

TELECOM REGULATORY AUTHORITY OF INDIA

Mahanagar Doorsanchar Bhavan,
Jawaharlal Nehru Marg (Old Minto Road),
New Delhi – 110 002

Final 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 - Karnataka)

July-September 2011



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Preface

TRAI, the regulatory body of Government of India for the Quality of Service for the telecom services – Basic (Wireline), Cellular Mobile (Wireless) and Broadband has commissioned this study with the objective of measuring Quality of Services under the parameters as per the published notifications.

The Study has been commissioned with the objective of gauging the subscriber feedback on Quality of Services by way of primary survey and comparing them with quality of service benchmarks stipulated by TRAI. In addition, this study would also measure the compliance of 'Telecom Consumer Protection and Redressal of Grievances Regulations, 2007'.

The Study for various circles within the Zones, due to the sheer scale of data collection, have been distributed across various quarterly periods. Spectrum Planning (India) Limited conducted Survey in Andhra Pradesh and Karnataka circles in period July – November 2011. The present report details the **Quality of Services** findings for the **Karnataka Circle for Basic (Wireline), Cellular Mobile (Wireless) & Broadband Services**.

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:

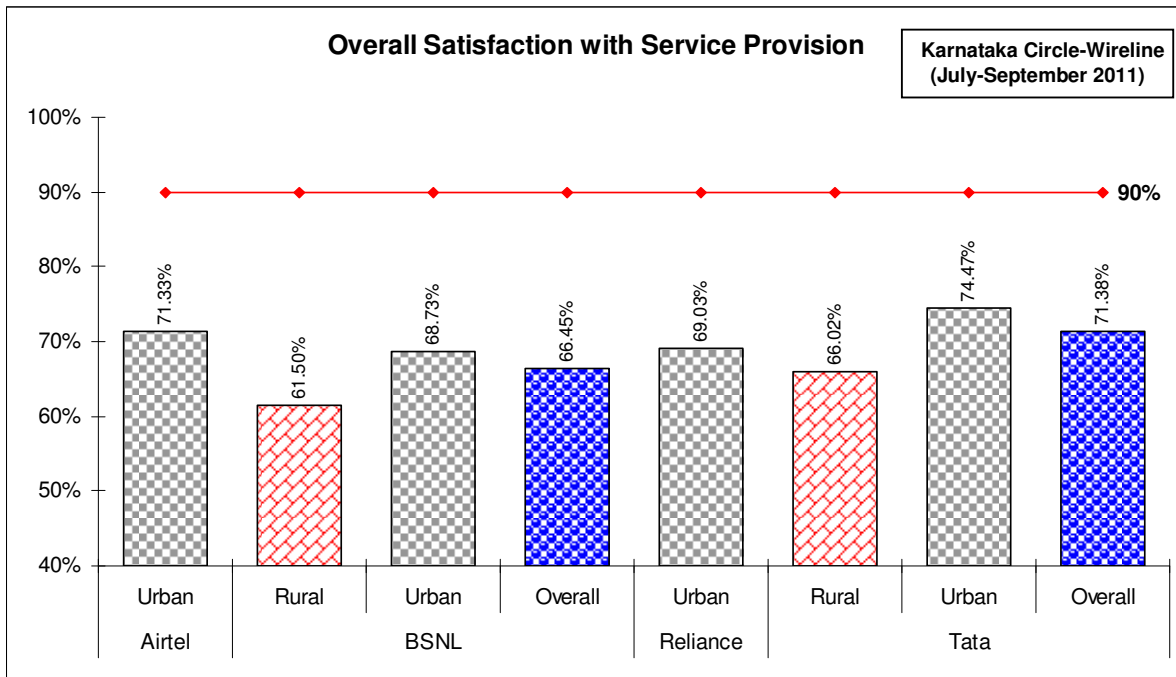
1. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
2. Customer Perception of Service through Survey

for wireline, mobile and broadband services in Karnataka circle of the South Zone. To carry out this study TRAI commissioned M/s Spectrum Planning (India) Limited, (SPIL) during July-September 2011. Accordingly detailed field survey was carried out by SPIL by contacting various category of respondent to obtain their feedback on different parameters of quality of service of all operators covering the entire state. The detailed responses have been collated, tabulated, analyzed and findings of the study have been summarized in the form of following tables and graphs.

1. Summary of the Survey Module for Basic Wireline

Wireline Operator→		Airtel	BSNL			Reliance	Tata		
Customers satisfied with	Area→/ Benchmark↓	Urban	Rural	Urban	Overall	Urban	Rural	Urban	Overall
Provisioning of service	≥ 90%	71.33%	61.50%	68.73%	66.45%	69.03%	66.02%	74.47%	71.38%
Billing performance-Postpaid	≥ 95%	72.95%	64.37%	66.21%	65.64%	62.45%	58.81%	68.84%	65.95%
Billing performance-Prepaid	≥ 95%	72.93%	61.90%	65.15%	64.09%	69.76%	58.97%	61.32%	60.12%
Network performance, reliability and availability	≥ 95%	76.50%	62.58%	67.39%	65.93%	69.71%	65.58%	70.69%	69.04%
Maintainability	≥ 95%	77.91%	62.76%	68.08%	66.17%	66.60%	66.89%	69.02%	68.09%
Supplementary and value added services	≥ 90%	74.53%	60.52%	63.49%	62.25%	64.73%	68.71%	69.13%	69.00%
Help services including grievance redressal	≥ 90%	71.79%	59.69%	61.38%	60.73%	61.93%	55.61%	60.28%	58.77%
Overall service quality	≥ 90%	72.21%	70.11%	72.53%	71.79%	73.03%	76.75%	75.11%	75.64%

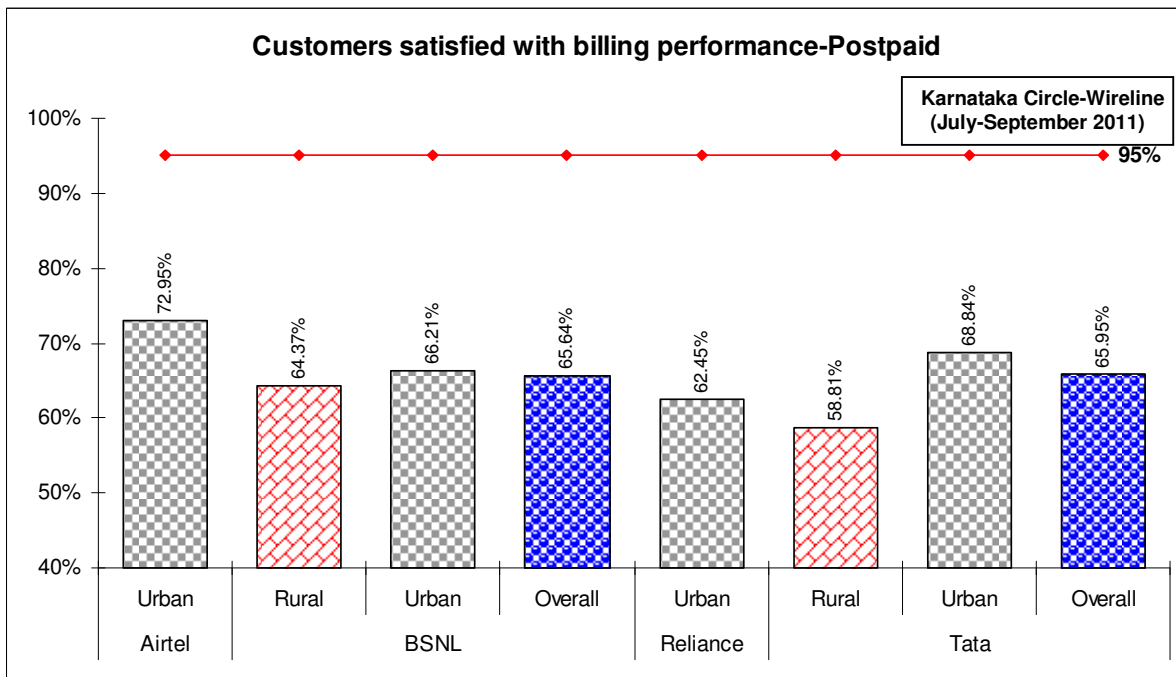
a. Service Provision (Benchmark-90%)



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

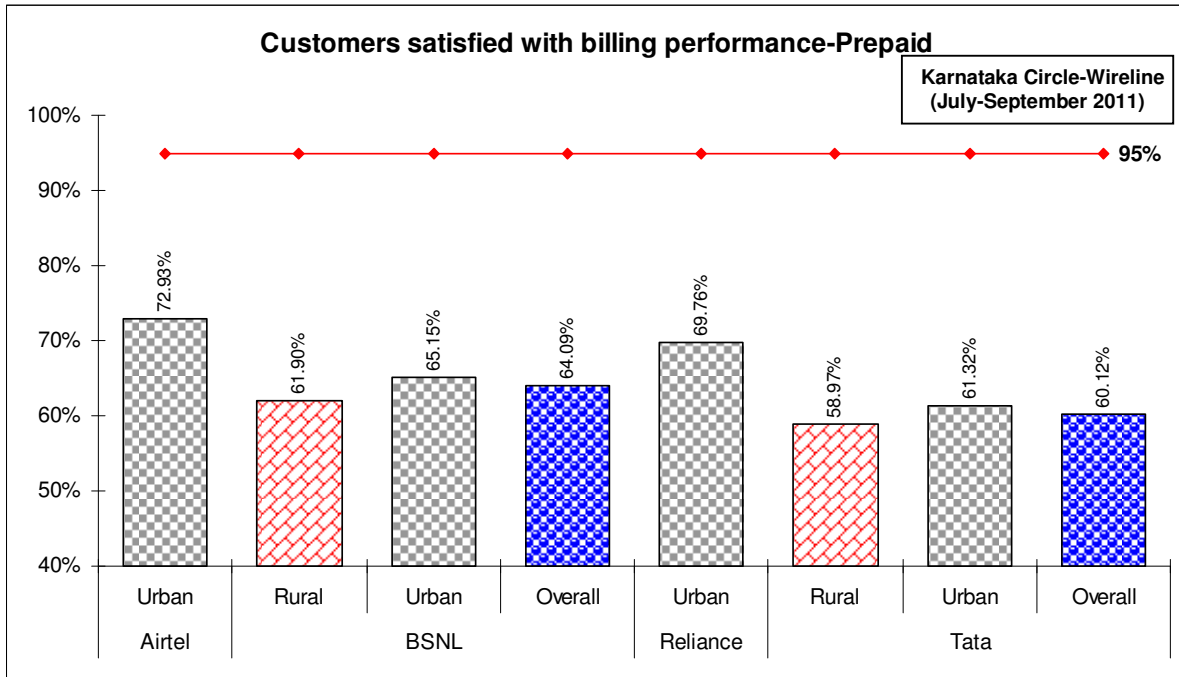
b. Billing Performance

Post-paid Customers (Benchmark-95%)



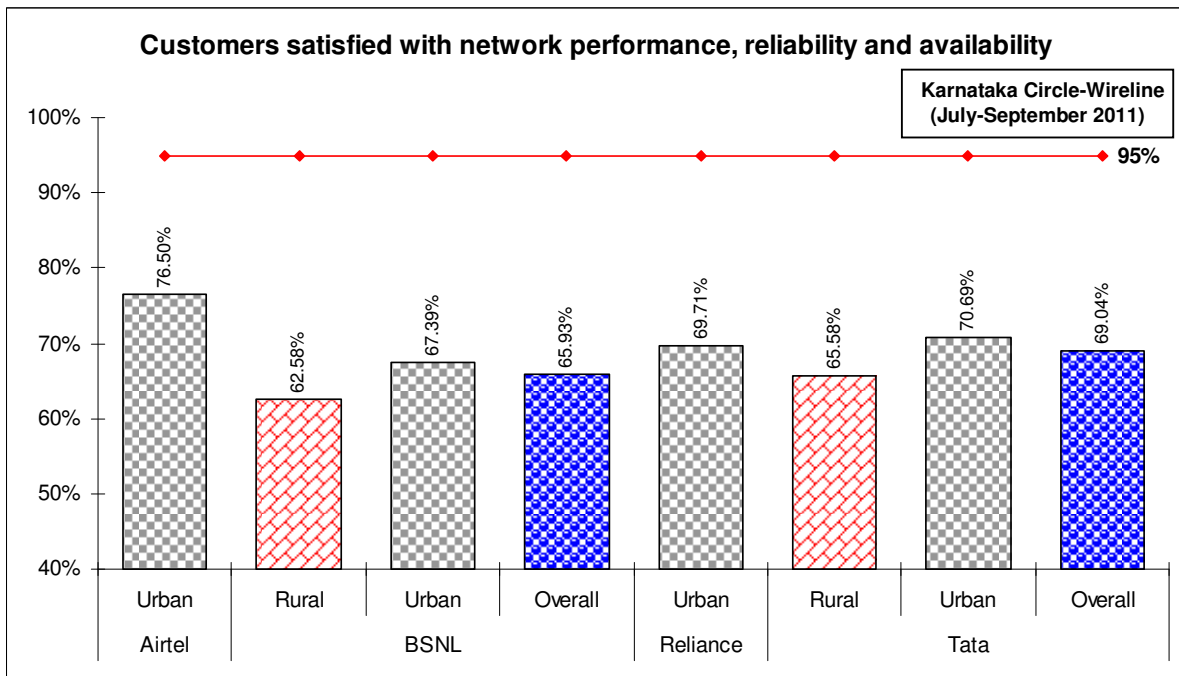
In billing performance none of the operators could achieve the benchmark satisfaction level of 95% for post paid customers in the present round of survey.

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



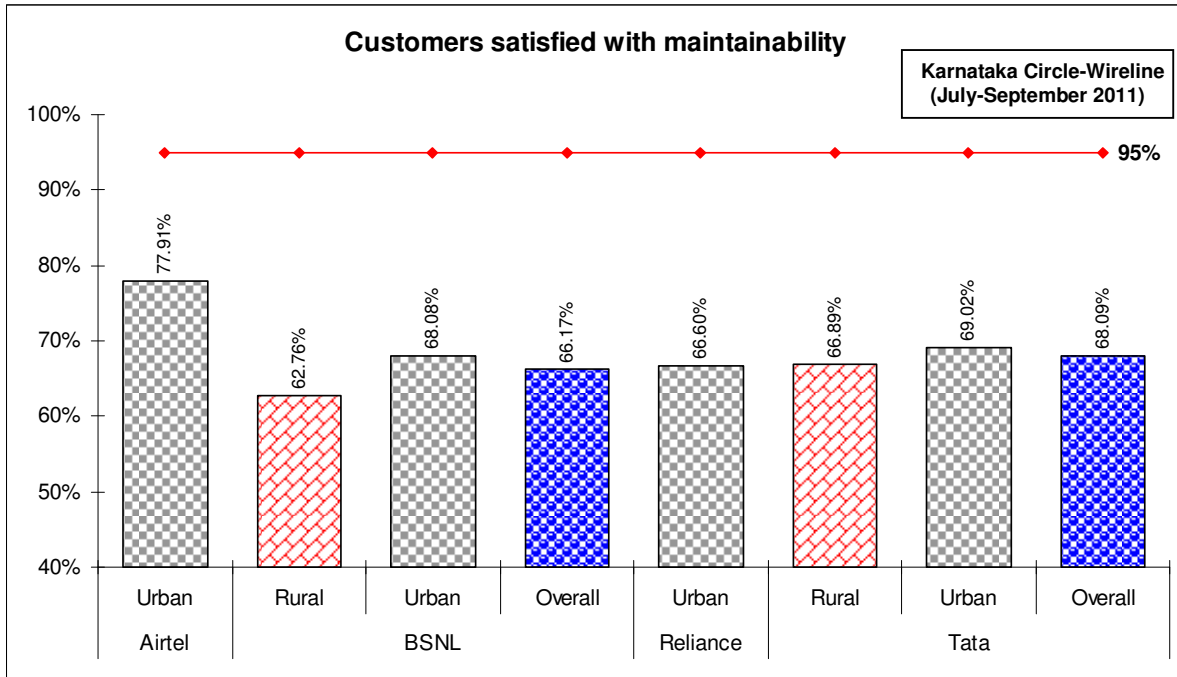
Even in pre-paid customer services, the billing performance of all the service operators in the circle is below the benchmark level of 95% in the present round of survey.

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



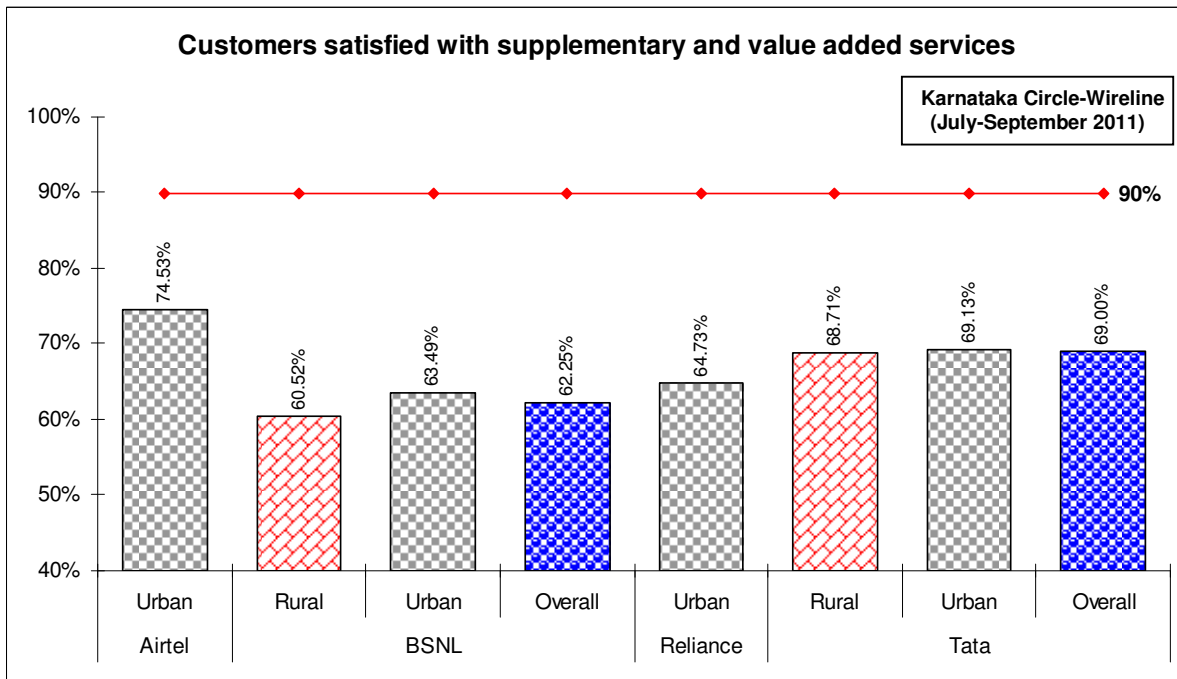
In terms of network performance, reliability and availability of services none of the operators in the circle could achieve the benchmark satisfaction level of 95% in the present round of survey.

e. Maintainability (Benchmark-95%)



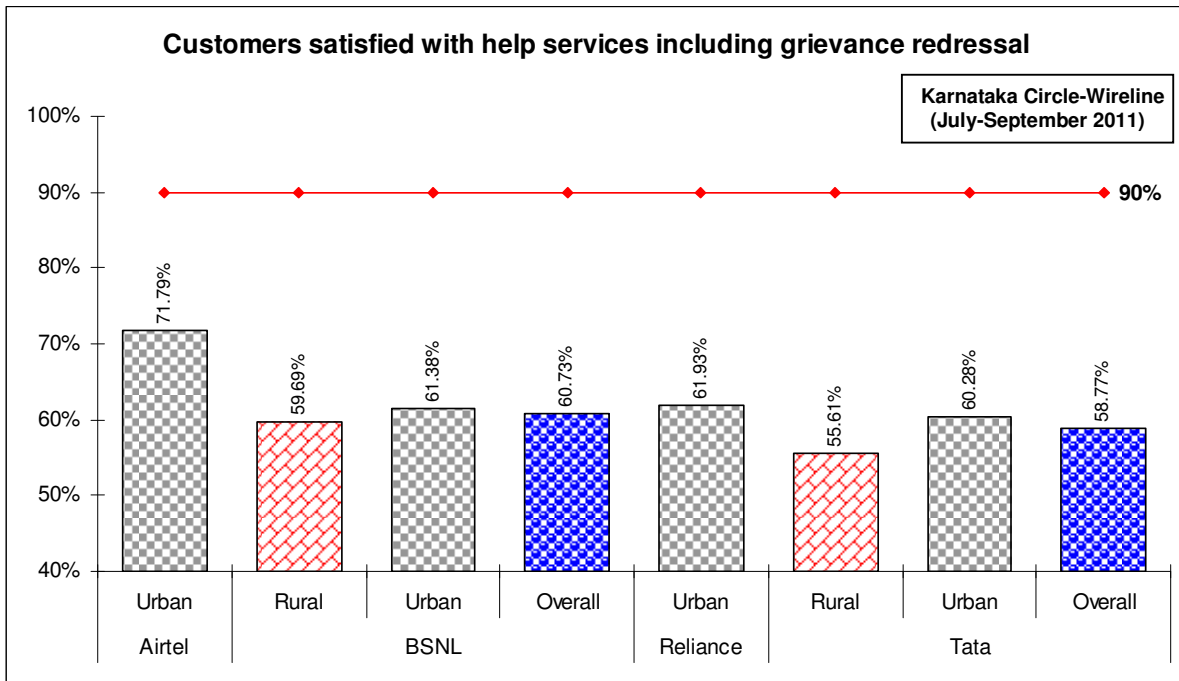
Benchmark satisfaction level of 95 % with respect to Customer satisfaction on maintainability has not been achieved by any of the operators in the present round of survey.

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



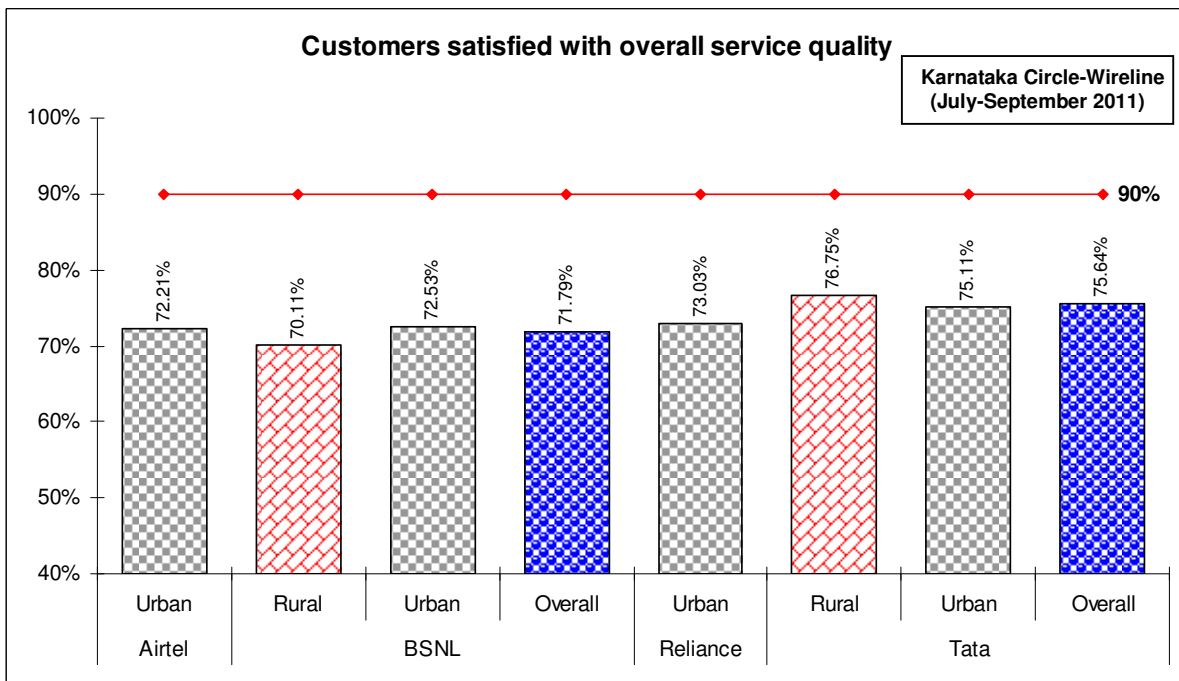
In terms of customer satisfaction with respect to supplementary and value added services, none of the operators could achieve benchmark satisfaction level of 90% in the present round of survey.

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	Urban	82.47%	2.18%	1.54%
BSNL	Rural	90.88%	8.81%	5.47%
	Urban	87.88%	4.13%	4.13%
	Overall	88.80%	5.56%	4.54%
Reliance	Urban	71.91%	15.36%	4.68%
Tata	Rural	74.06%	18.73%	4.32%
	Urban	75.90%	14.46%	5.65%
	Overall	75.30%	15.84%	5.22%

1.2 Key Takeouts & Recommendations – Basic Wireline

Key Takeouts: Overall

There are only 4 Operators present in Karnataka providing Basic Wireline services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. Only two Operators (BSNL and Tata) are providing Wireline services in rural areas, whereas all four Operators are present only in urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Tata is having maximum satisfied customers for 'provisioning of services' parameter and all Operators in urban areas have above average performance on this parameter. Operators in rural areas have scored below average on this parameter.

Customers Satisfied With Billing Performance-Prepaid

Airtel billing performance for pre-paid customers is rated best amongst all wireline service providers and Tata in rural area needs improvement in its performance on pre-paid billing.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, Airtel scored maximum satisfaction from customers on billing performance parameter. Tata's rural customers have low level of satisfaction on post-paid billing performance, hence this aspect needs further improvement.

Customers Satisfied With Network Performance, Reliability And Availability

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

Customers Satisfied With Maintainability

Airtel satisfied its customers most in the event telephone connection goes faulty, its maintenance and quality of repair is perceived to be better in comparison to other Operators. BSNL in rural areas scored least on this parameter.

Customers Satisfied With Supplementary And Value Added Services

Among the 4 Operators of Wireline services in Karnataka, Airtel has topped in providing supplementary & value-added services whereas BSNL 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 Tata 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 70% to 76.75% (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 performer (above average) on almost all parameters, however needs further improvement in overall performance to achieve Benchmark levels.

BSNL

BSNL performance on most of the parameters is below average in comparison to other Operators. Its services in rural areas is pulling down its overall performance and hence further overall improvements would make it a strong player.

Reliance

Reliance wire-line service performance is at moderate level. It can neither be termed as good nor bad. Significant improvements are required for achieving the Benchmark levels.

Tata

Tata needs to improve its billing performance both pre-paid and post-paid and its help line services including grievance redressal especially in rural areas. 'Provisioning of services' is considered highly satisfactory by customers.

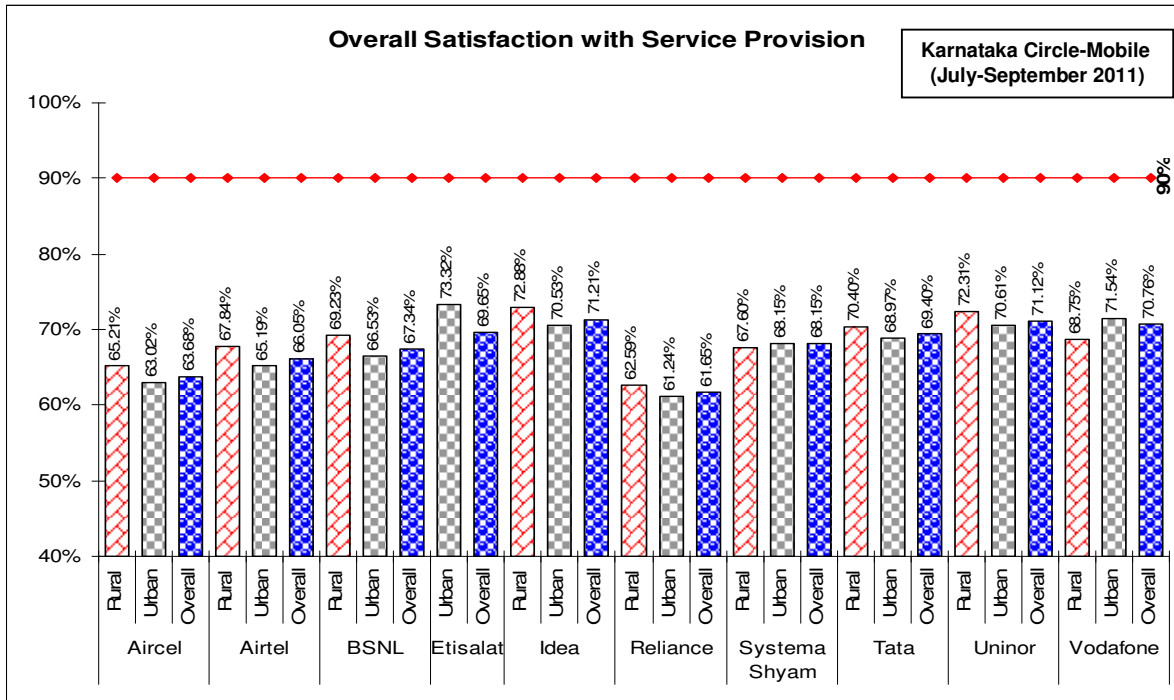
2. Summary of the Survey Module for Cellular Mobile

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	65.21%	66.70%	58.73%	70.24%	68.98%	66.42%	68.47%	86.71%
	Urban	63.02%	67.95%	68.58%	66.95%	68.65%	63.22%	64.76%	83.76%
	Overall	63.68%	67.57%	67.13%	67.93%	68.75%	64.31%	66.14%	84.64%
Airtel	Rural	67.84%	67.83%	59.52%	65.00%	67.07%	68.05%	64.83%	84.79%
	Urban	65.19%	63.47%	55.02%	62.77%	64.64%	60.40%	61.14%	79.58%
	Overall	66.05%	64.92%	55.85%	63.50%	65.43%	62.45%	61.68%	81.28%
BSNL	Rural	69.23%	68.79%	65.17%	71.78%	71.10%	69.33%	68.33%	80.08%
	Urban	66.53%	65.46%	64.36%	69.16%	68.92%	65.34%	64.06%	83.33%
	Overall	67.34%	66.57%	64.53%	69.94%	69.57%	66.35%	65.29%	82.36%
Etisalat	Urban	73.32%	63.12%	NA	70.58%	76.60%	82.67%	69.44%	80.82%
	Overall	69.65%	63.12%	NA	70.58%	76.60%	82.67%	67.80%	80.82%
Idea	Rural	72.88%	59.61%	67.26%	69.06%	72.25%	64.39%	69.78%	74.86%
	Urban	70.53%	70.14%	69.72%	71.87%	71.21%	68.74%	68.07%	75.36%
	Overall	71.21%	67.16%	69.02%	71.06%	71.51%	67.76%	68.41%	75.22%
Reliance	Rural	62.59%	66.04%	60.85%	62.84%	64.42%	66.27%	65.89%	74.31%
	Urban	61.24%	67.98%	58.97%	65.34%	65.30%	64.87%	63.81%	71.75%
	Overall	61.65%	67.39%	59.50%	64.58%	65.03%	65.28%	64.33%	72.53%
Systema Shyam	Rural	67.60%	67.97%	69.87%	64.47%	69.53%	62.99%	59.95%	74.02%
	Urban	68.15%	67.57%	59.83%	70.75%	68.79%	67.65%	65.16%	73.34%
	Overall	68.15%	67.69%	65.57%	68.86%	69.01%	66.51%	64.59%	73.54%
Tata	Rural	70.40%	68.01%	80.56%	71.94%	72.59%	66.07%	68.26%	72.27%
	Urban	68.97%	70.14%	73.85%	73.84%	74.86%	67.32%	69.40%	74.26%

Final Report: Assessment of Implementation & Effectiveness of Telecom Consumers Protection & Redressal of Grievances Regulations, 2007 & Customer Perception of Service in Karnataka

	Overall	69.40%	69.48%	75.44%	73.27%	74.17%	66.82%	69.12%	73.66%
Uninor	Rural	72.31%	69.29%	68.00%	68.92%	70.91%	70.32%	66.43%	81.57%
	Urban	70.61%	69.99%	71.97%	68.58%	70.87%	66.11%	65.39%	79.77%
	Overall	71.12%	69.77%	70.98%	68.68%	70.88%	67.14%	65.73%	80.31%
Vodafone	Rural	68.75%	62.94%	65.61%	70.36%	72.71%	68.16%	65.22%	77.29%
	Urban	71.54%	61.77%	68.03%	74.84%	78.14%	73.07%	67.00%	79.16%
	Overall	70.76%	62.45%	67.55%	73.60%	76.63%	71.16%	66.49%	78.64%

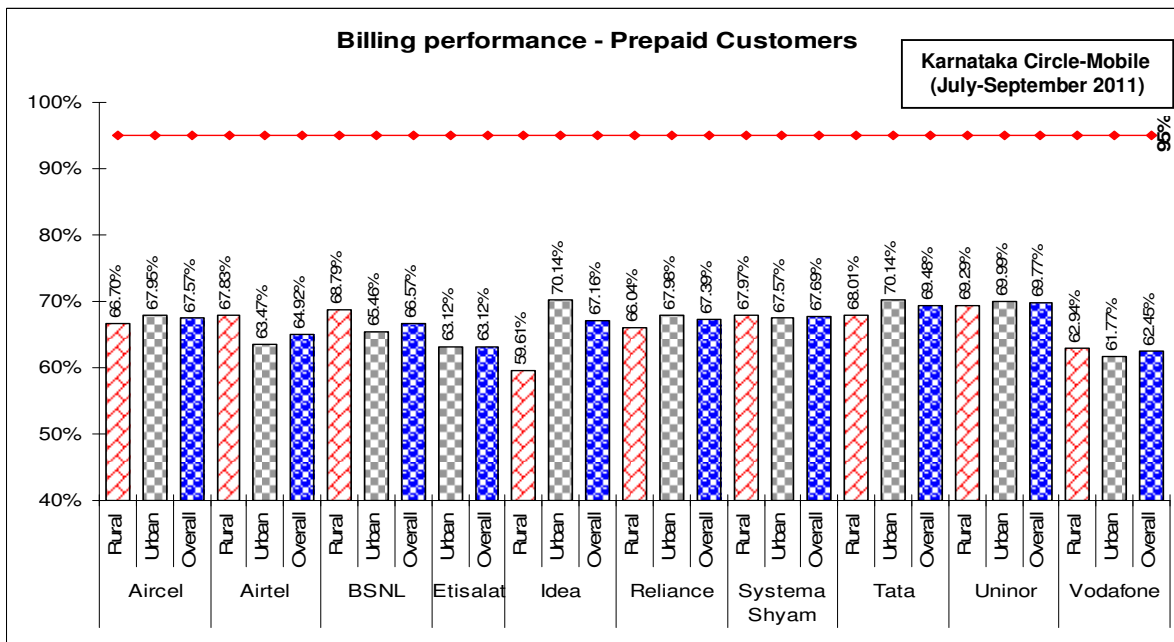
a. Service Provision (Benchmark-90%)



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

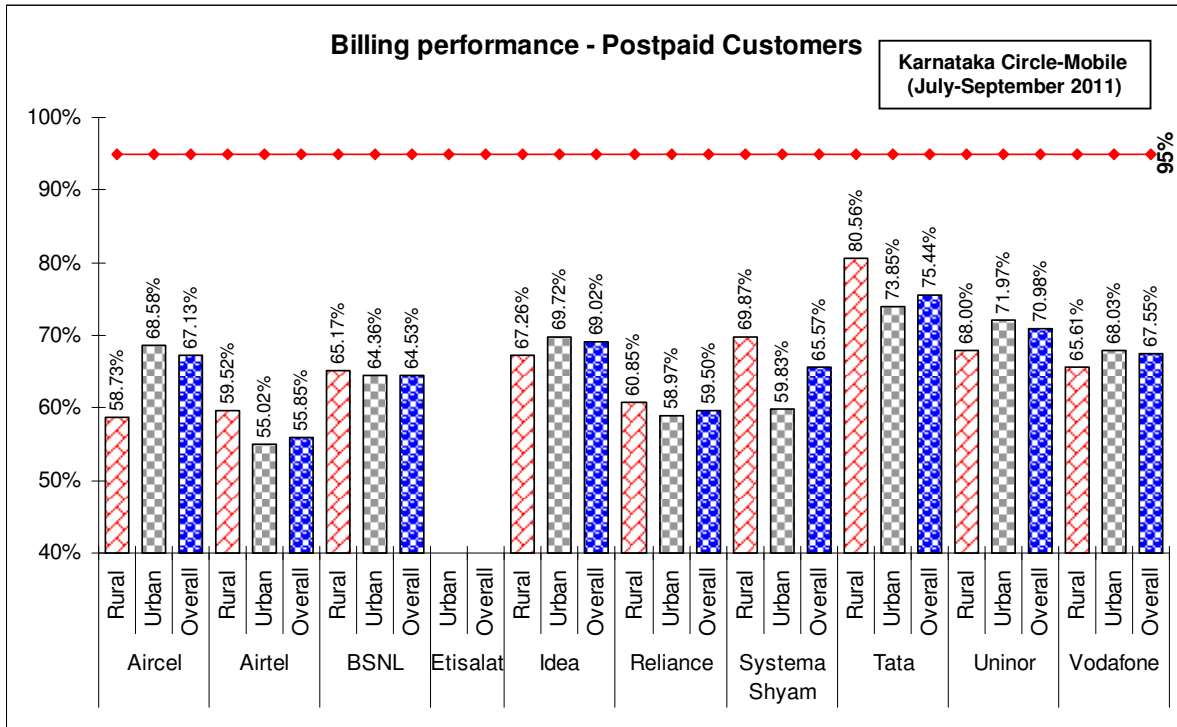
b. Billing Performance

Pre-paid Subscribers

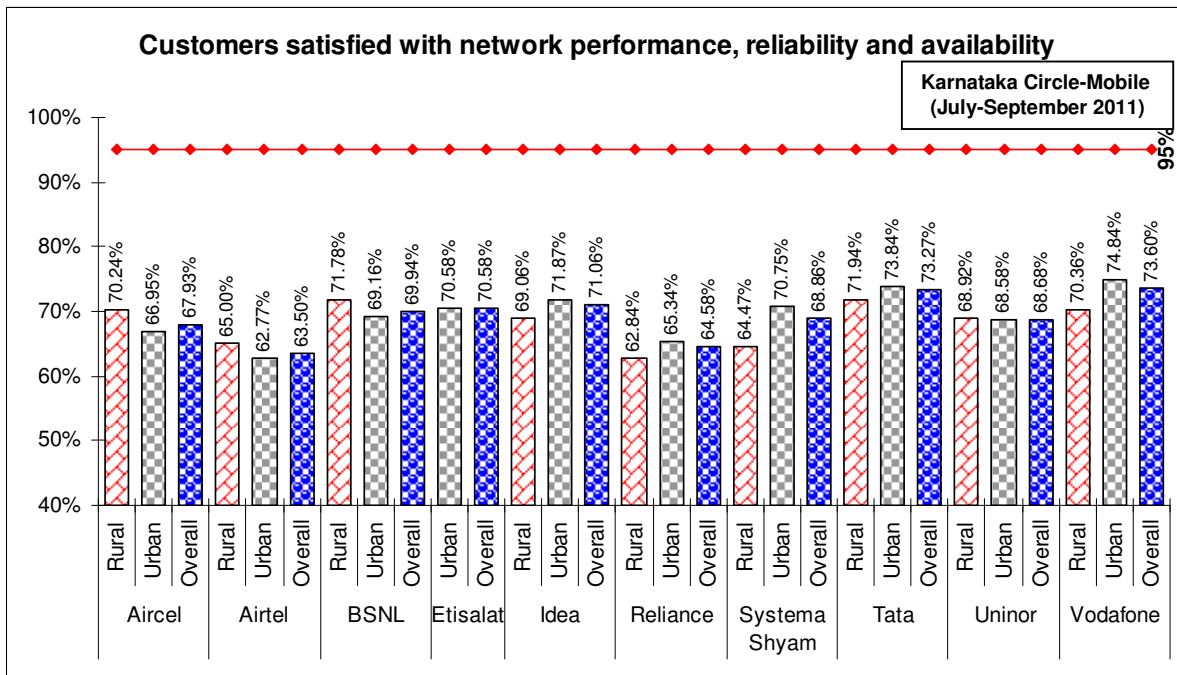


None of operators meet the benchmark level of satisfaction (i.e. 95%) with respect to billing performance of pre-paid as well as post paid subscribers.

c. Post-paid Subscribers

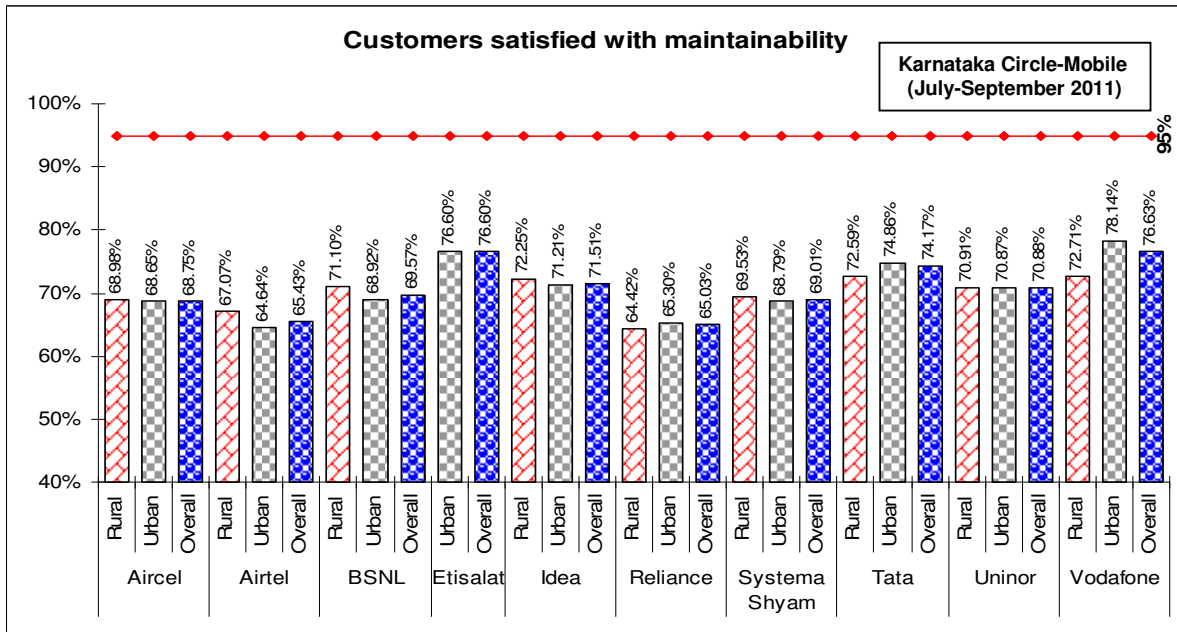


d. Network Performance, Reliability and Availability



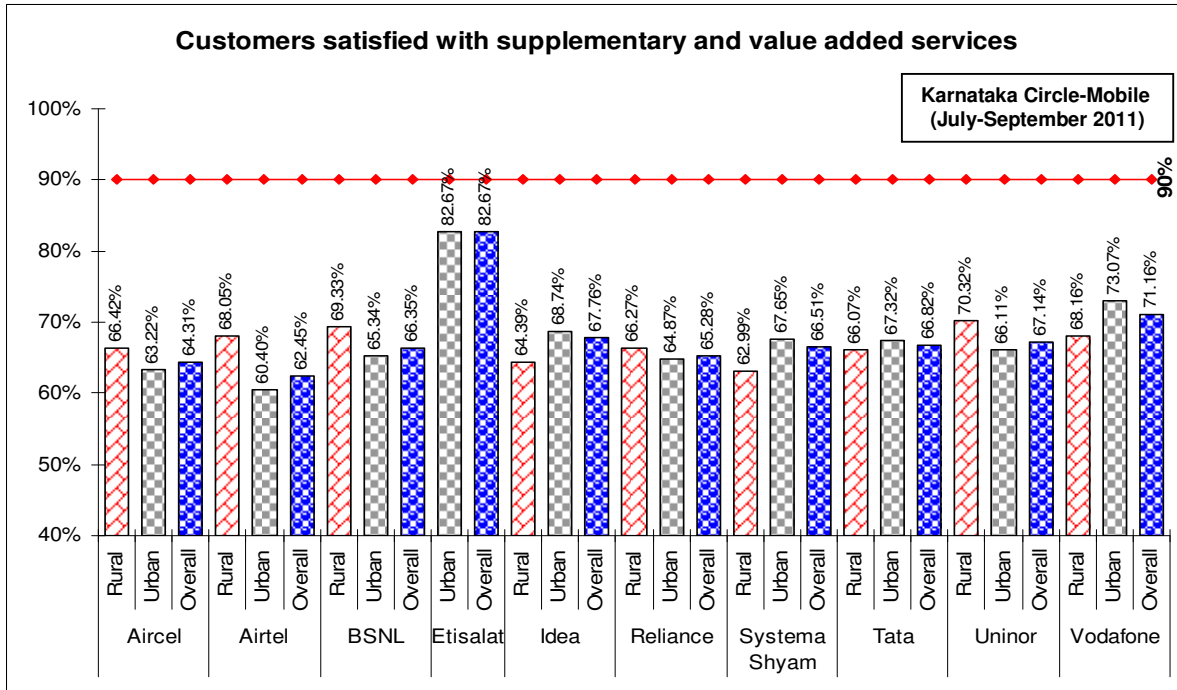
In the present round of survey, no operator meets the benchmark level of satisfaction with respect to Network Performance, Reliability and Availability (i.e. 95%).

e. Maintainability



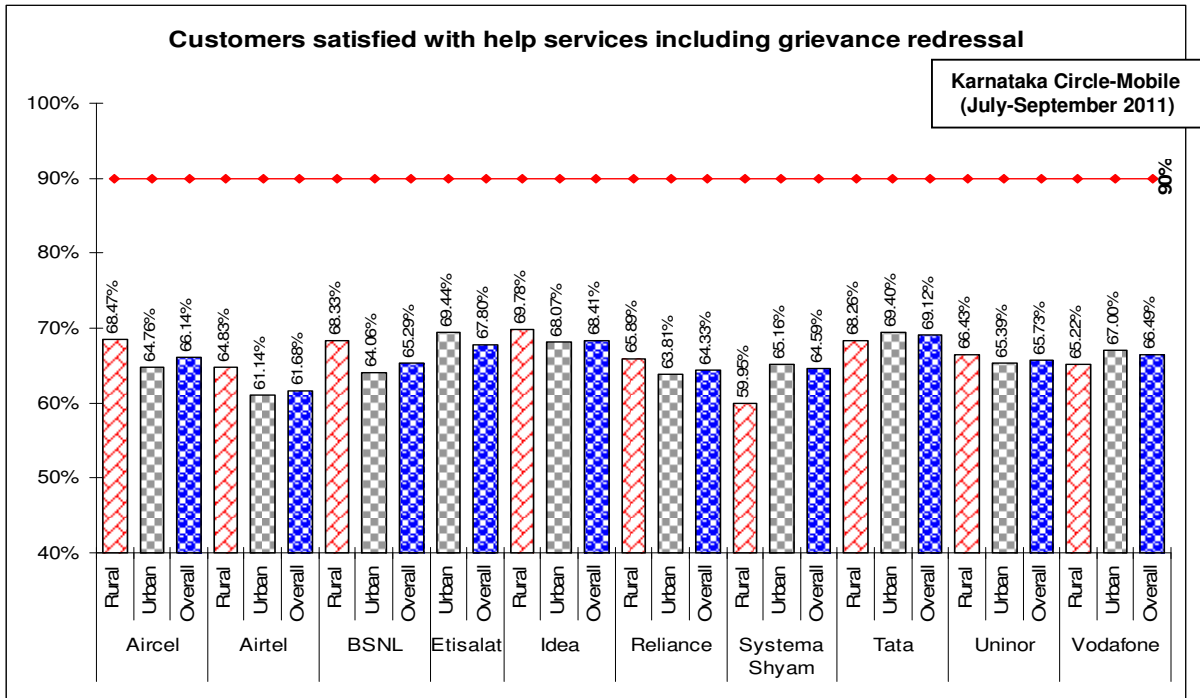
In the present round of survey, no operator meets the benchmark level of satisfaction with respect to maintainability (i.e. 95%).

f. Supplementary and Value Added Services



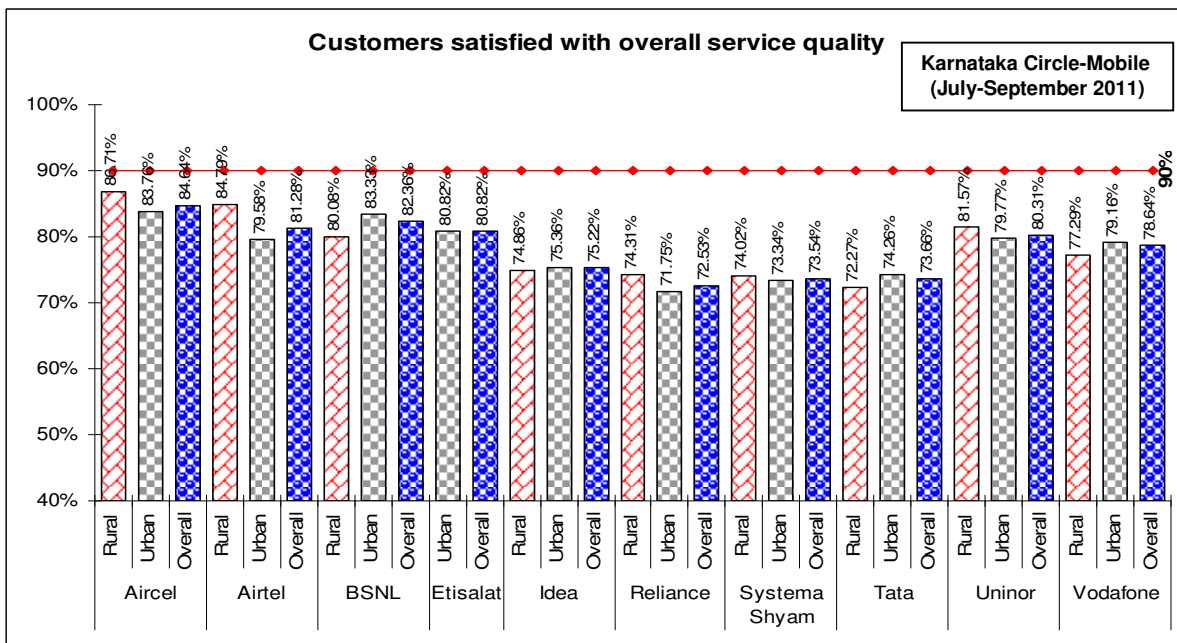
Supplementary and Value Added Services being provided by operators did not meet the benchmark satisfaction level of 90 % in the present round of survey.

