscribers of all operators have expressed either being very satisfied or satisfied with the fault repair services of their respective operators, with satisfaction level of Airtel, Reliance & TATA at 67% being highest followed by BSNL at 65%.

5.1.6 Supplementary Services

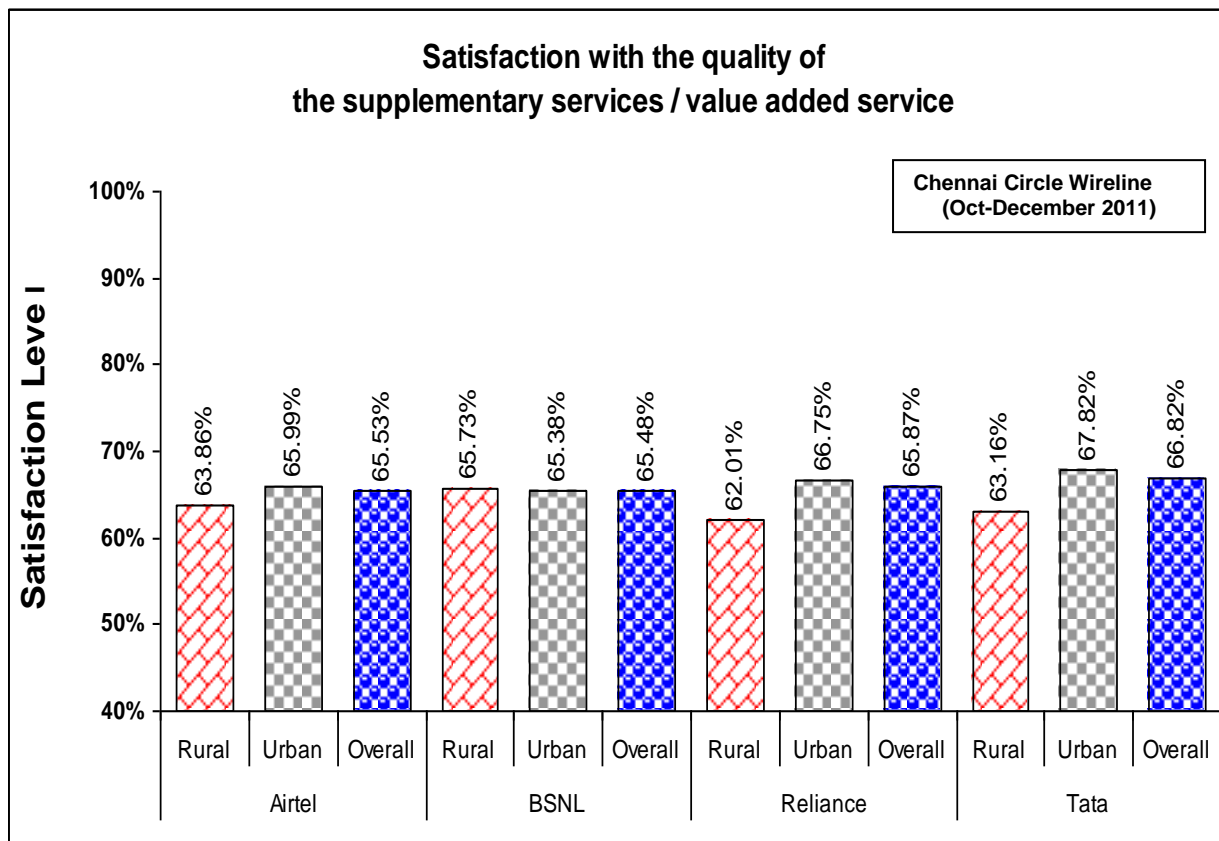
a. Using Services Like Call Waiting, Call Forwarding, Voice Mail Or Any Other Supplementary Services / Value Added Services.



Majority of subscribers from over 53% (Reliance) to 63% (BSNL) have not used services like call waiting call forwarding, voice mail or other supplementary services / value added services.

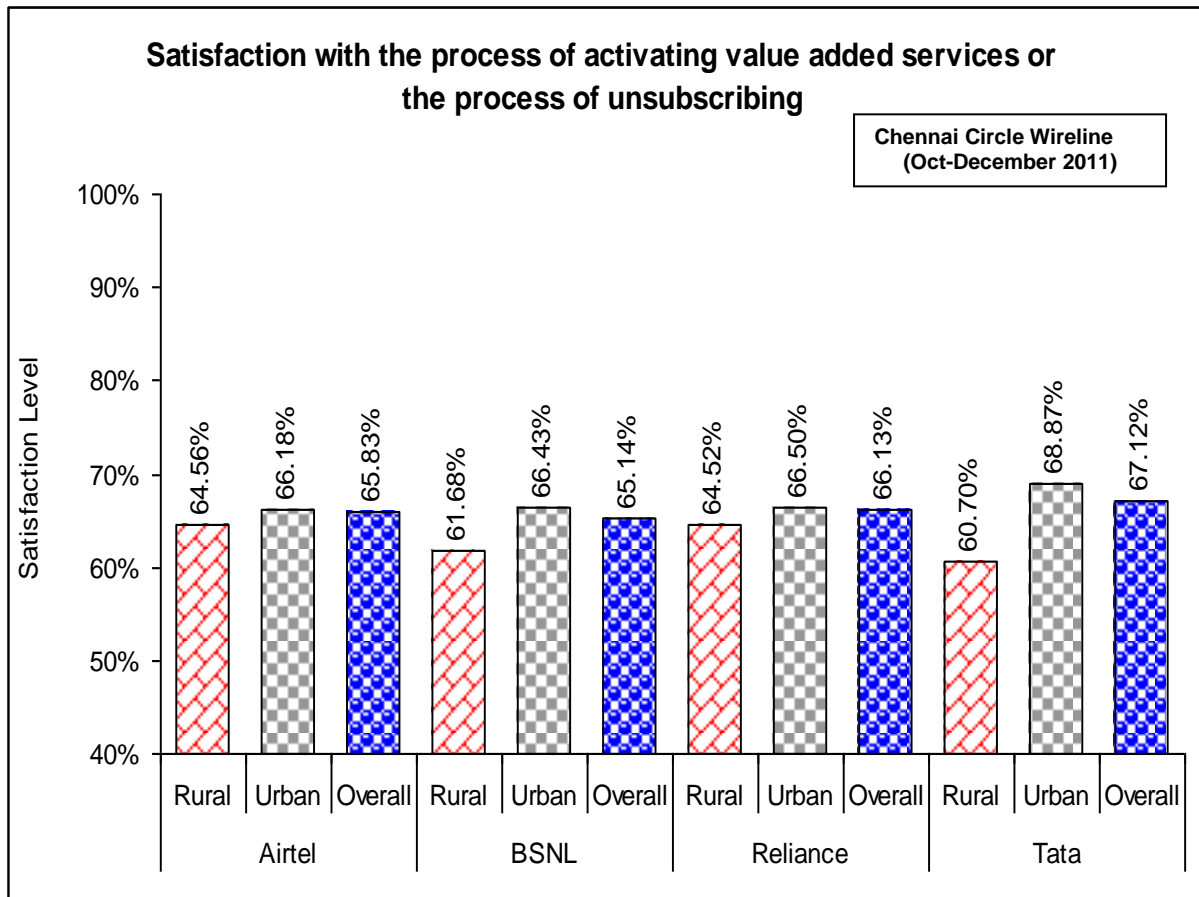
b. Satisfaction with the Quality of the Supplementary Services / Value Added Service

Among those who have used value added services, satisfaction levels have been over (Tata) 66%, (Airtel), (BSNL) & (Reliance) 65%.

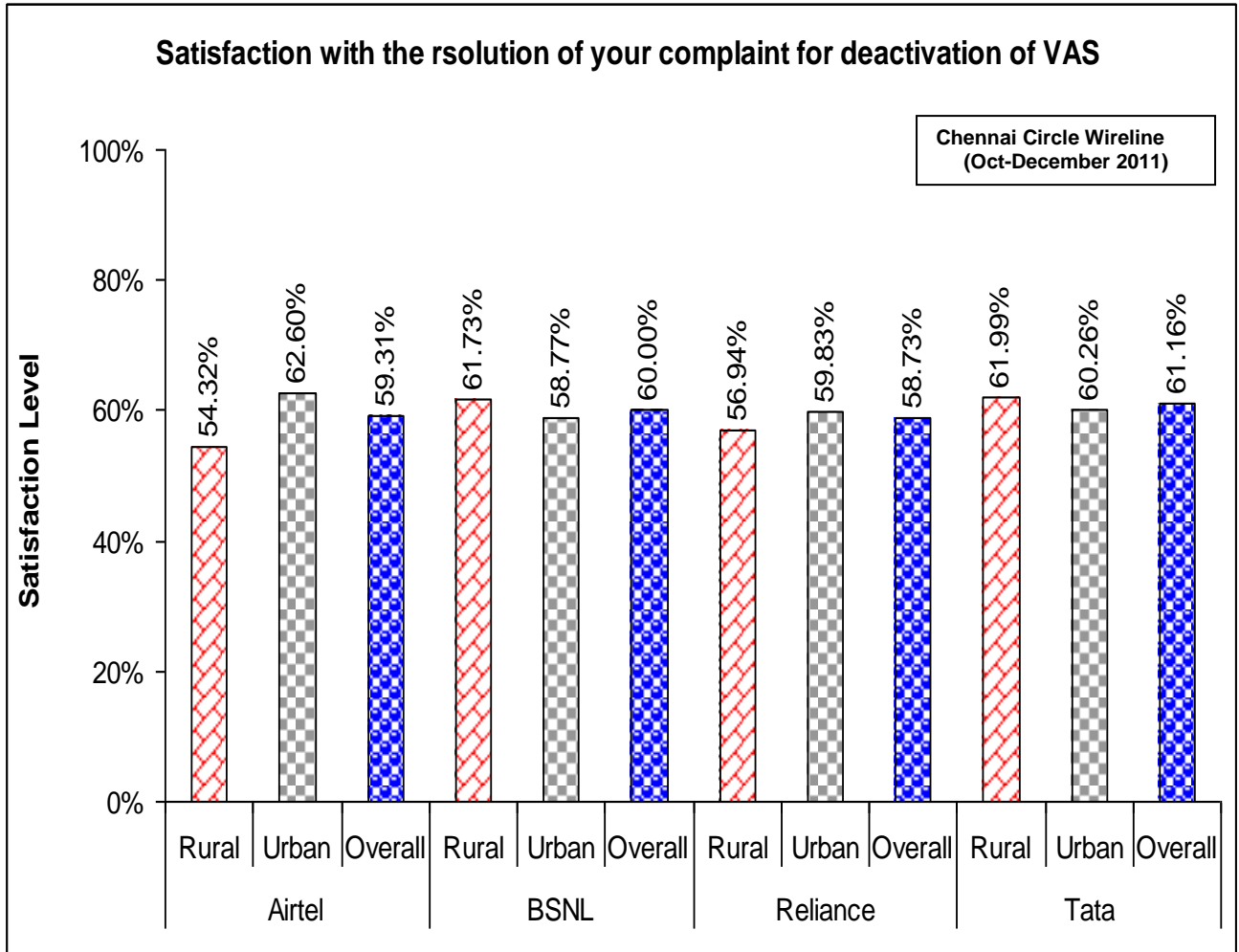


c. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing

Satisfaction levels of subscribers have been over 67 % (TATA), 66% (Reliance) and 65% (Airtel & BSNL) with the process of activating value added services or the process of unsubscribing



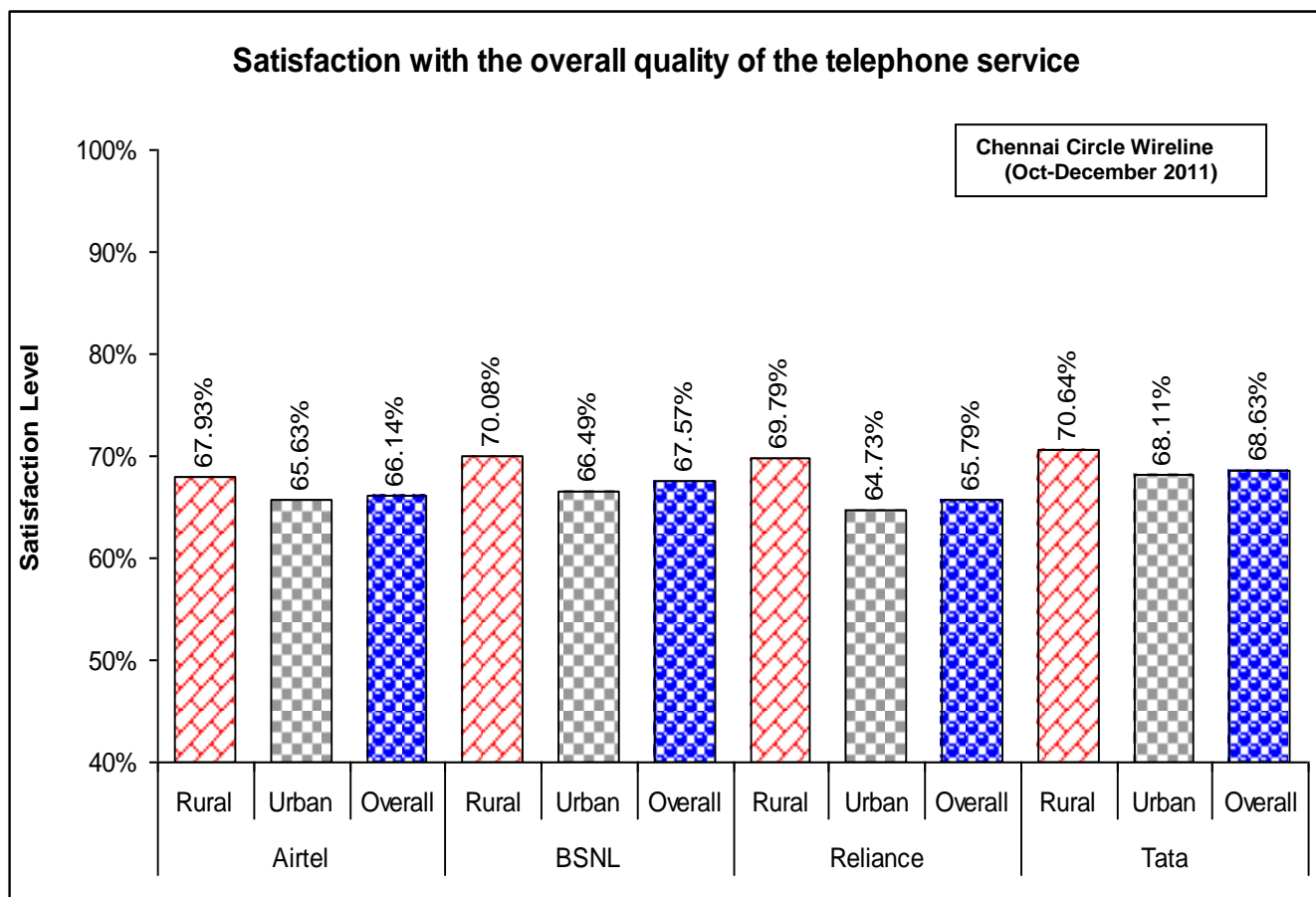
d. Satisfaction with the Resolution of the Complaint for Deactivation of VAS



Among those who had a complaint of deactivation of value added services, satisfaction levels have been over 61% (Tata), 60% (BSNL), 58% (Reliance), 59% (Airtel),

5.1.7 Overall Customer Satisfaction

This parameter measures the overall satisfaction of wire line phone users with their respective service providers taking into account the performance of the service provider on various aspects of wire line services.



Subscribers of all service providers have expressed as being either very satisfied or satisfied with the overall quality of their telephone services with satisfaction levels ranging from 65 %(Reliance) to 68 % (TATA).

5.1.8 Redressal Mechanism

TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. These set of regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

Wireline Operator	Area	Awareness of the		
		Customer Care	Nodal Officer	Appellate Authority
Airtel	Rural	72.57%	8.44%	0.42%
	Urban	87.92%	12.92%	0.84%
	Overall	84.53%	11.93%	0.75%
BSNL	Rural	67.70%	5.28%	0.31%
	Urban	87.42%	11.38%	0.54%
	Overall	81.48%	9.54%	0.47%
Reliance	Rural	66.07%	8.48%	0.45%
	Urban	89.94%	11.48%	0.59%
	Overall	84.94%	10.85%	0.56%
Tata	Rural	63.76%	9.63%	0.46%
	Urban	83.10%	12.32%	0.47%
	Overall	79.16%	11.78%	0.47%

Mostly subscribers across all operators are aware of availability of customer care services as pointed by present survey findings in which 85% (Airtel & Reliance), 82% (BSNL), and 79% (Tata) have confirmed this aspect, while awareness of Nodal officers and Appellate Authority has been low.

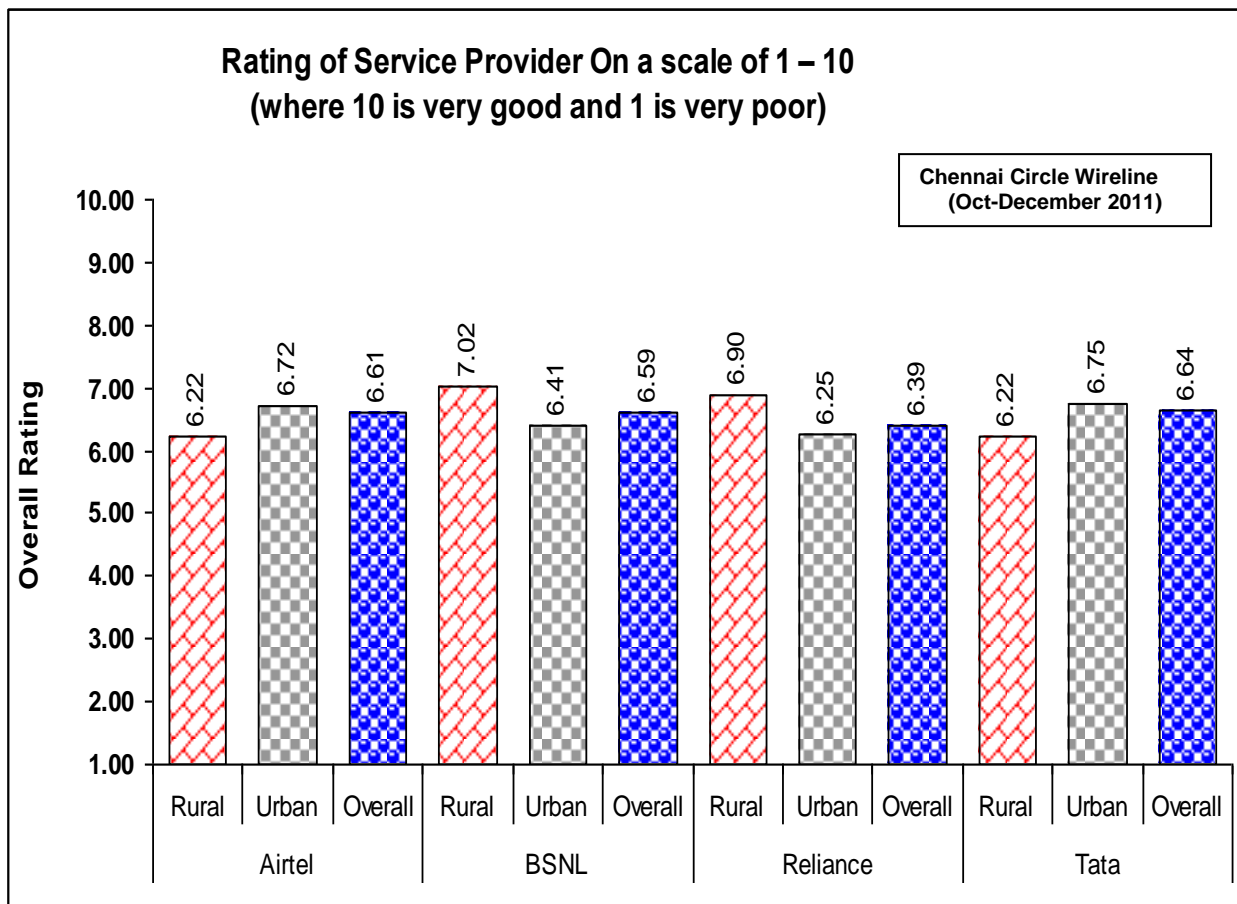
At the next stage, around 32% of BSNL& Airtel subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. Most of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey many subscribers opined that docket number was not issued /provided on request while few opined that it was not provided even on request.

The subscribers 15% (Airtel) to 24% (TATA) were informed by call centre about action taken by call centre on their complaint. The resolution of complaint has been satisfactory by all operators.

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle

Wireline Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases				Informing by the Call Centre about the action taken on the complaint		Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint	
		Yes	No	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request	Yes	No	Yes	No
Airtel	Rural	26.58%	73.42%	34.92%	55.56%	7.94%	1.59%	3.17%	96.83%	28.57%	71.43%
	Urban	34.09%	65.91%	95.79%	3.16%	0.35%	0.70%	17.89%	82.11%	12.28%	87.72%
	Overall	32.43%	67.57%	84.77%	12.64%	1.72%	0.86%	15.23%	84.77%	15.23%	84.77%
BSNL	Rural	21.12%	78.88%	80.88%	7.35%	11.76%	0.00%	36.76%	63.24%	20.59%	79.41%
	Urban	37.62%	62.38%	99.64%	0.00%	0.00%	0.36%	8.54%	91.46%	2.49%	97.51%
	Overall	32.65%	67.35%	95.99%	1.43%	2.29%	0.29%	14.04%	85.96%	6.02%	93.98%
Reliance	Rural	26.34%	73.66%	57.63%	13.56%	18.64%	10.17%	37.29%	62.71%	5.08%	94.92%
	Urban	39.05%	60.95%	97.58%	1.82%	0.30%	0.30%	9.70%	90.30%	5.76%	94.24%
	Overall	36.39%	63.61%	91.52%	3.60%	3.08%	1.80%	13.88%	86.12%	5.66%	94.34%
Tata	Rural	24.77%	75.23%	33.33%	35.19%	22.22%	9.26%	16.67%	83.33%	3.70%	96.30%
	Urban	37.79%	62.21%	71.12%	23.60%	4.04%	1.24%	25.78%	74.22%	17.70%	82.30%
	Overall	35.14%	64.86%	65.69%	25.27%	6.65%	2.39%	24.47%	75.53%	15.69%	84.31%

5.1.9 Rating of Service Provider on a Scale of 1 – 10 Where 10 Is Very Good and 1 Is Very Poor

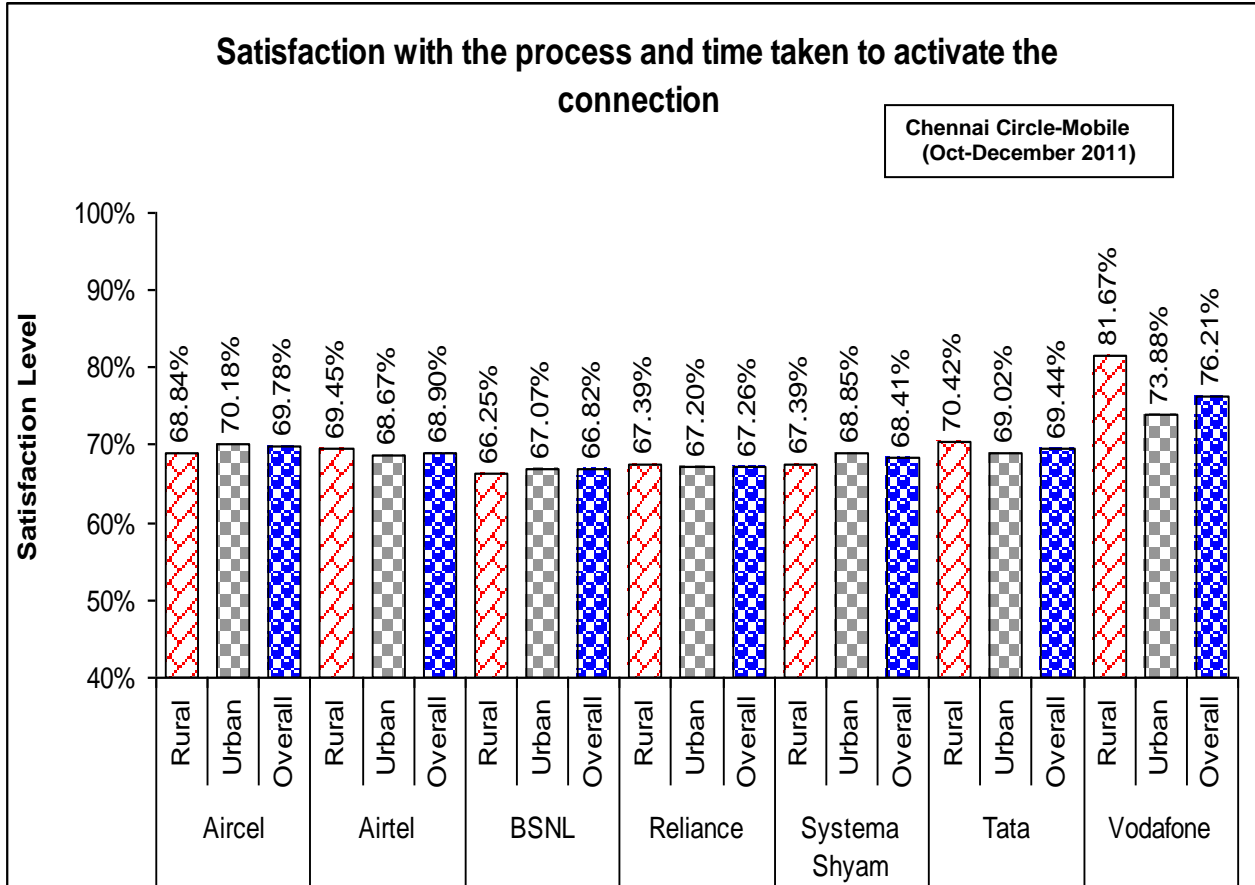


All service operators have been rated good i.e. above 6, with BSNL – Rural services getting highest score of 7.02, followed by Reliance Rural at 6.9 followed by TATA & Airtel rural at 6.22.

5.2 Detailed Findings – Cellular Mobile Services

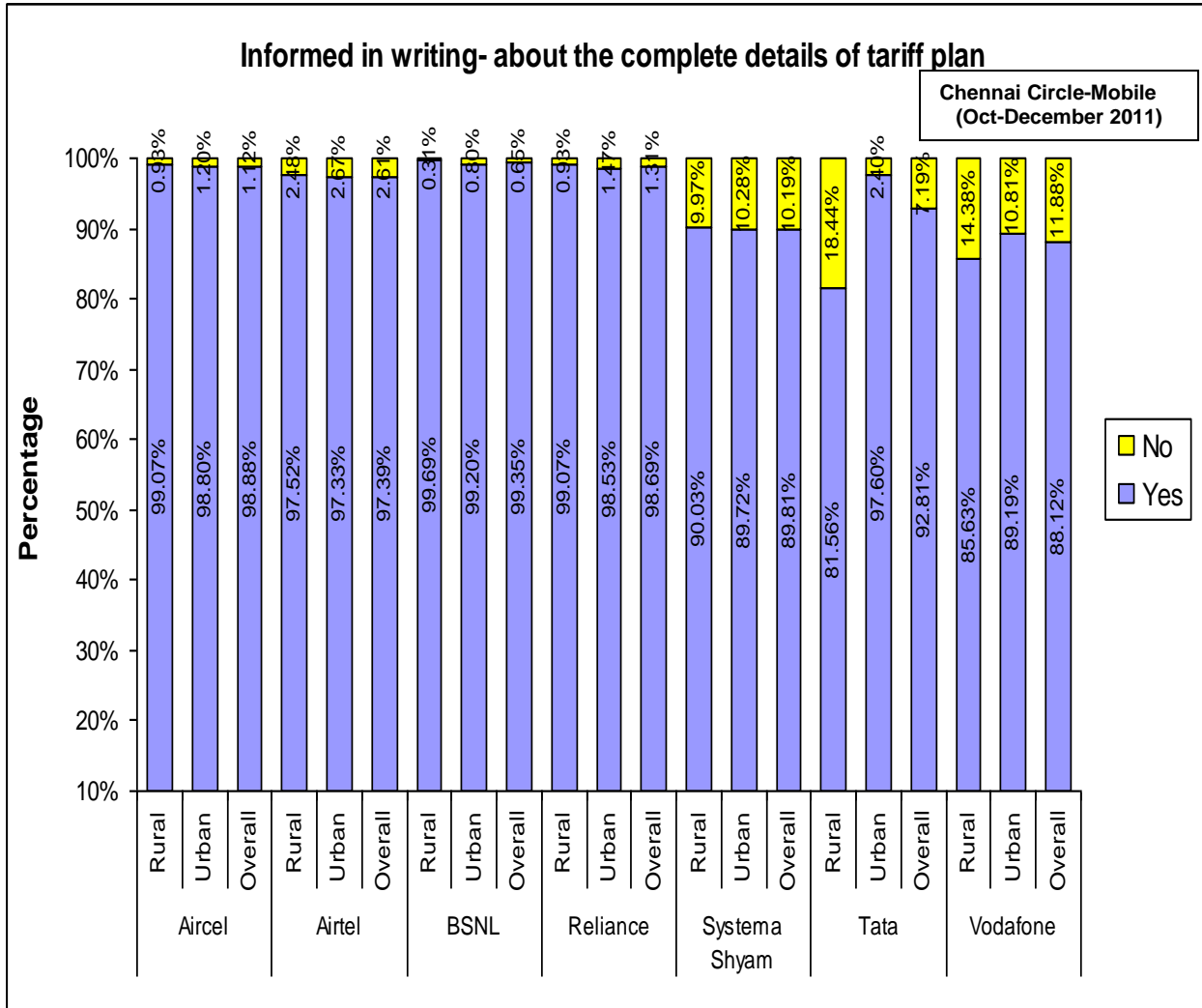
5.2.1 Service Provision

1. Satisfaction with the Process and Time Taken To Activate the Connection



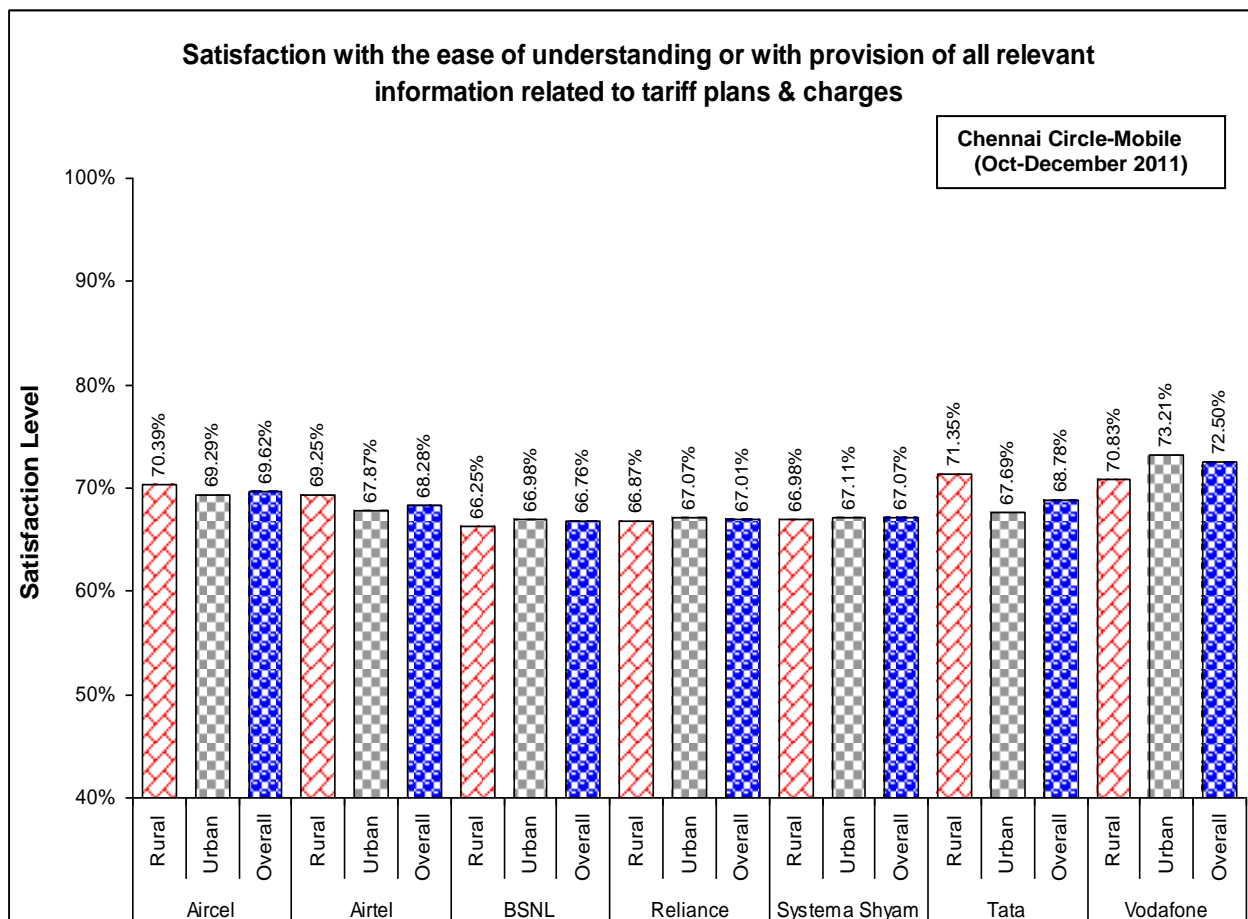
Vodafone rural as well as urban Customers are most satisfied (82% & 74%) with the process and time taken to activate a connection as compared to Reliance, TATA, BSNL and Airtel where satisfaction level was only 66% TO 69 % in this round of survey on this parameter of performance.

2. Informed In Writing, At the Time of Subscription of Service or Within a Week of Activation of Service, the Complete Details of Tariff Plan



Majority of customers, 81% of TATA rural to 99% of BSNL rural customers are informed in writing about the complete details of tariff plan as per findings of the present round of survey.

3. Satisfaction with the Ease of Understanding or With Provision of All Relevant Information Related To Tariff Plans & Charges

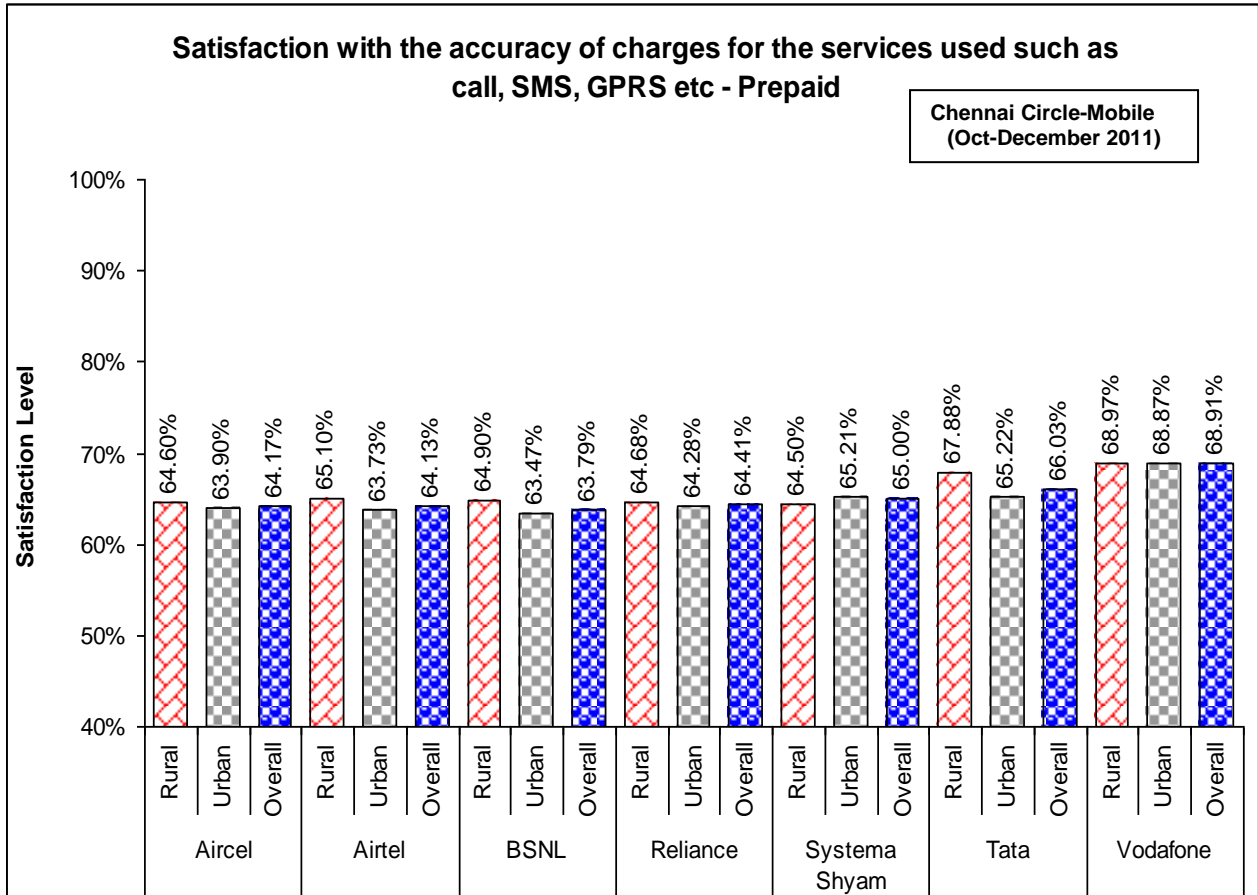


The satisfactions levels of subscribers varied from 66 % in case of rural BSNL customers to 73% in case of Vodafone urban customers with respect to ease of understanding or with provision of all relevant information related to tariff plan and charges.

5.2.2 Billing Aspects

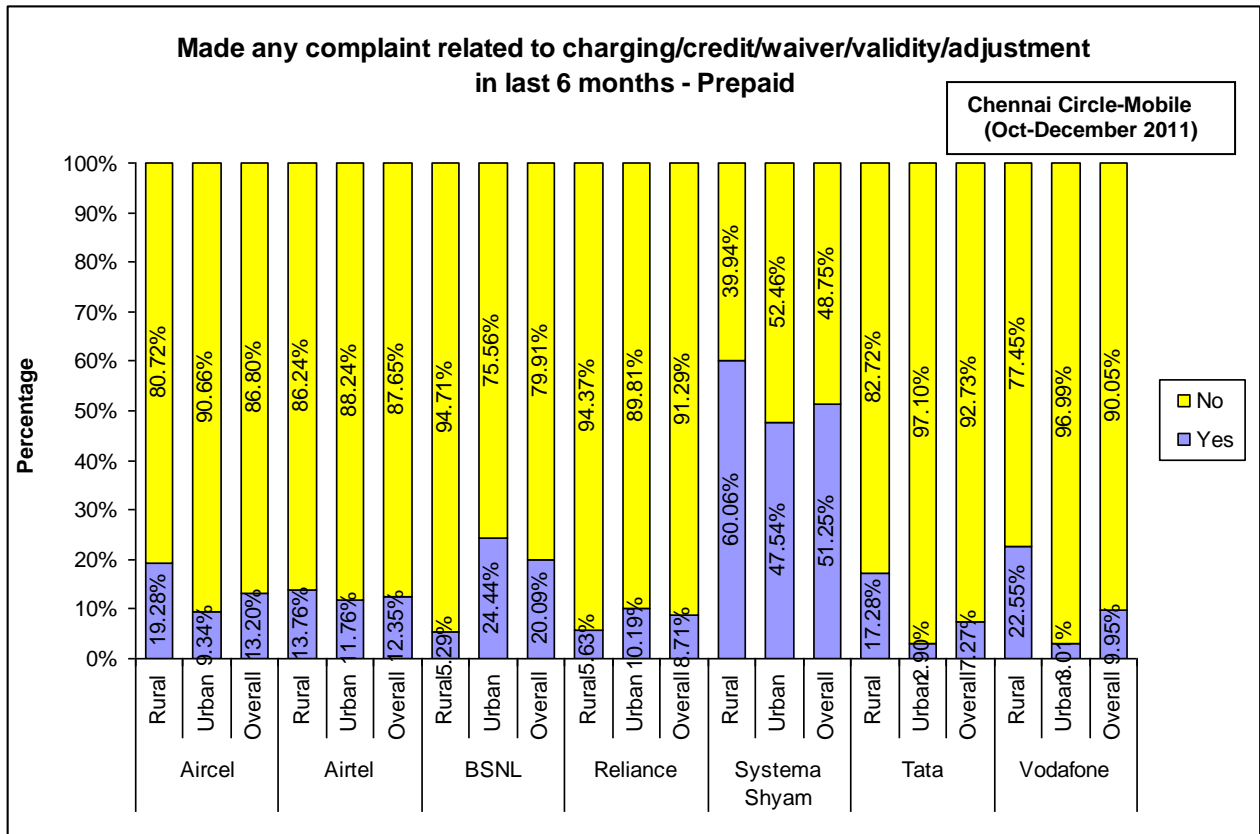
This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

a. Prepaid Customer: Level of Satisfaction with Accuracy of Charges



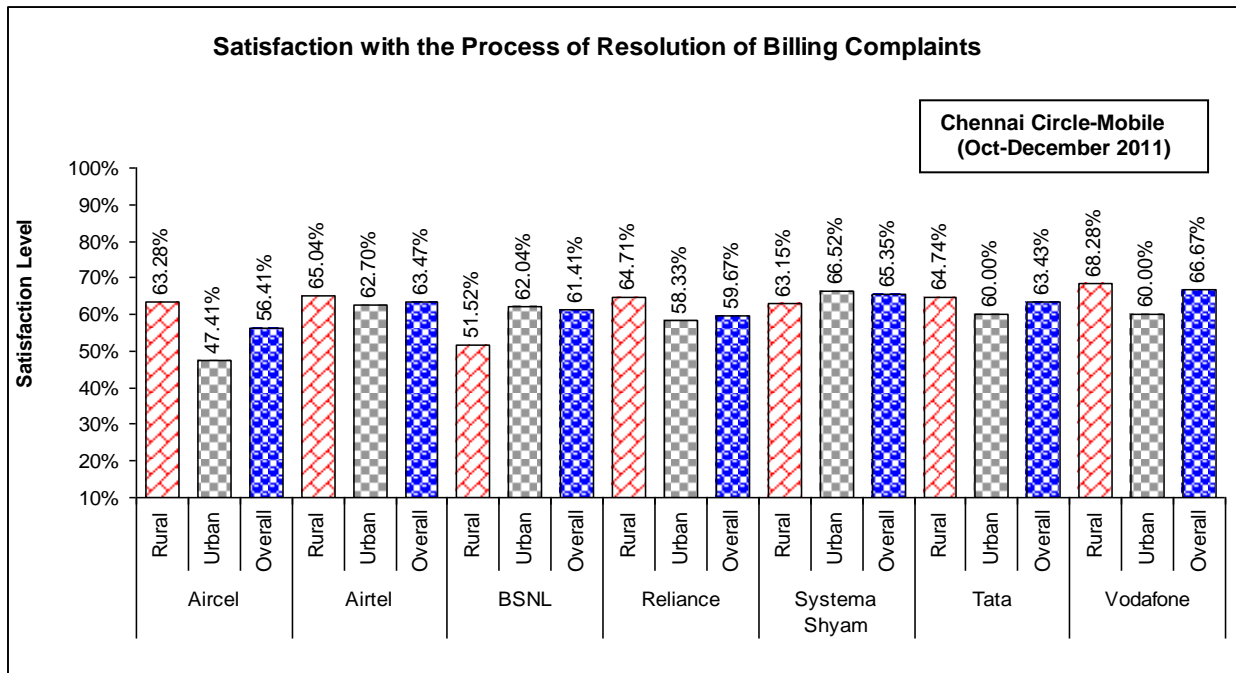
The satisfaction levels of subscribers with respect to accuracy of charges for services used varied from 65 % in case of BSNL rural to 69 % in case of rural Vodafone customers during the present round of survey.

b. Percentage of Billing Complaints



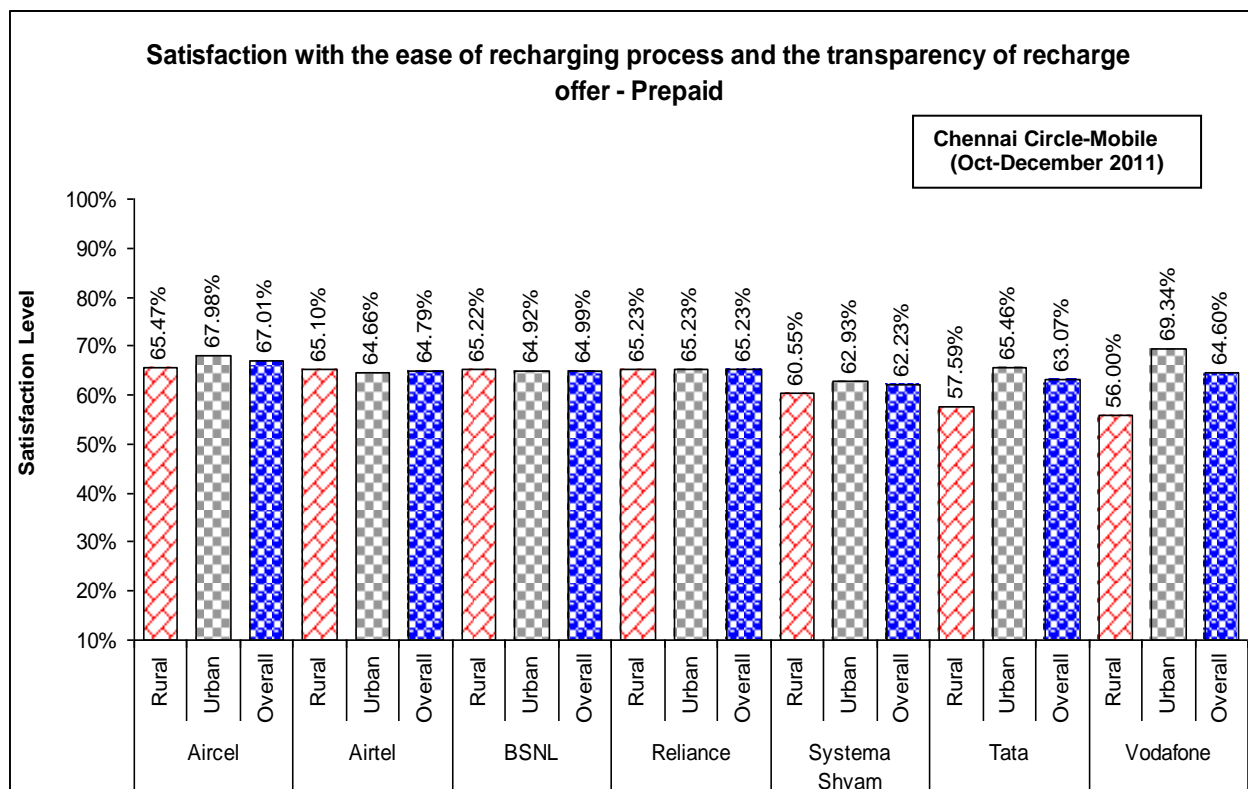
The majority of billing complaints have been from Systema Shyam subscribers (51%) while the least have been of TATA (7%) during the present round of survey.

c. Satisfaction with the Process of Resolution of Billing Complaints



The satisfaction level in terms of process of resolution of complaints has been highest for almost all operators at 60% while least satisfaction level of 56% was for Aircel in the present round of survey.

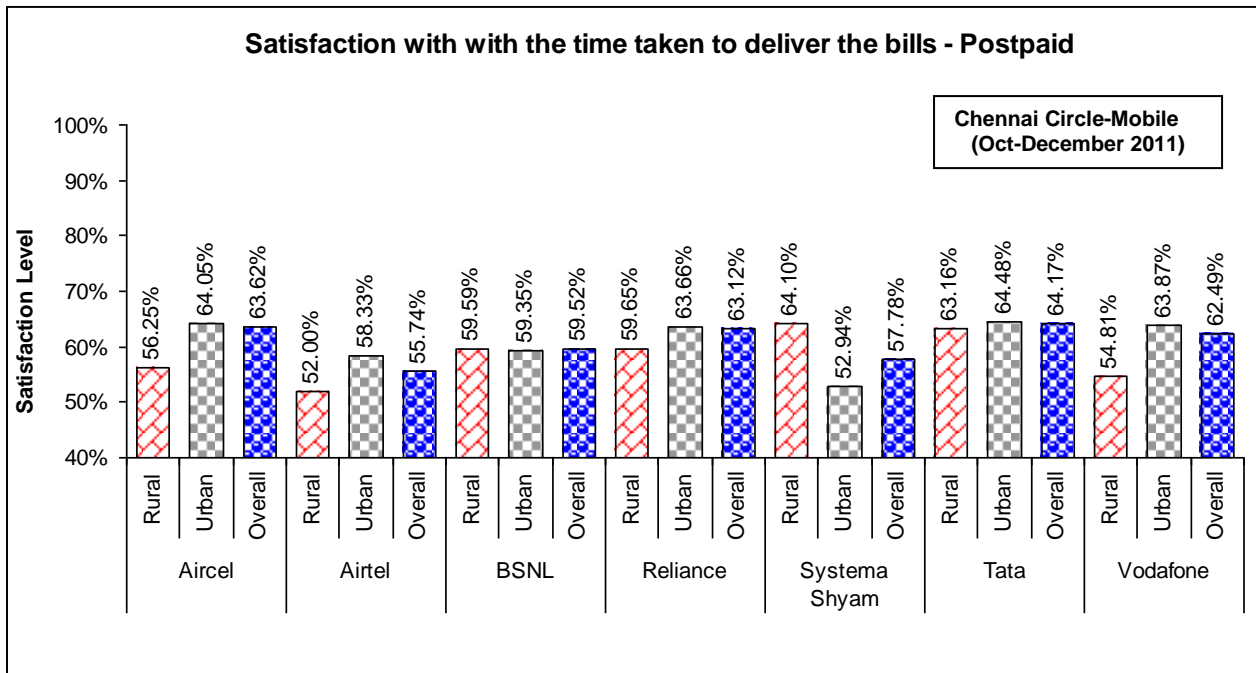
d. Satisfaction with the Ease of Recharging Process and the Transparency of Recharge Offer



The satisfaction level of subscribers with the ease of recharging process was over 62% for all operators except for Vodafone & TATA rural subscribers at 56 to 57 % in the present round of survey.

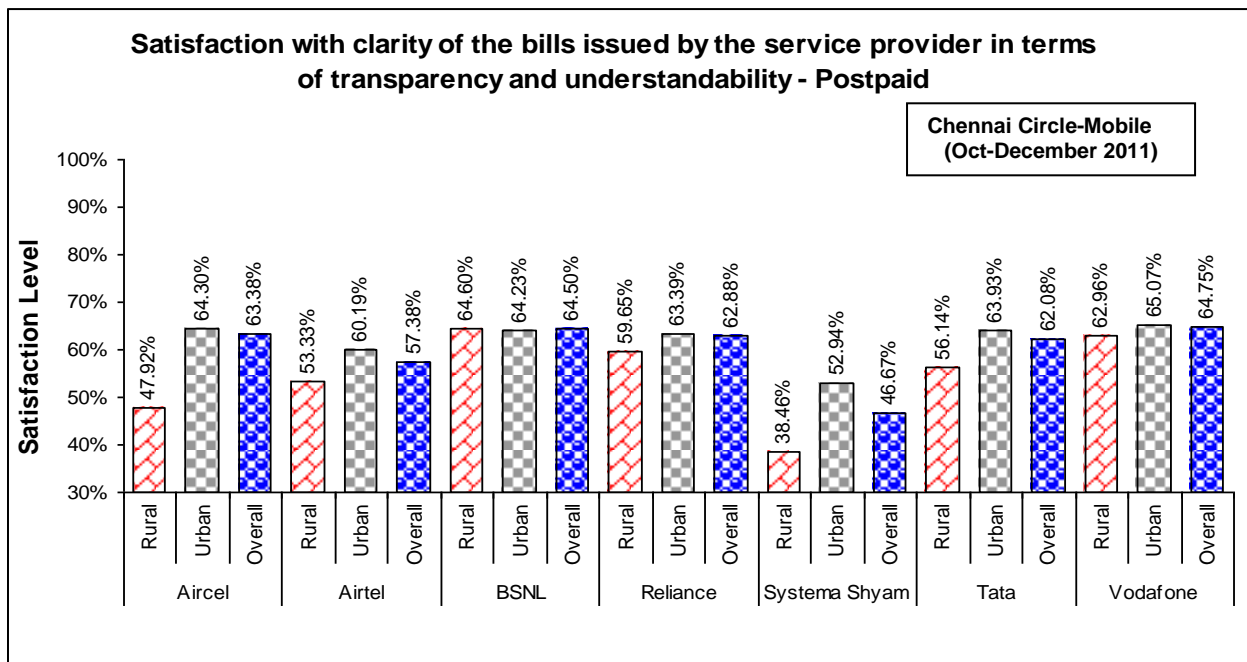
b. Postpaid Customers

Satisfaction with the Time Taken To Deliver the Bills



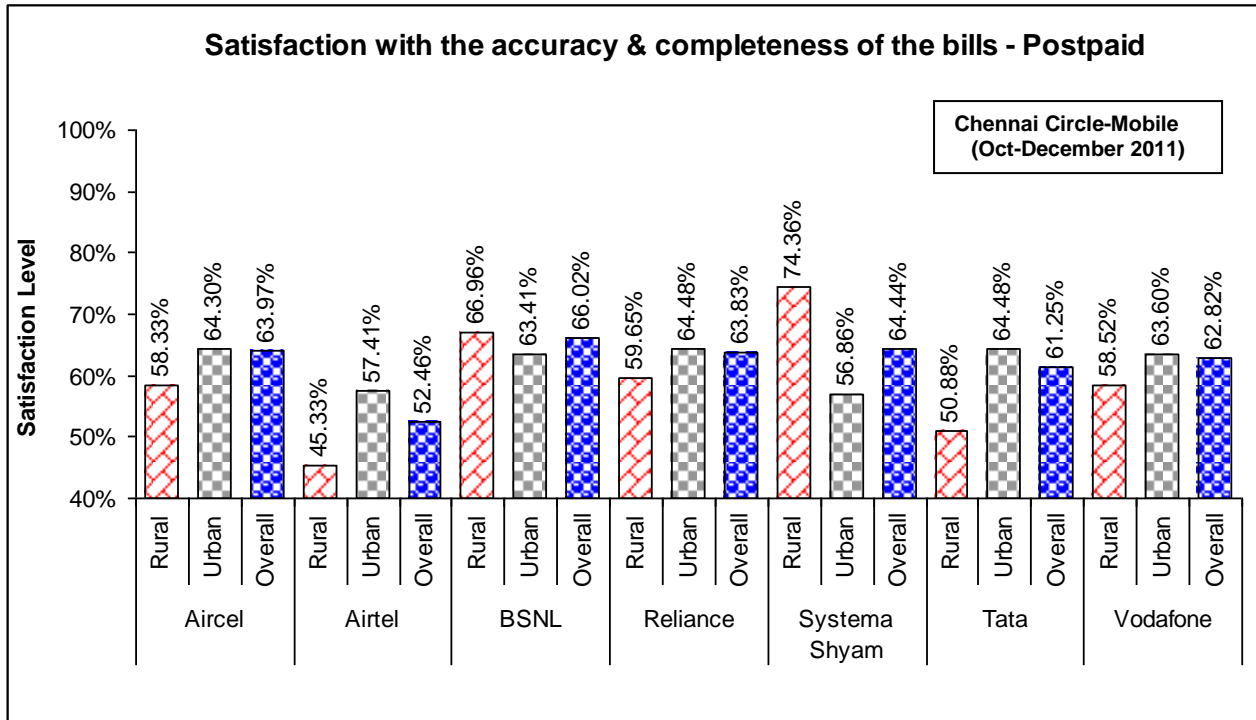
The satisfaction level of subscribers with respect to time taken to deliver the bills has been best for TATA at 64 % while least satisfaction level was of Airtel at 55%.