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	92.45%	1.51%	1.51%
	Urban	78.02%	1.93%	0.64%
	Overall	82.33%	1.80%	0.90%
Airtel	Rural	91.83%	0.28%	0.00%
	Urban	93.59%	7.64%	6.96%
	Overall	93.01%	5.24%	4.69%
BSNL	Rural	89.62%	0.63%	0.00%
	Urban	83.56%	3.74%	0.00%
	Overall	85.37%	2.81%	0.00%
Etisalat	Urban	100.00%	0.28%	0.28%
	Overall	100.00%	6.05%	2.80%
Idea	Rural	76.52%	0.28%	0.28%
	Urban	76.48%	6.05%	2.80%
	Overall	76.49%	4.38%	2.07%
Reliance	Rural	83.18%	2.45%	1.83%
	Urban	84.20%	5.62%	4.69%
	Overall	83.89%	4.66%	3.82%
Systema Shyam	Rural	58.07%	3.73%	3.11%
	Urban	62.48%	5.23%	3.73%
	Overall	61.16%	5.23%	3.73%
Tata	Rural	81.62%	0.62%	0.62%
	Urban	72.65%	4.16%	3.35%
	Overall	75.35%	3.09%	2.53%
Uninor	Rural	97.20%	7.14%	6.83%
	Urban	94.69%	3.19%	2.12%
	Overall	95.44%	4.37%	3.53%
Vodafone	Rural	79.38%	6.88%	2.50%
	Urban	89.58%	0.60%	0.24%
	Overall	86.75%	2.34%	0.87%

2.2 Key Takeouts& Recommendations – Cellular Mobile

Key Takeouts: Overall

Out of the 10 Operators present in Karnataka, none of the Operators could meet benchmark level on all 7 parameters. All Operators except Etisalat (present in Urban areas only) have their presence both in Rural and Urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Idea in rural and Etisalat in urban areas respectively have maximum satisfied customers for Service Provisions. Reliance on the other hand, is found to have least satisfied customers w.r.t. provisioning of service both in rural and urban areas.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by Uninor in rural areas whereas in urban areas, best performance is of Idea. Vodafone's performance is least satisfactory for prepaid customers in urban areas and surprisingly, Idea customers (best in rural) are least satisfied in rural areas amongst the 10 Operators present in Karnataka.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, Tata is found to be the best performer both in rural and urban areas. Aircel in rural and Airtel 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 Tata's performance, reliability and availability of network in rural areas and with Vodafone in urban areas. Out of 10 Operators in Karnataka, Reliance in rural area and Airtel in urban area has the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

Vodafone demonstrated the strongest maintainability of signals both in rural & urban areas whereas Reliance in rural and Airtel in urban area have poor maintainability of signals.

Customers Satisfied With Supplementary And Value Added Services

Uninor in rural area and Etisalat in urban area top 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 Systema Shyam (63%) and in urban areas with Airtel (60.4%).

Customers Satisfied With Help Services Including Grievance Redressal

This seems to be most neglected parameter with all Operators showing satisfaction level ranging from 60% to 70% both in rural and urban areas.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality both in rural and urban sectors is Aircel. The least scorers are Tata in rural and Reliance in urban areas.

Key Takeouts: Operator Level

Aircel

Overall Aircel is the best Operator as perceived by Customers and its performance on all 7 parameters has been average, however customer perception about Aircel's overall service quality is best.

Airtel

Considering overall performance on various parameters evaluated, it has below average performance on all parameters when compared to all Operators present in Karnataka. It especially needs improvement on its post-paid billing related performance, network performance, VAS and help services including grievance redressal.

BSNL

BSNL reported average performance on all parameters.

Etisalat

Etisalat reported above average performance on all parameters in urban areas except Prepaid billing related performance. Its supplementary and value added services are best among the Operators in Karnataka.

Idea

Idea reported near average performance on all parameters except provisioning of service where it has performed best when compared to all Operators. Post-paid billing activities and help services including grievance redressal activities should be given due consideration for improvement.

Reliance

Reliance has been below average performer on all parameters in comparison to all Operators. Reliance needs to pay special attention to Provisioning of services, maintainability and its perception by customers on service quality.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has been above average performer on service provisioning and pre-paid billing performance. On all other parameters it is rated below average performer.

Tata

Its performance was reported to be below average on value added services and overall service quality. On all other parameters, Tata has performed above average and has best performance on post-paid billing and help services including grievance redressal.

Uninor

Uninor performed above average on all parameters except slightly below average on network performance, reliability & availability, Supplementary services & VAS parameter. Pre-paid billing performance of Uninor is best amongst the Operators.

Vodafone

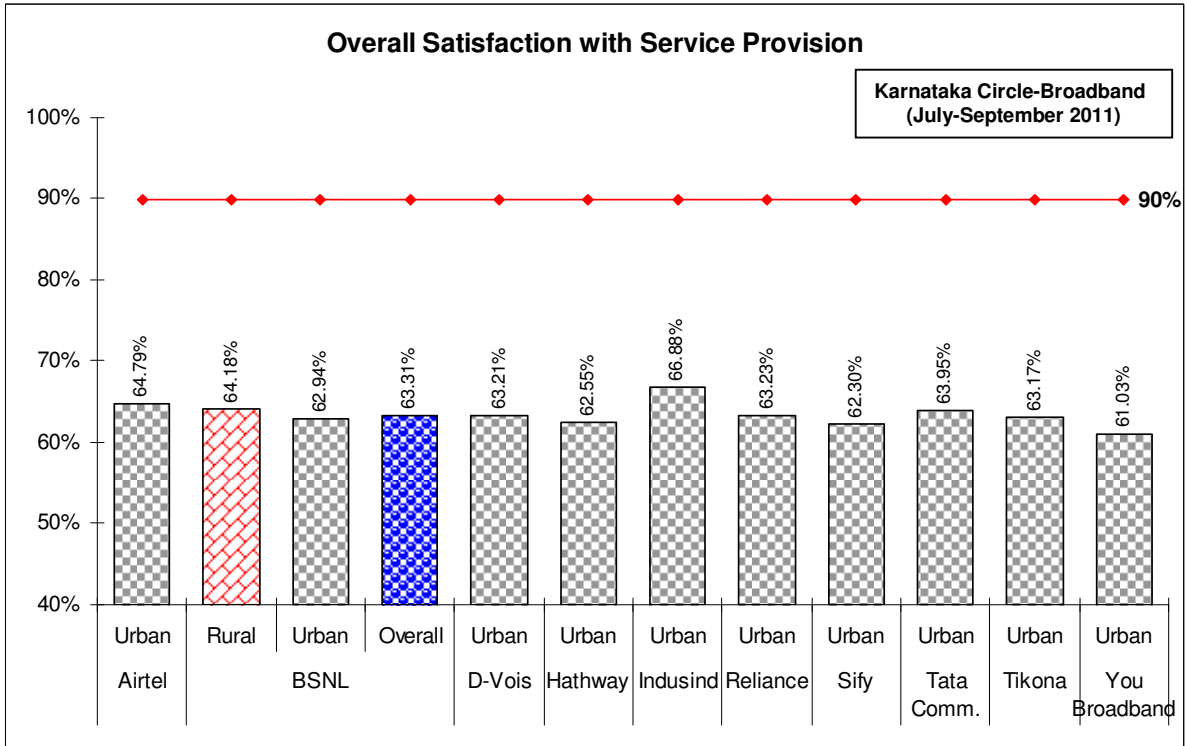
Vodafone has above average performance on all parameters except on pre-paid billing. Vodafone's network performance, reliability & availability and signal maintainability is the best among all Operators present in Karnataka. However it needs to improve on its performance on pre-paid billing.

3. Summary of the Survey Module for Broadband

Satisfaction Level of Subscribers with Various Parameters of Broadband Service:

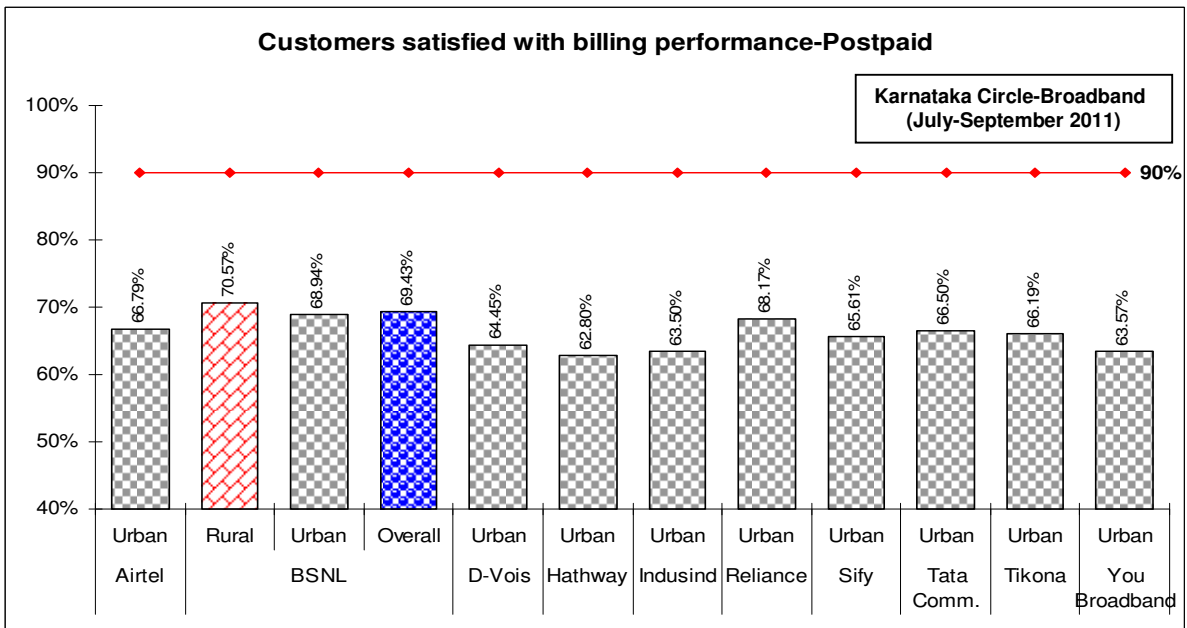
Broadband Operator	Overall Performance→	Customers satisfied with							
		Provisioning of service	Billing performance- Postpaid	Billing performance- Prepaid	Network performance, reliability and availability	Maintainability	Supplementary and value added services	Help services	Overall service quality
	Area↓/Benchmark →	≥ 90%	>90%	> 90%	>85%	> 85%	>85%	> 90%	> 85%
Airtel	Urban	64.79%	66.79%	67.95%	71.72%	77.23%	67.94%	69.80%	77.81%
BSNL	Rural	64.18%	70.57%	NA	72.52%	71.07%	63.96%	68.96%	71.53%
	Urban	62.94%	68.94%	NA	72.30%	72.90%	61.64%	68.99%	72.12%
	Overall	63.31%	69.43%	NA	72.36%	72.33%	62.01%	68.98%	71.94%
D-Vois	Urban	63.21%	64.45%	62.06%	63.93%	63.23%	63.79%	63.81%	67.55%
Hathway	Urban	62.55%	62.80%	61.55%	66.01%	73.21%	64.85%	64.85%	73.41%
Indusind	Urban	66.88%	63.50%	58.33%	61.00%	61.37%	64.29%	63.63%	63.18%
Reliance	Urban	63.23%	68.17%	64.24%	67.95%	69.77%	64.78%	64.74%	73.63%
Sify	Urban	62.30%	65.61%	62.13%	68.04%	66.46%	65.63%	64.44%	71.32%
Tata Communications	Urban	63.95%	66.50%	64.18%	65.14%	69.75%	63.10%	64.16%	75.09%
Tikona	Urban	63.17%	66.19%	63.78%	69.21%	75.36%	63.03%	69.13%	69.23%
You Broadband	Urban	61.03%	63.57%	57.47%	65.36%	66.61%	64.55%	63.28%	71.16%

a. Service Provision



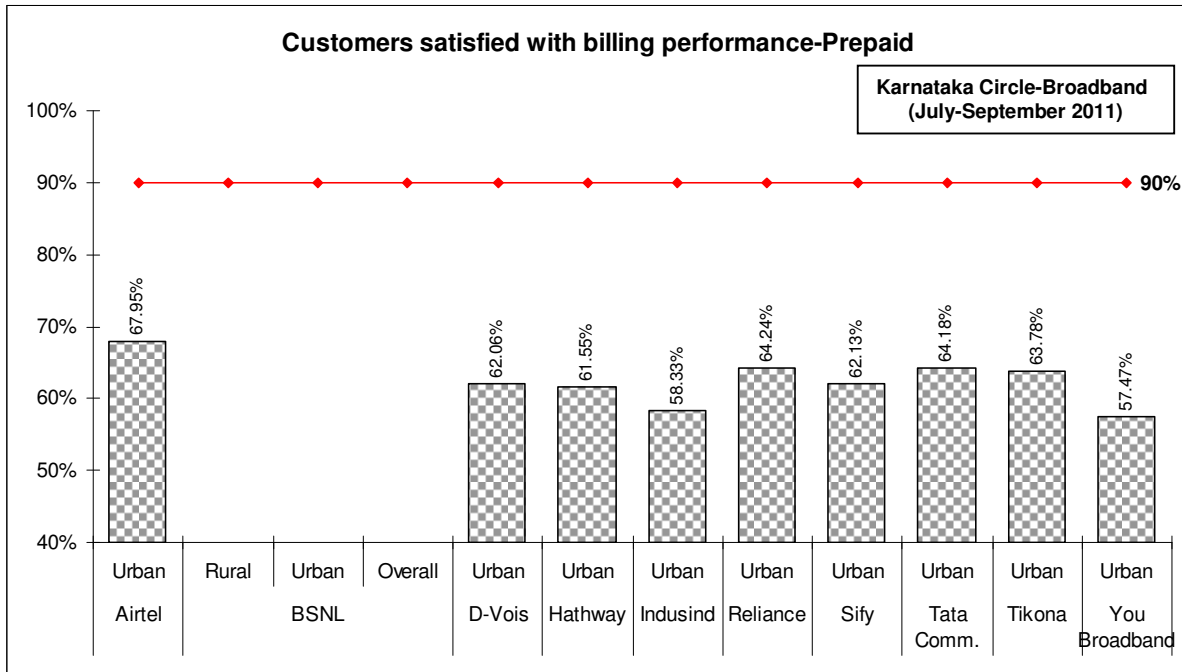
The benchmark satisfaction level with respect to service provision could not be met by any of the service providers in the present round of survey.

b. Customers Satisfied With Billing Performance-Postpaid

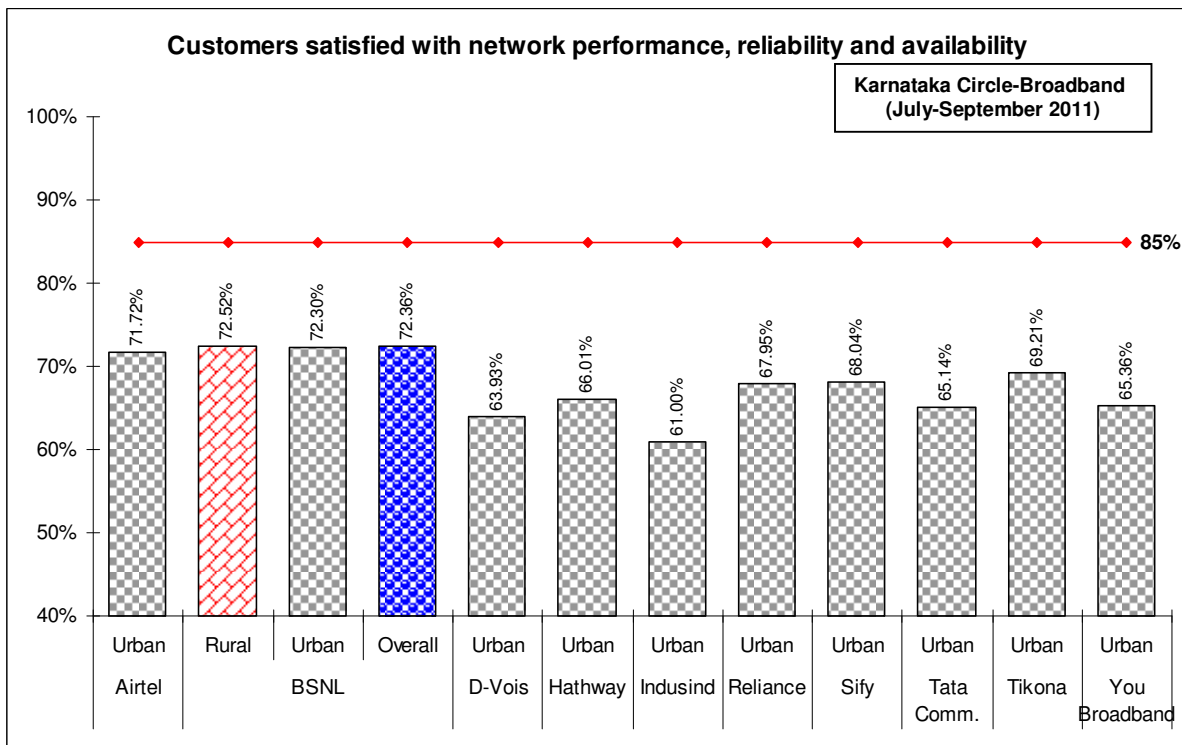


In terms of billing performance of both post paid and pre paid customers, the benchmark satisfaction level could not be met by any service provider.

c. Customers Satisfied With Billing Performance-Prepaid

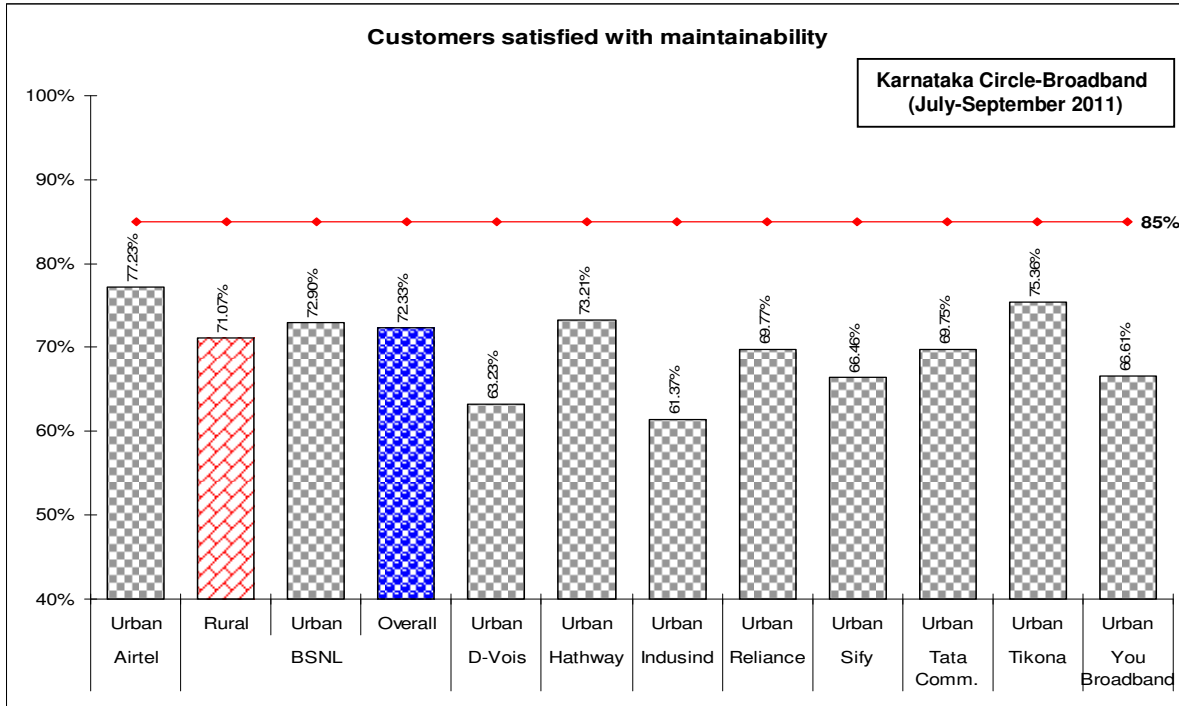


d. Customers Satisfied With Network Performance, Reliability and Availability



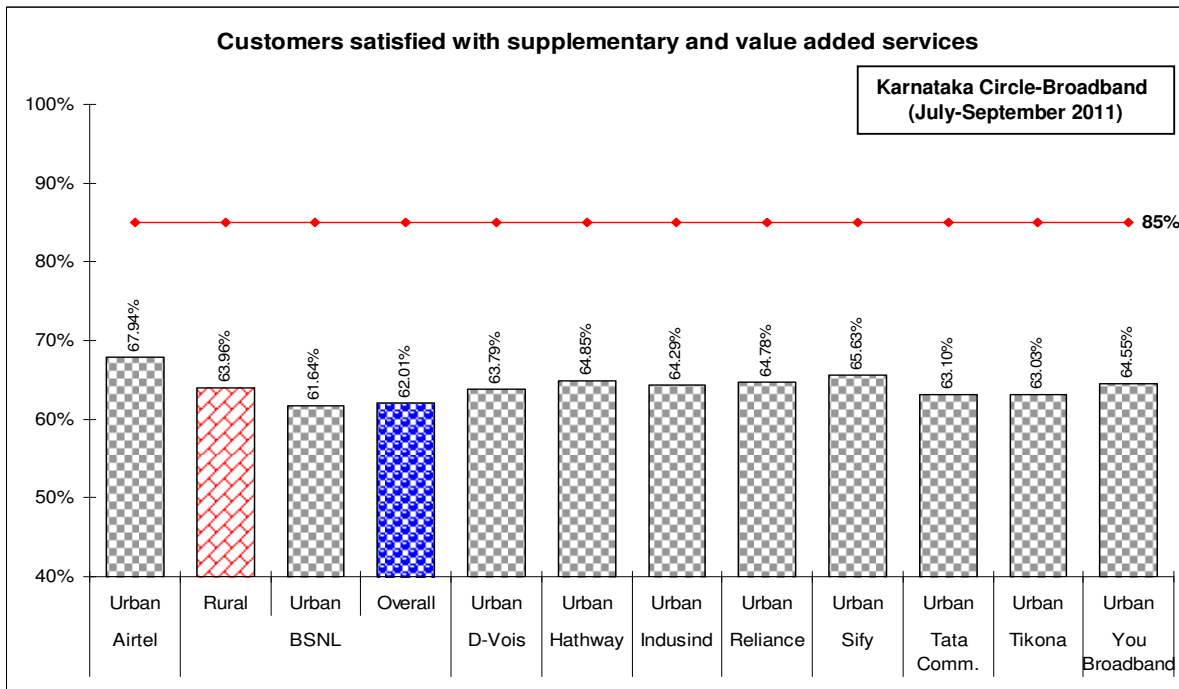
The benchmark satisfaction level could not be met by any of the service provider with respect to Network Performance, Reliability and Availability in the present round of survey.

e. Customers Satisfied With Maintainability



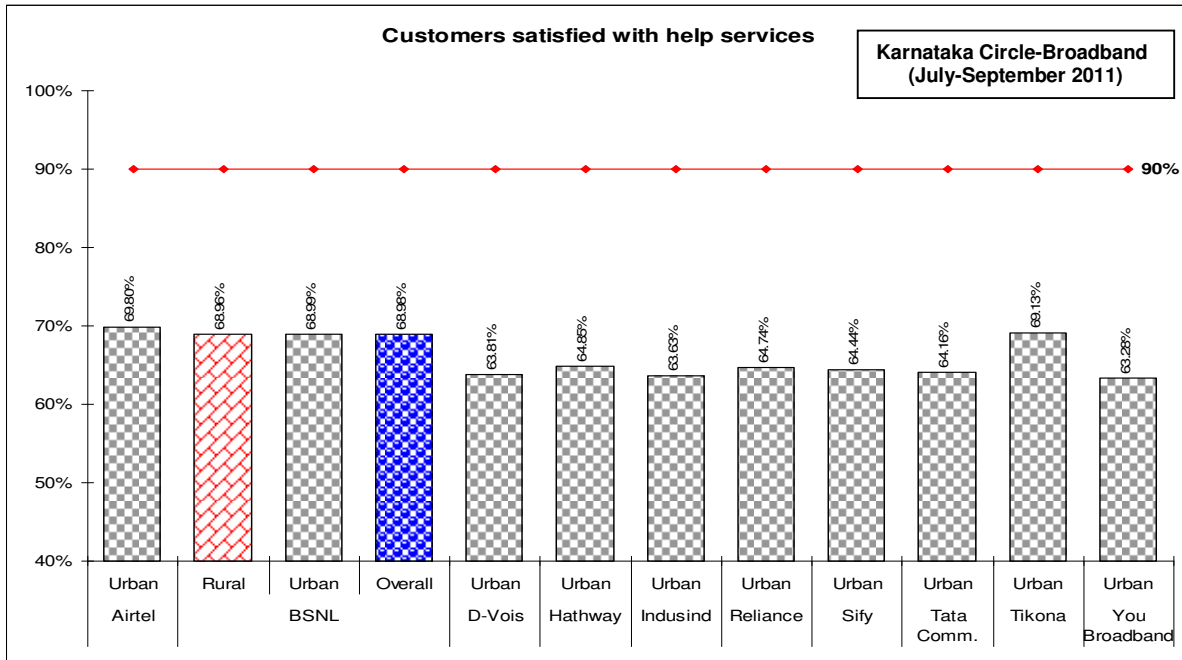
With respect to maintainability, the benchmark satisfaction level could not be met by any of the service provider in the present round of survey.

f. Customers Satisfied With Supplementary and Value Added Services



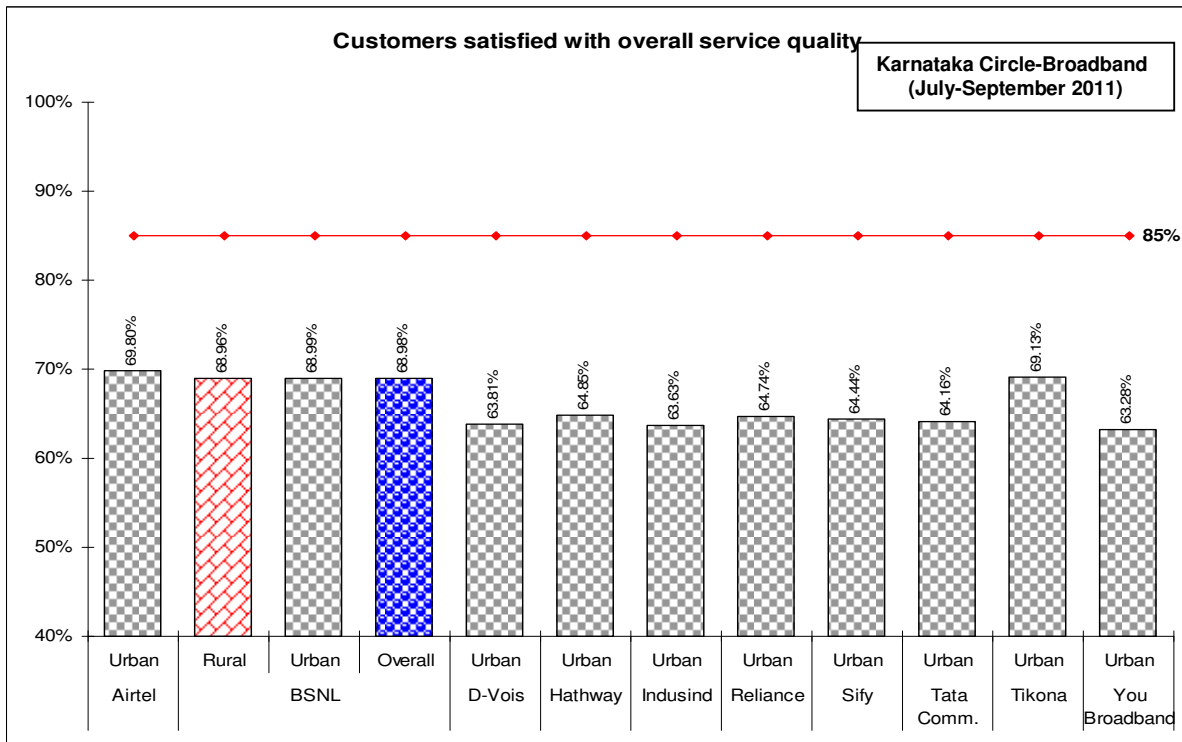
The benchmark satisfaction level of 85% could not be met by any service provider in terms of supplementary and value added services in the present round of survey.

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	Urban	78.00%	32.47%	20.00%
BSNL	Rural	67.39%	25.76%	0.00%
	Urban	70.88%	31.52%	16.67%
	Overall	69.83%	29.87%	12.50%
D-Vois	Urban	85.13%	10.31%	0.00%
Hathway	Urban	82.58%	18.79%	18.18%
Indusind	Urban	73.20%	14.29%	0.00%
Reliance	Urban	78.56%	25.23%	22.22%
Sify	Urban	66.17%	24.27%	0.00%
Tata Communications	Urban	75.02%	16.22%	16.67%
Tikona	Urban	42.70%	36.51%	0.00%
You Broadband	Urban	56.88%	45.24%	11.11%

3.2 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are 10 Operators present in state of Karnataka providing Broadband services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. Only BSNL provides broadband services in rural areas while all other Operators are providing broadband services only in urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

IndusInd is most active in urban areas for provisioning of services whereas You Broadband is least active performer for provisioning of services of broadband services both in urban & rural areas.

Customers Satisfied With Billing Performance-Prepaid

You Broadband is a poor performer on prepaid billing whereas Airtel is the best performer amongst all 10 Operators for broadband on this aspect in urban areas.

Customers Satisfied With Billing Performance-Postpaid

Hathway is poor performer postpaid billing whereas BSNL in rural areas is best performer amongst all 10 Operators for broadband on this aspect.

Customers Satisfied With Network Performance, Reliability And Availability

Broadband Network performance, reliability and availability is best provided by BSNL and worst by IndusInd.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Airtel broadband connections maintainability in urban areas while Customers are least satisfied with IndusInd on this aspect..

Customers Satisfied With Supplementary And Value Added Services

Supplementary and value-added services were best provided by Airtel. Tikona in urban areas and BSNL in rural areas require maximum attention for improvement in VAS and supplementary broadband services.

Customers Satisfied With Help Services

In urban areas, Airtel has the best help services and You Broadband help services are poor .

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel. while overall service quality of IndusInd is poor in urban areas.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing above average as compared to other Operators on all parameters. Though Airtel is best among the lot for 5 out of 8 parameters, it 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 its supplementary and value added services. It needs definite improvement in its VAS specially in rural areas. BSNL, the only Operator present in rural areas, has outperformed all Operators in urban areas for post-paid billing and network performance.

D-Vois

When compared to other Operators, D-Vois has performed below average on all parameters and needs a better focus on all fronts of broadband services.

Hathway

When compared to other Operators, Hathway has performed below average on almost all parameters except maintainability and overall service quality. Hathway requires improvement on its post-paid billing related performance.

IndusInd

When compared to other Operators, IndusInd has better performance on provisioning of services. IndusInd needs to concentrate on improvement in network performance, availability & reliability and maintainability of communication signals.

Reliance

In comparison to all other Operators, Reliance has overall above average performance on most of the parameters except its below average performance on 'service provisioning' and help services.

Sify

Sify is reported to be a below average performer (performance below average in 6 out of 8 parameters). Only in network performance, availability & reliability , supplementary & value added services , Sify is reported to be marginally above average.

TATA Communications

Tata is found to be an average performer on all parameters asking for concentrated efforts for improvements on all parameters.

Tikona

When compared to other service providers, Tikona was found to be marginally below average on some parameters and marginally above on some parameters.

You Broadband

You broadband is a below average performer. Moreover, it is reported to have least level of performance when compared to other Operators on 'provisioning of services', 'pre-paid billing related performance' and 'help services'.

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 (July-September 2011) in the telecom circle of Karnataka

2.0 Objective of the Study

To Assess the:

3. Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007
4. 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 Karnataka circle is as below:

Wireline:

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	320	747	1067	*	1101	1101
BSNL	320	747	1067	329	751	1080
Reliance	320	747	1067	*	1068	1068
TATA	320	747	1067	347	726	1073
Total	1280	2988	4268	676	3646	4322

* Customers only in Urban area

Mobile:

Mobile	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Aircel	320	747	1067	331	778	1109
Airtel	320	747	1067	355	733	1088
BSNL	320	747	1067	318	748	1066
Etisalat**	320	747	1067	-	179	179
Idea	320	747	1067	362	893	1255
Reliance	320	747	1067	327	747	1074
Systema Shyam	320	747	1067	322	749	1071
Tata	320	747	1067	321	746	1067
Uninor	320	747	1067	322	753	1075
Vodafone	320	747	1067	320	835	1155
Total	3200	7470	10670	2978	7161	10139

**** Etisalat has very few customers in Karnataka Circle**

Broadband:

Name of Operator	Sample Size-Target			Sample Size-Achieved		
	Rural	Urban	Total	Rural	Urban	Total
Airtel	-	1067	1067	-	1068	1068
BSNL	320	747	1067	322	752	1074
D-Vois***	-	1067	1067	-	713	713
Hathway	-	1067	1067	-	1068	1068
Indusind***	-	1067	1067	-	153	153
Reliance	-	1067	1067	-	1068	1068
Sify***	-	1067	1067	-	473	473
Tata Communications	-	1067	1067	-	1069	1069
Tikona	-	1067	1067	-	1068	1068
You Broadband	-	1067	1067	-	1083	1083
Total	320	10350	10670	322	8515	8837

***** Very few broadband customers of these operators**

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=(No of subscribers who have given a rating of very satisfied X 4 + No of subscribers who have given a rating of somewhat satisfied X 3+ No of subscribers who have given a rating of somewhat dissatisfied X 2+ No of subscribers who have given a rating of very dissatisfied X 1)

N=Total sample size achieved

Overall weighted satisfaction score = {(Mean score-1)/3} X100

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 consumer 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:

$$CS=(A/N)*100$$

Where CS=% of satisfied consumers

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

N = Total sample size achieved

- 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. 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.

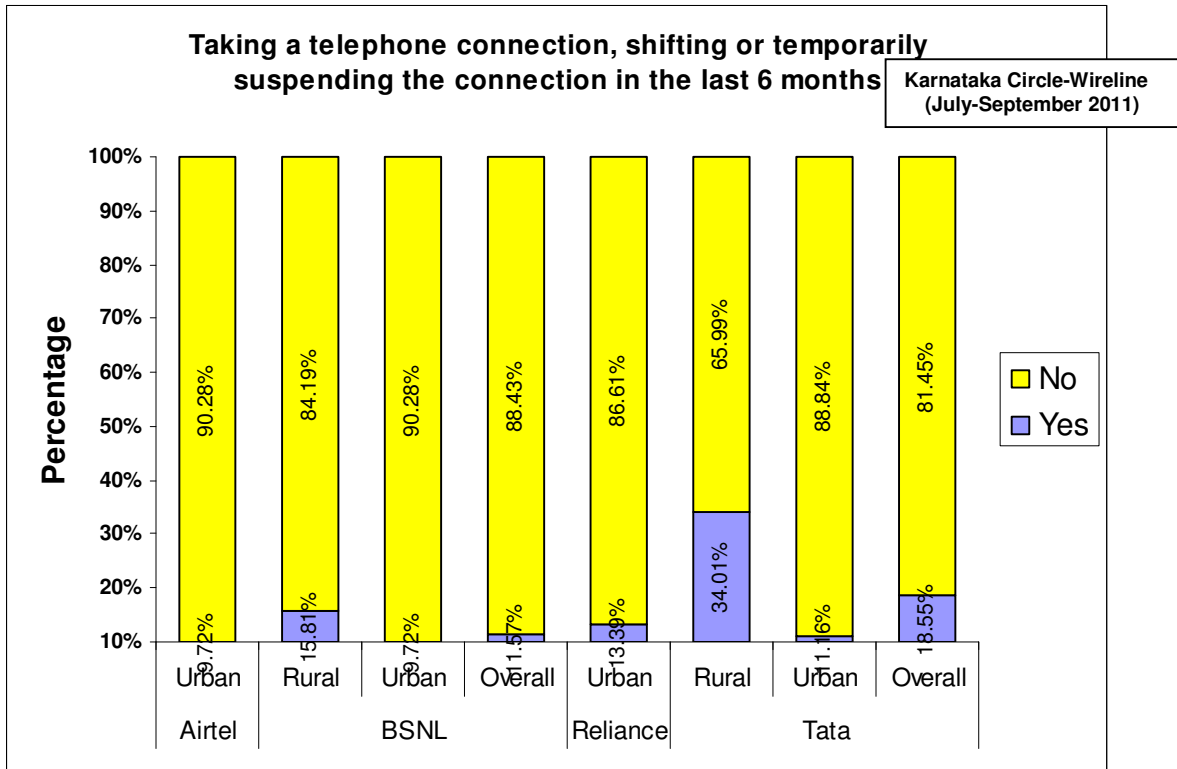
Broadband service – Broadband' is defined in the Broadband Policy 2004 as “An always on data connection that is able to support interactive services including Internet access and has the capability of the minimum download speed of 256 kilo bits per second (kbps) to an individual subscriber from the Point 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

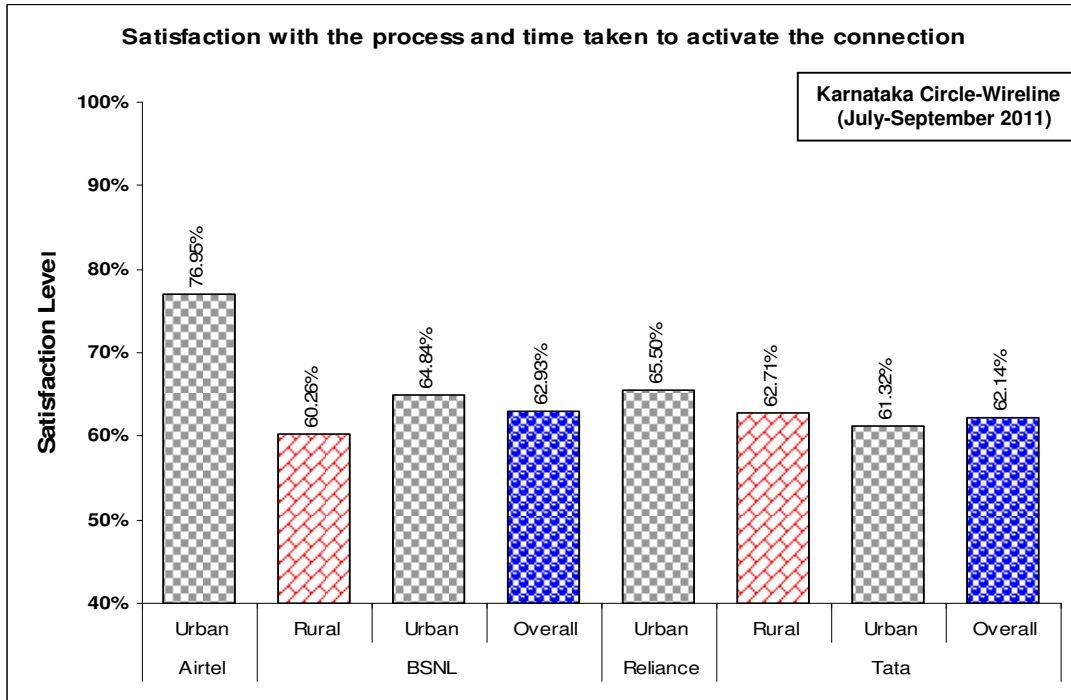
a. Taking a Telephone Connection, Shifting or Temporarily Suspending the Connection in the Last 6 Months

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.



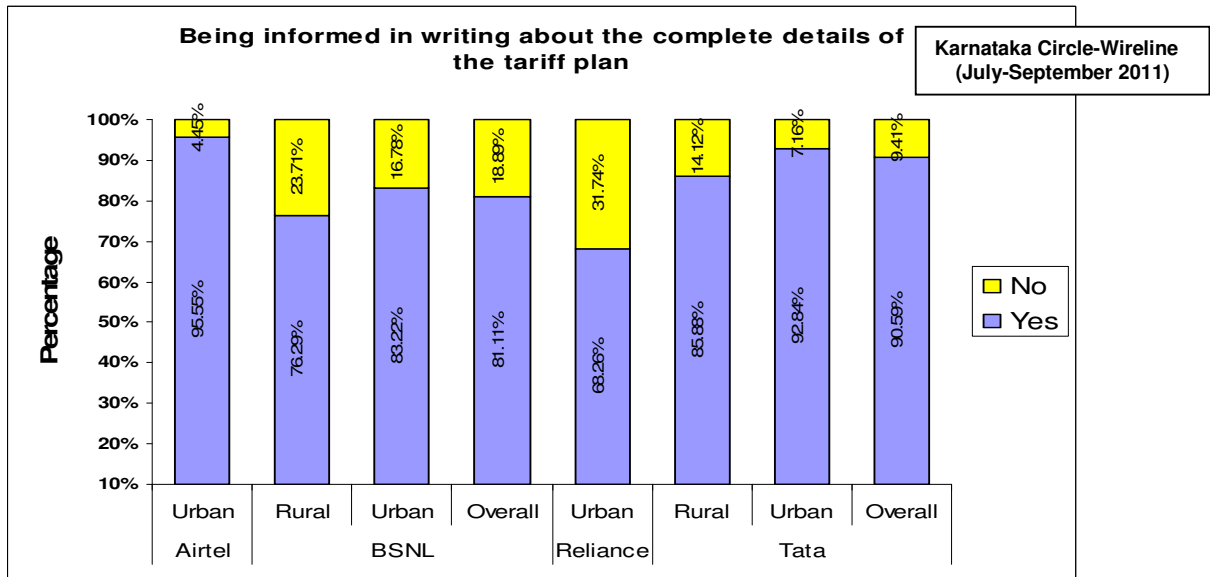
BSNL's (16%) and Tata (34%) rural subscribers had recently taken a telephone connection or shifted/temporarily suspended their connection, in the present round of survey.

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



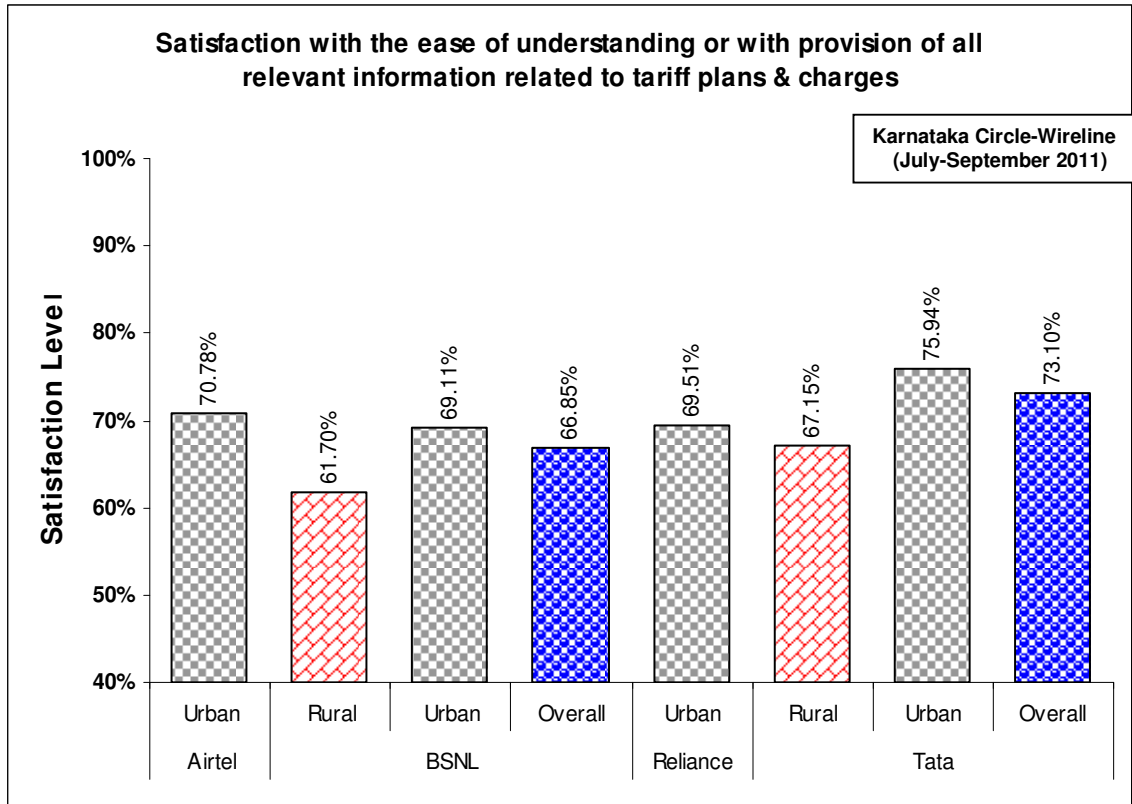
Satisfaction level with respect to the process and time taken to activate the connection has been highest for Airtel (76%), followed by Reliance (65%) and BSNL & Tata (62%).

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



68% (Reliance), 81%(BSNL), 90% (Tata) and 95% (Airtel) 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.

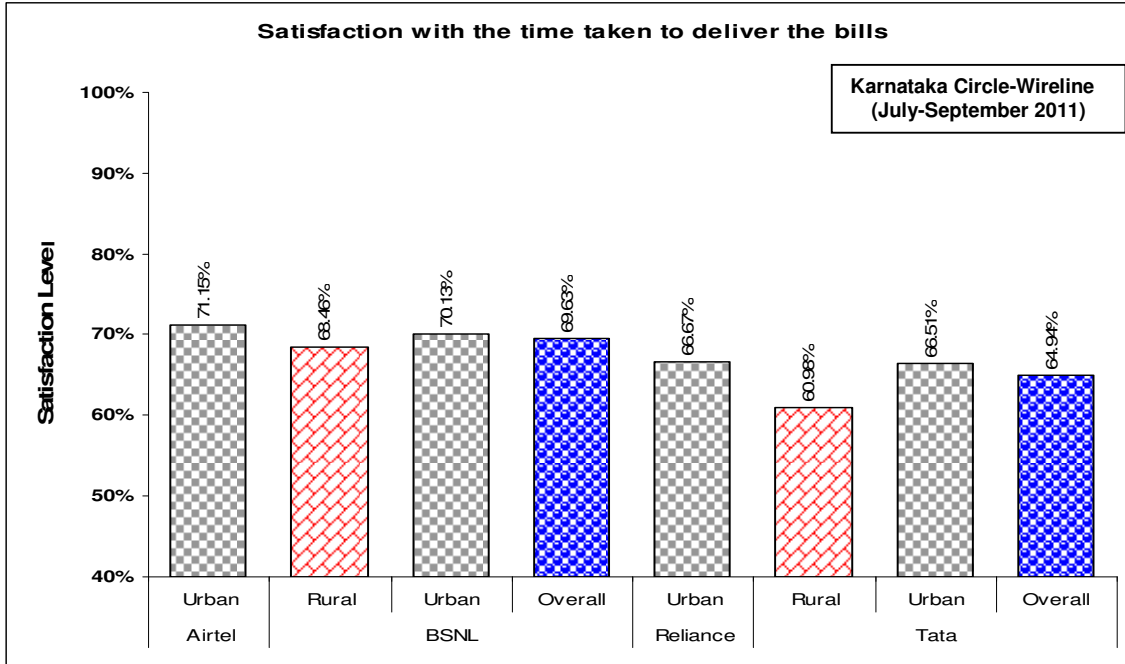
d. The Ease of Understanding or With Provision of All Relevant Information Related To Tariff Plans & Charges



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 Tata (73%), Airtel (70%), Reliance (69%) and BSNL (66%).

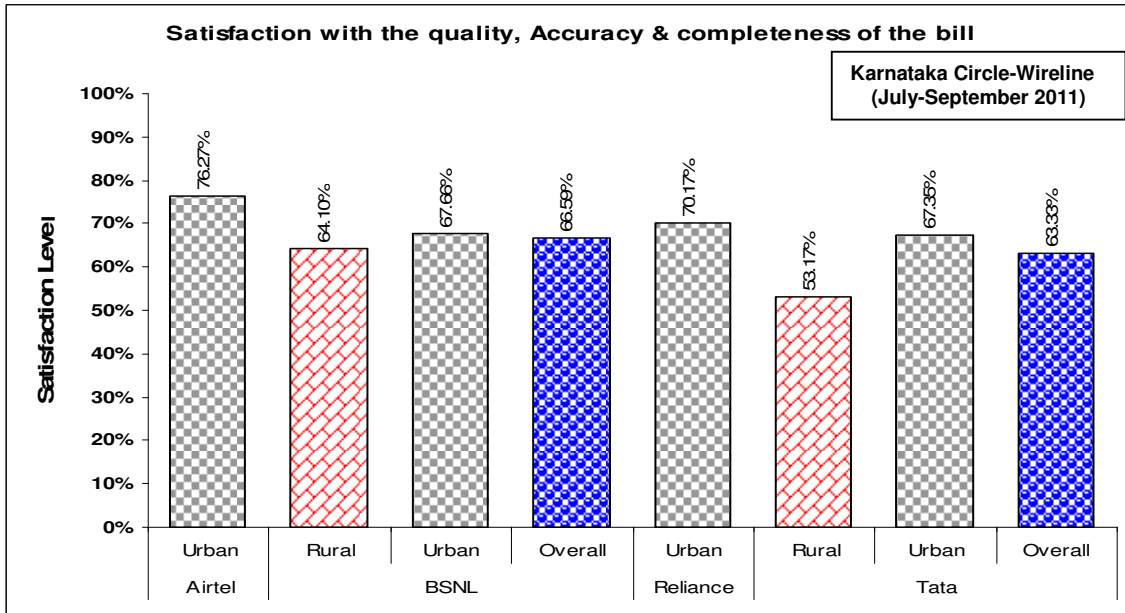
5.1.2 Billing Related sub-aspects

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 being, Airtel (71%), BSNL (69%) Reliance (66%) and Tata (64%).

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

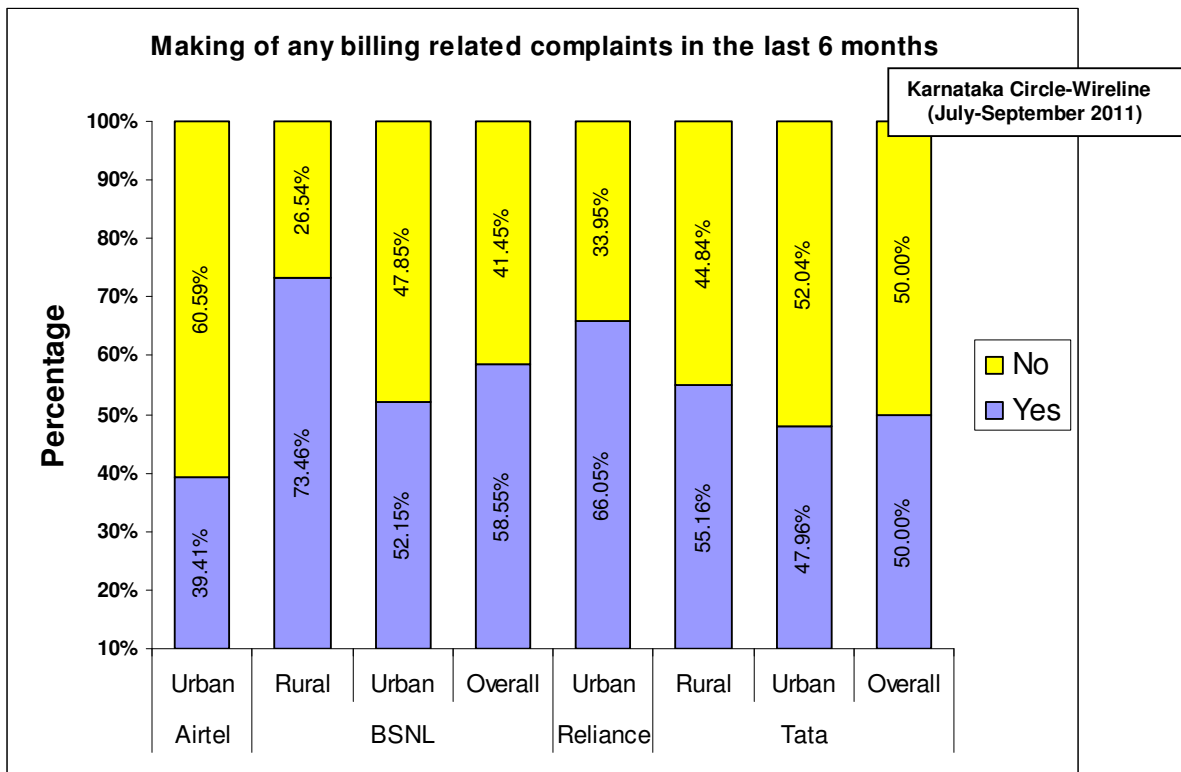


Over 63 % of subscribers of all operators are either very satisfied or satisfied with the quality, accuracy and completeness their bills. Satisfaction levels were Airtel (76%), Reliance (70%), BSNL (66%) and Tata (63%).

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

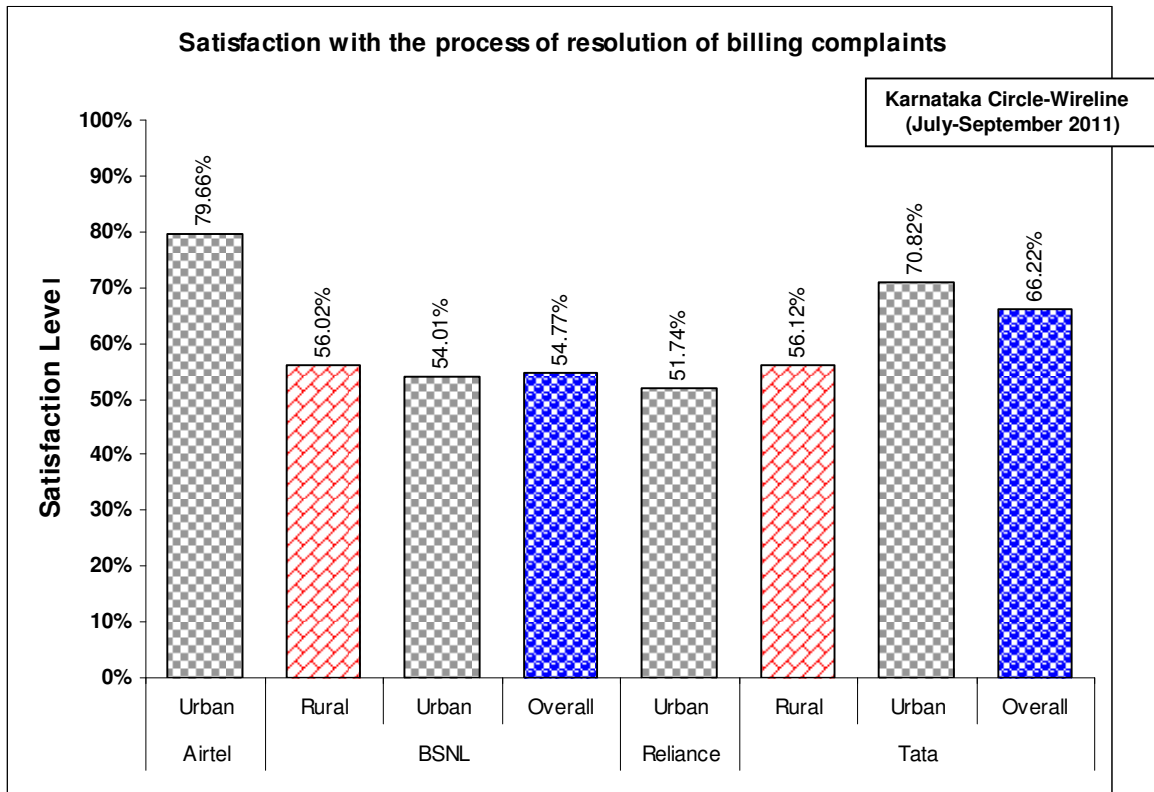
Wireline Operator	Area	Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/ services not made /used	Details like item-wise charges are not provided	Calculations are not clear	Others (please specify)
Airtel	Urban	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
BSNL	Rural	13.16%	6.58%	18.42%	34.21%	17.11%	7.89%	2.63%
	Urban	9.65%	4.39%	16.67%	25.44%	21.05%	7.89%	14.91%
	Overall	11.05%	5.26%	17.37%	28.95%	19.47%	7.89%	10.00%
Reliance	Urban	2.55%	3.06%	13.27%	14.29%	9.18%	9.69%	47.96%
Tata	Rural	8.60%	2.15%	16.13%	23.66%	15.05%	8.60%	25.81%
	Urban	6.94%	4.17%	15.28%	36.11%	15.28%	15.28%	6.94%
	Overall	7.88%	3.03%	15.76%	29.09%	15.15%	11.52%	17.58%

d. Billing Related Complaints in the Last 6 Months



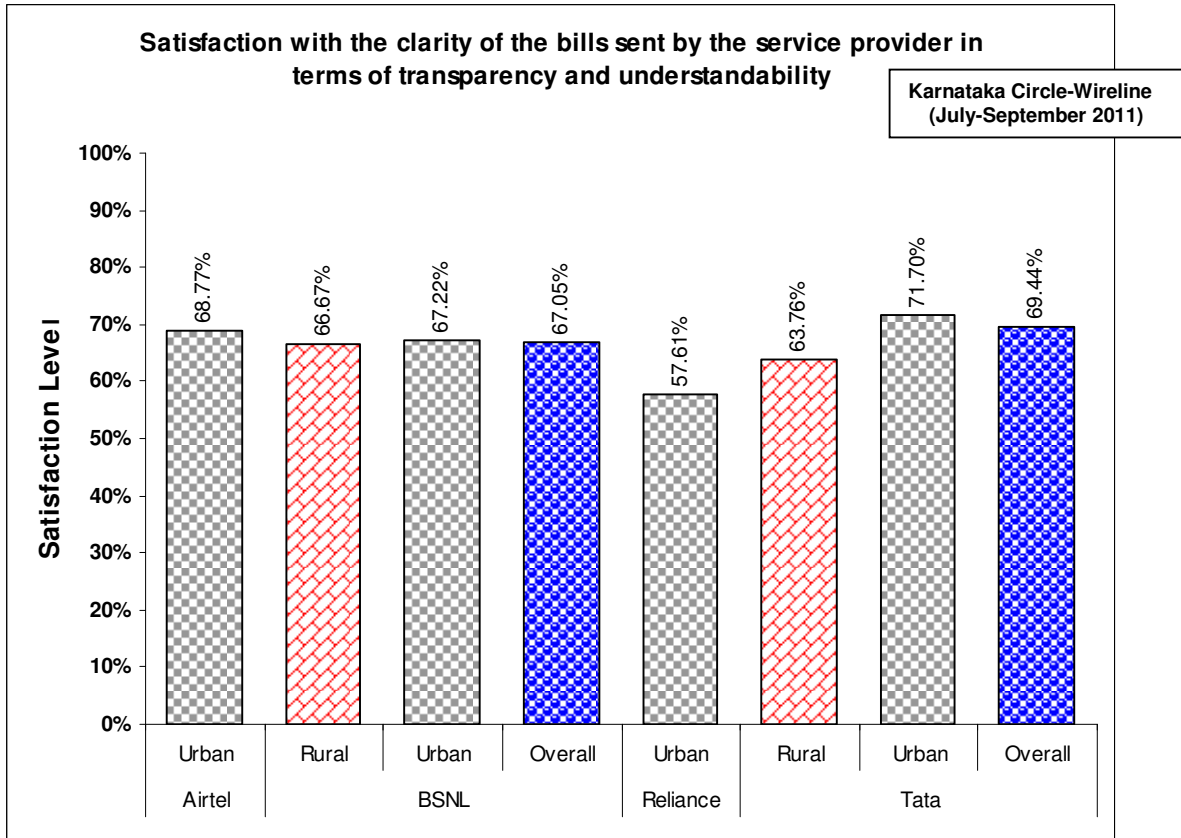
66% Reliance, 58% BSNL, 50% Tata and 39% of Airtel, subscribers only had made billing related complaint in the last six months.

e. Satisfaction with the Process of Resolution of Billing Complaints



Over 51 % of subscribers of all operators are either very satisfied or satisfied with the process of resolution of their billing complaints. The satisfaction levels were Airtel (79%), Tata (66%), BSNL (54%) and Reliance (51%).

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



Over 57 % 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 (69%), Airtel (68%), BSNL(67%) and Reliance (57%).

Prepaid Customers

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

Wireline Operator	Area	Average
Airtel	Urban	72.33%
BSNL	Rural	67.15%
	Urban	65.75%
	Overall	66.20%
Reliance	Urban	68.77%
Tata	Rural	61.40%
	Urban	65.19%
	Overall	63.24%

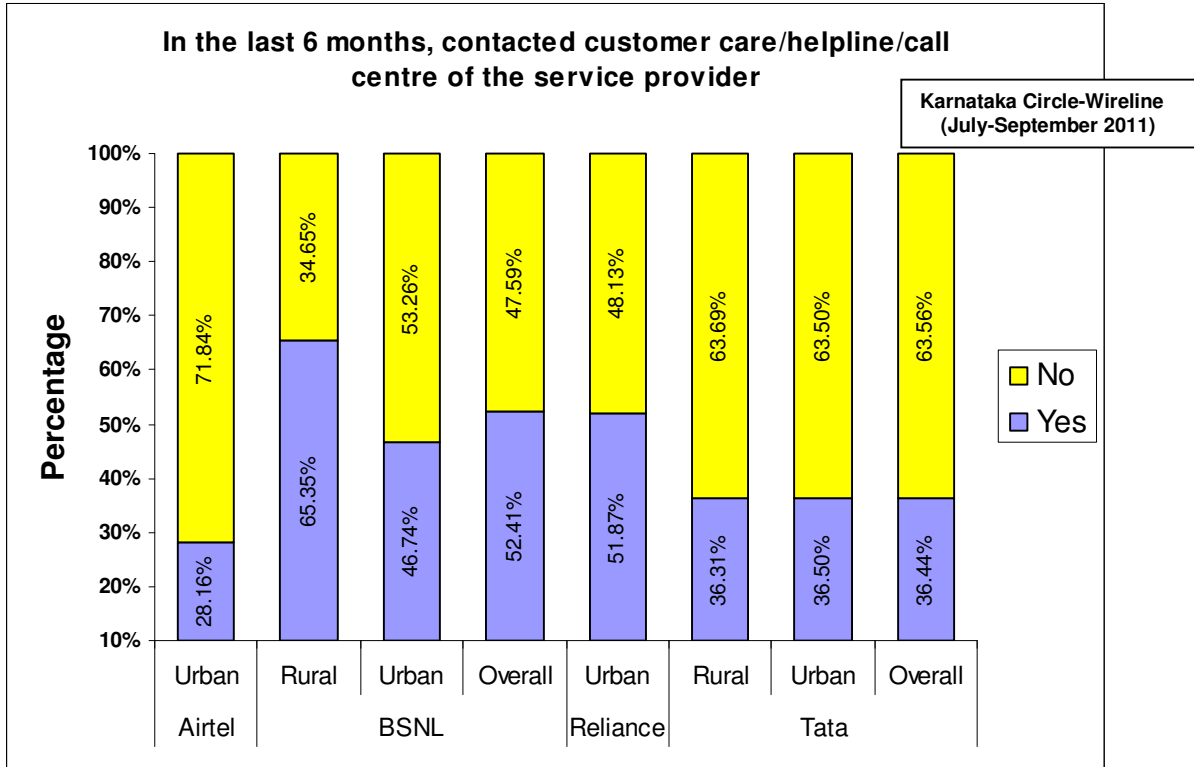
b. The reason for dissatisfaction

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	Urban	NA	NA	NA	NA	NA
BSNL	Rural	11.11%	33.33%	33.33%	11.11%	11.11%
	Urban	36.36%	45.45%	9.09%	9.09%	0.00%
	Overall	29.03%	41.94%	16.13%	9.68%	3.23%
Reliance	Urban	15.38%	32.69%	23.08%	13.46%	15.38%
Tata	Rural	40.00%	32.00%	20.00%	0.00%	8.00%
	Urban	9.52%	42.86%	33.33%	9.52%	4.76%
	Overall	26.09%	36.96%	26.09%	4.35%	6.52%

5.1.3 Help Services Related Sub-Aspects

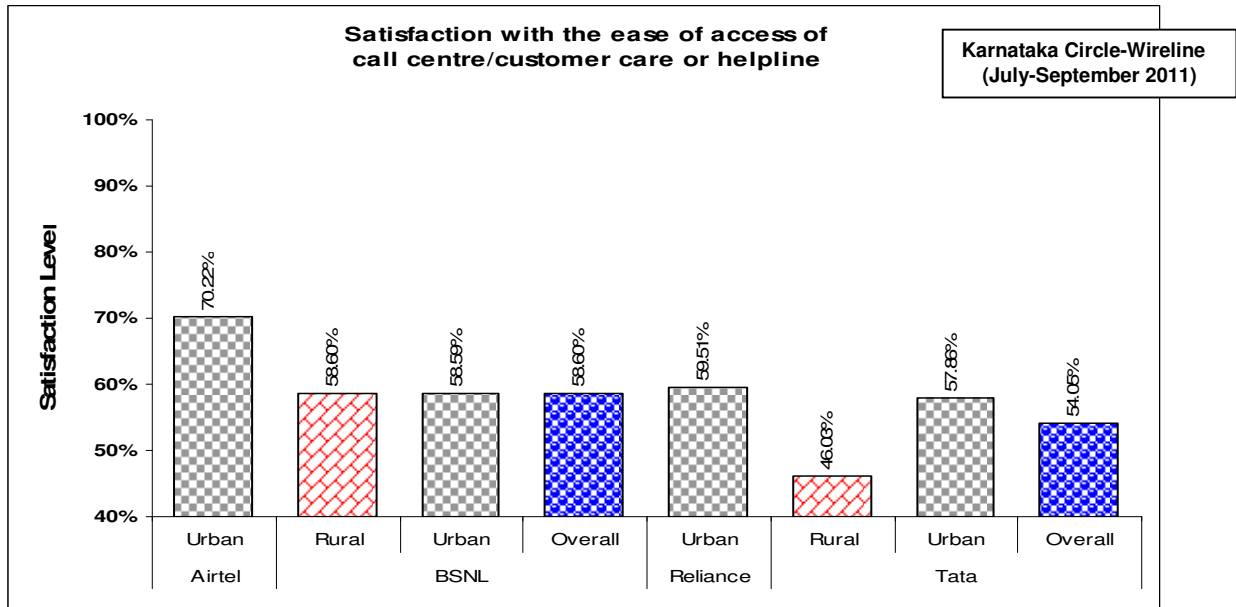
This parameter captures the satisfaction of subscribers on various sub-parameters of help services. This includes the ease of connecting to call center, problem solving ability of the customer care executive, time taken for resolution of complaint, etc.

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



Over 47% (BSNL) to 71% (Airtel) subscribers across all operators have not contacted customer care /helpline/call centre of their respective service provider in the last six months.

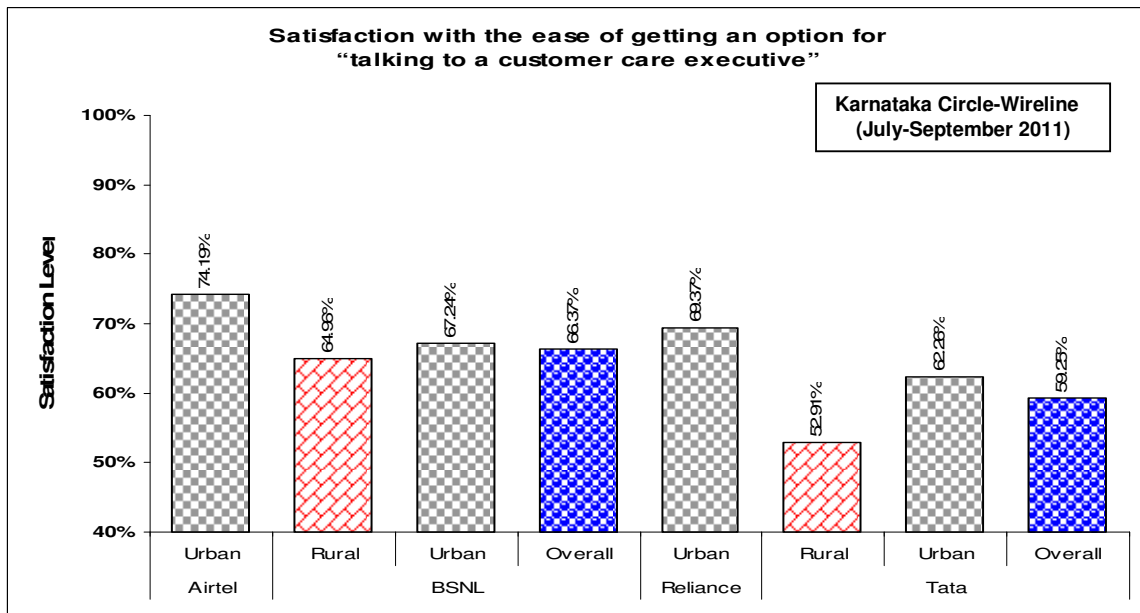
b. Satisfaction with the Ease of Access of Call Centre/Customer Care or Helpline



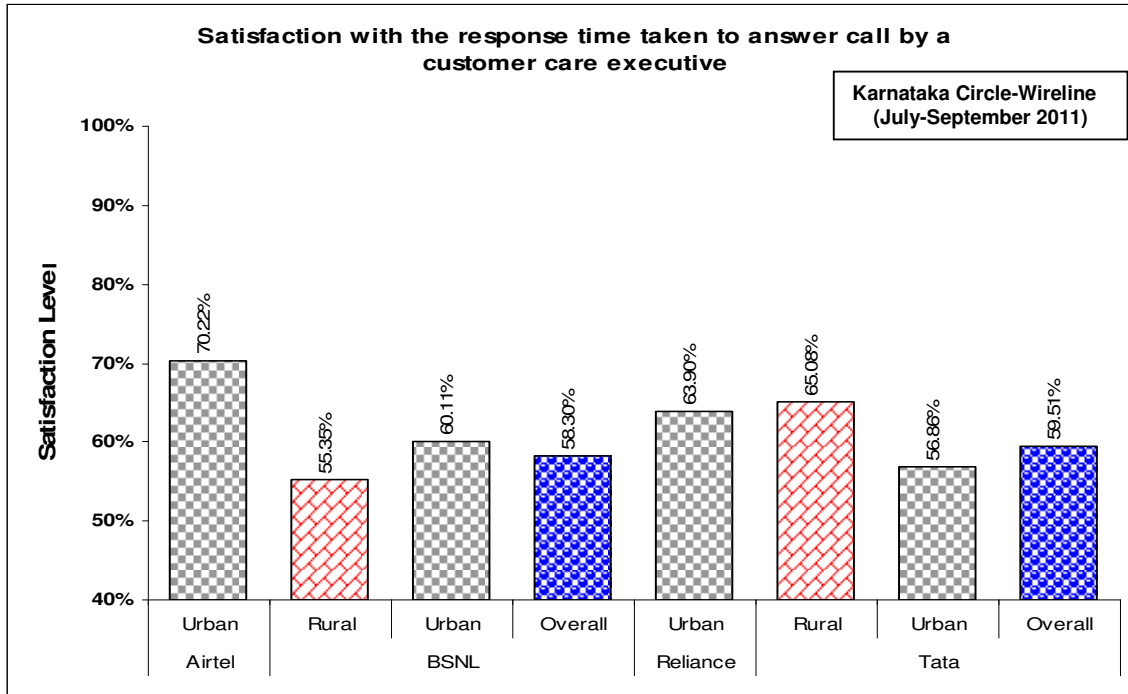
Among subscribers who have contacted their respective call centre/customer care/helpline, over 54% subscribers of all operators are either very satisfied or satisfied with ease of access. The satisfaction levels were Airtel (70%), BSNL & Reliance (58%) and Tata (54%).

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

Over 59 % subscribers have expressed either very satisfied or satisfied with ease of getting an option of talking to a customer care executive.

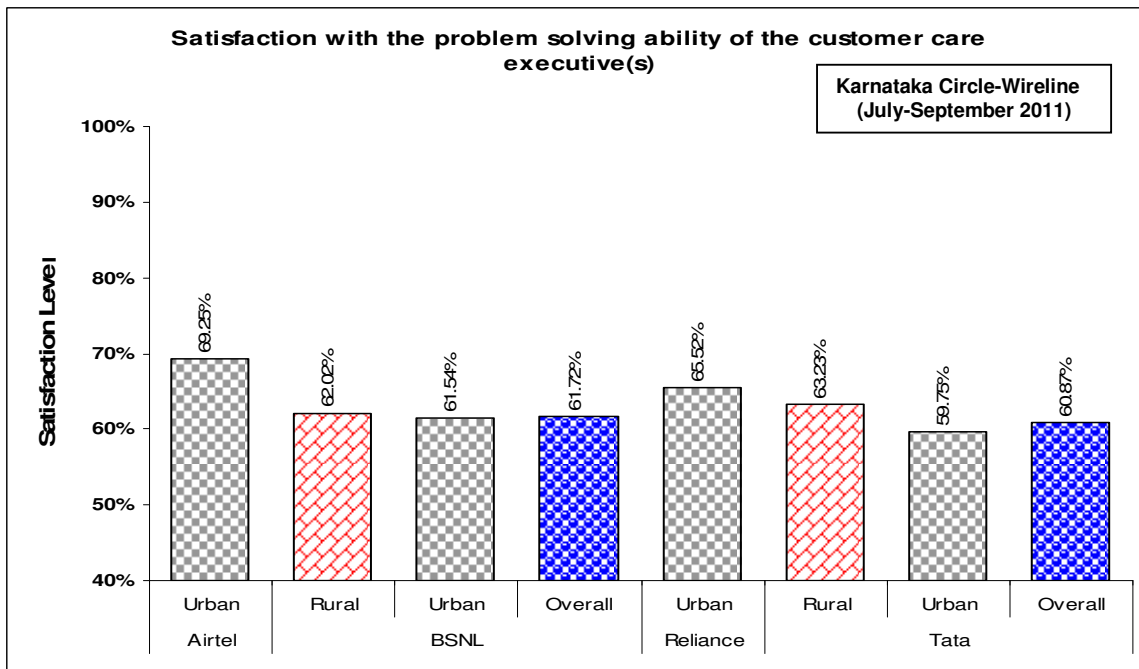


d. Satisfaction with the Response Time Taken To Answer Call by a Customer Care Executive



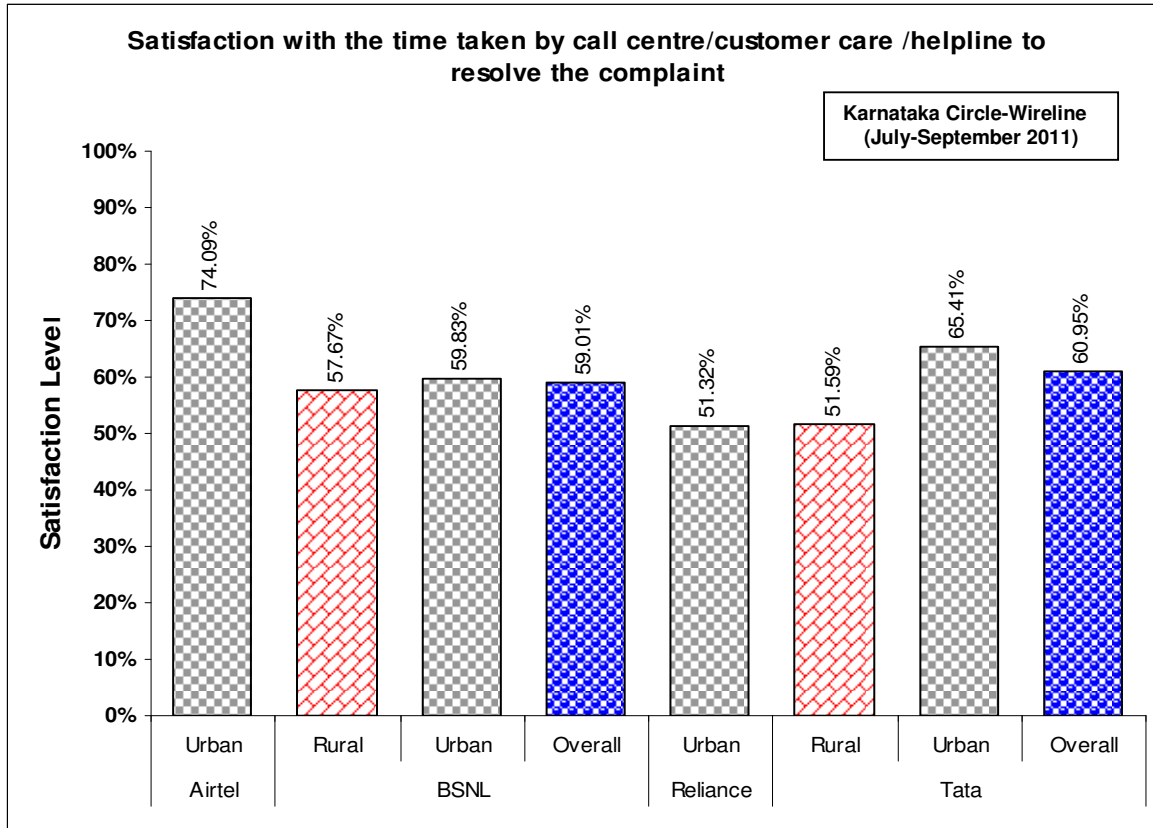
The satisfaction levels of subscribers is over 58% with respect to response time taken by a customer care executive to answer the call

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



The satisfaction levels of subscribers across all operators have been over 60% 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 60% ,except Reliance (51%) with respect to the time taken by customer care executive to resolve a complaint.

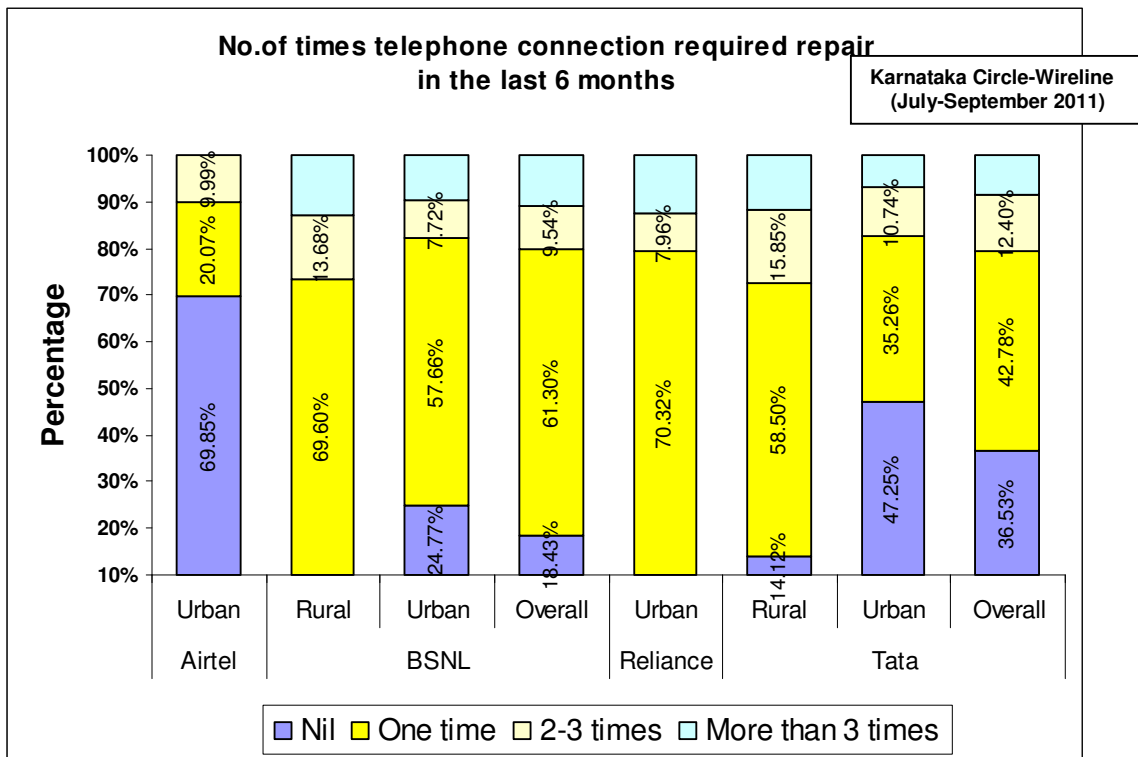
5.1.4 Network Performance, Reliability and Availability Related Sub-Aspects

Wireline Operator	Area	Satisfaction with the		
		Availability of working telephone (dial tone)	Ability to make or receive calls easily	Voice quality
Airtel	Urban	76.60%	77.93%	74.96%
BSNL	Rural	68.09%	62.41%	57.24%
	Urban	68.40%	70.79%	62.98%
	Overall	68.30%	68.24%	61.23%
Reliance	Urban	78.43%	70.97%	59.74%
Tata	Rural	70.12%	66.57%	60.04%
	Urban	73.65%	70.52%	67.91%
	Overall	72.51%	69.25%	65.36%

Airtel has scored highest (78%) in terms of subscriber's satisfaction with the ability to make or receive calls easily followed by Reliance (70%), Tata (69%) and BSNL (68%). In terms of availability of working telephone (dial tone), the score of Reliance (78%), has been the highest followed by Airtel (76%), Tata (72%) and BSNL (68%), while voice quality has been the best in Airtel (75%), followed by Tata (65%), BSNL (61%) and Reliance (59%).

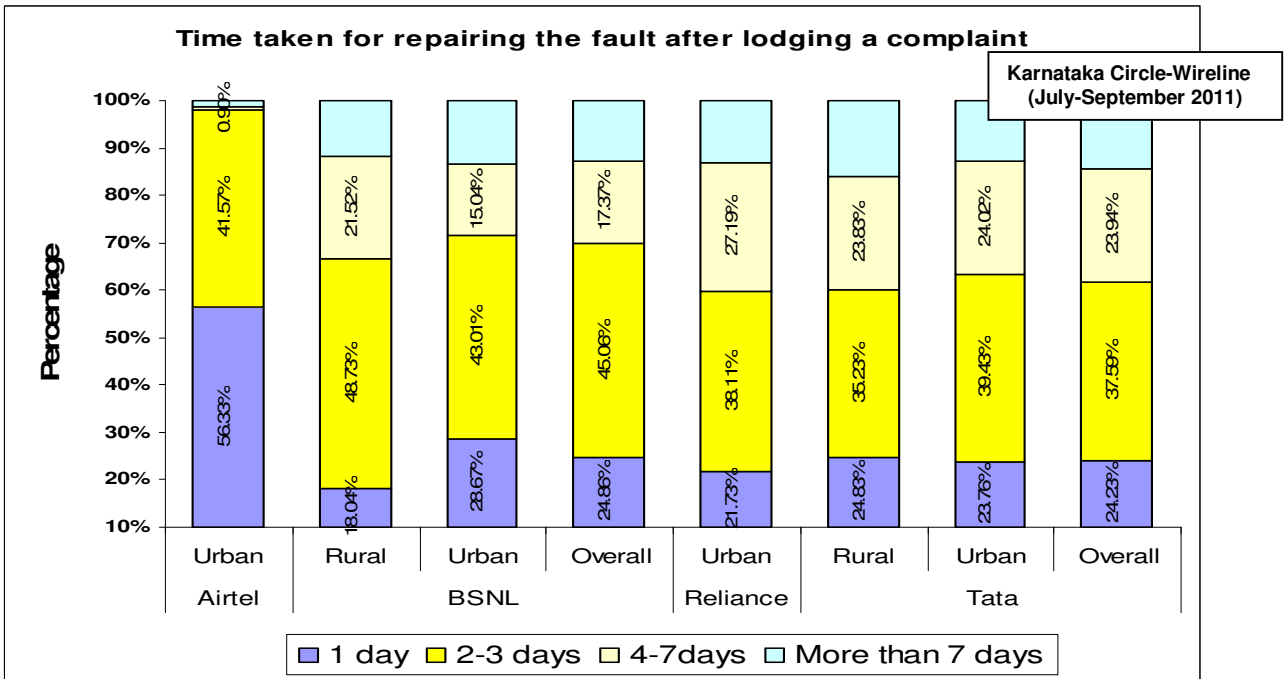
5.1.5 Maintainability Related Sub-Aspects

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



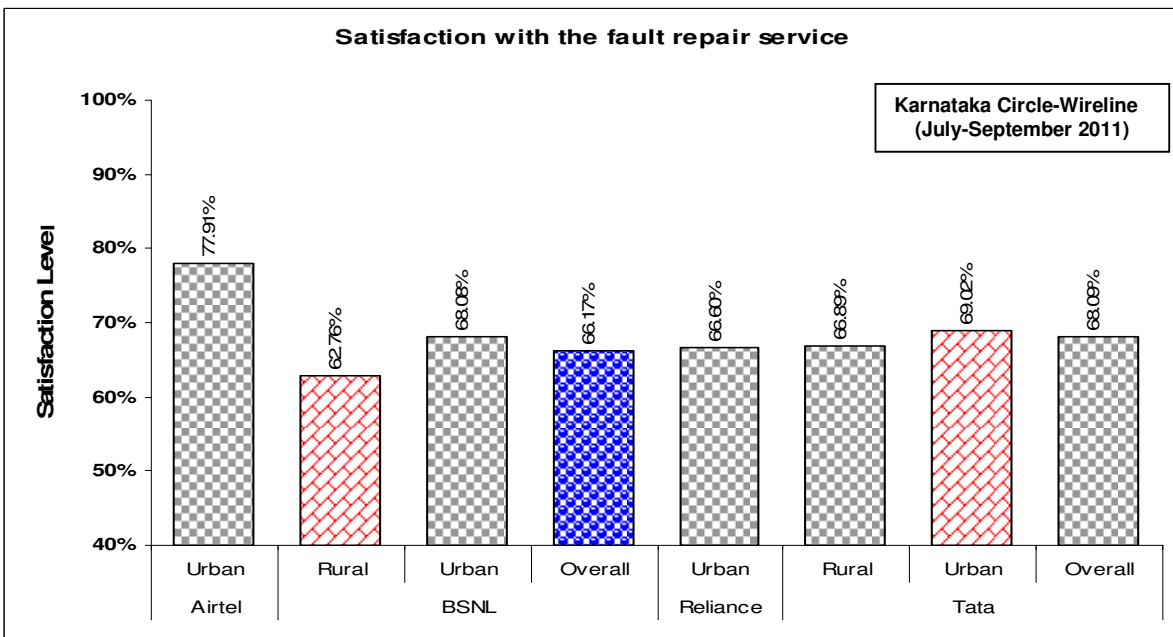
Around 70% of Reliance, 61% of overall BSNL 65 %, 42% of Tata and 20% of Airtel, subscribers got their telephone connections repaired once in last six months.

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



Of those who got repaired their telephones, 56% Airtel, 27% Tata, 24% BSNL and 21% Reliance subscribers got their telephones repaired in just one day.

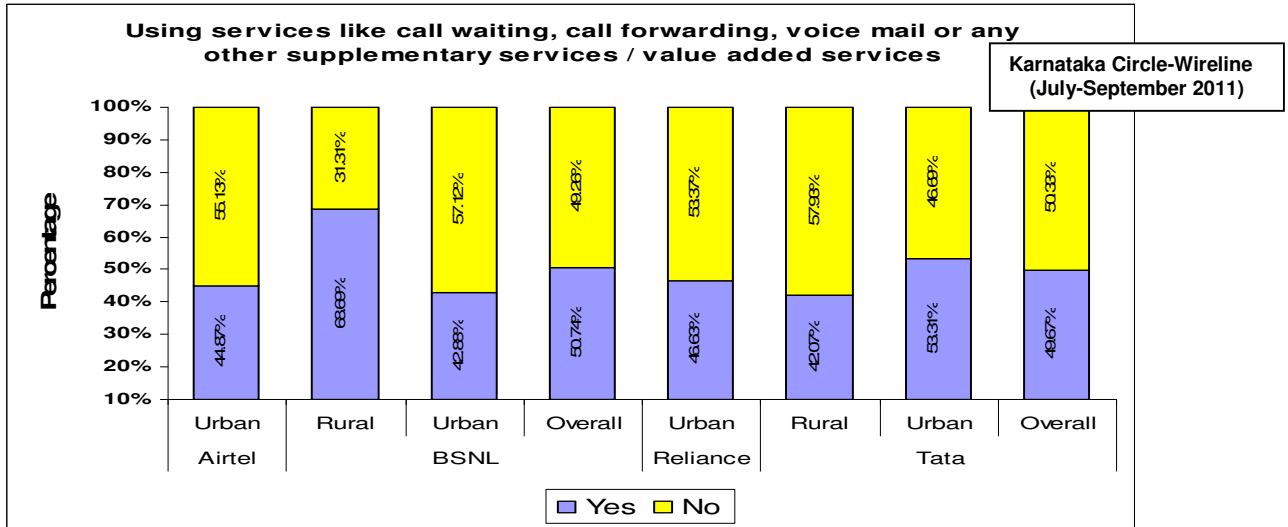
c. Satisfaction with the Fault Repair Service



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 at 77% being highest followed by BSNL & Tata at 68% and Reliance being at 66%.