Satisfaction with the Clarity of the Bills Issued By the Service Provider In Terms Of Transparency and Understandability



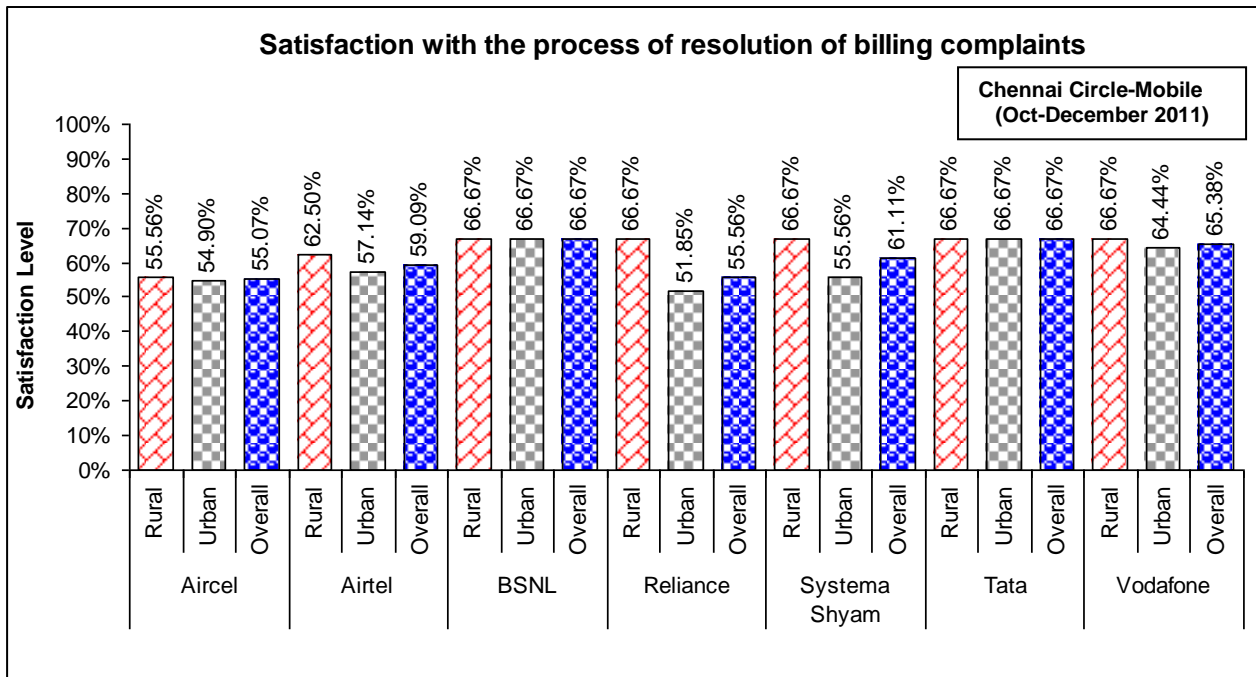
Satisfaction level of subscribers with respect to the clarity of bills in terms of transparency and understanding as per present survey findings varied from 64% (BSNL) to 46 % (Systema Shyam).

Satisfaction with the Accuracy & Completeness of the Bills



BSNL scored highest at 66 % satisfaction level of subscribers with respect to accuracy and completeness of bills while Airtel scored lowest on this account at 52%.

Satisfaction with the Process of Resolution of Billing Complaints

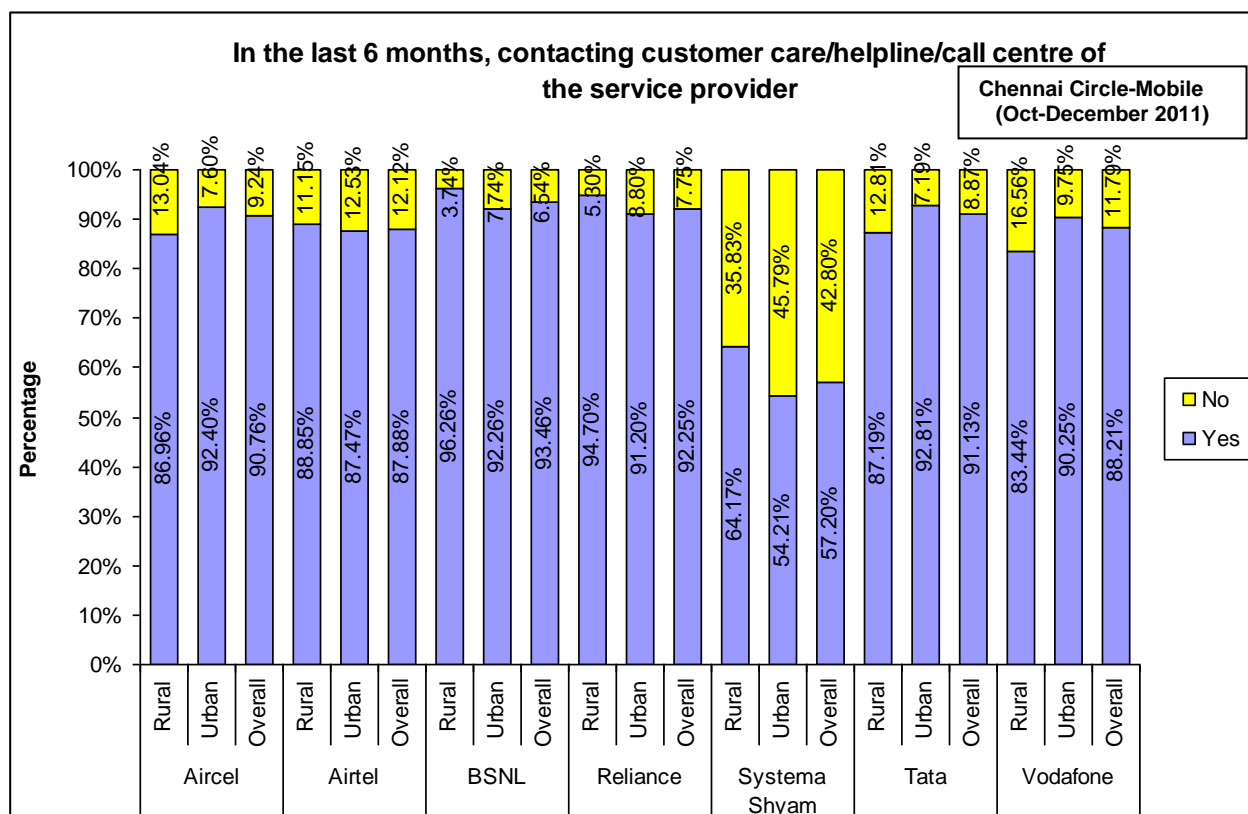


The satisfaction level in terms of process of resolution of billing complaints was highest at 67% for BSNL and TATA while it was least for Aircel at 55%.

5.2.3 Help Services

This parameter captures the satisfaction of subscribers on various sub-parameters of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

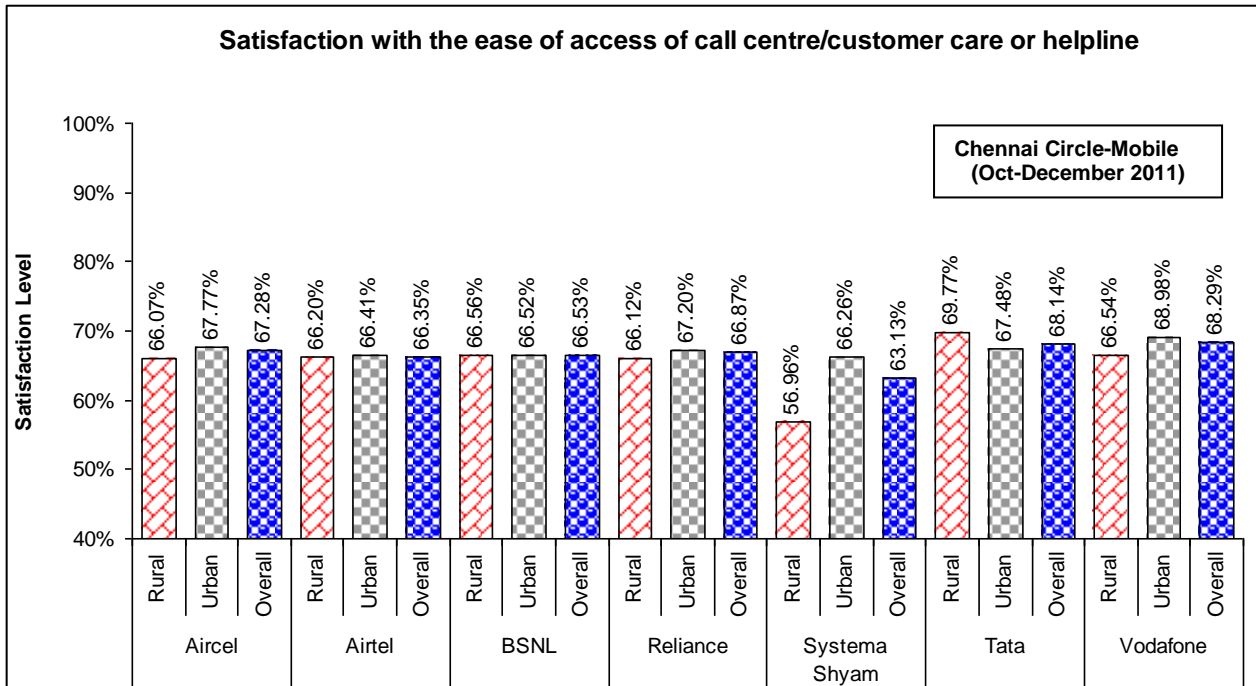
a. In The Last 6 Months, Contacting Customer Care/Helpline/Call Centre Of The Service Provider



57% of Systema Shyam subscribers to 93% of BSNL subscribers had contacted Customer Care/Helpline/Call Centre of the Service Provider during last six months.

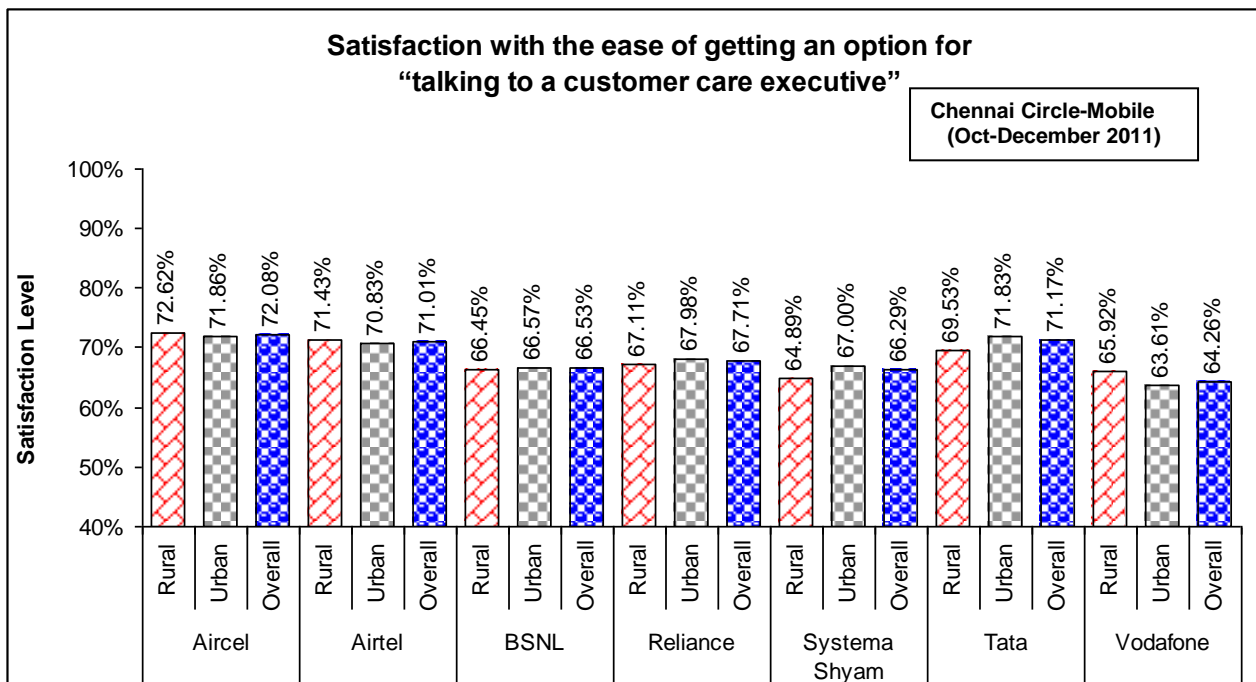
b. Level of Satisfaction on Various Sub-Parameters of Help Services

B1. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline



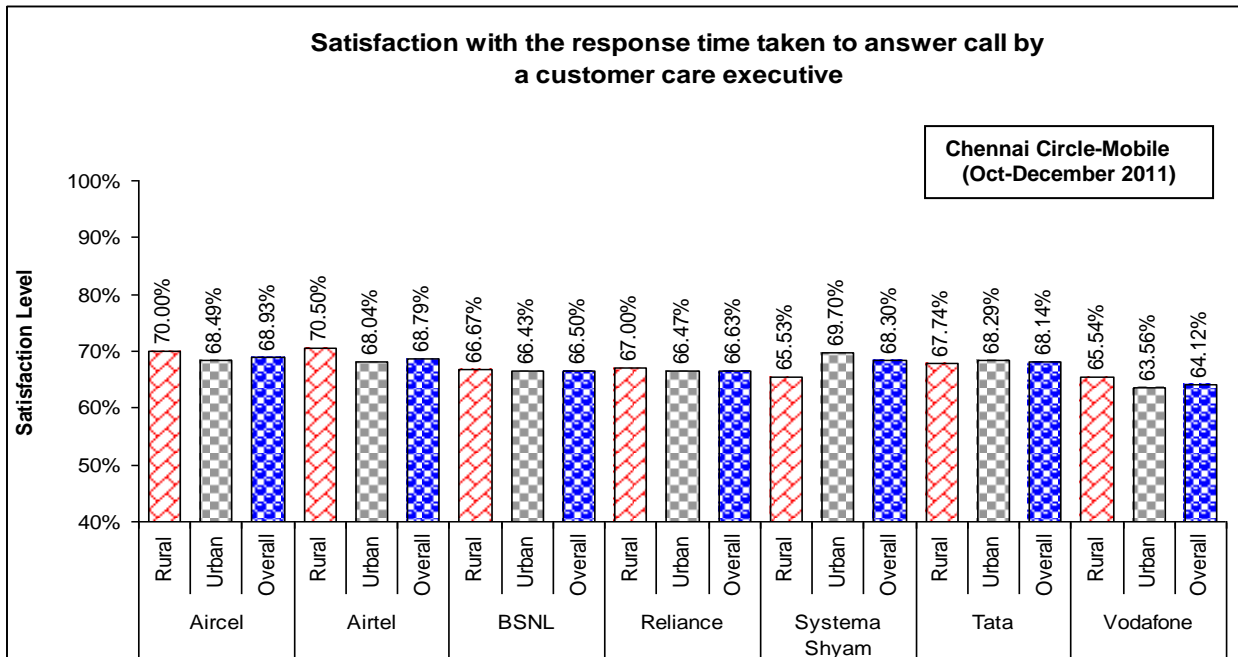
The satisfaction levels in terms of ease of access of call centres/customer care/helpline has been highest at 68 % for Vodafone & TATA, followed by Aircel at 67% and BSNL, Airtel & Reliance at 66 % in the present round of survey.

b2 Satisfaction with the Ease of Getting an Option for “Talking to a Customer Care Executive”



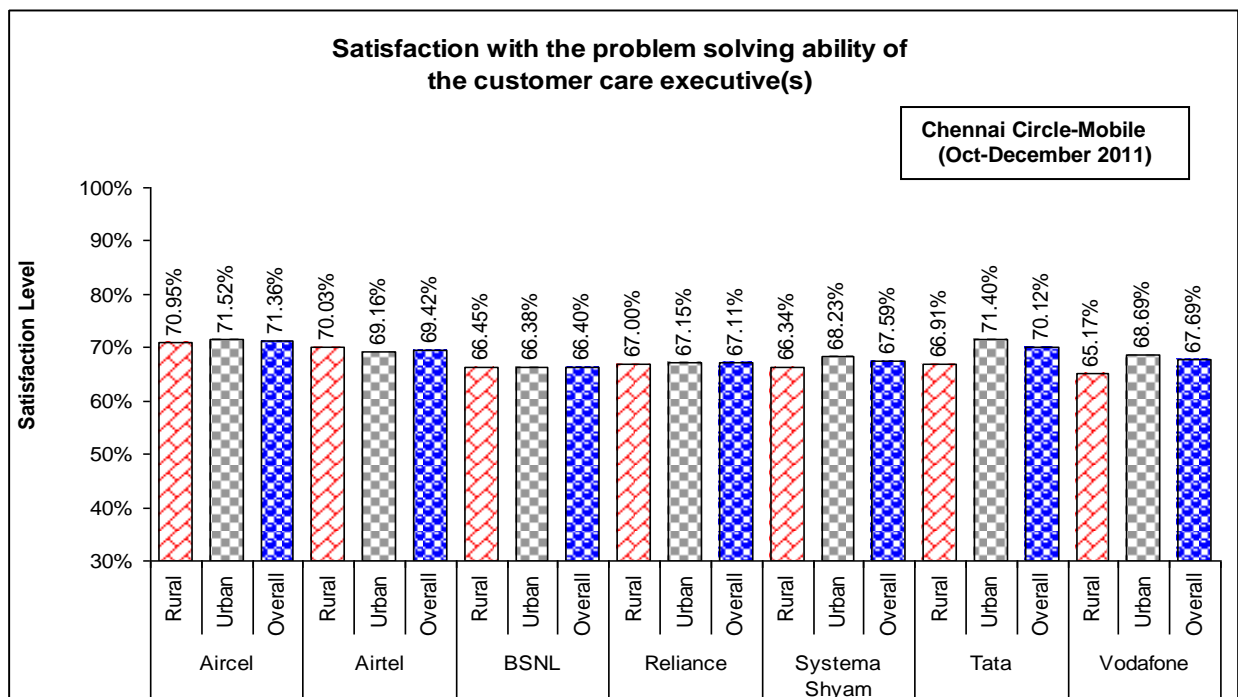
Satisfaction levels in terms of ease of talking to a customer care executive has been highest for Aircel at 72 %, followed by Airtel & TATA at 71 % and least for Vodafone at 64%.

b3 Satisfaction with the Response Time Taken to Answer Call by a Customer Care Executive



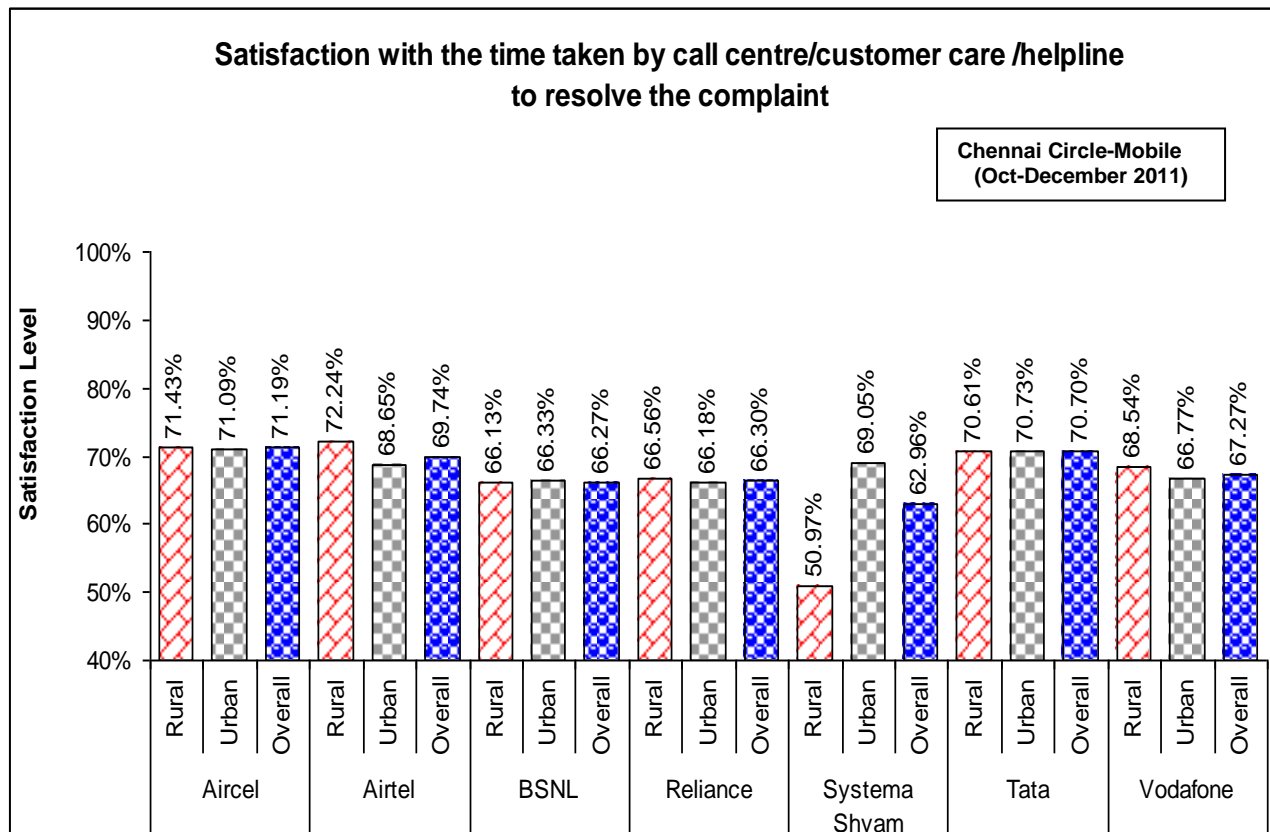
The satisfaction levels in terms of response time taken to answer a call by a customer care executive has been highest at 69 % for Aircel and least for Vodafone at 64%.

b4 Satisfaction with the Problem Solving Ability of the Customer Care Executive(s)



Subscriber's satisfaction in terms of problem solving ability of customer care executive has been highest for Aircel at 71% and is least for BSNL at 66 % in the present round of survey.

b5 Satisfaction with the Time Taken by Call Centre/Customer Care /Helpline to Resolve the Complaint



The satisfaction levels of subscribers has been highest for Airtel rural customers at 72 % towards time taken by call centre /customer care executive to resolve a complaint and is least for Systema Shyam rural customers at 50%.

5.2.4 Network Performance, Reliability & Availability

This parameter captures the level of satisfaction of subscribers with various network related parameters which includes aspects like availability of signal at all times, whether the person is easily able to make or receive calls and the voice quality of the connection.

Level of Satisfaction on Various Sub-Aspects of Network Related Parameters:

Mobile Operator	Area	Satisfaction with			
		The availability of signal of your service provider in your locality	The ability to make or receive calls easily	Call dropping during conversation	The voice quality
Aircel	Rural	73.71%	74.95%	93.69%	72.88%
	Urban	72.67%	83.16%	84.44%	79.82%
	Overall	72.98%	80.69%	87.22%	77.74%
Airtel	Rural	75.64%	73.07%	93.40%	71.52%
	Urban	67.69%	73.02%	93.64%	81.47%
	Overall	70.08%	73.04%	93.57%	78.47%
BSNL	Rural	65.84%	75.70%	85.88%	77.47%
	Urban	66.18%	68.14%	95.15%	78.86%
	Overall	66.07%	70.40%	92.37%	78.44%
Reliance	Rural	65.73%	67.60%	96.37%	93.87%
	Urban	70.89%	71.07%	86.71%	77.38%
	Overall	69.34%	70.03%	89.60%	82.32%
Systema Shyam	Rural	63.76%	67.39%	72.69%	65.94%
	Urban	71.74%	69.22%	76.67%	68.41%
	Overall	69.35%	69.22%	76.67%	68.41%
Tata	Rural	70.52%	75.31%	88.13%	73.02%
	Urban	67.73%	73.06%	91.52%	77.23%
	Overall	68.57%	73.73%	90.51%	75.97%
Vodafone	Rural	69.79%	70.73%	91.67%	76.56%
	Urban	66.98%	72.99%	94.08%	70.76%
	Overall	67.82%	72.31%	93.36%	72.50%

5.2.5 Maintainability

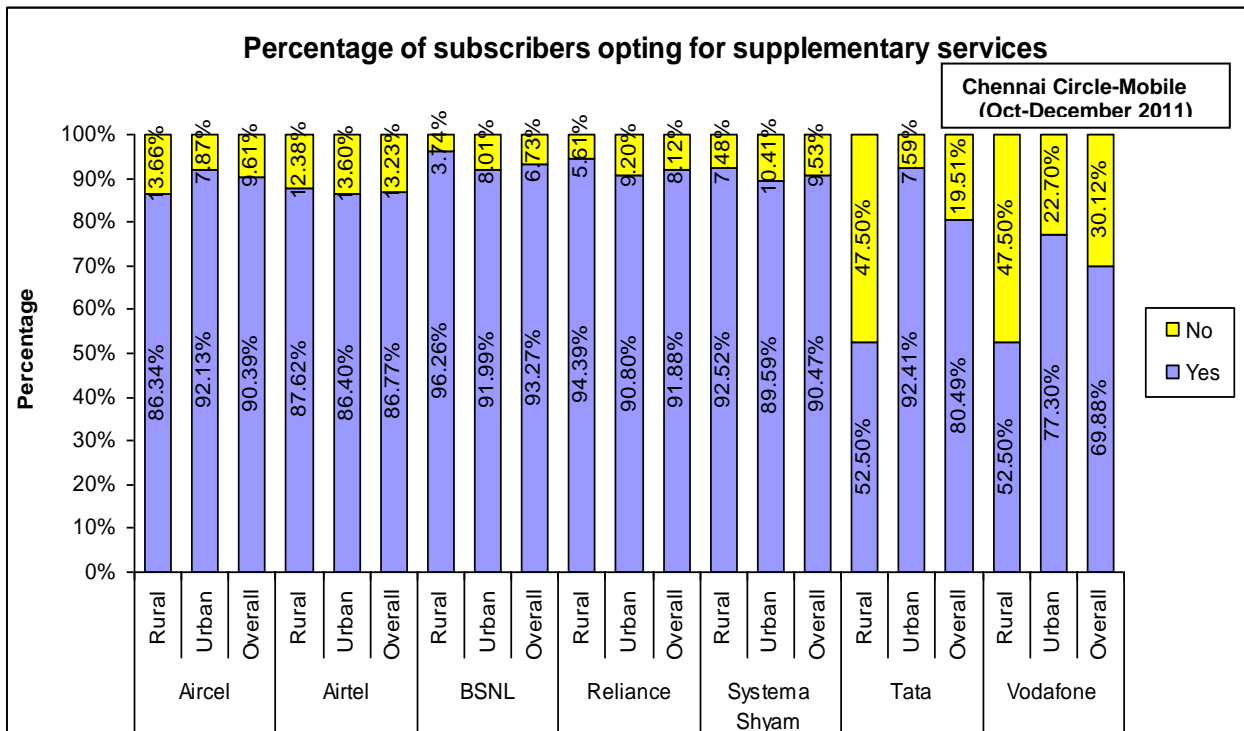
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

Level of satisfaction on various sub parameters of maintainability

Mobile Operator	Area	Frequency of facing signal problems	Satisfaction with the availability of signal	Satisfaction with the restoration of network (signal) problems
Aircel	Rural	88.30%	69.46%	68.12%
	Urban	90.31%	66.80%	66.67%
	Overall	89.71%	67.60%	67.10%
Airtel	Rural	81.94%	69.76%	70.59%
	Urban	84.53%	68.80%	68.22%
	Overall	83.75%	69.09%	68.93%
BSNL	Rural	96.78%	68.64%	70.30%
	Urban	90.25%	67.65%	66.89%
	Overall	92.21%	67.94%	67.91%
Reliance	Rural	96.16%	65.94%	65.84%
	Urban	82.89%	65.29%	65.42%
	Overall	86.87%	65.48%	65.55%
Systema Shyam	Rural	69.89%	73.31%	69.89%
	Urban	72.59%	71.40%	69.56%
	Overall	71.78%	71.40%	69.56%
Tata	Rural	77.19%	72.81%	74.17%
	Urban	78.56%	66.93%	68.84%
	Overall	78.15%	68.69%	70.43%
Vodafone	Rural	90.10%	70.94%	71.15%
	Urban	72.99%	69.92%	71.12%
	Overall	78.11%	70.22%	71.13%

5.2.6 Supplementary Services

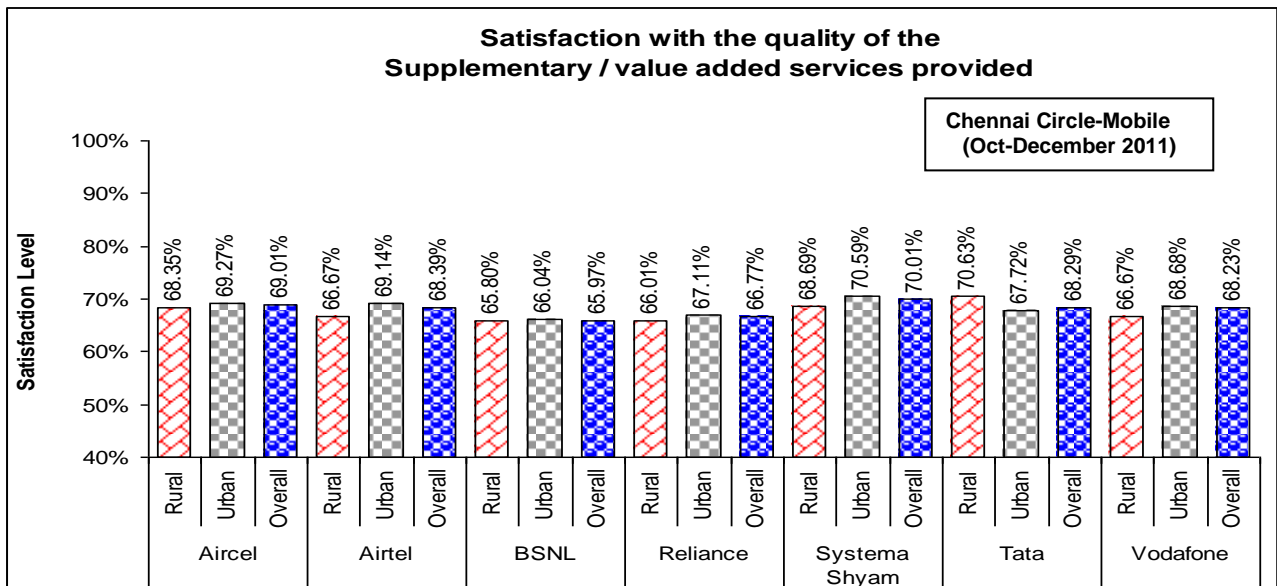
A. Percentage of Subscribers Opting For Supplementary Services



Majority of subscribers have opted for supplementary services as per findings of this round of survey.

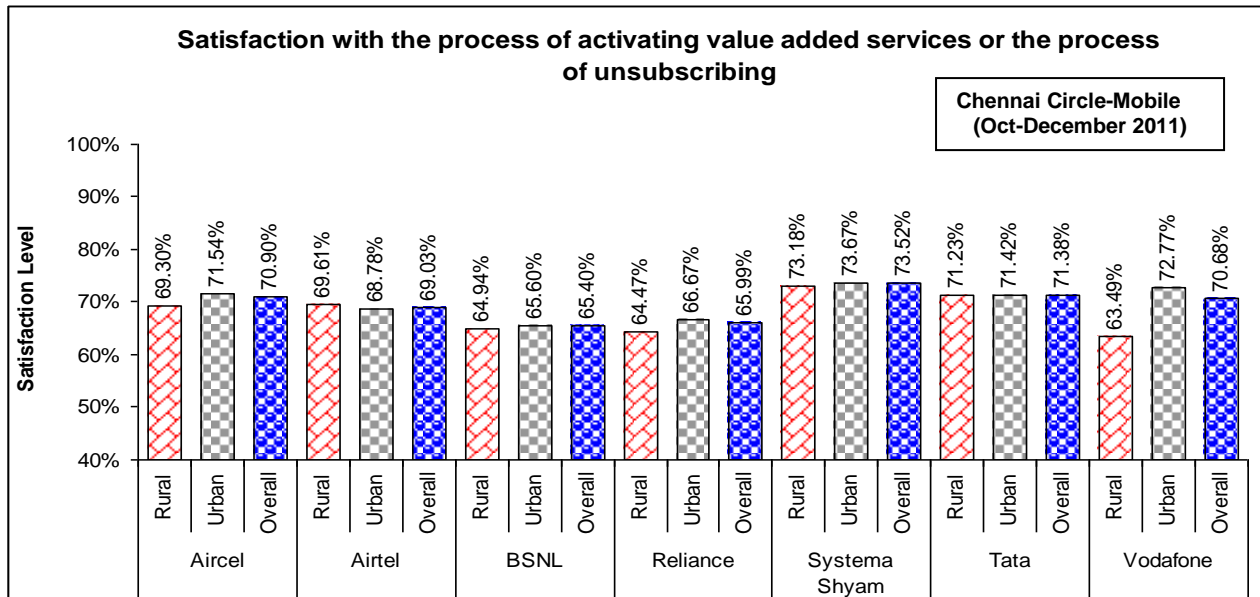
b. Percentage of Subscribers Satisfied With Supplementary Services

B1. Satisfaction with the Quality of the Supplementary / Value Added Services provided



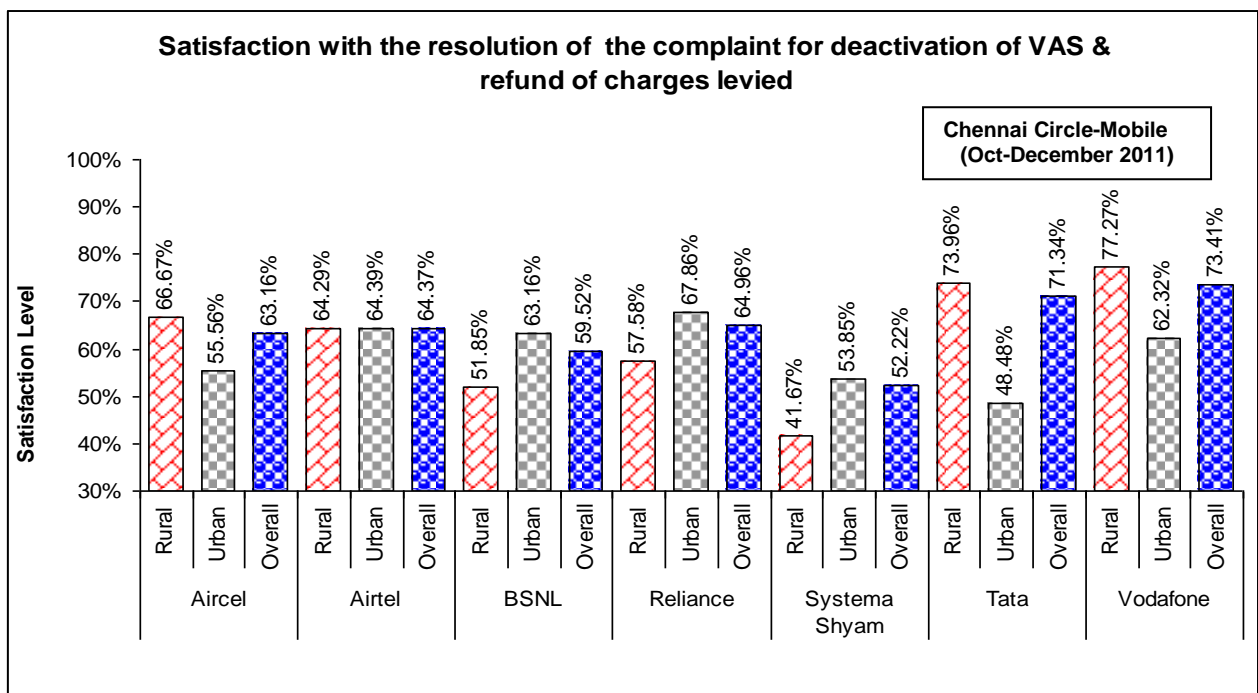
From among those subscribers who have opted for supplementary/value added services satisfaction level has been the highest at 70% (Systema Shyam) and least at 65% (BSNL).

b2. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing



The satisfaction levels of subscribers with respect to the process of activation of value added services or unsubscribing has been highest for System Shyam at 73% and least at 63 % for Vodafone rural customers.

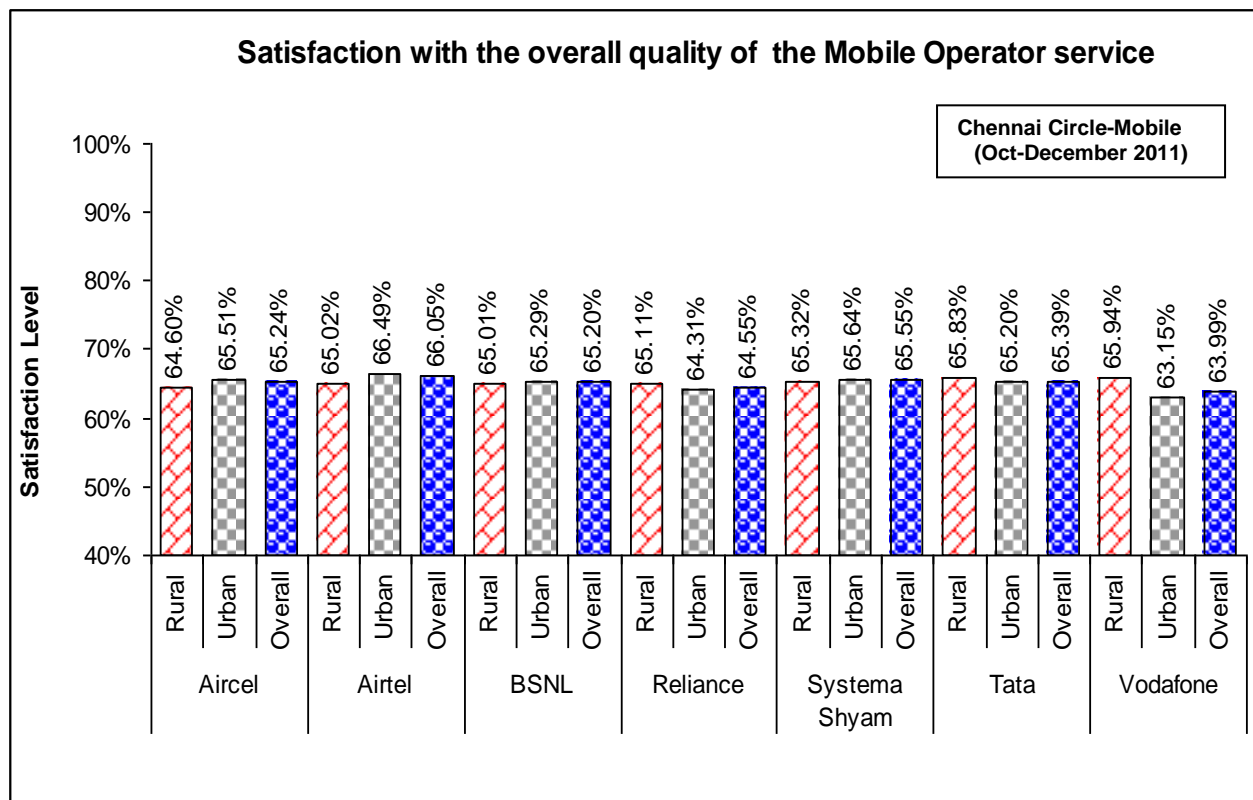
b3. Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied



Satisfaction level has been highest at 73% (Vodafone), while it has been least at 41% (Systema Shyam rural customers) in terms of the resolution of the complaint for deactivation of VAS & refund of charges levied.

5.2.7 Overall Percentage of Subscribers Satisfied

This parameter measures the overall satisfaction of mobile phone users with their respective service providers taking into account the performance of the service provider on various aspects of mobile phone services.



The overall satisfaction level of subscribers has been highest at 66 % for Airtel, followed by BSNL, TATA, Systema Shyam & Aircel at 65 %. The least satisfaction with overall quality of service has been that of Vodafone at 64 %.

5.2.8 Three Stage Redressal Mechanism

TRAI has initiated a set of regulations named as 'Telecom Consumer Protection and Redressal of Grievances Regulations – 2007'. These set up regulations are basically a three step mechanism through which a customer can solve his / her query. Given below are the findings related to this three stage redressal mechanism across subscribers of various service providers.

Mobile Operator	Area	Awareness About		
		The call centre telephone number of the telecom service provider for making complaints	The contact detail of the Nodal Officer	The contact details of the appellate authority for filing of appeals
Aircel	Rural	86.65%	33.54%	0.93%
	Urban	91.87%	1.60%	0.27%
	Overall	90.30%	11.19%	0.47%
Airtel	Rural	88.85%	4.64%	1.55%
	Urban	87.33%	4.53%	1.33%
	Overall	87.79%	4.57%	1.40%
BSNL	Rural	96.57%	1.87%	0.93%
	Urban	90.52%	3.20%	0.67%
	Overall	92.34%	2.80%	0.75%
Reliance	Rural	94.70%	3.43%	0.93%
	Urban	90.40%	2.93%	1.33%
	Overall	91.69%	3.08%	1.21%
Systema Shyam	Rural	93.46%	4.05%	2.18%
	Urban	90.92%	3.93%	1.12%
	Overall	91.68%	3.93%	1.12%
Tata	Rural	84.06%	35.31%	4.69%
	Urban	92.54%	2.80%	0.67%
	Overall	90.01%	12.51%	1.87%
Vodafone	Rural	84.69%	29.69%	4.06%
	Urban	89.45%	16.15%	1.20%
	Overall	88.03%	20.21%	2.06%

As can be noticed from above analysis, majority subscribers (92% of BSNL to 87% of Airtel) in both rural and urban sector are aware of customer care services of their respective operators, but are hardly aware of nodal officer and appellate authority.

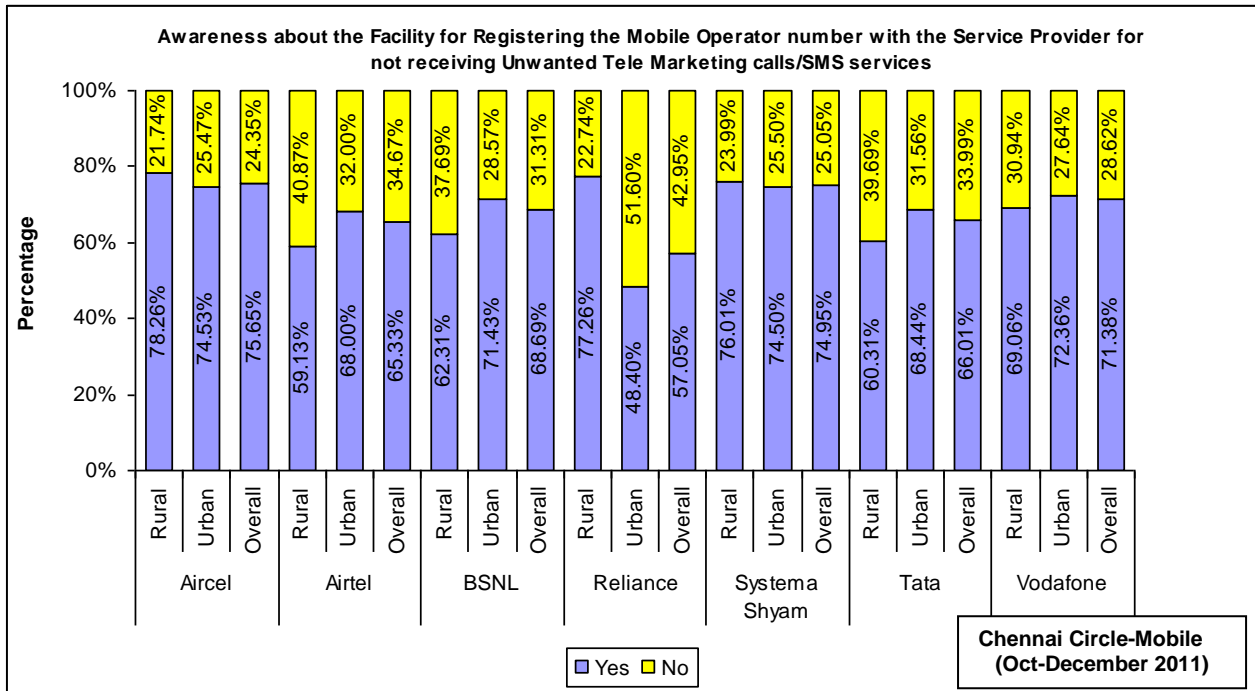
As a next stage, around 71% of Systema Shyam subscribers to 84% of BSNL subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 89% to 97% of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey not many subscribers opined that docket number was not issued /provided on request/not provided even on request. Also there were negligible responses on refusal to register a complaint and majority of subscribers are not informed by respective call centres about the action taken on the complaint.

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle

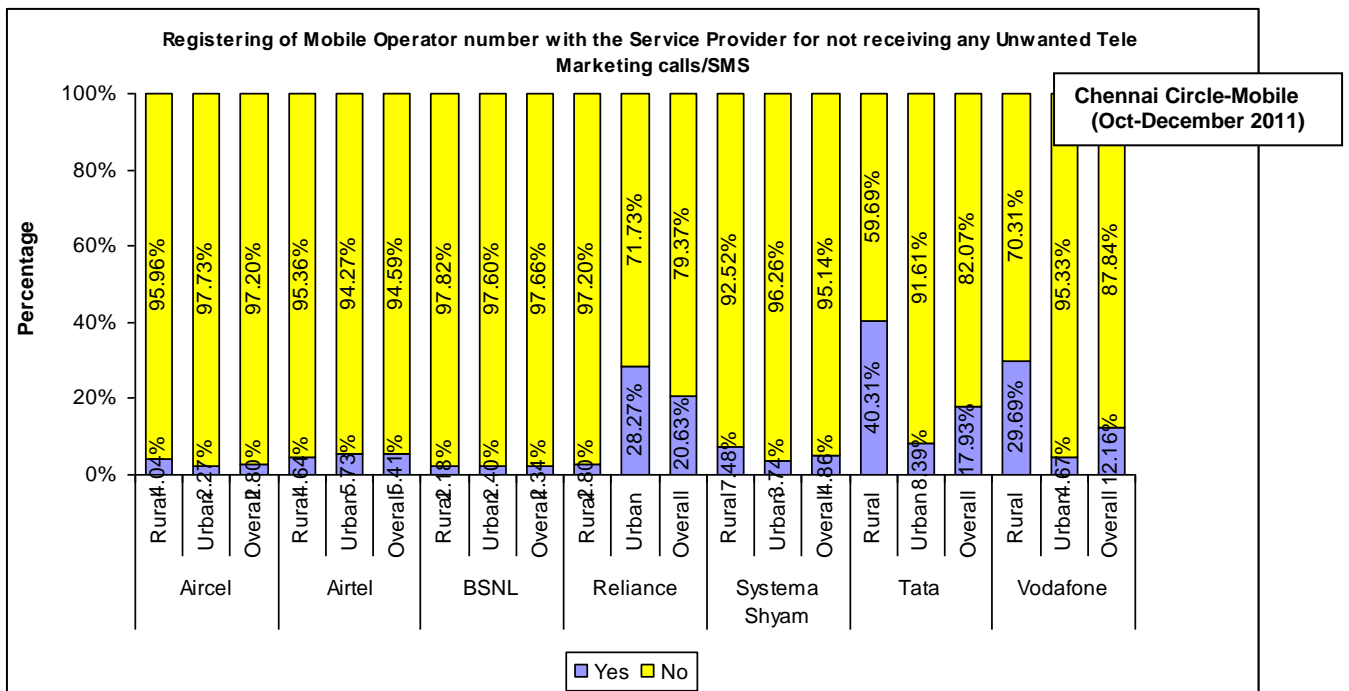
Mobile Operator	Area	Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number		With respect to complaint made to the call centre, the most applicable cases					Informing by the Call Centre about the action taken on the complaint	
		Yes	No	Complaint was registered and Docket number received	Complaint was registered and Docket number not received	Complaint was registered and Docket number not received	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Yes	No
Aircel	Rural	63.66%	36.34%	94.63%	1.46%	1.46%	1.46%	0.98%	0.98%	99.02%
	Urban	82.53%	17.47%	98.22%	0.97%	0.48%	0.32%	0.00%	1.29%	98.71%
	Overall	76.87%	23.13%	97.33%	1.09%	0.73%	0.61%	0.24%	1.21%	98.79%
Airtel	Rural	74.61%	25.39%	96.68%	1.66%	0.41%	0.83%	0.41%	2.07%	97.93%
	Urban	81.33%	18.67%	94.92%	1.48%	1.64%	1.48%	0.49%	4.10%	95.90%
	Overall	79.31%	20.69%	95.42%	1.53%	1.29%	1.29%	0.47%	3.53%	96.47%
BSNL	Rural	87.54%	12.46%	98.58%	1.07%	0.00%	0.00%	0.36%	0.71%	99.29%
	Urban	82.51%	17.49%	97.41%	0.65%	0.49%	1.29%	0.16%	0.81%	99.19%
	Overall	84.02%	15.98%	97.78%	0.78%	0.33%	0.89%	0.22%	0.78%	99.22%
Reliance	Rural	77.88%	22.12%	96.80%	1.20%	0.80%	0.40%	0.80%	1.20%	98.80%
	Urban	75.60%	24.40%	97.00%	1.94%	0.71%	0.35%	0.00%	0.88%	99.12%
	Overall	76.28%	23.72%	96.94%	1.71%	0.73%	0.37%	0.24%	0.98%	99.02%
Systema Shyam	Rural	72.90%	27.10%	96.58%	1.71%	0.43%	0.43%	0.85%	2.56%	97.44%
	Urban	71.30%	28.70%	97.19%	1.31%	1.12%	0.37%	0.00%	2.25%	97.75%
	Overall	71.78%	28.22%	97.01%	1.43%	0.91%	0.39%	0.26%	2.34%	97.66%
Tata	Rural	70.94%	29.06%	70.48%	3.96%	10.57%	14.98%	0.00%	16.74%	83.26%
	Urban	79.89%	20.11%	97.83%	1.17%	0.33%	0.50%	0.17%	0.67%	99.33%
	Overall	77.22%	22.78%	90.33%	1.93%	3.14%	4.47%	0.12%	5.08%	94.92%
Vodafone	Rural	75.94%	24.06%	73.25%	3.70%	9.88%	12.76%	0.41%	57.20%	42.80%
	Urban	76.64%	23.36%	95.82%	1.57%	1.57%	0.87%	0.17%	14.46%	85.54%
	Overall	76.43%	23.57%	89.11%	2.20%	4.04%	4.41%	0.24%	27.17%	72.83%

5.2.9 Registering for Non Receipt of Telemarketing Call/SMS

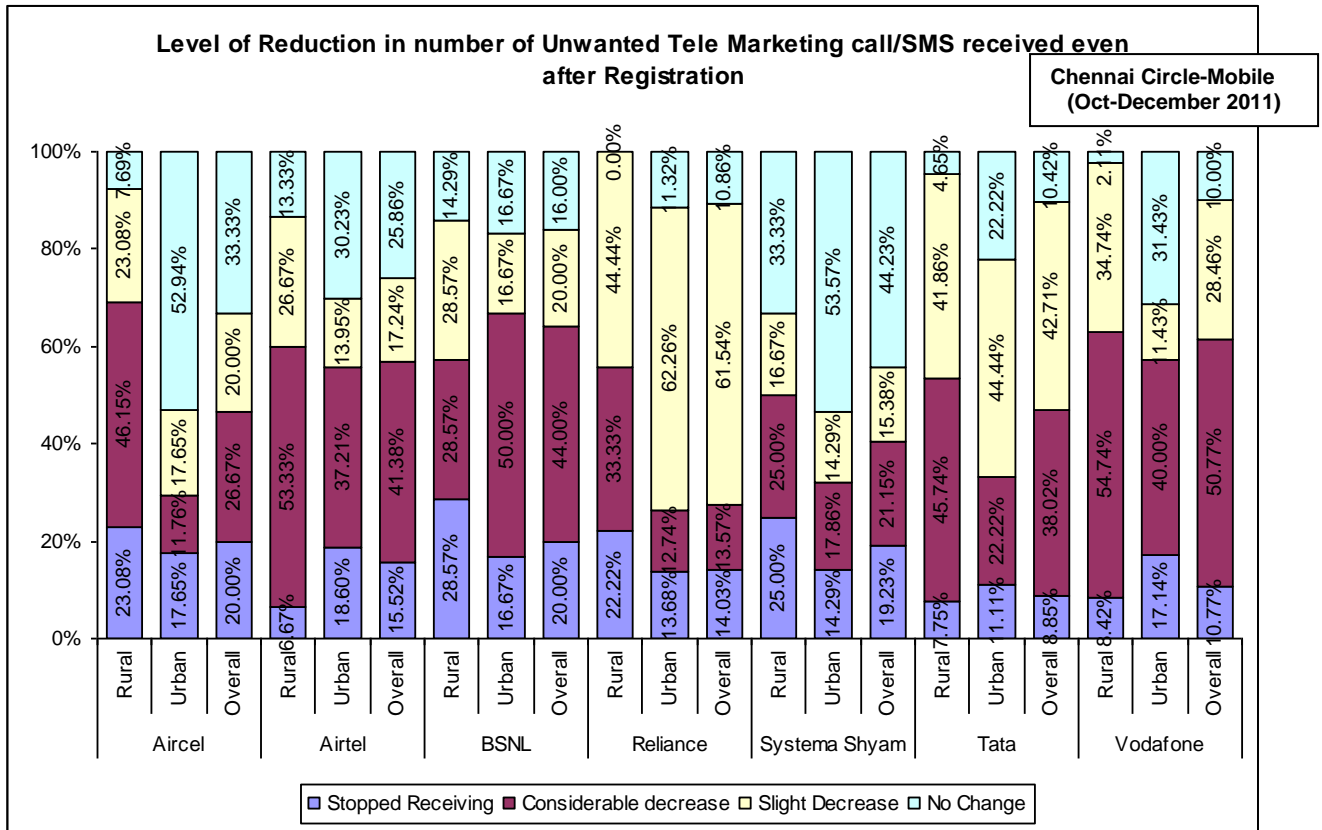
Stage I: In the present round of survey almost 57% of Reliance subscribers to 76 % of Aircel subscribers are aware of registering their mobile number with respective service operator for not receiving any unwanted tele-marketing call and SMS.



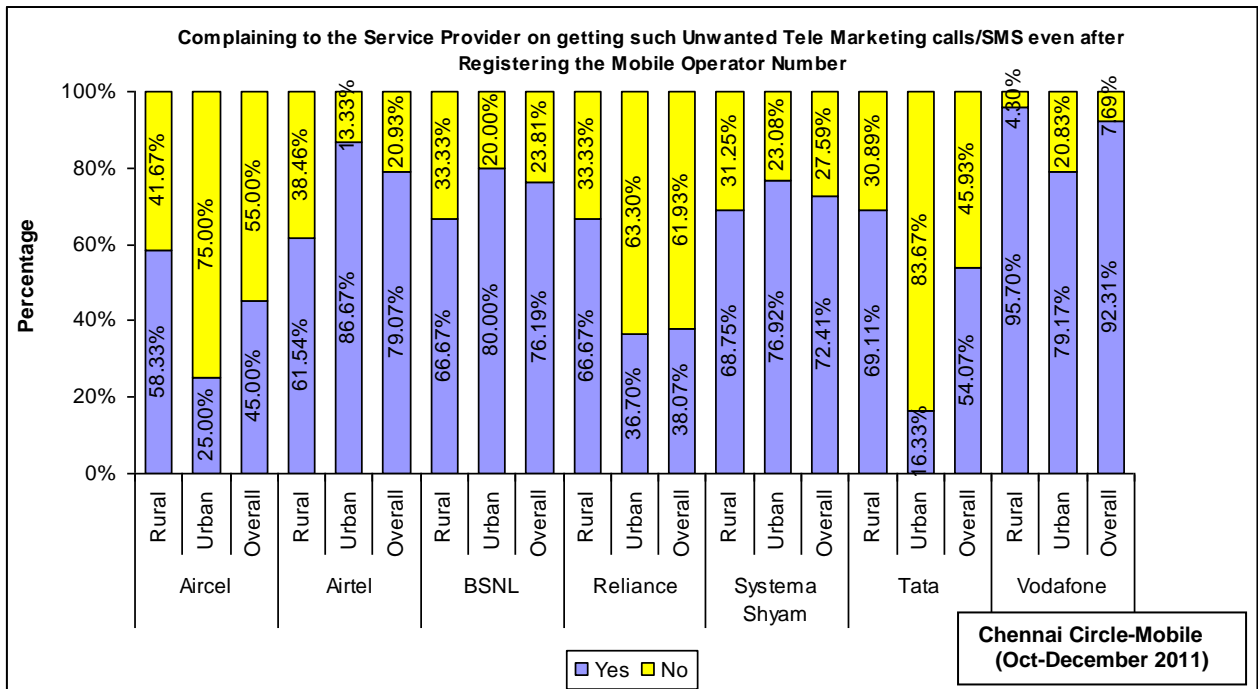
Only 3% BSNL, Aircel to and 20% Reliance subscribers have registered their mobile number with respective service providers for the same.