5.1.6 Supplementary Services

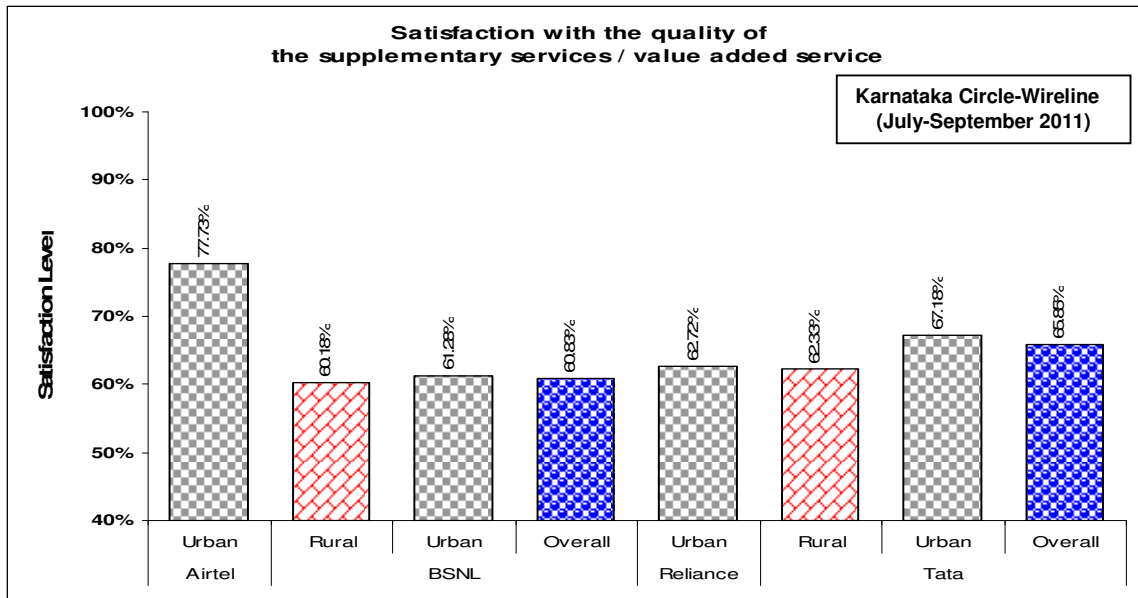
a. Using Services Like Call Waiting, Call Forwarding, Voice Mail Or Any Other Supplementary Services / Value Added Services.



Majority of subscribers from over 50% (BSNL) to 44% (Airtel) have used services like call waiting call forwarding, voice mail or other supplementary services / value added services.

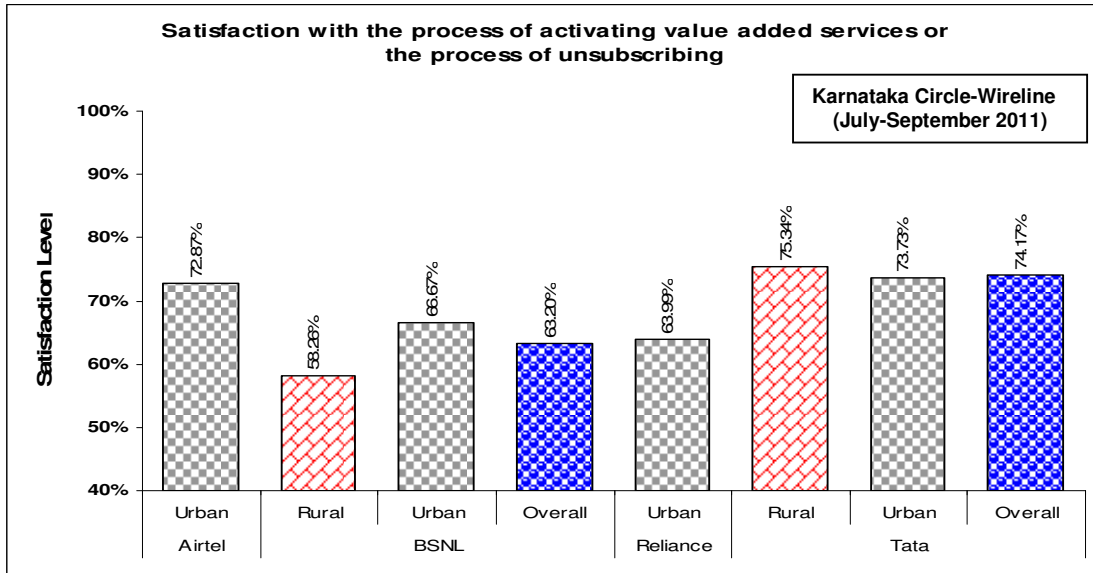
b. Satisfaction with the Quality of the Supplementary Services / Value Added Service

Among those who have used value added services, satisfaction levels have been over 77% (Airtel), 66% (Tata), 62% (Reliance) and 60% (BSNL).

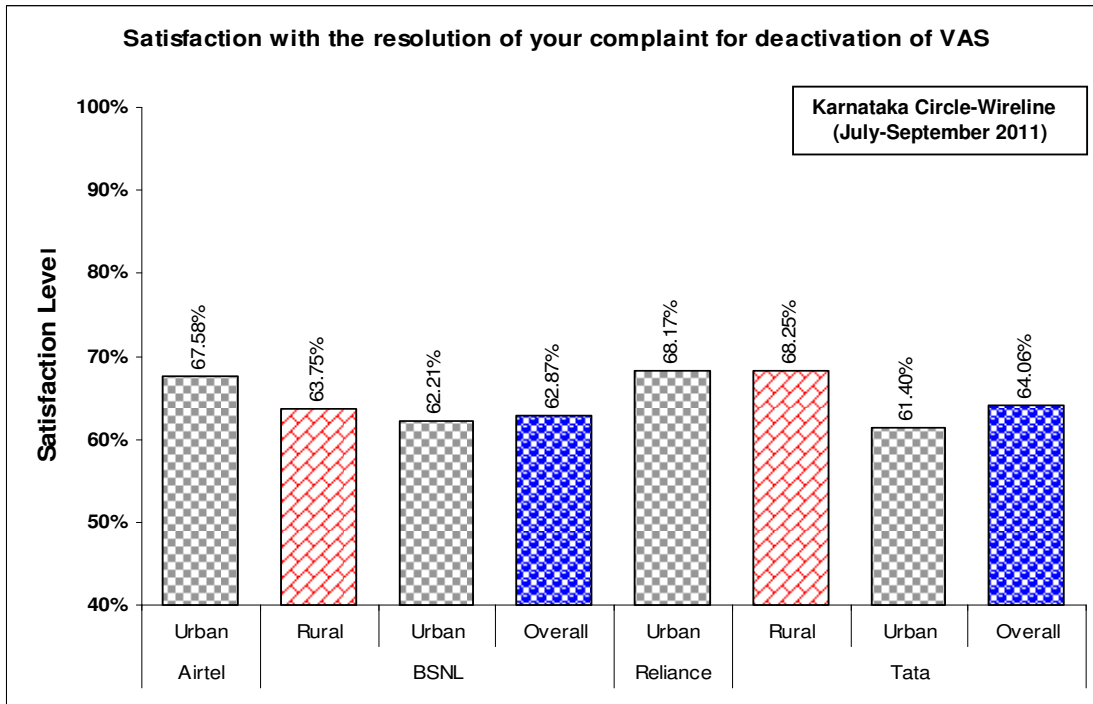


c. Satisfaction with the Process of Activating Value Added Services or the Process of Unsubscribing

Satisfaction levels of subscribers have been over 74% (Tata), 72% (Airtel), 63% (BSNL) and (Reliance) and with the process of activating value added services or the process of unsubscribing



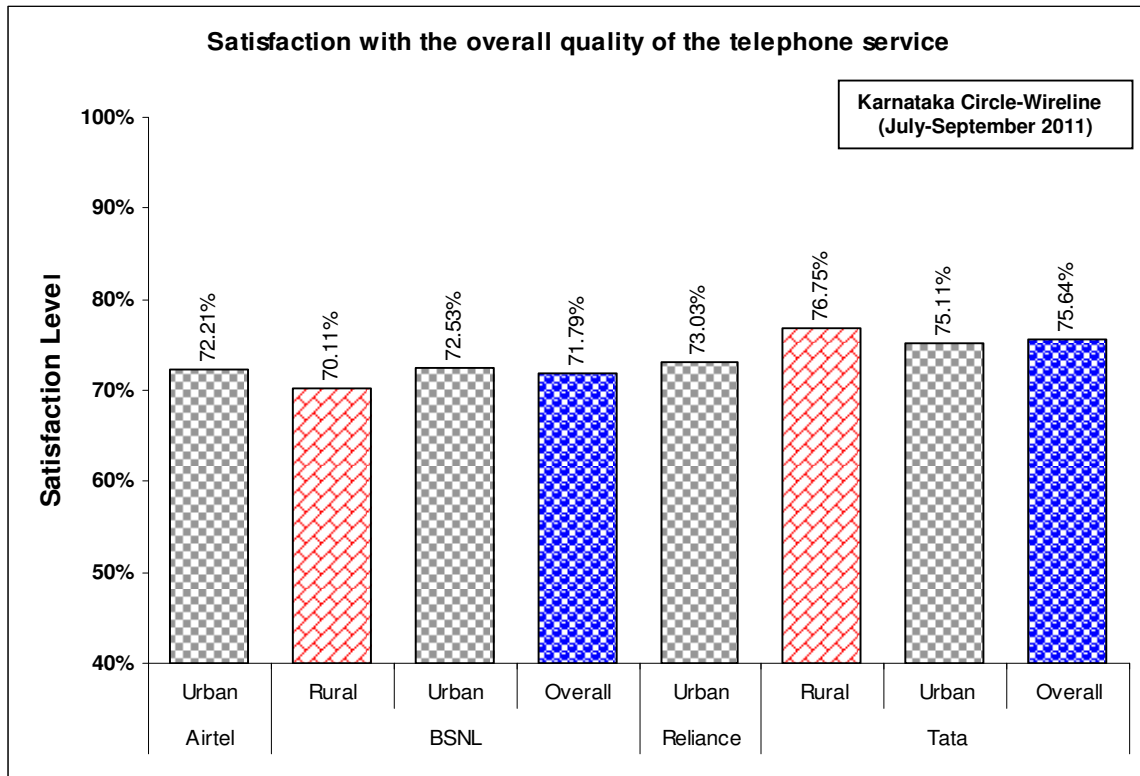
d. Satisfaction with the Resolution of the Complaint for Deactivation of VAS



Among those who had a complaint of deactivation of value added services, satisfaction levels have been over 68% (Reliance), 67% (Airtel), 64% (Tata) and 62% (BSNL).

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 75 %(Tata) to 71 % (BSNL).

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 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.

Wireline Operator	Area	Awareness of the		
		Customer Care	Nodal Officer	Appellate Authority
Airtel	Urban	82.47%	2.18%	1.54%
BSNL	Rural	90.88%	8.81%	5.47%
	Urban	87.88%	4.13%	4.13%
	Overall	88.80%	5.56%	4.54%
Reliance	Urban	71.91%	15.36%	4.68%
Tata	Rural	74.06%	18.73%	4.32%
	Urban	75.90%	14.46%	5.65%
	Overall	75.30%	15.84%	5.22%

Mostly subscribers across all operators are aware of availability of customer care services as pointed by present survey findings in which 88% (BSNL), 82% (Airtel), 75% (Tata) and 71% (Reliance) have confirmed this aspect, while awareness of Nodal officers and Appellate Authority has been low.

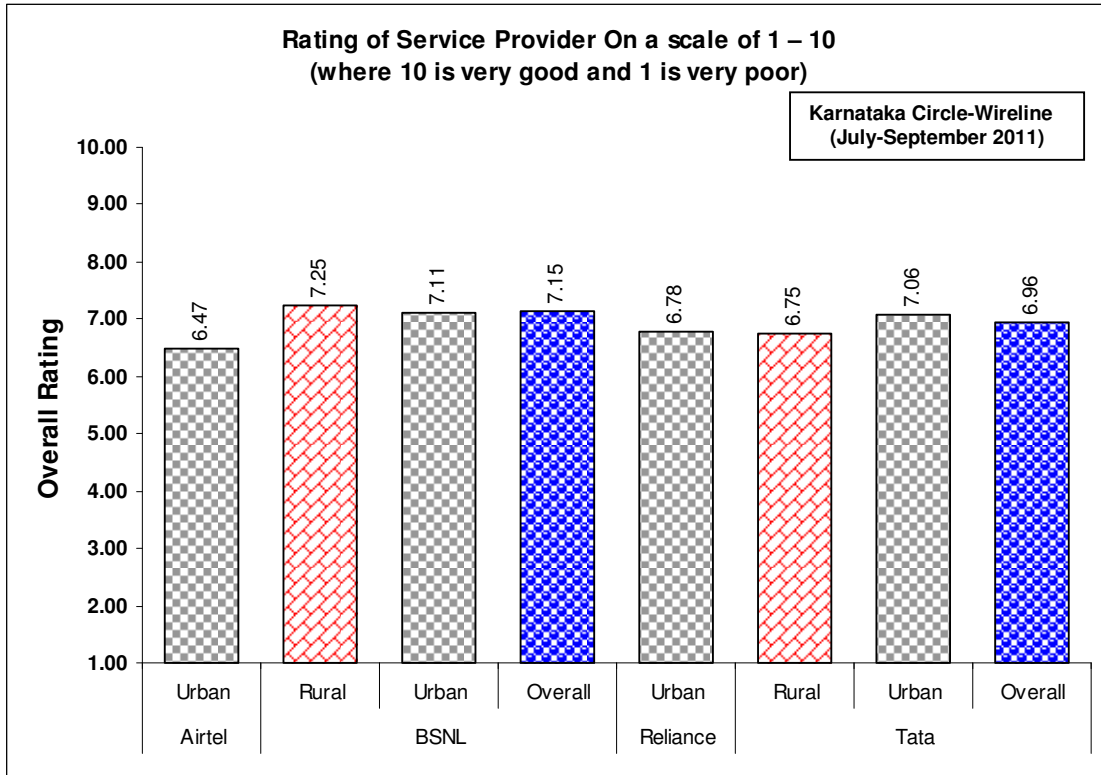
As a next stage, around 37% of Tata subscribers to 15 % of Airtel subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 5% to 39% of these complaints were registered and docket number was received by subscribers across various operators. 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 55% (Reliance) to 77% (BSNL) were informed by call centre about action taken by call centre on their complaint. The resolution of complaint has been satisfactory by all operators.

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

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	Urban	15.08%	84.92%	39.16%	48.80%	9.64%	2.41%	62.65%	37.35%	53.61%	40.36%
BSNL	Rural	33.13%	66.87%	5.50%	77.98%	14.68%	1.83%	77.98%	22.02%	73.39%	26.61%
	Urban	17.18%	82.82%	5.43%	70.54%	17.05%	6.98%	76.74%	23.26%	75.97%	24.03%
	Overall	22.04%	77.96%	5.46%	73.95%	15.97%	4.62%	77.31%	22.69%	74.79%	25.21%
Reliance	Urban	24.53%	75.47%	15.65%	46.18%	23.28%	14.89%	55.73%	44.27%	69.08%	27.48%
Tata	Rural	38.62%	61.38%	5.97%	53.73%	31.34%	8.96%	67.16%	32.84%	29.85%	57.46%
	Urban	36.36%	63.64%	8.71%	57.20%	32.58%	1.52%	87.88%	12.12%	58.71%	35.23%
	Overall	37.09%	62.91%	7.79%	56.03%	32.16%	4.02%	80.90%	19.10%	48.99%	42.71%

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

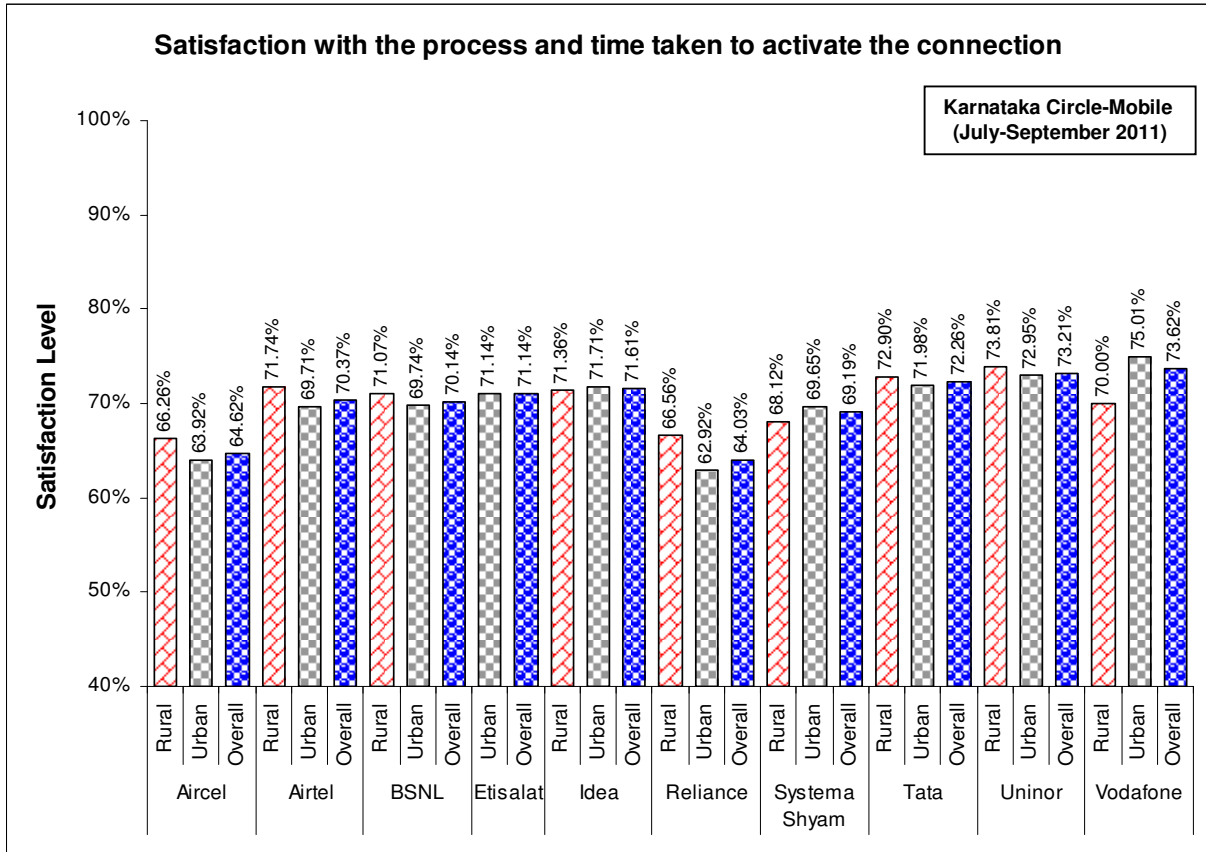


All service operators have been rated good i.e. above 6, with BSNL–Rural services getting highest score of 7.25, followed by Tata at 6.96 followed by Reliance at 6.78 and Airtel at 6.47.

5.2 Detailed Findings – Cellular Mobile Services

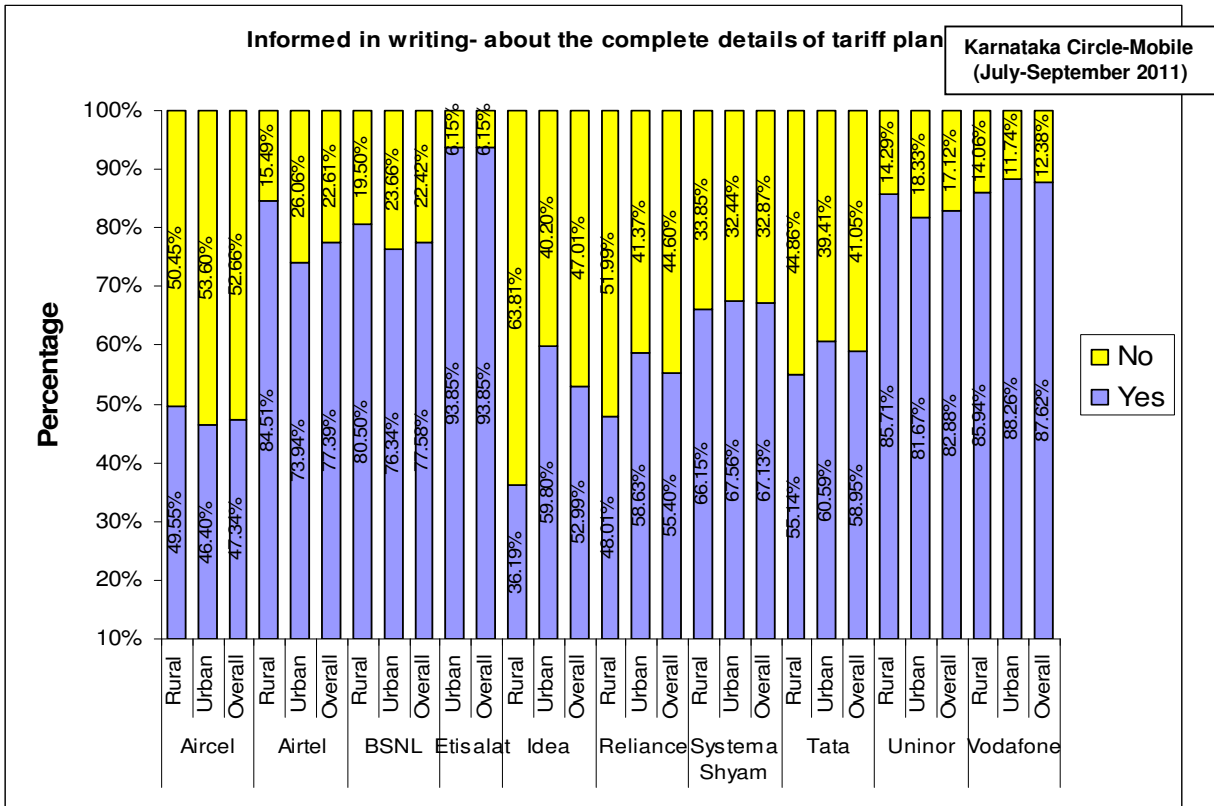
5.2.1 Service Provision

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



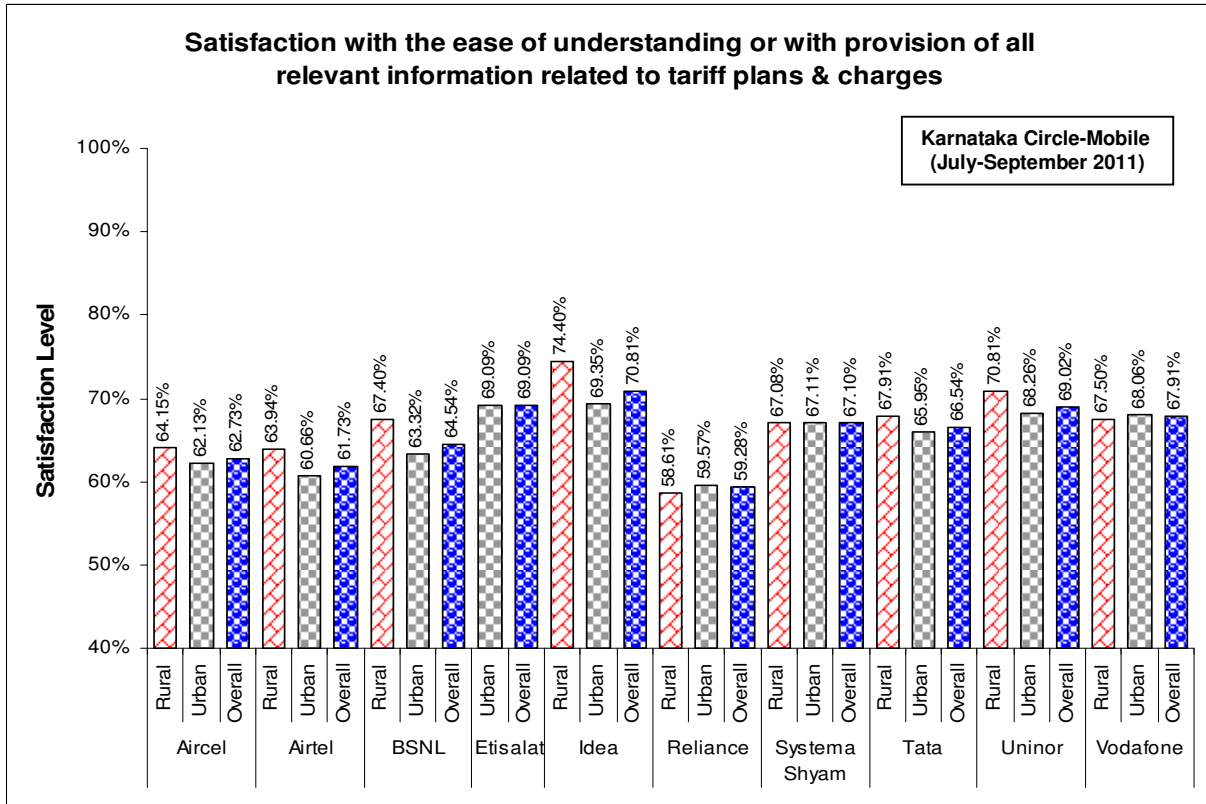
Customers of Vodafone were most satisfied (73%) with the process and time taken to activate a connection as compared to Reliance and Aircel where satisfaction level was only 64%. BSNL and other operators scored more than 70 % satisfaction levels in this round of survey on this parameter of performance.

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, 77% of BSNL to 93% of Etisalat 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

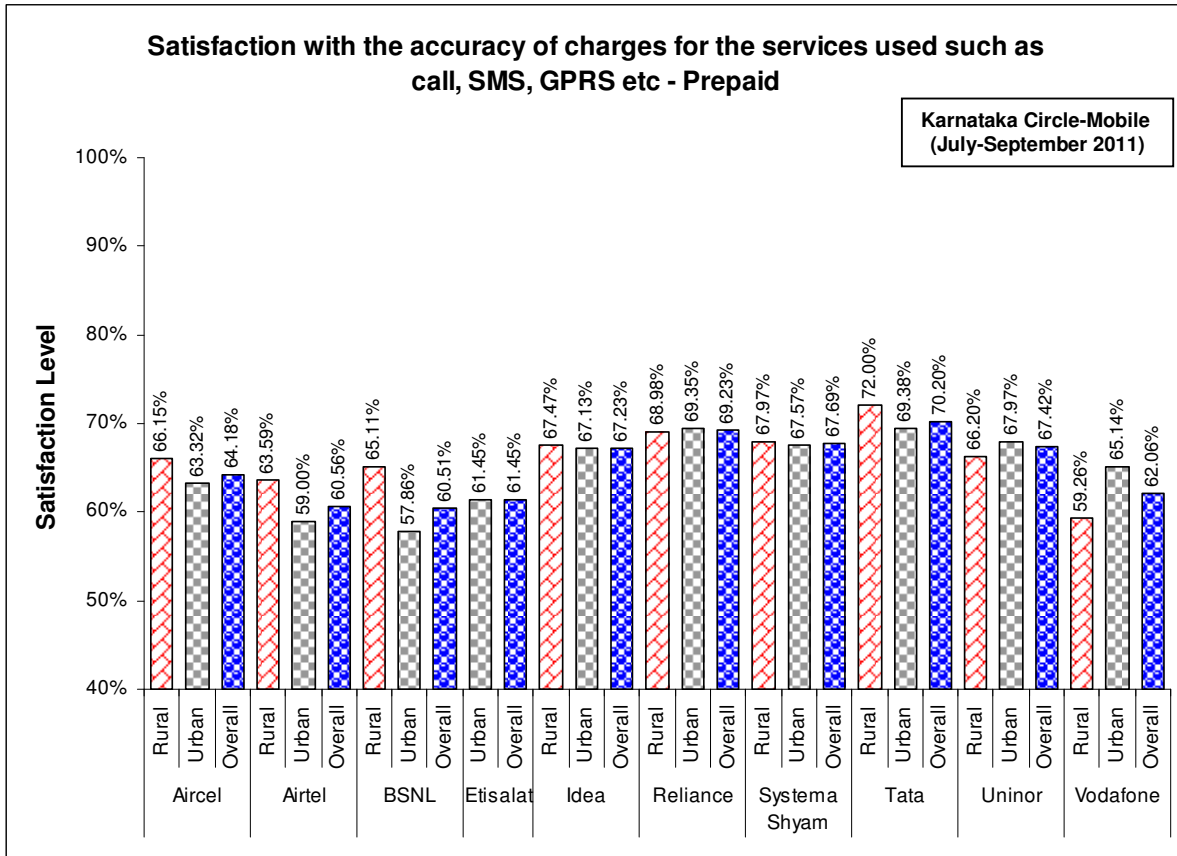


The satisfactions levels of subscribers varied from 70 % in case of Idea to 59% in case of Reliance with respect to ease of understanding or with provision of all relevant information related to tariff plan and charges.

5.2.2 Billing Aspects

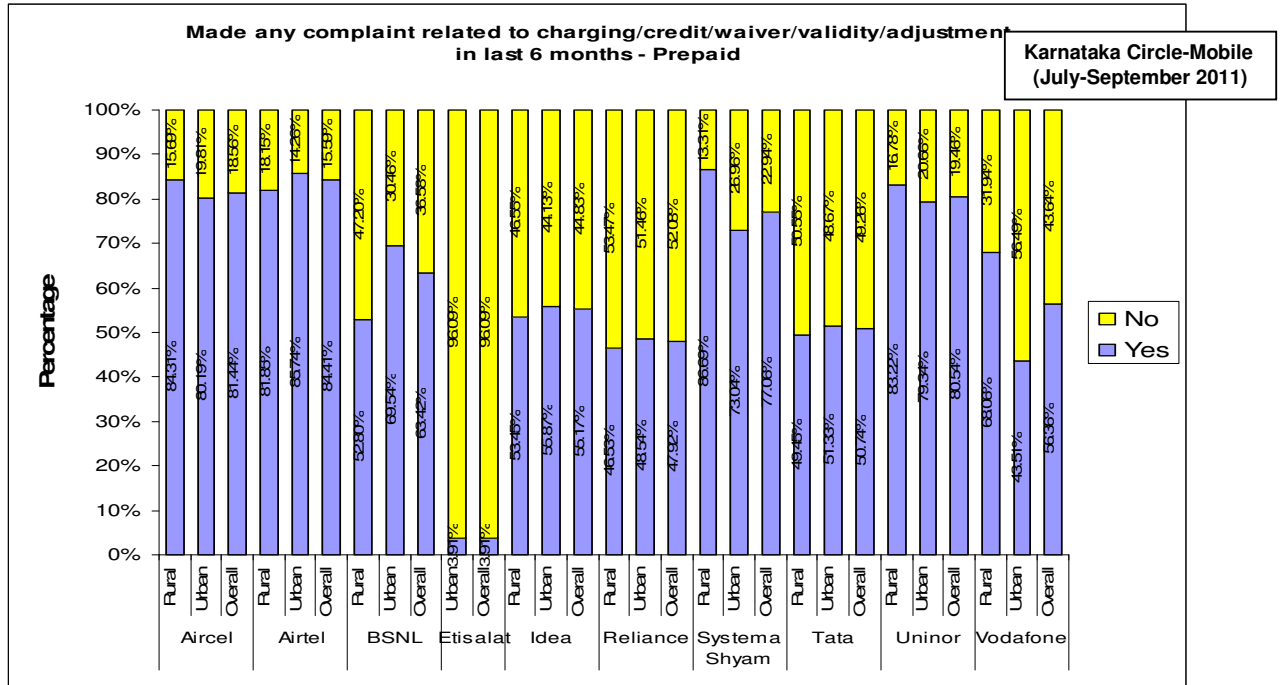
This aspect captures the level of satisfaction of subscribers on various billing related aspects such as timeliness, accuracy, clarity, billing complaints resolution, etc. It also finds out the reasons for dissatisfaction of various billing related aspects.

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



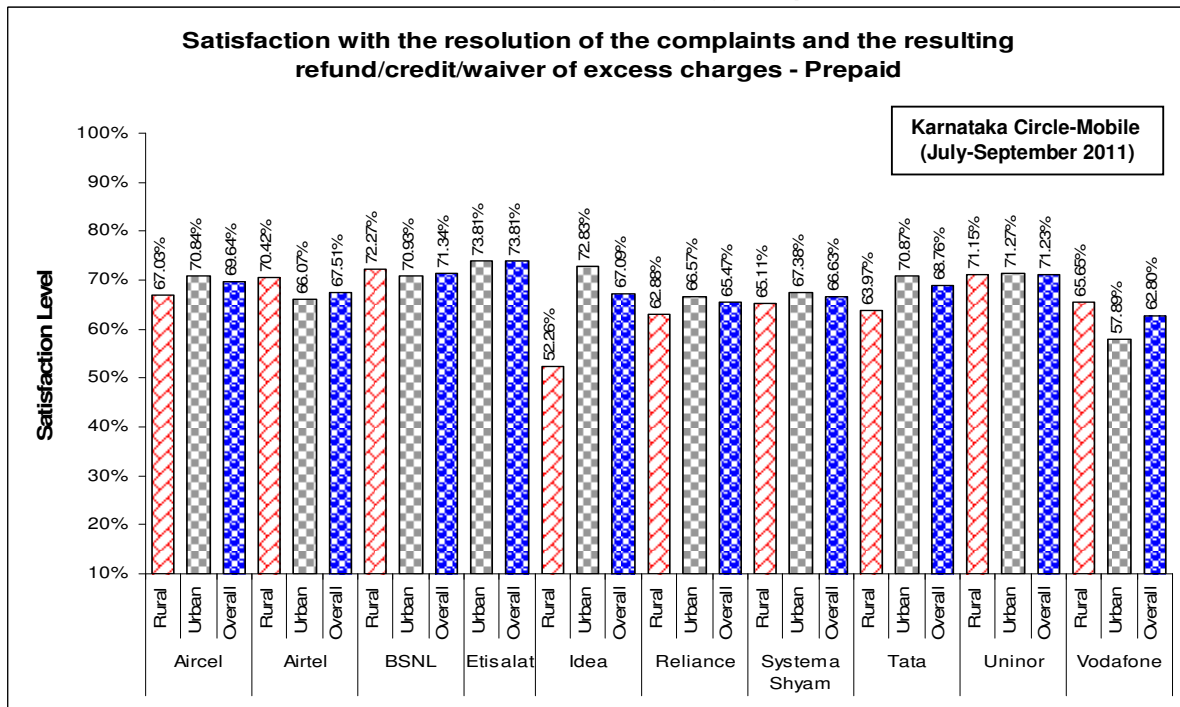
The satisfaction levels of subscribers with respect to accuracy of charges for services used varied from 70% in case of Tata to 60% in case of Airtel during the present round of survey.

b. Percentage of Billing Complaints



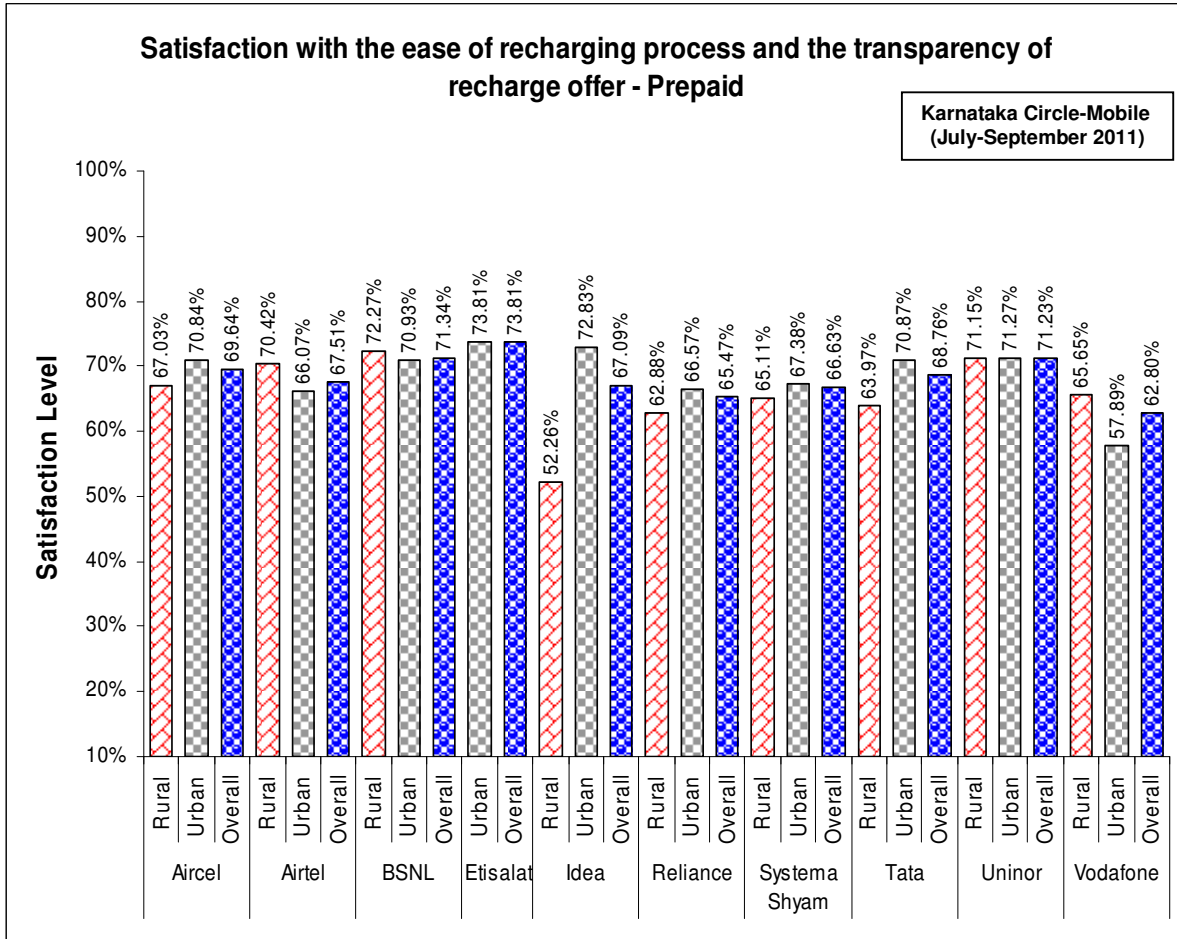
The majority of billing complaints have been from Airtel subscribers (84%) while the least have been of Reliance (47%) during the present round of survey.

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 Etisalat at 73 % while least satisfaction level of 62% was for Vodafone in the present round of survey.

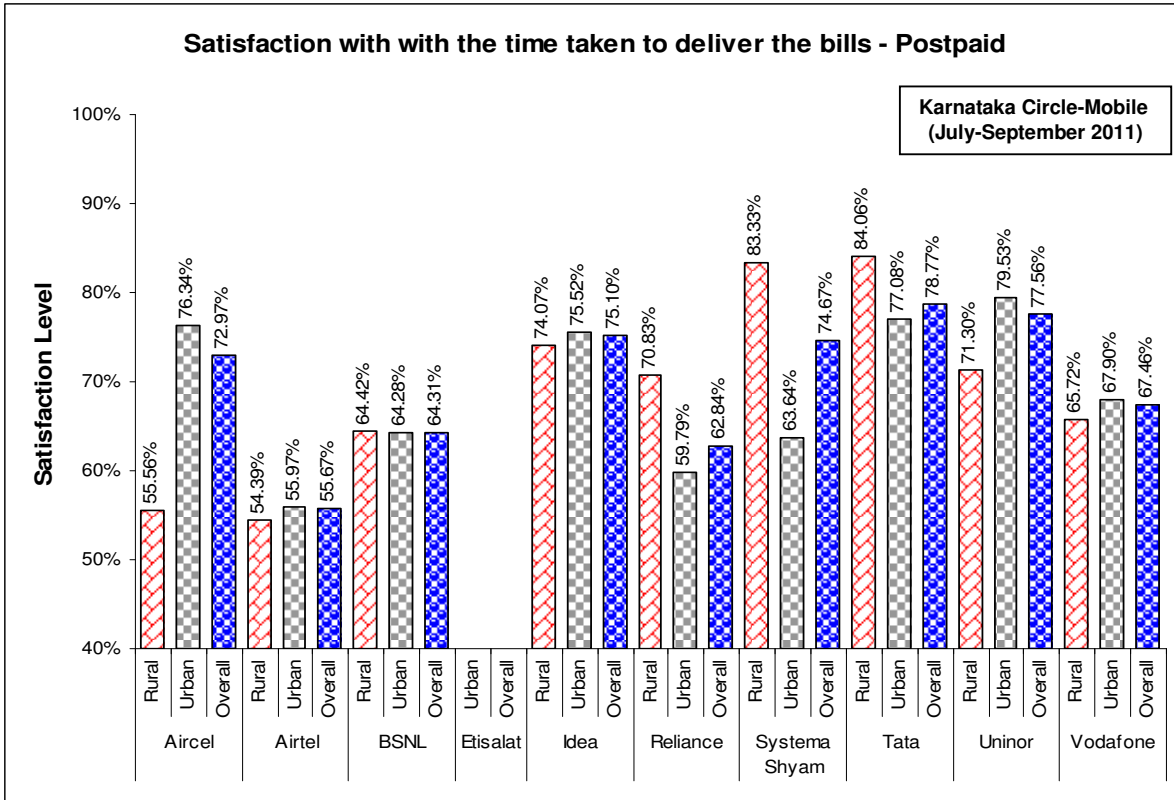
d. Satisfaction with the Ease of Recharging Process and the Transparency of Recharge Offer



The satisfaction level of subscribers with the ease of recharging process was highest for Etisalat at 73 % and was least for Vodafone at 62 % in the present round of survey.

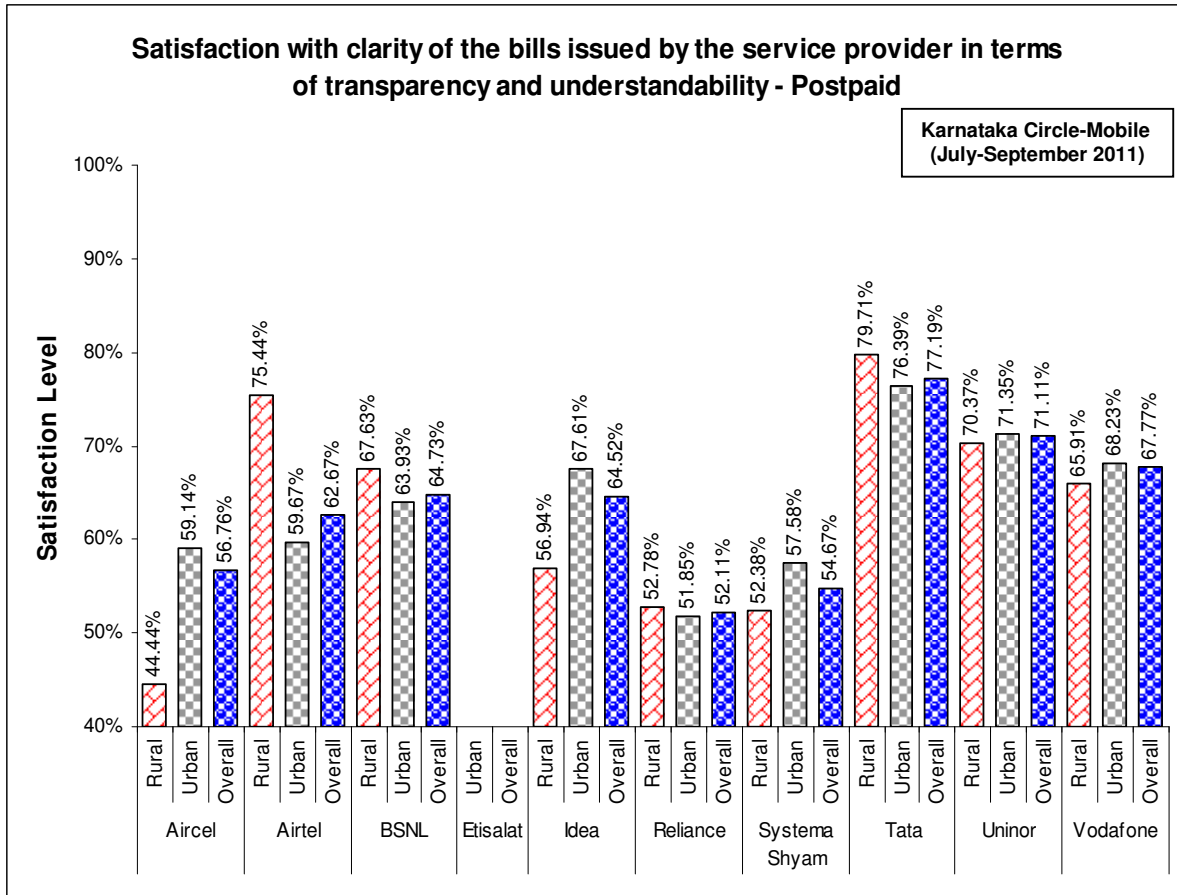
b. Postpaid Customers

Satisfaction with the Time Taken To Deliver the Bills



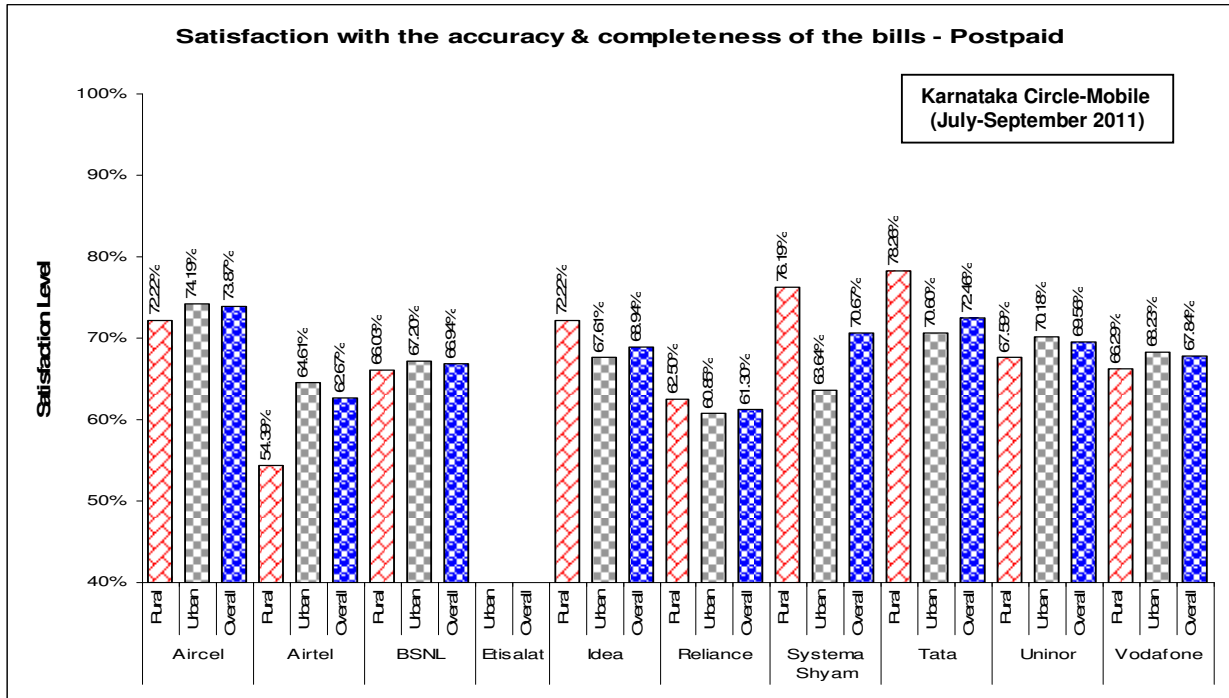
The satisfaction level of subscribers with respect to time taken to deliver the bills has been best for Tata at 78 % while least satisfaction level was of Airtel at 55%.