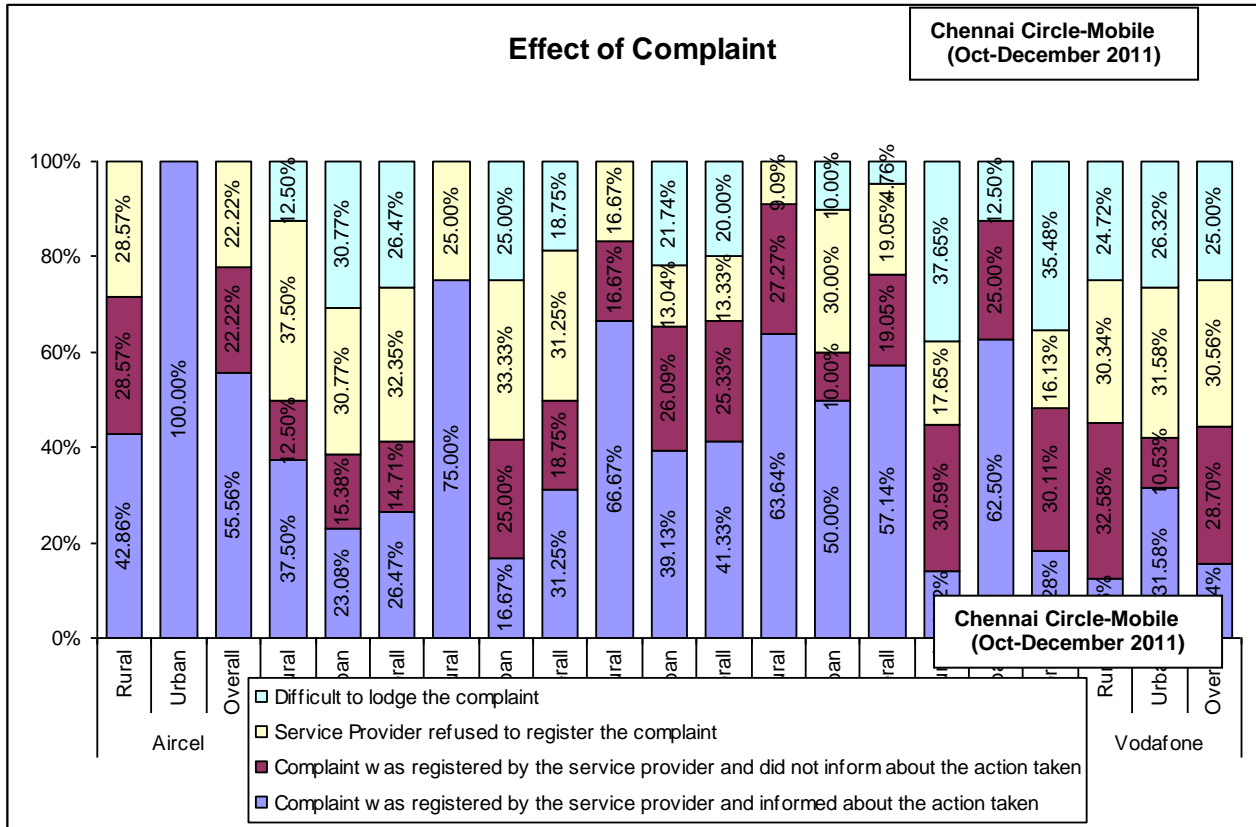
Stage II: In spite of registering, over 33% of Aircel, 26 % of Airtel, 16% of BSNL, 11% of Reliance subscribers are still receiving the unwanted calls.



Stage III: At the next stage of process, over 45 % of Airtel, 76% of BSNL, 92% Vodafone subscribers have made complaints to respective service providers on getting unwanted tele marketing call/SMS even after registering their mobile numbers.

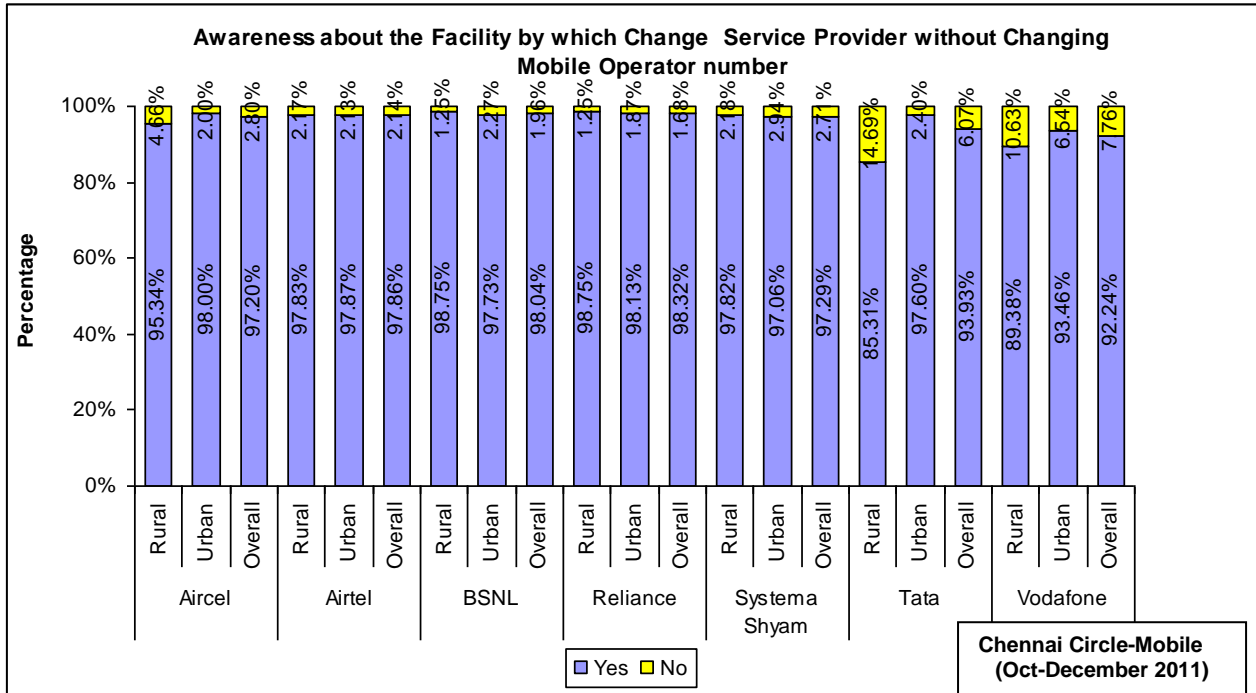


Stage IV : Having made attempts to make complaints to service providers about receiving unwanted calls, about 55 % (Aircel) to 16% (Vodafone) subscribers complaints were registered by respective service providers and were informed about the action taken and 15% (Airtel) to 30% (TATA) were not informed about the action taken. On the other hand not many subscribers request for registering the complaint was refused and only few subscribers found it difficult to lodge the complaint.

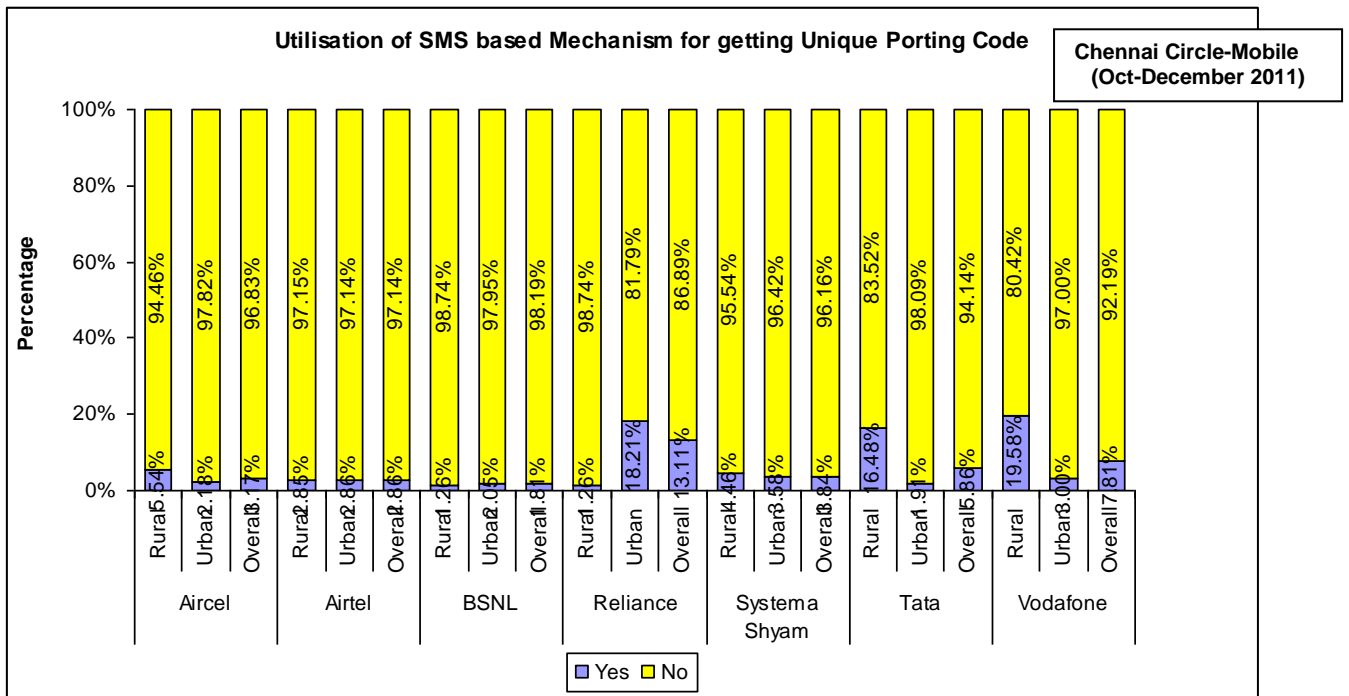


5.2.10 Mobile Number Portability

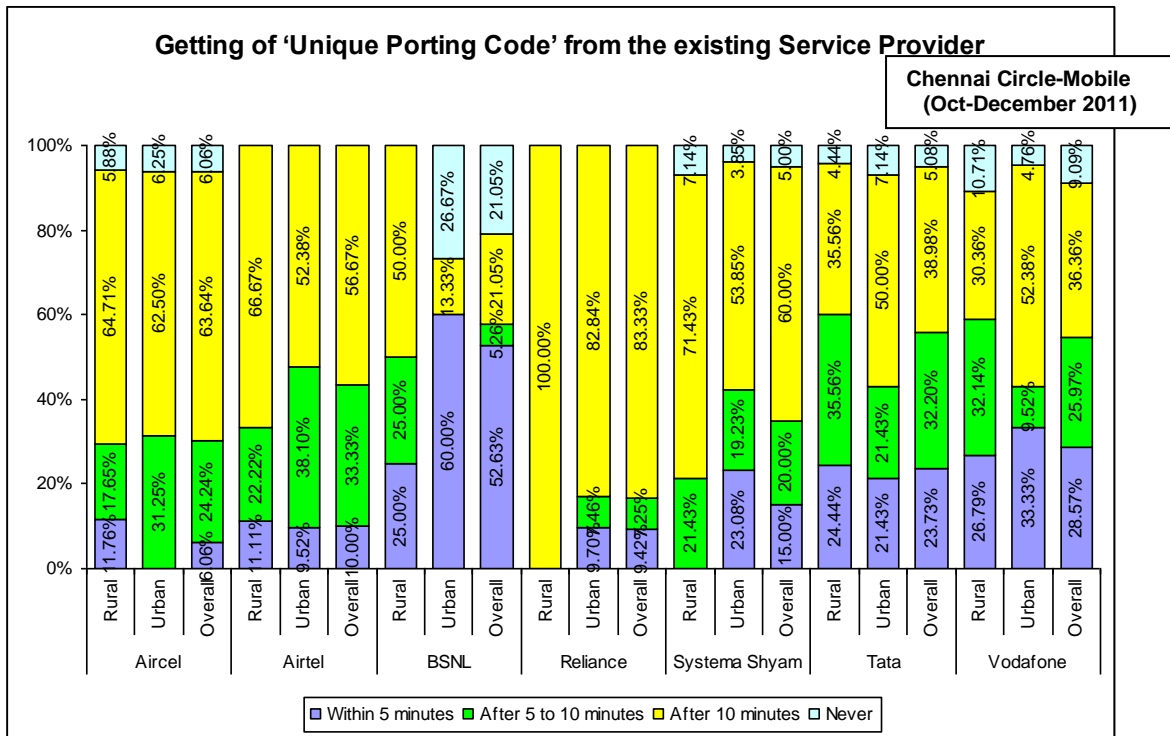
Almost over 90% of subscribers from across all operators are aware of the facility by which they can change service provider without changing their mobile number.



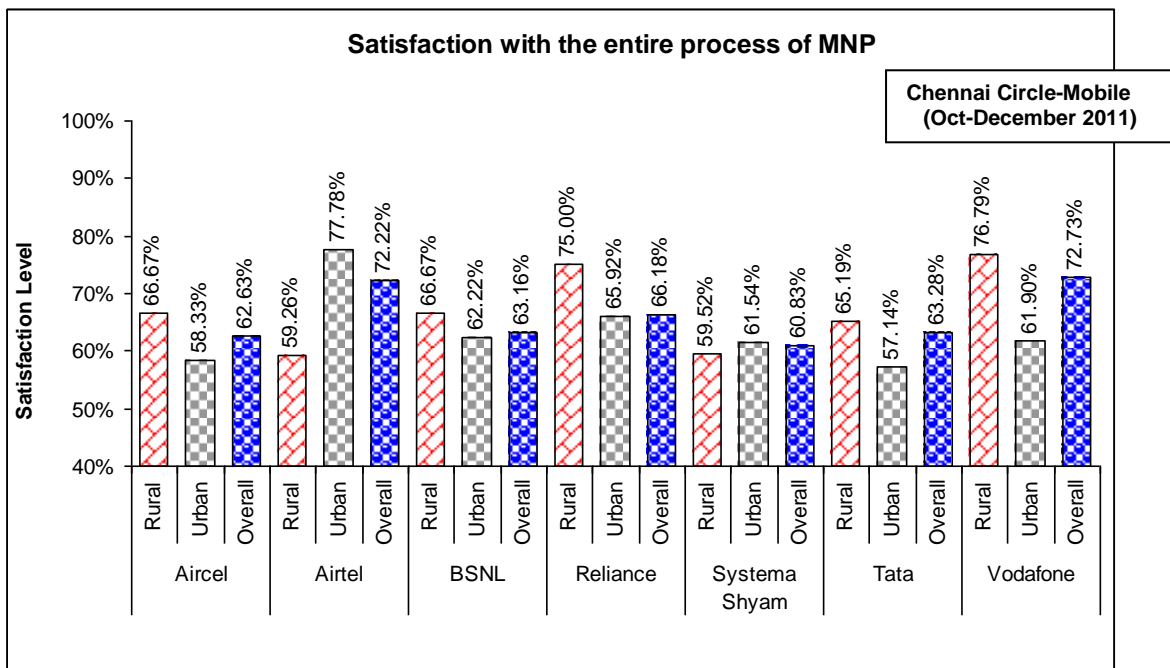
Among these over 2% (BSNL) to 13% (Reliance) subscribers have utilized SMS based mechanism for getting unique porting code.



Majority of subscribers, who utilised SMS based mechanism, received Unique Porting Code within 5 to 10 minutes or after 10 minutes.

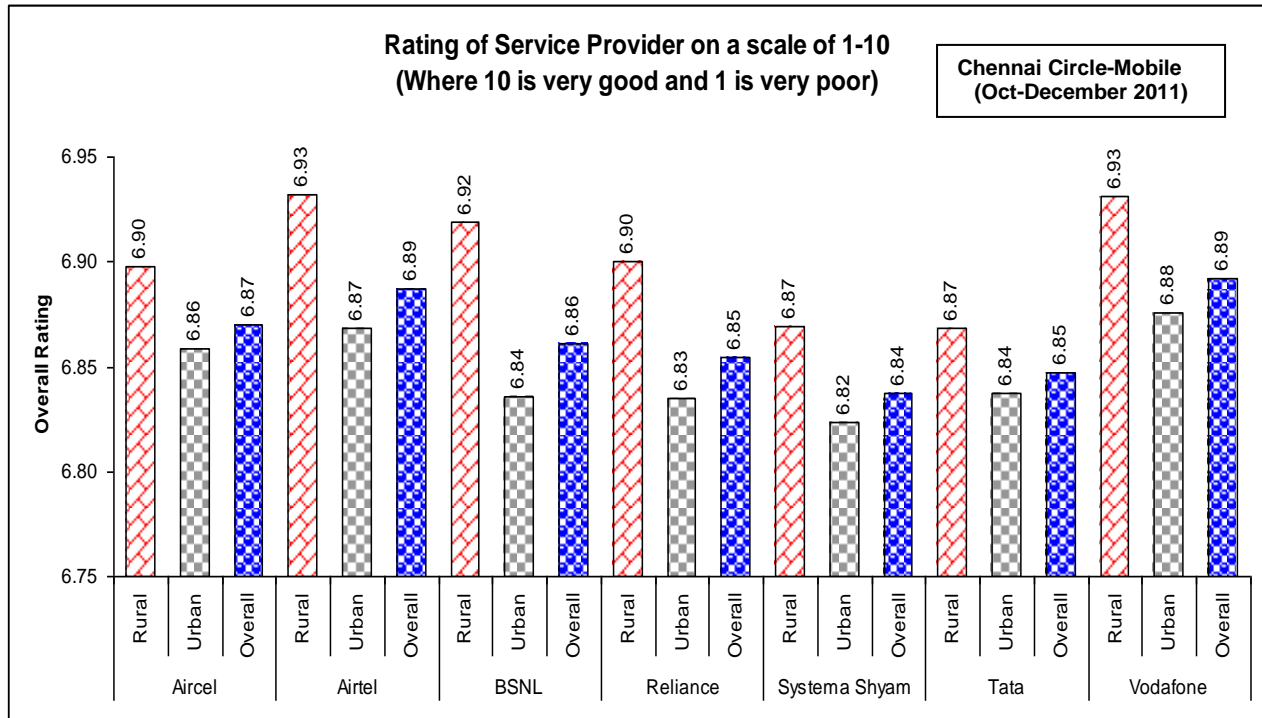


Airtel urban subscribers have the highest level (77.78%) of satisfaction whereas the same for Tata urban subscribers is the least (57.14%).



5.2.11 Overall Rating

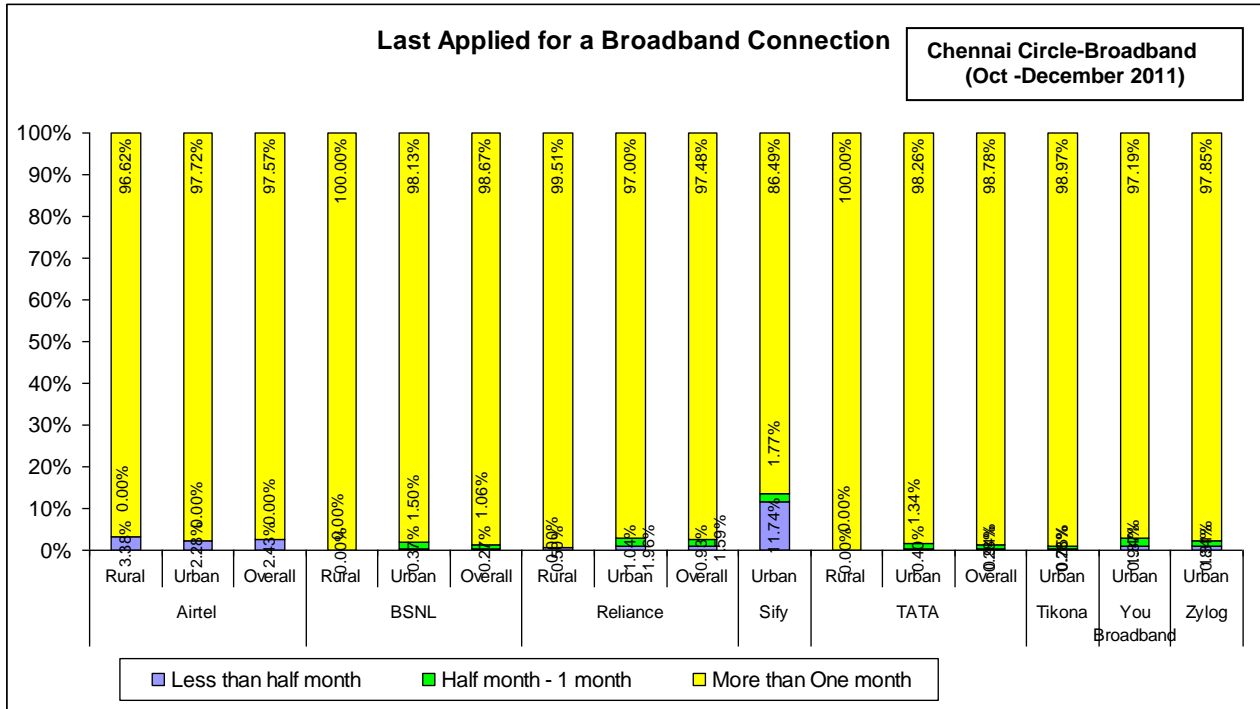
Based on weighted average of rating of various service providers, Airtel & Vodafone scored highest, followed by Aircel, BSNL, Reliance, Systema Shyam and TATA.



5.3 Detailed Findings –Broadband Services.

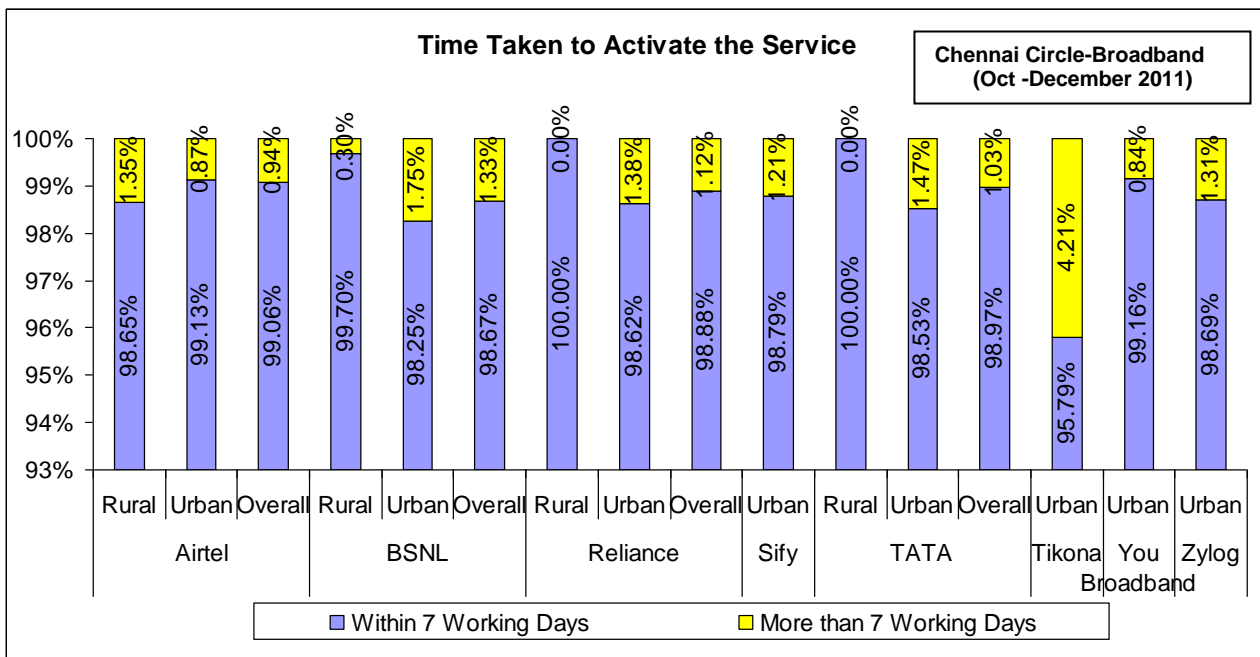
5.3.1 Service Provision

a. Last Applied for Broadband Connection



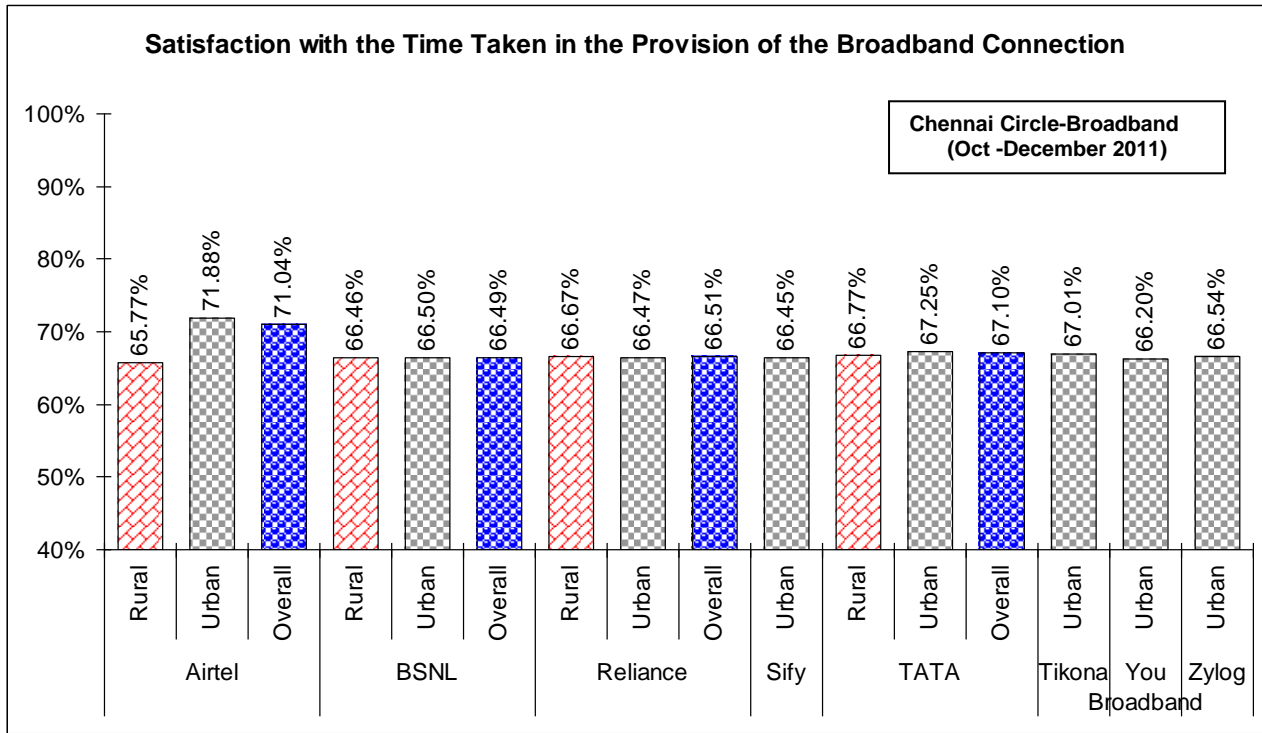
Over 80% of subscribers from across all operators had last applied for broadband connection more than a month ago in the present round of survey.

b. Time Taken to Activate the Service



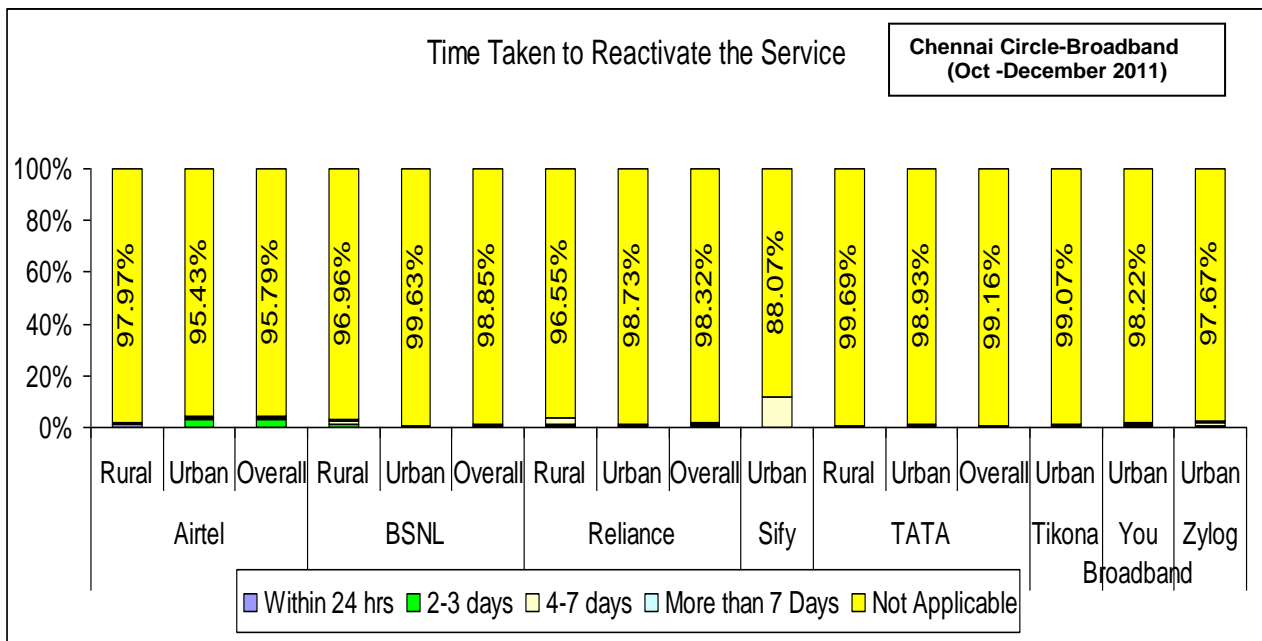
All operators have activated the service for majority of their subscribers within 7 days

c. Satisfaction with the Time Taken In the Provision of the Broadband Connection



Overall satisfaction levels of subscribers varied from 71% (Airtel) to 66% (BSNL) in provisioning of their broad band connection.

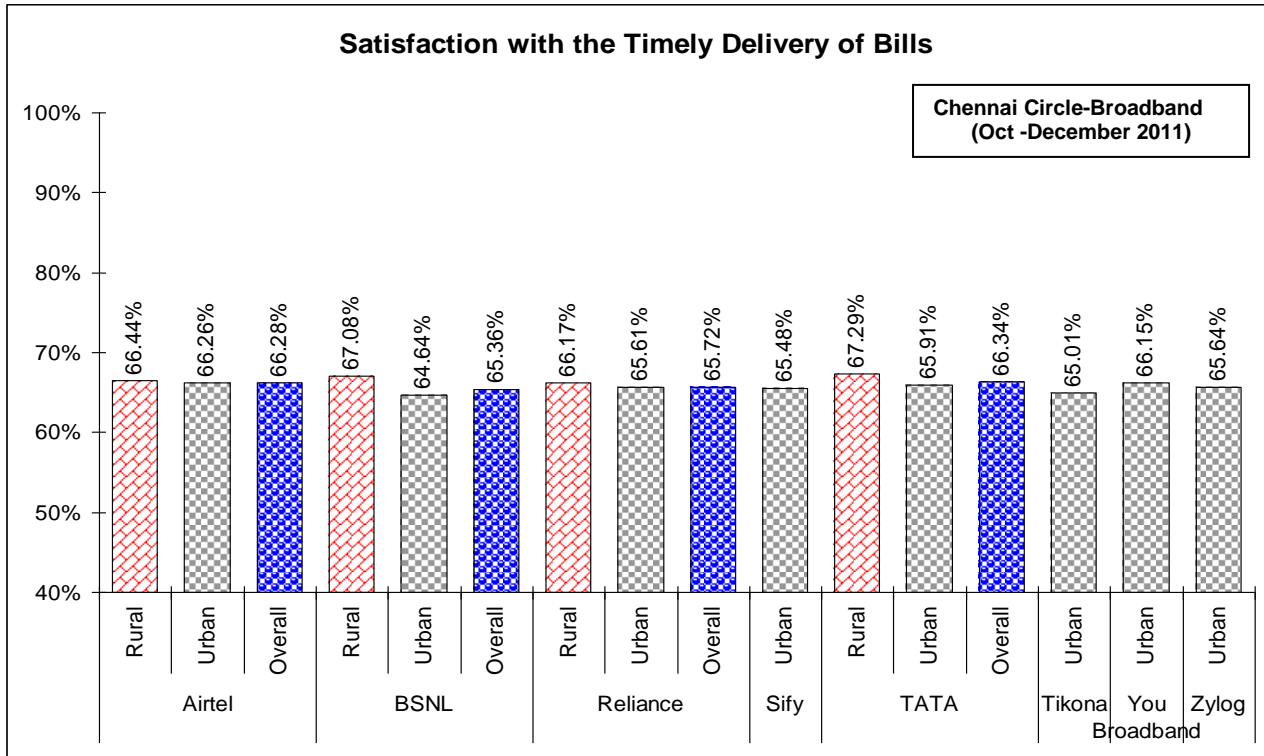
d. Time Taken to Reactivate the Service



The connection was never disconnected in recent period for majority of subscribers across all operators.

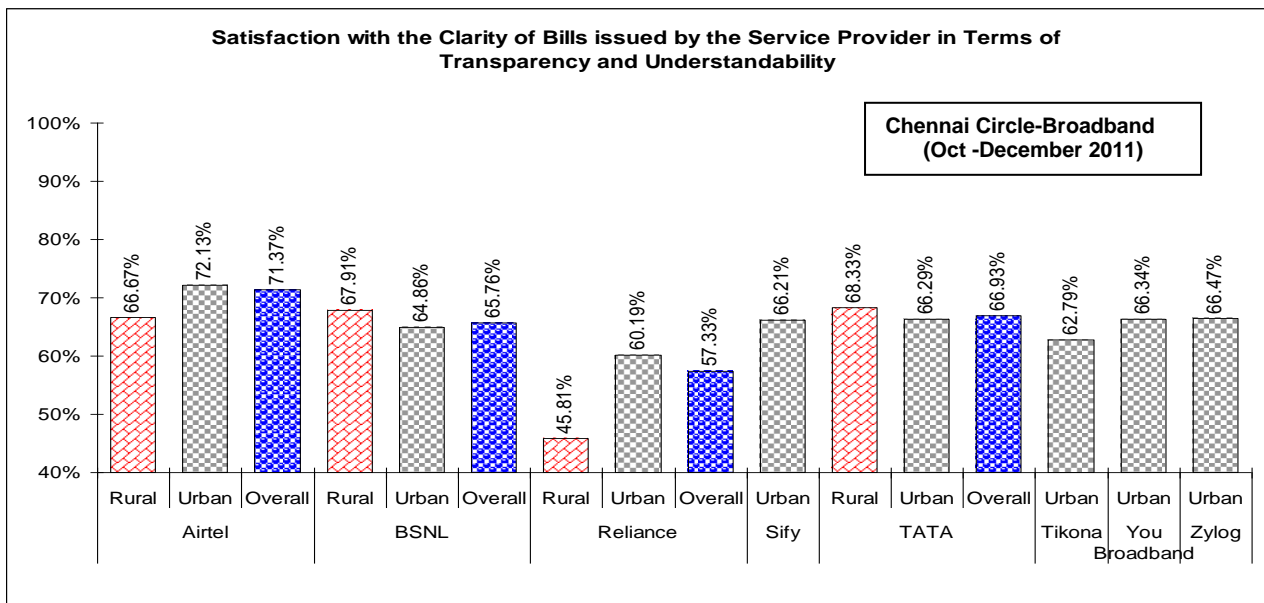
5.3.2 Billing Performance

Post Paid Customers: a. Satisfaction with the timely Delivery of Bills



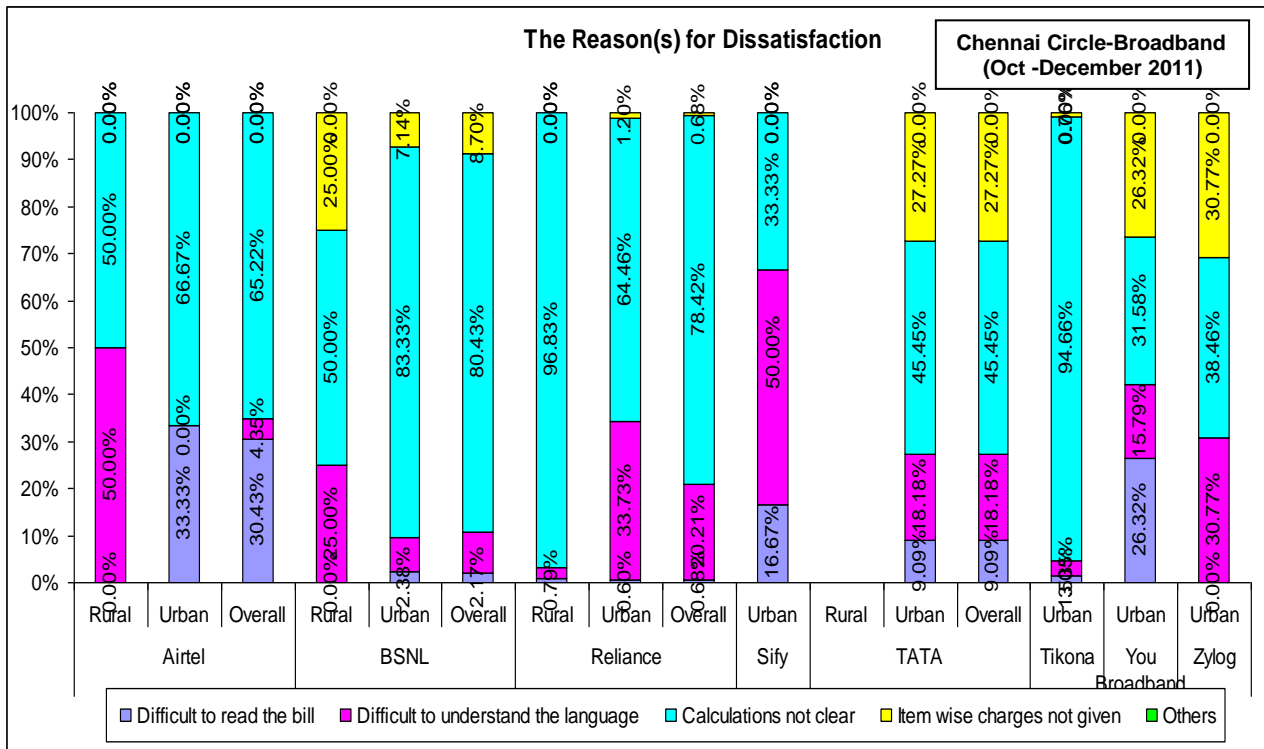
The satisfaction levels of subscribers ranged from 67% (BSNL & TATA Rural) to 65% (Tikona & Zylog) in terms of timely delivery of bills.

b. Satisfaction with the Clarity of the Bills Issued By the Service Provider In Terms of Transparency and Understandability



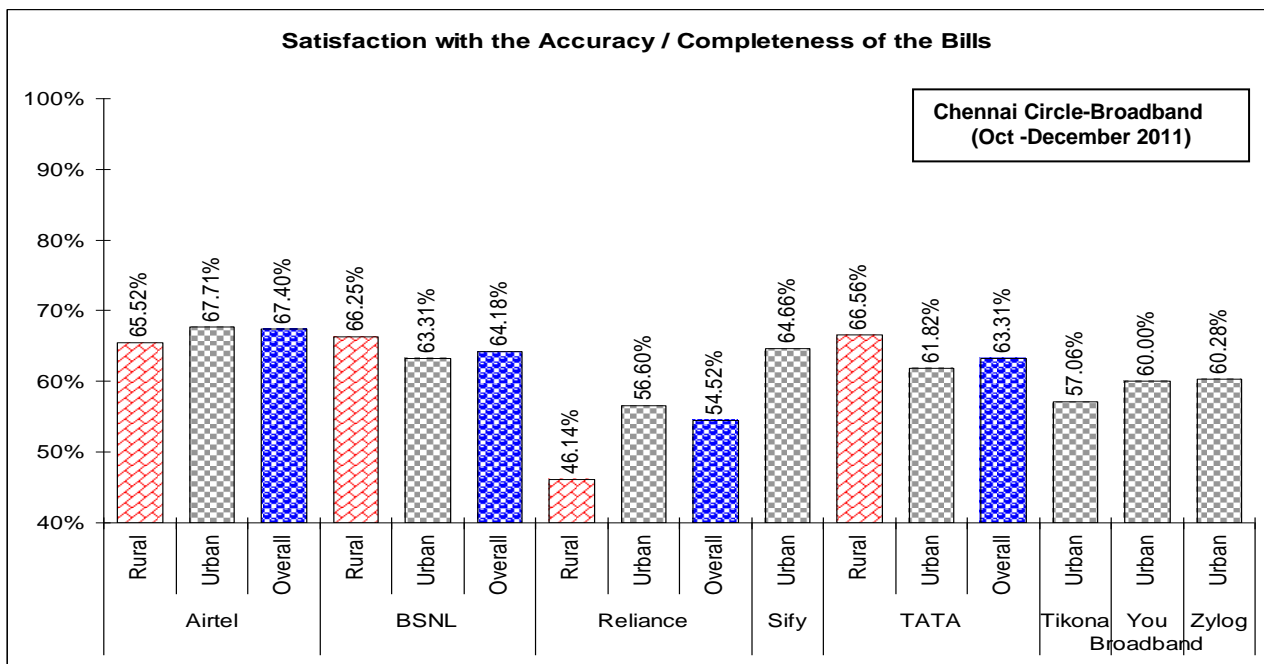
Airtel Subscribers Satisfaction level was highest at 71%, while Reliance's was lowest at 57% in terms of clarity of bills when it came to transparency and understandability.

c. The Reason(S) For Dissatisfaction with the Delivery of Bills



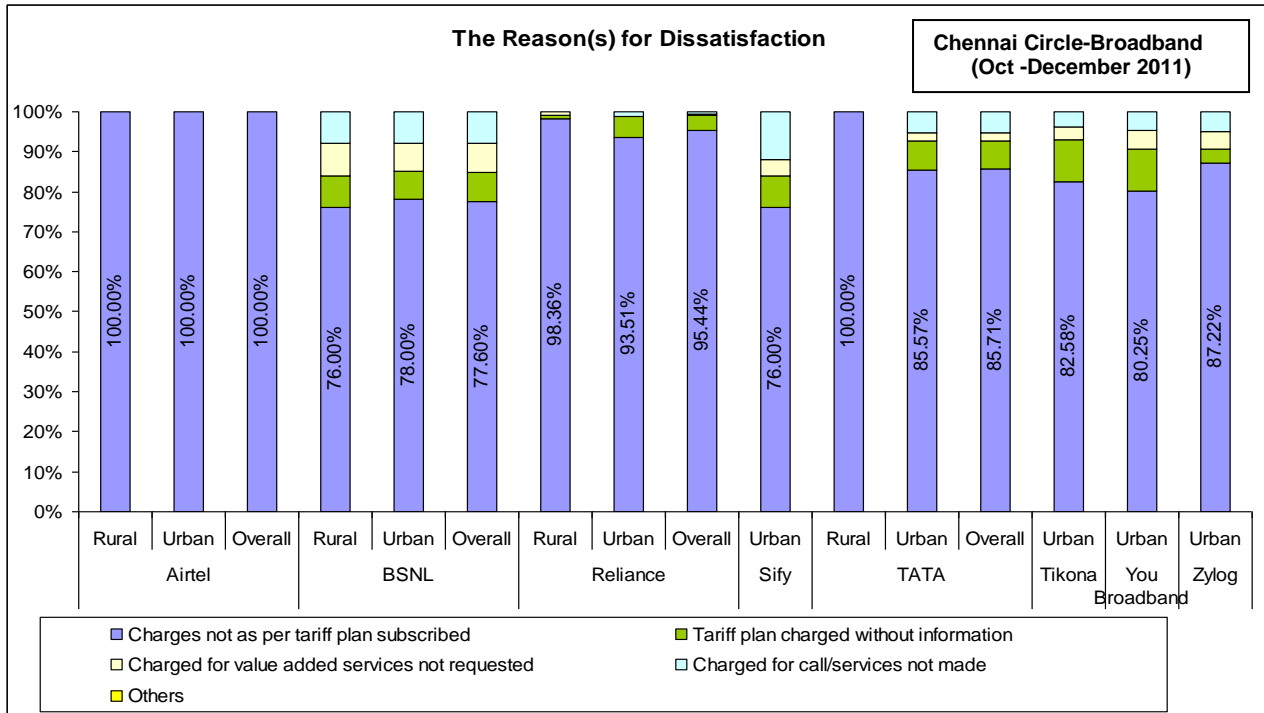
The major reason of dissatisfaction of subscribers in this round of survey was difficulty in understanding and calculations not clear.

d. Satisfaction with the Accuracy / Completeness of the Bills



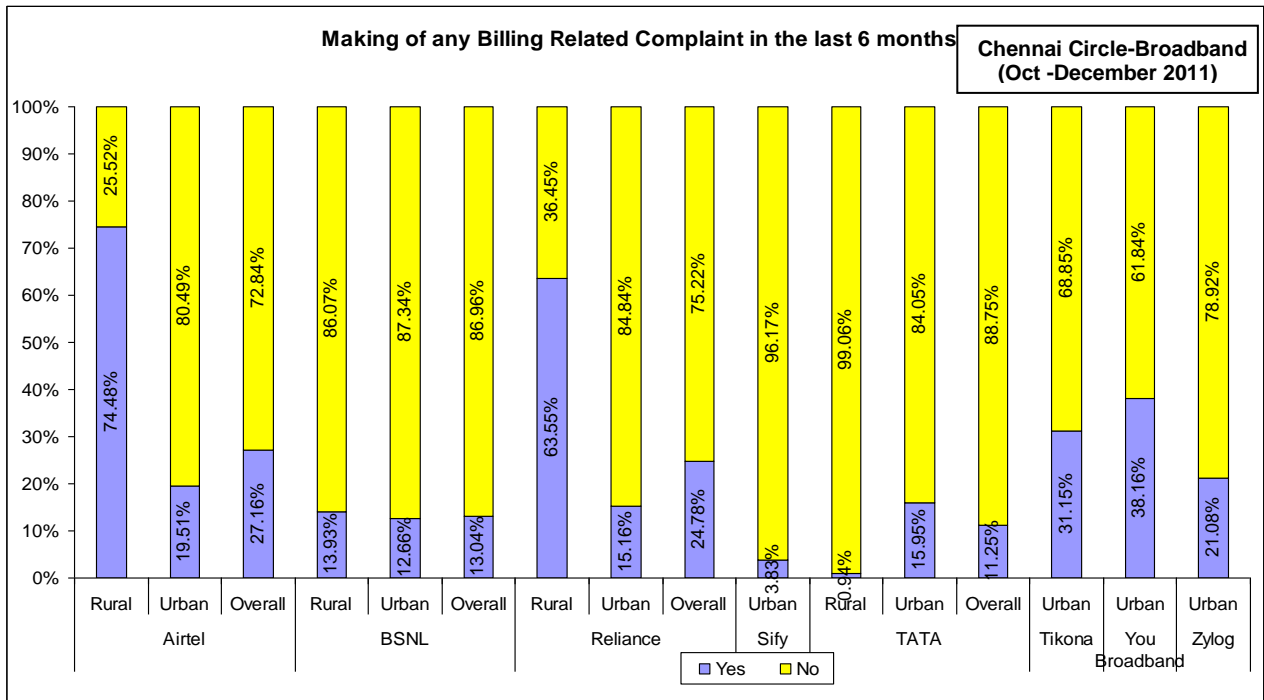
Reliance scored lowest subscribers satisfaction level of 54%, while Airtel scored highest at 67% in terms of accuracy/completeness of bills.

e. The Reason(S) For Dissatisfaction with the Accuracy and Completeness of Bills



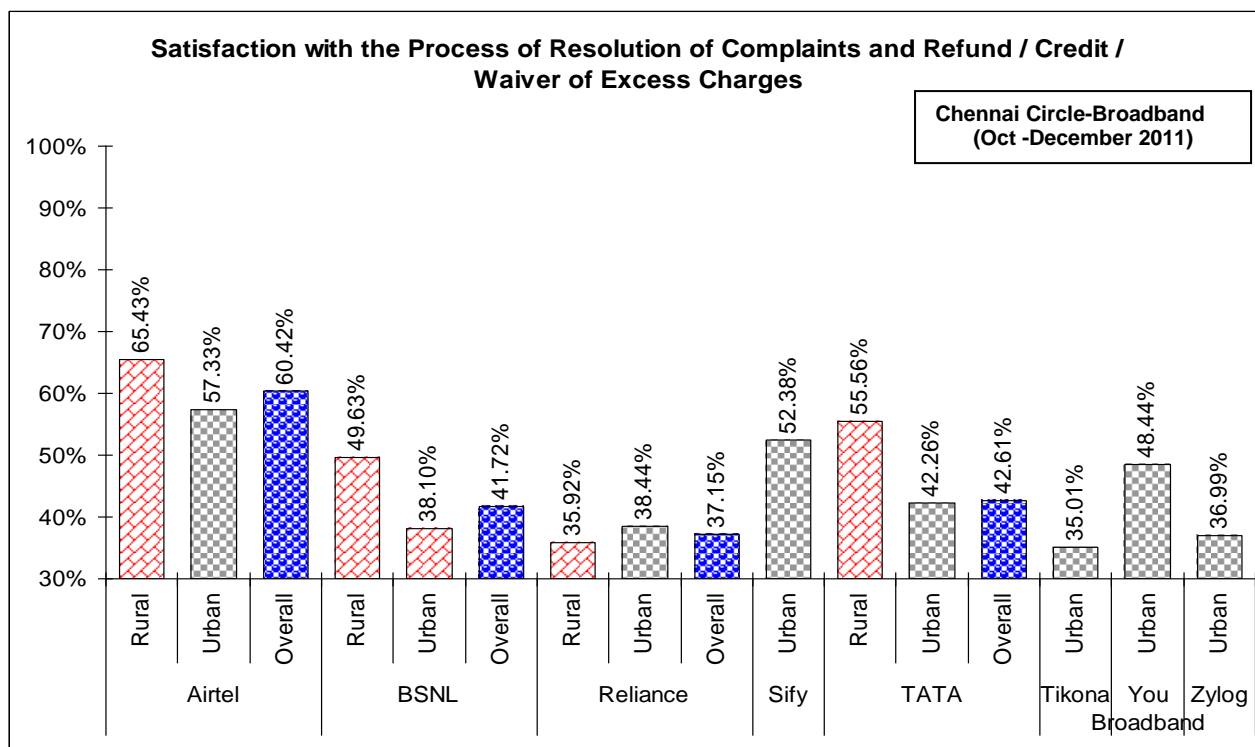
The two major reasons which emerged for dissatisfaction with respect to accuracy and completeness of bills, were 1) Charges not as per Tariff plan subscribed 2) Tariff plan changed without information and

f. Making of Any Billing Related Complaints in Last 6 Months



Over 68% subscribers across all operators have not made any billing related complaints in the last six months.

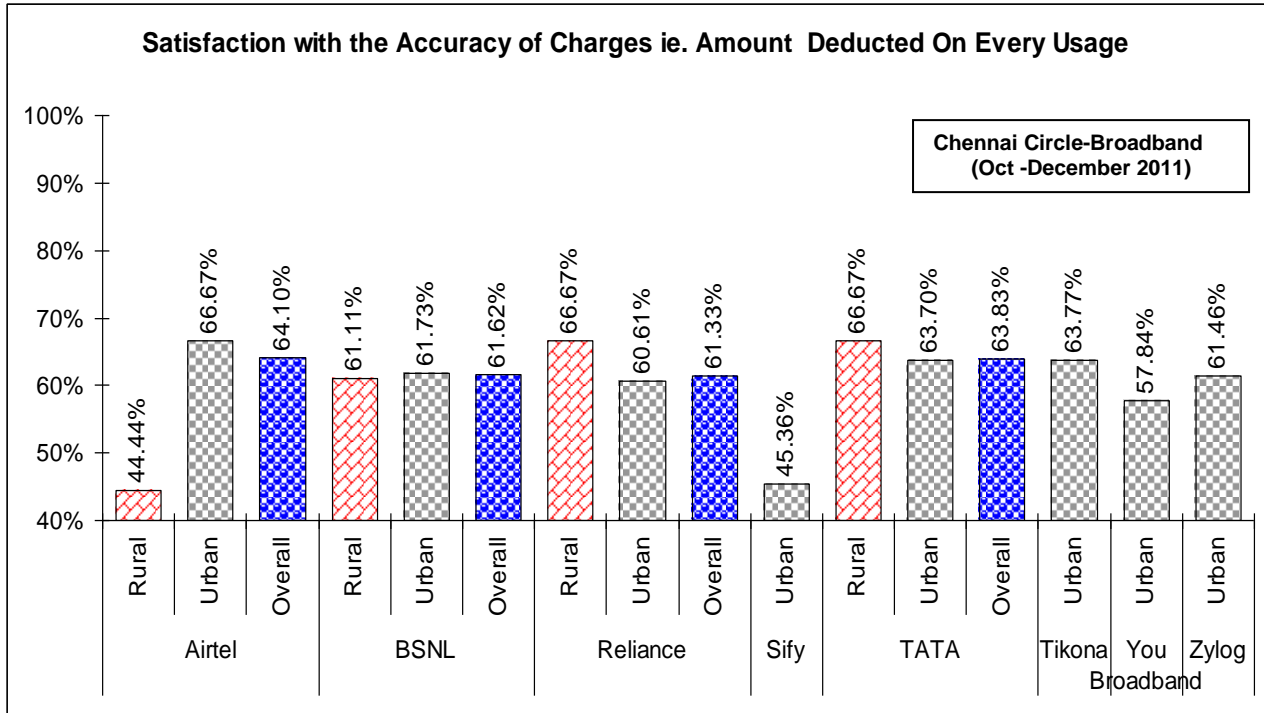
g. Satisfaction with the Process of Resolution of Complaints and Refund / Credit / Waiver of Excess Charges



The satisfaction level of subscribers was highest with overall Airtel 60%, Sify (52%) & least for **Tikona (35%)**, in terms of process of resolution of complaints and refund of excess charges if levied.