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



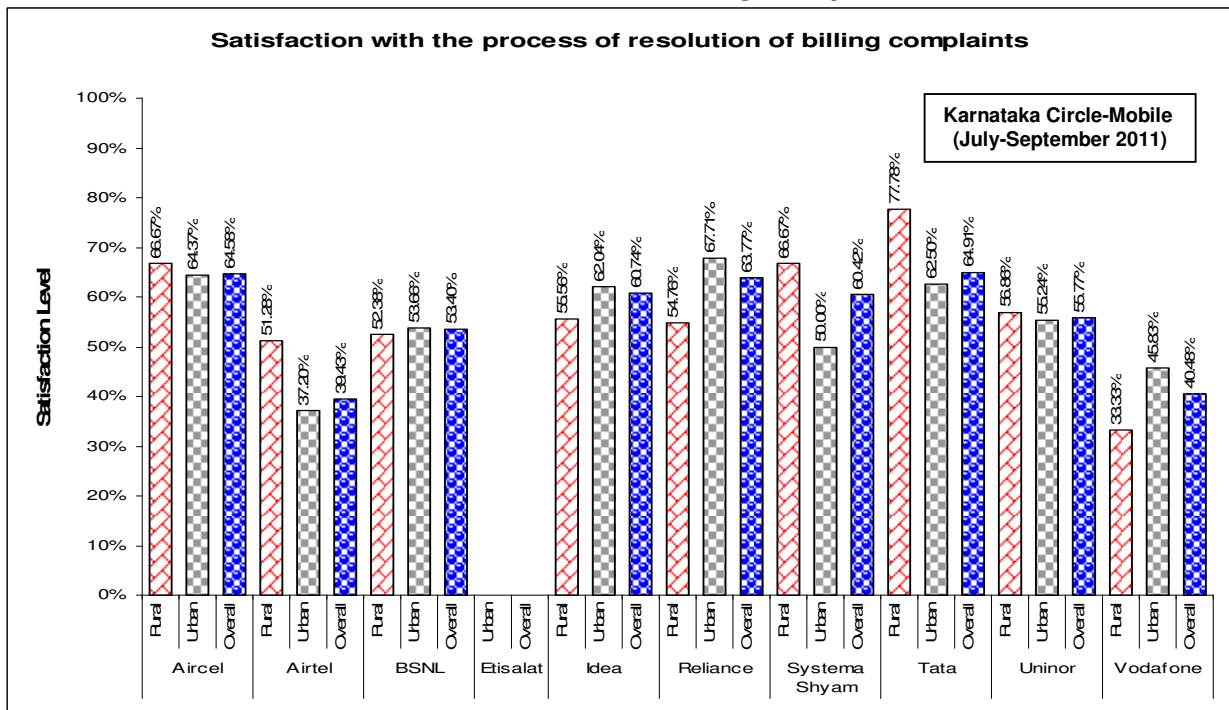
Satisfaction level of subscribers satisfied with the clarity of bills in terms of transparency and understanding as per present survey findings varied from 77% (Tata) to 54 % (Systema Shyam).

Satisfaction with the Accuracy & Completeness of the Bills



Aircel scored highest at 73 % satisfaction level of subscribers with respect to accuracy and completeness of bills while Reliance scored lowest on this account at 61%.

Satisfaction with the Process of Resolution of Billing Complaints

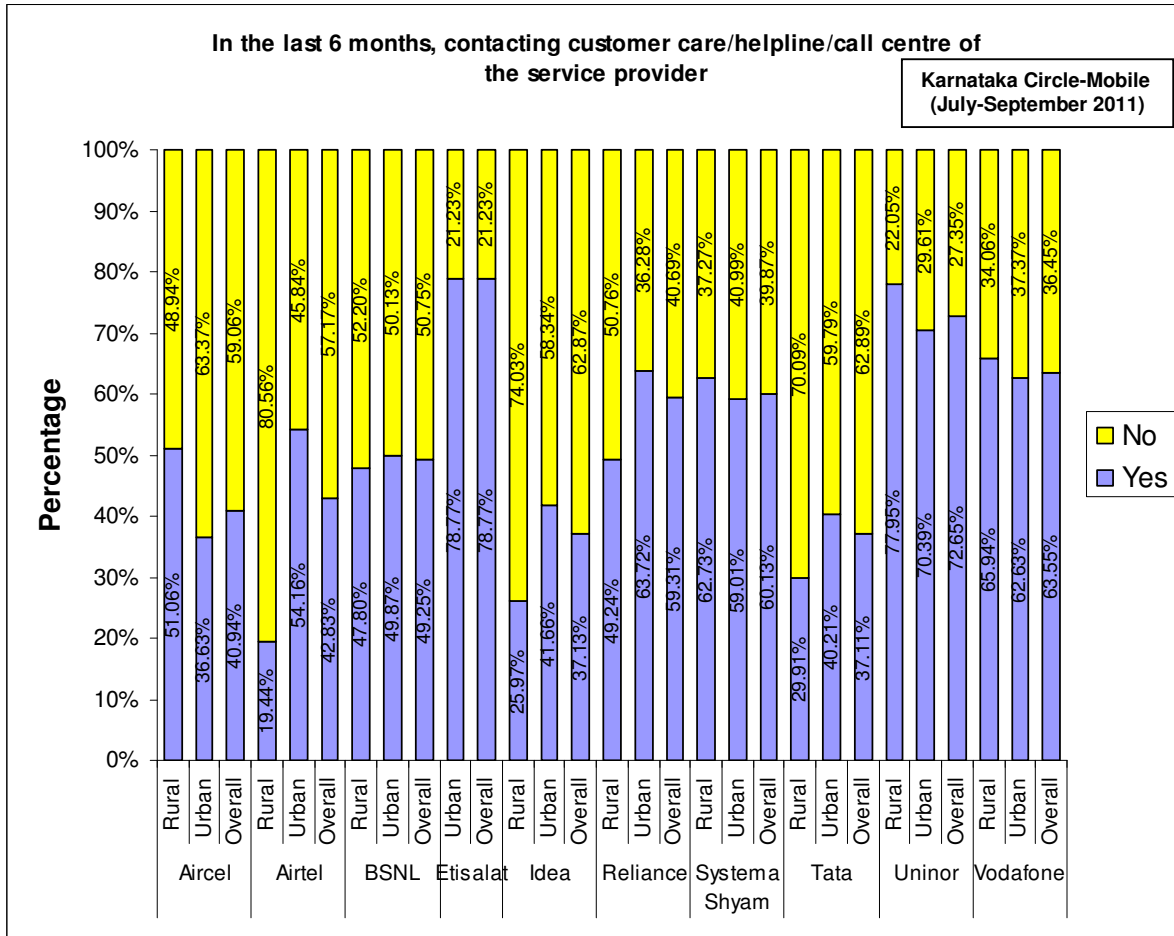


The satisfaction level in terms of process of resolution of billing complaints was highest at 64% for Aircel and Tata while it was least for Airtel at 39%.

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.

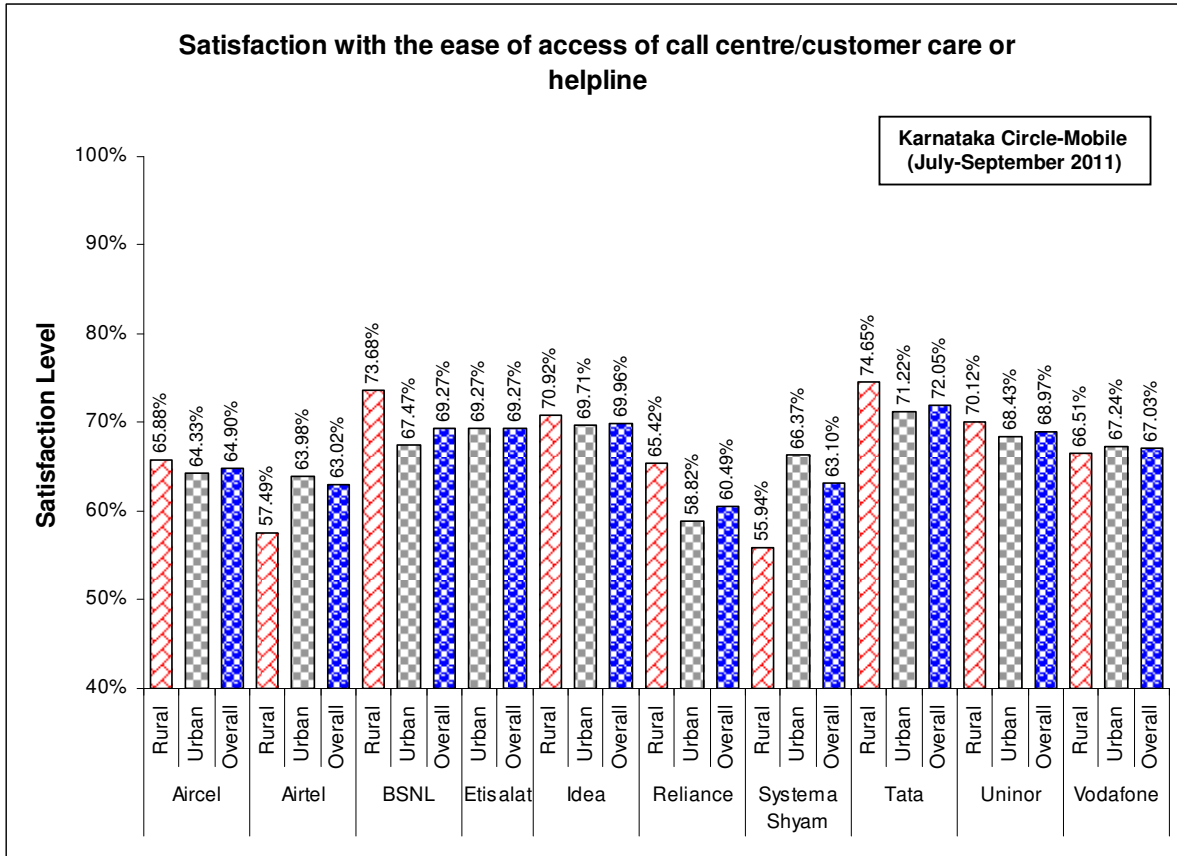
a. In The Last 6 Months, Contacting Customer Care/Helpline/Call Centre Of The Service Provider



78% of Etisalat subscribers to 37% of Idea subscribers had contacted Customer Care/Helpline/Call Centre of the Service Provider during last six months.

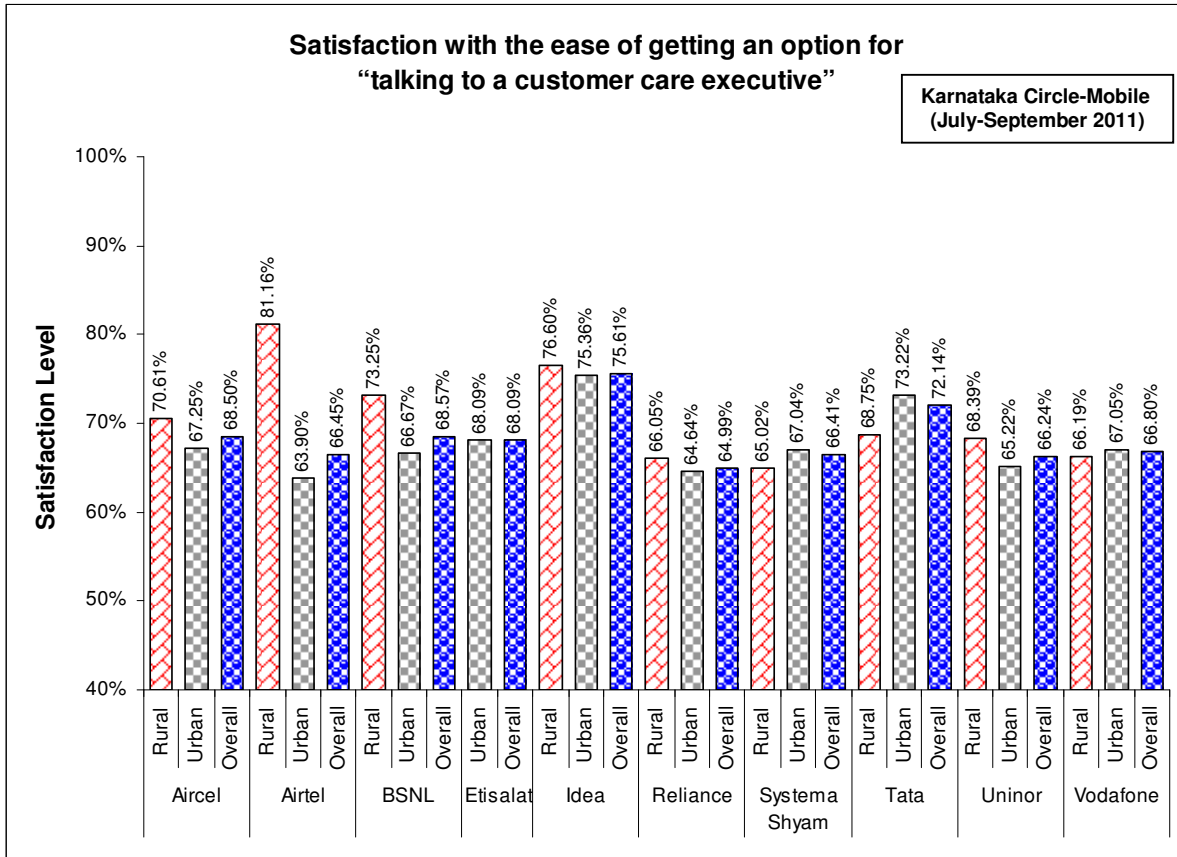
b. Level of Satisfaction on Various Sub-Parameters of Help Services

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



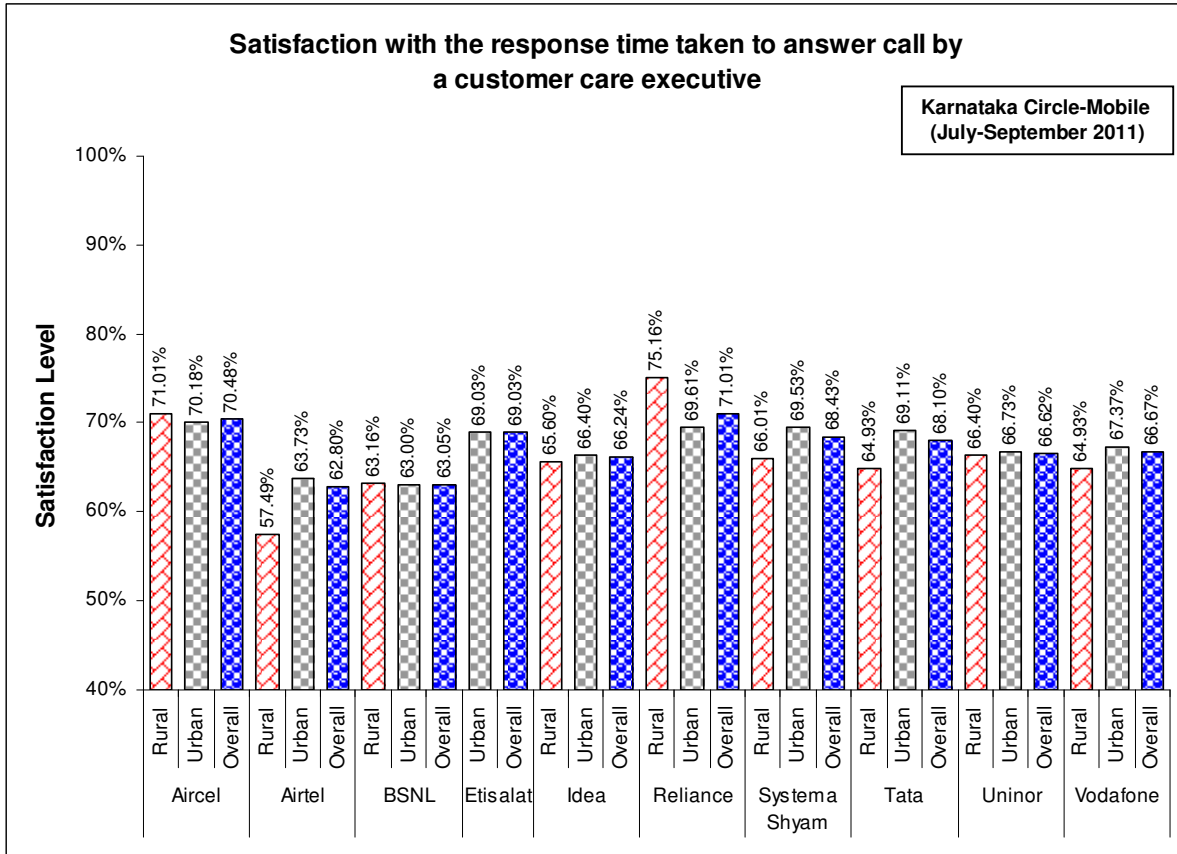
The satisfaction levels in terms of ease of access of call centres/customer care/helpline has been highest at 72 % for Tata, followed by BSNL, Etisalat, Idea at 69 % in the present round of survey.

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



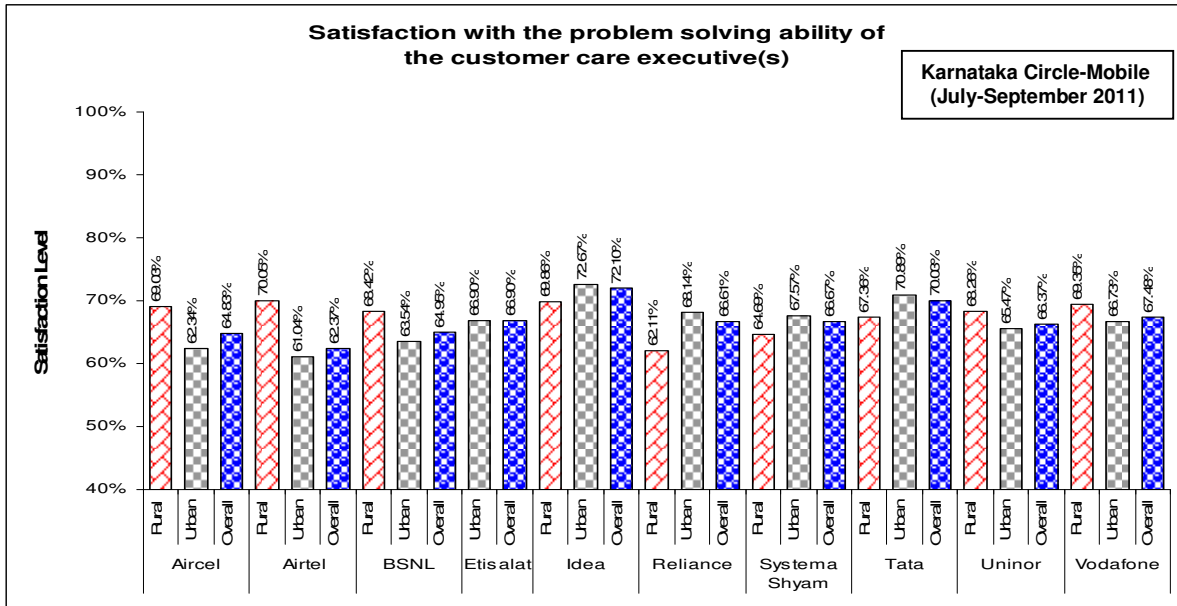
Satisfaction levels in terms of ease of talking to a customer care executive has been highest for Idea at 75 %, followed by Tata at 72 % and least for Reliance at 64%.

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



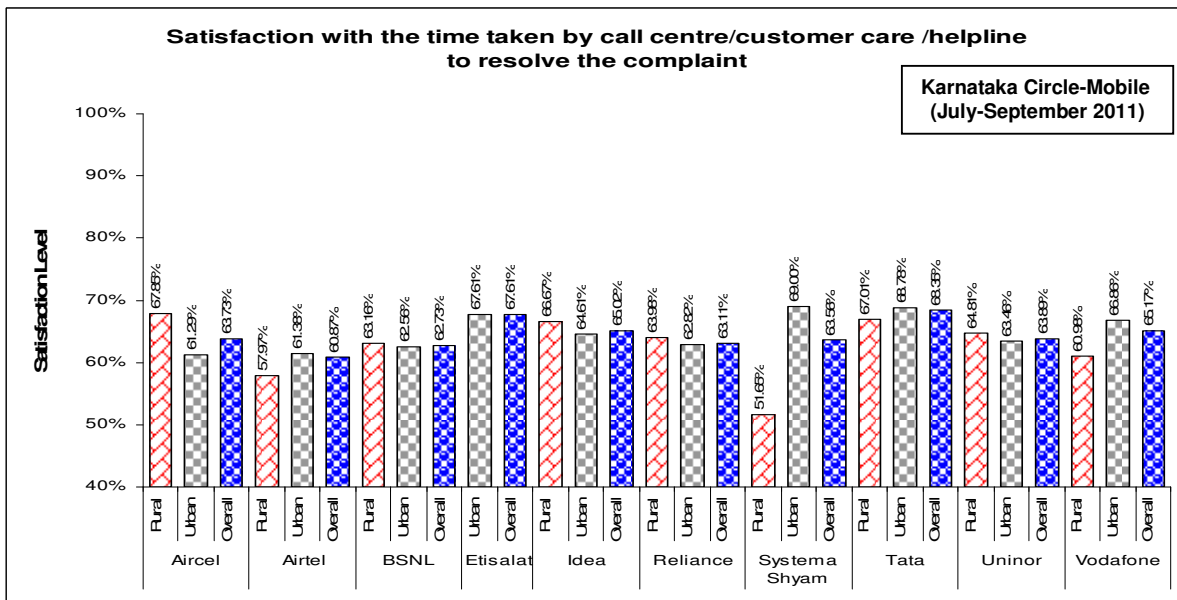
The satisfaction levels in terms of response time taken to answer a call by a customer care executive has been highest at 71 % for Reliance and least for Airtel at 62%.

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 Idea at 72% and is least for Airtel at 62 % 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 Tata at 68 % towards time taken by call centre /customer care executive to resolve a complaint and is least for Airtel at 60%.

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	71.20%	73.72%	66.77%	69.28%
	Urban	72.11%	69.11%	64.70%	61.87%
	Overall	71.84%	70.48%	65.31%	64.08%
Airtel	Rural	71.36%	62.63%	64.69%	61.31%
	Urban	69.40%	60.30%	61.62%	59.75%
	Overall	70.04%	61.06%	62.62%	60.26%
BSNL	Rural	74.21%	70.23%	77.67%	64.99%
	Urban	70.77%	69.88%	72.77%	63.24%
	Overall	71.79%	69.98%	74.23%	63.76%
Etisalat	Urban	67.78%	63.08%	72.10%	70.35%
	Overall	67.78%	71.93%	71.67%	70.70%
Idea	Rural	70.72%	63.08%	72.10%	70.35%
	Urban	73.20%	71.93%	71.67%	70.70%
	Overall	72.48%	69.38%	71.79%	70.60%
Reliance	Rural	75.64%	59.23%	61.37%	55.15%
	Urban	73.94%	64.44%	64.61%	58.37%
	Overall	74.46%	62.85%	63.63%	57.39%
Systema Shyam	Rural	59.73%	67.81%	67.60%	62.73%
	Urban	71.61%	68.41%	73.17%	65.83%
	Overall	68.04%	68.41%	73.17%	65.83%
Tata	Rural	71.13%	69.47%	73.83%	73.31%
	Urban	72.88%	74.22%	73.32%	74.93%
	Overall	72.35%	72.79%	73.48%	74.45%
Uninor	Rural	67.91%	64.80%	78.36%	64.60%
	Urban	67.95%	68.13%	72.51%	65.74%
	Overall	67.94%	67.13%	74.26%	65.40%
Vodafone	Rural	66.56%	80.10%	66.56%	68.23%
	Urban	68.34%	89.02%	71.02%	70.98%
	Overall	67.85%	86.55%	69.78%	70.22%

5.2.5 Maintainability

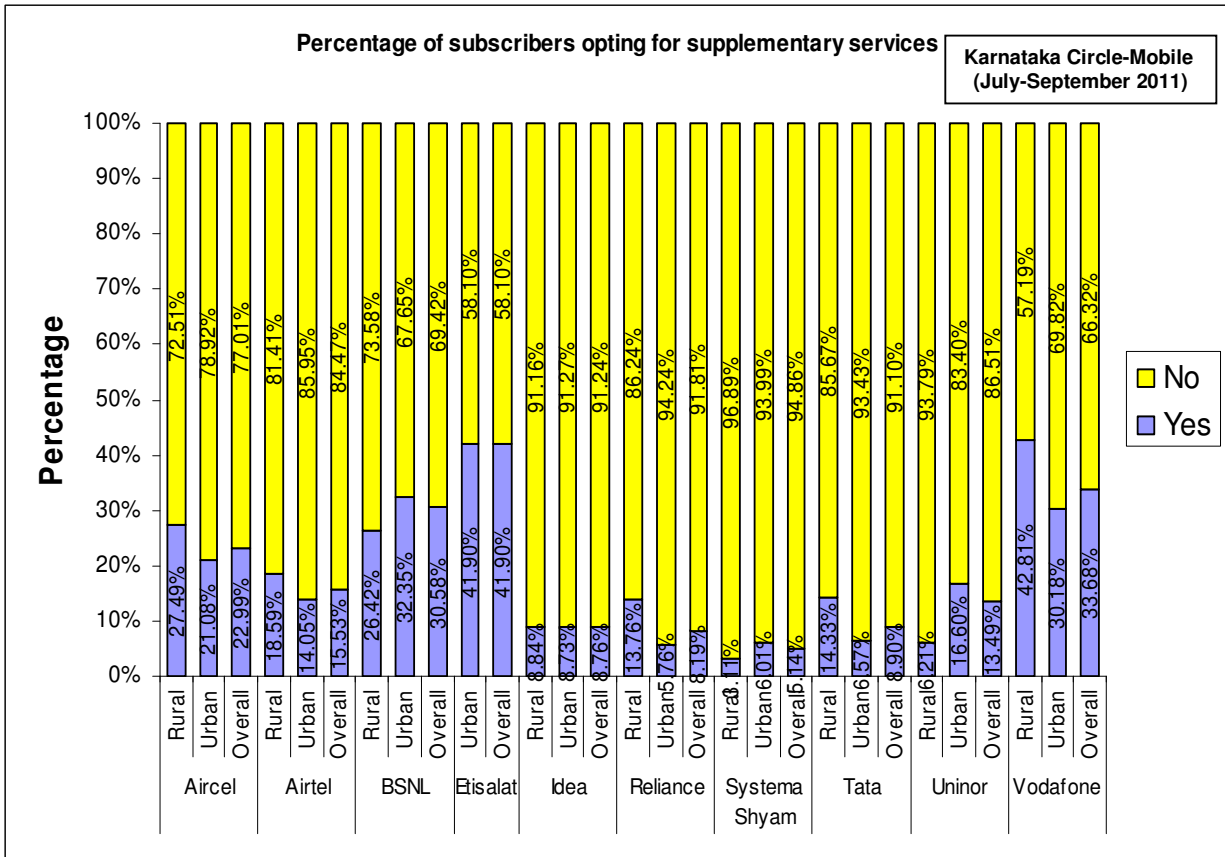
This aspect deals with the incidence of signal outages that the subscribers face with their telephone connections. It measures the level of satisfaction of users with the signal availability and the time taken for restoration of signal problems.

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	69.89%	72.31%	64.75%
	Urban	73.95%	72.45%	59.55%
	Overall	72.74%	72.41%	61.11%
Airtel	Rural	72.86%	63.47%	64.88%
	Urban	71.49%	61.44%	60.98%
	Overall	71.94%	62.10%	62.25%
BSNL	Rural	79.77%	68.03%	65.51%
	Urban	76.92%	65.29%	64.57%
	Overall	77.77%	66.10%	64.85%
Etisalat	Urban	77.28%	74.13%	70.44%
	Overall	77.28%	73.50%	70.32%
Idea	Rural	72.19%	74.13%	70.44%
	Urban	69.80%	73.50%	70.32%
	Overall	70.49%	73.68%	70.36%
Reliance	Rural	74.92%	61.16%	57.19%
	Urban	71.66%	64.03%	60.20%
	Overall	72.66%	63.16%	59.28%
Systema Shyam	Rural	66.25%	75.05%	67.29%
	Urban	71.52%	70.74%	66.36%
	Overall	69.93%	70.74%	66.36%
Tata	Rural	73.42%	72.27%	72.07%
	Urban	76.85%	74.71%	73.01%
	Overall	75.82%	73.98%	72.73%
Uninor	Rural	77.12%	67.70%	67.91%
	Urban	74.02%	69.37%	69.23%
	Overall	74.95%	68.87%	68.84%
Vodafone	Rural	71.98%	80.10%	66.04%
	Urban	75.25%	86.39%	72.77%
	Overall	74.34%	84.65%	70.91%

5.2.6 Supplementary Services

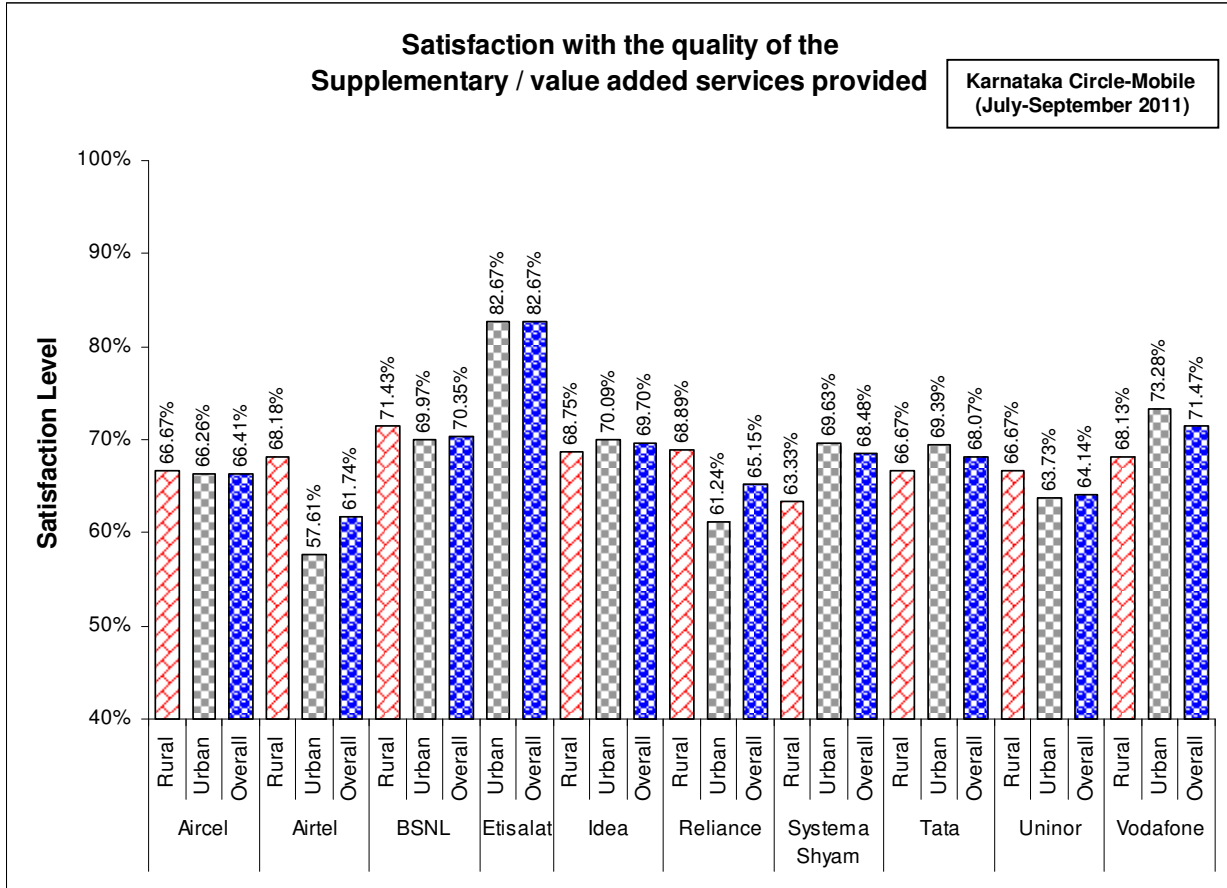
A. Percentage of Subscribers Opting For Supplementary Services



Majority of subscribers do not opt for supplementary services as per findings of this round of survey.

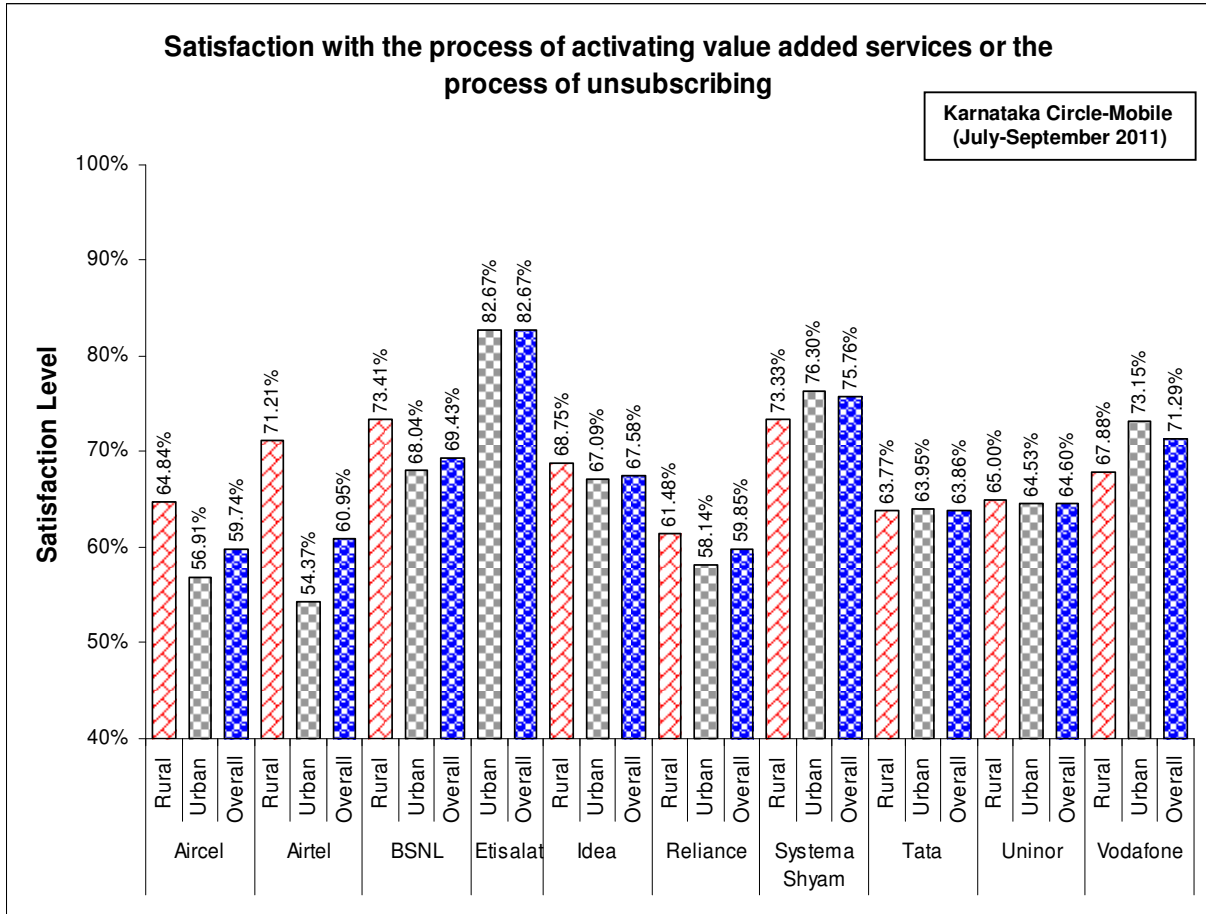
b. Percentage of Subscribers Satisfied With Supplementary Services

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



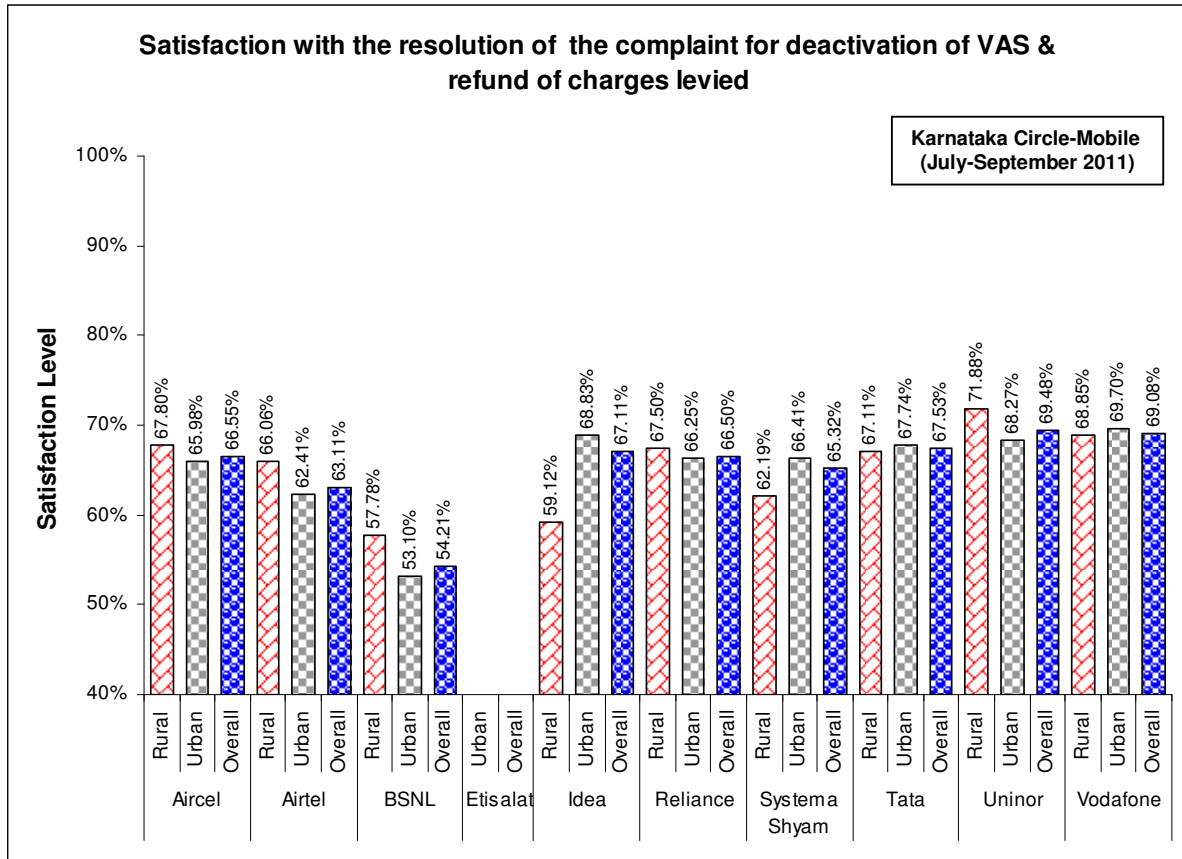
From among those subscribers who opt for supplementary/value added services satisfaction level has been the highest at 82% (Etisalat) and least at 61% (Airtel).

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 Etisalat at 82% and least at 59 % for Aircel and Reliance.

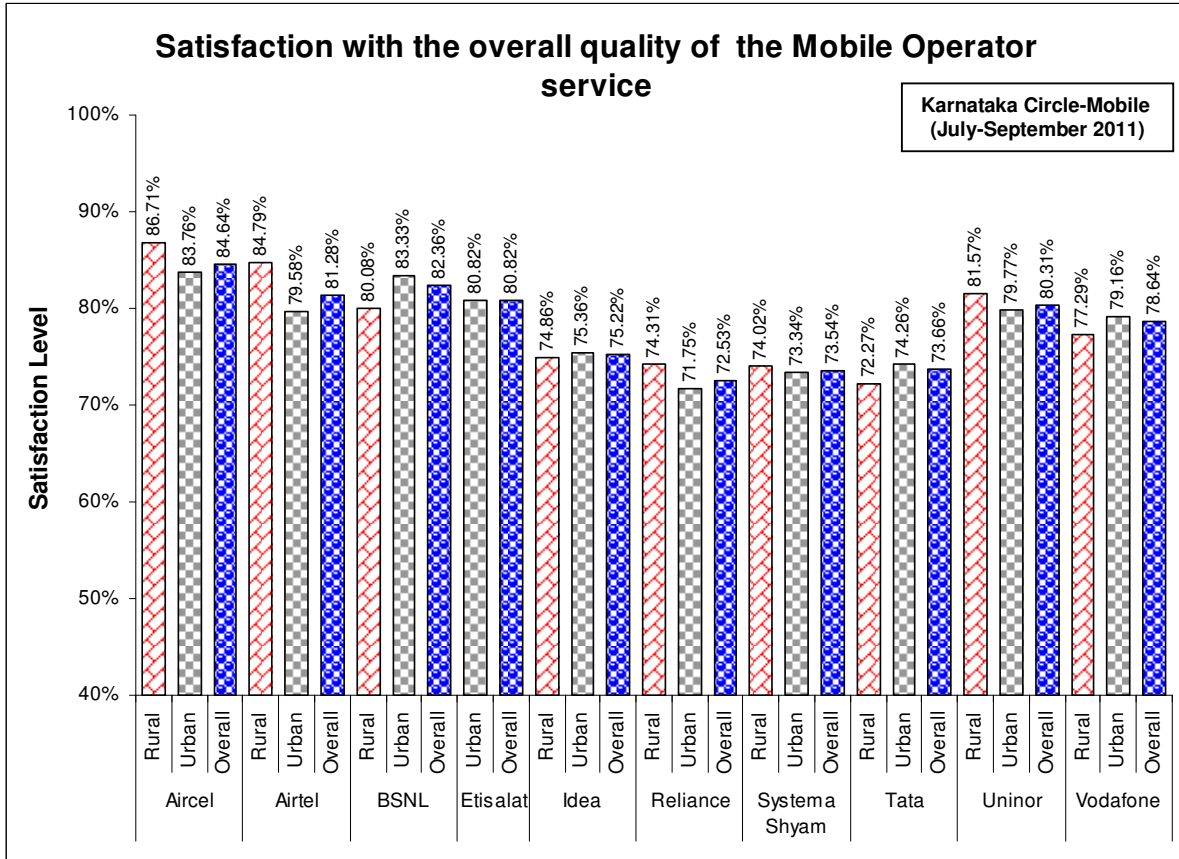
b3. Satisfaction with the resolution of the complaint for deactivation of VAS & refund of charges levied



Satisfaction level has been highest at 69% (Vodafone & Uninor), while it has been least at 54% (BSNL) 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 84 % for Aircel, followed by BSNL at 82 %, Airtel at 81 %. The least satisfaction with overall quality of service has been that of Reliance at 72 %.

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	92.45%	1.51%	1.51%
	Urban	78.02%	1.93%	0.64%
	Overall	82.33%	1.80%	0.90%
Airtel	Rural	91.83%	0.28%	0.00%
	Urban	93.59%	7.64%	6.96%
	Overall	93.01%	5.24%	4.69%
BSNL	Rural	89.62%	0.63%	0.00%
	Urban	83.56%	3.74%	0.00%
	Overall	85.37%	2.81%	0.00%
Etisalat	Urban	100.00%	0.28%	0.28%
	Overall	100.00%	6.05%	2.80%
Idea	Rural	76.52%	0.28%	0.28%
	Urban	76.48%	6.05%	2.80%
	Overall	76.49%	4.38%	2.07%
Reliance	Rural	83.18%	2.45%	1.83%
	Urban	84.20%	5.62%	4.69%
	Overall	83.89%	4.66%	3.82%
Systema Shyam	Rural	58.07%	3.73%	3.11%
	Urban	62.48%	5.23%	3.73%
	Overall	61.16%	5.23%	3.73%
Tata	Rural	81.62%	0.62%	0.62%
	Urban	72.65%	4.16%	3.35%
	Overall	75.35%	3.09%	2.53%
Uninor	Rural	97.20%	7.14%	6.83%
	Urban	94.69%	3.19%	2.12%
	Overall	95.44%	4.37%	3.53%
Vodafone	Rural	79.38%	6.88%	2.50%
	Urban	89.58%	0.60%	0.24%
	Overall	86.75%	2.34%	0.87%

As can be noticed from above analysis, majority subscribers (61% of Systema Shyam to 100% of Etisalat) 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.

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

As a next stage, around 9% of Aircel subscribers to 51% of Vodafone subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 7% to 100% 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. BSNL's (15%) to Vodafone's (93%) subscribers are informed by respective call centres about the action taken on the complaint.

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	9.97%	90.03%	12.12%	30.30%	18.18%	30.30%	9.09%	33.33%	66.67%
	Urban	7.97%	92.03%	4.84%	51.61%	19.35%	14.52%	9.68%	69.35%	30.65%
	Overall	8.57%	91.43%	7.37%	44.21%	18.95%	20.00%	9.47%	56.84%	43.16%
Airtel	Rural	15.49%	84.51%	27.27%	63.64%	5.45%	3.64%	0.00%	72.73%	27.27%
	Urban	51.02%	48.98%	77.54%	16.31%	1.34%	2.94%	1.87%	23.26%	76.74%
	Overall	39.43%	60.57%	71.10%	22.38%	1.86%	3.03%	1.63%	29.60%	70.40%
BSNL	Rural	23.58%	76.42%	86.67%	6.67%	4.00%	2.67%	0.00%	17.33%	82.67%
	Urban	29.55%	70.45%	82.81%	10.86%	3.17%	3.17%	0.00%	15.38%	84.62%
	Overall	27.77%	72.23%	83.78%	9.80%	3.38%	3.04%	0.00%	15.88%	84.12%
Etisalat	Urban	48.60%	51.40%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Idea	Rural	5.80%	94.20%	14.29%	61.90%	9.52%	9.52%	4.76%	76.19%	23.81%
	Urban	24.41%	75.59%	6.88%	30.28%	24.31%	38.53%	0.00%	32.11%	67.89%
	Overall	19.04%	80.96%	7.53%	33.05%	23.01%	35.98%	0.42%	35.98%	64.02%

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

Reliance	Rural	18.96%	81.04%	66.13%	8.06%	9.68%	12.90%	3.23%	33.87%	66.13%
	Urban	51.14%	48.86%	66.75%	7.07%	6.28%	19.90%	0.00%	15.18%	84.82%
	Overall	41.34%	58.66%	66.67%	7.21%	6.76%	18.92%	0.45%	17.79%	82.21%
Systema Shyam	Rural	49.07%	50.93%	43.04%	24.05%	10.76%	20.89%	1.27%	14.56%	85.44%
	Urban	49.53%	50.47%	83.29%	6.74%	4.58%	3.50%	1.89%	37.20%	62.80%
	Overall	49.39%	50.61%	71.27%	11.91%	6.43%	8.70%	1.70%	30.43%	69.57%
Tata	Rural	8.10%	91.90%	11.54%	53.85%	19.23%	15.38%	0.00%	69.23%	30.77%
	Urban	23.73%	76.27%	54.80%	27.68%	9.04%	6.78%	1.69%	61.02%	38.98%
	Overall	19.03%	80.97%	49.26%	31.03%	10.34%	7.88%	1.48%	62.07%	37.93%
Uninor	Rural	53.42%	46.58%	24.42%	11.63%	29.07%	34.88%	0.00%	37.21%	62.79%
	Urban	45.68%	54.32%	21.22%	11.34%	29.07%	37.79%	0.58%	36.92%	63.08%
	Overall	48.00%	52.00%	22.29%	11.43%	29.07%	36.82%	0.39%	37.02%	62.98%
Vodafone	Rural	41.56%	58.44%	70.68%	6.77%	10.53%	8.27%	3.76%	83.46%	16.54%
	Urban	55.45%	44.55%	96.98%	1.94%	0.43%	0.65%	0.00%	96.54%	3.46%
	Overall	51.60%	48.40%	91.11%	3.02%	2.68%	2.35%	0.84%	93.62%	6.38%

5.2.9 Registering for Non Receipt of Telemarketing Call/SMS

Stage I: In the present round of survey almost 20 % of Etisalat subscribers to 56 % of Vodafone subscribers are aware of registering their mobile number with respective service operator for not receiving any unwanted tele-marketing call and SMS. Only 10% BSNL and 88% Systema Shyam subscribers have registered their mobile with respective service providers for the same.

Stage II: In spite of registering, over 11% of Aircel's, 20 % of Airtel, 20% of BSNL, 52% of Tata, 60% of Vodafone subscribers are still receiving the unwanted calls.

Stage III: At the next stage of process, over 91 % of Airtel, 83% of BSNL, 80% Vodafone 78% of Idea and 76% Reliance 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 11 % (Airtel) to 33% (Vodafone) subscribers complaints were registered by respective service providers and were informed about the action taken and 22% (Vodafone) to 84% (Airtel) were not informed about the action taken. On the other hand only 3%(Airtel) to 43% Tata subscribers request for registering the complaint was refused and only 0.4% (Airtel) to 28 % (System Shyam) subscribers found it difficult to lodge the complaint.

5.2.10 Mobile Number Portability

Almost around 21% (Idea) to 71% (Vodafone) 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 4% (Vodafone) to 48 % (Idea) subscribers have utilized SMS based mechanism for getting unique porting code and majority of them received Unique Porting Code within 5 to 10 minutes or after 10 minutes except 69% (Aircel), 59% Reliance and 53% of Tata subscribers who never received Unique Porting Code.

The two points of very satisfied and satisfied scored highest among subscribers across all operators.

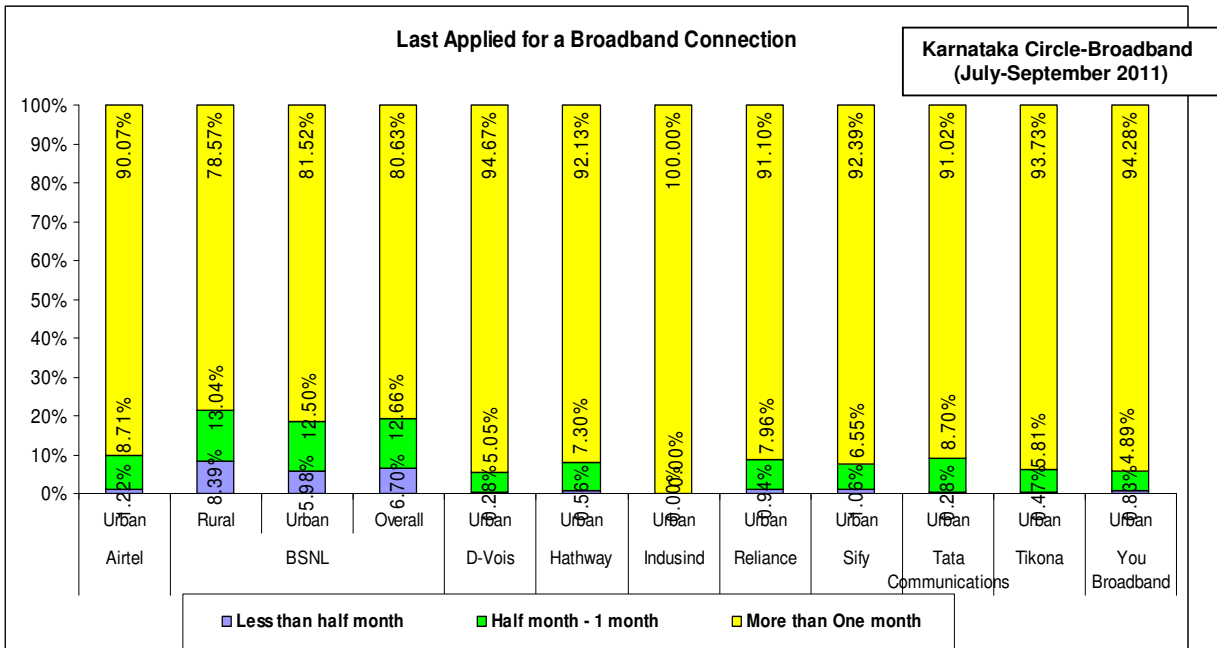
5.2.11 Overall Rating

Based on weighted average of rating of various service providers, Airtel scored highest, followed by Aircel, BSNL, Vodafone, Idea and Tata.

5.3 Detailed Findings – Broadband Services

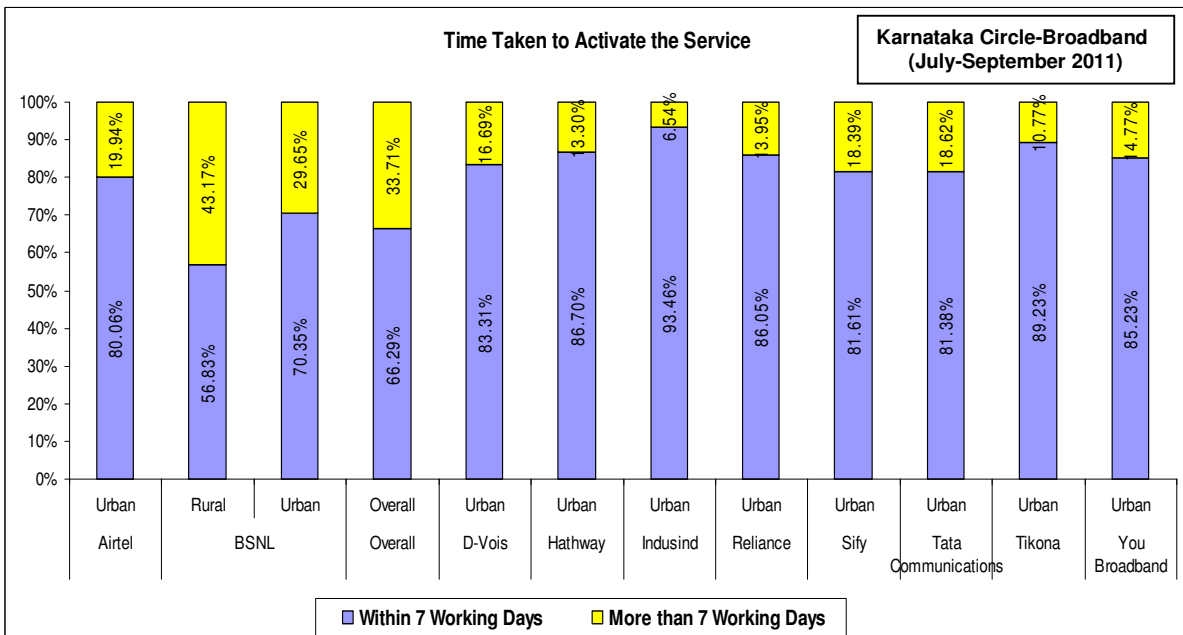
5.3.1 Service Provision

a. Last Applied for Broadband Connection



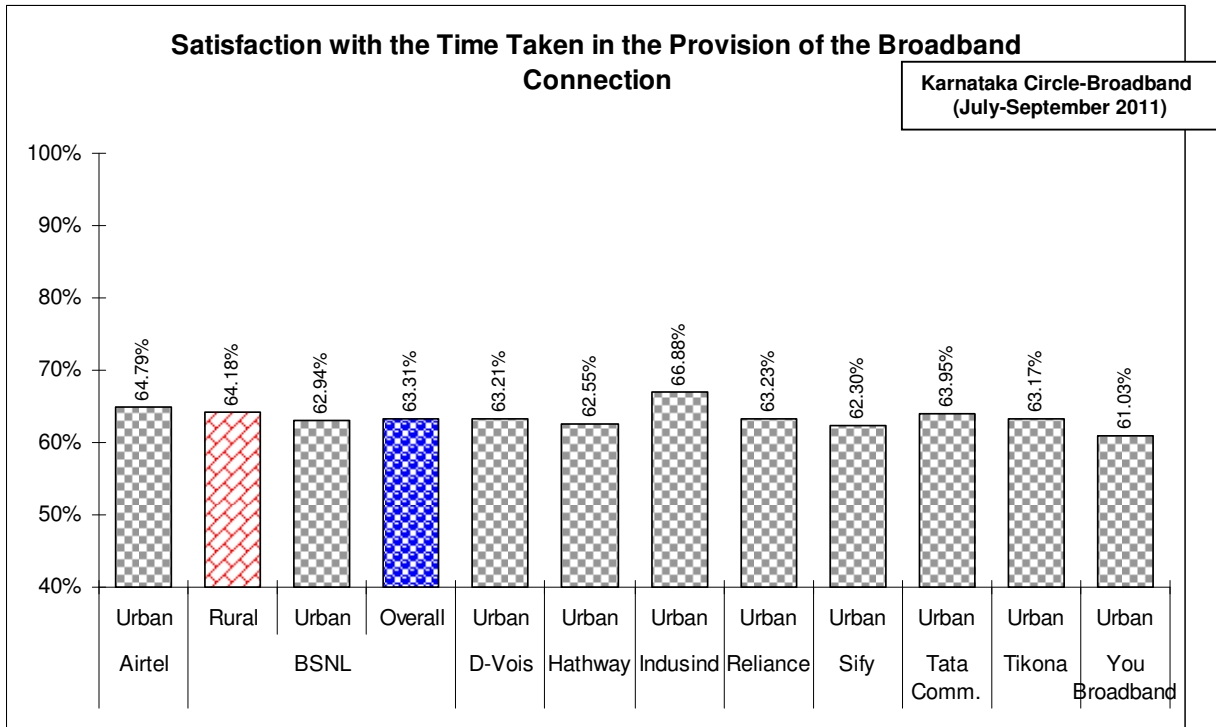
Over 80% of subscribers from across all operators had last applied for broadband connection more than a month ago in the present round of survey.

b. Time Taken to Activate the Service



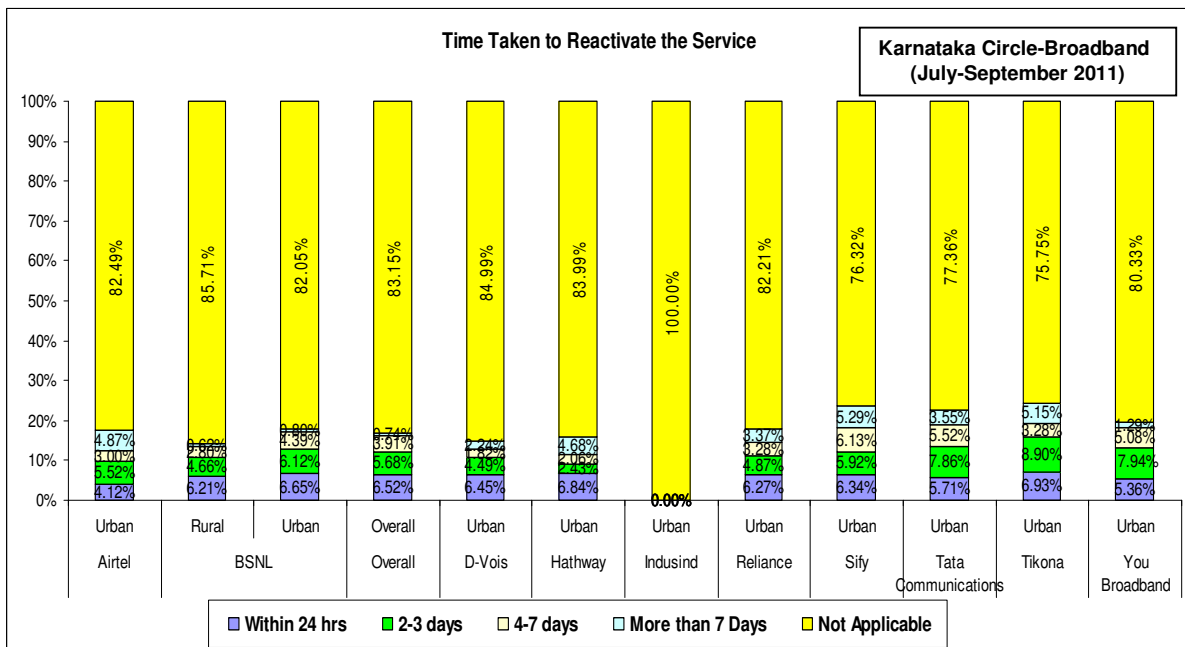
All operators have activated the service for majority of their subscribers within 7 days

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



Overall satisfaction levels of subscribers varied from 61% (You Broadband) to 66% (Indusind) in provisioning of their broad band connection.

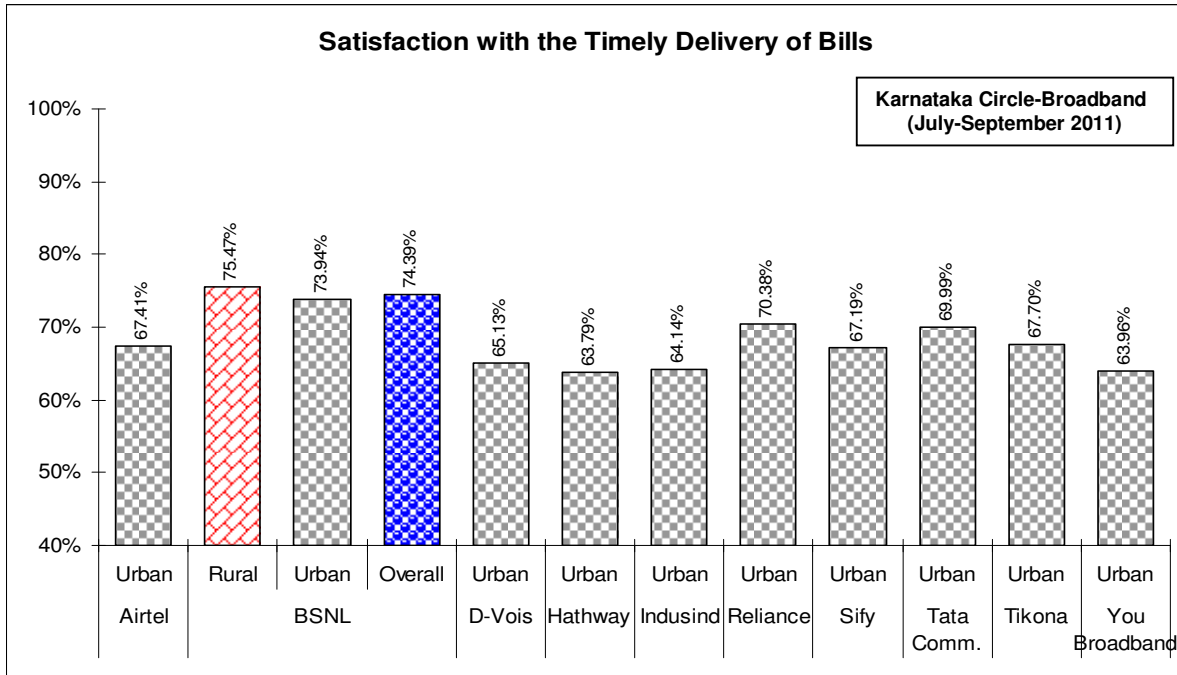
d. Time Taken to Reactivate the Service



The connection was restored after temporary suspension for majority of subscribers across all operators within 2 to 3 days only

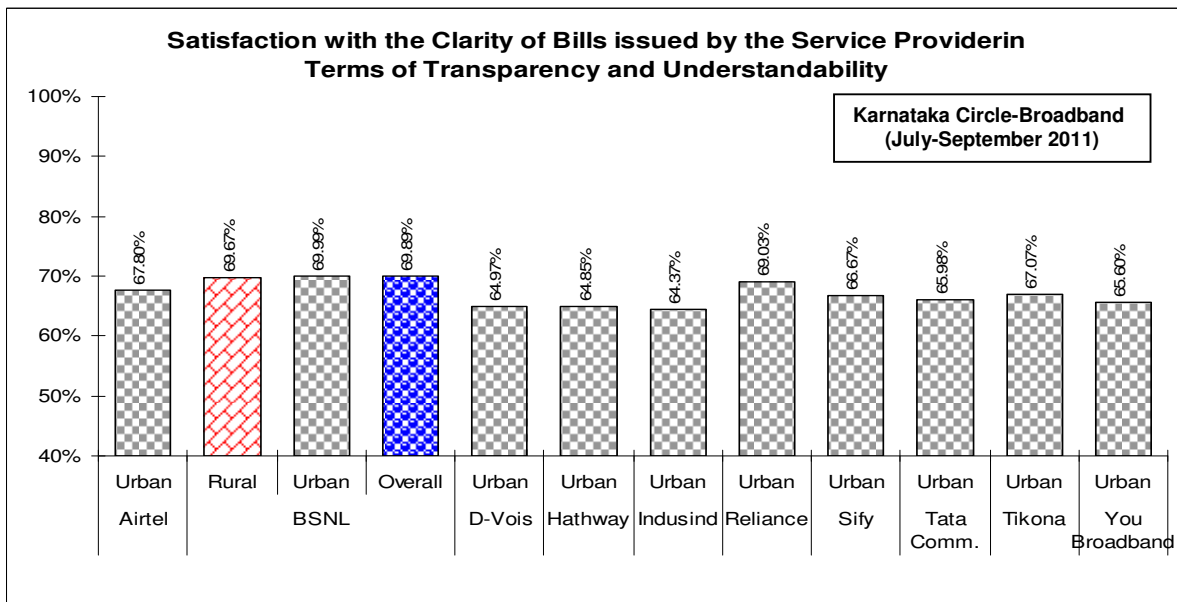
5.3.2 Billing Performance

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



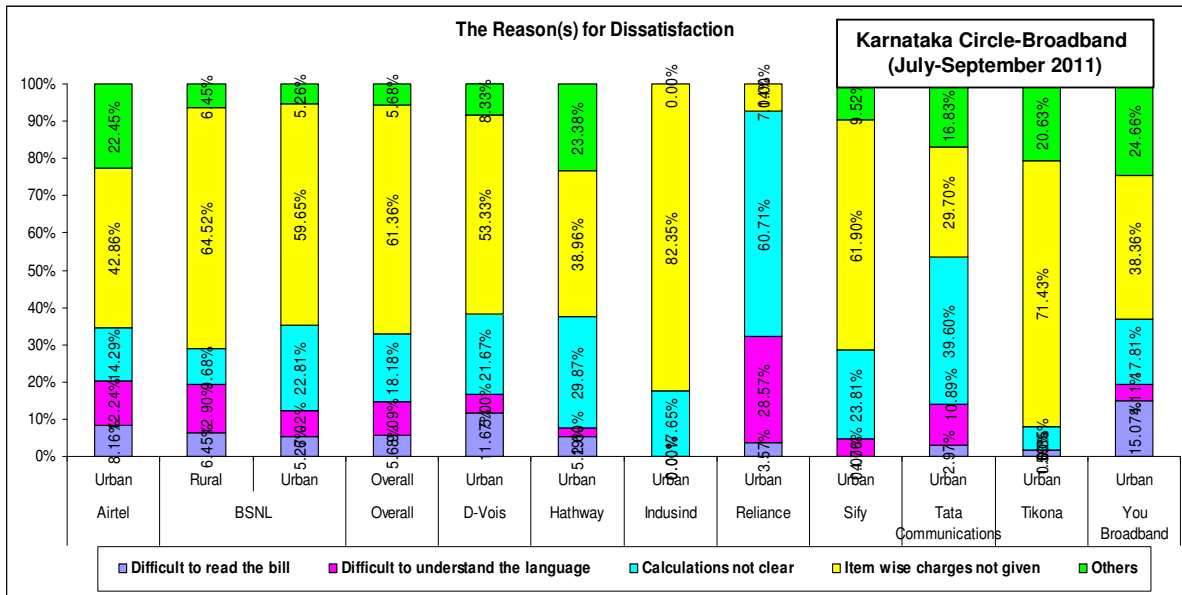
The satisfaction levels of subscribers ranged from 63% (You broadband) to over 74% (BSNL) in terms of timely delivery of bills

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



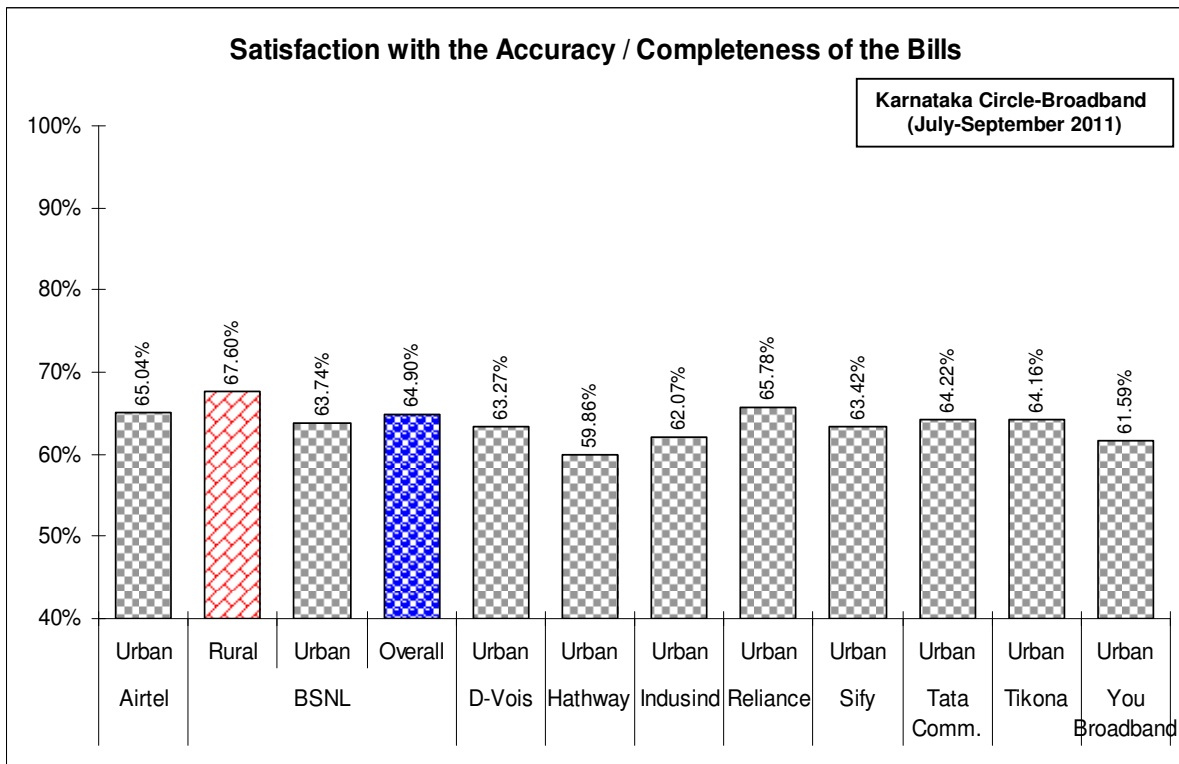
BSNL Subscribers Satisfaction level was highest at 69%, while Indusind 's was lowest at 64% in terms of clarity of bills when it came to transparency and understandability.

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



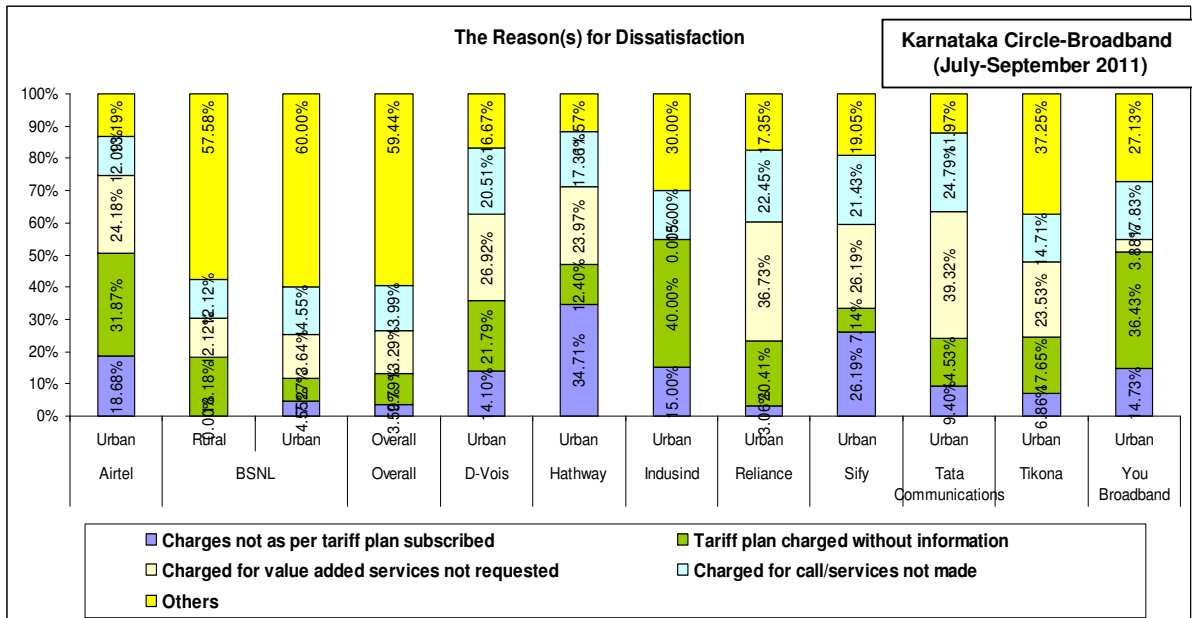
The major reason of dissatisfaction of subscribers in this round of survey was item wise charges not given in the bills.

d. Satisfaction with the Accuracy / Completeness of the Bills



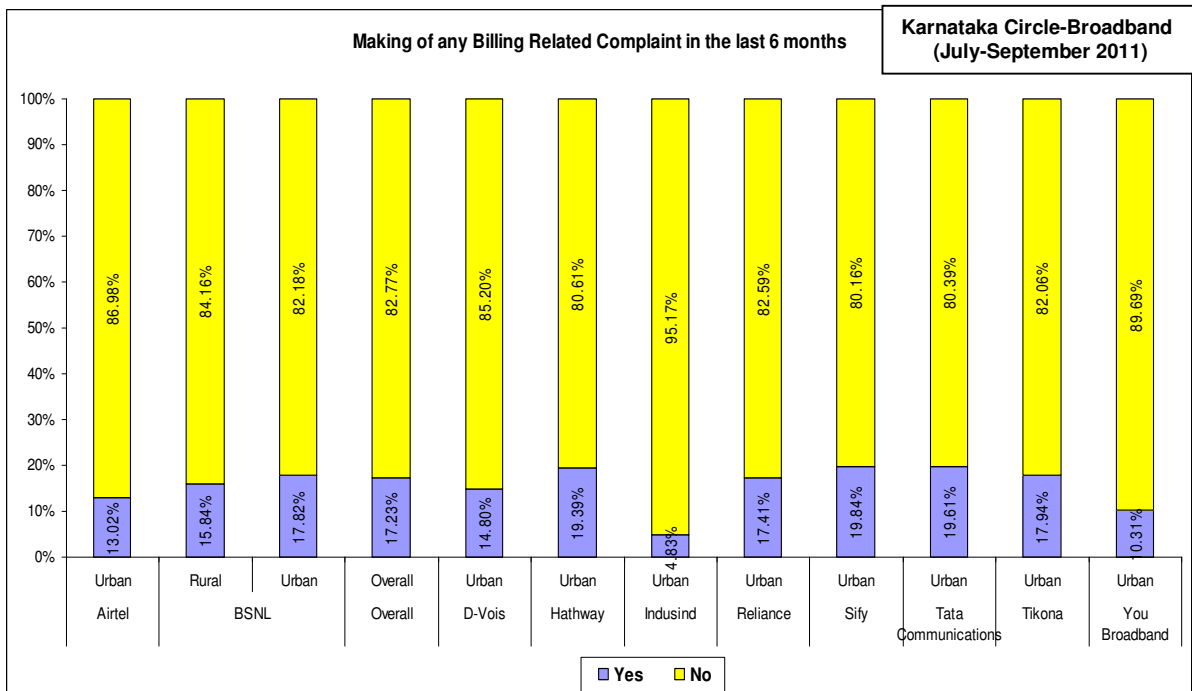
Hathway scored lowest subscribers satisfaction level of 59%, while Reliance scored highest at 65% in terms of accuracy/completeness of bills.

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



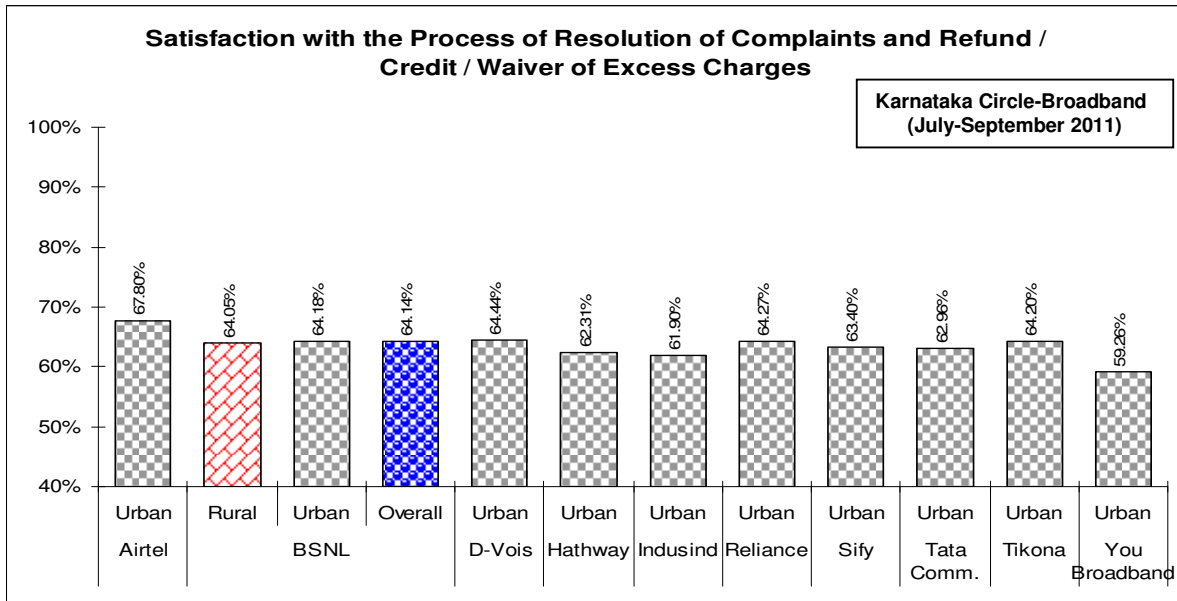
The two major reasons which emerged for dissatisfaction with respect to accuracy and completeness of bills, were 1) Tariff plan changed without information and 2) Subscribers being charged for value added services not requested

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



Over 80% subscribers of all operators have not made any billing related complaints in the last six months.

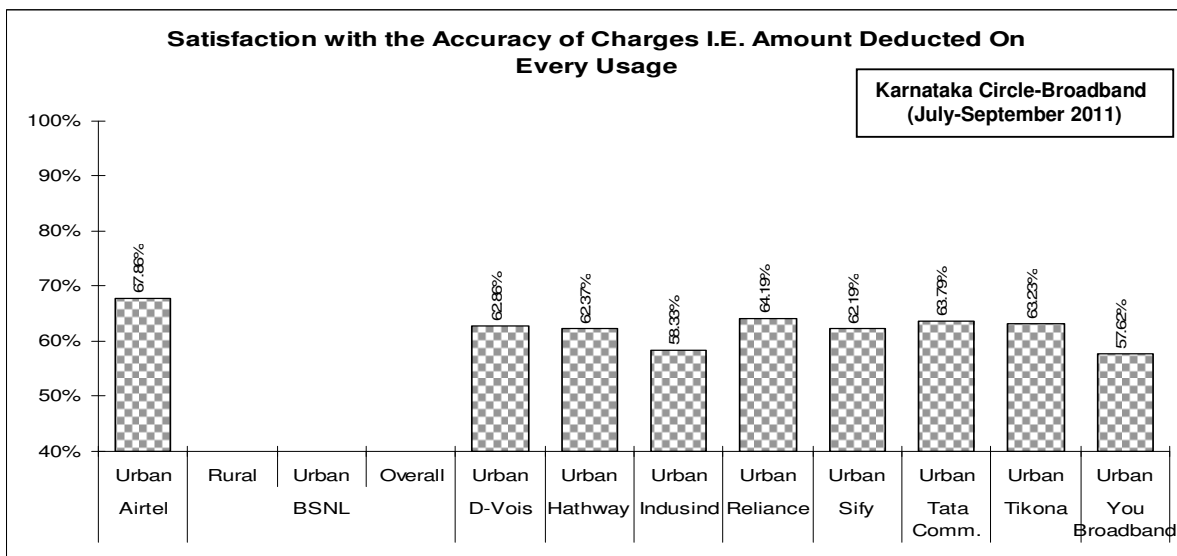
g. Satisfaction with the Process of Resolution of Complaints and Refund / Credit / Waiver of Excess Charges



The satisfaction level of subscribers of Airtel (67%), BSNL, D-Vois, Tikona, Reliance (64%), Hathway (62%), has been good in terms of process of resolution of complaints and refund of excess charges if levied.

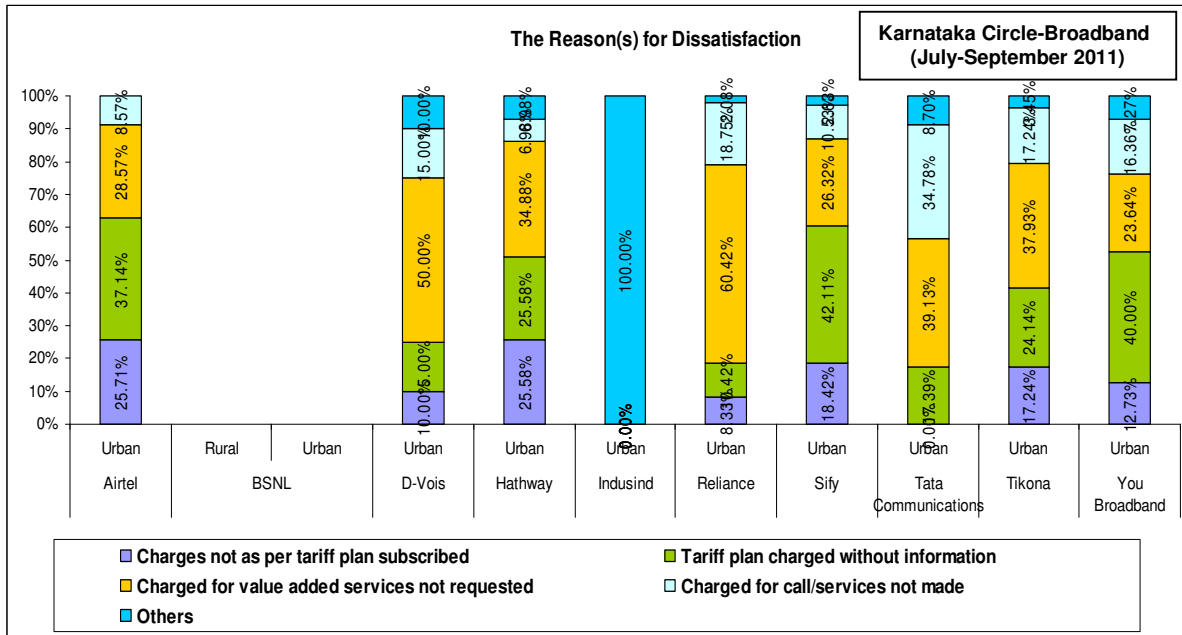
Prepaid Customers

h. Satisfaction with the Accuracy of Charges I.E. Amount Deducted On Every Usage



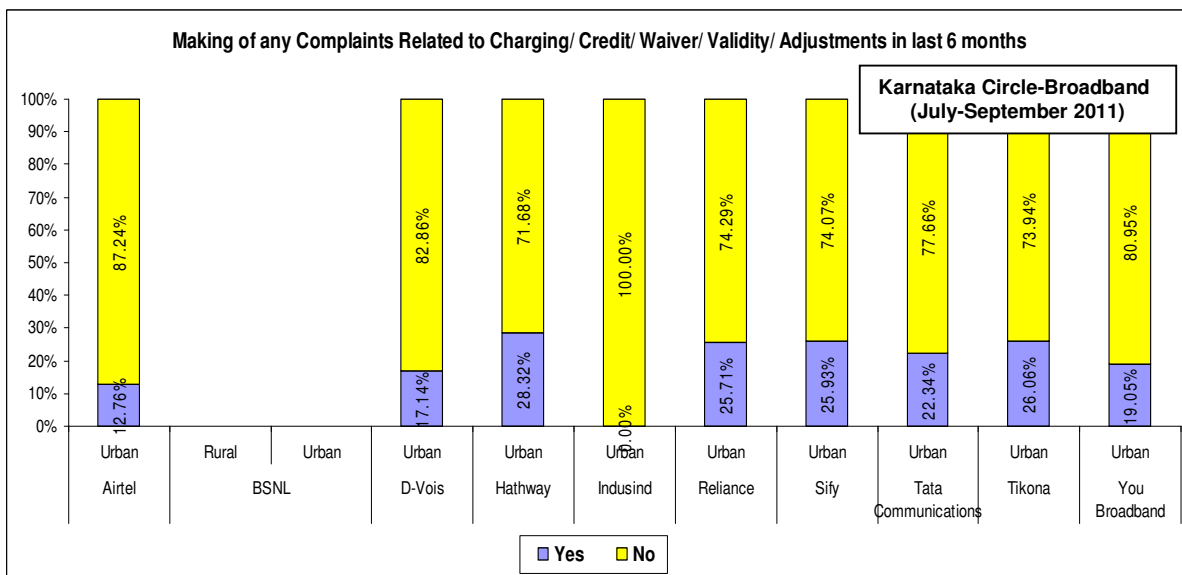
Over 67% Airtel, 64 % Reliance & 62% Hathway subscribers are satisfied with accuracy of charges being deducted on every usage by respective operators.

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



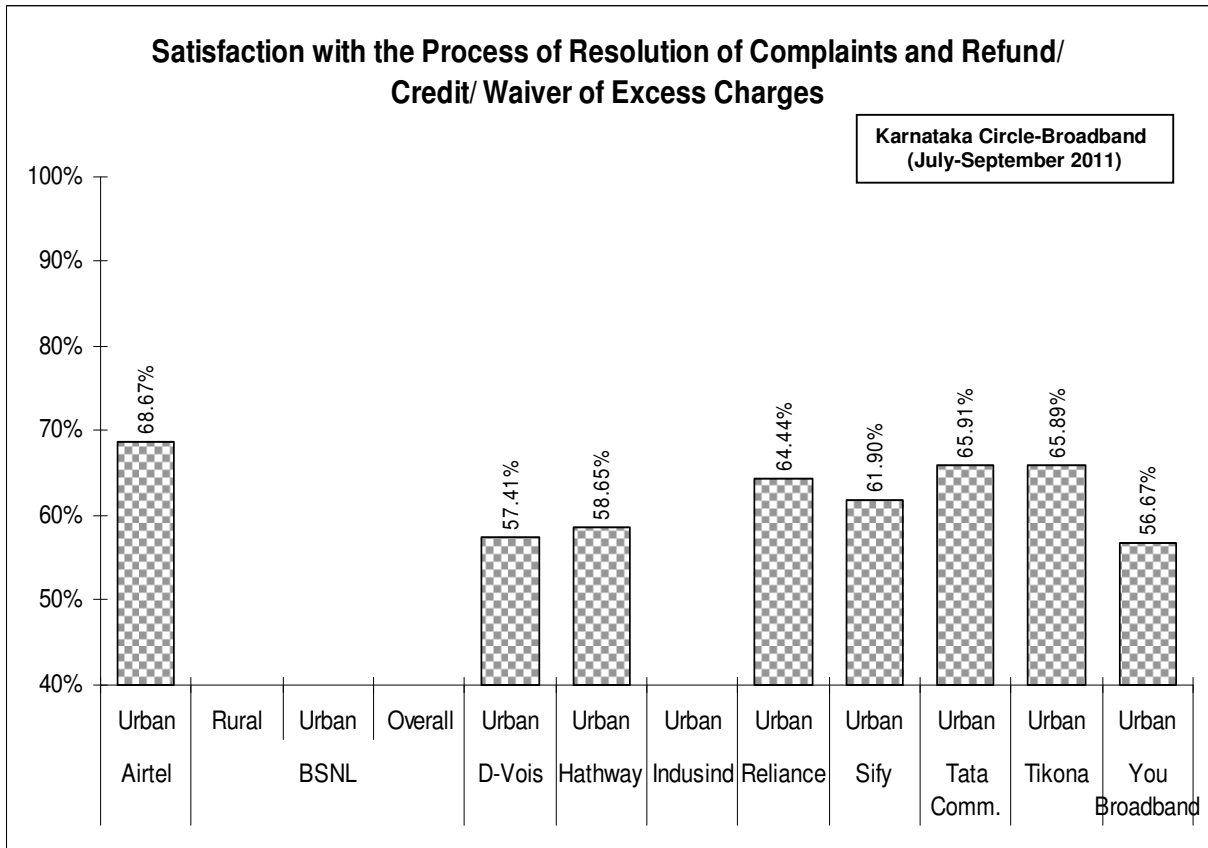
The three major reasons for subscribers across various operators dissatisfaction in terms of accuracy of charges deducted are 1) Charged for value added service not requested 2) Charges not as per tariff plan and 3) Tariff plan changed without information

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



Over 70% subscribers of all operators had not made complaints related to adjustments in last six months

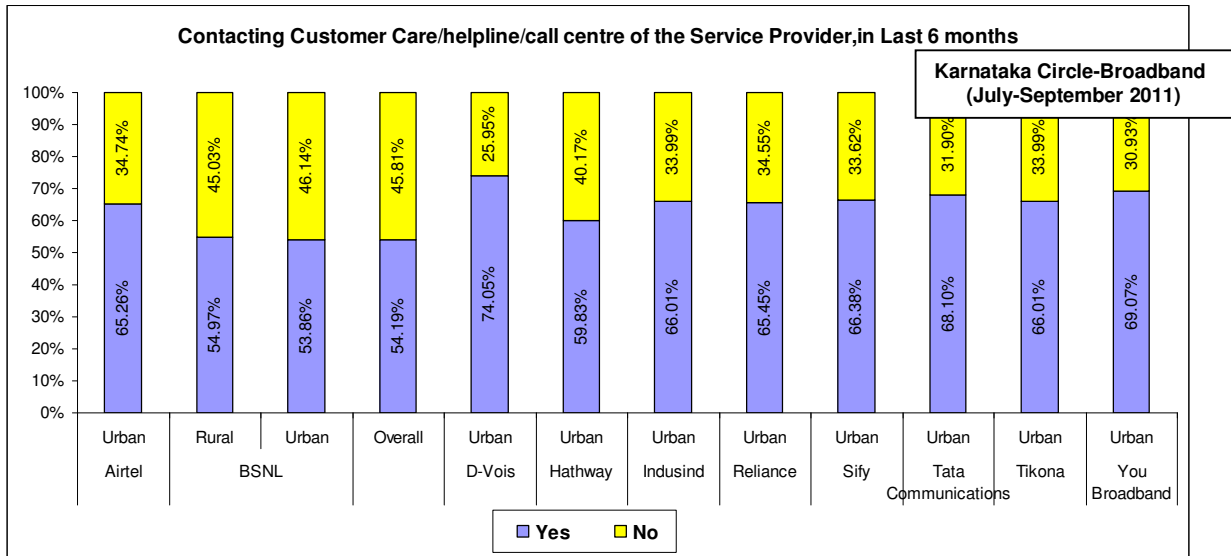
k. Satisfaction with the Process of Resolution of Complaints and Refund/ Credit/ Waiver of Excess Charges



The satisfaction level of over 56% 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

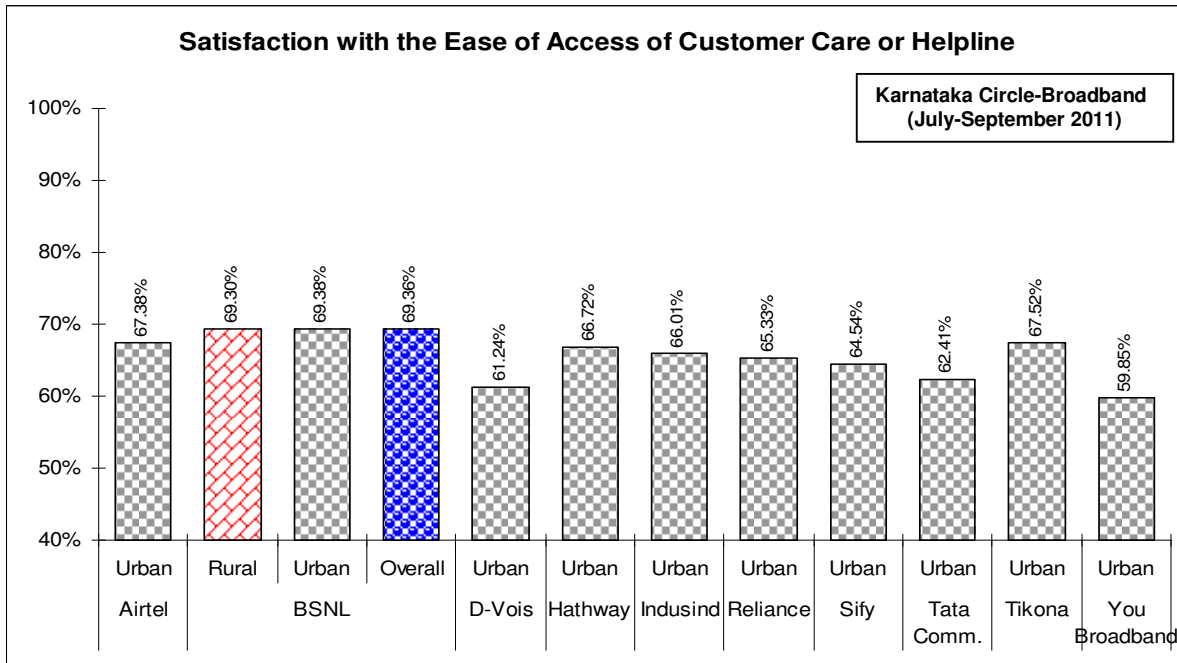
5.3.3 Help Services

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



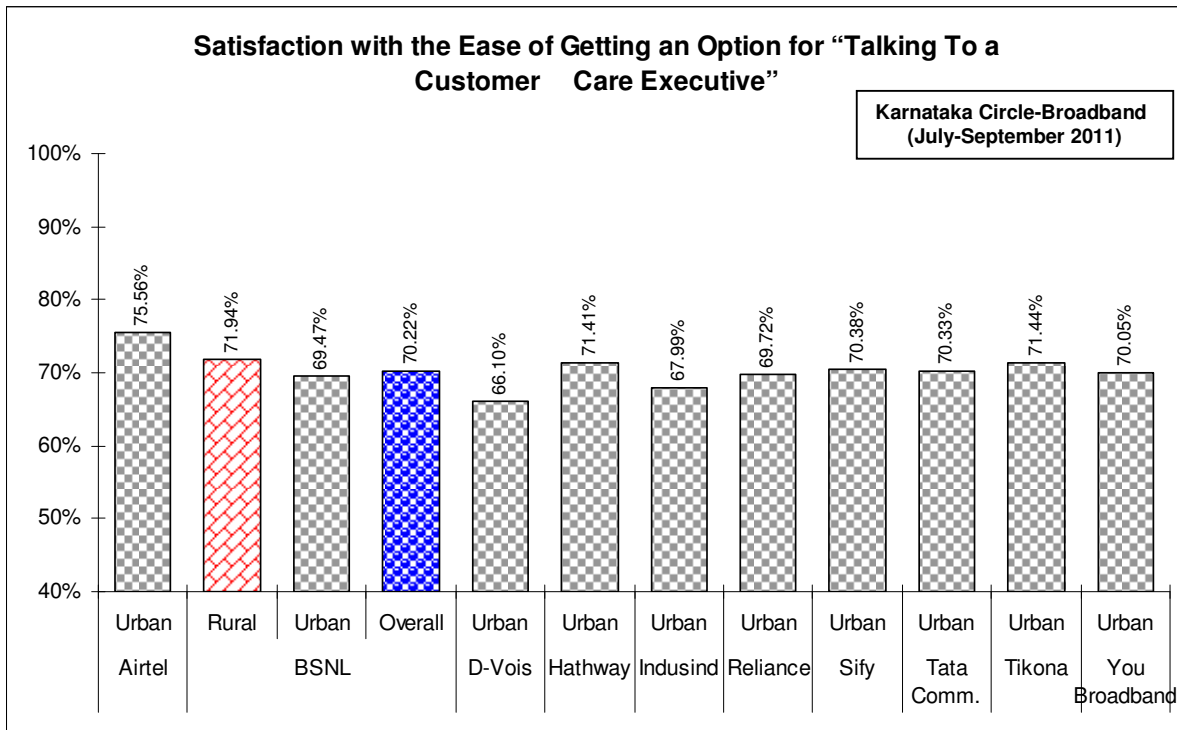
Almost over 54% subscribers across all operators have contacted their respective operator's customer care/ help lines during the last six months.