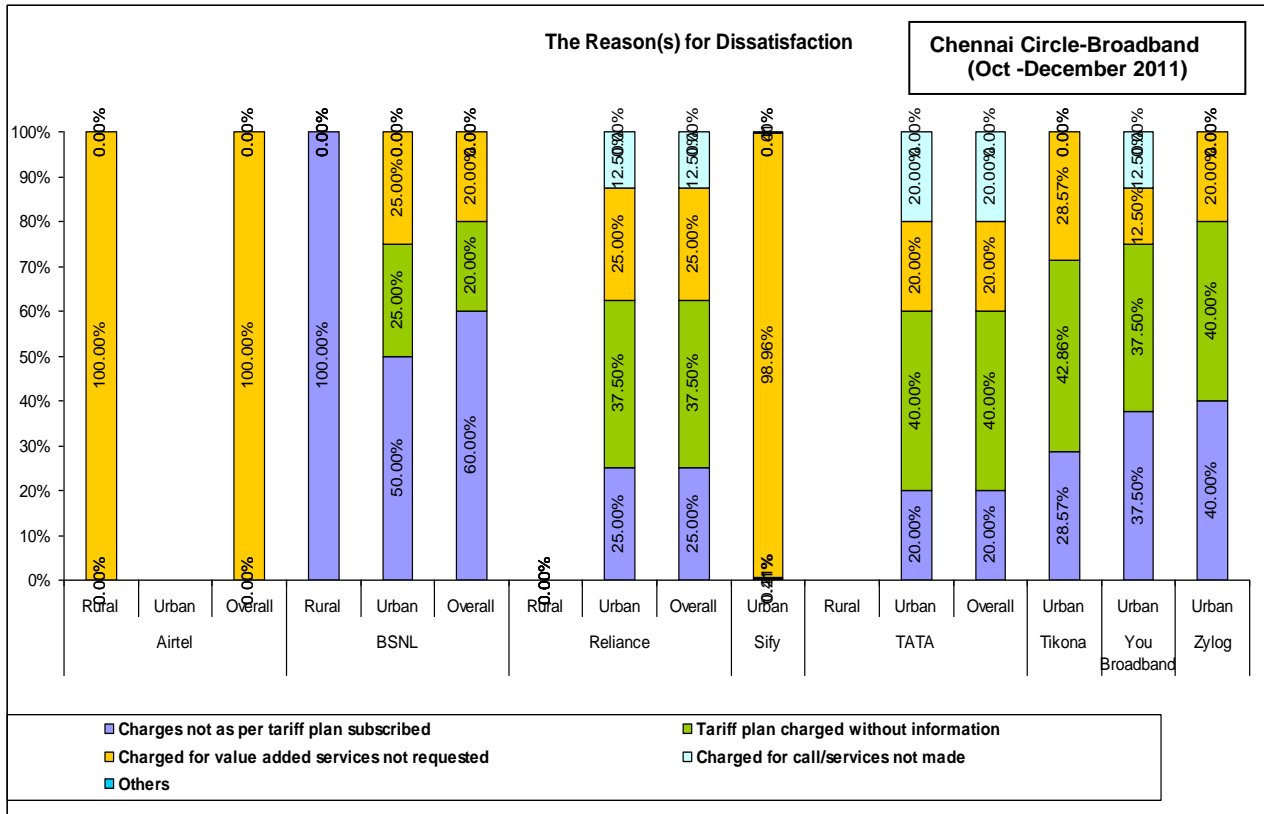
Prepaid Customers

h. Satisfaction with the Accuracy of Charges i.e. Amount Deducted on Every Usage



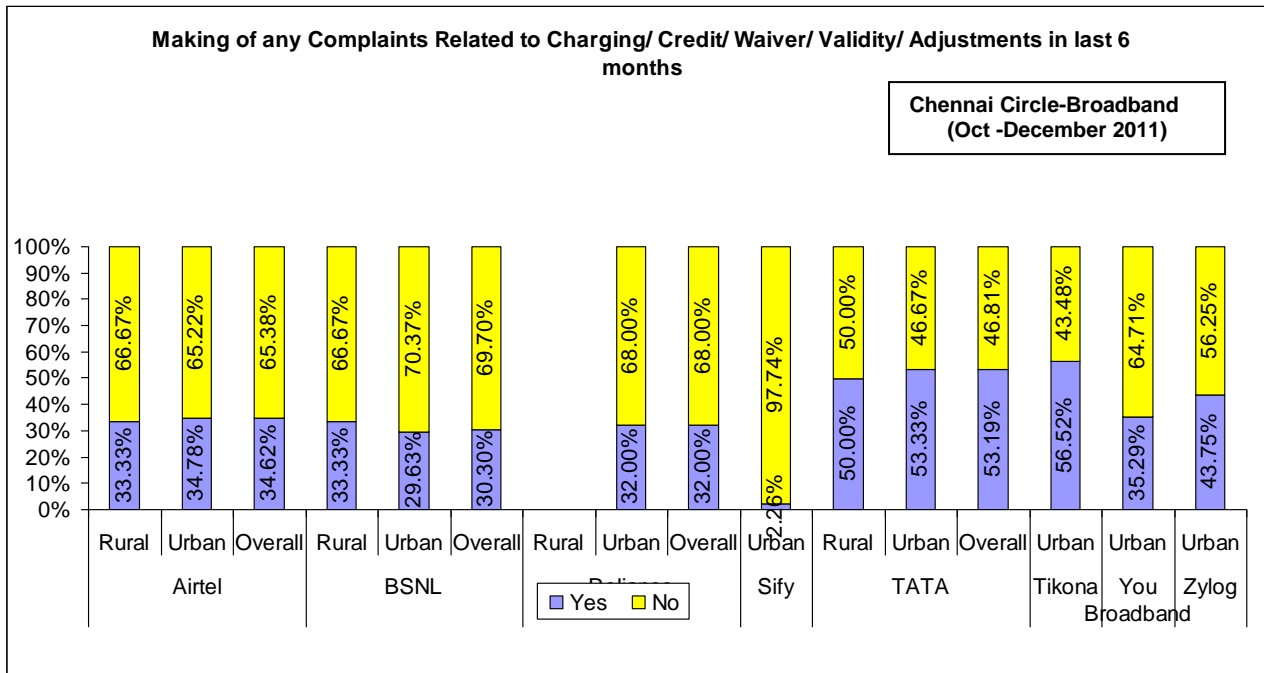
Over 61% BSNL, Reliance & Zylog, 64% Airtel, 63% TATA & Tikona subscribers are satisfied with accuracy of charges being deducted on every usage by their respective operators.

i. The Reason for Dissatisfaction with the Accuracy of Charges i.e. Amount Deducted on Every Usage



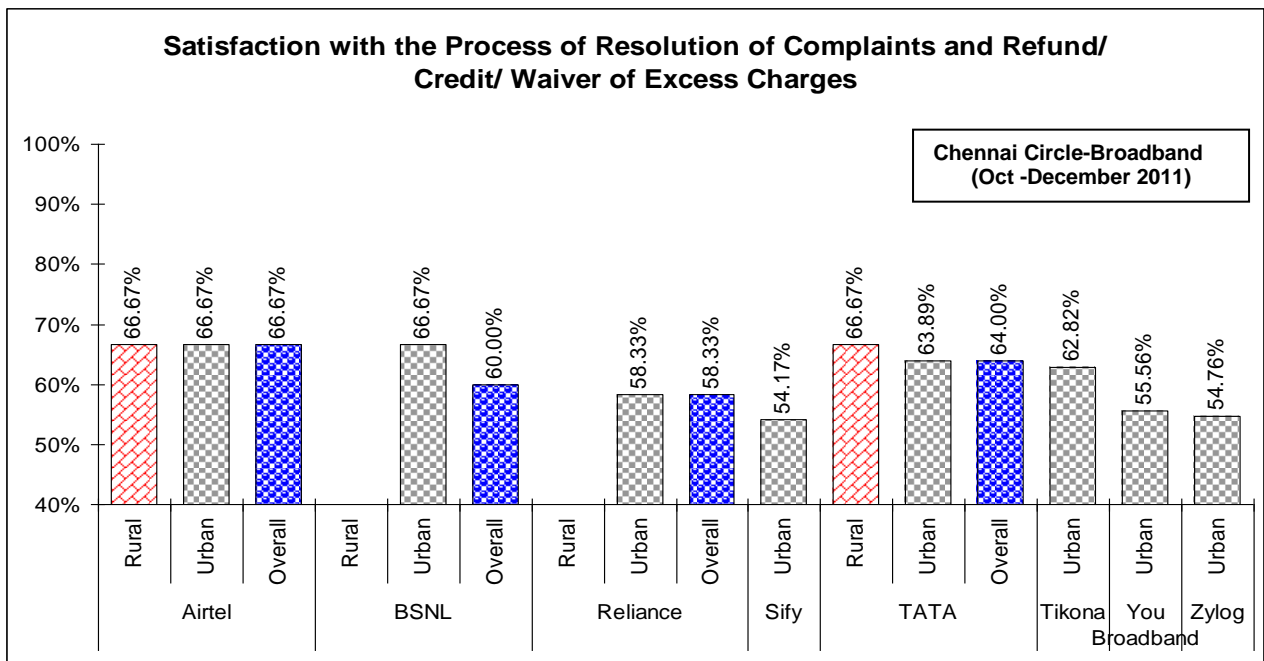
The three major reasons for subscribers across various operators dissatisfaction in terms of accuracy of charges deducted are 1) Charged for value added service not requested 2) Charges not as per tariff plan and 3) Tariff plan changed without information

j. Making of Any Complaints Related to Charging/ Credit/ Waiver/ Validity/ Adjustments in Last 6 Months



Over 40% subscribers of all operators had not made complaints related to adjustments in last six months

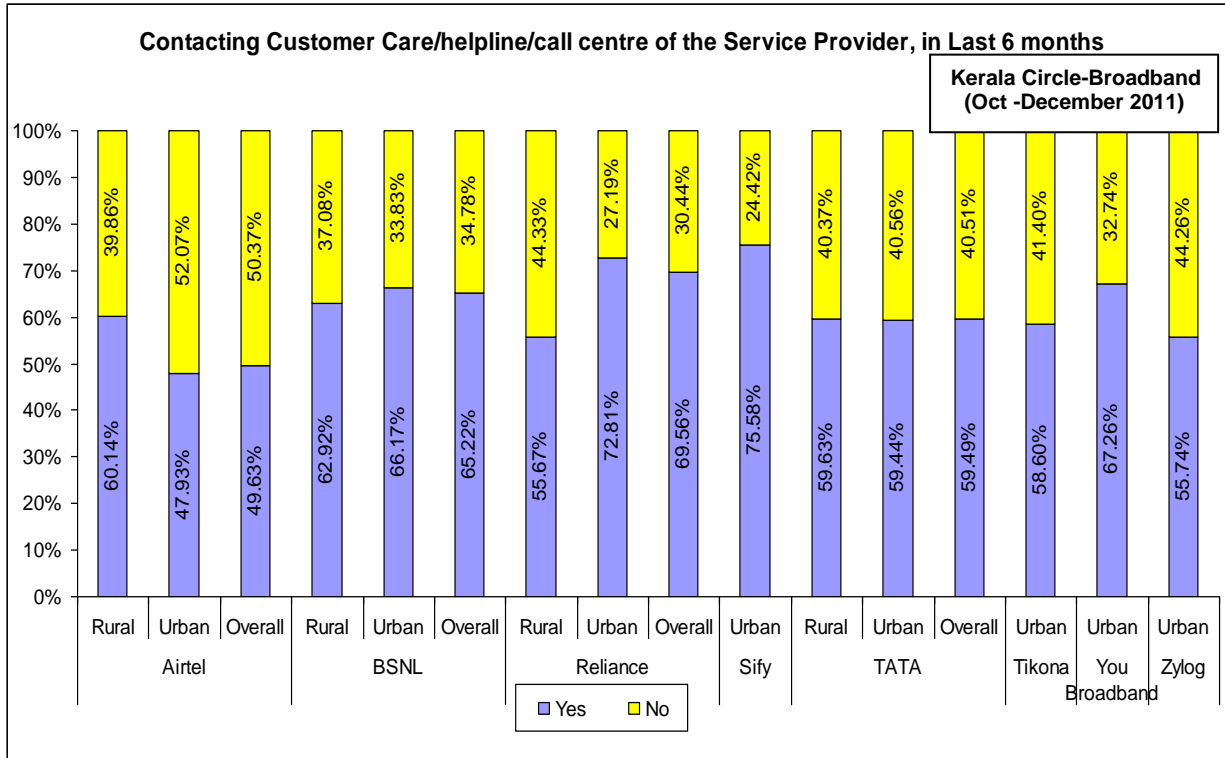
k. Satisfaction with the Process of Resolution of Complaints and Refund/ Credit/ Waiver of Excess Charges



The satisfaction level of over 54% has been reported by subscribers of all operators with the process of resolution of complaints and refund of excess charges upon resolution of their complaints

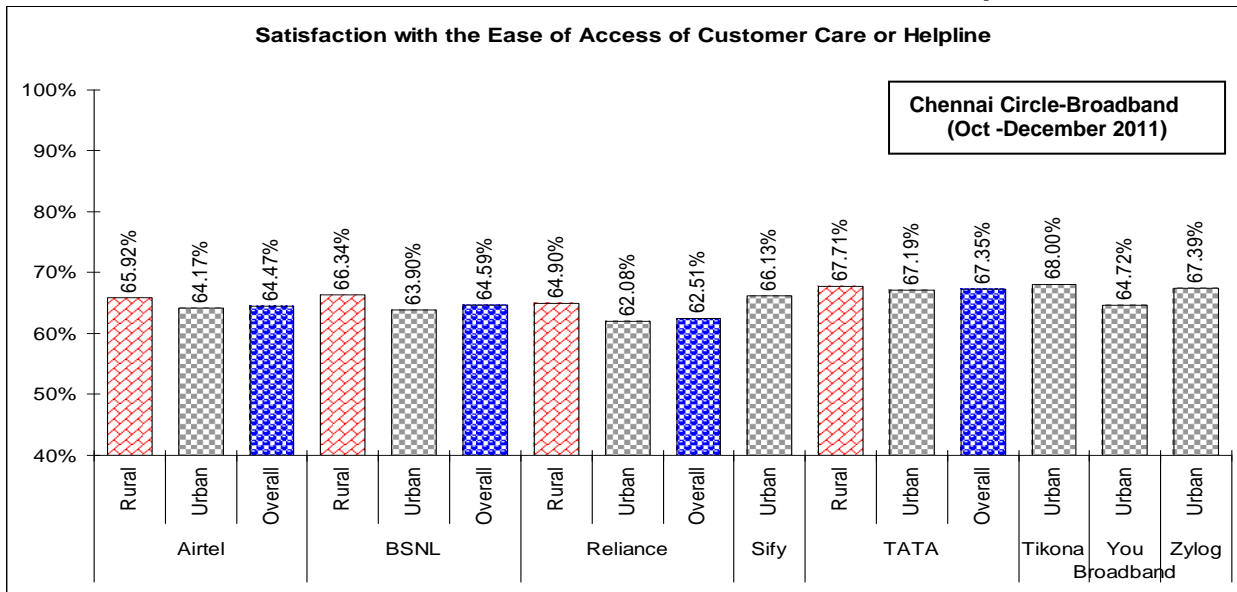
5.3.3 Help Services

a. Contacting Customer Care/ Helpline/ Call Centre of the Service Provider, in Last 6 Months



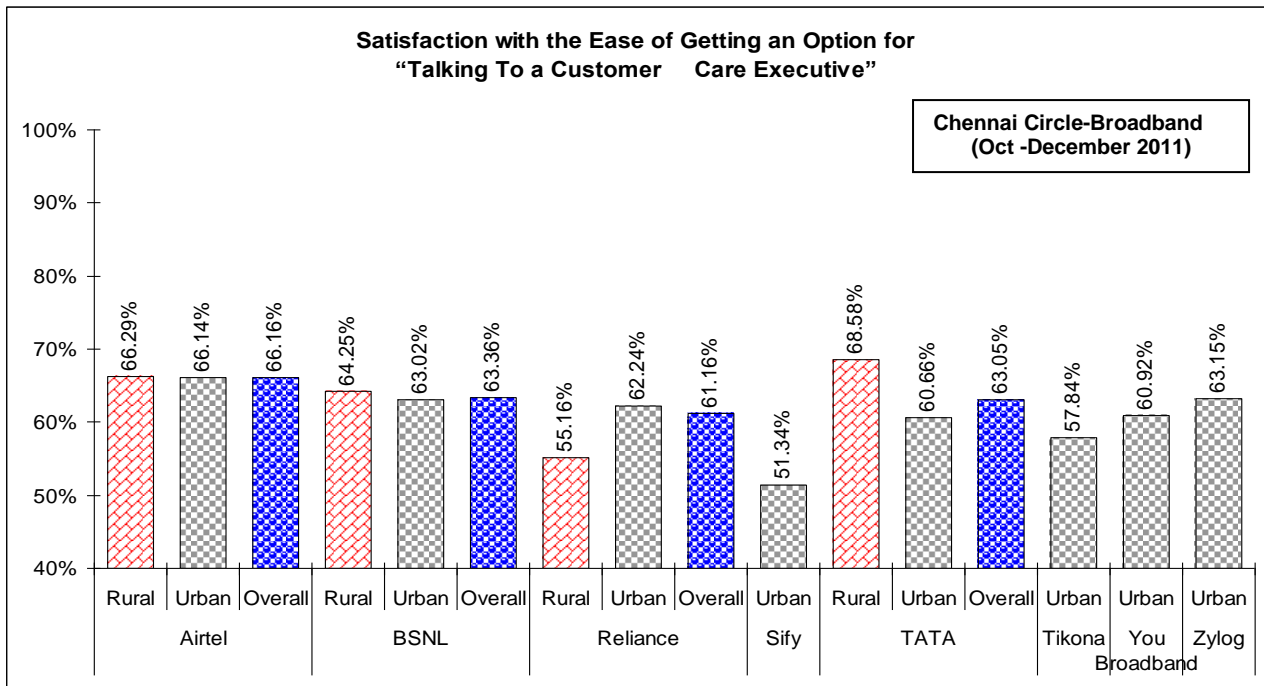
Almost over 47% subscribers across all operators have contacted their respective operator's customer care/ help lines during the last six months.

b. Satisfaction with the Ease of Access of Customer Care or Helpline



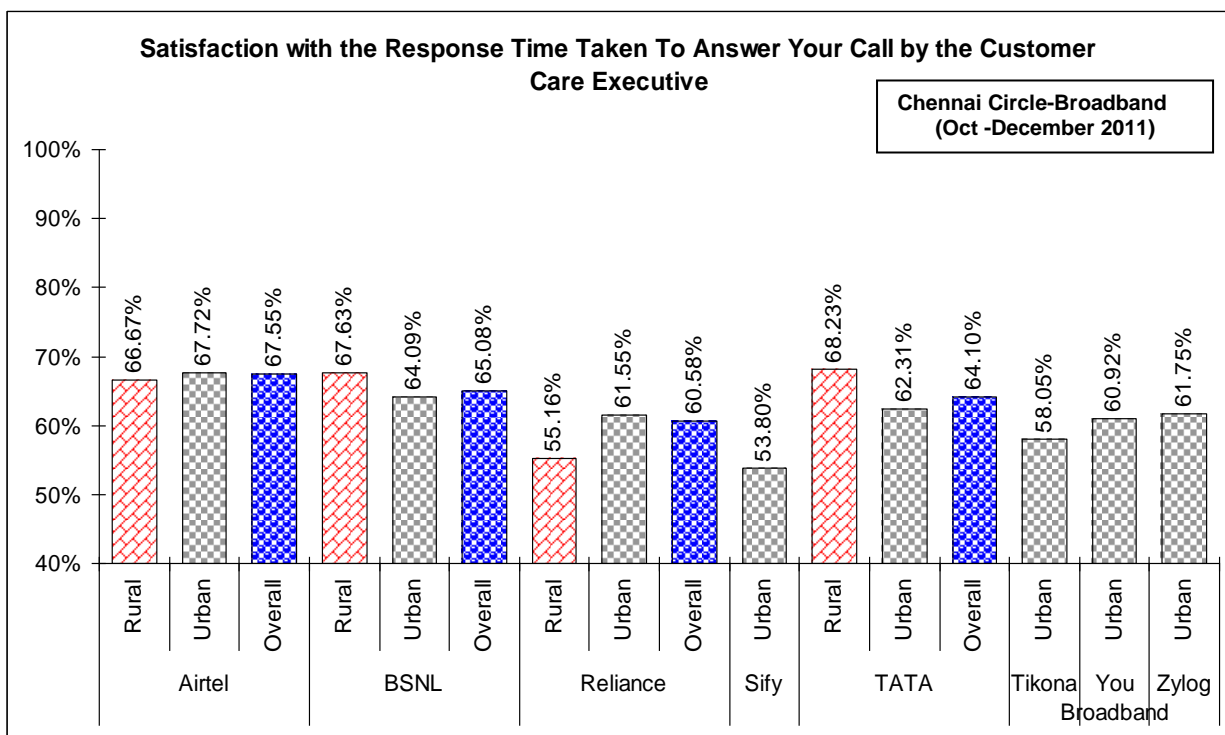
The satisfaction level of subscribers across all operators has been over 62% in terms of ease of access of customer care/helpline numbers as most of them expressed very satisfied and satisfied

c. Satisfaction with the Ease of Getting an Option for “Talking To a Customer Care Executive”



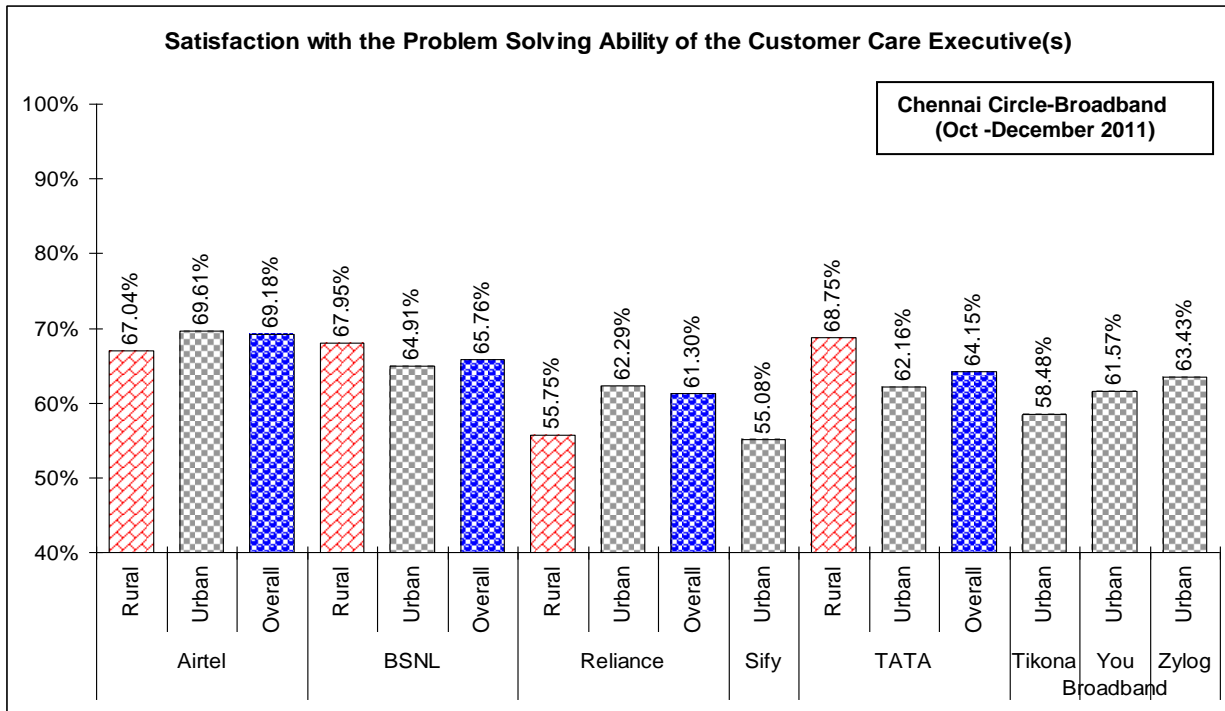
Subscribers have expressed either being very satisfied or satisfied with the ease of getting an option for talking to a customer care executive. The satisfaction level of Airtel subscribers is 66% while that of Sify subscribers is 51 %.

d. Satisfaction with the Response Time Taken To Answer Your Call by the Customer Care Executive



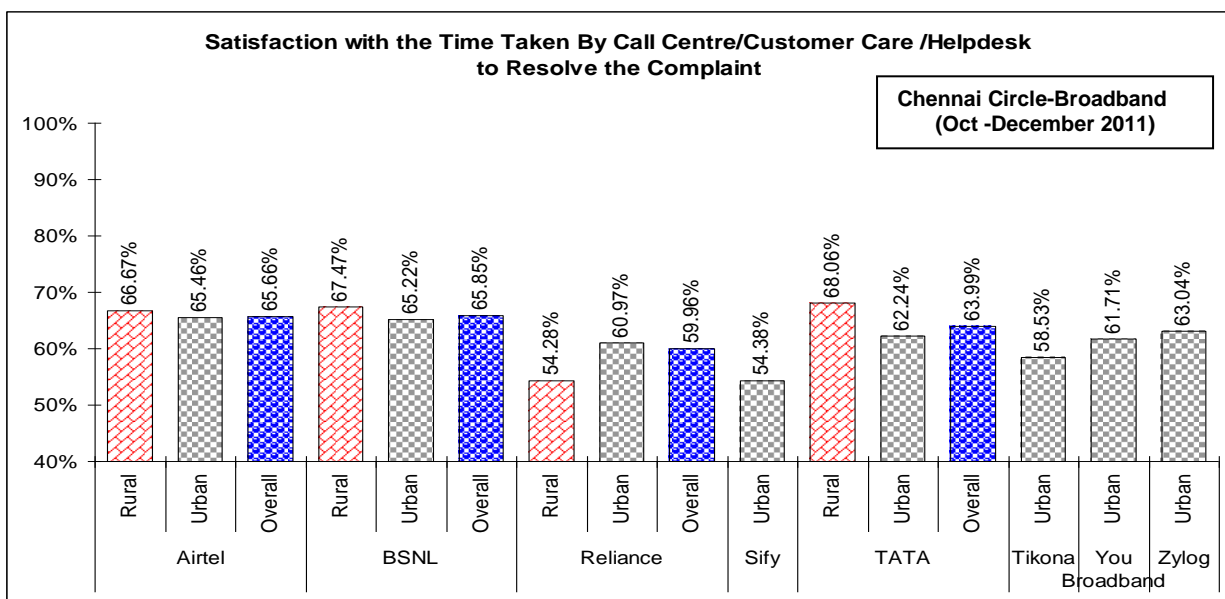
Majority of subscribers across all operators have opined either very satisfied or satisfied with response time taken to answer the call by customer care executive. The overall satisfaction of all subscribers is over 53%.

e. Satisfaction with the Problem Solving Ability of the Customer Care Executive(s)



Majority of subscribers across all operators have opined either very satisfied or satisfied with problem solving ability of customer care executive. The overall satisfaction of all subscribers is over 55 %.

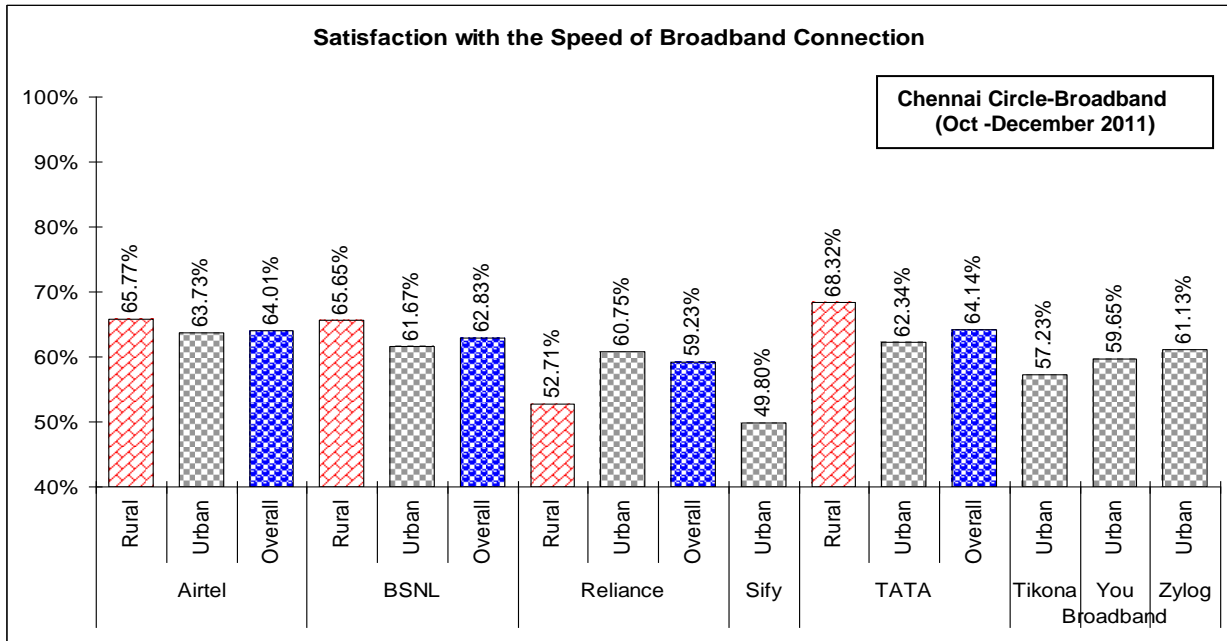
f. Satisfaction with the Time Taken By Call Centre/Customer Care /Helpdesk to Resolve the Complaint



Majority of subscribers across all operators have opined either very satisfied or satisfied with time taken by customer care executive to resolve the complaint. The overall satisfaction of all subscribers is over 54 %.

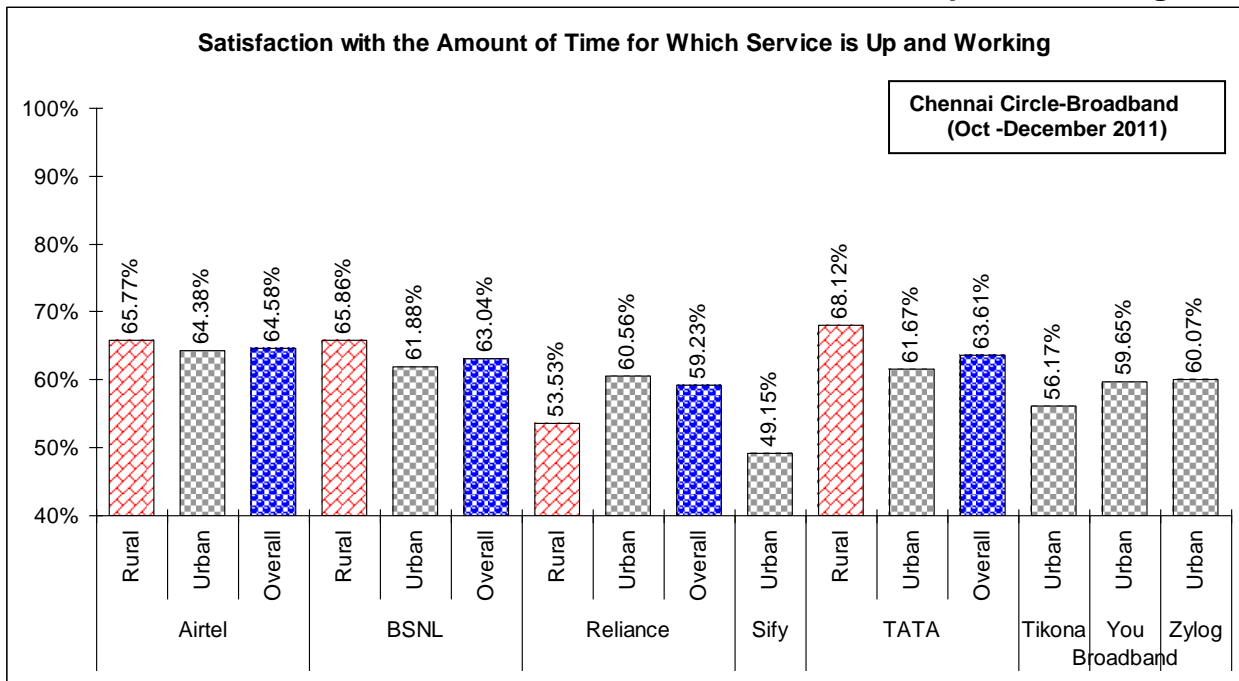
5.3.4 Network Performance, Reliability and Availability

a. Satisfaction with the Speed of Broadband Connection



Almost all subscribers across every operator are either very satisfied or satisfied with speed of their broad band connection. The overall satisfaction of all subscribers is over 49%.

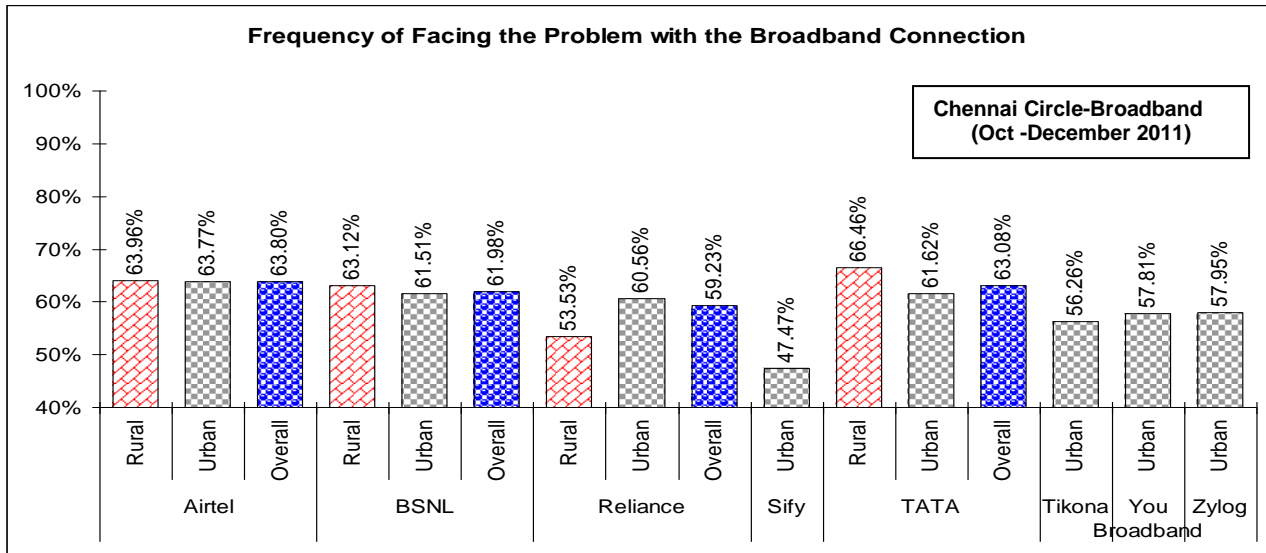
b. Satisfaction with the Amount of Time for Which Service Is Up and Working



Majority of subscribers across all operators have opined either very satisfied or satisfied with the amount of time for which service is up and working. The overall satisfaction of all subscribers is over 49 % across all operators in the present round of survey.

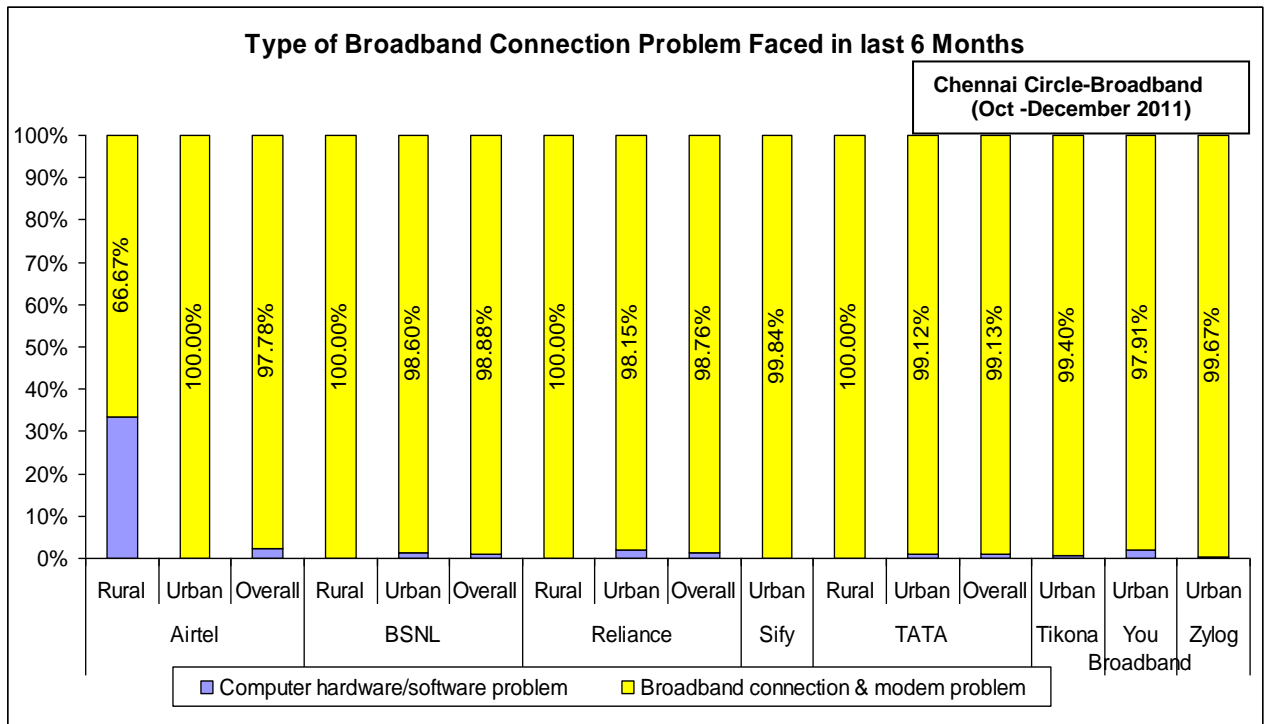
5.3.5 Maintainability

a. Frequency of Facing the Problem with the Broadband Connection



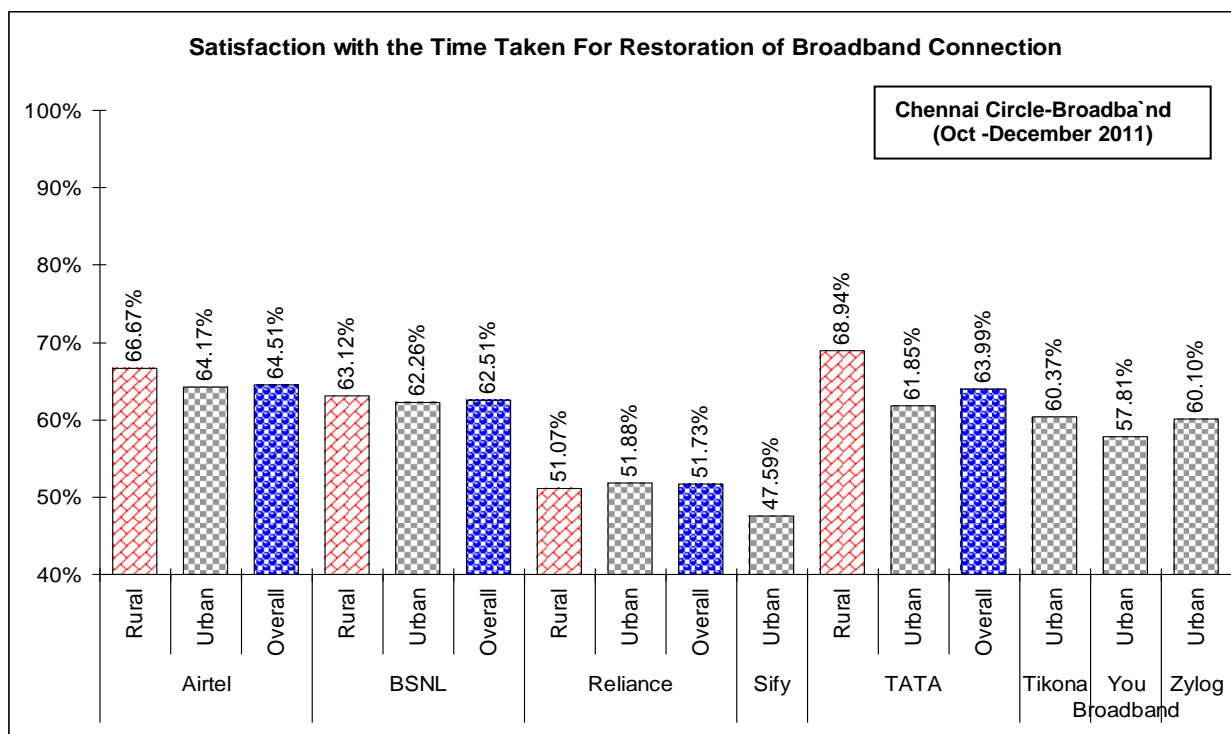
Majority of subscribers across all operators have opined either never or occasionally facing the problem with their broad band connection. The overall satisfaction of all subscribers is over 47 %.

b. Types of Broadband Connection Problem Faced In Last 6 Months



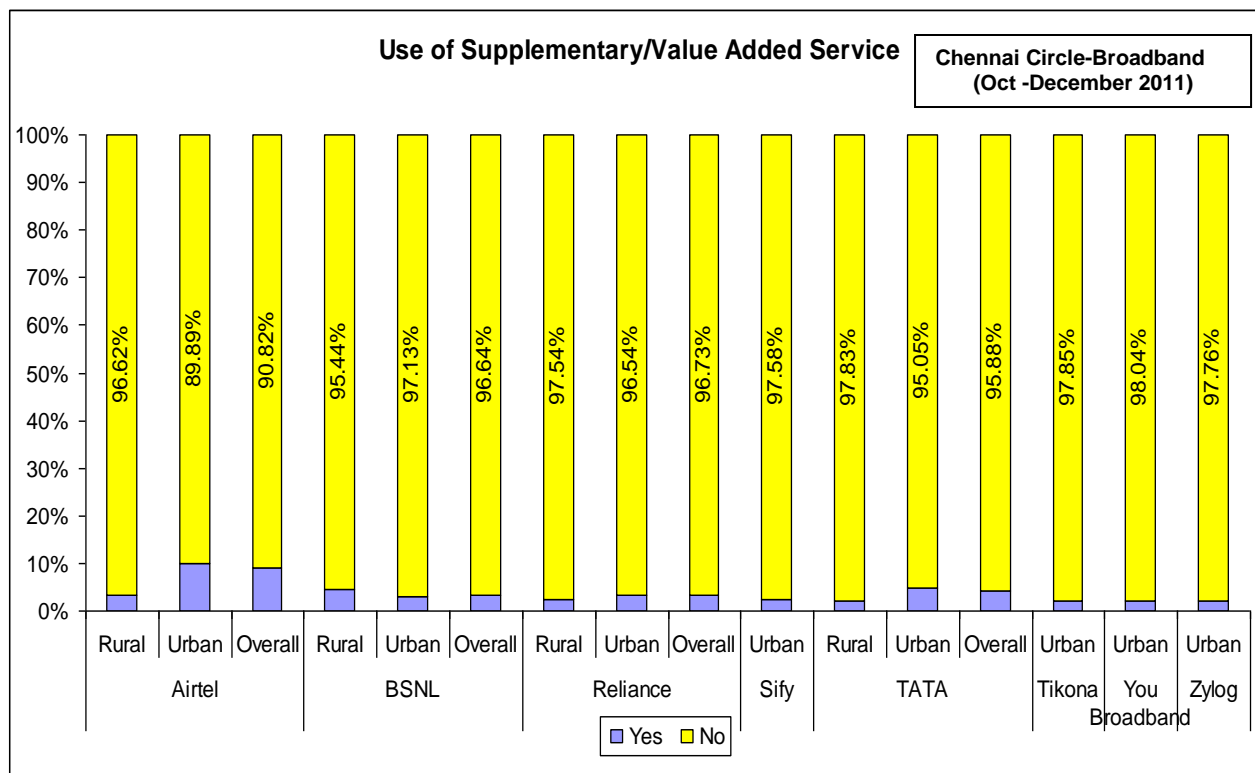
All subscribers across all operators attributed the reason for broadband connection & modem problem provided by service provider as the problem faced during last six months.

c. Satisfaction with the Time Taken For Restoration of Broadband Connection



Almost all subscribers across every operator are either very satisfied or satisfied with time taken for restoration of their broad band connection. The overall satisfaction of all subscribers is over 47 %.

5.3.6 Supplementary Services



The supplementary services/value added service is not being used by over 90% subscribers.

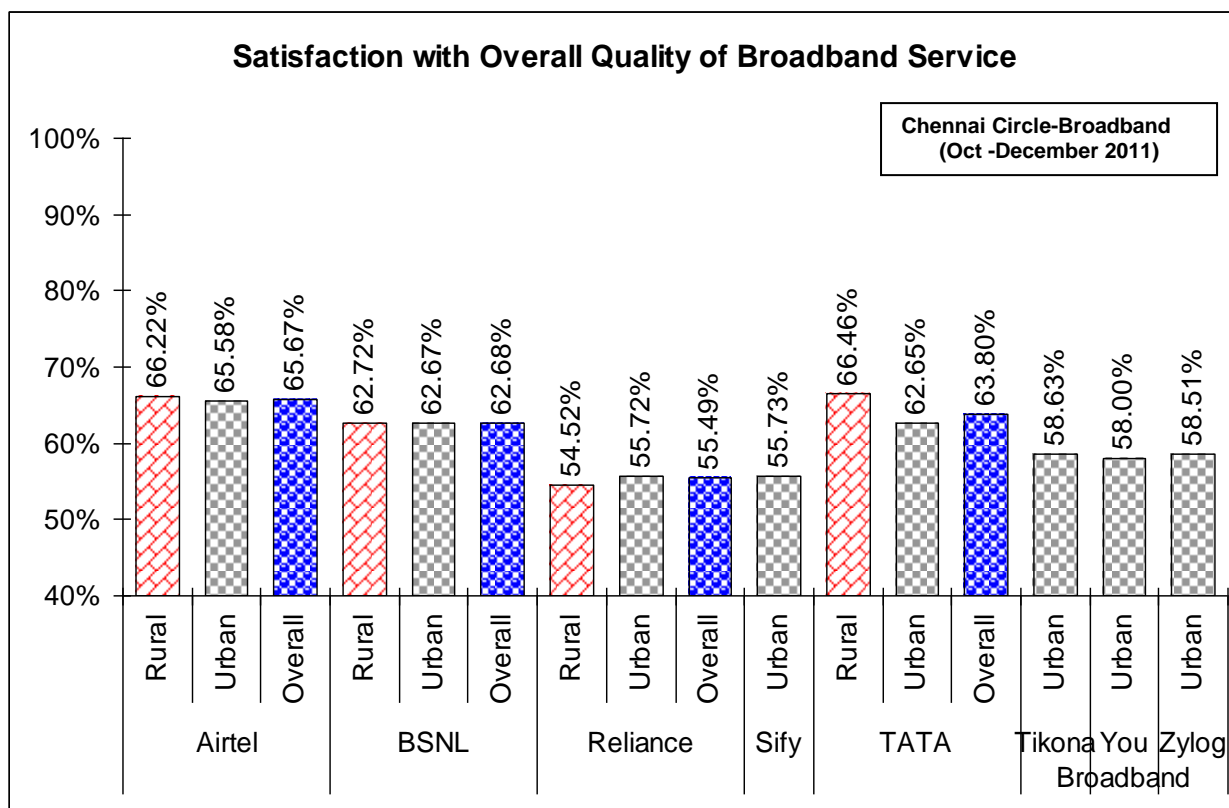
From among those who use these services, around 90% Airtel to 70% Zylog subscribers were satisfied with the process of activating value added services or the process of unsubscribing.

Of those who were not satisfied 40% (You Broadband) to 66% (Sify) subscribers gave the reason as not being informed of charges by respective operators, while 11% (BSNL) to 100% (Airtel Rural) customers informed that operator activated without consent, and 14% (Tata) to 50% (BSNL Urban) subscribers were not informed about toll free number for unsubscribing.

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle

Operator	Area	Use of Supplementary/Value Added Services	Reason for Dissatisfaction				
		Yes	Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing	Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Rural	3.38%	60.00%	0.00%	100.00%	0.00%	0.00%
	Urban	10.11%	92.47%	0.00%	0.00%	0.00%	100.00%
	Overall	9.18%	90.82%	0.00%	22.22%	0.00%	77.78%
BSNL	Rural	4.56%	66.67%	60.00%	20.00%	20.00%	0.00%
	Urban	2.87%	82.61%	50.00%	0.00%	50.00%	0.00%
	Overall	3.36%	76.32%	55.56%	11.11%	33.33%	0.00%
Reliance	Rural	2.46%	100.00%				
	Urban	3.46%	80.00%	50.00%	33.33%	0.00%	16.67%
	Overall	3.27%	82.86%	50.00%	33.33%	0.00%	16.67%
Sify	Urban	2.42%	76.92%	66.67%	16.67%	16.67%	0.00%
TATA	Rural	2.17%	85.71%	0.00%	100.00%	0.00%	0.00%
	Urban	4.95%	83.78%	66.67%	16.67%	16.67%	0.00%
	Overall	4.12%	84.09%	57.14%	28.57%	14.29%	0.00%
Tikona	Urban	2.15%	82.61%	50.00%	50.00%	0.00%	0.00%
You Broadband	Urban	1.96%	76.19%	40.00%	0.00%	40.00%	20.00%
Zylog	Urban	2.24%	70.83%	57.14%	14.29%	14.29%	14.29%
Overall		3.58%	82.85%	45.28%	20.75%	15.09%	18.87%

5.3.7 Satisfaction with Overall Quality of Broadband Service



Majority of subscribers have opined that they are either very satisfied or satisfied with the overall quality of their broadband service with highest satisfaction level of 65% (Airtel) followed by 63% (TATA)., 62% (BSNL), Tikona, You broadband & Zylog (58%) & Reliance & Sify (55%).

5.3.8 Telecom Consumers Protection & Redressal of Grievance Regulations, 2007

Operator	Area	Awareness about		
		Call Centre	Nodal Officer	Appellate authority
		Yes	Yes	Yes
Airtel	Rural	70.95%	2.03%	0.00%
	Urban	60.65%	6.20%	3.04%
	Overall	62.08%	5.62%	2.62%
BSNL	Rural	58.66%	1.82%	0.00%
	Urban	89.26%	1.87%	0.25%
	Overall	80.35%	1.86%	0.18%
Reliance	Rural	59.61%	14.29%	0.49%
	Urban	84.22%	10.02%	0.92%
	Overall	79.55%	10.83%	0.84%
Sify	Urban	76.61%	14.26%	0.75%
TATA	Rural	88.82%	16.15%	3.73%
	Urban	87.42%	11.91%	2.28%
	Overall	87.84%	13.19%	2.71%
Tikona	Urban	81.03%	1.78%	0.28%
You Broadband	Urban	87.09%	2.81%	0.47%
Zylog	Urban	85.71%	3.36%	0.84%
Overall		80.04%	6.68%	1.08%

As can be noticed from above analysis, majority subscribers in both rural and urban sector are aware of customer care services of their respective operators, but few are aware of nodal officer and appellate authority.

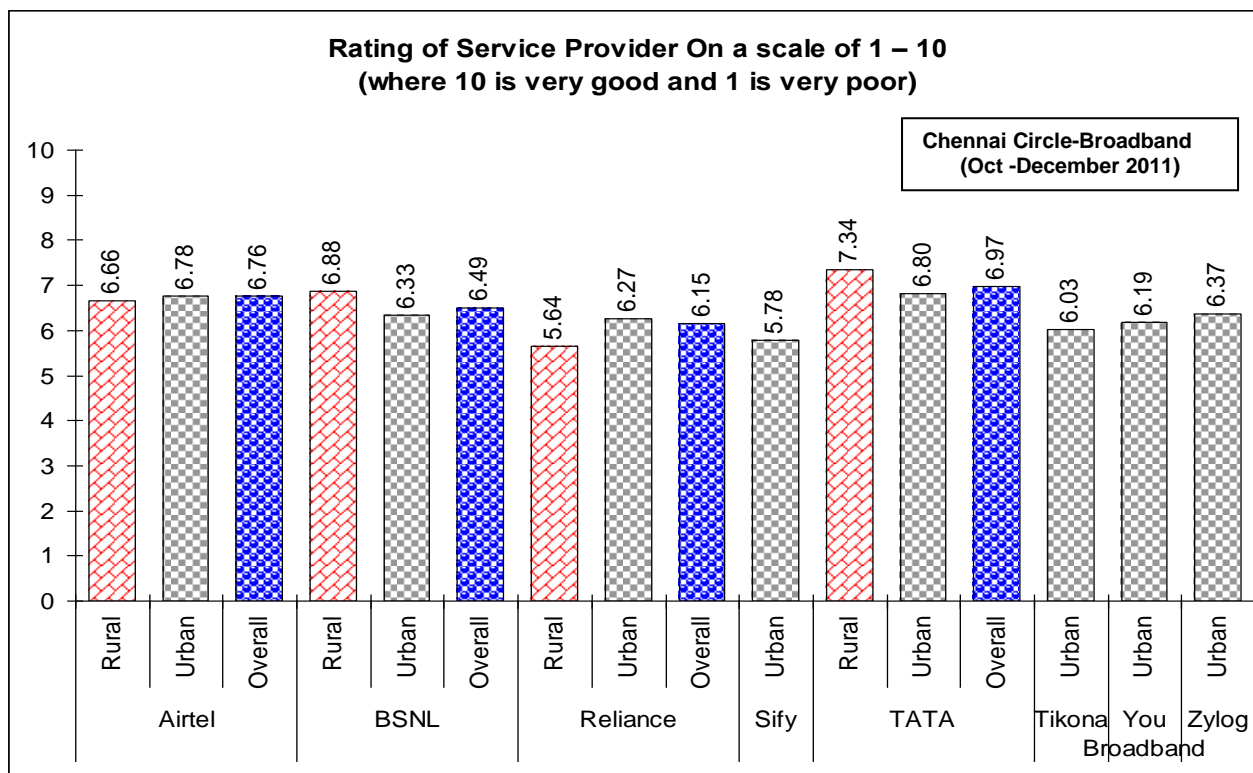
As a next stage, around 65% of Zylog to 87 % of Reliance subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. Over 57 to 99 % of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey 0.2 % to 41 % subscribers opined that docket number was not issued .Few opined that it was provided on request/not provided even on request.

Also 65% Tikona to 97% Airtel subscribers opined that they were informed by call centre about action being taken on their complaint.

Report on Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Chennai Circle

Operator	Area	Made any complaint to the customer care in last 6 months	With respect to complaint made to the call centre, the most applicable cases				Informed by call centre about the action taken on the complaint
		Yes	Docket number received	No Docket number received	It was received on request	No docket number received even on request	Yes
Airtel	Rural	52.38%	98.18%	1.82%	0.00%	0.00%	100.00%
	Urban	79.21%	100.00%	0.00%	0.00%	0.00%	97.06%
	Overall	74.96%	99.80%	0.20%	0.00%	0.00%	97.38%
BSNL	Rural	74.61%	98.61%	1.39%	0.00%	0.00%	85.42%
	Urban	74.13%	98.11%	0.75%	0.75%	0.38%	95.09%
	Overall	74.23%	98.22%	0.89%	0.59%	0.30%	93.03%
Reliance	Rural	93.39%	71.68%	28.32%	0.00%	0.00%	57.52%
	Urban	86.46%	76.42%	22.47%	0.63%	0.47%	84.34%
	Overall	87.44%	75.70%	23.36%	0.54%	0.40%	80.27%
Sify	Urban	98.66%	57.71%	41.80%	0.37%	0.12%	62.52%
TATA	Rural	67.13%	100.00%	0.00%	0.00%	0.00%	98.96%
	Urban	67.99%	99.10%	0.45%	0.23%	0.23%	80.41%
	Overall	67.73%	99.37%	0.31%	0.16%	0.16%	86.01%
Tikona	Urban	72.32%	98.56%	0.96%	0.32%	0.16%	65.55%
You Broadband	Urban	77.23%	98.61%	0.83%	0.28%	0.28%	84.56%
Zylog	Urban	65.03%	98.66%	0.50%	0.50%	0.34%	79.90%

5.3.9 Rating of Service Provider On a scale of 1 – 10 (where 10 is very good and 1 is very poor)



All major operators have received good ratings by respective subscribers, a score of above 6 on a scale of 1 to 10, highest score being that of TATA (6.97), followed by Airtel (6.76) BSNL (6.49), Zylog (6.37) and Reliance (6.15).

6.1 Key Takeouts& Recommendations – Basic (Wireline)

Key Takeouts: Overall

There are only 4 Operators present in Chennai providing Basic Wireline services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. All four Operators are providing Wireline services in rural areas as well as urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Reliance in Rural areas has maximum satisfied customers for 'provisioning of services' parameter and is much above the average performance on this parameter. Except TATA all Operators in rural areas have scored above average on this parameter.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, Airtel scored maximum satisfaction from customers on billing performance parameter followed by BSNL's rural and Tata's urban customers. However BSNL's overall performance needs further improvement.

Customers Satisfied With Billing Performance-Prepaid

Reliance's and Airtel's billing performance for urban pre-paid customers is rated best amongst all wireline service providers and their rural areas need improvement w.r.t. performance on pre-paid billing.

Customers Satisfied With Network Performance, Reliability and Availability

The network performance, reliability and availability of service are maximum for Airtel while that of Tata is least in rural areas.