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



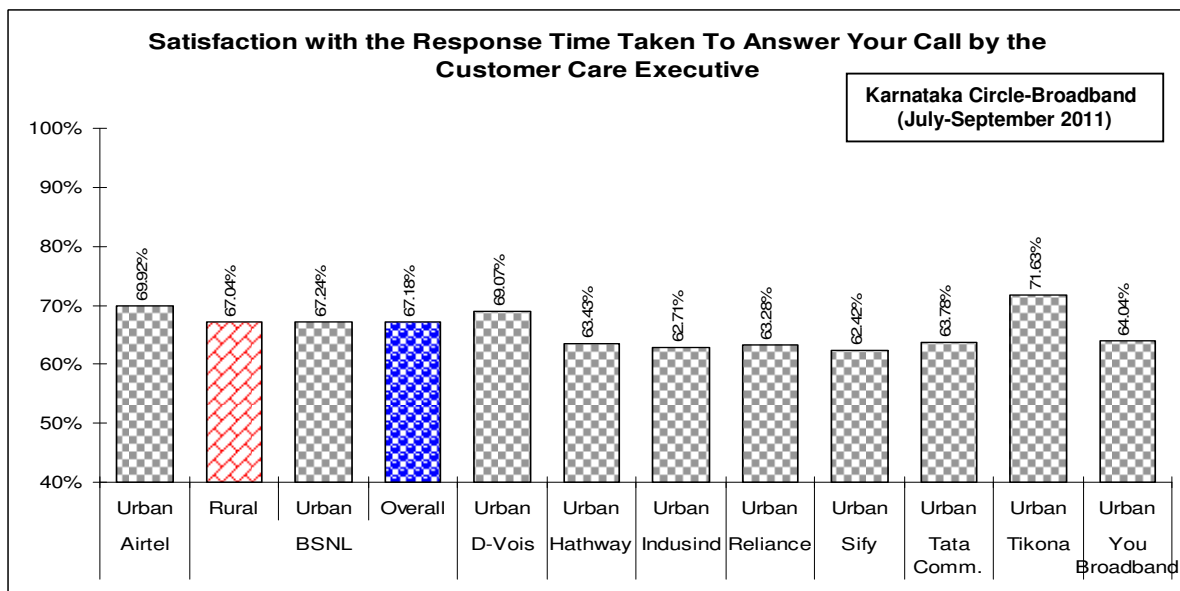
The satisfaction level of subscribers across all operators has been over 60% in terms of ease of access of customer care/helpline numbers as most of them expressed very satisfied and satisfied

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



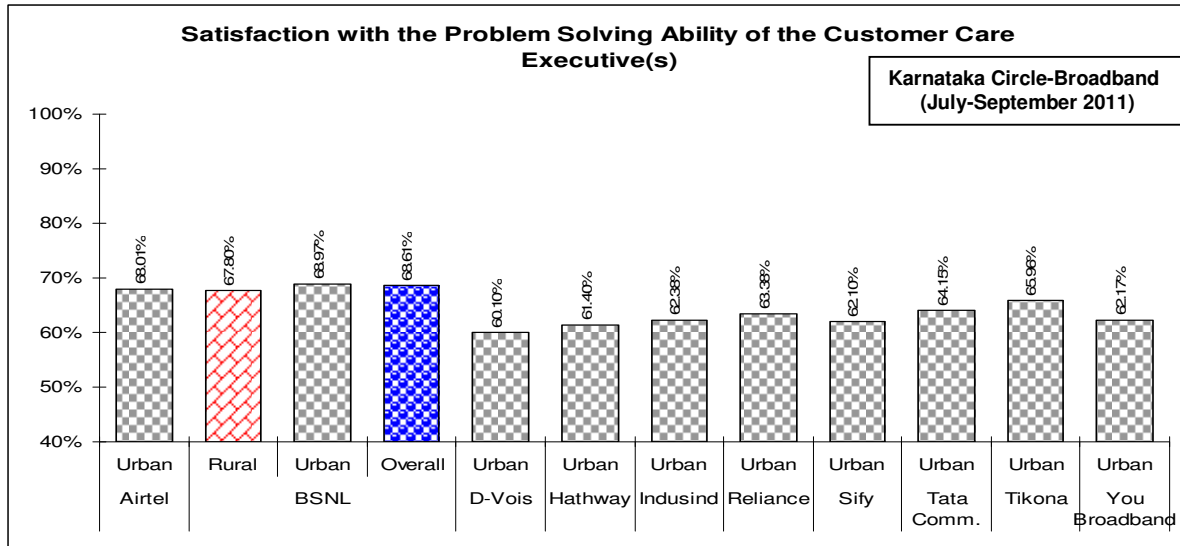
Subscribers have expressed either being very satisfied or satisfied with the ease of getting an option for talking to a customer care executive. The satisfaction level of Airtel is 75% while that of Hathway and Reliance subscribers is nearly 70 %.

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



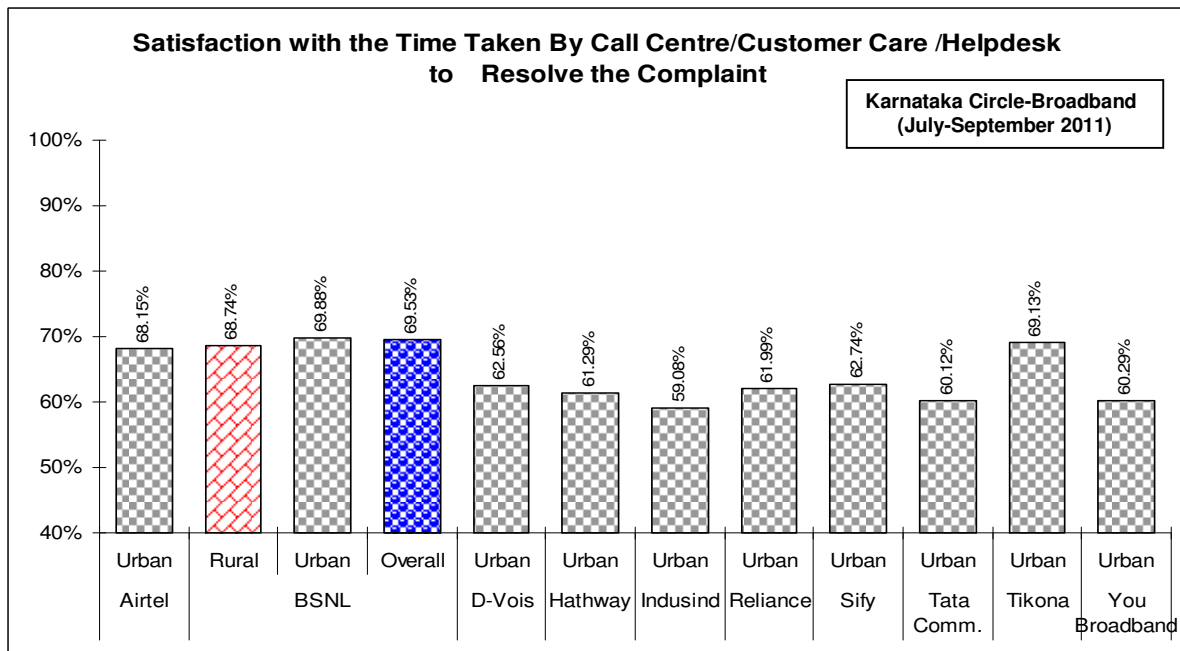
Majority of subscribers across all operators have opined either very satisfied or satisfied with response time taken to answer the call by customer care executive. The overall satisfaction of all subscribers is over 57%.

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 60 %.

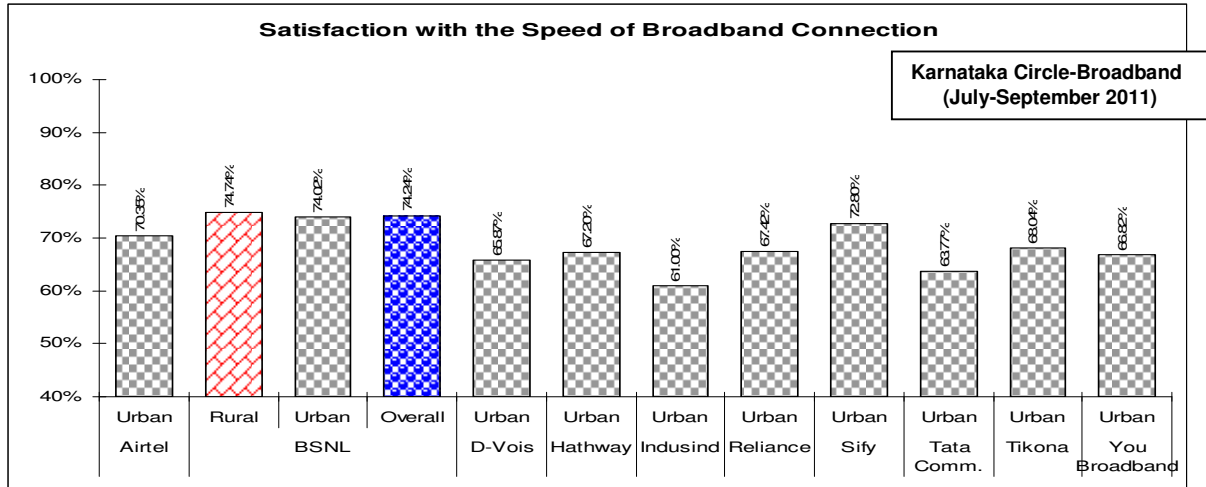
f. Satisfaction with the Time Taken By Call Centre/Customer Care /Helpdesk to Resolve the Complaint



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 60 %.

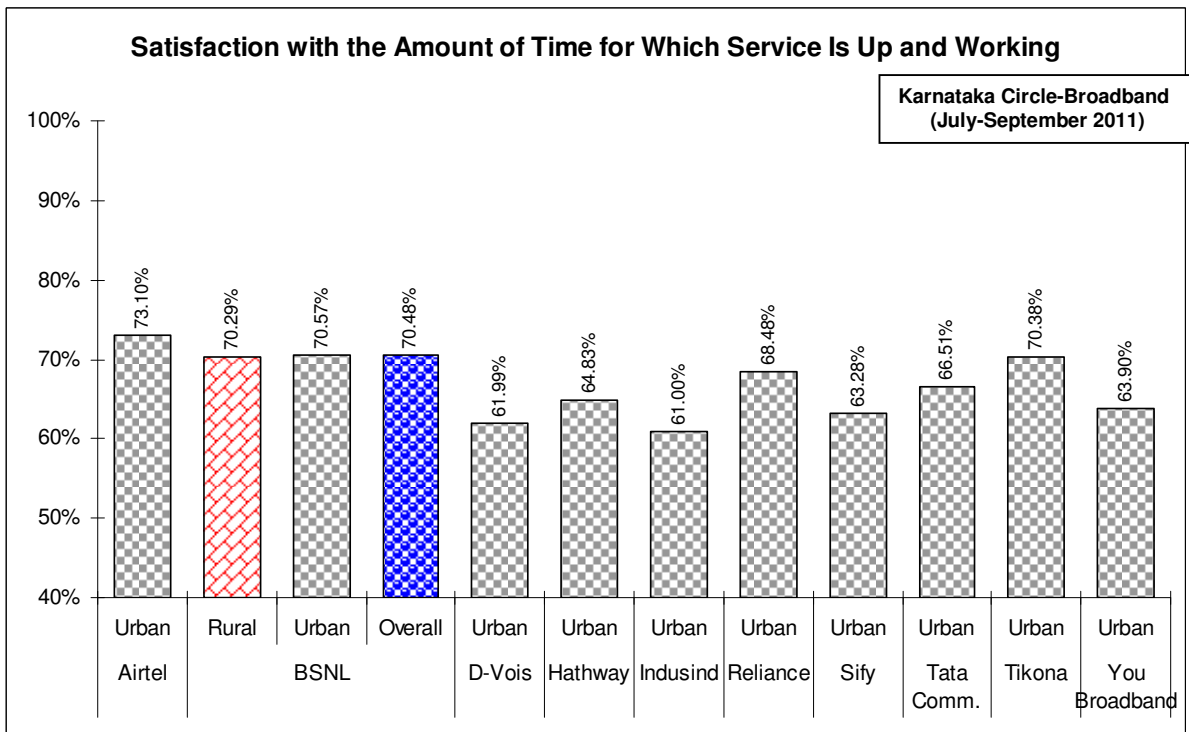
5.3.4 Network Performance, Reliability and Availability

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 60%.

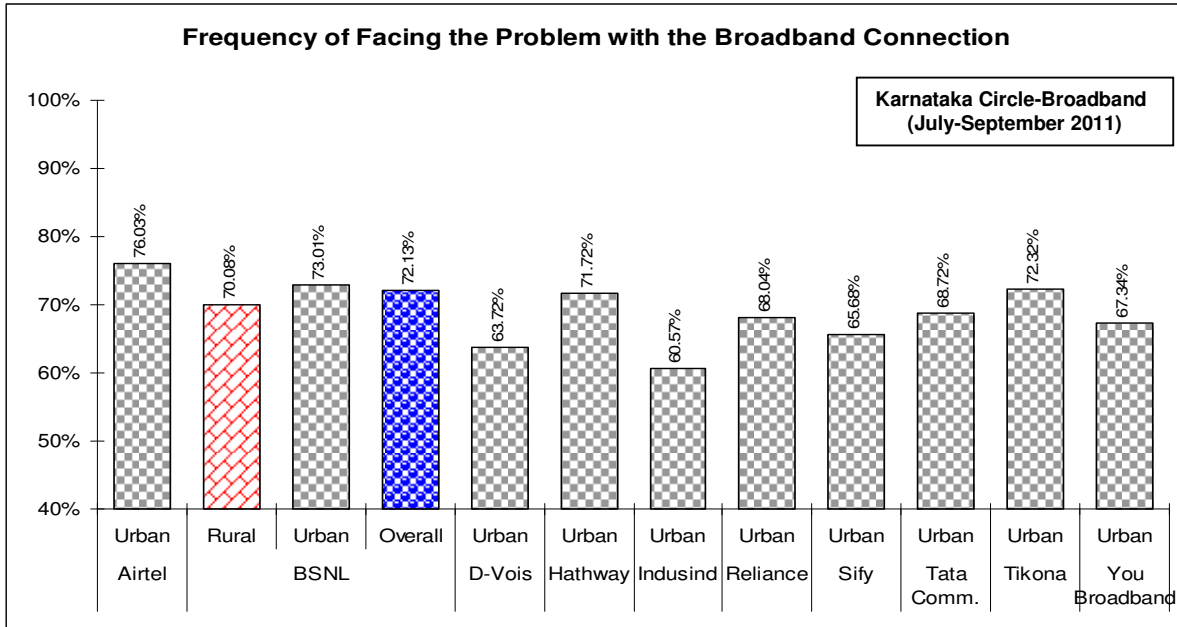
b. Satisfaction with the Amount of Time for Which Service Is Up and Working



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 60 % across all operators in the present round of survey.

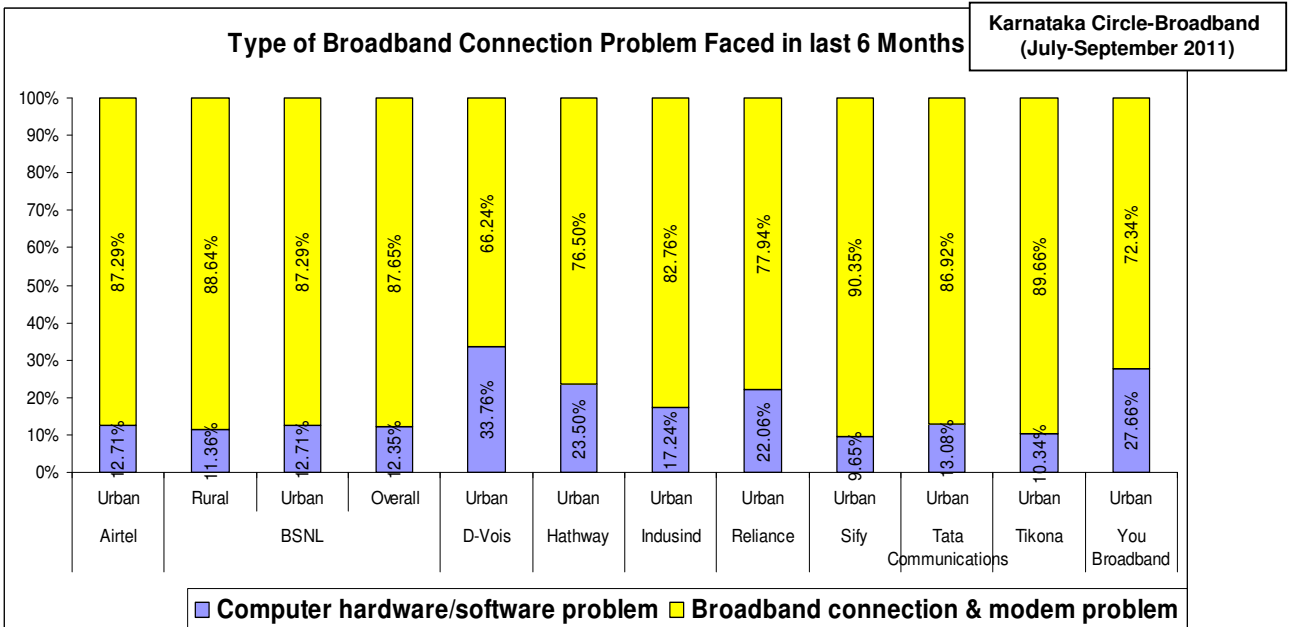
5.3.5 Maintainability

a. Frequency of Facing the Problem with the Broadband Connection



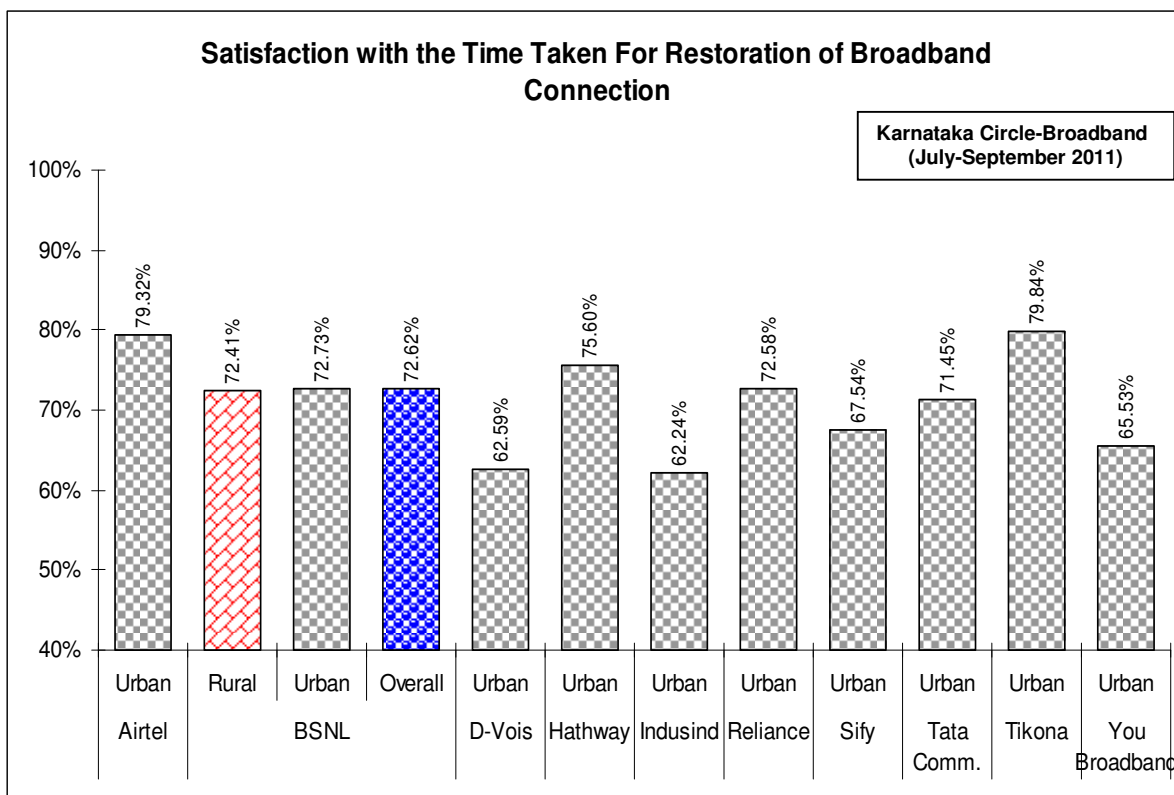
Majority of subscribers across all operators have opined either never or occasionally facing the problem with their broad band connection. The overall satisfaction of all subscribers is over 60 %.

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



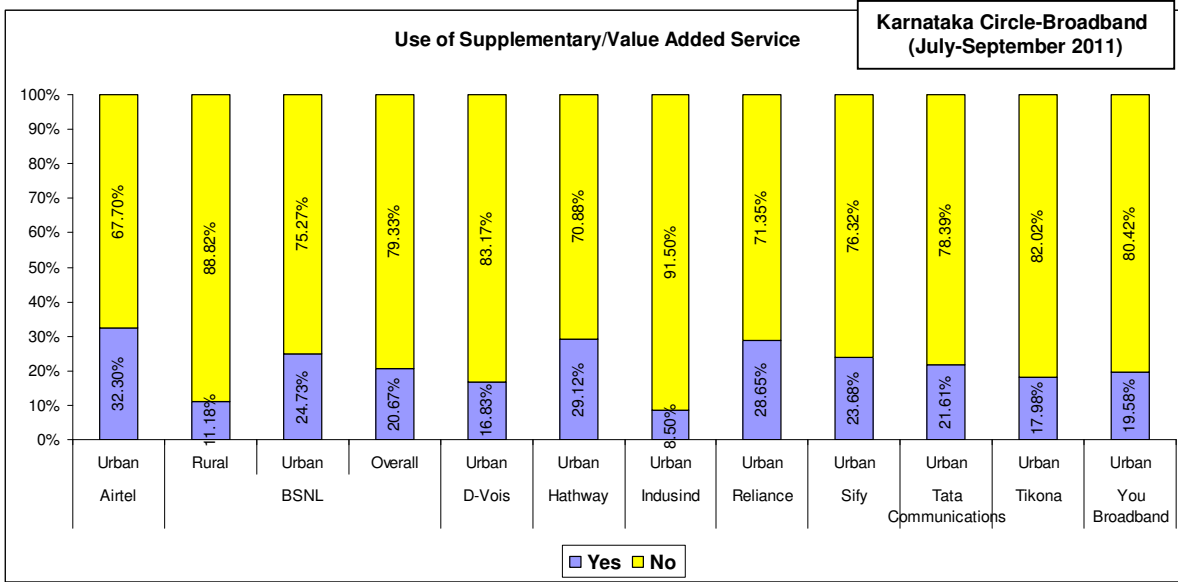
All subscribers across all operators attributed the reason for broadband connection problem as being related to connection itself and modem provided by service provider.

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 60 %.

5.3.6 Supplementary Services



The supplementary services/value added service is not being used by nearly 70% subscribers.

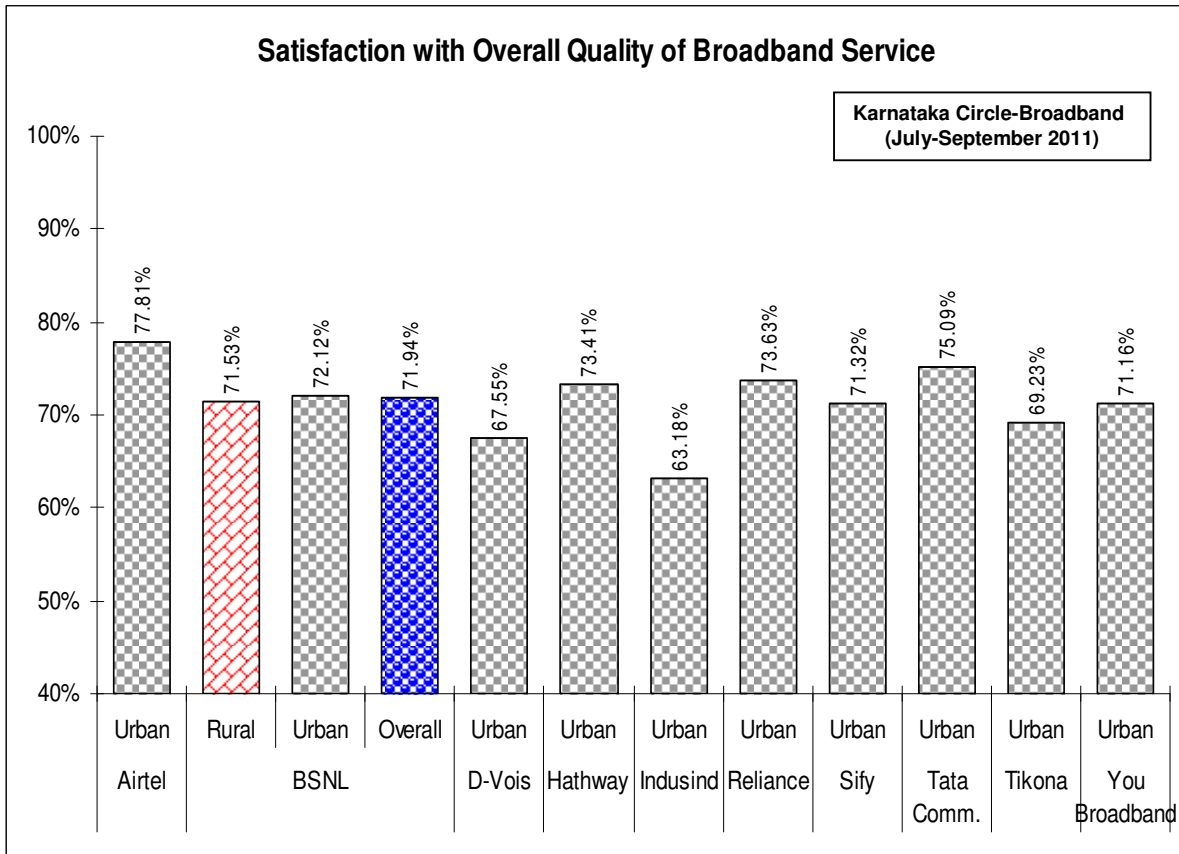
From among those who use these services, overall 61% subscribers were satisfied with the process of activating value added services or the process of unsubscribing.

Of those who were not satisfied 4% (Sify) to 13 (Airtel) subscribers gave the reason as not being informed of charges by respective operators, while 15 %(BSNL) to 74 % (Tata) informed that operator activated without consent, and 17% (Tata) to 56%(Tikona) subscribers were not informed about toll free number for unsubscribing.

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

Operator	Area	Use of Supplementary/Value Added Services	Satisfaction with the process of Activating Value Added Services or the process of Unsubscribing	Reason for Dissatisfaction			
		Yes		Not informed of Charges	Activated without consent	Not informed about toll free number for unsubscribing	Any other reason
Airtel	Urban	32.30%	67.63%	13.73%	56.86%	27.45%	1.96%
BSNL	Rural	11.18%	63.89%	20.00%	0.00%	40.00%	40.00%
	Urban	24.73%	61.29%	9.09%	18.18%	39.39%	33.33%
	Overall	20.67%	61.71%	10.53%	15.79%	39.47%	34.21%
D-Vois	Urban	16.83%	63.33%	6.45%	19.35%	45.16%	29.03%
Hathway	Urban	29.12%	64.74%	5.26%	71.93%	21.05%	1.75%
Indusind	Urban	8.50%	64.10%	0.00%	50.00%	50.00%	0.00%
Reliance	Urban	28.65%	65.14%	4.55%	65.15%	22.73%	7.58%
Sify	Urban	23.68%	64.58%	4.17%	54.17%	25.00%	16.67%
Tata Communications	Urban	21.61%	62.34%	5.17%	74.14%	17.24%	3.45%
Tikona	Urban	17.98%	63.19%	8.11%	21.62%	56.76%	13.51%
You Broadband	Urban	19.58%	63.52%	9.26%	35.19%	38.89%	16.67%

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 77% (Airtel) followed by 75% (Tata), 73% (Hathway, Reliance) and 71% (BSNL, Sify & You Broadband)

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	Urban	78.00%	32.47%	20.00%
BSNL	Rural	67.39%	25.76%	0.00%
	Urban	70.88%	31.52%	16.67%
	Overall	69.83%	29.87%	12.50%
D-Vois	Urban	85.13%	10.31%	0.00%
Hathway	Urban	82.58%	18.79%	18.18%
Indusind	Urban	73.20%	14.29%	0.00%
Reliance	Urban	78.56%	25.23%	22.22%
Sify	Urban	66.17%	24.27%	0.00%
Tata Communications	Urban	75.02%	16.22%	16.67%
Tikona	Urban	42.70%	36.51%	0.00%
You Broadband	Urban	56.88%	45.24%	11.11%

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 are hardly aware of nodal officer and appellate authority.

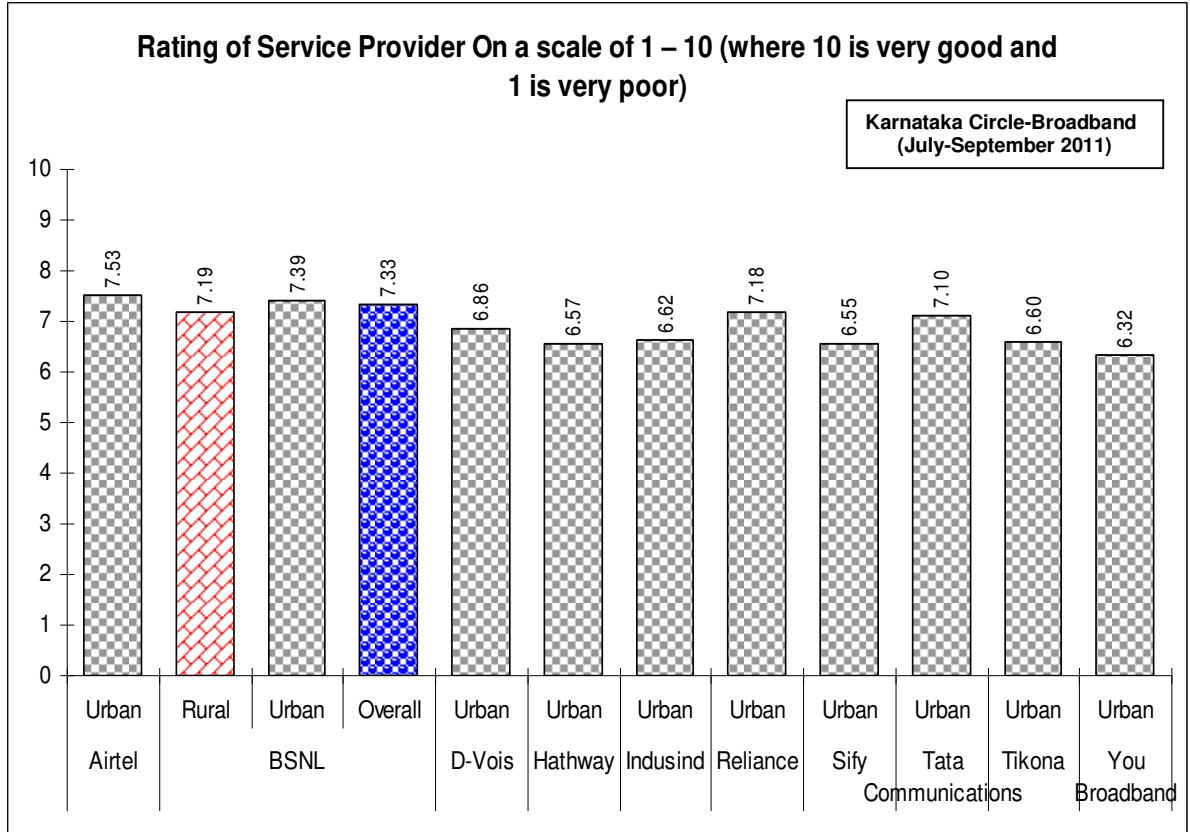
As a next stage, around 13% of Tikona subscribers to 62 % of Indusind subscribers have made a complaint in the last six months to their respective call centre/customer care/helpline numbers. 7% to 77 % of these complaints were registered and docket number was received by subscribers across various operators. As can be observed from detailed analysis below in the present round of survey 5% to 29% subscribers opined that docket number was not issued .Few opined that it was provided on request/not provided even on request.

Also 18% Indusind to 74% Airtel subscribers opined that they were informed by call centre about action being taken on their complaint.

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

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	Urban	32.53%	22.14%	22.14%	20.66%	35.06%	74.17%
BSNL	Rural	30.41%	37.88%	21.21%	31.82%	9.09%	69.70%
	Urban	30.96%	27.88%	33.33%	32.73%	6.06%	73.94%
	Overall	30.80%	30.74%	29.87%	32.47%	6.93%	72.73%
D-Vois	Urban	63.92%	77.84%	5.15%	7.47%	9.54%	49.23%
Hathway	Urban	56.12%	26.26%	16.77%	29.90%	27.07%	54.75%
Indusind	Urban	62.50%	58.57%	27.14%	7.14%	7.14%	18.57%
Reliance	Urban	38.74%	14.46%	16.31%	36.62%	32.62%	71.08%
Sify	Urban	32.91%	33.98%	7.77%	28.16%	30.10%	55.34%
Tata Communications	Urban	46.13%	7.03%	28.11%	43.24%	21.62%	52.70%
Tikona	Urban	13.82%	31.75%	19.05%	20.63%	28.57%	49.21%
You Broadband	Urban	34.09%	19.05%	19.52%	35.71%	25.71%	68.57%

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



All 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 Airtel (7.53), followed by BSNL (7.33) Reliance (7.18), Tata (7.10), D-Vois (6.96) and Indusind (6.62).

6.1 Key Takeouts& Recommendations – Basic (Wireline)

Key Takeouts: Overall

There are only 4 Operators present in Karnataka providing Basic Wireline services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. Only two Operators (BSNL and Tata) are providing Wireline services in rural areas, whereas all four Operators are present only in urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Tata is having maximum satisfied customers for 'provisioning of services' parameter and all Operators in urban areas have above average performance on this parameter. Operators in rural areas have scored below average on this parameter.

Customers Satisfied With Billing Performance-Prepaid

Airtel billing performance for pre-paid customers is rated best amongst all wireline service providers and Tata in rural area needs improvement in its performance on pre-paid billing.

Customers Satisfied With Billing Performance-Postpaid

For post-paid services, Airtel scored maximum satisfaction from customers on billing performance parameter. Tata's rural customers have low level of satisfaction on post-paid billing performance, hence this aspect needs further improvement.

Customers Satisfied With Network Performance, Reliability And Availability

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

Customers Satisfied With Maintainability

Airtel satisfied its customers most in the event telephone connection goes faulty, its maintenance and quality of repair is perceived to be better in comparison to other Operators. BSNL in rural areas scored least on this parameter.

Customers Satisfied With Supplementary And Value Added Services

Among the 4 Operators of Wireline services in Karnataka, Airtel has topped in providing supplementary & value-added services whereas BSNL 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 Tata 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 70% to 76.75% (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 performer (above average) on almost all parameters, however needs further improvement in overall performance to achieve Benchmark levels.

BSNL

BSNL performance on most of the parameters is below average in comparison to other Operators. Its services in rural areas is pulling down its overall performance and hence further overall improvements would make it a strong player.

Reliance

Reliance wire-line service performance is at moderate level. It can neither be termed as good nor bad. Significant improvements are required for achieving the Benchmark levels.

Tata

Tata needs to improve its billing performance both pre-paid and post-paid and its help line services including grievance redressal especially in rural areas. 'Provisioning of services' is considered highly satisfactory by customers.

6.2 Key Takeouts& Recommendations – Cellular Mobile

Key Takeouts: Overall

Out of the 10 Operators present in Karnataka, none of the Operators could meet benchmark level on all 7 parameters. All Operators except Etisalat (present in Urban areas only) have their presence both in Rural and Urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

Idea in rural and Etisalat in urban areas respectively have maximum satisfied customers for Service Provisions. Reliance on the other hand, is found to have least satisfied customers w.r.t. provisioning of service both in rural and urban areas.

Customers Satisfied With Billing Performance-Prepaid

For prepaid customers, billing performance is best displayed by Uninor in rural areas whereas in urban areas, best performance is of Idea. Vodafone's performance is least satisfactory for prepaid customers in urban areas and surprisingly, Idea customers (best in rural) are least satisfied in rural areas amongst the 10 Operators present in Karnataka.

Customers Satisfied With Billing Performance-Postpaid

For billing related postpaid customers, Tata is found to be the best performer both in rural and urban areas. Aircel in rural and Airtel 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 Tata's performance, reliability and availability of network in rural areas and with Vodafone in urban areas. Out of 10 Operators in Karnataka, Reliance in rural area and Airtel in urban area has the least satisfied customers for their network performance, reliability and availability.

Customers Satisfied With Maintainability

Vodafone demonstrated the strongest maintainability of signals both in rural & urban areas whereas Reliance in rural and Airtel in urban area have poor maintainability of signals.

Customers Satisfied With Supplementary And Value Added Services

Uninor in rural area and Etisalat in urban area top 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 Systema Shyam (63%) and in urban areas with Airtel (60.4%).

Customers Satisfied With Help Services Including Grievance Redressal

This seems to be most neglected parameter with all Operators showing satisfaction level ranging from 60% to 70% both in rural and urban areas.

Customers Satisfied With Overall Service Quality

The best Operator as perceived by Customers for overall service quality both in rural and urban sectors is Aircel. The least scorers are Tata in rural and Reliance in urban areas.

Key Takeouts: Operator Level

Aircel

Overall Aircel is the best Operator as perceived by Customers and its performance on all 7 parameters has been average, however customer perception about Aircel's overall service quality is best.

Airtel

Considering overall performance on various parameters evaluated, it has below average performance on all parameters when compared to all Operators present in Karnataka. It especially needs improvement on its post-paid billing related performance, network performance, VAS and help services including grievance redressal.

BSNL

BSNL reported average performance on all parameters.

Etisalat

Etisalat reported above average performance on all parameters in urban areas except Prepaid billing related performance. Its supplementary and value added services are best among the Operators in Karnataka.

Idea

Idea reported near average performance on all parameters except provisioning of service where it has performed best when compared to all Operators. Post-paid billing activities and help services including grievance redressal activities should be given due consideration for improvement.

Reliance

Reliance has been below average performer on all parameters in comparison to all Operators. Reliance needs to pay special attention to Provisioning of services, maintainability and its perception by customers on service quality.

Systema Shyam

Considering overall performance on various parameters evaluated, Systema Shyam has been above average performer on service provisioning and pre-paid billing performance. On all other parameters it is rated below average performer.

Tata

Its performance was reported to be below average on value added services and overall service quality. On all other parameters, Tata has performed above average and has best performance on post-paid billing and help services including grievance redressal.

Uninor

Uninor performed above average on all parameters except slightly below average on network performance, reliability & availability, Supplementary services & VAS parameter. Pre-paid billing performance of Uninor is best amongst the Operators.

Vodafone

Vodafone has above average performance on all parameters except on pre-paid billing. Vodafone's network performance, reliability & availability and signal maintainability is the best among all Operators present in Karnataka. However it needs to improve on its performance on pre-paid billing.

6.3 Key Takeouts & Recommendations – Broadband

Key Takeouts: Overall

There are 10 Operators present in state of Karnataka providing Broadband services. None of the Operators could manage to achieve Bench Mark level in any of the parameters. Only BSNL provides broadband services in rural areas while all other Operators are providing broadband services only in urban areas.

Key Takeouts: Service Parameters

Customers Satisfied With Provisioning Of Service

IndusInd is most active in urban areas for provisioning of services whereas You Broadband is least active performer for provisioning of services of broadband services both in urban & rural areas.

Customers Satisfied With Billing Performance-Prepaid

You Broadband is a poor performer on prepaid billing whereas Airtel is the best performer amongst all 10 Operators for broadband on this aspect in urban areas.

Customers Satisfied With Billing Performance-Postpaid

Hathway is poor performer postpaid billing whereas BSNL in rural areas is best performer amongst all 10 Operators for broadband on this aspect.

Customers Satisfied With Network Performance, Reliability And Availability

Broadband Network performance, reliability and availability is best provided by BSNL and worst by IndusInd.

Customers Satisfied With Maintainability

Maximum customers are satisfied with Airtel broadband connections maintainability in urban areas while Customers are least satisfied with IndusInd on this aspect..

Customers Satisfied With Supplementary And Value Added Services

Supplementary and value-added services were best provided by Airtel. Tikona in urban areas and BSNL in rural areas require maximum attention for improvement in VAS and supplementary broadband services.

Customers Satisfied With Help Services

In urban areas, Airtel has the best help services and You Broadband help services are poor .

Customers Satisfied With Overall Service Quality.

The perception of customers about overall broadband service quality is best for Airtel. while overall service quality of IndusInd is poor in urban areas.

Key Takeouts: Operator Level

Airtel

Airtel was found to be performing above average as compared to other Operators on all parameters. Though Airtel is best among the lot for 5 out of 8 parameters, it 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 its supplementary and value added services. It needs definite improvement in its VAS specially in rural areas. BSNL, the only Operator present in rural areas, has outperformed all Operators in urban areas for post-paid billing and network performance.

D-Vois

When compared to other Operators, D-Vois has performed below average on all parameters and needs a better focus on all fronts of broadband services.

Hathway

When compared to other Operators, Hathway has performed below average on almost all parameters except maintainability and overall service quality. Hathway requires improvement on its post-paid billing related performance.

IndusInd

When compared to other Operators, IndusInd has better performance on provisioning of services. IndusInd needs to concentrate on improvement in network performance, availability & reliability and maintainability of communication signals.

Reliance

In comparison to all other Operators, Reliance has overall above average performance on most of the parameters except its below average performance on 'service provisioning' and help services.

Sify

Sify is reported to be a below average performer (performance below average in 6 out of 8 parameters). Only in network performance, availability & reliability , supplementary & value added services , Sify is reported to be marginally above average.

TATA Communications

Tata is found to be an average performer on all parameters asking for concentrated efforts for improvements on all parameters.

Tikona

When compared to other service providers, Tikona was found to be marginally below average on some parameters and marginally above on some parameters.

You Broadband

You broadband is a below average performer. Moreover, it is reported to have least level of performance when compared to other Operators on 'provisioning of services', 'pre-paid billing related performance' and 'help services'.