Customers Satisfied With Maintainability

Airtel in urban and Reliance in rural scored highest on account this parameter. BSNL and TATA in rural areas scored least on this parameter.

Customers Satisfied With Supplementary and Value Added Services

Among the 4 Operators of Wireline services in Chennai, TATA has topped overall in providing supplementary & value-added services whereas it along with Airtel in rural areas is lagging behind on this parameter in comparison to all other Operators.

Customers Satisfied With Help Services Including Grievance Redressal

Help services including grievance redressal is wanting in case of BSNL while services of Airtel on this aspect are quite appreciated by its customers.

Customers Satisfied With Overall Service Quality

Overall quality service performance ranges from 65 % to 68% to (very small range) as perceived by customers. Therefore, it can be concluded that perception of customers about overall quality of service is more or less same for Basic Wireline services for all 4 Operators.

Key Takeouts: Operator Level

Airtel

Airtel is rated as best performance in terms of network performance, reliability and availability of parameters, however, needs further improvement in overall performance to achieve Benchmark levels, especially on service provisioning where it scored second least.

BSNL

BSNL performance has been best among all operators in terms of billing performance prepaid where it scored highest and second highest in terms of network performance, reliability, availability and overall service quality. Its services in rural areas are pulling down its overall performance and hence further overall improvements would make it a strong player.

Reliance

Reliance wire-line has scored highest satisfaction in terms of service provisioning stood second best in terms of supplementary and value added services. Significant improvements are required for achieving the Benchmark levels.

Tata

Tata's performance has been good in terms of overall service quality while it needs to further improve its network performance and service provisioning where it scored the least among the four operators present in the circle.

6.2 Key Takeouts& Recommendations – Cellular Mobile

Key Takeouts: Overall

Out of the seven Operators present in Chennai, none of the Operators could meet benchmark level on all 7 parameters. All Operators have their presence both in Rural and Urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Vodafone's overall performance both in rural as well as urban areas has scored maximum satisfaction of customers. This is followed by TATA in rural and Aircel in urban areas respectively have maximum satisfied customers for Service Provisions.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by Airtel in rural and Vodafone in urban. BSNL's performance is least satisfactory for prepaid customers in urban & rural areas amongst the seven Operators present in Chennai.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, BSNL is found to be the best performer both in rural and urban areas. Airtel in rural and Systema Shyam in urban areas have least satisfied postpaid customers w.r.t. billing related issues.

Customers Satisfied With Network Performance, Reliability and Availability

Maximum customers are satisfied with Aircel's performance, reliability and availability of network in urban areas and with Reliance in rural areas. Out of seven Operators in Chennai, Systema Shyam in rural and urban area has the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

BSNL has demonstrated the strongest maintainability of signals both in rural & urban areas where as Systema Shyam in rural and urban area has poor maintainability of signals.

Customers Satisfied With Supplementary and Value Added Services

Systema Shyam in urban and in rural area tops the satisfaction levels amongst customers w.r.t. supplementary services and VAS. Customer satisfaction with supplementary & value added services in rural areas is least with Reliance (65%) and in urban areas with BSNL (65%).

Customers Satisfied With Help Services Including Grievance Redressal

Aircel scored maximum in rural areas as well as urban areas and Systema Shyam customers are least satisfied both in rural and urban areas on account of help services including grievance redressal.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality both in rural and urban sectors is Airtel. The least score is of Vodafone in urban areas and Aircel's in rural areas.

Key Takeouts: Operator Level

Aircel

Overall Aircel performance has been average as perceived by Customers since its performance on all 7 parameters has been average, however customer perception about its billing performance post paid is best while service provisioning is second best after Vodafone.

Airtel

Airtel has been adjudged as best overall service quality provider by customers, followed by second best network performance, reliability and availability. Needs improvement on its pre-paid billing related performance, and help services including grievance redressal.

BSNL

BSNL reported best performance on maintainability both in rural as well as urban areas while it is second best TRAI Chennai - Draft Report-Mobile&BB - Round II 01-05-12 bt in terms of billing performance post paid. BSNL needs to improve its service provisioning parameter.

Reliance

Reliance performance has been average performer in terms of network performance, reliability & availability as well as maintainability in comparison to all Operators.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has scored highest for supplementary & value added services while has been an average performer on other parameters and it needs to improve its billing performance post paid.

Tata

Its performance is second best in terms of supplementary and value added services. On all other parameters, Tata has performed above average

Vodafone

Vodafone has best performance on service provisioning & billing performance pre paid among all Operators present in Chennai while it needs to improve on its performance further on help services including grievance redressal.

6.3 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are eight Operators present in Chennai providing Broadband services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. BSNL customers of broadband services in rural areas are as much satisfied as their urban counterpart.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Airtel is most active in urban as well as rural areas for provisioning of services whereas all other operators are at par in terms of provisioning of services of broadband services especially in urban areas.

Customers Satisfied With Billing Performance-Postpaid

Reliance has scored the least in postpaid billing whereas Airtel in urban & TATA in rural areas is best performer amongst all eight Operators for broadband on this aspect.

Customers Satisfied With Billing Performance-Prepaid

Airtel in urban & TATA in rural are the best performers on prepaid billing whereas Sify is the least scorer on this parameter amongst all eight Operators for broadband services in Chennai.

Customers Satisfied With Network Performance, Reliability and Availability

Sify's performance is least satisfactory in urban areas while TATA is best in rural areas. The overall best performance considering rural and urban areas is that of Airtel, TATA and BSNL.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Airtel broadband connections maintainability in urban as well as rural areas while Customers are least satisfied with Sify on this aspect.

Customers Satisfied With Supplementary and Value Added Services

Supplementary and value-added services are being best provided by Airtel followed by Reliance, though Airtel in rural & Zylog in urban areas needs maximum attention for improvement in VAS and supplementary broadband services

Customers Satisfied With Help Services

In rural areas, TATA has the best help services while BSNL & Airtel in urban areas have best help service.

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel while overall service quality of Reliance & Sify is perceived to be poor.

Key Takeouts: Operator Level

Airtel

Airtel was found to be best performer as compared to other Operators on all parameters but needs to address the issue of achieving the Benchmark levels in broadband services.

BSNL

Overall BSNL is an above average performer on all parameters except. It needs definite improvement in its Supplementary and VAS especially in rural areas.

Reliance

Reliance has been an average performer and it needs to address postpaid billing performance, maintainability and overall service quality where it has scored least among all operators.

TATA

TATA has performed above average on most of the parameters but needs to specifically improve its supplementary & value added services especially in Urban areas.

Sify

Sify is operational only in urban areas and among all operators in the circle its customers are least satisfied towards prepaid billing performance, network performance, reliability & availability and maintainability. It also needs to improve upon its help services in which it has scored the least among all operators.

Tikona

Tikona is operational only in urban areas with average performance on all parameters. It needs to specifically address its post paid billing performance, network performance, reliability & availability in which it is least scorer among all operators.

You Broadband

Operational only in urban areas with below average performance on most of the parameters. You Broadband has to address issues of pre paid billing performance, the parameter on which customers are least satisfied as compared to all other operators in the circle. It also needs to address parameters such as network performance, reliability & availability, maintainability, supplementary & VAS services where it has scored very low.

Zylog

Zylog is operational only in urban areas with average performance on some of the parameters and below average performance on rest of the parameters. Specifically it has to improve Supplementary & VAS services in which it is the least scorer among all operators. It has to improve its Prepaid Billing performance, Maintainability and overall service quality.

7.0 Annexure (Question wise Responses)

7.1 Basic Service (Wireline)

A. Service Provision

1. Taking a telephone connection, shifting or temporarily suspending the connection in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Rural	10.13%	89.87%
	Urban	8.85%	91.15%
	Overall	9.13%	90.87%
BSNL	Rural	4.97%	95.03%
	Urban	2.81%	97.19%
	Overall	3.46%	96.54%
Reliance	Rural	14.73%	85.27%
	Urban	12.19%	87.81%
	Overall	12.72%	87.28%
Tata	Rural	14.22%	85.78%
	Urban	16.31%	83.69%
	Overall	15.89%	84.11%

1b. Satisfaction with the time taken to provide working phone connection

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	20.83%	66.67%	8.33%	4.17%	87.50%	12.50%
	Urban	10.81%	67.57%	14.86%	6.76%	78.38%	21.62%
	Overall	13.27%	67.35%	13.27%	6.12%	80.61%	19.39%
BSNL	Rural	25.00%	50.00%	18.75%	6.25%	75.00%	25.00%
	Urban	9.52%	76.19%	9.52%	4.76%	85.71%	14.29%
	Overall	16.22%	64.86%	13.51%	5.41%	81.08%	18.92%
Reliance	Rural	6.06%	87.88%	6.06%	0.00%	93.94%	6.06%
	Urban	14.56%	78.64%	3.88%	2.91%	93.20%	6.80%
	Overall	12.50%	80.88%	4.41%	2.21%	93.38%	6.62%
Tata	Rural	9.68%	67.74%	16.13%	6.45%	77.42%	22.58%
	Urban	3.60%	85.61%	6.47%	4.32%	89.21%	10.79%
	Overall	4.71%	82.35%	8.24%	4.71%	87.06%	12.94%

2. Being informed in writing, at the time of subscription of service or within a week of activation of service the complete details of the tariff plan

Wireline Operator	Area	Yes	No
Airtel	Rural	87.50%	12.50%
	Urban	66.22%	33.78%
	Overall	71.43%	28.57%
BSNL	Rural	87.50%	12.50%
	Urban	90.48%	9.52%
	Overall	89.19%	10.81%
Reliance	Rural	75.76%	24.24%
	Urban	94.17%	5.83%
	Overall	89.71%	10.29%
Tata	Rural	74.19%	25.81%
	Urban	67.63%	32.37%
	Overall	68.82%	31.18%

3. The ease of understanding or with provision of all relevant information related to tariff plans & charges

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	4.17%	87.50%	4.17%	4.17%	91.67%	8.33%
	Urban	8.11%	75.68%	10.81%	5.41%	83.78%	16.22%
	Overall	7.14%	78.57%	9.18%	5.10%	85.71%	14.29%
BSNL	Rural	18.75%	56.25%	12.50%	12.50%	75.00%	25.00%
	Urban	9.52%	80.95%	4.76%	4.76%	90.48%	9.52%
	Overall	13.51%	70.27%	8.11%	8.11%	83.78%	16.22%
Reliance	Rural	12.12%	84.85%	3.03%	0.00%	96.97%	3.03%
	Urban	6.80%	85.44%	4.85%	2.91%	92.23%	7.77%
	Overall	8.09%	85.29%	4.41%	2.21%	93.38%	6.62%
Tata	Rural	6.45%	70.97%	16.13%	6.45%	77.42%	22.58%
	Urban	5.04%	79.86%	10.79%	4.32%	84.89%	15.11%
	Overall	5.29%	78.24%	11.76%	4.71%	83.53%	16.47%

B. Billing Related-Postpaid Customer

4. Satisfaction with the time taken to deliver the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	19.07%	70.23%	8.84%	1.86%	89.30%	10.70%
	Urban	11.40%	82.40%	5.20%	0.99%	93.80%	6.20%
	Overall	13.01%	79.84%	5.97%	1.17%	92.86%	7.14%
BSNL	Rural	7.54%	84.26%	7.54%	0.66%	91.80%	8.20%
	Urban	1.81%	88.87%	8.21%	1.11%	90.68%	9.32%
	Overall	3.52%	87.50%	8.01%	0.98%	91.02%	8.98%
Reliance	Rural	12.00%	73.00%	13.50%	1.50%	85.00%	15.00%
	Urban	8.70%	85.71%	3.73%	1.86%	94.41%	5.59%
	Overall	9.35%	83.18%	5.67%	1.79%	92.54%	7.46%
Tata	Rural	17.42%	62.92%	17.98%	1.69%	80.34%	19.66%
	Urban	5.99%	88.01%	4.74%	1.25%	94.01%	5.99%
	Overall	8.07%	83.45%	7.15%	1.33%	91.52%	8.48%

5(a) Satisfaction with the quality, Accuracy & completeness of the bills

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	24.65%	69.30%	4.19%	1.86%	93.95%	6.05%
	Urban	10.41%	86.25%	2.23%	1.12%	96.65%	3.35%
	Overall	13.41%	82.68%	2.64%	1.27%	96.09%	3.91%
BSNL	Rural	11.48%	84.59%	3.61%	0.33%	96.07%	3.93%
	Urban	0.97%	91.24%	5.98%	1.81%	92.21%	7.79%
	Overall	4.10%	89.26%	5.27%	1.37%	93.36%	6.64%
Reliance	Rural	4.00%	90.50%	4.50%	1.00%	94.50%	5.50%
	Urban	8.07%	84.35%	6.83%	0.75%	92.42%	7.58%
	Overall	7.26%	85.57%	6.37%	0.80%	92.84%	7.16%
Tata	Rural	3.37%	84.27%	10.11%	2.25%	87.64%	12.36%
	Urban	13.98%	80.02%	3.50%	2.50%	94.01%	5.99%
	Overall	12.05%	80.80%	4.70%	2.45%	92.85%	7.15%

5(b) The reason(s) for dissatisfaction

Wireline Operator	Area	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	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
Airtel	Rural	23.08%	23.08%	23.08%	30.77%	0.00%	0.00%	0.00%
	Urban	29.63%	33.33%	22.22%	11.11%	3.70%	0.00%	0.00%
	Overall	27.50%	30.00%	22.50%	17.50%	2.50%	0.00%	0.00%
BSNL	Rural	25.00%	25.00%	16.67%	33.33%	0.00%	0.00%	0.00%
	Urban	35.71%	5.36%	7.14%	32.14%	3.57%	14.29%	1.79%
	Overall	33.82%	8.82%	8.82%	32.35%	2.94%	11.76%	1.47%
Reliance	Rural	27.27%	27.27%	0.00%	27.27%	9.09%	9.09%	0.00%
	Urban	93.44%	1.64%	0.00%	1.64%	0.00%	3.28%	0.00%
	Overall	83.33%	5.56%	0.00%	5.56%	1.39%	4.17%	0.00%
Tata	Rural	18.18%	27.27%	22.73%	22.73%	9.09%	0.00%	0.00%
	Urban	22.92%	29.17%	10.42%	18.75%	14.58%	4.17%	0.00%
	Overall	21.43%	28.57%	14.29%	20.00%	12.86%	2.86%	0.00%

6. Making of any billing related complaints in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Rural	31.16%	68.84%
	Urban	14.25%	85.75%
	Overall	17.81%	82.19%
BSNL	Rural	20.33%	79.67%
	Urban	10.71%	89.29%
	Overall	13.57%	86.43%
Reliance	Rural	21.00%	79.00%
	Urban	23.85%	76.15%
	Overall	23.28%	76.72%
Tata	Rural	17.98%	82.02%
	Urban	28.34%	71.66%
	Overall	26.46%	73.54%

7. Satisfaction with the process of resolution of billing complaints

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	1.49%	94.03%	2.99%	1.49%	95.52%	4.48%
	Urban	8.70%	60.00%	23.48%	7.83%	68.70%	31.30%
	Overall	6.04%	72.53%	15.93%	5.49%	78.57%	21.43%
BSNL	Rural	9.68%	58.06%	27.42%	4.84%	67.74%	32.26%
	Urban	7.79%	44.16%	38.96%	9.09%	51.95%	48.05%
	Overall	8.63%	50.36%	33.81%	7.19%	58.99%	41.01%
Reliance	Rural	7.14%	73.81%	11.90%	7.14%	80.95%	19.05%
	Urban	11.98%	50.52%	33.33%	4.17%	62.50%	37.50%
	Overall	11.11%	54.70%	29.49%	4.70%	65.81%	34.19%
Tata	Rural	3.13%	84.38%	3.13%	9.38%	87.50%	12.50%
	Urban	14.54%	63.00%	15.42%	7.05%	77.53%	22.47%
	Overall	13.13%	65.64%	13.90%	7.34%	78.76%	21.24%

8. Satisfaction with the clarity of the bills sent by the service provider in terms of transparency and understandability

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	1.40%	96.28%	1.40%	0.93%	97.67%	2.33%
	Urban	0.12%	97.27%	2.60%	0.00%	97.40%	2.60%
	Overall	0.39%	97.06%	2.35%	0.20%	97.46%	2.54%
BSNL	Rural	3.61%	92.46%	1.97%	1.97%	96.07%	3.93%
	Urban	1.53%	92.07%	5.15%	1.25%	93.60%	6.40%
	Overall	2.15%	92.19%	4.20%	1.46%	94.34%	5.66%
Reliance	Rural	1.50%	96.00%	1.50%	1.00%	97.50%	2.50%
	Urban	5.47%	86.09%	7.33%	1.12%	91.55%	8.45%
	Overall	4.68%	88.06%	6.17%	1.09%	92.74%	7.26%
Tata	Rural	5.06%	78.65%	9.55%	6.74%	83.71%	16.29%
	Urban	7.49%	88.89%	2.37%	1.25%	96.38%	3.62%
	Overall	7.05%	87.03%	3.68%	2.25%	94.08%	5.92%

9. Reason(s) for dissatisfaction

Wireline Operator	Area	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
Airtel	Rural	20.00%	40.00%	0.00%	40.00%	0.00%
	Urban	19.05%	28.57%	28.57%	19.05%	4.76%
	Overall	19.23%	30.77%	23.08%	23.08%	3.85%
BSNL	Rural	25.00%	33.33%	33.33%	8.33%	0.00%
	Urban	8.70%	0.00%	89.13%	2.17%	0.00%
	Overall	12.07%	6.90%	77.59%	3.45%	0.00%
Reliance	Rural	20.00%	40.00%	0.00%	40.00%	0.00%
	Urban	4.41%	8.82%	82.35%	4.41%	0.00%
	Overall	5.48%	10.96%	76.71%	6.85%	0.00%
Tata	Rural	31.03%	27.59%	13.79%	13.79%	13.79%
	Urban	27.59%	37.93%	13.79%	17.24%	3.45%
	Overall	29.31%	32.76%	13.79%	15.52%	8.62%

10(a) Satisfaction with the charges deducted for every call i.e. amount deducted on every usage

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	9.09%	72.73%	13.64%	4.55%	81.82%	18.18%
	Urban	6.90%	75.86%	10.34%	6.90%	82.76%	17.24%
	Overall	7.84%	74.51%	11.76%	5.88%	82.35%	17.65%
BSNL	Rural	5.88%	76.47%	11.76%	5.88%	82.35%	17.65%
	Urban	7.14%	75.00%	10.71%	7.14%	82.14%	17.86%
	Overall	6.67%	75.56%	11.11%	6.67%	82.22%	17.78%
Reliance	Rural	8.33%	70.83%	8.33%	12.50%	79.17%	20.83%
	Urban	5.00%	80.00%	10.00%	5.00%	85.00%	15.00%
	Overall	6.25%	76.56%	9.38%	7.81%	82.81%	17.19%
Tata	Rural	7.50%	70.00%	12.50%	10.00%	77.50%	22.50%
	Urban	7.84%	72.55%	13.73%	5.88%	80.39%	19.61%
	Overall	7.69%	71.43%	13.19%	7.69%	79.12%	20.88%

10(b) Reason(s) for dissatisfaction

Wireline Operator	Area	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
Airtel	Rural	25.00%	50.00%	25.00%	0.00%	0.00%
	Urban	20.00%	40.00%	20.00%	20.00%	0.00%
	Overall	22.22%	44.44%	22.22%	11.11%	0.00%
BSNL	Rural	66.67%	0.00%	0.00%	33.33%	0.00%
	Urban	40.00%	40.00%	20.00%	0.00%	0.00%
	Overall	50.00%	25.00%	12.50%	12.50%	0.00%
Reliance	Rural	20.00%	40.00%	40.00%	0.00%	0.00%
	Urban	33.33%	16.67%	16.67%	33.33%	0.00%
	Overall	27.27%	27.27%	27.27%	18.18%	0.00%
Tata	Rural	44.44%	33.33%	22.22%	0.00%	0.00%
	Urban	20.00%	50.00%	10.00%	20.00%	0.00%
	Overall	31.58%	42.11%	15.79%	10.53%	0.00%

10(c) Made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months

Wireline Operator	Area	Yes	No
Airtel	Rural	22.73%	77.27%
	Urban	34.48%	65.52%
	Overall	29.41%	70.59%
BSNL	Rural	23.53%	76.47%
	Urban	32.14%	67.86%
	Overall	28.89%	71.11%
Reliance	Rural	25.00%	75.00%
	Urban	27.50%	72.50%
	Overall	26.56%	73.44%
Tata	Rural	22.50%	77.50%
	Urban	31.37%	68.63%
	Overall	27.47%	72.53%

10(d) Satisfaction with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	0.00%	60.00%	40.00%	0.00%	60.00%	40.00%
	Urban	10.00%	70.00%	10.00%	10.00%	80.00%	20.00%
	Overall	6.67%	66.67%	20.00%	6.67%	73.33%	26.67%
BSNL	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	11.11%	66.67%	22.22%	0.00%	77.78%	22.22%
	Overall	7.69%	69.23%	23.08%	0.00%	76.92%	23.08%
Reliance	Rural	16.67%	50.00%	16.67%	16.67%	66.67%	33.33%
	Urban	9.09%	72.73%	18.18%	0.00%	81.82%	18.18%
	Overall	11.76%	64.71%	17.65%	5.88%	76.47%	23.53%
Tata	Rural	11.11%	55.56%	22.22%	11.11%	66.67%	33.33%
	Urban	6.25%	68.75%	12.50%	12.50%	75.00%	25.00%
	Overall	8.00%	64.00%	16.00%	12.00%	72.00%	28.00%

10(e) Satisfaction with the ease of recharging process and the transparency of recharge offer

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	4.55%	72.73%	18.18%	4.55%	77.27%	22.73%
	Urban	10.34%	72.41%	10.34%	6.90%	82.76%	17.24%
	Overall	7.84%	72.55%	13.73%	5.88%	80.39%	19.61%
BSNL	Rural	5.88%	76.47%	11.76%	5.88%	82.35%	17.65%
	Urban	7.14%	75.00%	10.71%	7.14%	82.14%	17.86%
	Overall	6.67%	75.56%	11.11%	6.67%	82.22%	17.78%
Reliance	Rural	8.33%	75.00%	8.33%	8.33%	83.33%	16.67%
	Urban	5.00%	80.00%	7.50%	7.50%	85.00%	15.00%
	Overall	6.25%	78.13%	7.81%	7.81%	84.38%	15.63%
Tata	Rural	5.00%	80.00%	10.00%	5.00%	85.00%	15.00%
	Urban	7.84%	76.47%	9.80%	5.88%	84.31%	15.69%
	Overall	6.59%	78.02%	9.89%	5.49%	84.62%	15.38%

10(f) The reason(s) for dissatisfaction

Wireline Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Airtel	Rural	40.00%	40.00%	20.00%	0.00%	0.00%
	Urban	20.00%	20.00%	20.00%	40.00%	0.00%
	Overall	30.00%	30.00%	20.00%	20.00%	0.00%
BSNL	Rural	33.33%	33.33%	0.00%	33.33%	0.00%
	Urban	40.00%	40.00%	20.00%	0.00%	0.00%
	Overall	37.50%	37.50%	12.50%	12.50%	0.00%
Reliance	Rural	25.00%	25.00%	25.00%	25.00%	0.00%
	Urban	33.33%	33.33%	0.00%	16.67%	16.67%
	Overall	30.00%	30.00%	10.00%	20.00%	10.00%
Tata	Rural	33.33%	50.00%	16.67%	0.00%	0.00%
	Urban	25.00%	37.50%	12.50%	25.00%	0.00%
	Overall	28.57%	42.86%	14.29%	14.29%	0.00%

D. Help Services/Customer Care Including Customer Grievance Redressal

11. In the last 6 months, contacted customer care/helpline/call centre of the service provider

Wireline Operator	Area	Yes	No
Airtel	Rural	32.49%	67.51%
	Urban	37.68%	62.32%
	Overall	36.53%	63.47%
BSNL	Rural	34.78%	65.22%
	Urban	37.75%	62.25%
	Overall	36.86%	63.14%
Reliance	Rural	29.46%	70.54%
	Urban	43.91%	56.09%
	Overall	40.88%	59.12%
Tata	Rural	38.99%	61.01%
	Urban	43.19%	56.81%
	Overall	42.34%	57.66%

12(a) Satisfaction with the ease of access of call centre/customer care or helpline

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	32.88%	38.36%	28.77%	0.00%	71.23%	28.77%
	Urban	6.03%	84.44%	7.62%	1.90%	90.48%	9.52%
	Overall	10.97%	75.00%	11.48%	2.55%	85.97%	14.03%
BSNL	Rural	10.71%	76.79%	9.82%	2.68%	87.50%	12.50%
	Urban	4.26%	86.88%	7.09%	1.77%	91.13%	8.87%
	Overall	6.09%	84.01%	7.87%	2.03%	90.10%	9.90%
Reliance	Rural	16.67%	62.12%	15.15%	6.06%	78.79%	21.21%
	Urban	5.93%	82.48%	9.16%	2.43%	88.41%	11.59%
	Overall	7.55%	79.41%	10.07%	2.97%	86.96%	13.04%
Tata	Rural	23.53%	52.94%	15.29%	8.24%	76.47%	23.53%
	Urban	7.34%	80.16%	10.33%	2.17%	87.50%	12.50%
	Overall	10.38%	75.06%	11.26%	3.31%	85.43%	14.57%

12(b) Satisfaction with the ease of getting an option for “talking to a customer care executive”

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	9.09%	66.23%	18.18%	6.49%	75.32%	24.68%
	Urban	6.03%	84.44%	7.62%	1.90%	90.48%	9.52%
	Overall	6.63%	80.87%	9.69%	2.81%	87.50%	12.50%
BSNL	Rural	22.32%	50.00%	22.32%	5.36%	72.32%	27.68%
	Urban	4.26%	86.88%	7.09%	1.77%	91.13%	8.87%
	Overall	9.39%	76.40%	11.42%	2.79%	85.79%	14.21%
Reliance	Rural	13.64%	59.09%	19.70%	7.58%	72.73%	27.27%
	Urban	11.05%	71.43%	15.63%	1.89%	82.48%	17.52%
	Overall	11.44%	69.57%	16.25%	2.75%	81.01%	18.99%
Tata	Rural	25.88%	42.35%	21.18%	10.59%	68.24%	31.76%
	Urban	16.58%	70.92%	10.33%	2.17%	87.50%	12.50%
	Overall	18.32%	65.56%	12.36%	3.75%	83.89%	16.11%

13. Satisfaction with the response time taken to answer call by a customer care executive

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	15.58%	59.74%	19.48%	5.19%	75.32%	24.68%
	Urban	6.67%	83.49%	6.67%	3.17%	90.16%	9.84%
	Overall	8.42%	78.83%	9.18%	3.57%	87.24%	12.76%
BSNL	Rural	9.82%	70.54%	16.96%	2.68%	80.36%	19.64%
	Urban	3.90%	78.37%	14.54%	3.19%	82.27%	17.73%
	Overall	5.58%	76.14%	15.23%	3.05%	81.73%	18.27%
Reliance	Rural	18.18%	60.61%	15.15%	6.06%	78.79%	21.21%
	Urban	22.91%	50.40%	23.72%	2.96%	73.32%	26.68%
	Overall	22.20%	51.95%	22.43%	3.43%	74.14%	25.86%
Tata	Rural	20.00%	50.59%	21.18%	8.24%	70.59%	29.41%
	Urban	6.25%	80.98%	9.78%	2.99%	87.23%	12.77%
	Overall	8.83%	75.28%	11.92%	3.97%	84.11%	15.89%

14. Satisfaction with the problem solving ability of the customer care executive(s)

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	45.45%	32.47%	15.58%	6.49%	77.92%	22.08%
	Urban	9.52%	80.32%	7.30%	2.86%	89.84%	10.16%
	Overall	16.58%	70.92%	8.93%	3.57%	87.50%	12.50%
BSNL	Rural	39.29%	40.18%	16.96%	3.57%	79.46%	20.54%
	Urban	3.19%	78.01%	15.60%	3.19%	81.21%	18.79%
	Overall	13.45%	67.26%	15.99%	3.30%	80.71%	19.29%
Reliance	Rural	10.61%	57.58%	27.27%	4.55%	68.18%	31.82%
	Urban	29.65%	43.40%	23.99%	2.96%	73.05%	26.95%
	Overall	26.77%	45.54%	24.49%	3.20%	72.31%	27.69%
Tata	Rural	20.00%	52.94%	17.65%	9.41%	72.94%	27.06%
	Urban	4.89%	81.79%	9.51%	3.80%	86.68%	13.32%
	Overall	7.73%	76.38%	11.04%	4.86%	84.11%	15.89%

15. Satisfaction with the time taken by call centre/customer care /helpline to resolve the complaint

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	25.97%	38.96%	28.57%	6.49%	64.94%	35.06%
	Urban	16.19%	73.65%	8.57%	1.59%	89.84%	10.16%
	Overall	18.11%	66.84%	12.50%	2.55%	84.95%	15.05%
BSNL	Rural	7.14%	75.00%	14.29%	3.57%	82.14%	17.86%
	Urban	3.19%	77.30%	16.67%	2.84%	80.50%	19.50%
	Overall	4.31%	76.65%	15.99%	3.05%	80.96%	19.04%
Reliance	Rural	18.18%	53.03%	21.21%	7.58%	71.21%	28.79%
	Urban	24.26%	48.79%	24.53%	2.43%	73.05%	26.95%
	Overall	23.34%	49.43%	24.03%	3.20%	72.77%	27.23%
Tata	Rural	12.94%	52.94%	23.53%	10.59%	65.88%	34.12%
	Urban	13.04%	74.46%	9.51%	2.99%	87.50%	12.50%
	Overall	13.02%	70.42%	12.14%	4.42%	83.44%	16.56%

16. Satisfaction with the availability of working telephone (dial tone)

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	33.33%	40.08%	24.89%	1.69%	73.42%	26.58%
	Urban	38.76%	52.03%	9.09%	0.12%	90.79%	9.21%
	Overall	37.56%	49.39%	12.58%	0.47%	86.95%	13.05%
BSNL	Rural	24.84%	69.57%	4.97%	0.62%	94.41%	5.59%
	Urban	29.32%	64.66%	6.02%	0.00%	93.98%	6.02%
	Overall	27.97%	66.14%	5.71%	0.19%	94.11%	5.89%
Reliance	Rural	5.36%	85.27%	7.59%	1.79%	90.63%	9.38%
	Urban	29.11%	64.85%	5.44%	0.59%	93.96%	6.04%
	Overall	24.13%	69.13%	5.89%	0.84%	93.26%	6.74%
Tata	Rural	11.47%	69.27%	15.60%	3.67%	80.73%	19.27%
	Urban	25.12%	68.43%	6.46%	0.00%	93.54%	6.46%
	Overall	22.34%	68.60%	8.32%	0.75%	90.93%	9.07%

17. Satisfaction with the ability to make or receive calls easily

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	34.60%	53.59%	9.70%	2.11%	88.19%	11.81%
	Urban	23.44%	68.06%	8.13%	0.36%	91.51%	8.49%
	Overall	25.91%	64.86%	8.48%	0.75%	90.77%	9.23%
BSNL	Rural	13.98%	79.81%	4.35%	1.86%	93.79%	6.21%
	Urban	20.35%	73.76%	5.62%	0.27%	94.11%	5.89%
	Overall	18.43%	75.58%	5.24%	0.75%	94.01%	5.99%
Reliance	Rural	13.84%	77.23%	7.59%	1.34%	91.07%	8.93%
	Urban	26.39%	66.75%	6.15%	0.71%	93.14%	6.86%
	Overall	23.76%	68.94%	6.45%	0.84%	92.70%	7.30%
Tata	Rural	12.84%	70.64%	13.30%	3.21%	83.49%	16.51%
	Urban	28.05%	65.61%	6.22%	0.12%	93.66%	6.34%
	Overall	24.95%	66.64%	7.66%	0.75%	91.59%	8.41%

18. Satisfaction with the voice quality

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	43.88%	29.54%	24.89%	1.69%	73.42%	26.58%
	Urban	33.25%	54.55%	11.84%	0.36%	87.80%	12.20%
	Overall	35.60%	49.02%	14.73%	0.65%	84.62%	15.38%
BSNL	Rural	25.16%	70.19%	3.42%	1.24%	95.34%	4.66%
	Urban	17.94%	77.51%	4.28%	0.27%	95.45%	4.55%
	Overall	20.11%	75.30%	4.02%	0.56%	95.42%	4.58%
Reliance	Rural	12.95%	78.13%	7.14%	1.79%	91.07%	8.93%
	Urban	25.33%	68.52%	5.68%	0.47%	93.85%	6.15%
	Overall	22.73%	70.53%	5.99%	0.75%	93.26%	6.74%
Tata	Rural	8.72%	75.23%	12.84%	3.21%	83.94%	16.06%
	Urban	20.66%	73.12%	6.22%	0.00%	93.78%	6.22%
	Overall	18.22%	73.55%	7.57%	0.65%	91.78%	8.22%

19. No. of times telephone connection required repair in the last 6 months

Wireline Operator	Area	Nil	One time	2-3 times	More than 3 times
Airtel	Rural	64.14%	4.22%	31.65%	0.00%
	Urban	89.00%	2.99%	7.66%	0.36%
	Overall	83.50%	3.26%	12.95%	0.28%
BSNL	Rural	86.34%	11.18%	2.48%	0.00%
	Urban	95.98%	1.07%	2.54%	0.40%
	Overall	93.08%	4.12%	2.53%	0.28%
Reliance	Rural	78.13%	20.54%	1.34%	0.00%
	Urban	77.87%	7.10%	7.46%	7.57%
	Overall	77.92%	9.92%	6.17%	5.99%
Tata	Rural	70.64%	24.77%	4.13%	0.46%
	Urban	71.95%	21.13%	6.92%	0.00%
	Overall	71.68%	21.87%	6.36%	0.09%

20. Time taken for repairing the fault after lodging a complaint

Wireline Operator	Area	1 day	2-3 days	4-7days	More than 7 days
Airtel	Rural	8.24%	90.59%	1.18%	0.00%
	Urban	2.17%	83.70%	7.61%	6.52%
	Overall	5.08%	87.01%	4.52%	3.39%
BSNL	Rural	43.18%	27.27%	29.55%	0.00%
	Urban	0.00%	70.00%	20.00%	10.00%
	Overall	25.68%	44.59%	25.68%	4.05%
Reliance	Rural	89.80%	10.20%	0.00%	0.00%
	Urban	25.13%	39.04%	33.69%	2.14%
	Overall	38.56%	33.05%	26.69%	1.69%
Tata	Rural	65.63%	26.56%	4.69%	3.13%
	Urban	37.66%	61.92%	0.42%	0.00%
	Overall	43.56%	54.46%	1.32%	0.66%

21. Satisfaction with the fault repair service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	23.53%	56.47%	18.82%	1.18%	80.00%	20.00%
	Urban	22.83%	63.04%	9.78%	4.35%	85.87%	14.13%
	Overall	23.16%	59.89%	14.12%	2.82%	83.05%	16.95%
BSNL	Rural	4.55%	88.64%	2.27%	4.55%	93.18%	6.82%
	Urban	36.67%	36.67%	20.00%	6.67%	73.33%	26.67%
	Overall	17.57%	67.57%	9.46%	5.41%	85.14%	14.86%
Reliance	Rural	20.41%	65.31%	12.24%	2.04%	85.71%	14.29%
	Urban	39.57%	29.95%	22.46%	8.02%	69.52%	30.48%
	Overall	35.59%	37.29%	20.34%	6.78%	72.88%	27.12%
Tata	Rural	1.56%	92.19%	6.25%	0.00%	93.75%	6.25%
	Urban	19.25%	69.04%	8.79%	2.93%	88.28%	11.72%
	Overall	15.51%	73.93%	8.25%	2.31%	89.44%	10.56%

G. Supplementary Services and Value Added Services

22. Using services like call waiting, call forwarding, voice mail or any other supplementary services / value added services

Wireline Operator	Area	Yes	No
Airtel	Rural	40.08%	59.92%
	Urban	41.15%	58.85%
	Overall	40.91%	59.09%
BSNL	Rural	33.23%	66.77%
	Urban	38.15%	61.85%
	Overall	36.67%	63.33%
Reliance	Rural	41.52%	58.48%
	Urban	48.28%	51.72%
	Overall	46.87%	53.13%
Tata	Rural	43.58%	56.42%
	Urban	40.85%	59.15%
	Overall	41.40%	58.60%

23. Satisfaction with the quality of the supplementary services / value added service provided

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	20.00%	57.89%	15.79%	6.32%	77.89%	22.11%
	Urban	1.16%	96.51%	1.45%	0.87%	97.67%	2.33%
	Overall	5.24%	88.15%	4.56%	2.05%	93.39%	6.61%
BSNL	Rural	4.67%	89.72%	3.74%	1.87%	94.39%	5.61%
	Urban	2.46%	93.33%	2.11%	2.11%	95.79%	4.21%
	Overall	3.06%	92.35%	2.55%	2.04%	95.41%	4.59%
Reliance	Rural	4.30%	81.72%	9.68%	4.30%	86.02%	13.98%
	Urban	4.90%	91.91%	1.72%	1.47%	96.81%	3.19%
	Overall	4.79%	90.02%	3.19%	2.00%	94.81%	5.19%
Tata	Rural	4.21%	86.32%	4.21%	5.26%	90.53%	9.47%
	Urban	14.94%	76.72%	5.17%	3.16%	91.67%	8.33%
	Overall	12.64%	78.78%	4.97%	3.61%	91.42%	8.58%

24(a) Satisfaction with the process of activating value added services or the process of unsubscribing

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	3.16%	90.53%	3.16%	3.16%	93.68%	6.32%
	Urban	7.27%	86.34%	4.07%	2.33%	93.60%	6.40%
	Overall	6.38%	87.24%	3.87%	2.51%	93.62%	6.38%
BSNL	Rural	27.10%	41.12%	21.50%	10.28%	68.22%	31.78%
	Urban	5.26%	90.88%	1.75%	2.11%	96.14%	3.86%
	Overall	11.22%	77.30%	7.14%	4.34%	88.52%	11.48%
Reliance	Rural	9.68%	78.49%	7.53%	4.30%	88.17%	11.83%
	Urban	6.62%	88.73%	2.21%	2.45%	95.34%	4.66%
	Overall	7.19%	86.83%	3.19%	2.79%	94.01%	5.99%
Tata	Rural	3.16%	80.00%	12.63%	4.21%	83.16%	16.84%
	Urban	13.79%	81.32%	2.59%	2.30%	95.11%	4.89%
	Overall	11.51%	81.04%	4.74%	2.71%	92.55%	7.45%

24(b) The reasons for dissatisfaction

Wireline Operator	Area	Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	other reasons
Airtel	Rural	33.33%	33.33%	33.33%	0.00%
	Urban	18.18%	54.55%	18.18%	9.09%
	Overall	23.53%	47.06%	23.53%	5.88%
BSNL	Rural	0.00%	60.00%	0.00%	40.00%
	Urban	36.36%	36.36%	18.18%	9.09%
	Overall	25.00%	43.75%	12.50%	18.75%
Reliance	Rural	36.36%	27.27%	18.18%	18.18%
	Urban	21.05%	36.84%	15.79%	26.32%
	Overall	26.67%	33.33%	16.67%	23.33%
Tata	Rural	50.00%	25.00%	12.50%	12.50%
	Urban	23.53%	41.18%	11.76%	23.53%
	Overall	36.36%	33.33%	12.12%	18.18%

25. In last 6 months facing the problem of unauthorized activation of VAS by the service provider

Wireline Operator	Area	Yes	No
Airtel	Rural	28.42%	71.58%
	Urban	11.92%	88.08%
	Overall	15.49%	84.51%
BSNL	Rural	25.23%	74.77%
	Urban	13.33%	86.67%
	Overall	16.58%	83.42%
Reliance	Rural	25.81%	74.19%
	Urban	9.56%	90.44%
	Overall	12.57%	87.43%
Tata	Rural	60.00%	40.00%
	Urban	14.94%	85.06%
	Overall	24.60%	75.40%

25(a) Satisfaction with the resolution of your complaint for deactivation of VAS

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	7.41%	59.26%	22.22%	11.11%	66.67%	33.33%
	Urban	9.76%	73.17%	12.20%	4.88%	82.93%	17.07%
	Overall	8.82%	67.65%	16.18%	7.35%	76.47%	23.53%
BSNL	Rural	11.11%	70.37%	11.11%	7.41%	81.48%	18.52%
	Urban	10.53%	65.79%	13.16%	10.53%	76.32%	23.68%
	Overall	10.77%	67.69%	12.31%	9.23%	78.46%	21.54%
Reliance	Rural	8.33%	66.67%	12.50%	12.50%	75.00%	25.00%
	Urban	7.69%	71.79%	12.82%	7.69%	79.49%	20.51%
	Overall	7.94%	69.84%	12.70%	9.52%	77.78%	22.22%
Tata	Rural	7.02%	77.19%	10.53%	5.26%	84.21%	15.79%
	Urban	7.69%	73.08%	11.54%	7.69%	80.77%	19.23%
	Overall	7.34%	75.23%	11.01%	6.42%	82.57%	17.43%

26(a) Satisfaction with the overall quality of the telephone service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	16.03%	75.95%	3.80%	4.22%	91.98%	8.02%
	Urban	0.96%	95.45%	3.11%	0.48%	96.41%	3.59%
	Overall	4.29%	91.15%	3.26%	1.30%	95.43%	4.57%
BSNL	Rural	18.01%	76.40%	3.42%	2.17%	94.41%	5.59%
	Urban	5.62%	88.89%	4.82%	0.67%	94.51%	5.49%
	Overall	9.35%	85.13%	4.40%	1.12%	94.48%	5.52%
Reliance	Rural	22.77%	68.30%	4.46%	4.46%	91.07%	8.93%
	Urban	7.34%	80.24%	11.72%	0.71%	87.57%	12.43%
	Overall	10.57%	77.74%	10.20%	1.50%	88.31%	11.69%
Tata	Rural	35.32%	48.62%	8.72%	7.34%	83.94%	16.06%
	Urban	9.39%	86.38%	3.40%	0.82%	95.77%	4.23%
	Overall	14.67%	78.69%	4.49%	2.15%	93.36%	6.64%

26(b) Reason(s) for dissatisfaction

Reason(s) for Dissatisfaction	Airtel		BSNL		Reliance		Tata Teleservices	
	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban
Billing Problem	36.84%	6.67%	22.22%	17.07%	25.00%	5.71%	2.86%	25.00%
Customer Care Service problem	0.00%	43.33%	16.67%	19.51%	10.00%	15.24%	11.43%	16.67%
Network Problem	31.58%	16.67%	5.56%	0.00%	15.00%	35.24%	34.29%	33.33%
Service Problem	0.00%	13.33%	11.11%	24.39%	15.00%	23.81%	25.71%	13.89%
Technical problem	31.58%	20.00%	44.44%	39.02%	35.00%	20.00%	25.71%	11.11%

27. Other services being taken by this service provider

Wireline Operator	Area	Broadband	Mobile	Others	None
Airtel	Rural	2.11%	0.84%	0.00%	97.05%
	Urban	0.36%	0.60%	0.60%	98.44%
	Overall	0.75%	0.65%	0.47%	98.14%
BSNL	Rural	0.93%	3.42%	0.00%	95.65%
	Urban	1.61%	0.00%	0.00%	98.39%
	Overall	1.40%	1.03%	0.00%	97.57%
Reliance	Rural	80.36%	7.14%	4.91%	7.59%
	Urban	25.21%	2.49%	1.18%	71.12%
	Overall	36.76%	3.46%	1.96%	57.81%
Tata	Rural	55.05%	26.61%	5.05%	13.30%
	Urban	44.72%	6.46%	0.00%	48.83%
	Overall	46.82%	10.56%	1.03%	41.59%

28(a) Terminating a Telephone connection in the last 6 months

Wireline Operator	Area	Yes	No
Airtel	Rural	1.69%	98.31%
	Urban	1.44%	98.56%
	Overall	1.49%	98.51%
BSNL	Rural	0.93%	99.07%
	Urban	1.74%	98.26%
	Overall	1.50%	98.50%
Reliance	Rural	2.23%	97.77%
	Urban	1.42%	98.58%
	Overall	1.59%	98.41%
Tata	Rural	2.29%	97.71%
	Urban	0.35%	99.65%
	Overall	0.75%	99.25%

28(b) Name of previous service provider

Wireline Operator	Area	Airtel	BSNL	Reliance	Tata
Airtel	Rural	0.00%	50.00%	25.00%	25.00%
	Urban	0.00%	33.33%	25.00%	41.67%
	Overall	0.00%	37.50%	25.00%	37.50%
BSNL	Rural	66.67%	33.33%	0.00%	0.00%
	Urban	38.46%	0.00%	23.08%	38.46%
	Overall	43.75%	6.25%	18.75%	31.25%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	8.33%	91.67%	0.00%	0.00%
	Overall	5.88%	94.12%	0.00%	0.00%
Tata	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%
	Overall	62.50%	37.50%	0.00%	0.00%

29. Number of days taken for termination of the connection

Wireline Operator	Area	1 Day	2-3 days	4-7days	More than 7 days
Airtel	Rural	0.00%	50.00%	25.00%	25.00%
	Urban	16.67%	75.00%	8.33%	0.00%
	Overall	12.50%	68.75%	12.50%	6.25%
BSNL	Rural	33.33%	0.00%	66.67%	0.00%
	Urban	0.00%	84.62%	15.38%	0.00%
	Overall	6.25%	68.75%	25.00%	0.00%
Reliance	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	8.33%	8.33%	83.33%
	Overall	0.00%	5.88%	5.88%	88.24%
Tata	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%

30. Awareness that in case your fault was not repaired within 3 days, the customer is entitled for rent rebate

Wireline Operator	Area	Yes	No
Airtel	Rural	13.08%	86.92%
	Urban	9.93%	90.07%
	Overall	10.62%	89.38%
BSNL	Rural	5.59%	94.41%
	Urban	5.22%	94.78%
	Overall	5.33%	94.67%
Reliance	Rural	15.18%	84.82%
	Urban	17.87%	82.13%
	Overall	17.31%	82.69%
Tata	Rural	15.60%	84.40%
	Urban	14.55%	85.45%
	Overall	14.77%	85.23%

31. Awareness about the facility for registering the telephone number with the service provider for not receiving unwanted tele marketing calls/SMS

Wireline Operator	Area	Yes	No
Airtel	Rural	96.20%	3.80%
	Urban	83.25%	16.75%
	Overall	86.11%	13.89%
BSNL	Rural	43.48%	56.52%
	Urban	95.05%	4.95%
	Overall	79.51%	20.49%
Reliance	Rural	17.41%	82.59%
	Urban	46.98%	53.02%
	Overall	40.79%	59.21%
Tata	Rural	68.35%	31.65%
	Urban	11.27%	88.73%
	Overall	22.90%	77.10%

32(a) Registering of Wireline number with the service provider for not receiving any unwanted tele marketing calls/SMS

Wireline Operator	Area	Yes	No
Airtel	Rural	9.28%	90.72%
	Urban	3.47%	96.53%
	Overall	4.75%	95.25%
BSNL	Rural	5.28%	94.72%
	Urban	3.75%	96.25%
	Overall	4.21%	95.79%
Reliance	Rural	10.71%	89.29%
	Urban	4.62%	95.38%
	Overall	5.89%	94.11%
Tata	Rural	18.35%	81.65%
	Urban	5.99%	94.01%
	Overall	8.50%	91.50%

32(b) Level of reduction in number of unwanted tele marketing call/SMS received even after registering

Wireline Operator	Area	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Airtel	Rural	13.64%	31.82%	36.36%	18.18%
	Urban	13.79%	17.24%	55.17%	13.79%
	Overall	13.73%	23.53%	47.06%	15.69%
BSNL	Rural	11.76%	23.53%	58.82%	5.88%
	Urban	14.29%	25.00%	42.86%	17.86%
	Overall	13.33%	24.44%	48.89%	13.33%
Reliance	Rural	8.33%	29.17%	45.83%	16.67%
	Urban	12.82%	23.08%	48.72%	15.38%
	Overall	11.11%	25.40%	47.62%	15.87%
Tata	Rural	7.50%	20.00%	55.00%	17.50%
	Urban	13.73%	17.65%	56.86%	11.76%
	Overall	10.99%	18.68%	56.04%	14.29%

32(c) Complaining to the service provider on getting such unwanted tele marketing calls/SMS even after registering the Wireline number

Wireline Operator	Area	Yes	No
Airtel	Rural	61.11%	38.89%
	Urban	72.00%	28.00%
	Overall	67.44%	32.56%
BSNL	Rural	62.50%	37.50%
	Urban	69.57%	30.43%
	Overall	66.67%	33.33%
Reliance	Rural	70.00%	30.00%
	Urban	63.64%	36.36%
	Overall	66.04%	33.96%
Tata	Rural	57.58%	42.42%
	Urban	55.56%	44.44%
	Overall	56.41%	43.59%

32(d) Effect of complaint

Wireline Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Airtel	Rural	27.27%	36.36%	18.18%	18.18%
	Urban	16.67%	44.44%	22.22%	16.67%
	Overall	20.69%	41.38%	20.69%	17.24%
BSNL	Rural	20.00%	40.00%	20.00%	20.00%
	Urban	25.00%	43.75%	12.50%	18.75%
	Overall	23.08%	42.31%	15.38%	19.23%
Reliance	Rural	21.43%	35.71%	21.43%	21.43%
	Urban	23.81%	38.10%	14.29%	23.81%
	Overall	22.86%	37.14%	17.14%	22.86%
Tata	Rural	26.32%	42.11%	15.79%	15.79%
	Urban	32.00%	44.00%	4.00%	20.00%
	Overall	29.55%	43.18%	9.09%	18.18%

33. Rating of Service Provider on a scale of 1 – 10 where 10 is very good and 1 is very poor

Wireline Operator	Area	Average
Airtel	Rural	6.22
	Urban	6.72
	Overall	6.61
BSNL	Rural	7.02
	Urban	6.41
	Overall	6.59
Reliance	Rural	6.90
	Urban	6.25
	Overall	6.39
Tata	Rural	6.22
	Urban	6.75
	Overall	6.64

34(a) Awareness of the call centre telephone number of the telecom service provider for making complaints

Wireline Operator	Area	Yes	No
Airtel	Rural	72.57%	27.43%
	Urban	87.92%	12.08%
	Overall	84.53%	15.47%
BSNL	Rural	67.70%	32.30%
	Urban	87.42%	12.58%
	Overall	81.48%	18.52%
Reliance	Rural	66.07%	33.93%
	Urban	89.94%	10.06%
	Overall	84.94%	15.06%
Tata	Rural	63.76%	36.24%
	Urban	83.10%	16.90%
	Overall	79.16%	20.84%

34(b) Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number

Wireline Operator	Area	Yes	No
Airtel	Rural	26.58%	73.42%
	Urban	34.09%	65.91%
	Overall	32.43%	67.57%
BSNL	Rural	21.12%	78.88%
	Urban	37.62%	62.38%
	Overall	32.65%	67.35%
Reliance	Rural	26.34%	73.66%
	Urban	39.05%	60.95%
	Overall	36.39%	63.61%
Tata	Rural	24.77%	75.23%
	Urban	37.79%	62.21%
	Overall	35.14%	64.86%

35. With respect to complaint made to the call centre, the most applicable cases

Wireline Operator	Area	Docket number received for most of the complaints	No Docket number received for most of the complaints	It was received on request	No docket number received even on request
Airtel	Rural	34.92%	55.56%	7.94%	1.59%
	Urban	95.79%	3.16%	0.35%	0.70%
	Overall	84.77%	12.64%	1.72%	0.86%
BSNL	Rural	80.88%	7.35%	11.76%	0.00%
	Urban	99.64%	0.00%	0.00%	0.36%
	Overall	95.99%	1.43%	2.29%	0.29%
Reliance	Rural	57.63%	13.56%	18.64%	10.17%
	Urban	97.58%	1.82%	0.30%	0.30%
	Overall	91.52%	3.60%	3.08%	1.80%
Tata	Rural	33.33%	35.19%	22.22%	9.26%
	Urban	71.12%	23.60%	4.04%	1.24%
	Overall	65.69%	25.27%	6.65%	2.39%

36. Informing by the Call Centre about the action taken on the complaint

Wireline Operator	Area	Yes	No
Airtel	Rural	3.17%	96.83%
	Urban	17.89%	82.11%
	Overall	15.23%	84.77%
BSNL	Rural	36.76%	63.24%
	Urban	8.54%	91.46%
	Overall	14.04%	85.96%
Reliance	Rural	37.29%	62.71%
	Urban	9.70%	90.30%
	Overall	13.88%	86.12%
Tata	Rural	16.67%	83.33%
	Urban	25.78%	74.22%
	Overall	24.47%	75.53%

37. Resolving of complaint satisfactorily by call centre/ customer care within four weeks after lodging of the complaint

Wireline Operator	Area	Yes	No	Not Applicable
Airtel	Rural	28.57%	71.43%	0.00%
	Urban	12.28%	87.72%	0.00%
	Overall	15.23%	84.77%	0.00%
BSNL	Rural	20.59%	79.41%	0.00%
	Urban	2.49%	97.51%	0.00%
	Overall	6.02%	93.98%	0.00%
Reliance	Rural	5.08%	94.92%	0.00%
	Urban	5.76%	94.24%	0.00%
	Overall	5.66%	94.34%	0.00%
Tata	Rural	3.70%	96.30%	0.00%
	Urban	17.70%	82.30%	0.00%
	Overall	15.69%	84.31%	0.00%

38. Awareness of the contact detail of the Nodal Officer

Wireline Operator	Area	Yes	No
Airtel	Rural	8.44%	91.56%
	Urban	12.92%	87.08%
	Overall	11.93%	88.07%
BSNL	Rural	5.28%	94.72%
	Urban	11.38%	88.62%
	Overall	9.54%	90.46%
Reliance	Rural	8.48%	91.52%
	Urban	11.48%	88.52%
	Overall	10.85%	89.15%
Tata	Rural	9.63%	90.37%
	Urban	12.32%	87.68%
	Overall	11.78%	88.22%

39(a) Making a complaint to the Nodal Officer regarding the complaints not resolved or unsatisfactorily resolved by the call center/customer care

Wireline Operator	Area	Yes	No
Airtel	Rural	30.00%	70.00%
	Urban	39.81%	60.19%
	Overall	38.28%	61.72%
BSNL	Rural	29.41%	70.59%
	Urban	36.47%	63.53%
	Overall	35.29%	64.71%
Reliance	Rural	26.32%	73.68%
	Urban	46.39%	53.61%
	Overall	43.10%	56.90%
Tata	Rural	28.57%	71.43%
	Urban	38.10%	61.90%
	Overall	36.51%	63.49%

39(b) Connecting to the Nodal Officer without any difficulty

Wireline Operator	Area	Yes	No
Airtel	Rural	33.33%	66.67%
	Urban	25.58%	74.42%
	Overall	26.53%	73.47%
BSNL	Rural	40.00%	60.00%
	Urban	22.58%	77.42%
	Overall	25.00%	75.00%
Reliance	Rural	40.00%	60.00%
	Urban	22.22%	77.78%
	Overall	24.00%	76.00%
Tata	Rural	33.33%	66.67%
	Urban	20.00%	80.00%
	Overall	21.74%	78.26%

40. Intimating the decision taken on the complaint

Wireline Operator	Area	Yes	No
Airtel	Rural	16.67%	83.33%
	Urban	11.63%	88.37%
	Overall	12.24%	87.76%
BSNL	Rural	20.00%	80.00%
	Urban	9.68%	90.32%
	Overall	11.11%	88.89%
Reliance	Rural	20.00%	80.00%
	Urban	8.89%	91.11%
	Overall	10.00%	90.00%
Tata	Rural	16.67%	83.33%
	Urban	10.00%	90.00%
	Overall	10.87%	89.13%

41. Satisfaction with the redressal of the complaint by the Nodal Officer

Wireline	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Rural	0.00%	66.67%	16.67%	16.67%	66.67%	33.33%
	Urban	9.30%	58.14%	16.28%	16.28%	67.44%	32.56%
	Overall	8.16%	59.18%	16.33%	16.33%	67.35%	32.65%
BSNL	Rural	0.00%	60.00%	40.00%	0.00%	60.00%	40.00%
	Urban	9.68%	67.74%	12.90%	9.68%	77.42%	22.58%
	Overall	8.33%	66.67%	16.67%	8.33%	75.00%	25.00%
Reliance	Rural	0.00%	60.00%	20.00%	20.00%	60.00%	40.00%
	Urban	8.89%	55.56%	20.00%	15.56%	64.44%	35.56%
	Overall	8.00%	56.00%	20.00%	16.00%	64.00%	36.00%
Tata	Rural	0.00%	66.67%	16.67%	16.67%	66.67%	33.33%
	Urban	15.00%	47.50%	25.00%	12.50%	62.50%	37.50%
	Overall	13.04%	50.00%	23.91%	13.04%	63.04%	36.96%

42. The reason(s) for dissatisfaction

Wireline	Area	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	Others
Airtel	Rural	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%
	Urban	28.57%	28.57%	21.43%	14.29%	7.14%	0.00%
	Overall	31.25%	25.00%	25.00%	12.50%	6.25%	0.00%
BSNL	Rural	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%
	Urban	28.57%	42.86%	0.00%	28.57%	0.00%	0.00%
	Overall	33.33%	44.44%	0.00%	22.22%	0.00%	0.00%
Reliance	Rural	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%
	Urban	25.00%	25.00%	18.75%	18.75%	12.50%	0.00%
	Overall	22.22%	27.78%	16.67%	22.22%	11.11%	0.00%
Tata	Rural	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%
	Urban	13.33%	33.33%	20.00%	20.00%	13.33%	0.00%
	Overall	17.65%	29.41%	23.53%	17.65%	11.76%	0.00%

43. Awareness of the contact details of the appellate authority for filing of appeals

Wireline	Area	Yes	No
Airtel	Rural	0.42%	99.58%
	Urban	0.84%	99.16%
	Overall	0.75%	99.25%
BSNL	Rural	0.31%	99.69%
	Urban	0.54%	99.46%
	Overall	0.47%	99.53%
Reliance	Rural	0.45%	99.55%
	Urban	0.59%	99.41%
	Overall	0.56%	99.44%
Tata	Rural	0.46%	99.54%
	Urban	0.47%	99.53%
	Overall	0.47%	99.53%

44. Filing of any appeal in last 6 months

Wireline	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%

45. Receipt of acknowledgement

Wireline	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA

46. Taking a decision upon the appeal by the Appellate Authority within 3 months of filing the appeal

Wireline	Area	Yes	No	Appeal filed only recently
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA

47. Awareness that a prepaid customer can get item-wise usage charge details, on request

Wireline	Area	Yes	No
Airtel	Rural	36.36%	63.64%
	Urban	41.38%	58.62%
	Overall	39.22%	60.78%
BSNL	Rural	41.18%	58.82%
	Urban	35.71%	64.29%
	Overall	37.78%	62.22%
Reliance	Rural	41.67%	58.33%
	Urban	40.00%	60.00%
	Overall	40.63%	59.38%
Tata	Rural	22.50%	77.50%
	Urban	19.61%	80.39%
	Overall	20.88%	79.12%

48. Denial of the request for item-wise usage charge details for the prepaid connection

Wireline	Area	Yes	No
Airtel	Rural	22.73%	77.27%
	Urban	17.24%	82.76%
	Overall	19.61%	80.39%
BSNL	Rural	11.76%	88.24%
	Urban	17.86%	82.14%
	Overall	15.56%	84.44%
Reliance	Rural	12.50%	87.50%
	Urban	15.00%	85.00%
	Overall	14.06%	85.94%
Tata	Rural	12.50%	87.50%
	Urban	13.73%	86.27%
	Overall	13.19%	86.81%

49. The reason(s) for denial of the request

Wireline	Area	No reason	Technical Problem	Others
Airtel	Rural	40.00%	40.00%	20.00%
	Urban	20.00%	60.00%	20.00%
	Overall	30.00%	50.00%	20.00%
BSNL	Rural	0.00%	50.00%	50.00%
	Urban	40.00%	40.00%	20.00%
	Overall	28.57%	42.86%	28.57%
Reliance	Rural	33.33%	33.33%	33.33%
	Urban	33.33%	50.00%	16.67%
	Overall	33.33%	44.44%	22.22%
Tata	Rural	20.00%	60.00%	20.00%
	Urban	28.57%	42.86%	28.57%
	Overall	25.00%	50.00%	25.00%

50. Manual of Practice provided by the operator while subscribing the new mobile telephone connection

Wireline	Area	Yes	No
Airtel	Rural	68.35%	31.65%
	Urban	92.34%	7.66%
	Overall	87.05%	12.95%
BSNL	Rural	85.40%	14.60%
	Urban	96.25%	3.75%
	Overall	92.98%	7.02%
Reliance	Rural	89.29%	10.71%
	Urban	86.27%	13.73%
	Overall	86.90%	13.10%
Tata	Rural	57.80%	42.20%
	Urban	78.17%	21.83%
	Overall	74.02%	25.98%

7.2 Cellular Mobile (Wireless)

A. Service Provision

1. Satisfaction with the process and time taken to activate the connection

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	8.39%	90.37%	0.62%	0.62%	98.76%	1.24%
	Urban	11.87%	87.33%	0.27%	0.53%	99.20%	0.80%
	Overall	10.82%	88.25%	0.37%	0.56%	99.07%	0.93%
Airtel	Rural	9.60%	89.16%	1.24%	0.00%	98.76%	1.24%
	Urban	7.20%	92.00%	0.40%	0.40%	99.20%	0.80%
	Overall	7.92%	91.15%	0.65%	0.28%	99.07%	0.93%
BSNL	Rural	0.31%	98.75%	0.31%	0.62%	99.07%	0.93%
	Urban	1.74%	97.86%	0.27%	0.13%	99.60%	0.40%
	Overall	1.31%	98.13%	0.28%	0.28%	99.44%	0.56%
Reliance	Rural	3.12%	96.26%	0.31%	0.31%	99.38%	0.62%
	Urban	2.40%	97.07%	0.27%	0.27%	99.47%	0.53%
	Overall	2.61%	96.83%	0.28%	0.28%	99.44%	0.56%
Systema Shyam	Rural	6.85%	89.41%	2.80%	0.93%	96.26%	3.74%
	Urban	15.49%	79.31%	1.47%	3.74%	94.79%	5.21%
	Overall	12.90%	82.34%	1.87%	2.90%	95.23%	4.77%
Tata	Rural	13.13%	85.63%	0.63%	0.63%	98.75%	1.25%
	Urban	8.12%	91.21%	0.27%	0.40%	99.33%	0.67%
	Overall	9.62%	89.54%	0.37%	0.47%	99.16%	0.84%
Vodafone	Rural	47.81%	50.31%	0.94%	0.94%	98.13%	1.88%
	Urban	23.63%	75.17%	0.40%	0.80%	98.80%	1.20%
	Overall	30.87%	67.73%	0.56%	0.84%	98.60%	1.40%

2. Informed in writing, at the time of subscription of service or within a week of activation of service, the complete details of tariff plan

Mobile Operator	Area	Yes	No
Aircel	Rural	99.07%	0.93%
	Urban	98.80%	1.20%
	Overall	98.88%	1.12%
Airtel	Rural	97.52%	2.48%
	Urban	97.33%	2.67%
	Overall	97.39%	2.61%
BSNL	Rural	99.69%	0.31%
	Urban	99.20%	0.80%
	Overall	99.35%	0.65%
Reliance	Rural	99.07%	0.93%
	Urban	98.53%	1.47%
	Overall	98.69%	1.31%
Systema Shyam	Urban	90.03%	9.97%
	Urban	89.72%	10.28%
	Overall	89.81%	10.19%
Tata	Rural	81.56%	18.44%
	Urban	97.60%	2.40%
	Overall	92.81%	7.19%
Vodafone	Rural	85.63%	14.38%
	Urban	89.19%	10.81%
	Overall	88.12%	11.88%

3. The ease of understanding or with provision of all relevant information related to tariff plans & charges

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	12.73%	86.34%	0.31%	0.62%	99.07%	0.93%
	Urban	8.67%	90.67%	0.53%	0.13%	99.33%	0.67%
	Overall	9.89%	89.37%	0.47%	0.28%	99.25%	0.75%
Airtel	Rural	9.60%	88.85%	1.24%	0.31%	98.45%	1.55%
	Urban	5.07%	93.73%	0.93%	0.27%	98.80%	1.20%
	Overall	6.43%	92.26%	1.03%	0.28%	98.70%	1.30%
BSNL	Rural	0.62%	98.13%	0.62%	0.62%	98.75%	1.25%
	Urban	1.87%	97.46%	0.40%	0.27%	99.33%	0.67%
	Overall	1.50%	97.66%	0.47%	0.37%	99.16%	0.84%
Reliance	Rural	1.87%	97.20%	0.62%	0.31%	99.07%	0.93%
	Urban	2.53%	96.53%	0.53%	0.40%	99.07%	0.93%
	Overall	2.33%	96.73%	0.56%	0.37%	99.07%	0.93%
Systema Shyam	Rural	6.23%	88.79%	4.67%	0.31%	95.02%	4.98%
	Urban	2.94%	95.73%	1.07%	0.27%	98.66%	1.34%
	Overall	3.93%	93.64%	2.15%	0.28%	97.57%	2.43%
Tata	Rural	16.88%	81.25%	0.94%	0.94%	98.13%	1.88%
	Urban	4.53%	94.41%	0.67%	0.40%	98.93%	1.07%
	Overall	8.22%	90.48%	0.75%	0.56%	98.69%	1.31%
Vodafone	Rural	15.00%	83.44%	0.63%	0.94%	98.44%	1.56%
	Urban	20.83%	78.24%	0.67%	0.27%	99.07%	0.93%
	Overall	19.08%	79.79%	0.65%	0.47%	98.88%	1.12%

B. Billing Related-Prepaid Customer

4(a) Satisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	1.31%	93.14%	3.59%	1.96%	94.44%	5.56%
	Urban	1.24%	92.32%	3.32%	3.11%	93.57%	6.43%
	Overall	1.27%	92.64%	3.43%	2.66%	93.91%	6.09%
Airtel	Rural	3.02%	91.61%	3.02%	2.35%	94.63%	5.37%
	Urban	0.56%	92.44%	4.62%	2.38%	93.00%	7.00%
	Overall	1.28%	92.19%	4.15%	2.37%	93.48%	6.52%
BSNL	Rural	0.96%	94.71%	2.40%	1.92%	95.67%	4.33%
	Urban	0.14%	93.08%	3.81%	2.97%	93.22%	6.78%
	Overall	0.33%	93.45%	3.49%	2.73%	93.78%	6.22%
Reliance	Rural	0.00%	96.03%	1.99%	1.99%	96.03%	3.97%
	Urban	0.32%	94.59%	2.71%	2.39%	94.90%	5.10%
	Overall	0.22%	95.05%	2.47%	2.26%	95.27%	4.73%
Systema Shyam	Rural	12.66%	72.40%	10.71%	4.22%	85.06%	14.94%
	Urban	15.57%	66.80%	15.30%	2.32%	82.38%	17.62%
	Overall	14.71%	68.46%	13.94%	2.88%	83.17%	16.83%
Tata	Rural	11.63%	82.06%	4.65%	1.66%	93.69%	6.31%
	Urban	3.62%	90.58%	3.62%	2.17%	94.20%	5.80%
	Overall	6.05%	87.99%	3.94%	2.02%	94.05%	5.95%
Vodafone	Rural	17.09%	75.64%	4.36%	2.91%	92.73%	7.27%
	Urban	12.42%	83.17%	3.01%	1.40%	95.59%	4.41%
	Overall	14.08%	80.49%	3.49%	1.94%	94.57%	5.43%

4(b) Reason(s) for dissatisfaction

Mobile Operator	Area	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
Aircel	Rural	58.82%	11.76%	17.65%	11.76%	0.00%
	Urban	48.39%	12.90%	19.35%	16.13%	3.23%
	Overall	52.08%	12.50%	18.75%	14.58%	2.08%
Airtel	Rural	62.50%	12.50%	12.50%	12.50%	0.00%
	Urban	62.00%	18.00%	12.00%	8.00%	0.00%
	Overall	62.12%	16.67%	12.12%	9.09%	0.00%
BSNL	Rural	66.67%	11.11%	22.22%	0.00%	0.00%
	Urban	60.42%	12.50%	14.58%	10.42%	2.08%
	Overall	61.40%	12.28%	15.79%	8.77%	1.75%
Reliance	Rural	75.00%	16.67%	8.33%	0.00%	0.00%
	Urban	65.63%	15.63%	9.38%	9.38%	0.00%
	Overall	68.18%	15.91%	9.09%	6.82%	0.00%
Systema Shyam	Rural	32.61%	15.22%	39.13%	8.70%	4.35%
	Urban	21.71%	13.18%	30.23%	26.36%	8.53%
	Overall	24.57%	13.71%	32.57%	21.71%	7.43%
Tata	Rural	47.37%	21.05%	15.79%	15.79%	0.00%
	Urban	50.00%	20.00%	12.50%	17.50%	0.00%
	Overall	49.15%	20.34%	13.56%	16.95%	0.00%
Vodafone	Rural	30.00%	30.00%	15.00%	20.00%	5.00%
	Urban	63.64%	22.73%	4.55%	4.55%	4.55%
	Overall	47.62%	26.19%	9.52%	11.90%	4.76%

5(a) Made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months

Mobile Operator	Area	Yes	No
Aircel	Rural	19.28%	80.72%
	Urban	9.34%	90.66%
	Overall	13.20%	86.80%
Airtel	Rural	13.76%	86.24%
	Urban	11.76%	88.24%
	Overall	12.35%	87.65%
BSNL	Rural	5.29%	94.71%
	Urban	24.44%	75.56%
	Overall	20.09%	79.91%
Reliance	Rural	5.63%	94.37%
	Urban	10.19%	89.81%
	Overall	8.71%	91.29%
Systema Shyam	Rural	60.06%	39.94%
	Urban	47.54%	52.46%
	Overall	51.25%	48.75%
Tata	Rural	17.28%	82.72%
	Urban	2.90%	97.10%
	Overall	7.27%	92.73%
Vodafone	Rural	22.55%	77.45%
	Urban	3.01%	96.99%
	Overall	9.95%	90.05%

5(b) Satisfaction with the resolution of the complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.00%	93.22%	3.39%	3.39%	93.22%	6.78%
	Urban	13.33%	37.78%	26.67%	22.22%	51.11%	48.89%
	Overall	5.77%	69.23%	13.46%	11.54%	75.00%	25.00%
Airtel	Rural	0.00%	95.12%	4.88%	0.00%	95.12%	4.88%
	Urban	2.38%	86.90%	7.14%	3.57%	89.29%	10.71%
	Overall	1.60%	89.60%	6.40%	2.40%	91.20%	8.80%
BSNL	Rural	18.18%	36.36%	27.27%	18.18%	54.55%	45.45%
	Urban	0.58%	88.44%	7.51%	3.47%	89.02%	10.98%
	Overall	1.63%	85.33%	8.70%	4.35%	86.96%	13.04%
Reliance	Rural	0.00%	94.12%	5.88%	0.00%	94.12%	5.88%
	Urban	0.00%	81.25%	12.50%	6.25%	81.25%	18.75%
	Overall	0.00%	83.95%	11.11%	4.94%	83.95%	16.05%
Systema Shyam	Rural	1.89%	87.84%	8.11%	2.16%	89.73%	10.27%
	Urban	7.18%	86.93%	4.17%	1.72%	94.11%	5.89%
	Overall	5.35%	87.24%	5.53%	1.88%	92.59%	7.41%
Tata	Rural	17.31%	65.38%	11.54%	5.77%	82.69%	17.31%
	Urban	5.00%	80.00%	5.00%	10.00%	85.00%	15.00%
	Overall	13.89%	69.44%	9.72%	6.94%	83.33%	16.67%
Vodafone	Rural	20.97%	69.35%	3.23%	6.45%	90.32%	9.68%
	Urban	0.00%	80.00%	20.00%	0.00%	80.00%	20.00%
	Overall	16.88%	71.43%	6.49%	5.19%	88.31%	11.69%

5(c) Satisfaction with the ease of recharging process and the transparency of recharge offer

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	2.61%	93.14%	2.29%	1.96%	95.75%	4.25%
	Urban	10.79%	84.02%	3.53%	1.66%	94.81%	5.19%
	Overall	7.61%	87.56%	3.05%	1.78%	95.18%	4.82%
Airtel	Rural	0.67%	95.64%	2.01%	1.68%	96.31%	3.69%
	Urban	0.98%	94.12%	2.80%	2.10%	95.10%	4.90%
	Overall	0.89%	94.57%	2.57%	1.98%	95.45%	4.55%
BSNL	Rural	0.48%	96.15%	1.92%	1.44%	96.63%	3.37%
	Urban	0.56%	95.34%	2.40%	1.69%	95.90%	4.10%
	Overall	0.55%	95.52%	2.29%	1.64%	96.07%	3.93%
Reliance	Rural	0.33%	96.36%	1.99%	1.32%	96.69%	3.31%
	Urban	2.39%	92.83%	2.87%	1.91%	95.22%	4.78%
	Overall	1.72%	93.98%	2.58%	1.72%	95.70%	4.30%
Systema Shyam	Rural	1.79%	85.06%	6.17%	6.98%	86.85%	13.15%
	Urban	2.39%	88.32%	4.99%	4.30%	90.71%	9.29%
	Overall	2.21%	87.36%	5.34%	5.10%	89.57%	10.43%
Tata	Rural	2.99%	69.44%	24.92%	2.66%	72.43%	27.57%
	Urban	3.04%	92.03%	3.19%	1.74%	95.07%	4.93%
	Overall	3.03%	85.17%	9.79%	2.02%	88.19%	11.81%
Vodafone	Rural	3.64%	62.18%	32.73%	1.45%	65.82%	34.18%
	Urban	15.23%	78.96%	4.41%	1.40%	94.19%	5.81%
	Overall	11.11%	73.00%	14.47%	1.42%	84.11%	15.89%

5(d) The reason(s) for dissatisfaction

Mobile Operator	Area	Lack of Complete Information about the offer	Charges/services not as per the offer	Delay in activation of recharge	Non-availability of all denominations recharge coupons	Others
Aircel	Rural	53.85%	23.08%	7.69%	15.38%	0.00%
	Urban	36.00%	12.00%	32.00%	8.00%	12.00%
	Overall	42.11%	15.79%	23.68%	10.53%	7.89%
Airtel	Rural	54.55%	18.18%	9.09%	18.18%	0.00%
	Urban	45.71%	20.00%	11.43%	17.14%	5.71%
	Overall	47.83%	19.57%	10.87%	17.39%	4.35%
BSNL	Rural	85.71%	14.29%	0.00%	0.00%	0.00%
	Urban	58.62%	24.14%	10.34%	3.45%	3.45%
	Overall	63.89%	22.22%	8.33%	2.78%	2.78%
Reliance	Rural	60.00%	20.00%	10.00%	10.00%	0.00%
	Urban	43.33%	16.67%	20.00%	13.33%	6.67%
	Overall	47.50%	17.50%	17.50%	12.50%	5.00%
Systema Shyam	Rural	59.26%	16.05%	11.11%	6.17%	7.41%
	Urban	33.09%	15.44%	10.29%	20.59%	20.59%
	Overall	42.86%	15.67%	10.60%	15.21%	15.67%
Tata	Rural	27.71%	56.63%	10.84%	3.61%	1.20%
	Urban	50.00%	26.47%	8.82%	5.88%	8.82%
	Overall	34.19%	47.86%	10.26%	4.27%	3.42%
Vodafone	Rural	9.57%	70.21%	17.02%	2.13%	1.06%
	Urban	37.93%	41.38%	10.34%	6.90%	3.45%
	Overall	16.26%	63.41%	15.45%	3.25%	1.63%

5(e) Getting information regarding call duration, amount deducted for call and balance in the account after every call

Mobile Operator	Area	Yes	No
Aircel	Rural	98.69%	1.31%
	Urban	96.89%	3.11%
	Overall	97.59%	2.41%
Airtel	Rural	97.32%	2.68%
	Urban	94.82%	5.18%
	Overall	95.55%	4.45%
BSNL	Rural	96.63%	3.37%
	Urban	98.87%	1.13%
	Overall	98.36%	1.64%
Reliance	Rural	99.01%	0.99%
	Urban	94.75%	5.25%
	Overall	96.13%	3.87%
Systema Shyan	Rural	74.35%	25.65%
	Urban	75.00%	25.00%
	Overall	74.81%	25.19%
Tata	Rural	90.03%	9.97%
	Urban	96.38%	3.62%
	Overall	94.45%	5.55%
Vodafone	Rural	91.27%	8.73%
	Urban	86.97%	13.03%
	Overall	88.50%	11.50%

C. Billing Related-Postpaid Customers

6. Satisfaction with the time taken to deliver the bills

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	12.50%	56.25%	18.75%	12.50%	68.75%	31.25%
	Urban	0.00%	93.66%	4.85%	1.49%	93.66%	6.34%
	Overall	0.70%	91.55%	5.63%	2.11%	92.25%	7.75%
Airtel	Rural	12.00%	52.00%	16.00%	20.00%	64.00%	36.00%
	Urban	11.11%	61.11%	19.44%	8.33%	72.22%	27.78%
	Overall	11.48%	57.38%	18.03%	13.11%	68.85%	31.15%
BSNL	Rural	0.00%	85.84%	7.08%	7.08%	85.84%	14.16%
	Urban	0.00%	82.93%	12.20%	4.88%	82.93%	17.07%
	Overall	0.00%	85.06%	8.44%	6.49%	85.06%	14.94%
Reliance	Rural	10.53%	63.16%	21.05%	5.26%	73.68%	26.32%
	Urban	0.00%	93.44%	4.10%	2.46%	93.44%	6.56%
	Overall	1.42%	89.36%	6.38%	2.84%	90.78%	9.22%
Systema Shyam	Rural	38.46%	30.77%	15.38%	15.38%	69.23%	30.77%
	Urban	23.53%	23.53%	41.18%	11.76%	47.06%	52.94%
	Overall	30.00%	26.67%	30.00%	13.33%	56.67%	43.33%
Tata	Rural	21.05%	52.63%	21.05%	5.26%	73.68%	26.32%
	Urban	0.00%	95.08%	3.28%	1.64%	95.08%	4.92%
	Overall	5.00%	85.00%	7.50%	2.50%	90.00%	10.00%
Vodafone	Rural	2.22%	71.11%	15.56%	11.11%	73.33%	26.67%
	Urban	2.00%	90.00%	5.60%	2.40%	92.00%	8.00%
	Overall	2.03%	87.12%	7.12%	3.73%	89.15%	10.85%

7(a) Satisfaction with the clarity of the bills issued by the service provider in terms of transparency and understandability

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	6.25%	50.00%	25.00%	18.75%	56.25%	43.75%
	Urban	2.61%	89.93%	5.22%	2.24%	92.54%	7.46%
	Overall	2.82%	87.68%	6.34%	3.17%	90.49%	9.51%
Airtel	Rural	16.00%	40.00%	32.00%	12.00%	56.00%	44.00%
	Urban	19.44%	47.22%	27.78%	5.56%	66.67%	33.33%
	Overall	18.03%	44.26%	29.51%	8.20%	62.30%	37.70%
BSNL	Rural	2.65%	91.15%	3.54%	2.65%	93.81%	6.19%
	Urban	2.44%	90.24%	4.88%	2.44%	92.68%	7.32%
	Overall	2.60%	90.91%	3.90%	2.60%	93.51%	6.49%
Reliance	Rural	10.53%	63.16%	21.05%	5.26%	73.68%	26.32%
	Urban	2.46%	87.70%	7.38%	2.46%	90.16%	9.84%
	Overall	3.55%	84.40%	9.22%	2.84%	87.94%	12.06%
Systema Shyam	Rural	0.00%	38.46%	38.46%	23.08%	38.46%	61.54%
	Urban	29.41%	17.65%	35.29%	17.65%	47.06%	52.94%
	Overall	16.67%	26.67%	36.67%	20.00%	43.33%	56.67%
Tata	Rural	15.79%	52.63%	15.79%	15.79%	68.42%	31.58%
	Urban	1.64%	91.80%	3.28%	3.28%	93.44%	6.56%
	Overall	5.00%	82.50%	6.25%	6.25%	87.50%	12.50%
Vodafone	Rural	6.67%	80.00%	8.89%	4.44%	86.67%	13.33%
	Urban	3.60%	89.60%	5.20%	1.60%	93.20%	6.80%
	Overall	4.07%	88.14%	5.76%	2.03%	92.20%	7.80%

7(b) The reason(s) for your dissatisfaction

Mobile Operator	Area	Difficult to read the bill	Difficult to understand the language	Calculations not clear	4Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others
Aircel	Rural	57.14%	14.29%	14.29%	14.29%	0.00%
	Urban	40.00%	15.00%	30.00%	15.00%	0.00%
	Overall	44.44%	14.81%	25.93%	14.81%	0.00%
Airtel	Rural	27.27%	27.27%	18.18%	27.27%	0.00%
	Urban	41.67%	41.67%	0.00%	8.33%	8.33%
	Overall	34.78%	34.78%	8.70%	17.39%	4.35%
BSNL	Rural	42.86%	14.29%	28.57%	14.29%	0.00%
	Urban	33.33%	0.00%	0.00%	66.67%	0.00%
	Overall	40.00%	10.00%	20.00%	30.00%	0.00%
Reliance	Rural	20.00%	20.00%	40.00%	20.00%	0.00%
	Urban	33.33%	8.33%	41.67%	8.33%	8.33%
	Overall	29.41%	11.76%	41.18%	11.76%	5.88%
Systema Shyam	Rural	75.00%	0.00%	12.50%	12.50%	0.00%
	Urban	33.33%	0.00%	11.11%	33.33%	22.22%
	Overall	52.94%	0.00%	11.76%	23.53%	11.76%
Tata	Rural	33.33%	50.00%	16.67%	0.00%	0.00%
	Urban	75.00%	25.00%	0.00%	0.00%	0.00%
	Overall	50.00%	40.00%	10.00%	0.00%	0.00%
Vodafone	Rural	33.33%	0.00%	66.67%	0.00%	0.00%
	Urban	41.18%	17.65%	11.76%	17.65%	11.76%
	Overall	39.13%	13.04%	26.09%	13.04%	8.70%

8(a) Satisfaction with the accuracy & completeness of the bills

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	12.50%	62.50%	12.50%	12.50%	75.00%	25.00%
	Urban	4.10%	86.94%	6.72%	2.24%	91.04%	8.96%
	Overall	4.58%	85.56%	7.04%	2.82%	90.14%	9.86%
Airtel	Rural	4.00%	48.00%	28.00%	20.00%	52.00%	48.00%
	Urban	11.11%	61.11%	16.67%	11.11%	72.22%	27.78%
	Overall	8.20%	55.74%	21.31%	14.75%	63.93%	36.07%
BSNL	Rural	6.19%	90.27%	1.77%	1.77%	96.46%	3.54%
	Urban	0.00%	92.68%	4.88%	2.44%	92.68%	7.32%
	Overall	4.55%	90.91%	2.60%	1.95%	95.45%	4.55%
Reliance	Rural	5.26%	73.68%	15.79%	5.26%	78.95%	21.05%
	Urban	3.28%	89.34%	4.92%	2.46%	92.62%	7.38%
	Overall	3.55%	87.23%	6.38%	2.84%	90.78%	9.22%
Systema Shyam	Rural	53.85%	23.08%	15.38%	7.69%	76.92%	23.08%
	Urban	23.53%	41.18%	17.65%	17.65%	64.71%	35.29%
	Overall	36.67%	33.33%	16.67%	13.33%	70.00%	30.00%
Tata	Rural	10.53%	52.63%	15.79%	21.05%	63.16%	36.84%
	Urban	3.28%	90.16%	3.28%	3.28%	93.44%	6.56%
	Overall	5.00%	81.25%	6.25%	7.50%	86.25%	13.75%
Vodafone	Rural	4.44%	71.11%	20.00%	4.44%	75.56%	24.44%
	Urban	2.40%	88.00%	7.60%	2.00%	90.40%	9.60%
	Overall	2.71%	85.42%	9.49%	2.37%	88.14%	11.86%

8(b) The reason(s) for dissatisfaction

Mobile Operator	Area	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	Calculations are not clear	Others
Aircel	Rural	25.00%	50.00%	0.00%	25.00%	0.00%	0.00%
	Urban	62.50%	16.67%	12.50%	8.33%	0.00%	0.00%
	Overall	57.14%	21.43%	10.71%	10.71%	0.00%	0.00%
Airtel	Rural	25.00%	16.67%	16.67%	41.67%	0.00%	0.00%
	Urban	50.00%	30.00%	20.00%	0.00%	0.00%	0.00%
	Overall	36.36%	22.73%	18.18%	22.73%	0.00%	0.00%
BSNL	Rural	25.00%	25.00%	25.00%	25.00%	0.00%	0.00%
	Urban	33.33%	33.33%	33.33%	0.00%	0.00%	0.00%
	Overall	28.57%	28.57%	28.57%	14.29%	0.00%	0.00%
Reliance	Rural	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%
	Urban	55.56%	11.11%	22.22%	11.11%	0.00%	0.00%
	Overall	61.54%	15.38%	15.38%	7.69%	0.00%	0.00%
Systema Shyam	Rural	66.67%	0.00%	0.00%	0.00%	0.00%	33.33%
	Urban	0.00%	16.67%	0.00%	50.00%	33.33%	0.00%
	Overall	22.22%	11.11%	0.00%	33.33%	22.22%	11.11%
Tata	Rural	14.29%	28.57%	28.57%	28.57%	0.00%	0.00%
	Urban	75.00%	0.00%	25.00%	0.00%	0.00%	0.00%
	Overall	36.36%	18.18%	27.27%	18.18%	0.00%	0.00%
Vodafone	Rural	45.45%	27.27%	18.18%	9.09%	0.00%	0.00%
	Urban	41.67%	25.00%	20.83%	12.50%	0.00%	0.00%
	Overall	42.86%	25.71%	20.00%	11.43%	0.00%	0.00%

9(a) Making of any billing related complaints in the last 6 months

Mobile Operator	Area	Yes	No
Aircel	Rural	37.50%	62.50%
	Urban	6.34%	93.66%
	Overall	8.10%	91.90%
Airtel	Rural	32.00%	68.00%
	Urban	38.89%	61.11%
	Overall	36.07%	63.93%
BSNL	Rural	2.65%	97.35%
	Urban	7.32%	92.68%
	Overall	3.90%	96.10%
Reliance	Rural	15.79%	84.21%
	Urban	7.38%	92.62%
	Overall	8.51%	91.49%
Systema Shyam	Rural	69.23%	30.77%
	Urban	52.94%	47.06%
	Overall	60.00%	40.00%
Tata	Rural	26.32%	73.68%
	Urban	1.64%	98.36%
	Overall	7.50%	92.50%
Vodafone	Rural	24.44%	75.56%
	Urban	6.00%	94.00%
	Overall	8.81%	91.19%

9(b) Satisfaction with the process of resolution of billing complaints

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	16.67%	50.00%	16.67%	16.67%	66.67%	33.33%
	Urban	0.00%	64.71%	35.29%	0.00%	64.71%	35.29%
	Overall	4.35%	60.87%	30.43%	4.35%	65.22%	34.78%
Airtel	Rural	12.50%	75.00%	0.00%	12.50%	87.50%	12.50%
	Urban	7.14%	57.14%	35.71%	0.00%	64.29%	35.71%
	Overall	9.09%	63.64%	22.73%	4.55%	72.73%	27.27%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Reliance	Rural	33.33%	33.33%	33.33%	0.00%	66.67%	33.33%
	Urban	0.00%	55.56%	44.44%	0.00%	55.56%	44.44%
	Overall	8.33%	50.00%	41.67%	0.00%	58.33%	41.67%
Systema Shyam	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	77.78%	11.11%	11.11%	77.78%	22.22%
	Overall	0.00%	88.89%	5.56%	5.56%	88.89%	11.11%
Tata	Rural	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	16.67%	66.67%	16.67%	0.00%	83.33%	16.67%
Vodafone	Rural	27.27%	45.45%	27.27%	0.00%	72.73%	27.27%
	Urban	0.00%	93.33%	6.67%	0.00%	93.33%	6.67%
	Overall	11.54%	73.08%	15.38%	0.00%	84.62%	15.38%

D. Help Services/Customer Care Including Customer Grievance Redressal

10. In the last 6 months, contacted customer care/helpline/call centre of the service provider

Mobile Operator	Area	Yes	No
Aircel	Rural	86.96%	13.04%
	Urban	92.40%	7.60%
	Overall	90.76%	9.24%
Airtel	Rural	88.85%	11.15%
	Urban	87.47%	12.53%
	Overall	87.88%	12.12%
BSNL	Rural	96.26%	3.74%
	Urban	92.26%	7.74%
	Overall	93.46%	6.54%
Reliance	Rural	94.70%	5.30%
	Urban	91.20%	8.80%
	Overall	92.25%	7.75%
Systema Shyam	Rural	64.17%	35.83%
	Urban	54.21%	45.79%
	Overall	57.20%	42.80%
Tata	Rural	87.19%	12.81%
	Urban	92.81%	7.19%
	Overall	91.13%	8.87%
Vodafone	Rural	83.44%	16.56%
	Urban	90.25%	9.75%
	Overall	88.21%	11.79%

11. Satisfaction with the ease of access of call centre/customer care or helpline

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	1.07%	96.79%	1.43%	0.71%	97.86%	2.14%
	Urban	4.33%	94.81%	0.72%	0.14%	99.13%	0.87%
	Overall	3.39%	95.38%	0.92%	0.31%	98.77%	1.23%
Airtel	Rural	1.05%	97.21%	1.05%	0.70%	98.26%	1.74%
	Urban	1.22%	97.26%	1.07%	0.46%	98.48%	1.52%
	Overall	1.17%	97.24%	1.06%	0.53%	98.41%	1.59%
BSNL	Rural	0.32%	99.35%	0.00%	0.32%	99.68%	0.32%
	Urban	0.14%	99.28%	0.58%	0.00%	99.42%	0.58%
	Overall	0.20%	99.30%	0.40%	0.10%	99.50%	0.50%
Reliance	Rural	0.66%	97.70%	0.99%	0.66%	98.36%	1.64%
	Urban	2.19%	97.37%	0.29%	0.15%	99.56%	0.44%
	Overall	1.72%	97.47%	0.51%	0.30%	99.19%	0.81%
Systema Shyam	Rural	8.74%	53.40%	37.86%	0.00%	62.14%	37.86%
	Urban	4.19%	91.38%	3.45%	0.99%	95.57%	4.43%
	Overall	5.72%	78.59%	15.03%	0.65%	84.31%	15.69%
Tata	Rural	14.70%	81.36%	2.51%	1.43%	96.06%	3.94%
	Urban	4.16%	94.40%	1.15%	0.29%	98.57%	1.43%
	Overall	7.17%	90.68%	1.54%	0.61%	97.85%	2.15%
Vodafone	Rural	8.24%	86.14%	2.62%	3.00%	94.38%	5.62%
	Urban	8.28%	90.68%	0.74%	0.30%	98.96%	1.04%
	Overall	8.27%	89.40%	1.27%	1.06%	97.67%	2.33%

12. Satisfaction with the ease of getting an option for “talking to a customer care executive

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	18.57%	80.71%	0.71%	0.00%	99.29%	0.71%
	Urban	16.74%	82.40%	0.58%	0.29%	99.13%	0.87%
	Overall	17.27%	81.91%	0.62%	0.21%	99.18%	0.82%
Airtel	Rural	17.07%	80.49%	2.09%	0.35%	97.56%	2.44%
	Urban	14.02%	84.91%	0.61%	0.46%	98.93%	1.07%
	Overall	14.95%	83.56%	1.06%	0.42%	98.52%	1.48%
BSNL	Rural	0.00%	99.35%	0.65%	0.00%	99.35%	0.65%
	Urban	1.30%	97.25%	1.30%	0.14%	98.55%	1.45%
	Overall	0.90%	97.90%	1.10%	0.10%	98.80%	1.20%
Reliance	Rural	3.29%	95.07%	1.32%	0.33%	98.36%	1.64%
	Urban	6.73%	90.79%	2.19%	0.29%	97.51%	2.49%
	Overall	5.67%	92.11%	1.92%	0.30%	97.77%	2.23%
Systema Shyam	Rural	5.34%	84.47%	9.71%	0.49%	89.81%	10.19%
	Urban	9.36%	83.50%	5.91%	1.23%	92.86%	7.14%
	Overall	8.01%	83.82%	7.19%	0.98%	91.83%	8.17%
Tata	Rural	21.86%	69.18%	4.66%	4.30%	91.04%	8.96%
	Urban	18.36%	79.34%	1.72%	0.57%	97.70%	2.30%
	Overall	19.36%	76.43%	2.56%	1.64%	95.80%	4.20%
Vodafone	Rural	8.99%	84.27%	2.25%	4.49%	93.26%	6.74%
	Urban	13.61%	73.52%	2.96%	9.91%	87.13%	12.87%
	Overall	12.30%	76.56%	2.76%	8.38%	88.87%	11.13%

13. Satisfaction with the response time taken to answer call by a customer care executive

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	17.50%	75.36%	6.79%	0.36%	92.86%	7.14%
	Urban	10.68%	84.70%	4.04%	0.58%	95.38%	4.62%
	Overall	12.64%	82.01%	4.83%	0.51%	94.66%	5.34%
Airtel	Rural	19.51%	72.82%	7.32%	0.35%	92.33%	7.67%
	Urban	9.30%	85.82%	4.57%	0.30%	95.12%	4.88%
	Overall	12.41%	81.87%	5.41%	0.32%	94.27%	5.73%
BSNL	Rural	0.97%	98.38%	0.32%	0.32%	99.35%	0.65%
	Urban	2.03%	95.37%	2.46%	0.14%	97.40%	2.60%
	Overall	1.70%	96.30%	1.80%	0.20%	98.00%	2.00%
Reliance	Rural	2.96%	95.39%	1.32%	0.33%	98.36%	1.64%
	Urban	5.70%	88.16%	5.99%	0.15%	93.86%	6.14%
	Overall	4.86%	90.38%	4.55%	0.20%	95.24%	4.76%
Systema Shyam	Rural	5.34%	85.92%	8.74%	0.00%	91.26%	8.74%
	Urban	12.07%	85.22%	2.46%	0.25%	97.29%	2.71%
	Overall	9.80%	85.46%	4.58%	0.16%	95.26%	4.74%
Tata	Rural	15.41%	72.76%	11.47%	0.36%	88.17%	11.83%
	Urban	9.90%	85.80%	3.59%	0.72%	95.70%	4.30%
	Overall	11.48%	82.07%	5.84%	0.61%	93.55%	6.45%
Vodafone	Rural	5.99%	85.77%	7.12%	1.12%	91.76%	8.24%
	Urban	10.65%	69.97%	18.79%	0.59%	80.62%	19.38%
	Overall	9.33%	74.44%	15.48%	0.74%	83.78%	16.22%

14. Satisfaction with the problem solving ability of the customer care executive(s)

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	21.07%	71.07%	7.50%	0.36%	92.14%	7.86%
	Urban	18.18%	78.35%	3.32%	0.14%	96.54%	3.46%
	Overall	19.01%	76.26%	4.52%	0.21%	95.27%	4.73%
Airtel	Rural	21.95%	66.55%	11.15%	0.35%	88.50%	11.50%
	Urban	10.21%	87.35%	2.13%	0.30%	97.56%	2.44%
	Overall	13.79%	81.02%	4.88%	0.32%	94.80%	5.20%
BSNL	Rural	0.32%	99.03%	0.32%	0.32%	99.35%	0.65%
	Urban	2.17%	94.93%	2.75%	0.14%	97.11%	2.89%
	Overall	1.60%	96.20%	2.00%	0.20%	97.80%	2.20%
Reliance	Rural	1.64%	97.70%	0.66%	0.00%	99.34%	0.66%
	Urban	7.02%	87.87%	4.68%	0.44%	94.88%	5.12%
	Overall	5.36%	90.89%	3.44%	0.30%	96.26%	3.74%
Systema Shyam	Rural	9.22%	83.01%	5.34%	2.43%	92.23%	7.77%
	Urban	9.36%	87.68%	1.23%	1.72%	97.04%	2.96%
	Overall	9.31%	86.11%	2.61%	1.96%	95.42%	4.58%
Tata	Rural	17.20%	66.67%	15.77%	0.36%	83.87%	16.13%
	Urban	19.23%	76.18%	4.16%	0.43%	95.41%	4.59%
	Overall	18.65%	73.46%	7.48%	0.41%	92.11%	7.89%
Vodafone	Rural	4.87%	86.14%	8.61%	0.37%	91.01%	8.99%
	Urban	14.64%	78.11%	5.92%	1.33%	92.75%	7.25%
	Overall	11.88%	80.38%	6.68%	1.06%	92.26%	7.74%

15. Satisfaction with the time taken by call centre/customer care /helpline to resolve your complaint

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	18.21%	77.86%	3.93%	0.00%	96.07%	3.93%
	Urban	18.61%	76.91%	3.61%	0.87%	95.53%	4.47%
	Overall	18.50%	77.18%	3.70%	0.62%	95.68%	4.32%
Airtel	Rural	23.00%	71.43%	4.88%	0.70%	94.43%	5.57%
	Urban	10.52%	85.21%	3.96%	0.30%	95.73%	4.27%
	Overall	14.32%	81.02%	4.24%	0.42%	95.33%	4.67%
BSNL	Rural	0.97%	97.09%	1.29%	0.65%	98.06%	1.94%
	Urban	1.88%	95.37%	2.60%	0.14%	97.25%	2.75%
	Overall	1.60%	95.90%	2.20%	0.30%	97.50%	2.50%
Reliance	Rural	2.30%	95.39%	1.97%	0.33%	97.70%	2.30%
	Urban	7.16%	86.55%	3.95%	2.34%	93.71%	6.29%
	Overall	5.67%	89.27%	3.34%	1.72%	94.94%	5.06%
Systema Shyam	Rural	1.94%	49.03%	49.03%	0.00%	50.97%	49.03%
	Urban	12.07%	84.48%	1.97%	1.48%	96.55%	3.45%
	Overall	8.66%	72.55%	17.81%	0.98%	81.21%	18.79%
Tata	Rural	23.30%	65.23%	11.47%	0.00%	88.53%	11.47%
	Urban	15.64%	81.35%	2.58%	0.43%	96.99%	3.01%
	Overall	17.83%	76.74%	5.12%	0.31%	94.57%	5.43%
Vodafone	Rural	13.11%	79.40%	7.49%	0.00%	92.51%	7.49%
	Urban	19.67%	62.13%	17.01%	1.18%	81.80%	18.20%
	Overall	17.82%	67.02%	14.32%	0.85%	84.84%	15.16%

E. Network Performance, Reliability and Availability

16. Satisfaction with the availability of signal of your service provider in the locality

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	23.60%	74.53%	1.24%	0.62%	98.14%	1.86%
	Urban	21.47%	75.60%	2.40%	0.53%	97.07%	2.93%
	Overall	22.11%	75.28%	2.05%	0.56%	97.39%	2.61%
Airtel	Rural	30.65%	66.56%	1.86%	0.93%	97.21%	2.79%
	Urban	5.20%	93.07%	1.33%	0.40%	98.27%	1.73%
	Overall	12.86%	85.09%	1.49%	0.56%	97.95%	2.05%
BSNL	Rural	2.80%	93.15%	2.80%	1.25%	95.95%	4.05%
	Urban	6.68%	86.25%	6.01%	1.07%	92.92%	7.08%
	Overall	5.51%	88.32%	5.05%	1.12%	93.83%	6.17%
Reliance	Rural	0.62%	96.88%	1.56%	0.93%	97.51%	2.49%
	Urban	20.93%	71.33%	7.20%	0.53%	92.27%	7.73%
	Overall	14.85%	78.99%	5.51%	0.65%	93.84%	6.16%
Systema Shyam	Rural	6.23%	79.13%	14.33%	0.31%	85.36%	14.64%
	Urban	16.82%	81.98%	0.80%	0.40%	98.80%	1.20%
	Overall	13.64%	81.12%	4.86%	0.37%	94.77%	5.23%
Tata	Rural	14.38%	83.44%	1.56%	0.63%	97.81%	2.19%
	Urban	12.12%	79.49%	7.86%	0.53%	91.61%	8.39%
	Overall	12.79%	80.67%	5.98%	0.56%	93.46%	6.54%
Vodafone	Rural	10.63%	88.44%	0.63%	0.31%	99.06%	0.94%
	Urban	11.88%	77.70%	9.88%	0.53%	89.59%	10.41%
	Overall	11.51%	80.92%	7.11%	0.47%	92.42%	7.58%

17. Satisfaction with the ability to make or receive calls easily

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	27.95%	70.19%	0.62%	1.24%	98.14%	1.86%
	Urban	52.93%	44.13%	2.40%	0.53%	97.07%	2.93%
	Overall	45.43%	51.96%	1.87%	0.75%	97.39%	2.61%
Airtel	Rural	23.53%	73.68%	1.24%	1.55%	97.21%	2.79%
	Urban	21.20%	76.93%	1.60%	0.27%	98.13%	1.87%
	Overall	21.90%	75.96%	1.49%	0.65%	97.86%	2.14%
BSNL	Rural	33.33%	62.31%	2.49%	1.87%	95.64%	4.36%
	Urban	6.94%	91.32%	0.93%	0.80%	98.26%	1.74%
	Overall	14.86%	82.62%	1.40%	1.12%	97.48%	2.52%
Reliance	Rural	5.92%	91.90%	1.25%	0.93%	97.82%	2.18%
	Urban	14.80%	84.00%	0.80%	0.40%	98.80%	1.20%
	Overall	12.14%	86.37%	0.93%	0.56%	98.51%	1.49%
Systema Shyam	Rural	12.15%	80.37%	4.98%	2.49%	92.52%	7.48%
	Urban	14.42%	82.24%	2.27%	1.07%	96.66%	3.34%
	Overall	13.74%	81.68%	3.08%	1.50%	95.42%	4.58%
Tata	Rural	28.13%	70.00%	1.56%	0.31%	98.13%	1.88%
	Urban	23.17%	73.37%	2.93%	0.53%	96.54%	3.46%
	Overall	24.65%	72.36%	2.52%	0.47%	97.01%	2.99%
Vodafone	Rural	14.69%	83.44%	1.25%	0.63%	98.13%	1.88%
	Urban	20.96%	77.30%	1.47%	0.27%	98.26%	1.74%
	Overall	19.08%	79.14%	1.40%	0.37%	98.22%	1.78%

18. Satisfaction with call dropping during conversation

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	83.54%	14.91%	0.62%	0.93%	98.45%	1.55%
	Urban	56.40%	40.80%	2.53%	0.27%	97.20%	2.80%
	Overall	64.55%	33.02%	1.96%	0.47%	97.57%	2.43%
Airtel	Rural	82.97%	14.86%	1.55%	0.62%	97.83%	2.17%
	Urban	83.47%	14.40%	1.73%	0.40%	97.87%	2.13%
	Overall	83.32%	14.54%	1.68%	0.47%	97.86%	2.14%
BSNL	Rural	62.62%	33.96%	1.87%	1.56%	96.57%	3.43%
	Urban	87.72%	10.55%	1.20%	0.53%	98.26%	1.74%
	Overall	80.19%	17.57%	1.40%	0.84%	97.76%	2.24%
Reliance	Rural	93.15%	4.05%	1.56%	1.25%	97.20%	2.80%
	Urban	61.60%	37.20%	0.93%	0.27%	98.80%	1.20%
	Overall	71.06%	27.26%	1.12%	0.56%	98.32%	1.68%
Systema Shyam	Rural	25.23%	67.60%	7.17%	0.00%	92.83%	7.17%
	Urban	40.59%	55.81%	1.74%	1.87%	96.40%	3.60%
	Overall	35.98%	59.35%	3.36%	1.31%	95.33%	4.67%
Tata	Rural	66.88%	30.94%	1.88%	0.31%	97.81%	2.19%
	Urban	78.03%	19.17%	2.13%	0.67%	97.20%	2.80%
	Overall	74.70%	22.69%	2.05%	0.56%	97.39%	2.61%
Vodafone	Rural	76.88%	21.25%	1.88%	0.00%	98.13%	1.88%
	Urban	84.25%	14.15%	1.20%	0.40%	98.40%	1.60%
	Overall	82.04%	16.28%	1.40%	0.28%	98.32%	1.68%

19. Satisfaction with the voice quality

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	20.50%	77.95%	1.24%	0.31%	98.45%	1.55%
	Urban	43.47%	53.60%	1.87%	1.07%	97.07%	2.93%
	Overall	36.57%	60.91%	1.68%	0.84%	97.48%	2.52%
Airtel	Rural	17.96%	78.95%	2.79%	0.31%	96.90%	3.10%
	Urban	46.67%	51.60%	1.20%	0.53%	98.27%	1.73%
	Overall	38.02%	59.83%	1.68%	0.47%	97.86%	2.14%
BSNL	Rural	36.76%	59.81%	2.49%	0.93%	96.57%	3.43%
	Urban	39.12%	59.01%	1.20%	0.67%	98.13%	1.87%
	Overall	38.41%	59.25%	1.59%	0.75%	97.66%	2.34%
Reliance	Rural	85.67%	11.21%	2.18%	0.93%	96.88%	3.12%
	Urban	33.47%	65.47%	0.80%	0.27%	98.93%	1.07%
	Overall	49.11%	49.21%	1.21%	0.47%	98.32%	1.68%
Systema Shyam	Rural	11.53%	75.70%	11.84%	0.93%	87.23%	12.77%
	Urban	15.09%	80.37%	2.40%	2.14%	95.46%	4.54%
	Overall	14.02%	78.97%	5.23%	1.78%	92.99%	7.01%
Tata	Rural	21.25%	76.88%	1.56%	0.31%	98.13%	1.88%
	Urban	34.62%	62.98%	1.86%	0.53%	97.60%	2.40%
	Overall	30.63%	67.13%	1.77%	0.47%	97.76%	2.24%
Vodafone	Rural	31.88%	66.56%	0.94%	0.63%	98.44%	1.56%
	Urban	14.69%	83.44%	1.34%	0.53%	98.13%	1.87%
	Overall	19.83%	78.39%	1.22%	0.56%	98.22%	1.78%

F. Maintainability

20. Frequency of facing signal problems

Mobile Operator	Area	Never	Occasionally	Frequently	Very Frequently
Aircel	Rural	67.39%	30.43%	1.86%	0.31%
	Urban	77.07%	18.00%	3.73%	1.20%
	Overall	74.16%	21.74%	3.17%	0.93%
Airtel	Rural	49.85%	47.06%	2.17%	0.93%
	Urban	56.00%	42.00%	1.60%	0.40%
	Overall	54.15%	43.52%	1.77%	0.56%
BSNL	Rural	95.64%	0.31%	2.80%	1.25%
	Urban	84.51%	2.27%	12.68%	0.53%
	Overall	87.85%	1.68%	9.72%	0.75%
Reliance	Rural	91.90%	5.61%	1.56%	0.93%
	Urban	56.27%	36.53%	6.80%	0.40%
	Overall	66.95%	27.26%	5.23%	0.56%
Systema Shyam	Rural	19.63%	70.72%	9.35%	0.31%
	Urban	21.36%	76.37%	0.93%	1.34%
	Overall	20.84%	74.67%	3.46%	1.03%
Tata	Rural	35.94%	60.31%	3.13%	0.63%
	Urban	45.41%	45.67%	8.12%	0.80%
	Overall	42.58%	50.05%	6.63%	0.75%
Vodafone	Rural	72.50%	25.31%	2.19%	0.00%
	Urban	30.44%	58.34%	10.95%	0.27%
	Overall	43.03%	48.46%	8.33%	0.19%

21. Satisfaction with the availability of signal

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	10.87%	86.65%	2.48%	0.00%	97.52%	2.48%
	Urban	6.00%	89.07%	4.27%	0.67%	95.07%	4.93%
	Overall	7.46%	88.34%	3.73%	0.47%	95.80%	4.20%
Airtel	Rural	13.31%	83.59%	2.17%	0.93%	96.90%	3.10%
	Urban	9.60%	87.60%	2.40%	0.40%	97.20%	2.80%
	Overall	10.72%	86.39%	2.33%	0.56%	97.11%	2.89%
BSNL	Rural	12.46%	82.87%	2.80%	1.87%	95.33%	4.67%
	Urban	9.21%	85.05%	5.21%	0.53%	94.26%	5.74%
	Overall	10.19%	84.39%	4.49%	0.93%	94.58%	5.42%
Reliance	Rural	1.56%	95.95%	1.25%	1.25%	97.51%	2.49%
	Urban	4.00%	88.27%	7.33%	0.40%	92.27%	7.73%
	Overall	3.27%	90.57%	5.51%	0.65%	93.84%	6.16%
Systema Shyam	Rural	24.92%	70.40%	4.36%	0.31%	95.33%	4.67%
	Urban	16.69%	79.97%	1.74%	1.60%	96.66%	3.34%
	Overall	19.16%	77.10%	2.52%	1.21%	96.26%	3.74%
Tata	Rural	20.00%	78.44%	1.56%	0.00%	98.44%	1.56%
	Urban	10.12%	81.49%	7.46%	0.93%	91.61%	8.39%
	Overall	13.07%	80.58%	5.70%	0.65%	93.65%	6.35%
Vodafone	Rural	14.38%	84.38%	0.94%	0.31%	98.75%	1.25%
	Urban	21.23%	67.69%	10.68%	0.40%	88.92%	11.08%
	Overall	19.18%	72.68%	7.76%	0.37%	91.86%	8.14%

22. Satisfaction with the restoration of network (signal) problems

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	6.83%	91.30%	1.24%	0.62%	98.14%	1.86%
	Urban	6.27%	89.07%	3.07%	1.60%	95.33%	4.67%
	Overall	6.44%	89.74%	2.52%	1.31%	96.18%	3.82%
Airtel	Rural	15.79%	81.11%	2.17%	0.93%	96.90%	3.10%
	Urban	6.93%	91.20%	1.47%	0.40%	98.13%	1.87%
	Overall	9.60%	88.16%	1.68%	0.56%	97.76%	2.24%
BSNL	Rural	16.51%	79.44%	2.49%	1.56%	95.95%	4.05%
	Urban	8.01%	85.85%	4.94%	1.20%	93.86%	6.14%
	Overall	10.56%	83.93%	4.21%	1.31%	94.49%	5.51%
Reliance	Rural	1.25%	95.95%	1.87%	0.93%	97.20%	2.80%
	Urban	3.20%	90.80%	5.07%	0.93%	94.00%	6.00%
	Overall	2.61%	92.34%	4.11%	0.93%	94.96%	5.04%
Systema Shyam	Rural	21.81%	66.67%	10.90%	0.62%	88.47%	11.53%
	Urban	15.62%	79.44%	2.54%	2.40%	95.06%	4.94%
	Overall	17.48%	75.61%	5.05%	1.87%	93.08%	6.92%
Tata	Rural	25.63%	71.88%	1.88%	0.63%	97.50%	2.50%
	Urban	9.72%	87.62%	2.13%	0.53%	97.34%	2.66%
	Overall	14.47%	82.91%	2.05%	0.56%	97.39%	2.61%
Vodafone	Rural	15.31%	83.13%	1.25%	0.31%	98.44%	1.56%
	Urban	20.96%	71.96%	6.54%	0.53%	92.92%	7.08%
	Overall	19.27%	75.30%	4.96%	0.47%	94.57%	5.43%

G. Supplementary Services and Value Added Services

23. Subscription 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 last 6 months

Mobile Operator	Area	Yes	No
Aircel	Rural	86.34%	13.66%
	Urban	92.13%	7.87%
	Overall	90.39%	9.61%
Airtel	Rural	87.62%	12.38%
	Urban	86.40%	13.60%
	Overall	86.77%	13.23%
BSNL	Rural	96.26%	3.74%
	Urban	91.99%	8.01%
	Overall	93.27%	6.73%
Reliance	Rural	94.39%	5.61%
	Urban	90.80%	9.20%
	Overall	91.88%	8.12%
Systema Shyam	Rural	92.52%	7.48%
	Urban	89.59%	10.41%
	Overall	90.47%	9.53%
Tata	Rural	52.50%	47.50%
	Urban	92.41%	7.59%
	Overall	80.49%	19.51%
Vodafone	Rural	52.50%	47.50%
	Urban	77.30%	22.70%
	Overall	69.88%	30.12%

24. Satisfaction with the quality of the Supplementary / value added services provided

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	12.59%	82.37%	2.52%	2.52%	94.96%	5.04%
	Urban	11.58%	85.09%	2.89%	0.43%	96.67%	3.33%
	Overall	11.87%	84.31%	2.79%	1.03%	96.18%	3.82%
Airtel	Rural	8.13%	85.51%	4.59%	1.77%	93.64%	6.36%
	Urban	11.88%	84.57%	2.62%	0.93%	96.45%	3.55%
	Overall	10.74%	84.85%	3.22%	1.18%	95.60%	4.40%
BSNL	Rural	1.62%	95.15%	2.27%	0.97%	96.76%	3.24%
	Urban	1.16%	96.52%	1.60%	0.73%	97.68%	2.32%
	Overall	1.30%	96.09%	1.80%	0.80%	97.39%	2.61%
Reliance	Rural	3.96%	91.42%	3.30%	1.32%	95.38%	4.62%
	Urban	4.99%	91.92%	2.50%	0.59%	96.92%	3.08%
	Overall	4.67%	91.77%	2.74%	0.81%	96.44%	3.56%
Systema Shyam	Rural	13.13%	81.14%	4.38%	1.35%	94.28%	5.72%
	Urban	16.54%	79.43%	3.28%	0.75%	95.98%	4.02%
	Overall	15.50%	79.96%	3.62%	0.93%	95.45%	4.55%
Tata	Rural	13.69%	85.12%	0.60%	0.60%	98.81%	1.19%
	Urban	6.92%	89.91%	2.59%	0.58%	96.83%	3.17%
	Overall	8.24%	88.98%	2.20%	0.58%	97.22%	2.78%
Vodafone	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	11.40%	84.46%	2.94%	1.21%	95.85%	4.15%
	Overall	8.84%	87.95%	2.28%	0.94%	96.79%	3.21%

25(a) Satisfaction with the process of activating value added services or the process of unsubscribing

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	13.31%	81.65%	4.68%	0.36%	94.96%	5.04%
	Urban	19.25%	77.42%	2.03%	1.30%	96.67%	3.33%
	Overall	17.54%	78.64%	2.79%	1.03%	96.18%	3.82%
Airtel	Rural	16.61%	77.03%	4.95%	1.41%	93.64%	6.36%
	Urban	10.80%	85.49%	2.93%	0.77%	96.30%	3.70%
	Overall	12.57%	82.92%	3.54%	0.97%	95.49%	4.51%
BSNL	Rural	0.32%	94.82%	4.21%	0.65%	95.15%	4.85%
	Urban	0.15%	97.10%	2.18%	0.58%	97.24%	2.76%
	Overall	0.20%	96.39%	2.81%	0.60%	96.59%	3.41%
Reliance	Rural	0.99%	92.41%	5.61%	0.99%	93.40%	6.60%
	Urban	5.73%	89.87%	3.08%	1.32%	95.59%	4.41%
	Overall	4.27%	90.65%	3.86%	1.22%	94.92%	5.08%
Systema Shyam	Rural	25.93%	68.69%	4.38%	1.01%	94.61%	5.39%
	Urban	26.68%	68.85%	3.28%	1.19%	95.53%	4.47%
	Overall	26.45%	68.80%	3.62%	1.14%	95.25%	4.75%
Tata	Rural	19.64%	76.19%	2.38%	1.79%	95.83%	4.17%
	Urban	18.01%	78.82%	2.59%	0.58%	96.83%	3.17%
	Overall	18.33%	78.31%	2.55%	0.81%	96.64%	3.36%
Vodafone	Rural	2.38%	89.29%	4.76%	3.57%	91.67%	8.33%
	Urban	23.66%	71.85%	3.63%	0.86%	95.51%	4.49%
	Overall	18.88%	75.77%	3.88%	1.47%	94.65%	5.35%

25(b) The reasons for dissatisfaction

Mobile Operator	Area	Not Informed of Charges	Activated Without consent	Not informed about toll free number for unsubscribing	Other reasons
Aircel	Rural	50.00%	42.86%	0.00%	7.14%
	Urban	21.74%	34.78%	21.74%	21.74%
	Overall	32.43%	37.84%	13.51%	16.22%
Airtel	Rural	33.33%	38.89%	11.11%	16.67%
	Urban	29.17%	37.50%	16.67%	16.67%
	Overall	30.95%	38.10%	14.29%	16.67%
BSNL	Rural	20.00%	40.00%	13.33%	26.67%
	Urban	42.11%	31.58%	0.00%	26.32%
	Overall	32.35%	35.29%	5.88%	26.47%
Reliance	Rural	20.00%	25.00%	30.00%	25.00%
	Urban	33.33%	33.33%	10.00%	23.33%
	Overall	28.00%	30.00%	18.00%	24.00%
Systema Shyam	Rural	37.50%	18.75%	18.75%	25.00%
	Urban	30.00%	36.67%	6.67%	26.67%
	Overall	32.61%	30.43%	10.87%	26.09%
Tata	Rural	28.57%	28.57%	28.57%	14.29%
	Urban	27.27%	36.36%	9.09%	27.27%
	Overall	27.59%	34.48%	13.79%	24.14%
Vodafone	Rural	28.57%	42.86%	14.29%	14.29%
	Urban	30.77%	34.62%	3.85%	30.77%
	Overall	30.00%	37.50%	7.50%	25.00%

26. In last 6 months facing the problem of unauthorized activation of VAS by the service provider

Mobile Operator	Area	Yes	No
Aircel	Rural	31.99%	68.01%
	Urban	10.27%	89.73%
	Overall	16.79%	83.21%
Airtel	Rural	17.34%	82.66%
	Urban	14.80%	85.20%
	Overall	15.56%	84.44%
BSNL	Rural	4.98%	95.02%
	Urban	24.03%	75.97%
	Overall	18.32%	81.68%
Reliance	Rural	8.41%	91.59%
	Urban	7.87%	92.13%
	Overall	8.03%	91.97%
Systema Shyam	Rural	9.97%	90.03%
	Urban	16.02%	83.98%
	Overall	14.21%	85.79%
Tata	Rural	32.81%	67.19%
	Urban	5.73%	94.27%
	Overall	13.82%	86.18%
Vodafone	Rural	30.94%	69.06%
	Urban	8.01%	91.99%
	Overall	14.87%	85.13%

27. Complaining to the service provider for deactivation of such services and refund of charges levied

Mobile Operator	Area	Yes	No
Aircel	Rural	12.62%	87.38%
	Urban	7.79%	92.21%
	Overall	10.56%	89.44%
Airtel	Rural	25.00%	75.00%
	Urban	39.64%	60.36%
	Overall	34.73%	65.27%
BSNL	Rural	56.25%	43.75%
	Urban	10.56%	89.44%
	Overall	14.29%	85.71%
Reliance	Rural	40.74%	59.26%
	Urban	47.46%	52.54%
	Overall	45.35%	54.65%
Systema Shyam	Rural	12.50%	87.50%
	Urban	21.67%	78.33%
	Overall	19.74%	80.26%
Tata	Rural	91.43%	8.57%
	Urban	25.58%	74.42%
	Overall	72.30%	27.70%
Vodafone	Rural	66.67%	33.33%
	Urban	38.33%	61.67%
	Overall	55.97%	44.03%

28(a) Difficulties faced while deactivating of such services and refund of charges levied

Mobile Operator	Area	None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others
Aircel	Rural	7.69%	38.46%	23.08%	30.77%	0.00%
	Urban	0.00%	83.33%	0.00%	16.67%	0.00%
	Overall	5.26%	52.63%	15.79%	26.32%	0.00%
Airtel	Rural	7.14%	50.00%	14.29%	28.57%	0.00%
	Urban	6.82%	43.18%	20.45%	29.55%	0.00%
	Overall	6.90%	44.83%	18.97%	29.31%	0.00%
BSNL	Rural	33.33%	22.22%	22.22%	11.11%	11.11%
	Urban	5.26%	57.89%	5.26%	31.58%	0.00%
	Overall	14.29%	46.43%	10.71%	25.00%	3.57%
Reliance	Rural	18.18%	45.45%	9.09%	27.27%	0.00%
	Urban	10.71%	67.86%	7.14%	14.29%	0.00%
	Overall	12.82%	61.54%	7.69%	17.95%	0.00%
Systema Shyam	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	3.85%	80.77%	7.69%	7.69%	0.00%
	Overall	3.33%	83.33%	6.67%	6.67%	0.00%
Tata	Rural	11.46%	18.75%	25.00%	43.75%	1.04%
	Urban	18.18%	81.82%	0.00%	0.00%	0.00%
	Overall	12.15%	25.23%	22.43%	39.25%	0.93%
Vodafone	Rural	18.18%	16.67%	22.73%	40.91%	1.52%
	Urban	8.70%	30.43%	17.39%	43.48%	0.00%
	Overall	15.73%	20.22%	21.35%	41.57%	1.12%

28(b) Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	7.69%	84.62%	7.69%	0.00%	92.31%	7.69%
	Urban	0.00%	66.67%	33.33%	0.00%	66.67%	33.33%
	Overall	5.26%	78.95%	15.79%	0.00%	84.21%	15.79%
Airtel	Rural	0.00%	92.86%	7.14%	0.00%	92.86%	7.14%
	Urban	18.18%	56.82%	25.00%	0.00%	75.00%	25.00%
	Overall	13.79%	65.52%	20.69%	0.00%	79.31%	20.69%
BSNL	Rural	11.11%	55.56%	11.11%	22.22%	66.67%	33.33%
	Urban	10.53%	68.42%	21.05%	0.00%	78.95%	21.05%
	Overall	10.71%	64.29%	17.86%	7.14%	75.00%	25.00%
Reliance	Rural	9.09%	63.64%	18.18%	9.09%	72.73%	27.27%
	Urban	3.57%	96.43%	0.00%	0.00%	100.00%	0.00%
	Overall	5.13%	87.18%	5.13%	2.56%	92.31%	7.69%
Systema Shyam	Rural	0.00%	25.00%	75.00%	0.00%	25.00%	75.00%
	Urban	0.00%	61.54%	38.46%	0.00%	61.54%	38.46%
	Overall	0.00%	56.67%	43.33%	0.00%	56.67%	43.33%
Tata	Rural	30.21%	61.46%	8.33%	0.00%	91.67%	8.33%
	Urban	0.00%	45.45%	54.55%	0.00%	45.45%	54.55%
	Overall	27.10%	59.81%	13.08%	0.00%	86.92%	13.08%
Vodafone	Rural	45.45%	42.42%	10.61%	1.52%	87.88%	12.12%
	Urban	17.39%	56.52%	21.74%	4.35%	73.91%	26.09%
	Overall	38.20%	46.07%	13.48%	2.25%	84.27%	15.73%

29(a) Satisfaction with the overall quality of your mobile service

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.31%	93.79%	5.28%	0.62%	94.10%	5.90%
	Urban	0.53%	96.13%	2.67%	0.67%	96.67%	3.33%
	Overall	0.47%	95.43%	3.45%	0.65%	95.90%	4.10%
Airtel	Rural	1.86%	92.26%	4.95%	0.93%	94.12%	5.88%
	Urban	3.20%	93.33%	3.20%	0.27%	96.53%	3.47%
	Overall	2.80%	93.01%	3.73%	0.47%	95.81%	4.19%
BSNL	Rural	0.31%	95.02%	4.05%	0.62%	95.33%	4.67%
	Urban	1.34%	93.46%	4.94%	0.27%	94.79%	5.21%
	Overall	1.03%	93.93%	4.67%	0.37%	94.95%	5.05%
Reliance	Rural	1.25%	93.46%	4.67%	0.62%	94.70%	5.30%
	Urban	0.67%	92.53%	5.87%	0.93%	93.20%	6.80%
	Overall	0.84%	92.81%	5.51%	0.84%	93.65%	6.35%
Systema Shyam	Rural	1.87%	93.46%	3.43%	1.25%	95.33%	4.67%
	Urban	2.67%	92.26%	4.41%	0.67%	94.93%	5.07%
	Overall	2.43%	92.62%	4.11%	0.84%	95.05%	4.95%
Tata	Rural	7.19%	84.06%	7.81%	0.94%	91.25%	8.75%
	Urban	0.67%	94.81%	3.99%	0.53%	95.47%	4.53%
	Overall	2.61%	91.60%	5.14%	0.65%	94.21%	5.79%
Vodafone	Rural	7.81%	83.75%	6.88%	1.56%	91.56%	8.44%
	Urban	5.21%	79.57%	14.69%	0.53%	84.78%	15.22%
	Overall	5.99%	80.82%	12.35%	0.84%	86.81%	13.19%

29(b) Reason(s) for Dissatisfaction

Reason(s) for Dissatisfaction		Billing Problem	Customer Care & Network problem	customer care problem	Customer care service was unsatisfactory	Network Problem	Reason Not Mentioned	Service problem
Mobile	Area							
Aircel	Rural	15.79%	0.00%	5.26%	10.53%	5.26%	47.37%	15.79%
	Urban	20.00%	0.00%	24.00%	8.00%	12.00%	32.00%	4.00%
	Overall	18.18%	0.00%	15.91%	9.09%	9.09%	38.64%	9.09%
Airtel	Rural	15.79%	0.00%	0.00%	10.53%	15.79%	36.84%	21.05%
	Urban	7.69%	0.00%	26.92%	3.85%	7.69%	50.00%	3.85%
	Overall	11.11%	0.00%	15.56%	6.67%	11.11%	44.44%	11.11%
BSNL	Rural	26.67%	0.00%	20.00%	0.00%	0.00%	20.00%	33.33%
	Urban	7.69%	23.08%	7.69%	12.82%	7.69%	38.46%	2.56%
	Overall	12.96%	16.67%	11.11%	9.26%	5.56%	33.33%	11.11%
Reliance	Rural	17.65%	0.00%	17.65%	0.00%	0.00%	17.65%	47.06%
	Urban	13.73%	52.94%	5.88%	1.96%	9.80%	13.73%	1.96%
	Overall	14.71%	39.71%	8.82%	1.47%	7.35%	14.71%	13.24%
Systema Shyam	Rural	13.33%	0.00%	26.67%	6.67%	0.00%	53.33%	0.00%
	Urban	21.05%	2.63%	23.68%	10.53%	13.16%	26.32%	2.63%
	Overall	18.87%	1.89%	24.53%	9.43%	9.43%	33.96%	1.89%
Tata	Rural	17.86%	0.00%	17.86%	7.14%	3.57%	46.43%	7.14%
	Urban	17.65%	5.88%	11.76%	5.88%	14.71%	41.18%	2.94%
	Overall	17.74%	3.23%	14.52%	6.45%	9.68%	43.55%	4.84%
Vodafone	Rural	14.81%	0.00%	18.52%	3.70%	0.00%	44.44%	18.52%
	Urban	7.89%	9.65%	1.75%	49.12%	1.75%	29.82%	0.00%
	Overall	9.22%	7.80%	4.96%	40.43%	1.42%	32.62%	3.55%

H. General Information

30. Other telecom services being used

Mobile Operator	Area	Broadband	Wireline	Other	None
Aircel	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%
Airtel	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.53%	0.40%	0.13%	98.93%
	Overall	0.37%	0.28%	0.09%	99.25%
BSNL	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.40%	0.13%	99.47%
	Overall	0.00%	0.28%	0.09%	99.63%
Reliance	Rural	0.31%	0.00%	0.00%	99.69%
	Urban	0.00%	0.13%	0.00%	99.87%
	Overall	0.09%	0.09%	0.00%	99.81%
Systema Shyam	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%
Tata	Rural	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%
Vodafone	Rural	0.00%	0.00%	1.88%	98.13%
	Urban	0.00%	0.13%	6.81%	93.06%
	Overall	0.00%	0.09%	5.33%	94.57%

31. Awareness about the facility for registering the mobile number with the service provider for not receiving unwanted tele marketing calls/SMS

Mobile Operator	Area	Yes	No
Aircel	Rural	78.26%	21.74%
	Urban	74.53%	25.47%
	Overall	75.65%	24.35%
Airtel	Rural	59.13%	40.87%
	Urban	68.00%	32.00%
	Overall	65.33%	34.67%
BSNL	Rural	62.31%	37.69%
	Urban	71.43%	28.57%
	Overall	68.69%	31.31%
Reliance	Rural	77.26%	22.74%
	Urban	48.40%	51.60%
	Overall	57.05%	42.95%
Systema Shyam	Rural	76.01%	23.99%
	Urban	74.50%	25.50%
	Overall	74.95%	25.05%
Tata	Rural	60.31%	39.69%
	Urban	68.44%	31.56%
	Overall	66.01%	33.99%
Vodafone	Rural	69.06%	30.94%
	Urban	72.36%	27.64%
	Overall	71.38%	28.62%

32. Registering of mobile number with the service provider for not receiving any unwanted tele marketing calls/SMS

Mobile Operator	Area	Yes	No
Aircel	Rural	4.04%	95.96%
	Urban	2.27%	97.73%
	Overall	2.80%	97.20%
Airtel	Rural	4.64%	95.36%
	Urban	5.73%	94.27%
	Overall	5.41%	94.59%
BSNL	Rural	2.18%	97.82%
	Urban	2.40%	97.60%
	Overall	2.34%	97.66%
Reliance	Rural	2.80%	97.20%
	Urban	28.27%	71.73%
	Overall	20.63%	79.37%
Systema Shyam	Rural	7.48%	92.52%
	Urban	3.74%	96.26%
	Overall	4.86%	95.14%
Tata	Rural	40.31%	59.69%
	Urban	8.39%	91.61%
	Overall	17.93%	82.07%
Vodafone	Rural	29.69%	70.31%
	Urban	4.67%	95.33%
	Overall	12.16%	87.84%

33(a) Level of reduction in number of unwanted tele marketing call/SMS received even after registering

Mobile Operator	Area	Stopped Receiving	Considerable decrease	Slight Decrease	No Change
Aircel	Rural	23.08%	46.15%	23.08%	7.69%
	Urban	17.65%	11.76%	17.65%	52.94%
	Overall	20.00%	26.67%	20.00%	33.33%
Airtel	Rural	6.67%	53.33%	26.67%	13.33%
	Urban	18.60%	37.21%	13.95%	30.23%
	Overall	15.52%	41.38%	17.24%	25.86%
BSNL	Rural	28.57%	28.57%	28.57%	14.29%
	Urban	16.67%	50.00%	16.67%	16.67%
	Overall	20.00%	44.00%	20.00%	16.00%
Reliance	Rural	22.22%	33.33%	44.44%	0.00%
	Urban	13.68%	12.74%	62.26%	11.32%
	Overall	14.03%	13.57%	61.54%	10.86%
Systema Shyam	Rural	25.00%	25.00%	16.67%	33.33%
	Urban	14.29%	17.86%	14.29%	53.57%
	Overall	19.23%	21.15%	15.38%	44.23%
Tata	Rural	7.75%	45.74%	41.86%	4.65%
	Urban	11.11%	22.22%	44.44%	22.22%
	Overall	8.85%	38.02%	42.71%	10.42%
Vodafone	Rural	8.42%	54.74%	34.74%	2.11%
	Urban	17.14%	40.00%	11.43%	31.43%
	Overall	10.77%	50.77%	28.46%	10.00%

33(b) Complaining to the service provider on getting such unwanted tele marketing calls/SMS even after registering the mobile number

Mobile Operator	Area	Yes	No
Aircel	Rural	58.33%	41.67%
	Urban	25.00%	75.00%
	Overall	45.00%	55.00%
Airtel	Rural	61.54%	38.46%
	Urban	86.67%	13.33%
	Overall	79.07%	20.93%
BSNL	Rural	66.67%	33.33%
	Urban	80.00%	20.00%
	Overall	76.19%	23.81%
Reliance	Rural	66.67%	33.33%
	Urban	36.70%	63.30%
	Overall	38.07%	61.93%
Systema Shyam	Rural	68.75%	31.25%
	Urban	76.92%	23.08%
	Overall	72.41%	27.59%
Tata	Rural	69.11%	30.89%
	Urban	16.33%	83.67%
	Overall	54.07%	45.93%
Vodafone	Rural	95.70%	4.30%
	Urban	79.17%	20.83%
	Overall	92.31%	7.69%

33(c) Effect of complaint

Mobile Operator	Area	Complaint was registered by the service provider and informed about the action taken	Complaint was registered by the service provider and did not inform about the action taken	Service Provider refused to register the complaint	Difficult to lodge the complaint
Aircel	Rural	42.86%	28.57%	28.57%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%
	Overall	55.56%	22.22%	22.22%	0.00%
Airtel	Rural	37.50%	12.50%	37.50%	12.50%
	Urban	23.08%	15.38%	30.77%	30.77%
	Overall	26.47%	14.71%	32.35%	26.47%
BSNL	Rural	75.00%	0.00%	25.00%	0.00%
	Urban	16.67%	25.00%	33.33%	25.00%
	Overall	31.25%	18.75%	31.25%	18.75%
Reliance	Rural	66.67%	16.67%	16.67%	0.00%
	Urban	39.13%	26.09%	13.04%	21.74%
	Overall	41.33%	25.33%	13.33%	20.00%
Systema Shyam	Rural	63.64%	27.27%	9.09%	0.00%
	Urban	50.00%	10.00%	30.00%	10.00%
	Overall	57.14%	19.05%	19.05%	4.76%
Tata	Rural	14.12%	30.59%	17.65%	37.65%
	Urban	62.50%	25.00%	0.00%	12.50%
	Overall	18.28%	30.11%	16.13%	35.48%
Vodafone	Rural	12.36%	32.58%	30.34%	24.72%
	Urban	31.58%	10.53%	31.58%	26.32%
	Overall	15.74%	28.70%	30.56%	25.00%

34(a) Are you aware of facility by which you can change your service provider without changing your mobile number

Mobile Operator	Area	Yes	No
Aircel	Rural	95.34%	4.66%
	Urban	98.00%	2.00%
	Overall	97.20%	2.80%
Airtel	Rural	97.83%	2.17%
	Urban	97.87%	2.13%
	Overall	97.86%	2.14%
BSNL	Rural	98.75%	1.25%
	Urban	97.73%	2.27%
	Overall	98.04%	1.96%
Reliance	Rural	98.75%	1.25%
	Urban	98.13%	1.87%
	Overall	98.32%	1.68%
Systema Shyam	Rural	97.82%	2.18%
	Urban	97.06%	2.94%
	Overall	97.29%	2.71%
Tata	Rural	85.31%	14.69%
	Urban	97.60%	2.40%
	Overall	93.93%	6.07%
Vodafone	Rural	89.38%	10.63%
	Urban	93.46%	6.54%
	Overall	92.24%	7.76%

34(b) Utilization of SMS based mechanism for getting unique porting code

Mobile Operator	Area	Yes	No
Aircel	Rural	5.54%	94.46%
	Urban	2.18%	97.82%
	Overall	3.17%	96.83%
Airtel	Rural	2.85%	97.15%
	Urban	2.86%	97.14%
	Overall	2.86%	97.14%
BSNL	Rural	1.26%	98.74%
	Urban	2.05%	97.95%
	Overall	1.81%	98.19%
Reliance	Rural	1.26%	98.74%
	Urban	18.21%	81.79%
	Overall	13.11%	86.89%
Systema Shyam	Rural	4.46%	95.54%
	Urban	3.58%	96.42%
	Overall	3.84%	96.16%
Tata	Rural	16.48%	83.52%
	Urban	1.91%	98.09%
	Overall	5.86%	94.14%
Vodafone	Rural	19.58%	80.42%
	Urban	3.00%	97.00%
	Overall	7.81%	92.19%

34(c) Getting of 'Unique Porting Code' from the existing service provider

Mobile Operator	Area	Within 5 minutes	After 5 to 10 minutes	After 10 minutes	Never
Aircel	Rural	11.76%	17.65%	64.71%	5.88%
	Urban	0.00%	31.25%	62.50%	6.25%
	Overall	6.06%	24.24%	63.64%	6.06%
Airtel	Rural	11.11%	22.22%	66.67%	0.00%
	Urban	9.52%	38.10%	52.38%	0.00%
	Overall	10.00%	33.33%	56.67%	0.00%
BSNL	Rural	25.00%	25.00%	50.00%	0.00%
	Urban	60.00%	0.00%	13.33%	26.67%
	Overall	52.63%	5.26%	21.05%	21.05%
Reliance	Rural	0.00%	0.00%	100.00%	0.00%
	Urban	9.70%	7.46%	82.84%	0.00%
	Overall	9.42%	7.25%	83.33%	0.00%
Systema Shyam	Rural	0.00%	21.43%	71.43%	7.14%
	Urban	23.08%	19.23%	53.85%	3.85%
	Overall	15.00%	20.00%	60.00%	5.00%
Tata	Rural	24.44%	35.56%	35.56%	4.44%
	Urban	21.43%	21.43%	50.00%	7.14%
	Overall	23.73%	32.20%	38.98%	5.08%
Vodafone	Rural	26.79%	32.14%	30.36%	10.71%
	Urban	33.33%	9.52%	52.38%	4.76%
	Overall	28.57%	25.97%	36.36%	9.09%

34(d) Satisfaction with the entire process of MNP

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	11.76%	82.35%	0.00%	5.88%	94.12%	5.88%
	Urban	6.25%	68.75%	18.75%	6.25%	75.00%	25.00%
	Overall	9.09%	75.76%	9.09%	6.06%	84.85%	15.15%
Airtel	Rural	11.11%	66.67%	11.11%	11.11%	77.78%	22.22%
	Urban	47.62%	42.86%	4.76%	4.76%	90.48%	9.52%
	Overall	36.67%	50.00%	6.67%	6.67%	86.67%	13.33%
BSNL	Rural	25.00%	50.00%	25.00%	0.00%	75.00%	25.00%
	Urban	6.67%	80.00%	6.67%	6.67%	86.67%	13.33%
	Overall	10.53%	73.68%	10.53%	5.26%	84.21%	15.79%
Reliance	Rural	25.00%	75.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.75%	97.01%	1.49%	0.75%	97.76%	2.24%
	Overall	1.45%	96.38%	1.45%	0.72%	97.83%	2.17%
Systema Shyam	Rural	14.29%	64.29%	7.14%	14.29%	78.57%	21.43%
	Urban	11.54%	69.23%	11.54%	7.69%	80.77%	19.23%
	Overall	12.50%	67.50%	10.00%	10.00%	80.00%	20.00%
Tata	Rural	28.89%	40.00%	28.89%	2.22%	68.89%	31.11%
	Urban	7.14%	71.43%	7.14%	14.29%	78.57%	21.43%
	Overall	23.73%	47.46%	23.73%	5.08%	71.19%	28.81%
Vodafone	Rural	50.00%	33.93%	12.50%	3.57%	83.93%	16.07%
	Urban	14.29%	61.90%	19.05%	4.76%	76.19%	23.81%
	Overall	40.26%	41.56%	14.29%	3.90%	81.82%	18.18%

35. Rating of Service Provider On a scale of 1 – 10 where 10 is very good and 1 is very poor

Mobile Operator	Area	Weighted Average
Aircel	Rural	6.90
	Urban	6.86
	Overall	6.87
Airtel	Rural	6.93
	Urban	6.87
	Overall	6.89
BSNL	Rural	6.92
	Urban	6.84
	Overall	6.86
Reliance	Rural	6.90
	Urban	6.83
	Overall	6.85
Systema Shyam	Rural	6.87
	Urban	6.82
	Overall	6.84
Tata	Rural	6.87
	Urban	6.84
	Overall	6.85
Vodafone	Rural	6.93
	Urban	6.88
	Overall	6.89

36. Awareness of the call centre telephone number of the telecom service provider for making complaints

Mobile Operator	Area	Yes	No
Aircel	Rural	86.65%	13.35%
	Urban	91.87%	8.13%
	Overall	90.30%	9.70%
Airtel	Rural	88.85%	11.15%
	Urban	87.33%	12.67%
	Overall	87.79%	12.21%
BSNL	Rural	96.57%	3.43%
	Urban	90.52%	9.48%
	Overall	92.34%	7.66%
Reliance	Rural	94.70%	5.30%
	Urban	90.40%	9.60%
	Overall	91.69%	8.31%
Systema Shyam	Rural	93.46%	6.54%
	Urban	90.92%	9.08%
	Overall	91.68%	8.32%
Tata	Rural	84.06%	15.94%
	Urban	92.54%	7.46%
	Overall	90.01%	9.99%
Vodafone	Rural	84.69%	15.31%
	Urban	89.45%	10.55%
	Overall	88.03%	11.97%

37. Making complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number

Mobile Operator	Area	Yes	No
Aircel	Rural	63.66%	36.34%
	Urban	82.53%	17.47%
	Overall	76.87%	23.13%
Airtel	Rural	74.61%	25.39%
	Urban	81.33%	18.67%
	Overall	79.31%	20.69%
BSNL	Rural	87.54%	12.46%
	Urban	82.51%	17.49%
	Overall	84.02%	15.98%
Reliance	Rural	77.88%	22.12%
	Urban	75.60%	24.40%
	Overall	76.28%	23.72%
Systema Shyam	Rural	72.90%	27.10%
	Urban	71.30%	28.70%
	Overall	71.78%	28.22%
Tata	Rural	70.94%	29.06%
	Urban	79.89%	20.11%
	Overall	77.22%	22.78%
Vodafone	Rural	75.94%	24.06%
	Urban	76.64%	23.36%
	Overall	76.43%	23.57%

38. With respect to complaint made to the call centre, the most applicable cases

Mobile Operator	Area	Complaint was registered and Docket number received	Complaint was registered and Docket number not received	Complaint was registered and Docket number not received	Complaint was registered and docket number not provided even on request	Refused to register the complaint
Aircel	Rural	94.63%	1.46%	1.46%	1.46%	0.98%
	Urban	98.22%	0.97%	0.48%	0.32%	0.00%
	Overall	97.33%	1.09%	0.73%	0.61%	0.24%
Airtel	Rural	96.68%	1.66%	0.41%	0.83%	0.41%
	Urban	94.92%	1.48%	1.64%	1.48%	0.49%
	Overall	95.42%	1.53%	1.29%	1.29%	0.47%
BSNL	Rural	98.58%	1.07%	0.00%	0.00%	0.36%
	Urban	97.41%	0.65%	0.49%	1.29%	0.16%
	Overall	97.78%	0.78%	0.33%	0.89%	0.22%
Reliance	Rural	96.80%	1.20%	0.80%	0.40%	0.80%
	Urban	97.00%	1.94%	0.71%	0.35%	0.00%
	Overall	96.94%	1.71%	0.73%	0.37%	0.24%
Systema Shyam	Rural	96.58%	1.71%	0.43%	0.43%	0.85%
	Urban	97.19%	1.31%	1.12%	0.37%	0.00%
	Overall	97.01%	1.43%	0.91%	0.39%	0.26%
Tata	Rural	70.48%	3.96%	10.57%	14.98%	0.00%
	Urban	97.83%	1.17%	0.33%	0.50%	0.17%
	Overall	90.33%	1.93%	3.14%	4.47%	0.12%
Vodafone	Rural	73.25%	3.70%	9.88%	12.76%	0.41%
	Urban	95.82%	1.57%	1.57%	0.87%	0.17%
	Overall	89.11%	2.20%	4.04%	4.41%	0.24%

39. Informing by the Call Centre about the action taken on the complaint

Mobile Operator	Area	Yes	No
Aircel	Rural	0.98%	99.02%
	Urban	1.29%	98.71%
	Overall	1.21%	98.79%
Airtel	Rural	2.07%	97.93%
	Urban	4.10%	95.90%
	Overall	3.53%	96.47%
BSNL	Rural	0.71%	99.29%
	Urban	0.81%	99.19%
	Overall	0.78%	99.22%
Reliance	Rural	1.20%	98.80%
	Urban	0.88%	99.12%
	Overall	0.98%	99.02%
Systema Shyam	Rural	2.56%	97.44%
	Urban	2.25%	97.75%
	Overall	2.34%	97.66%
Tata	Rural	16.74%	83.26%
	Urban	0.67%	99.33%
	Overall	5.08%	94.92%
Vodafone	Rural	57.20%	42.80%
	Urban	14.46%	85.54%
	Overall	27.17%	72.83%

40. Satisfactorily resolving of billing/charging complaint by call centre/ customer care within four weeks after lodging of the complaint

Mobile Operator	Area	Yes	No	Not Applicable
Aircel	Rural	2.44%	5.85%	91.71%
	Urban	28.11%	3.55%	68.34%
	Overall	21.72%	4.13%	74.15%
Airtel	Rural	2.49%	5.39%	92.12%
	Urban	3.77%	3.28%	92.95%
	Overall	3.41%	3.88%	92.71%
BSNL	Rural	11.39%	6.76%	81.85%
	Urban	5.66%	1.62%	92.72%
	Overall	7.45%	3.23%	89.32%
Reliance	Rural	1.60%	2.00%	96.40%
	Urban	3.53%	3.70%	92.77%
	Overall	2.94%	3.18%	93.88%
Systema Shyam	Rural	3.85%	4.27%	91.88%
	Urban	5.06%	4.68%	90.26%
	Overall	4.69%	4.56%	90.76%
Tata	Rural	15.42%	14.98%	69.60%
	Urban	3.00%	4.00%	93.00%
	Overall	6.41%	7.01%	86.58%
Vodafone	Rural	16.87%	11.52%	71.60%
	Urban	21.08%	8.89%	70.03%
	Overall	19.83%	9.67%	70.50%

41. Awareness of the contact detail of the Nodal Officer

Mobile Operator	Area	Yes	No
Aircel	Rural	33.54%	66.46%
	Urban	1.60%	98.40%
	Overall	11.19%	88.81%
Airtel	Rural	4.64%	95.36%
	Urban	4.53%	95.47%
	Overall	4.57%	95.43%
BSNL	Rural	1.87%	98.13%
	Urban	3.20%	96.80%
	Overall	2.80%	97.20%
Reliance	Rural	3.43%	96.57%
	Urban	2.93%	97.07%
	Overall	3.08%	96.92%
Systema Shyam	Rural	4.05%	95.95%
	Urban	3.87%	96.13%
	Overall	3.93%	96.07%
Tata	Rural	35.31%	64.69%
	Urban	2.80%	97.20%
	Overall	12.51%	87.49%
Vodafone	Rural	29.69%	70.31%
	Urban	16.15%	83.85%
	Overall	20.21%	79.79%

42(a) Making a complaint to the Nodal Officer regarding the complaints not resolved or unsatisfactorily resolved by the call center/customer care

Mobile Operator	Area	Yes	No
Aircel	Rural	5.56%	94.44%
	Urban	41.67%	58.33%
	Overall	9.17%	90.83%
Airtel	Rural	40.00%	60.00%
	Urban	41.18%	58.82%
	Overall	40.82%	59.18%
BSNL	Rural	50.00%	50.00%
	Urban	41.67%	58.33%
	Overall	43.33%	56.67%
Reliance	Rural	36.36%	63.64%
	Urban	45.45%	54.55%
	Overall	42.42%	57.58%
Systema Shyam	Rural	46.15%	53.85%
	Urban	27.59%	72.41%
	Overall	33.33%	66.67%
Tata	Rural	39.82%	60.18%
	Urban	33.33%	66.67%
	Overall	38.81%	61.19%
Vodafone	Rural	27.37%	72.63%
	Urban	14.88%	85.12%
	Overall	20.37%	79.63%

42(b) Connecting to the Nodal Officer without any difficulty

Mobile Operator	Area	Yes	No
Aircel	Rural	83.33%	16.67%
	Urban	40.00%	60.00%
	Overall	63.64%	36.36%
Airtel	Rural	50.00%	50.00%
	Urban	85.71%	14.29%
	Overall	75.00%	25.00%
BSNL	Rural	33.33%	66.67%
	Urban	80.00%	20.00%
	Overall	69.23%	30.77%
Reliance	Rural	25.00%	75.00%
	Urban	60.00%	40.00%
	Overall	50.00%	50.00%
Systema Shyam	Rural	33.33%	66.67%
	Urban	50.00%	50.00%
	Overall	42.86%	57.14%
Tata	Rural	91.11%	8.89%
	Urban	57.14%	42.86%
	Overall	86.54%	13.46%
Vodafone	Rural	88.46%	11.54%
	Urban	61.11%	38.89%
	Overall	77.27%	22.73%

43. Intimating the decision taken on the complaint

Mobile Operator	Area	Yes	No
Aircel	Rural	50.00%	50.00%
	Urban	40.00%	60.00%
	Overall	45.45%	54.55%
Airtel	Rural	16.67%	83.33%
	Urban	71.43%	28.57%
	Overall	55.00%	45.00%
BSNL	Rural	33.33%	66.67%
	Urban	60.00%	40.00%
	Overall	53.85%	46.15%
Reliance	Rural	25.00%	75.00%
	Urban	40.00%	60.00%
	Overall	35.71%	64.29%
Systema Shyam	Rural	33.33%	66.67%
	Urban	12.50%	87.50%
	Overall	21.43%	78.57%
Tata	Rural	73.33%	26.67%
	Urban	28.57%	71.43%
	Overall	67.31%	32.69%
Vodafone	Rural	65.38%	34.62%
	Urban	83.33%	16.67%
	Overall	72.73%	27.27%

44. Satisfaction with the redressal of the complaint by the Nodal Officer

Mobile	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	0.00%	66.67%	16.67%	16.67%	66.67%	33.33%
	Urban	20.00%	60.00%	20.00%	0.00%	80.00%	20.00%
	Overall	9.09%	63.64%	18.18%	9.09%	72.73%	27.27%
Airtel	Rural	0.00%	50.00%	33.33%	16.67%	50.00%	50.00%
	Urban	7.14%	50.00%	28.57%	14.29%	57.14%	42.86%
	Overall	5.00%	50.00%	30.00%	15.00%	55.00%	45.00%
BSNL	Rural	0.00%	66.67%	0.00%	33.33%	66.67%	33.33%
	Urban	10.00%	70.00%	0.00%	20.00%	80.00%	20.00%
	Overall	7.69%	69.23%	0.00%	23.08%	76.92%	23.08%
Reliance	Rural	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Urban	10.00%	50.00%	20.00%	20.00%	60.00%	40.00%
	Overall	7.14%	57.14%	21.43%	14.29%	64.29%	35.71%
Systema Shyam	Rural	0.00%	33.33%	33.33%	33.33%	33.33%	66.67%
	Urban	25.00%	62.50%	12.50%	0.00%	87.50%	12.50%
	Overall	14.29%	50.00%	21.43%	14.29%	64.29%	35.71%
Tata	Rural	6.67%	42.22%	22.22%	28.89%	48.89%	51.11%
	Urban	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%
	Overall	7.69%	46.15%	21.15%	25.00%	53.85%	46.15%
Vodafone	Rural	11.54%	38.46%	26.92%	23.08%	50.00%	50.00%
	Urban	5.56%	66.67%	22.22%	5.56%	72.22%	27.78%
	Overall	9.09%	50.00%	25.00%	15.91%	59.09%	40.91%

45. The reason(s) for dissatisfaction

Mobile	Area	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	Others
Aircel	Rural	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	33.33%	33.33%	33.33%	0.00%	0.00%	0.00%
Airtel	Rural	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%
	Urban	16.67%	16.67%	50.00%	16.67%	0.00%	0.00%
	Overall	11.11%	33.33%	33.33%	22.22%	0.00%	0.00%
BSNL	Rural	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	Overall	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	25.00%	25.00%	50.00%	0.00%	0.00%	0.00%
	Overall	20.00%	40.00%	40.00%	0.00%	0.00%	0.00%
Systema Shyam	Rural	25.00%	25.00%	0.00%	50.00%	0.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	20.00%	40.00%	0.00%	40.00%	0.00%	0.00%
Tata	Rural	0.00%	43.48%	39.13%	13.04%	4.35%	0.00%
	Urban	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
	Overall	0.00%	41.67%	37.50%	16.67%	4.17%	0.00%
Vodafone	Rural	7.69%	23.08%	38.46%	23.08%	7.69%	0.00%
	Urban	20.00%	40.00%	40.00%	0.00%	0.00%	0.00%
	Overall	11.11%	27.78%	38.89%	16.67%	5.56%	0.00%

46. Awareness of the contact details of the appellate authority for filing of appeals

Mobile	Area	Yes	No
Aircel	Rural	0.93%	99.07%
	Urban	0.27%	99.73%
	Overall	0.47%	99.53%
Airtel	Rural	1.55%	98.45%
	Urban	1.33%	98.67%
	Overall	1.40%	98.60%
BSNL	Rural	0.93%	99.07%
	Urban	0.67%	99.33%
	Overall	0.75%	99.25%
Reliance	Rural	0.93%	99.07%
	Urban	1.33%	98.67%
	Overall	1.21%	98.79%
Systema Shyam	Rural	2.18%	97.82%
	Urban	0.67%	99.33%
	Overall	1.12%	98.88%
Tata	Rural	4.69%	95.31%
	Urban	0.67%	99.33%
	Overall	1.87%	98.13%
Vodafone	Rural	4.06%	95.94%
	Urban	1.20%	98.80%
	Overall	2.06%	97.94%

47. Filing of any appeal in last 6 months

Mobile	Area	Yes	No
Aircel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Airtel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	0.00%	100.00%
	Urban	20.00%	80.00%
	Overall	15.38%	84.62%
Systema Shyam	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Vodafone	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%

48. Receipt of acknowledgement

Mobile	Area	Yes	No
Aircel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	NA	NA
	Urban	50.00%	50.00%
	Overall	50.00%	50.00%
Systema Shyam	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tata	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Vodafone	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA

49. Taking a decision upon the appeal by the Appellate Authority within 3 months of filing the appeal

Mobile	Area	Yes	No	Appeal filed only recently
Aircel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	50.00%	50.00%	0.00%
	Overall	50.00%	50.00%	0.00%
Systema Shyam	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tata	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Vodafone	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA

50. Awareness that a prepaid customer can get item-wise usage charge details, on request

Mobile	Area	Yes	No
Aircel	Rural	3.92%	96.08%
	Urban	5.81%	94.19%
	Overall	5.08%	94.92%
Airtel	Rural	5.37%	94.63%
	Urban	4.76%	95.24%
	Overall	4.94%	95.06%
BSNL	Rural	4.81%	95.19%
	Urban	3.25%	96.75%
	Overall	3.60%	96.40%
Reliance	Rural	3.97%	96.03%
	Urban	4.94%	95.06%
	Overall	4.62%	95.38%
Systema Shyam	Rural	4.87%	95.13%
	Urban	4.78%	95.22%
	Overall	4.81%	95.19%
Tata	Rural	13.62%	86.38%
	Urban	3.04%	96.96%
	Overall	6.26%	93.74%
Vodafone	Rural	21.09%	78.91%
	Urban	2.40%	97.60%
	Overall	9.04%	90.96%

51. Denial of the request for item-wise usage charge details for the prepaid connection

Mobile	Area	Yes	No
Aircel	Rural	2.29%	97.71%
	Urban	4.36%	95.64%
	Overall	3.55%	96.45%
Airtel	Rural	3.02%	96.98%
	Urban	3.08%	96.92%
	Overall	3.06%	96.94%
BSNL	Rural	3.37%	96.63%
	Urban	2.40%	97.60%
	Overall	2.62%	97.38%
Reliance	Rural	2.98%	97.02%
	Urban	3.66%	96.34%
	Overall	3.44%	96.56%
Systema Shyam	Rural	2.92%	97.08%
	Urban	3.96%	96.04%
	Overall	3.65%	96.35%
Tata	Rural	5.65%	94.35%
	Urban	2.17%	97.83%
	Overall	3.23%	96.77%
Vodafone	Rural	13.45%	86.55%
	Urban	0.60%	99.40%
	Overall	5.17%	94.83%

52. The reason(s) for denial of the request

Mobile	Area	No reason	Technical Problem	Others
Aircel	Rural	71.43%	28.57%	0.00%
	Urban	66.67%	33.33%	0.00%
	Overall	67.86%	32.14%	0.00%
Airtel	Rural	55.56%	33.33%	11.11%
	Urban	68.18%	31.82%	0.00%
	Overall	64.52%	32.26%	3.23%
BSNL	Rural	71.43%	28.57%	0.00%
	Urban	58.82%	41.18%	0.00%
	Overall	62.50%	37.50%	0.00%
Reliance	Rural	33.33%	44.44%	22.22%
	Urban	69.57%	30.43%	0.00%
	Overall	59.38%	34.38%	6.25%
Systema Shyam	Rural	88.89%	11.11%	0.00%
	Urban	79.31%	20.69%	0.00%
	Overall	81.58%	18.42%	0.00%
Tata	Rural	47.06%	52.94%	0.00%
	Urban	60.00%	40.00%	0.00%
	Overall	53.13%	46.88%	0.00%
Vodafone	Rural	67.57%	32.43%	0.00%
	Urban	33.33%	33.33%	33.33%
	Overall	65.00%	32.50%	2.50%

53. Manual of Practice provided by the operator while subscribing the new mobile telephone connection

Mobile	Area	Yes	No
Aircel	Rural	95.03%	4.97%
	Urban	97.07%	2.93%
	Overall	96.46%	3.54%
Airtel	Rural	94.43%	5.57%
	Urban	94.53%	5.47%
	Overall	94.50%	5.50%
BSNL	Rural	95.02%	4.98%
	Urban	96.66%	3.34%
	Overall	96.17%	3.83%
Reliance	Rural	94.08%	5.92%
	Urban	96.27%	3.73%
	Overall	95.61%	4.39%
Systema Shyam	Rural	95.02%	4.98%
	Urban	96.26%	3.74%
	Overall	95.89%	4.11%
Tata	Rural	80.63%	19.38%
	Urban	96.94%	3.06%
	Overall	92.06%	7.94%
Vodafone	Rural	83.44%	16.56%
	Urban	87.18%	12.82%
	Overall	86.06%	13.94%

7.3 Broadband Services

A .Service Provision

1(a) Last applied for a broadband connection

Operator	Area	Less than half month	Half month - 1 month	More than One month
Airtel	Rural	3.38%	0.00%	96.62%
	Urban	2.28%	0.00%	97.72%
	Overall	2.43%	0.00%	97.57%
BSNL	Rural	0.00%	0.00%	100.00%
	Urban	0.37%	1.50%	98.13%
	Overall	0.27%	1.06%	98.67%
Reliance	Rural	0.50%	0.00%	99.51%
	Urban	1.04%	1.96%	97.00%
	Overall	0.93%	1.59%	97.48%
Sify	Urban	11.74%	1.77%	86.49%
TATA	Rural	0.00%	0.00%	100.00%
	Urban	0.40%	1.34%	98.26%
	Overall	0.28%	0.94%	98.78%
Tikona	Urban	0.28%	0.75%	98.97%
You Broadband	Urban	0.94%	1.87%	97.19%
Zylog	Urban	0.84%	1.31%	97.85%

1(b) Time taken to provide a working connection

Operator	Area	Within 7 Working Days	More than 7 Working Days
Airtel	Rural	98.65%	1.35%
	Urban	99.13%	0.87%
	Overall	99.06%	0.94%
BSNL	Rural	99.70%	0.30%
	Urban	98.25%	1.75%
	Overall	98.67%	1.33%
Reliance	Rural	100.00%	0.00%
	Urban	98.62%	1.38%
	Overall	98.88%	1.12%
Sify	Urban	98.79%	1.21%
TATA	Rural	100.00%	0.00%
	Urban	98.53%	1.47%
	Overall	98.97%	1.03%
Tikona	Urban	95.79%	4.21%
You Broadband	Urban	99.16%	0.84%
Zylog	Urban	98.69%	1.31%

2. Satisfaction with time taken for activation

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2
Airtel	Rural	0.68%	95.95%	3.38%	0.00%	96.62%
	Urban	19.46%	77.83%	1.63%	1.09%	97.28%
	Overall	16.85%	80.34%	1.87%	0.94%	97.19%
BSNL	Rural	2.43%	94.83%	2.43%	0.30%	97.26%
	Urban	0.62%	98.63%	0.37%	0.37%	99.25%
	Overall	1.15%	97.52%	0.97%	0.35%	98.67%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%	100.00%
	Urban	1.38%	97.35%	0.58%	0.69%	98.73%
	Overall	1.12%	97.85%	0.47%	0.56%	98.97%
Sify	Urban	1.03%	97.76%	0.75%	0.47%	98.79%
TATA	Rural	0.31%	99.69%	0.00%	0.00%	100.00%
	Urban	3.08%	95.98%	0.54%	0.40%	99.06%
	Overall	2.25%	97.10%	0.37%	0.28%	99.35%
Tikona	Urban	2.62%	96.17%	0.84%	0.37%	98.79%
You Broadband	Urban	0.28%	98.41%	0.94%	0.37%	98.69%
Zylog	Urban	1.03%	97.85%	0.84%	0.28%	98.88%

3. Time taken for Reactivate service

Operator	Area	Within 24 hrs	2-3 days	4-7 days	More than 7 Days	Not Applicable
Airtel	Rural	1.35%	0.68%	0.00%	0.00%	97.97%
	Urban	0.00%	3.04%	0.76%	0.76%	95.43%
	Overall	0.19%	2.72%	0.66%	0.66%	95.79%
BSNL	Rural	0.30%	0.91%	1.22%	0.61%	96.96%
	Urban	0.00%	0.00%	0.25%	0.12%	99.63%
	Overall	0.09%	0.27%	0.53%	0.27%	98.85%
Reliance	Rural	0.49%	0.99%	1.97%	0.00%	96.55%
	Urban	0.35%	0.23%	0.46%	0.23%	98.73%
	Overall	0.37%	0.37%	0.75%	0.19%	98.32%
Sify	Urban	0.09%	0.19%	11.46%	0.19%	88.07%
TATA	Rural	0.00%	0.00%	0.31%	0.00%	99.69%
	Urban	0.13%	0.27%	0.40%	0.27%	98.93%
	Overall	0.09%	0.19%	0.37%	0.19%	99.16%
Tikona	Urban	0.19%	0.28%	0.28%	0.19%	99.07%
You Broadband	Urban	0.28%	0.37%	0.56%	0.56%	98.22%
Zylog	Urban	0.19%	0.19%	1.68%	0.28%	97.67%

B. Billing Related-Postpaid Customer

4. Satisfaction with timely delivery of bills –Postpaid

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	99.31%	0.69%	0.00%	99.31%	0.69%
	Urban	4.68%	89.41%	5.91%	0.00%	94.09%	5.91%
	Overall	4.03%	90.79%	5.18%	0.00%	94.82%	5.18%
BSNL	Rural	2.17%	96.90%	0.93%	0.00%	99.07%	0.93%
	Urban	0.39%	93.41%	5.94%	0.26%	93.80%	6.20%
	Overall	0.91%	94.44%	4.47%	0.18%	95.35%	4.65%
Reliance	Rural	0.00%	98.52%	1.48%	0.00%	98.52%	1.48%
	Urban	0.73%	95.72%	3.18%	0.37%	96.45%	3.55%
	Overall	0.59%	96.28%	2.84%	0.29%	96.87%	3.13%
Sify	Urban	0.55%	96.45%	1.91%	1.09%	96.99%	3.01%
TATA	Rural	1.88%	98.13%	0.00%	0.00%	100.00%	0.00%
	Urban	1.14%	96.30%	1.71%	0.85%	97.44%	2.56%
	Overall	1.37%	96.87%	1.17%	0.59%	98.24%	1.76%
Tikona	Urban	2.34%	90.82%	6.35%	0.49%	93.16%	6.84%
You Broadband	Urban	0.77%	97.29%	1.55%	0.39%	98.07%	1.93%
Zylog	Urban	1.44%	94.42%	3.75%	0.38%	95.86%	4.14%

5(a) Satisfaction with Clarity of Bills

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	1.38%	97.24%	1.38%	0.00%	98.62%	1.38%
	Urban	19.51%	78.15%	1.56%	0.78%	97.66%	2.34%
	Overall	16.99%	80.81%	1.54%	0.67%	97.79%	2.21%
BSNL	Rural	4.95%	93.81%	1.24%	0.00%	98.76%	1.24%
	Urban	0.52%	94.06%	4.91%	0.52%	94.57%	5.43%
	Overall	1.82%	93.98%	3.83%	0.36%	95.81%	4.19%
Reliance	Rural	0.00%	37.93%	61.58%	0.49%	37.93%	62.07%
	Urban	1.22%	78.48%	19.93%	0.37%	79.71%	20.29%
	Overall	0.98%	70.42%	28.21%	0.39%	71.40%	28.60%
Sify	Urban	1.09%	97.27%	0.82%	0.82%	98.36%	1.64%
TATA	Rural	5.00%	95.00%	0.00%	0.00%	100.00%	0.00%
	Urban	1.00%	97.44%	1.00%	0.57%	98.43%	1.57%
	Overall	2.25%	96.67%	0.68%	0.39%	98.92%	1.08%
Tikona	Urban	1.56%	85.64%	12.40%	0.39%	87.21%	12.79%
You Broadband	Urban	1.06%	97.10%	1.64%	0.19%	98.16%	1.84%
Zylog	Urban	0.96%	97.79%	0.96%	0.29%	98.75%	1.25%

5(b) Reason for Dissatisfaction

Operator	Area	Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges not given	Others
Airtel	Rural	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	33.33%	0.00%	66.67%	0.00%	0.00%
	Overall	30.43%	4.35%	65.22%	0.00%	0.00%
BSNL	Rural	0.00%	25.00%	50.00%	25.00%	0.00%
	Urban	2.38%	7.14%	83.33%	7.14%	0.00%
	Overall	2.17%	8.70%	80.43%	8.70%	0.00%
Reliance	Rural	0.79%	2.38%	96.83%	0.00%	0.00%
	Urban	0.60%	33.73%	64.46%	1.20%	0.00%
	Overall	0.68%	20.21%	78.42%	0.68%	0.00%
Sify	Urban	16.67%	50.00%	33.33%	0.00%	0.00%
TATA	Rural					
	Urban	9.09%	18.18%	45.45%	27.27%	0.00%
	Overall	9.09%	18.18%	45.45%	27.27%	0.00%
Tikona	Urban	1.53%	3.05%	94.66%	0.76%	0.00%
You Broadband	Urban	26.32%	15.79%	31.58%	26.32%	0.00%
Zylog	Urban	0.00%	30.77%	38.46%	30.77%	0.00%

6(a) Satisfaction with accuracy/completeness of bills - Postpaid

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	2.07%	95.17%	0.00%	2.76%	97.24%	2.76%
	Urban	6.24%	90.64%	3.12%	0.00%	96.88%	3.12%
	Overall	5.66%	91.27%	2.69%	0.38%	96.93%	3.07%
BSNL	Rural	6.81%	85.45%	7.43%	0.31%	92.26%	7.74%
	Urban	4.52%	82.56%	11.24%	1.68%	87.08%	12.92%
	Overall	5.20%	83.41%	10.12%	1.28%	88.61%	11.39%
Reliance	Rural	0.00%	39.90%	58.62%	1.48%	39.90%	60.10%
	Urban	1.83%	75.55%	13.20%	9.41%	77.38%	22.62%
	Overall	1.47%	68.46%	22.23%	7.84%	69.93%	30.07%
Sify	Urban	5.46%	87.70%	2.19%	4.64%	93.17%	6.83%
TATA	Rural	0.00%	99.69%	0.31%	0.00%	99.69%	0.31%
	Urban	1.71%	84.47%	11.40%	2.42%	86.18%	13.82%
	Overall	1.17%	89.24%	7.93%	1.66%	90.41%	9.59%
Tikona	Urban	3.03%	66.70%	28.71%	1.56%	69.73%	30.27%
You Broadband	Urban	5.60%	71.40%	20.39%	2.61%	77.00%	23.00%
Zylog	Urban	5.49%	72.67%	19.06%	2.79%	78.15%	21.85%

6(b) Reason for Dissatisfaction

Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Rural	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%	0.00%
BSNL	Rural	76.00%	8.00%	8.00%	8.00%	0.00%
	Urban	78.00%	7.00%	7.00%	8.00%	0.00%
	Overall	77.60%	7.20%	7.20%	8.00%	0.00%
Reliance	Rural	98.36%	0.82%	0.82%	0.00%	0.00%
	Urban	93.51%	5.41%	0.00%	1.08%	0.00%
	Overall	95.44%	3.58%	0.33%	0.65%	0.00%
Sify	Urban	76.00%	8.00%	4.00%	12.00%	0.00%
TATA	Rural	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	85.57%	7.22%	2.06%	5.15%	0.00%
	Overall	85.71%	7.14%	2.04%	5.10%	0.00%
Tikona	Urban	82.58%	10.32%	3.23%	3.87%	0.00%
You Broadband	Urban	80.25%	10.50%	4.62%	4.62%	0.00%
Zylog	Urban	87.22%	3.52%	4.41%	4.85%	0.00%

7. Billing complaint in last 6 months - Postpaid

Operator	Area	Yes	No
Airtel	Rural	74.48%	25.52%
	Urban	19.51%	80.49%
	Overall	27.16%	72.84%
BSNL	Rural	13.93%	86.07%
	Urban	12.66%	87.34%
	Overall	13.04%	86.96%
Reliance	Rural	63.55%	36.45%
	Urban	15.16%	84.84%
	Overall	24.78%	75.22%
Sify	Urban	3.83%	96.17%
TATA	Rural	0.94%	99.06%
	Urban	15.95%	84.05%
	Overall	11.25%	88.75%
Tikona	Urban	31.15%	68.85%
You Broadband	Urban	38.16%	61.84%
Zylog	Urban	21.08%	78.92%

8. Satisfaction with process of resolution of billing complaint- Postpaid

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	9.26%	82.41%	3.70%	4.63%	91.67%	8.33%
	Urban	0.00%	76.00%	20.00%	4.00%	76.00%	24.00%
	Overall	3.53%	78.45%	13.78%	4.24%	81.98%	18.02%
BSNL	Rural	6.67%	35.56%	57.78%	0.00%	42.22%	57.78%
	Urban	7.14%	4.08%	84.69%	4.08%	11.22%	88.78%
	Overall	6.99%	13.99%	76.22%	2.80%	20.98%	79.02%
Reliance	Rural	0.78%	6.98%	91.47%	0.78%	7.75%	92.25%
	Urban	8.06%	1.61%	87.90%	2.42%	9.68%	90.32%
	Overall	4.35%	4.35%	89.72%	1.58%	8.70%	91.30%
Sify	Urban	7.14%	57.14%	21.43%	14.29%	64.29%	35.71%
TATA	Rural	0.00%	66.67%	33.33%	0.00%	66.67%	33.33%
	Urban	9.82%	10.71%	75.89%	3.57%	20.54%	79.46%
	Overall	9.57%	12.17%	74.78%	3.48%	21.74%	78.26%
Tikona	Urban	1.88%	2.51%	94.36%	1.25%	4.39%	95.61%
You Broadband	Urban	5.82%	36.96%	53.92%	3.29%	42.78%	57.22%
Zylog	Urban	2.74%	7.31%	88.13%	1.83%	10.05%	89.95%

C Billing Related to Prepaid customers

9(a) Satisfaction with accuracy of charges - Prepaid

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	66.67%	0.00%	33.33%	66.67%	33.33%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	96.15%	0.00%	3.85%	96.15%	3.85%
BSNL	Rural	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Urban	7.41%	77.78%	7.41%	7.41%	85.19%	14.81%
	Overall	6.06%	78.79%	9.09%	6.06%	84.85%	15.15%
Reliance	Rural	33.33%	33.33%	33.33%	0.00%	66.67%	33.33%
	Urban	6.82%	79.55%	2.27%	11.36%	86.36%	13.64%
	Overall	10.00%	74.00%	6.00%	10.00%	84.00%	16.00%
Sify	Urban	4.81%	26.87%	67.89%	0.42%	31.68%	68.32%
TATA	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	6.67%	82.22%	6.67%	4.44%	88.89%	11.11%
	Overall	6.38%	82.98%	6.38%	4.26%	89.36%	10.64%
Tikona	Urban	8.70%	76.09%	13.04%	2.17%	84.78%	15.22%
You Broadband	Urban	5.88%	70.59%	14.71%	8.82%	76.47%	23.53%
Zylog	Urban	6.25%	78.13%	9.38%	6.25%	84.38%	15.63%

9(b) Reasons for Dissatisfaction

Operator	Area	Charges not as per tariff plan subscribed	Tariff plan charged without information	Charged for value added services not requested	Charged for call/services not made	Others
Airtel	Rural	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban					
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%
BSNL	Rural	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	50.00%	25.00%	25.00%	0.00%	0.00%
	Overall	60.00%	20.00%	20.00%	0.00%	0.00%
Reliance	Rural	0.00%	0.00%	0.00%	0.00%	0.00%
	Urban	25.00%	37.50%	25.00%	12.50%	0.00%
	Overall	25.00%	37.50%	25.00%	12.50%	0.00%
Sify	Urban	0.41%	0.21%	98.96%	0.41%	0.00%
TATA	Rural	NA	NA	NA	NA	NA
	Urban	20.00%	40.00%	20.00%	20.00%	0.00%
	Overall	20.00%	40.00%	20.00%	20.00%	0.00%
Tikona	Urban	28.57%	42.86%	28.57%	0.00%	0.00%
You Broadband	Urban	37.50%	37.50%	12.50%	12.50%	0.00%
Zylog	Urban	40.00%	40.00%	20.00%	0.00%	0.00%

9(c) Made query/complaint at the customer care in the Last 6 Months

Operator	Area	Yes	No
Airtel	Rural	33.33%	66.67%
	Urban	34.78%	65.22%
	Overall	34.62%	65.38%
BSNL	Rural	33.33%	66.67%
	Urban	29.63%	70.37%
	Overall	30.30%	69.70%
Reliance	Rural	NA	NA
	Urban	32.00%	68.00%
	Overall	32.00%	68.00%
Sify	Urban	2.26%	97.74%
TATA	Rural	50.00%	50.00%
	Urban	53.33%	46.67%
	Overall	53.19%	46.81%
Tikona	Urban	56.52%	43.48%
You Broadband	Urban	35.29%	64.71%
Zylog	Urban	43.75%	56.25%

9(d) satisfaction with the process of Resolution of Complaint

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	0.00%	50.00%	0.00%	50.00%	50.00%	50.00%
	Urban	12.50%	75.00%	12.50%	0.00%	87.50%	12.50%
	Overall	10.00%	70.00%	10.00%	10.00%	80.00%	20.00%
Reliance	Rural	NA	NA	NA	NA	NA	NA
	Urban	6.25%	75.00%	6.25%	12.50%	81.25%	18.75%
	Overall	6.25%	75.00%	6.25%	12.50%	81.25%	18.75%
Sify	Urban	0.00%	75.00%	12.50%	12.50%	75.00%	25.00%
TATA	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	4.17%	87.50%	4.17%	4.17%	91.67%	8.33%
	Overall	4.00%	88.00%	4.00%	4.00%	92.00%	8.00%
Tikona	Urban	3.85%	88.46%	0.00%	7.69%	92.31%	7.69%
You Broadband	Urban	8.33%	58.33%	25.00%	8.33%	66.67%	33.33%
Zylog	Urban	0.00%	71.43%	21.43%	7.14%	71.43%	28.57%

D Help Services

10. Made query/complaint at the customer care in the last 6 months

Operator	Area	Yes	No
Airtel	Rural	60.14%	39.86%
	Urban	47.93%	52.07%
	Overall	49.63%	50.37%
BSNL	Rural	62.92%	37.08%
	Urban	66.17%	33.83%
	Overall	65.22%	34.78%
Reliance	Rural	55.67%	44.33%
	Urban	72.81%	27.19%
	Overall	69.56%	30.44%
Sify	Urban	75.58%	24.42%
TATA	Rural	59.63%	40.37%
	Urban	59.44%	40.56%
	Overall	59.49%	40.51%
Tikona	Urban	58.60%	41.40%
You Broadband	Urban	67.26%	32.74%
Zylog	Urban	55.74%	44.26%

11(a) Satisfaction with ease of accessing customer care or helpline

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	98.88%	0.00%	1.12%	98.88%	1.12%
	Urban	3.63%	90.25%	1.13%	4.99%	93.88%	6.12%
	Overall	3.02%	91.70%	0.94%	4.34%	94.72%	5.28%
BSNL	Rural	0.48%	98.55%	0.48%	0.48%	99.03%	0.97%
	Urban	1.32%	89.81%	8.11%	0.75%	91.13%	8.87%
	Overall	1.09%	92.27%	5.97%	0.68%	93.35%	6.65%
Reliance	Rural	2.65%	91.15%	4.42%	1.77%	93.81%	6.19%
	Urban	4.27%	81.96%	9.49%	4.27%	86.23%	13.77%
	Overall	4.03%	83.36%	8.72%	3.89%	87.38%	12.62%
Sify	Urban	0.86%	97.29%	1.23%	0.62%	98.15%	1.85%
TATA	Rural	4.17%	95.31%	0.00%	0.52%	99.48%	0.52%
	Urban	3.38%	95.50%	0.45%	0.68%	98.87%	1.13%
	Overall	3.62%	95.44%	0.31%	0.63%	99.06%	0.94%
Tikona	Urban	6.22%	92.50%	0.32%	0.96%	98.72%	1.28%
You Broadband	Urban	0.97%	93.18%	4.87%	0.97%	94.16%	5.84%
Zylog	Urban	2.68%	96.98%	0.17%	0.17%	99.66%	0.34%

11(b) Satisfaction with Ease of getting an option for "talking to a Customer Care Executive"

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	98.88%	1.12%	0.00%	98.88%	1.12%
	Urban	2.49%	94.10%	2.72%	0.68%	96.60%	3.40%
	Overall	2.08%	94.91%	2.45%	0.57%	96.98%	3.02%
BSNL	Rural	6.76%	79.23%	14.01%	0.00%	85.99%	14.01%
	Urban	3.02%	83.40%	13.21%	0.38%	86.42%	13.58%
	Overall	4.07%	82.23%	13.43%	0.27%	86.30%	13.70%
Reliance	Rural	7.08%	52.21%	39.82%	0.88%	59.29%	40.71%
	Urban	7.44%	73.26%	17.88%	1.42%	80.70%	19.30%
	Overall	7.38%	70.07%	21.21%	1.34%	77.45%	22.55%
Sify	Urban	4.56%	45.25%	49.82%	0.37%	49.82%	50.18%
TATA	Rural	6.25%	93.23%	0.52%	0.00%	99.48%	0.52%
	Urban	4.05%	74.55%	20.72%	0.68%	78.60%	21.40%
	Overall	4.72%	80.19%	14.62%	0.47%	84.91%	15.09%
Tikona	Urban	7.02%	59.97%	32.54%	0.48%	66.99%	33.01%
You Broadband	Urban	3.62%	76.08%	19.75%	0.56%	79.69%	20.31%
Zylog	Urban	5.53%	79.23%	14.41%	0.84%	84.76%	15.24%

12. Satisfaction with response time to answer call

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	5.22%	92.97%	1.59%	0.23%	98.19%	1.81%
	Overall	4.34%	94.15%	1.32%	0.19%	98.49%	1.51%
BSNL	Rural	16.43%	70.05%	13.53%	0.00%	86.47%	13.53%
	Urban	10.38%	71.70%	17.74%	0.19%	82.08%	17.92%
	Overall	12.08%	71.23%	16.55%	0.14%	83.31%	16.69%
Reliance	Rural	7.08%	51.33%	41.59%	0.00%	58.41%	41.59%
	Urban	8.70%	68.51%	21.52%	1.27%	77.22%	22.78%
	Overall	8.46%	65.91%	24.56%	1.07%	74.36%	25.64%
Sify	Urban	13.69%	34.77%	50.80%	0.74%	48.46%	51.54%
TATA	Rural	5.73%	93.23%	1.04%	0.00%	98.96%	1.04%
	Urban	9.01%	69.37%	21.17%	0.45%	78.38%	21.62%
	Overall	8.02%	76.57%	15.09%	0.31%	84.59%	15.41%
Tikona	Urban	9.89%	54.55%	35.41%	0.16%	64.43%	35.57%
You Broadband	Urban	5.70%	71.91%	21.84%	0.56%	77.61%	22.39%
Zylog	Urban	4.52%	76.38%	18.93%	0.17%	80.90%	19.10%

13. Satisfaction with problem solving ability of the Customer care Executives

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	1.12%	98.88%	0.00%	0.00%	100.00%	0.00%
	Urban	12.24%	84.58%	2.95%	0.23%	96.83%	3.17%
	Overall	10.38%	86.98%	2.45%	0.19%	97.36%	2.64%
BSNL	Rural	18.84%	66.67%	14.01%	0.48%	85.51%	14.49%
	Urban	11.51%	72.45%	15.28%	0.75%	83.96%	16.04%
	Overall	13.57%	70.83%	14.93%	0.68%	84.40%	15.60%
Reliance	Rural	9.73%	47.79%	42.48%	0.00%	57.52%	42.48%
	Urban	9.34%	69.46%	19.94%	1.27%	78.80%	21.20%
	Overall	9.40%	66.17%	23.36%	1.07%	75.57%	24.43%
Sify	Urban	16.03%	33.42%	50.31%	0.25%	49.45%	50.55%
TATA	Rural	7.29%	91.67%	1.04%	0.00%	98.96%	1.04%
	Urban	8.78%	69.82%	20.50%	0.90%	78.60%	21.40%
	Overall	8.33%	76.42%	14.62%	0.63%	84.75%	15.25%
Tikona	Urban	12.76%	50.24%	36.68%	0.32%	63.00%	37.00%
You Broadband	Urban	6.95%	71.35%	21.14%	0.56%	78.30%	21.70%
Zylog	Urban	10.39%	70.18%	18.76%	0.67%	80.57%	19.43%

14. Satisfaction with time taken to resolve complaint

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	0.00%	97.05%	2.27%	0.68%	97.05%	2.95%
	Overall	0.00%	97.55%	1.89%	0.57%	97.55%	2.45%
BSNL	Rural	17.39%	68.12%	14.01%	0.48%	85.51%	14.49%
	Urban	12.45%	71.51%	15.28%	0.75%	83.96%	16.04%
	Overall	13.84%	70.56%	14.93%	0.68%	84.40%	15.60%
Reliance	Rural	5.31%	52.21%	42.48%	0.00%	57.52%	42.48%
	Urban	4.75%	74.37%	19.94%	0.95%	79.11%	20.89%
	Overall	4.83%	71.01%	23.36%	0.81%	75.84%	24.16%
Sify	Urban	14.18%	35.14%	50.31%	0.37%	49.32%	50.68%
TATA	Rural	5.21%	93.75%	1.04%	0.00%	98.96%	1.04%
	Urban	8.11%	70.95%	20.50%	0.45%	79.05%	20.95%
	Overall	7.23%	77.83%	14.62%	0.31%	85.06%	14.94%
Tikona	Urban	13.08%	49.76%	36.84%	0.32%	62.84%	37.16%
You Broadband	Urban	7.51%	70.65%	21.28%	0.56%	78.16%	21.84%
Zylog	Urban	8.88%	71.86%	18.76%	0.50%	80.74%	19.26%

E. Network Performance, Reliability and Availability

15. Satisfaction with speed of broadband connection

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	98.65%	0.00%	1.35%	98.65%	1.35%
	Urban	4.57%	85.11%	7.28%	3.04%	89.67%	10.33%
	Overall	3.93%	86.99%	6.27%	2.81%	90.92%	9.08%
BSNL	Rural	8.51%	80.55%	10.33%	0.61%	89.06%	10.94%
	Urban	4.00%	78.15%	16.73%	1.12%	82.15%	17.85%
	Overall	5.31%	78.85%	14.87%	0.97%	84.16%	15.84%
Reliance	Rural	1.97%	55.17%	41.87%	0.99%	57.14%	42.86%
	Urban	6.91%	70.16%	21.20%	1.73%	77.07%	22.93%
	Overall	5.98%	67.32%	25.12%	1.59%	73.30%	26.70%
Sify	Urban	5.96%	38.40%	54.71%	0.93%	44.36%	55.64%
TATA	Rural	5.59%	93.79%	0.62%	0.00%	99.38%	0.62%
	Urban	3.88%	80.59%	14.19%	1.34%	84.47%	15.53%
	Overall	4.40%	84.57%	10.10%	0.94%	88.96%	11.04%
Tikona	Urban	7.94%	56.45%	34.95%	0.65%	64.39%	35.61%
You Broadband	Urban	5.05%	69.50%	24.79%	0.65%	74.56%	25.44%
Zylog	Urban	7.56%	69.09%	22.50%	0.84%	76.66%	23.34%

16. Satisfaction with time for which service is up and Working

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.68%	97.30%	0.68%	1.35%	97.97%	2.03%
	Urban	0.65%	93.04%	5.11%	1.20%	93.70%	6.30%
	Overall	0.66%	93.63%	4.49%	1.22%	94.29%	5.71%
BSNL	Rural	10.03%	78.42%	10.64%	0.91%	88.45%	11.55%
	Urban	2.62%	80.40%	16.98%	0.00%	83.02%	16.98%
	Overall	4.78%	79.82%	15.13%	0.27%	84.60%	15.40%
Reliance	Rural	1.48%	57.64%	40.89%	0.00%	59.11%	40.89%
	Urban	4.03%	73.96%	21.66%	0.35%	78.00%	22.00%
	Overall	3.55%	70.87%	25.30%	0.28%	74.42%	25.58%
Sify	Urban	2.05%	43.34%	54.61%	0.00%	45.39%	54.61%
TATA	Rural	4.97%	94.41%	0.62%	0.00%	99.38%	0.62%
	Urban	2.28%	82.06%	14.06%	1.61%	84.34%	15.66%
	Overall	3.09%	85.78%	10.01%	1.12%	88.87%	11.13%
Tikona	Urban	4.86%	59.81%	34.30%	1.03%	64.67%	35.33%
You Broadband	Urban	4.02%	71.09%	24.70%	0.19%	75.12%	24.88%
Zylog	Urban	5.98%	68.91%	24.46%	0.65%	74.88%	25.12%

F. Maintainability

17. Frequency of problem in broadband connection

Operator	Area	Never	Occasionally	Frequently	Very Frequently
Airtel	Rural	0.00%	95.95%	0.00%	4.05%
	Urban	3.91%	86.96%	5.65%	3.48%
	Overall	3.37%	88.20%	4.87%	3.56%
BSNL	Rural	0.91%	88.15%	10.33%	0.61%
	Urban	2.87%	79.28%	17.35%	0.50%
	Overall	2.30%	81.86%	15.31%	0.53%
Reliance	Rural	0.00%	60.59%	39.41%	0.00%
	Urban	1.15%	80.18%	17.86%	0.81%
	Overall	0.93%	76.47%	21.94%	0.65%
Sify	Urban	0.84%	41.38%	57.13%	0.65%
TATA	Rural	0.00%	99.38%	0.62%	0.00%
	Urban	0.67%	84.20%	14.46%	0.67%
	Overall	0.47%	88.77%	10.29%	0.47%
Tikona	Urban	0.84%	67.76%	30.75%	0.65%
You Broadband	Urban	0.75%	72.40%	26.38%	0.47%
Zylog	Urban	2.71%	69.00%	27.73%	0.56%

18. Broadband connection problem faced in the last 6 months

Operator	Area	Computer hardware/software problem	Broadband connection & modem problem
Airtel	Rural	33.33%	66.67%
	Urban	0.00%	100.00%
	Overall	2.22%	97.78%
BSNL	Rural	0.00%	100.00%
	Urban	1.40%	98.60%
	Overall	1.12%	98.88%
Reliance	Rural	0.00%	100.00%
	Urban	1.85%	98.15%
	Overall	1.24%	98.76%
Sify	Urban	0.16%	99.84%
TATA	Rural	0.00%	100.00%
	Urban	0.88%	99.12%
	Overall	0.87%	99.13%
Tikona	Urban	0.60%	99.40%
You Broadband	Urban	2.09%	97.91%
Zylog	Urban	0.33%	99.67%

19. Satisfaction with time taken to restore connection

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.68%	98.65%	0.68%	0.00%	99.32%	0.68%
	Urban	0.76%	92.61%	5.00%	1.63%	93.37%	6.63%
	Overall	0.75%	93.45%	4.40%	1.40%	94.19%	5.81%
BSNL	Rural	0.91%	88.15%	10.33%	0.61%	89.06%	10.94%
	Urban	4.37%	79.15%	15.36%	1.12%	83.52%	16.48%
	Overall	3.36%	81.77%	13.89%	0.97%	85.13%	14.87%
Reliance	Rural	7.39%	38.42%	54.19%	0.00%	45.81%	54.19%
	Urban	3.34%	50.92%	43.78%	1.96%	54.26%	45.74%
	Overall	4.11%	48.55%	45.75%	1.59%	52.66%	47.34%
Sify	Urban	1.30%	40.91%	57.04%	0.75%	42.22%	57.78%
TATA	Rural	7.45%	91.93%	0.62%	0.00%	99.38%	0.62%
	Urban	0.94%	84.74%	13.25%	1.07%	85.68%	14.32%
	Overall	2.90%	86.90%	9.45%	0.75%	89.80%	10.20%
Tikona	Urban	8.13%	65.70%	25.33%	0.84%	73.83%	26.17%
You Broadband	Urban	1.12%	72.03%	26.01%	0.84%	73.15%	26.85%
Zylog	Urban	7.47%	66.11%	25.68%	0.75%	73.58%	26.42%

G. Supplementary Services

20(a) Use of Supplementary/Value Added Services

Operator	Area	Yes	No
Airtel	Rural	3.38%	96.62%
	Urban	10.11%	89.89%
	Overall	9.18%	90.82%
BSNL	Rural	4.56%	95.44%
	Urban	2.87%	97.13%
	Overall	3.36%	96.64%
Reliance	Rural	2.46%	97.54%
	Urban	3.46%	96.54%
	Overall	3.27%	96.73%
Sify	Urban	2.42%	97.58%
TATA	Rural	2.17%	97.83%
	Urban	4.95%	95.05%
	Overall	4.12%	95.88%
Tikona	Urban	2.15%	97.85%
You Broadband	Urban	1.96%	98.04%
Zylog	Urban	2.24%	97.76%

20(b) Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	60.00%	20.00%	20.00%	60.00%	40.00%
	Urban	15.05%	77.42%	7.53%	0.00%	92.47%	7.53%
	Overall	14.29%	76.53%	8.16%	1.02%	90.82%	9.18%
BSNL	Rural	6.67%	60.00%	13.33%	20.00%	66.67%	33.33%
	Urban	13.04%	69.57%	8.70%	8.70%	82.61%	17.39%
	Overall	10.53%	65.79%	10.53%	13.16%	76.32%	23.68%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	20.00%	60.00%	10.00%	10.00%	80.00%	20.00%
	Overall	17.14%	65.71%	8.57%	8.57%	82.86%	17.14%
Sify	Urban	11.54%	65.38%	11.54%	11.54%	76.92%	23.08%
TATA	Rural	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
	Urban	5.41%	78.38%	5.41%	10.81%	83.78%	16.22%
	Overall	4.55%	79.55%	6.82%	9.09%	84.09%	15.91%
Tikona	Urban	13.04%	69.57%	8.70%	8.70%	82.61%	17.39%
You Broadband	Urban	9.52%	66.67%	14.29%	9.52%	76.19%	23.81%
Zylog	Urban	8.33%	62.50%	16.67%	12.50%	70.83%	29.17%

20(c) Reason for Dissatisfaction

Operator	Area	Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	22.22%	0.00%	77.78%
BSNL	Rural	60.00%	20.00%	20.00%	0.00%
	Urban	50.00%	0.00%	50.00%	0.00%
	Overall	55.56%	11.11%	33.33%	0.00%
Reliance	Rural	NA	NA	NA	NA
	Urban	50.00%	33.33%	0.00%	16.67%
	Overall	50.00%	33.33%	0.00%	16.67%
Sify	Urban	66.67%	16.67%	16.67%	0.00%
TATA	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	66.67%	16.67%	16.67%	0.00%
	Overall	57.14%	28.57%	14.29%	0.00%
Tikona	Urban	50.00%	50.00%	0.00%	0.00%
You Broadband	Urban	40.00%	0.00%	40.00%	20.00%
Zylog	Urban	57.14%	14.29%	14.29%	14.29%

21(a) Facing any problem of unauthorized activation of VAS

Operator	Area	Yes	No
Airtel	Rural	1.35%	98.65%
	Urban	3.91%	96.09%
	Overall	3.56%	96.44%
BSNL	Rural	1.52%	98.48%
	Urban	2.00%	98.00%
	Overall	1.86%	98.14%
Reliance	Rural	7.39%	92.61%
	Urban	2.19%	97.81%
	Overall	3.17%	96.83%
Sify	Urban	2.05%	97.95%
TATA	Rural	3.11%	96.89%
	Urban	4.42%	95.58%
	Overall	4.02%	95.98%
Tikona	Urban	1.68%	98.32%
You Broadband	Urban	1.22%	98.78%
Zylog	Urban	1.31%	98.69%

21(b) Complaint made for the deactivation of VAS and refund of Charge Levied

Operator	Area	Yes	No
Airtel	Rural	100.00%	0.00%
	Urban	38.89%	61.11%
	Overall	42.11%	57.89%
BSNL	Rural	20.00%	80.00%
	Urban	68.75%	31.25%
	Overall	57.14%	42.86%
Reliance	Rural	40.00%	60.00%
	Urban	84.21%	15.79%
	Overall	64.71%	35.29%
Sify	Urban	77.27%	22.73%
TATA	Rural	50.00%	50.00%
	Urban	42.42%	57.58%
	Overall	44.19%	55.81%
Tikona	Urban	66.67%	33.33%
You Broadband	Urban	69.23%	30.77%
Zylog	Urban	64.29%	35.71%

21(c) Difficulties faced while deactivating services

Operator	Area	None	Delay in Deactivation resulting in repeat complaint	Customer care refused to register the complaint	Not aware of whom to be contacted	Others
Airtel	Rural	0.00%	50.00%	50.00%	0.00%	0.00%
	Urban	50.00%	50.00%	0.00%	0.00%	0.00%
	Overall	43.75%	50.00%	6.25%	0.00%	0.00%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	27.27%	27.27%	18.18%	27.27%	0.00%
	Overall	25.00%	33.33%	16.67%	25.00%	0.00%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	6.25%	25.00%	37.50%	25.00%	6.25%
	Overall	4.55%	45.45%	27.27%	18.18%	4.55%
Sify	Urban	5.88%	29.41%	29.41%	29.41%	5.88%
TATA	Rural	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	50.00%	28.57%	21.43%	0.00%
	Overall	0.00%	63.16%	21.05%	15.79%	0.00%
Tikona	Urban	41.67%	16.67%	25.00%	16.67%	0.00%
You Broadband	Urban	0.00%	44.44%	22.22%	33.33%	0.00%
Zylog	Urban	22.22%	33.33%	22.22%	22.22%	0.00%

22. Satisfaction of resolution of Complaint for deactivation of VAS & refund of Charges levied

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	50.00%	0.00%	50.00%	0.00%	50.00%	50.00%
	Overall	43.75%	12.50%	43.75%	0.00%	56.25%	43.75%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	9.09%	72.73%	9.09%	9.09%	81.82%	18.18%
	Overall	8.33%	75.00%	8.33%	8.33%	83.33%	16.67%
Reliance	Rural	0.00%	83.33%	16.67%	0.00%	83.33%	16.67%
	Urban	12.50%	62.50%	18.75%	6.25%	75.00%	25.00%
	Overall	9.09%	68.18%	18.18%	4.55%	77.27%	22.73%
Sify	Urban	5.88%	64.71%	23.53%	5.88%	70.59%	29.41%
TATA	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	7.14%	71.43%	21.43%	0.00%	78.57%	21.43%
	Overall	5.26%	78.95%	15.79%	0.00%	84.21%	15.79%
Tikona	Urban	8.33%	75.00%	8.33%	8.33%	83.33%	16.67%
You Broadband	Urban	11.11%	55.56%	22.22%	11.11%	66.67%	33.33%
Zylog	Urban	11.11%	44.44%	22.22%	22.22%	55.56%	44.44%

G. Overall Customer Satisfaction

23(a) Satisfaction with Overall Quality of Broadband Service

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	1.35%	96.62%	1.35%	0.68%	97.97%	2.03%
	Urban	0.87%	95.00%	4.13%	0.00%	95.87%	4.13%
	Overall	0.94%	95.22%	3.75%	0.09%	96.16%	3.84%
BSNL	Rural	0.30%	87.54%	12.16%	0.00%	87.84%	12.16%
	Urban	1.50%	85.77%	11.99%	0.75%	87.27%	12.73%
	Overall	1.15%	86.28%	12.04%	0.53%	87.43%	12.57%
Reliance	Rural	0.99%	62.07%	36.45%	0.49%	63.05%	36.95%
	Urban	3.00%	62.56%	33.06%	1.38%	65.55%	34.45%
	Overall	2.61%	62.46%	33.71%	1.21%	65.08%	34.92%
Sify	Urban	0.75%	66.64%	31.69%	0.93%	67.38%	32.62%
TATA	Rural	0.00%	99.38%	0.62%	0.00%	99.38%	0.62%
	Urban	0.94%	87.82%	9.50%	1.74%	88.76%	11.24%
	Overall	0.65%	91.30%	6.83%	1.22%	91.96%	8.04%
Tikona	Urban	0.65%	75.51%	22.90%	0.93%	76.17%	23.83%
You Broadband	Urban	0.84%	73.34%	24.79%	1.03%	74.18%	25.82%
Zylog	Urban	0.65%	75.54%	22.50%	1.31%	76.19%	23.81%

23 (b) Reasons for Dissatisfaction

Operator	Airtel		BSNL		Reliance		Sify	TATA		Tikona	You Broadband	Zylog
	Rural	Urban	Rural	Urban	Rural	Urban		Rural	Urban			
Billing & Internet Speed Problem	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.43%	0.00%	0.00%	0.00%	0.36%	2.75%
Billing Problem	0.00%	18.42%	0.00%	0.00%	29.33%	12.04%	8.29%	0.00%	13.10%	8.24%	17.75%	3.92%
Customer Care & Billing Problem	0.00%	0.00%	0.00%	36.27%	0.00%	2.01%	3.14%	0.00%	0.00%	0.39%	1.09%	2.35%
Customer Care Service Problem	0.00%	5.26%	7.50%	9.80%	4.00%	9.70%	3.14%	50.00%	3.57%	1.18%	13.41%	2.35%
Internet Speed was very Low	33.33%	26.32%	15.00%	8.82%	13.33%	19.73%	61.43%	50.00%	29.76%	7.45%	26.81%	32.55%
Network & Billing Problem	33.33%	5.26%	30.00%	2.94%	0.00%	0.67%	0.00%	0.00%	0.00%	0.00%	7.97%	12.16%
Network & Internet Speed Problem	0.00%	15.79%	15.00%	19.61%	18.67%	14.38%	11.71%	0.00%	20.24%	28.63%	2.54%	12.55%
Network Problem	33.33%	28.95%	32.50%	22.55%	34.67%	41.47%	4.86%	0.00%	33.33%	54.12%	30.07%	31.37%

H. General

24(a) No. of Persons using broadband connections in Home

Operator	Area	Average Number
Airtel	Rural	2
	Urban	2
	Overall	2
BSNL	Rural	2
	Urban	2
	Overall	2
Reliance	Rural	3
	Urban	3
	Overall	3
Sify	Urban	2
TATA	Rural	3
	Urban	2
	Overall	2
Tikona	Urban	2
You Broadband	Urban	2
Zylog	Urban	2

24(b) Other telecom services taking from service provider

Operator	Area	Mobile	Wireline	Others	None
Airtel	Rural	0.68%	0.00%	0.68%	98.65%
	Urban	0.76%	0.00%	0.00%	99.24%
	Overall	0.75%	0.00%	0.09%	99.16%
BSNL	Rural	0.61%	2.74%	0.00%	96.66%
	Urban	0.25%	0.75%	0.25%	98.75%
	Overall	0.35%	1.33%	0.18%	98.14%
Reliance	Rural	32.51%	1.97%	0.49%	65.02%
	Urban	27.88%	2.07%	0.12%	69.93%
	Overall	28.76%	2.05%	0.19%	69.00%
Sify	Urban	0.00%	0.00%	0.09%	99.91%
TATA	Rural	0.00%	1.55%	0.00%	98.45%
	Urban	0.67%	0.40%	0.27%	98.66%
	Overall	0.47%	0.75%	0.19%	98.60%
Tikona	Urban	0.75%	0.00%	0.28%	98.97%
You Broadband	Urban	0.47%	0.00%	0.47%	99.06%
Zylog	Urban	0.00%	0.00%	0.56%	99.44%

25. Awareness about the knowledge of measuring the broadband connection

Operator	Area	Yes	No
Airtel	Rural	38.51%	61.49%
	Urban	91.52%	8.48%
	Overall	84.18%	15.82%
BSNL	Rural	72.04%	27.96%
	Urban	84.14%	15.86%
	Overall	80.62%	19.38%
Reliance	Rural	45.81%	54.19%
	Urban	49.54%	50.46%
	Overall	48.83%	51.17%
Sify	Urban	78.01%	21.99%
TATA	Rural	19.57%	80.43%
	Urban	82.60%	17.40%
	Overall	63.61%	36.39%
Tikona	Urban	77.76%	22.24%
You Broadband	Urban	65.67%	34.33%
Zylog	Urban	82.17%	17.83%

26. Rate the service provider

Operator	Area	Weighted Average
Airtel	Rural	6.66
	Urban	6.78
	Overall	6.76
BSNL	Rural	6.88
	Urban	6.33
	Overall	6.49
Reliance	Rural	5.64
	Urban	6.27
	Overall	6.15
Sify	Urban	5.78
TATA	Rural	7.34
	Urban	6.80
	Overall	6.97
Tikona	Urban	6.03
You Broadband	Urban	6.19
Zylog	Urban	6.37

27. Awareness about call centre telephone number

Operator	Area	Yes	No
Airtel	Rural	70.95%	29.05%
	Urban	60.65%	39.35%
	Overall	62.08%	37.92%
BSNL	Rural	58.66%	41.34%
	Urban	89.26%	10.74%
	Overall	80.35%	19.65%
Reliance	Rural	59.61%	40.39%
	Urban	84.22%	15.78%
	Overall	79.55%	20.45%
Sify	Urban	76.61%	23.39%
TATA	Rural	88.82%	11.18%
	Urban	87.42%	12.58%
	Overall	87.84%	12.16%
Tikona	Urban	81.03%	18.97%
You Broadband	Urban	87.09%	12.91%
Zylog	Urban	85.71%	14.29%

28. Made any complaint to the customer care in last 6 months

Operator	Area	Yes	No
Airtel	Rural	52.38%	47.62%
	Urban	79.21%	20.79%
	Overall	74.96%	25.04%
BSNL	Rural	74.61%	25.39%
	Urban	74.13%	25.87%
	Overall	74.23%	25.77%
Reliance	Rural	93.39%	6.61%
	Urban	86.46%	13.54%
	Overall	87.44%	12.56%
Sify	Urban	98.66%	1.34%
TATA	Rural	67.13%	32.87%
	Urban	67.99%	32.01%
	Overall	67.73%	32.27%
Tikona	Urban	72.32%	27.68%
You Broadband	Urban	77.23%	22.77%
Zylog	Urban	65.03%	34.97%

29. If complaint made

Operator	Area	Docket number received most of the compliant	No Docket number received most of the compliant	I was received on request	No docket number received even on request
Airtel	Rural	98.18%	1.82%	0.00%	0.00%
	Urban	100.00%	0.00%	0.00%	0.00%
	Overall	99.80%	0.20%	0.00%	0.00%
BSNL	Rural	98.61%	1.39%	0.00%	0.00%
	Urban	98.11%	0.75%	0.75%	0.38%
	Overall	98.22%	0.89%	0.59%	0.30%
Reliance	Rural	71.68%	28.32%	0.00%	0.00%
	Urban	76.42%	22.47%	0.63%	0.47%
	Overall	75.70%	23.36%	0.54%	0.40%
Sify	Urban	57.71%	41.80%	0.37%	0.12%
TATA	Rural	100.00%	0.00%	0.00%	0.00%
	Urban	99.10%	0.45%	0.23%	0.23%
	Overall	99.37%	0.31%	0.16%	0.16%
Tikona	Urban	98.56%	0.96%	0.32%	0.16%
You Broadband	Urban	98.61%	0.83%	0.28%	0.28%
Zylog	Urban	98.66%	0.50%	0.50%	0.34%

30. Informed by call centre about the action taken on the complaint

Operator	Area	Yes	No
Airtel	Rural	100.00%	0.00%
	Urban	97.06%	2.94%
	Overall	97.38%	2.62%
BSNL	Rural	85.42%	14.58%
	Urban	95.09%	4.91%
	Overall	93.03%	6.97%
Reliance	Rural	57.52%	42.48%
	Urban	84.34%	15.66%
	Overall	80.27%	19.73%
Sify	Urban	62.52%	37.48%
TATA	Rural	98.96%	1.04%
	Urban	80.41%	19.59%
	Overall	86.01%	13.99%
Tikona	Urban	65.55%	34.45%
You Broadband	Urban	84.56%	15.44%
Zylog	Urban	79.90%	20.10%

31. Satisfaction with the system of complaint resolution by call centre

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	10.91%	80.00%	5.45%	3.64%	90.91%	9.09%
	Urban	12.44%	83.71%	1.36%	2.49%	96.15%	3.85%
	Overall	12.27%	83.30%	1.81%	2.62%	95.57%	4.43%
BSNL	Rural	3.47%	79.17%	15.28%	2.08%	82.64%	17.36%
	Urban	1.70%	90.57%	5.66%	2.08%	92.26%	7.74%
	Overall	2.08%	88.13%	7.72%	2.08%	90.21%	9.79%
Reliance	Rural	3.54%	52.21%	38.94%	5.31%	55.75%	44.25%
	Urban	17.25%	65.19%	11.87%	5.70%	82.44%	17.56%
	Overall	15.17%	63.22%	15.97%	5.64%	78.39%	21.61%
Sify	Urban	0.49%	61.04%	38.10%	0.37%	61.53%	38.47%
TATA	Rural	0.00%	98.96%	1.04%	0.00%	98.96%	1.04%
	Urban	0.90%	78.60%	20.05%	0.45%	79.50%	20.50%
	Overall	0.63%	84.75%	14.31%	0.31%	85.38%	14.62%
Tikona	Urban	1.91%	62.36%	34.61%	1.12%	64.27%	35.73%
You Broadband	Urban	0.42%	83.45%	15.58%	0.56%	83.87%	16.13%
Zylog	Urban	2.18%	76.72%	19.60%	1.51%	78.89%	21.11%

32. Reason for dissatisfaction

Operator	Area	Difficult to connect the 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	Others
Airtel	Rural	20.00%	60.00%	0.00%	20.00%	0.00%	0.00%
	Urban	76.47%	0.00%	23.53%	0.00%	0.00%	0.00%
	Overall	63.64%	13.64%	18.18%	4.55%	0.00%	0.00%
BSNL	Rural	12.00%	0.00%	8.00%	76.00%	0.00%	4.00%
	Urban	31.71%	14.63%	4.88%	43.90%	4.88%	0.00%
	Overall	24.24%	9.09%	6.06%	56.06%	3.03%	1.52%
Reliance	Rural	88.00%	10.00%	0.00%	2.00%	0.00%	0.00%
	Urban	58.26%	29.57%	0.87%	10.43%	0.87%	0.00%
	Overall	67.27%	23.64%	0.61%	7.88%	0.61%	0.00%
Sify	Urban	7.35%	0.32%	0.64%	91.37%	0.32%	0.00%
TATA	Rural	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
	Urban	17.39%	1.09%	0.00%	79.35%	1.09%	1.09%
	Overall	17.02%	1.06%	0.00%	79.79%	1.06%	1.06%
Tikona	Urban	70.98%	0.45%	0.89%	27.68%	0.00%	0.00%
You Broadband	Urban	6.90%	2.59%	1.72%	88.79%	0.00%	0.00%
Zylog	Urban	26.19%	1.59%	1.59%	70.63%	0.00%	0.00%

33. Billing/charging complaint resolved satisfactory by call centre within 4 weeks after lodging of the complaint

Operator	Area	Yes	No	Not Applicable
Airtel	Rural	0.00%	0.00%	100.00%
	Urban	7.01%	2.94%	90.05%
	Overall	6.24%	2.62%	91.15%
BSNL	Rural	1.39%	6.94%	91.67%
	Urban	1.32%	9.62%	89.06%
	Overall	1.34%	9.05%	89.61%
Reliance	Rural	0.00%	66.37%	33.63%
	Urban	1.27%	33.39%	65.35%
	Overall	1.07%	38.39%	60.54%
Sify	Urban	0.37%	34.40%	65.23%
TATA	Rural	0.00%	1.04%	98.96%
	Urban	1.58%	16.44%	81.98%
	Overall	1.10%	11.79%	87.11%
Tikona	Urban	1.28%	35.41%	63.32%
You Broadband	Urban	0.97%	21.28%	77.75%
Zylog	Urban	1.17%	18.09%	80.74%

34(a) Awareness about contact details of Nodal Officer

Operator	Area	Yes	No
Airtel	Rural	2.03%	97.97%
	Urban	6.20%	93.80%
	Overall	5.62%	94.38%
BSNL	Rural	1.82%	98.18%
	Urban	1.87%	98.13%
	Overall	1.86%	98.14%
Reliance	Rural	14.29%	85.71%
	Urban	10.02%	89.98%
	Overall	10.83%	89.17%
Sify	Urban	14.26%	85.74%
TATA	Rural	16.15%	83.85%
	Urban	11.91%	88.09%
	Overall	13.19%	86.81%
Tikona	Urban	1.78%	98.22%
You Broadband	Urban	2.81%	97.19%
Zylog	Urban	3.36%	96.64%

34(b) Made any complaint to the Nodal officer regarding complaints not resolved /unsatisfactory resolved by the call centre

Operator	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	0.00%	100.00%
	Urban	20.00%	80.00%
	Overall	14.29%	85.71%
Reliance	Rural	0.00%	100.00%
	Urban	11.49%	88.51%
	Overall	8.62%	91.38%
Sify	Urban	5.23%	94.77%
TATA	Rural	0.00%	100.00%
	Urban	8.99%	91.01%
	Overall	5.67%	94.33%
Tikona	Urban	26.32%	73.68%
You Broadband	Urban	16.67%	83.33%
Zylog	Urban	13.89%	86.11%

34(c) Able to connect the nodal officer without any difficulty

Operator	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	66.67%	33.33%
	Overall	66.67%	33.33%
Reliance	Rural	NA	NA
	Urban	70.00%	30.00%
	Overall	70.00%	30.00%
Sify	Urban	75.00%	25.00%
TATA	Rural	NA	NA
	Urban	75.00%	25.00%
	Overall	75.00%	25.00%
Tikona	Urban	60.00%	40.00%
You Broadband	Urban	60.00%	40.00%
Zylog	Urban	20.00%	80.00%

35. Intimated by the nodal officer about the decision taken on the complaint

Operator	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	33.33%	66.67%
	Overall	33.33%	66.67%
Reliance	Rural	NA	NA
	Urban	70.00%	30.00%
	Overall	70.00%	30.00%
Sify	Urban	25.00%	75.00%
TATA	Rural	NA	NA
	Urban	75.00%	25.00%
	Overall	75.00%	25.00%
Tikona	Urban	20.00%	80.00%
You Broadband	Urban	60.00%	40.00%
Zylog	Urban	60.00%	40.00%

36(a) Satisfaction with the redressal of the complaint by the nodal officer

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	33.33%	33.33%	0.00%	33.33%	66.67%	33.33%
	Overall	33.33%	33.33%	0.00%	33.33%	66.67%	33.33%
Reliance	Rural	NA	NA	NA	NA	NA	NA
	Urban	10.00%	30.00%	50.00%	10.00%	40.00%	60.00%
	Overall	10.00%	30.00%	50.00%	10.00%	40.00%	60.00%
Sify	Urban	12.50%	50.00%	25.00%	12.50%	62.50%	37.50%
TATA	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
	Overall	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
Tikona	Urban	0.00%	40.00%	20.00%	40.00%	40.00%	60.00%
You Broadband	Urban	20.00%	40.00%	20.00%	20.00%	60.00%	40.00%
Zylog	Urban	20.00%	60.00%	0.00%	20.00%	80.00%	20.00%

36(b) Reason(s) for Dissatisfaction

Operator	Area	Difficult to connect the Nodal Officer	Nodal officer not polite/courteous	Nodal officer not equipped with adequate information	Time taken to nodal officer for redressal of complaint is too long	Nodal officer was unable to understand the problem	others
Airtel	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
	Overall	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Reliance	Rural	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	0.73%	97.81%	0.00%	0.73%	0.73%	0.00%
	Overall	0.59%	98.22%	0.00%	0.59%	0.59%	0.00%
Sify	Urban	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%
TATA	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Tikona	Urban	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%
You Broadband	Urban	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%
Zylog	Urban	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%

37. Awareness about the contact details of the appellate authority

Operator	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	3.04%	96.96%
	Overall	2.62%	97.38%
BSNL	Rural	0.00%	100.00%
	Urban	0.25%	99.75%
	Overall	0.18%	99.82%
Reliance	Rural	0.49%	99.51%
	Urban	0.92%	99.08%
	Overall	0.84%	99.16%
Sify	Urban	0.75%	99.25%
TATA	Rural	3.73%	96.27%
	Urban	2.28%	97.72%
	Overall	2.71%	97.29%
Tikona	Urban	0.28%	99.72%
You Broadband	Urban	0.47%	99.53%
Zylog	Urban	0.84%	99.16%

38. Filed any Appeal in last 6 months

Operator	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	0.00%	100.00%
	Urban	28.57%	71.43%
	Overall	25.00%	75.00%
Sify	Urban	0.00%	100.00%
TATA	Rural	0.00%	100.00%
	Urban	5.88%	94.12%
	Overall	1.79%	98.21%
Tikona	Urban	0.00%	100.00%
You Broadband	Urban	0.00%	100.00%
Zylog	Urban	0.00%	100.00%

39. Receipt of acknowledgement

Operator	Area	Yes	No
Airtel	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	NA	NA
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Sify	Urban	NA	NA
TATA	Rural	NA	NA
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Tikona	Urban	NA	NA
You Broadband	Urban	NA	NA
Zylog	Urban	NA	NA

40. Taking a decision upon the appeal by the Appellate Authority within 3 months of filing the appeal

Operator	Area	Yes	No	Not Applicable
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	100.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%
Sify	Urban	NA	NA	NA
TATA	Rural	NA	NA	NA
	Urban	100.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%
Tikona	Urban	NA	NA	NA
You Broadband	Urban	NA	NA	NA
Zylog	Urban	NA	NA	NA

41. Awareness about item-wise usage charge details for prepaid users

Operator	Area	Yes	No
Airtel	Rural	0.00%	100.00%
	Urban	34.78%	65.22%
	Overall	30.77%	69.23%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Reliance	Rural	33.33%	66.67%
	Urban	4.55%	95.45%
	Overall	4.00%	96.00%
Sify	Urban	22.91%	77.09%
TATA	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tikona	Urban	0.00%	100.00%
You Broadband	Urban	0.00%	100.00%
Zylog	Urban	0.00%	100.00%

42. Ever denied of request for item-wise usage charge details for prepaid connection

Operator	Area	Yes	No
Airtel	Rural		
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Reliance	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Sify	Urban	8.02%	91.98%
TATA	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Tikona	Urban	NA	NA
You Broadband	Urban	NA	NA
Zylog	Urban	NA	NA

43. Reasons for denial

Operator	Area	No Reason Given	Technical Problem	Others
Airtel	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Reliance	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Sify	Urban	0.00%	61.54%	38.46%
TATA	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Tikona	Urban	NA	NA	NA
You Broadband	Urban	NA	NA	NA
Zylog	Urban	NA	NA	NA

44. Manual of practice provided while subscribing for new broadband connection

Operator	Area	Yes	No
Airtel	Rural	34.46%	65.54%
	Urban	90.11%	9.89%
	Overall	82.40%	17.60%
BSNL	Rural	65.05%	34.95%
	Urban	72.28%	27.72%
	Overall	70.18%	29.82%
Reliance	Rural	77.34%	22.66%
	Urban	71.20%	28.80%
	Overall	72.36%	27.64%
Sify	Urban	64.68%	35.32%
TATA	Rural	65.84%	34.16%
	Urban	66.80%	33.20%
	Overall	66.51%	33.49%
Tikona	Urban	83.83%	16.17%
You Broadband	Urban	78.48%	21.52%
Zylog	Urban	84.69%	15.31%

7.4 Questionnaire – Wireline Survey

SURVEY OF Basic Service (WIRELINE) Year 2010-2011

1.1 Operator: 02 Airtel 05 BSNL 15 Rel Com 22 TATA Date: _____

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

1.4 Tel: Age 1.5 Age (in years): 1 less than 25 2 25-34

STD Code	Telephone Number

3 35-44 4 More than 45

1.6 Occupation: 1 Service 2 Business/self emp 3 Student 4 Housewife 5 Retired

1.7 Usage Type: 1 Residential 2 Commercial 1.8 Area: 1 Rural 2 Urban

1.9 User Type: 1 Postpaid 2 Prepaid

1.10 State: 1 Andhra Pradesh 2 Karnataka 3 Tamil Nadu 4 Chennai 5 Kerala

1.11 District _____ 1.12 Circle: _____ Address: _____

1.13 Name of SDCA (only for surveyor):

1.14 Name of Exchange (only for surveyor).....

1.15 Mode of Interview: 1 Telephonic 2 In-person Signature of Subscriber _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If No Skip to Section B)
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

B. BILLING RELATED (only for postpaid customers) (for pre-paid customer go to Question 10)

4. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a) How satisfied are you with the quality of your bills? Accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)

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<p>(Ask this question only if 1 OR 2 is coded in Q5(a)) 5.(b) Please specify the reason(s) for your Dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Details like item-wise charges are not provided <input type="checkbox"/> 6 Calculations are not clear <input type="checkbox"/> 7 Others (please specify) _____</p>
<p>6. Have you made any billing related complaints in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If no, go to Q 8)</p>
<p>7. How satisfied are you with the process of Resolution of billing complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied</p>
<p>8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q8) 9. Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 45 Others(please specify) _____</p>

For Prepaid Customers only

<p>10.(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4 Very Dissatisfied</p>
<p>(Ask this Question only if 1 OR 2 is coded in Q10(a)) 10(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 45 Others (please specify) _____</p>
<p>10(c). Have you made any complaint related to charging/ credit/ waiver/ validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If Yes, go to Q 10(d))</p>
<p>10(d). How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

10(f). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 45 Others(please specify)_____
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

E. MAINTAINABILITY (FAULT REPAIR)

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

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 26(a))
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4 Very Dissatisfied

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24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied
24(b). Please tell me the reasons for your dissatisfaction?	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 26(a))
(Ask only If Yes in Q25) 25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4Very Dissatisfied (Ask Q 26(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q26(a)) 26(b) Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____

H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?	<input type="checkbox"/> 1 Broadband 2 <input type="checkbox"/> 2 Mobile <input type="checkbox"/> 3 Others 4 <input type="checkbox"/> 4 None
28(a). Have you terminated a Telephone connection that you had in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28(b). If yes, please name your previous service provider?	<input type="checkbox"/> 2 Airtel <input type="checkbox"/> 5 BSNL <input type="checkbox"/> 15 Rel Com <input type="checkbox"/> 22 TATA <input type="checkbox"/> 26 Vodafone
29. How many days were taken for termination of your connection?	<input type="checkbox"/> 4 1 day 2 <input type="checkbox"/> 3 2-3 days <input type="checkbox"/> 2 4 - 7 days 4 <input type="checkbox"/> 1 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32(a) Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes → (If yes, go to Q 32(b)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 32(a)) 32(b) Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (Ask Q 32(c) only if 3 OR 2 OR 1 is coded))

<p>(Ask only if 3 OR 2 OR 1 coded in Q 32(b)) 32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</p>	<p><input type="checkbox"/> 1 Yes —————▶ (If yes, go to Q 32(d)) <input type="checkbox"/> 2 No</p>
<p>(Ask only if Yes in Q 32(c)) 32.(d) If Yes, please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service Provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If no, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 4 Docket number received for most of the complaints <input type="checkbox"/> 3 No Docket number received for most of the complaints <input type="checkbox"/> 2 It was received on request <input type="checkbox"/> 1 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/ customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable</p>
<p>38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If no, go to Q 43)</p>
<p>39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call centre/ customer care?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————▶ (If no, go to Q 43)</p>
<p>39(b). Were you able to contact to the Nodal Officer without difficulty?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>40. Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>41. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 42 only if 1 OR 2 is coded)</p>

<p>(Ask this question only if 1 OR 2 is coded in Q41)</p> <p>42. Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p>
<p>43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If no, go to Q 47)</p>
<p>44. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If no, go to Q 47)</p>
<p>45. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q47 to Q49 are for prepaid customers only)</p> <p>47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (if no go to Q 50)</p>
<p>49. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given</p> <p><input type="checkbox"/> 2 Technical problem</p> <p><input type="checkbox"/> 3 Others (please specify)</p>
<p>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?"</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>

THANKS & PROCEED TO CELLULAR & BROADBAND QUESTIONNAIRE

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of Operation Manager: _____

Thank You

7.5 Questionnaire - Cellular mobile telephone service

SURVEY OF Cellular Mobile Telephone Service Year 2010-2011

1.1 Operator: 01 Aircel 02 Airtel 05 BSNL 07 Dishnet 12 Idea 15 Rel Comm
17 Systema Shyam 20 Spice 22 TATA 24 Unitech 25 Videocon 26 Vodafone

1.2 Name: _____ 1.3 Gender: 1 Male 2 Female

Signature of Subscriber

1.4 Mobile No./ Fixed wireless No. / Tele. No.:

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1.5 Age: 1 less than 25 2 25-34 3 35-44 4 More than 45

1.6 Occupation: 1 Service 2 Business/self employed 3 Student 4 Housewife 5 Retired

1.7 Usage Type: 1 Residential 2 Commercial 1.8 Area: 1 Rural 2 Urban

1.9 User Type: 1 Postpaid 2 Prepaid

1.10 State: _____ Circle: _____

District: _____ Address: _____

1.11 Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

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

B. BILLING RELATED – PREPAID CUSTOMER

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b) Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not subscribed <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify)
5(a) Have you made any complaint related to charging/credit/waiver/validity/adjustment in last 6 months?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 5(b)) <input type="checkbox"/> 2 No
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?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

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5(c) How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction? (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify)
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b). Please specify the reason(s) for your dissatisfaction (multiple code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)
8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff Plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify)
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If no, go to Q 16)
11. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

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

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

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

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

G. OVERALL CUSTOMER SATISFACTION

29(a). How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your Dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others 4 <input type="checkbox"/> 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?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes —————> (If yes, go to Q 33(a)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing call/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change Ask Q 33(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/SMS even after registering your mobile number?	<input type="checkbox"/> 1 Yes —————> (If yes, go to Q 33 (c)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 33 (b)) 33(c). If Yes, please indicate the following -	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint

34(a). Are you aware of facility by which you can change your service provider without changing your mobile number.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(c). If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 minutes <input type="checkbox"/> 2 After 5 to 10 minutes <input type="checkbox"/> 3 After 10 minutes <input type="checkbox"/> 4 Never
34(d). If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	

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

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

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

Thank You

6(a). How satisfied are you with the accuracy / completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a)) 6(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls / services not made / used <input type="checkbox"/> 5 Others (please specify)
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund / credit / waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

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

D. HELP SERVICE

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

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14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
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E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently)	<input type="checkbox"/> 1 Problem was related to my computer hardware/software	<input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.
18. What was the broadband connection problem faced by you in last 6 months related to, please specify		
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c). Please tell me the reasons for your dissatisfaction?	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
(Ask if Yes in Q 21(a))	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?		
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to be contacted <input type="checkbox"/> 5 Others (please specify)	

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22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> 4 Very Satisfied	<input type="checkbox"/> 3 Satisfied
	<input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q23(a))		
23.(b) Please specify the reason(s) for your Dissatisfaction	1. _____ _____	
	2. _____ _____	
	3. _____ _____	

H. GENERAL

24(a). How many persons in your house are using this Broadband connection?	-----
24(b). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> 1 Mobile <input type="checkbox"/> 2 Wireline <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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27. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 31)
28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 34 (a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 31) 32. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 4 Customer care executive was unable to understand the problem <input type="checkbox"/> 4 Others (please specify)
33. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
34(a). In case the complaint has not been resolved by the call centre, you can contact next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 37)
34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 37)
34(c). Were you able to connect to the nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 36(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q36(a)) 36(b). Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 4 Nodal Officer was unable to understand the problem <input type="checkbox"/> 4 Others (please specify)
37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 41)
38. Have you filed any appeal in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If no, go to Q 41)
39. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

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

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

Thank You