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	Urban	9.72%	90.28%
BSNL	Rural	15.81%	84.19%
	Urban	9.72%	90.28%
	Overall	11.57%	88.43%
Reliance	Urban	13.39%	86.61%
Tata	Rural	34.01%	65.99%
	Urban	11.16%	88.84%
	Overall	18.55%	81.45%

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	Urban	35.51%	61.68%	0.93%	1.87%	97.20%	2.80%
BSNL	Rural	9.62%	67.31%	17.31%	5.77%	76.92%	23.08%
	Urban	13.70%	72.60%	8.22%	5.48%	86.30%	13.70%
	Overall	12.00%	70.40%	12.00%	5.60%	82.40%	17.60%
Reliance	Urban	9.79%	81.82%	3.50%	4.90%	91.61%	8.39%
Tata	Rural	11.02%	75.42%	4.24%	9.32%	86.44%	13.56%
	Urban	14.81%	64.20%	11.11%	9.88%	79.01%	20.99%
	Overall	12.56%	70.85%	7.04%	9.55%	83.42%	16.58%

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	Urban	95.55%	4.45%
BSNL	Rural	76.29%	23.71%
	Urban	83.22%	16.78%
	Overall	81.11%	18.89%
Reliance	Urban	68.26%	31.74%
Tata	Rural	85.88%	14.12%
	Urban	92.84%	7.16%
	Overall	90.59%	9.41%

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	Urban	30.70%	50.95%	18.35%	0.00%	81.65%	18.35%
BSNL	Rural	16.11%	61.70%	13.37%	8.81%	77.81%	22.19%
	Urban	25.57%	62.45%	5.73%	6.26%	88.02%	11.98%
	Overall	22.69%	62.22%	8.06%	7.04%	84.91%	15.09%
Reliance	Urban	20.22%	73.41%	1.03%	5.34%	93.63%	6.37%
Tata	Rural	29.97%	53.03%	5.48%	11.53%	83.00%	17.00%
	Urban	43.66%	45.04%	6.75%	4.55%	88.71%	11.29%
	Overall	39.24%	47.62%	6.34%	6.80%	86.86%	13.14%

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	Urban	13.45%	86.55%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	21.54%	65.00%	10.77%	2.69%	86.54%	13.46%
	Urban	25.74%	63.53%	6.11%	4.62%	89.27%	10.73%
	Overall	24.48%	63.97%	7.51%	4.04%	88.45%	11.55%
Reliance	Urban	33.56%	41.01%	17.31%	8.12%	74.57%	25.43%
Tata	Rural	13.89%	64.29%	12.70%	9.13%	78.17%	21.83%
	Urban	10.69%	81.45%	4.56%	3.30%	92.14%	7.86%
	Overall	11.60%	76.58%	6.87%	4.95%	88.18%	11.82%

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	Urban	31.11%	66.60%	2.29%	0.00%	97.71%	2.29%
BSNL	Rural	24.23%	46.54%	26.54%	2.69%	70.77%	29.23%
	Urban	26.07%	55.12%	14.52%	4.29%	81.19%	18.81%
	Overall	25.52%	52.54%	18.13%	3.81%	78.06%	21.94%
Reliance	Urban	50.33%	23.30%	12.92%	13.45%	73.64%	26.36%
Tata	Rural	10.71%	52.38%	22.62%	14.29%	63.10%	36.90%
	Urban	18.08%	70.60%	6.60%	4.72%	88.68%	11.32%
	Overall	15.99%	65.43%	11.15%	7.43%	81.42%	18.58%

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
Airtel	Urban	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
BSNL	Rural	13.16%	6.58%	18.42%	34.21%	17.11%	7.89%	2.63%
	Urban	9.65%	4.39%	16.67%	25.44%	21.05%	7.89%	14.91%
	Overall	11.05%	5.26%	17.37%	28.95%	19.47%	7.89%	10.00%
Reliance	Urban	2.55%	3.06%	13.27%	14.29%	9.18%	9.69%	47.96%
Tata	Rural	8.60%	2.15%	16.13%	23.66%	15.05%	8.60%	25.81%
	Urban	6.94%	4.17%	15.28%	36.11%	15.28%	15.28%	6.94%
	Overall	7.88%	3.03%	15.76%	29.09%	15.15%	11.52%	17.58%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	39.41%	60.59%
BSNL	Rural	73.46%	26.54%
	Urban	52.15%	47.85%
	Overall	58.55%	41.45%
Reliance	Urban	66.05%	33.95%
Tata	Rural	55.16%	44.84%
	Urban	47.96%	52.04%
	Overall	50.00%	50.00%

7. Satisfaction with the process of resolution of billing complaints

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	39.47%	60.05%	0.48%	0.00%	99.52%	0.48%
BSNL	Rural	3.14%	73.30%	12.04%	11.52%	76.44%	23.56%
	Urban	5.70%	67.09%	10.76%	16.46%	72.78%	27.22%
	Overall	4.73%	69.43%	11.24%	14.60%	74.16%	25.84%
Reliance	Urban	13.65%	47.59%	19.08%	19.68%	61.24%	38.76%
Tata	Rural	17.27%	51.08%	14.39%	17.27%	68.35%	31.65%
	Urban	28.52%	59.34%	8.20%	3.93%	87.87%	12.13%
	Overall	25.00%	56.76%	10.14%	8.11%	81.76%	18.24%

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	Urban	6.58%	93.13%	0.29%	0.00%	99.71%	0.29%
BSNL	Rural	26.15%	53.08%	15.38%	5.38%	79.23%	20.77%
	Urban	21.78%	64.36%	7.59%	6.27%	86.14%	13.86%
	Overall	23.09%	60.97%	9.93%	6.00%	84.06%	15.94%
Reliance	Urban	36.62%	17.98%	27.03%	18.38%	54.59%	45.41%
Tata	Rural	22.22%	53.17%	18.25%	6.35%	75.40%	24.60%
	Urban	21.86%	72.01%	5.50%	0.63%	93.87%	6.13%
	Overall	21.96%	66.67%	9.12%	2.25%	88.63%	11.37%

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	Urban	66.67%	0.00%	0.00%	0.00%	33.33%
BSNL	Rural	16.67%	11.11%	40.74%	31.48%	0.00%
	Urban	34.52%	3.57%	25.00%	32.14%	4.76%
	Overall	27.54%	6.52%	31.16%	31.88%	2.90%
Reliance	Urban	29.03%	17.89%	30.21%	19.06%	3.81%
Tata	Rural	24.19%	24.19%	24.19%	24.19%	3.23%
	Urban	2.56%	30.77%	38.46%	20.51%	7.69%
	Overall	15.84%	26.73%	29.70%	22.77%	4.95%

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	Urban	16.98%	83.02%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	27.54%	59.42%	0.00%	13.04%	86.96%	13.04%
	Urban	27.59%	57.24%	0.00%	15.17%	84.83%	15.17%
	Overall	27.57%	57.94%	0.00%	14.49%	85.51%	14.49%
Reliance	Urban	39.12%	44.48%	0.00%	16.40%	83.60%	16.40%
Tata	Rural	36.84%	36.84%	0.00%	26.32%	73.68%	26.32%
	Urban	42.22%	34.44%	0.00%	23.33%	76.67%	23.33%
	Overall	39.46%	35.68%	0.00%	24.86%	75.14%	24.86%

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	Urban	NA	NA	NA	NA	NA
BSNL	Rural	11.11%	33.33%	33.33%	11.11%	11.11%
	Urban	36.36%	45.45%	9.09%	9.09%	0.00%
	Overall	29.03%	41.94%	16.13%	9.68%	3.23%
Reliance	Urban	15.38%	32.69%	23.08%	13.46%	15.38%
Tata	Rural	40.00%	32.00%	20.00%	0.00%	8.00%
	Urban	9.52%	42.86%	33.33%	9.52%	4.76%
	Overall	26.09%	36.96%	26.09%	4.35%	6.52%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	81.13%	18.87%
BSNL	Rural	94.20%	5.80%
	Urban	88.28%	11.72%
	Overall	90.19%	9.81%
Reliance	Urban	86.12%	13.88%
Tata	Rural	91.58%	8.42%
	Urban	97.78%	2.22%
	Overall	94.59%	5.41%

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	Urban	0.00%	95.35%	0.00%	4.65%	95.35%	4.65%
BSNL	Rural	0.00%	83.08%	0.00%	16.92%	83.08%	16.92%
	Urban	4.69%	75.00%	0.00%	20.31%	79.69%	20.31%
	Overall	3.11%	77.72%	0.00%	19.17%	80.83%	19.17%
Reliance	Urban	18.66%	54.58%	0.00%	26.76%	73.24%	26.76%
Tata	Rural	6.90%	63.22%	0.00%	29.89%	70.11%	29.89%
	Urban	6.82%	63.64%	0.00%	29.55%	70.45%	29.55%
	Overall	6.86%	63.43%	0.00%	29.71%	70.29%	29.71%

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	Urban	49.06%	45.28%	5.66%	0.00%	94.34%	5.66%
BSNL	Rural	40.58%	14.49%	37.68%	7.25%	55.07%	44.93%
	Urban	56.55%	12.41%	26.90%	4.14%	68.97%	31.03%
	Overall	51.40%	13.08%	30.37%	5.14%	64.49%	35.51%
Reliance	Urban	77.30%	8.87%	7.45%	6.38%	86.17%	13.83%
Tata	Rural	52.63%	7.37%	24.21%	15.79%	60.00%	40.00%
	Urban	55.56%	4.44%	32.22%	7.78%	60.00%	40.00%
	Overall	54.05%	5.95%	28.11%	11.89%	60.00%	40.00%

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	Urban	100.00%	0.00%	0.00%	0.00%	0.00%
BSNL	Rural	6.45%	19.35%	48.39%	25.81%	0.00%
	Urban	15.56%	44.44%	35.56%	4.44%	0.00%
	Overall	11.84%	34.21%	40.79%	13.16%	0.00%
Reliance	Urban	15.38%	10.26%	28.21%	33.33%	12.82%
Tata	Rural	23.68%	50.00%	18.42%	7.89%	0.00%
	Urban	11.11%	66.67%	16.67%	5.56%	0.00%
	Overall	17.57%	58.11%	17.57%	6.76%	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	Urban	28.16%	71.84%
BSNL	Rural	65.35%	34.65%
	Urban	46.74%	53.26%
	Overall	52.41%	47.59%
Reliance	Urban	51.87%	48.13%
Tata	Rural	36.31%	63.69%
	Urban	36.50%	63.50%
	Overall	36.44%	63.56%

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	Urban	11.29%	88.39%	0.00%	0.32%	99.68%	0.32%
BSNL	Rural	4.65%	76.74%	8.37%	10.23%	81.40%	18.60%
	Urban	5.98%	75.50%	6.84%	11.68%	81.48%	18.52%
	Overall	5.48%	75.97%	7.42%	11.13%	81.45%	18.55%
Reliance	Urban	6.50%	75.99%	7.04%	10.47%	82.49%	17.51%
Tata	Rural	6.35%	51.59%	15.87%	26.19%	57.94%	42.06%
	Urban	12.45%	61.13%	13.96%	12.45%	73.58%	26.42%
	Overall	10.49%	58.06%	14.58%	16.88%	68.54%	31.46%

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	Urban	22.90%	76.77%	0.32%	0.00%	99.68%	0.32%
BSNL	Rural	22.79%	53.49%	19.53%	4.19%	76.28%	23.72%
	Urban	30.48%	46.15%	17.95%	5.41%	76.64%	23.36%
	Overall	27.56%	48.94%	18.55%	4.95%	76.50%	23.50%
Reliance	Urban	49.82%	14.80%	29.06%	6.32%	64.62%	35.38%
Tata	Rural	33.33%	7.14%	44.44%	15.08%	40.48%	59.52%
	Urban	29.43%	38.87%	20.75%	10.94%	68.30%	31.70%
	Overall	30.69%	28.64%	28.39%	12.28%	59.34%	40.66%

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	Urban	10.65%	89.35%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	4.65%	65.58%	20.93%	8.84%	70.23%	29.77%
	Urban	12.54%	61.25%	20.23%	5.98%	73.79%	26.21%
	Overall	9.54%	62.90%	20.49%	7.07%	72.44%	27.56%
Reliance	Urban	31.77%	44.95%	6.50%	16.79%	76.71%	23.29%
Tata	Rural	27.78%	51.59%	8.73%	11.90%	79.37%	20.63%
	Urban	18.11%	46.04%	24.15%	11.70%	64.15%	35.85%
	Overall	21.23%	47.83%	19.18%	11.76%	69.05%	30.95%

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	Urban	8.06%	91.61%	0.32%	0.00%	99.68%	0.32%
BSNL	Rural	15.81%	60.93%	16.74%	6.51%	76.74%	23.26%
	Urban	18.23%	54.70%	20.51%	6.55%	72.93%	27.07%
	Overall	17.31%	57.07%	19.08%	6.54%	74.38%	25.62%
Reliance	Urban	42.96%	18.77%	30.14%	8.12%	61.73%	38.27%
Tata	Rural	41.27%	21.43%	23.02%	14.29%	62.70%	37.30%
	Urban	34.34%	22.26%	31.70%	11.70%	56.60%	43.40%
	Overall	36.57%	21.99%	28.90%	12.53%	58.57%	41.43%

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	Urban	22.58%	77.10%	0.32%	0.00%	99.68%	0.32%
BSNL	Rural	10.23%	59.53%	23.26%	6.98%	69.77%	30.23%
	Urban	14.81%	57.26%	20.51%	7.41%	72.08%	27.92%
	Overall	13.07%	58.13%	21.55%	7.24%	71.20%	28.80%
Reliance	Urban	13.36%	51.26%	11.37%	24.01%	64.62%	35.38%
Tata	Rural	15.87%	44.44%	18.25%	21.43%	60.32%	39.68%
	Urban	37.36%	33.96%	16.23%	12.45%	71.32%	28.68%
	Overall	30.43%	37.34%	16.88%	15.35%	67.77%	32.23%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	30.61%	68.57%	0.82%	0.00%	99.18%	0.82%
BSNL	Rural	20.36%	65.65%	11.85%	2.13%	86.02%	13.98%
	Urban	20.51%	67.51%	8.66%	3.33%	88.02%	11.98%
	Overall	20.46%	66.94%	9.63%	2.96%	87.41%	12.59%
Reliance	Urban	43.35%	50.66%	3.93%	2.06%	94.01%	5.99%
Tata	Rural	31.70%	53.89%	7.49%	6.92%	85.59%	14.41%
	Urban	31.96%	59.78%	5.51%	2.75%	91.74%	8.26%
	Overall	31.87%	57.88%	6.15%	4.10%	89.75%	10.25%

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	Urban	34.24%	65.49%	0.09%	0.18%	99.73%	0.27%
BSNL	Rural	19.76%	53.80%	20.36%	6.08%	73.56%	26.44%
	Urban	31.03%	54.86%	9.59%	4.53%	85.89%	14.11%
	Overall	27.59%	54.54%	12.87%	5.00%	82.13%	17.87%
Reliance	Urban	40.54%	40.45%	10.39%	8.61%	80.99%	19.01%
Tata	Rural	34.01%	42.65%	12.39%	10.95%	76.66%	23.34%
	Urban	30.58%	56.34%	7.16%	5.92%	86.91%	13.09%
	Overall	31.69%	51.91%	8.85%	7.55%	83.60%	16.40%

18. Satisfaction with the voice quality

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	24.98%	74.93%	0.09%	0.00%	99.91%	0.09%
BSNL	Rural	15.50%	50.15%	24.92%	9.42%	65.65%	34.35%
	Urban	20.51%	56.32%	14.78%	8.39%	76.83%	23.17%
	Overall	18.98%	54.44%	17.87%	8.70%	73.43%	26.57%
Reliance	Urban	25.94%	41.29%	18.82%	13.95%	67.23%	32.77%
Tata	Rural	24.50%	44.96%	16.71%	13.83%	69.45%	30.55%
	Urban	27.82%	53.99%	12.26%	5.92%	81.82%	18.18%
	Overall	26.75%	51.07%	13.70%	8.48%	77.82%	22.18%

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	Urban	69.85%	20.07%	9.99%	0.09%
BSNL	Rural	3.95%	69.60%	13.68%	12.77%
	Urban	24.77%	57.66%	7.72%	9.85%
	Overall	18.43%	61.30%	9.54%	10.74%
Reliance	Urban	9.08%	70.32%	7.96%	12.64%
Tata	Rural	14.12%	58.50%	15.85%	11.53%
	Urban	47.25%	35.26%	10.74%	6.75%
	Overall	36.53%	42.78%	12.40%	8.29%

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	Urban	56.33%	41.57%	0.90%	1.20%
BSNL	Rural	18.04%	48.73%	21.52%	11.71%
	Urban	28.67%	43.01%	15.04%	13.27%
	Overall	24.86%	45.06%	17.37%	12.71%
Reliance	Urban	21.73%	38.11%	27.19%	12.98%
Tata	Rural	24.83%	35.23%	23.83%	16.11%
	Urban	23.76%	39.43%	24.02%	12.79%
	Overall	24.23%	37.59%	23.94%	14.24%

21. Satisfaction with the fault repair service

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	34.64%	64.46%	0.90%	0.00%	99.10%	0.90%
BSNL	Rural	22.47%	53.16%	14.56%	9.81%	75.63%	24.37%
	Urban	31.68%	47.61%	13.98%	6.73%	79.29%	20.71%
	Overall	28.38%	49.60%	14.19%	7.83%	77.98%	22.02%
Reliance	Urban	42.62%	30.34%	11.25%	15.79%	72.96%	27.04%
Tata	Rural	33.89%	43.29%	12.42%	10.40%	77.18%	22.82%
	Urban	26.89%	58.22%	9.92%	4.96%	85.12%	14.88%
	Overall	29.96%	51.69%	11.01%	7.34%	81.64%	18.36%

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	Urban	44.87%	55.13%
BSNL	Rural	68.69%	31.31%
	Urban	42.88%	57.12%
	Overall	50.74%	49.26%
Reliance	Urban	46.63%	53.37%
Tata	Rural	42.07%	57.93%
	Urban	53.31%	46.69%
	Overall	49.67%	50.33%

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	Urban	33.40%	66.40%	0.20%	0.00%	99.80%	0.20%
BSNL	Rural	7.52%	70.35%	17.26%	4.87%	77.88%	22.12%
	Urban	7.76%	76.40%	7.76%	8.07%	84.16%	15.84%
	Overall	7.66%	73.91%	11.68%	6.75%	81.57%	18.43%
Reliance	Urban	15.26%	66.67%	9.04%	9.04%	81.93%	18.07%
Tata	Rural	13.70%	68.49%	8.90%	8.90%	82.19%	17.81%
	Urban	17.57%	70.54%	7.75%	4.13%	88.11%	11.89%
	Overall	16.51%	69.98%	8.07%	5.44%	86.49%	13.51%

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	Urban	22.47%	73.68%	3.85%	0.00%	96.15%	3.85%
BSNL	Rural	22.12%	34.51%	39.38%	3.98%	56.64%	43.36%
	Urban	37.27%	30.43%	27.33%	4.97%	67.70%	32.30%
	Overall	31.02%	32.12%	32.30%	4.56%	63.14%	36.86%
Reliance	Urban	44.58%	8.84%	40.56%	6.02%	53.41%	46.59%
Tata	Rural	50.68%	27.40%	19.18%	2.74%	78.08%	21.92%
	Urban	37.73%	48.58%	10.85%	2.84%	86.30%	13.70%
	Overall	41.28%	42.78%	13.13%	2.81%	84.05%	15.95%

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	Urban	89.47%	10.53%	0.00%	0.00%
BSNL	Rural	15.31%	42.86%	39.80%	2.04%
	Urban	7.69%	47.12%	40.38%	4.81%
	Overall	11.39%	45.05%	40.10%	3.47%
Reliance	Urban	6.03%	48.71%	31.90%	13.36%
Tata	Rural	3.13%	71.88%	18.75%	6.25%
	Urban	7.55%	64.15%	26.42%	1.89%
	Overall	5.88%	67.06%	23.53%	3.53%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	9.99%	90.01%
BSNL	Rural	55.62%	44.38%
	Urban	32.89%	67.11%
	Overall	39.81%	60.19%
Reliance	Urban	37.36%	62.64%
Tata	Rural	24.21%	75.79%
	Urban	18.32%	81.68%
	Overall	20.22%	79.78%

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	Urban	2.73%	97.27%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	7.65%	82.51%	3.28%	6.56%	90.16%	9.84%
	Urban	8.50%	78.54%	4.05%	8.91%	87.04%	12.96%
	Overall	8.14%	80.23%	3.72%	7.91%	88.37%	11.63%
Reliance	Urban	17.04%	75.19%	3.01%	4.76%	92.23%	7.77%
Tata	Rural	21.43%	63.10%	14.29%	1.19%	84.52%	15.48%
	Urban	21.80%	53.38%	12.03%	12.78%	75.19%	24.81%
	Overall	21.66%	57.14%	12.90%	8.29%	78.80%	21.20%

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	Urban	16.62%	83.38%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	18.84%	72.95%	7.90%	0.30%	91.79%	8.21%
	Urban	20.24%	77.50%	1.86%	0.40%	97.74%	2.26%
	Overall	19.81%	76.11%	3.70%	0.37%	95.93%	4.07%
Reliance	Urban	26.40%	69.01%	1.87%	2.72%	95.41%	4.59%
Tata	Rural	32.56%	65.42%	1.73%	0.29%	97.98%	2.02%
	Urban	25.76%	73.97%	0.14%	0.14%	99.72%	0.28%
	Overall	27.96%	71.20%	0.65%	0.19%	99.16%	0.84%

26(b) Reason(s) for dissatisfaction

Reason for Dissatisfaction	Airtel	BSNL		Reliance	Tata	
	Urban	Rural	Urban	Urban	Rural	Urban
Billing Problem	0.00%	18.52%	5.88%	0.00%	0.00%	0.00%
Customer Care Non Responsive	0.00%	3.70%	11.76%	0.00%	0.00%	50.00%
Network Problem	0.00%	70.37%	70.59%	79.59%	100.00%	50.00%
Network Problem & Billing Problem	0.00%	0.00%	5.88%	0.00%	0.00%	0.00%
Service Problem with Wireline Connection	0.00%	7.41%	0.00%	0.00%	0.00%	0.00%
Technical Problem	0.00%	0.00%	5.88%	20.41%	0.00%	0.00%

27. Other services being taken by this service provider

Wireline Operator	Area	Broadband	Mobile	Others	None
Airtel	Urban	52.41%	11.08%	1.00%	35.51%
BSNL	Rural	15.50%	31.91%	12.16%	40.43%
	Urban	35.15%	24.37%	13.05%	27.43%
	Overall	29.17%	26.67%	12.78%	31.39%
Reliance	Urban	17.13%	44.48%	14.70%	23.69%
Tata	Rural	18.16%	21.90%	9.51%	50.43%
	Urban	15.70%	7.58%	11.02%	65.70%
	Overall	16.50%	12.21%	10.53%	60.76%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	2.36%	97.64%
BSNL	Rural	4.26%	95.74%
	Urban	5.86%	94.14%
	Overall	5.37%	94.63%
Reliance	Urban	8.52%	91.48%
Tata	Rural	13.26%	86.74%
	Urban	5.79%	94.21%
	Overall	8.20%	91.80%

28(b) Name of previous service provider

Wireline Operator	Area	Airtel	BSNL	Reliance	Tata
Airtel	Urban	65.38%	34.62%	0.00%	0.00%
BSNL	Rural	0.00%	78.57%	0.00%	21.43%
	Urban	6.82%	90.91%	0.00%	2.27%
	Overall	5.17%	87.93%	0.00%	6.90%
Reliance	Urban	14.29%	30.77%	2.20%	52.75%
Tata	Rural	4.35%	13.04%	2.17%	80.43%
	Urban	7.14%	19.05%	7.14%	66.67%
	Overall	5.68%	15.91%	4.55%	73.86%

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	Urban	0.00%	0.00%	23.08%	76.92%
BSNL	Rural	0.00%	35.71%	35.71%	28.57%
	Urban	2.27%	4.55%	56.82%	36.36%
	Overall	1.72%	12.07%	51.72%	34.48%
Reliance	Urban	13.19%	29.67%	45.05%	12.09%
Tata	Rural	8.70%	47.83%	8.70%	34.78%
	Urban	11.90%	33.33%	14.29%	40.48%
	Overall	10.23%	40.91%	11.36%	37.50%

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	Urban	17.89%	82.11%
BSNL	Rural	56.53%	43.47%
	Urban	38.75%	61.25%
	Overall	44.17%	55.83%
Reliance	Urban	41.95%	58.05%
Tata	Rural	42.94%	57.06%
	Urban	30.44%	69.56%
	Overall	34.48%	65.52%

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	Urban	23.98%	76.02%
BSNL	Rural	91.79%	8.21%
	Urban	68.58%	31.42%
	Overall	75.65%	24.35%
Reliance	Urban	75.84%	24.16%
Tata	Rural	68.88%	31.12%
	Urban	43.25%	56.75%
	Overall	51.54%	48.46%

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	Urban	45.45%	54.55%
BSNL	Rural	51.32%	48.68%
	Urban	57.28%	42.72%
	Overall	55.08%	44.92%
Reliance	Urban	46.79%	53.21%
Tata	Rural	68.20%	31.80%
	Urban	70.38%	29.62%
	Overall	69.44%	30.56%

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	Urban	4.17%	0.83%	77.50%	17.50%
BSNL	Rural	1.29%	11.61%	76.77%	10.32%
	Urban	4.41%	6.44%	79.32%	9.83%
	Overall	3.33%	8.22%	78.44%	10.00%
Reliance	Urban	4.75%	3.43%	77.31%	14.51%
Tata	Rural	20.86%	9.20%	61.35%	8.59%
	Urban	22.62%	21.72%	51.58%	4.07%
	Overall	21.88%	16.41%	55.73%	5.99%

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	Urban	39.39%	60.61%
BSNL	Rural	76.98%	23.02%
	Urban	74.81%	25.19%
	Overall	75.56%	24.44%
Reliance	Urban	67.81%	32.19%
Tata	Rural	71.14%	28.86%
	Urban	65.09%	34.91%
	Overall	67.59%	32.41%

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	Urban	NA	NA	NA	NA
BSNL	Rural	NA	NA	NA	NA
	Urban	20.10%	41.21%	29.65%	9.05%
	Overall	17.65%	40.20%	33.01%	9.15%
Reliance	Urban	13.36%	41.47%	33.64%	11.52%
Tata	Rural	NA	NA	NA	NA
	Urban	3.62%	55.07%	23.91%	17.39%
	Overall	5.74%	51.64%	27.46%	15.16%

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	Urban	6.47
BSNL	Rural	7.25
	Urban	7.11
	Overall	7.15
Reliance	Urban	6.78
Tata	Rural	6.75
	Urban	7.06
	Overall	6.96

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

Wireline Operator	Area	Yes	No
Airtel	Urban	82.47%	17.53%
BSNL	Rural	90.88%	9.12%
	Urban	87.88%	12.12%
	Overall	88.80%	11.20%
Reliance	Urban	71.91%	28.09%
Tata	Rural	74.06%	25.94%
	Urban	75.90%	24.10%
	Overall	75.30%	24.70%

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	Urban	15.08%	84.92%
BSNL	Rural	33.13%	66.87%
	Urban	17.18%	82.82%
	Overall	22.04%	77.96%
Reliance	Urban	24.53%	75.47%
Tata	Rural	38.62%	61.38%
	Urban	36.36%	63.64%
	Overall	37.09%	62.91%

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	Urban	39.16%	48.80%	9.64%	2.41%
BSNL	Rural	5.50%	77.98%	14.68%	1.83%
	Urban	5.43%	70.54%	17.05%	6.98%
	Overall	5.46%	73.95%	15.97%	4.62%
Reliance	Urban	15.65%	46.18%	23.28%	14.89%
Tata	Rural	5.97%	53.73%	31.34%	8.96%
	Urban	8.71%	57.20%	32.58%	1.52%
	Overall	7.79%	56.03%	32.16%	4.02%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	62.65%	37.35%
BSNL	Rural	77.98%	22.02%
	Urban	76.74%	23.26%
	Overall	77.31%	22.69%
Reliance	Urban	55.73%	44.27%
Tata	Rural	67.16%	32.84%
	Urban	87.88%	12.12%
	Overall	80.90%	19.10%

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	Urban	53.61%	40.36%	6.02%
BSNL	Rural	73.39%	26.61%	0.00%
	Urban	75.97%	24.03%	0.00%
	Overall	74.79%	25.21%	0.00%
Reliance	Urban	69.08%	27.48%	3.44%
Tata	Rural	29.85%	57.46%	12.69%
	Urban	58.71%	35.23%	6.06%
	Overall	48.99%	42.71%	8.29%

38. Awareness of the contact detail of the Nodal Officer

Wireline Operator	Area	Yes	No
Airtel	Urban	2.18%	97.82%
BSNL	Rural	8.81%	91.19%
	Urban	4.13%	95.87%
	Overall	5.56%	94.44%
Reliance	Urban	15.36%	84.64%
Tata	Rural	18.73%	81.27%
	Urban	14.46%	85.54%
	Overall	15.84%	84.16%

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	Urban	85.71%	14.29%
BSNL	Rural	34.48%	65.52%
	Urban	41.94%	58.06%
	Overall	38.33%	61.67%
Reliance	Urban	23.44%	76.56%
Tata	Rural	25.49%	74.51%
	Urban	30.26%	69.74%
	Overall	28.35%	71.65%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	91.67%	8.33%
BSNL	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Reliance	Urban	73.33%	26.67%
Tata	Rural	92.31%	7.69%
	Urban	95.65%	4.35%
	Overall	94.44%	5.56%

40. Intimating the decision taken on the complaint

Wireline Operator	Area	Yes	No
Airtel	Urban	72.73%	27.27%
BSNL	Rural	20.00%	80.00%
	Urban	38.46%	61.54%
	Overall	30.43%	69.57%
Reliance	Urban	54.55%	45.45%
Tata	Rural	58.33%	41.67%
	Urban	50.00%	50.00%
	Overall	52.94%	47.06%

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

Wireline Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Airtel	Urban	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	46.43%	0.00%	35.71%	17.86%	46.43%	53.57%
	Urban	40.00%	0.00%	50.00%	10.00%	40.00%	60.00%
	Overall	43.10%	0.00%	43.10%	13.79%	43.10%	56.90%
Reliance	Urban	54.55%	0.00%	27.27%	18.18%	54.55%	45.45%
Tata	Rural	33.33%	0.00%	41.67%	25.00%	33.33%	66.67%
	Urban	31.82%	0.00%	59.09%	9.09%	31.82%	68.18%
	Overall	32.35%	0.00%	52.94%	14.71%	32.35%	67.65%

42. The reason(s) for dissatisfaction

Wireline Operator	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	Urban	NA	NA	NA	NA	NA	NA
BSNL	Rural	13.33%	0.00%	40.00%	26.67%	20.00%	0.00%
	Urban	16.67%	0.00%	0.00%	66.67%	11.11%	5.56%
	Overall	15.15%	0.00%	18.18%	48.48%	15.15%	3.03%
Reliance	Urban	40.00%	20.00%	0.00%	20.00%	0.00%	20.00%
Tata	Rural	0.00%	8.33%	25.00%	41.67%	25.00%	0.00%
	Urban	0.00%	25.00%	10.00%	30.00%	35.00%	0.00%
	Overall	0.00%	18.75%	15.63%	34.38%	31.25%	0.00%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	1.54%	98.46%
BSNL	Rural	5.47%	94.53%
	Urban	4.13%	95.87%
	Overall	4.54%	95.46%
Reliance	Urban	4.68%	95.32%
Tata	Rural	4.32%	95.68%
	Urban	5.65%	94.35%
	Overall	5.22%	94.78%

44. Filing of any appeal in last 6 months

Wireline Operator	Area	Yes	No
Airtel	Urban	17.65%	82.35%
BSNL	Rural	16.67%	83.33%
	Urban	16.13%	83.87%
	Overall	16.33%	83.67%
Reliance	Urban	14.00%	86.00%
Tata	Rural	20.00%	80.00%
	Urban	2.44%	97.56%
	Overall	7.14%	92.86%

45. Receipt of acknowledgement

Wireline Operator	Area	Yes	No
Airtel	Urban	33.33%	66.67%
BSNL	Rural	33.33%	66.67%
	Urban	20.00%	80.00%
	Overall	25.00%	75.00%
Reliance	Urban	14.29%	85.71%
Tata	Rural	100.00%	0.00%
	Urban	0.00%	100.00%
	Overall	75.00%	25.00%

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

Wireline Operator	Area	Yes	No	Appeal filed only recently
Airtel	Urban	0.00%	100.00%	0.00%
BSNL	Rural	0.00%	100.00%	0.00%
	Urban	20.00%	60.00%	20.00%
	Overall	12.50%	75.00%	12.50%
Reliance	Urban	42.86%	57.14%	0.00%
Tata	Rural	0.00%	0.00%	100.00%
	Urban	100.00%	0.00%	0.00%
	Overall	25.00%	0.00%	75.00%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	86.79%	13.21%
BSNL	Rural	100.00%	0.00%
	Urban	97.24%	2.76%
	Overall	98.12%	1.88%
Reliance	Urban	88.82%	11.18%
Tata	Rural	89.47%	10.53%
	Urban	84.44%	15.56%
	Overall	87.03%	12.97%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	15.22%	84.78%
BSNL	Rural	52.17%	47.83%
	Urban	41.84%	58.16%
	Overall	45.24%	54.76%
Reliance	Urban	27.12%	72.88%
Tata	Rural	55.29%	44.71%
	Urban	55.26%	44.74%
	Overall	55.28%	44.72%

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

Wireline Operator	Area	No reason	Technical Problem	Others
Airtel	Urban	71.43%	28.57%	0.00%
BSNL	Rural	36.11%	47.22%	16.67%
	Urban	16.95%	67.80%	15.25%
	Overall	24.21%	60.00%	15.79%
Reliance	Urban	10.13%	59.49%	30.38%
Tata	Rural	25.53%	38.30%	36.17%
	Urban	9.52%	78.57%	11.90%
	Overall	17.98%	57.30%	24.72%

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

Wireline Operator	Area	Yes	No
Airtel	Urban	86.19%	13.81%
BSNL	Rural	81.16%	18.84%
	Urban	84.82%	15.18%
	Overall	83.70%	16.30%
Reliance	Urban	61.80%	38.20%
Tata	Rural	64.55%	35.45%
	Urban	73.97%	26.03%
	Overall	70.92%	29.08%

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	18.13%	69.79%	4.83%	7.25%	87.92%	12.08%
	Urban	15.68%	66.71%	11.31%	6.30%	82.39%	17.61%
	Overall	16.41%	67.63%	9.38%	6.58%	84.04%	15.96%
Airtel	Rural	22.54%	72.11%	3.38%	1.97%	94.65%	5.35%
	Urban	22.24%	68.89%	4.64%	4.23%	91.13%	8.87%
	Overall	22.33%	69.94%	4.23%	3.49%	92.28%	7.72%
BSNL	Rural	24.21%	67.30%	5.97%	2.52%	91.51%	8.49%
	Urban	25.13%	62.43%	8.96%	3.48%	87.57%	12.43%
	Overall	24.86%	63.88%	8.07%	3.19%	88.74%	11.26%
Etisalat	Urban	24.02%	65.36%	10.61%	0.00%	89.39%	10.61%
	Overall	24.02%	65.36%	10.61%	0.00%	89.39%	10.61%
Idea	Rural	15.75%	82.87%	1.10%	0.28%	98.62%	1.38%
	Urban	20.27%	75.70%	2.91%	1.12%	95.97%	4.03%
	Overall	18.96%	77.77%	2.39%	0.88%	96.73%	3.27%
Reliance	Rural	32.11%	39.76%	23.85%	4.28%	71.87%	28.13%
	Urban	12.85%	66.67%	16.87%	3.61%	79.52%	20.48%
	Overall	18.72%	58.47%	18.99%	3.82%	77.19%	22.81%
Systema Shyam	Rural	9.01%	87.27%	2.80%	0.93%	96.27%	3.73%
	Urban	17.76%	77.17%	1.34%	3.74%	94.93%	5.07%
	Overall	15.13%	80.21%	1.77%	2.89%	95.33%	4.67%
Tata	Rural	19.94%	78.82%	1.25%	0.00%	98.75%	1.25%
	Urban	22.52%	71.45%	5.50%	0.54%	93.97%	6.03%
	Overall	21.74%	73.66%	4.22%	0.37%	95.41%	4.59%
Uninor	Rural	26.40%	70.50%	1.24%	1.86%	96.89%	3.11%
	Urban	23.37%	73.71%	1.33%	1.59%	97.08%	2.92%
	Overall	24.28%	72.74%	1.30%	1.67%	97.02%	2.98%
Vodafone	Rural	22.50%	68.75%	5.00%	3.75%	91.25%	8.75%
	Urban	27.19%	71.14%	1.20%	0.48%	98.32%	1.68%
	Overall	25.89%	70.48%	2.25%	1.39%	96.36%	3.64%

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	49.55%	50.45%
	Urban	46.40%	53.60%
	Overall	47.34%	52.66%
Airtel	Rural	84.51%	15.49%
	Urban	73.94%	26.06%
	Overall	77.39%	22.61%
BSNL	Rural	80.50%	19.50%
	Urban	76.34%	23.66%
	Overall	77.58%	22.42%
Etisalat	Urban	93.85%	6.15%
	Overall	93.85%	6.15%

Idea	Rural	36.19%	63.81%
	Urban	59.80%	40.20%
	Overall	52.99%	47.01%
Reliance	Rural	48.01%	51.99%
	Urban	58.63%	41.37%
	Overall	55.40%	44.60%
Systema Shyam	Rural	66.15%	33.85%
	Urban	67.56%	32.44%
	Overall	67.13%	32.87%
Tata	Rural	55.14%	44.86%
	Urban	60.59%	39.41%
	Overall	58.95%	41.05%
Uninor	Rural	85.71%	14.29%
	Urban	81.67%	18.33%
	Overall	82.88%	17.12%
Vodafone	Rural	85.94%	14.06%
	Urban	88.26%	11.74%
	Overall	87.62%	12.38%

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	8.16%	80.97%	6.04%	4.83%	89.12%	10.88%
	Urban	8.61%	76.48%	7.58%	7.33%	85.09%	14.91%
	Overall	8.48%	77.82%	7.12%	6.58%	86.29%	13.71%
Airtel	Rural	3.10%	88.73%	5.07%	3.10%	91.83%	8.17%
	Urban	4.77%	78.99%	9.69%	6.55%	83.77%	16.23%
	Overall	4.23%	82.17%	8.18%	5.42%	86.40%	13.60%
BSNL	Rural	11.95%	79.87%	6.60%	1.57%	91.82%	8.18%
	Urban	6.15%	81.15%	9.22%	3.48%	87.30%	12.70%
	Overall	7.88%	80.77%	8.44%	2.91%	88.65%	11.35%
Etisalat	Urban	7.26%	92.74%	0.00%	0.00%	100.00%	0.00%
	Overall	7.26%	92.74%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	25.14%	73.20%	1.38%	0.28%	98.34%	1.66%
	Urban	11.76%	85.67%	1.46%	1.12%	97.42%	2.58%
	Overall	15.62%	82.07%	1.43%	0.88%	97.69%	2.31%
Reliance	Rural	8.87%	65.44%	18.35%	7.34%	74.31%	25.69%
	Urban	2.68%	78.98%	12.72%	5.62%	81.66%	18.34%
	Overall	4.56%	74.86%	14.43%	6.15%	79.42%	20.58%
Systema Shyam	Rural	7.45%	86.96%	4.97%	0.62%	94.41%	5.59%
	Urban	2.94%	95.73%	1.07%	0.27%	98.66%	1.34%
	Overall	4.30%	93.09%	2.24%	0.37%	97.39%	2.61%
Tata	Rural	14.33%	75.39%	9.97%	0.31%	89.72%	10.28%
	Urban	6.84%	86.86%	3.62%	2.68%	93.70%	6.30%
	Overall	9.09%	83.41%	5.53%	1.97%	92.50%	7.50%
Uninor	Rural	15.53%	82.61%	0.62%	1.24%	98.14%	1.86%
	Urban	10.76%	84.73%	3.05%	1.46%	95.48%	4.52%
	Overall	12.19%	84.09%	2.33%	1.40%	96.28%	3.72%
Vodafone	Rural	8.44%	86.88%	3.44%	1.25%	95.31%	4.69%
	Urban	6.71%	91.74%	0.60%	0.96%	98.44%	1.56%
	Overall	7.19%	90.39%	1.39%	1.04%	97.58%	2.42%

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	27.08%	46.15%	24.92%	1.85%	73.23%	26.77%
	Urban	24.10%	44.31%	29.05%	2.54%	68.41%	31.59%
	Overall	25.00%	44.87%	27.80%	2.33%	69.87%	30.13%
Airtel	Rural	9.52%	78.27%	5.65%	6.55%	87.80%	12.20%
	Urban	11.50%	63.19%	16.10%	9.20%	74.69%	25.31%
	Overall	10.83%	68.32%	12.55%	8.30%	79.15%	20.85%
BSNL	Rural	28.50%	49.53%	10.75%	11.21%	78.04%	21.96%
	Urban	29.92%	30.73%	22.37%	16.98%	60.65%	39.35%
	Overall	29.40%	37.61%	18.12%	14.87%	67.01%	32.99%
Etisalat	Urban	0.00%	84.36%	15.64%	0.00%	84.36%	15.64%
	Overall	0.00%	84.36%	15.64%	0.00%	84.36%	15.64%
Idea	Rural	16.90%	69.31%	13.10%	0.69%	86.21%	13.79%
	Urban	24.44%	56.15%	15.78%	3.63%	80.59%	19.41%
	Overall	22.27%	59.94%	15.01%	2.78%	82.21%	17.79%
Reliance	Rural	20.46%	67.33%	10.89%	1.32%	87.79%	12.21%
	Urban	17.11%	74.42%	7.89%	0.58%	91.52%	8.48%
	Overall	18.14%	72.24%	8.81%	0.81%	90.37%	9.63%
Systema Shyam	Rural	15.91%	74.03%	8.12%	1.95%	89.94%	10.06%
	Urban	16.94%	69.92%	12.06%	1.08%	86.86%	13.14%
	Overall	16.63%	71.13%	10.90%	1.34%	87.76%	12.24%
Tata	Rural	31.27%	53.45%	15.27%	0.00%	84.73%	15.27%
	Urban	25.25%	60.47%	11.46%	2.82%	85.71%	14.29%
	Overall	27.14%	58.27%	12.66%	1.94%	85.40%	14.60%
Uninor	Rural	31.82%	35.66%	31.82%	0.70%	67.48%	32.52%
	Urban	22.85%	59.62%	16.12%	1.41%	82.47%	17.53%
	Overall	25.62%	52.22%	20.97%	1.19%	77.84%	22.16%
Vodafone	Rural	24.31%	38.89%	27.08%	9.72%	63.19%	36.81%
	Urban	11.45%	78.63%	3.82%	6.11%	90.08%	9.92%
	Overall	18.18%	57.82%	16.00%	8.00%	76.00%	24.00%

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	4.60%	13.79%	24.14%	43.68%	13.79%
	Urban	5.51%	20.34%	33.90%	30.51%	9.75%
	Overall	5.26%	18.58%	31.27%	34.06%	10.84%
Airtel	Rural	29.27%	26.83%	36.59%	2.44%	4.88%
	Urban	19.39%	24.85%	43.64%	9.09%	3.03%
	Overall	21.36%	25.24%	42.23%	7.77%	3.40%
BSNL	Rural	29.79%	25.53%	34.04%	4.26%	6.38%
	Urban	26.03%	19.18%	41.10%	8.90%	4.79%
	Overall	26.94%	20.73%	39.38%	7.77%	5.18%
Etisalat	Urban	50.00%	0.00%	50.00%	0.00%	0.00%
	Overall	50.00%	0.00%	50.00%	0.00%	0.00%

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

Idea	Rural	2.50%	22.50%	40.00%	12.50%	22.50%
	Urban	13.67%	20.86%	35.97%	25.90%	3.60%
	Overall	11.17%	21.23%	36.87%	22.91%	7.82%
Reliance	Rural	0.00%	13.51%	45.95%	40.54%	0.00%
	Urban	6.90%	0.00%	58.62%	24.14%	10.34%
	Overall	4.21%	5.26%	53.68%	30.53%	6.32%
Systema Shyam	Rural	12.90%	16.13%	51.61%	9.68%	9.68%
	Urban	14.43%	13.40%	29.90%	30.93%	11.34%
	Overall	14.06%	14.06%	35.16%	25.78%	10.94%
Tata	Rural	2.38%	19.05%	45.24%	11.90%	21.43%
	Urban	15.12%	25.58%	22.09%	32.56%	4.65%
	Overall	10.94%	23.44%	29.69%	25.78%	10.16%
Uninor	Rural	6.45%	40.86%	27.96%	15.05%	9.68%
	Urban	18.75%	29.46%	27.68%	17.86%	6.25%
	Overall	13.17%	34.63%	27.80%	16.59%	7.80%
Vodafone	Rural	3.77%	41.51%	49.06%	5.66%	0.00%
	Urban	7.69%	23.08%	30.77%	23.08%	15.38%
	Overall	4.55%	37.88%	45.45%	9.09%	3.03%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	84.31%	15.69%
	Urban	80.19%	19.81%
	Overall	81.44%	18.56%
Airtel	Rural	81.85%	18.15%
	Urban	85.74%	14.26%
	Overall	84.41%	15.59%
BSNL	Rural	52.80%	47.20%
	Urban	69.54%	30.46%
	Overall	63.42%	36.58%
Etisalat	Urban	3.91%	96.09%
	Overall	3.91%	96.09%
Idea	Rural	53.45%	46.55%
	Urban	55.87%	44.13%
	Overall	55.17%	44.83%
Reliance	Rural	46.53%	53.47%
	Urban	48.54%	51.46%
	Overall	47.92%	52.08%
Systema Shyam	Rural	86.69%	13.31%
	Urban	73.04%	26.96%
	Overall	77.06%	22.94%
Tata	Rural	49.45%	50.55%
	Urban	51.33%	48.67%
	Overall	50.74%	49.26%
Uninor	Rural	83.22%	16.78%
	Urban	79.34%	20.66%
	Overall	80.54%	19.46%
Vodafone	Rural	68.06%	31.94%
	Urban	43.51%	56.49%
	Overall	56.36%	43.64%

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	15.69%	71.90%	10.22%	2.19%	87.59%	12.41%
	Urban	27.21%	60.60%	9.68%	2.50%	87.81%	12.19%
	Overall	23.60%	64.15%	9.85%	2.41%	87.74%	12.26%
Airtel	Rural	16.00%	80.00%	3.27%	0.73%	96.00%	4.00%
	Urban	8.94%	82.47%	6.44%	2.15%	91.41%	8.59%
	Overall	11.27%	81.65%	5.40%	1.68%	92.93%	7.07%
BSNL	Rural	26.55%	65.49%	6.19%	1.77%	92.04%	7.96%
	Urban	27.13%	62.02%	7.36%	3.49%	89.15%	10.85%
	Overall	26.95%	63.07%	7.01%	2.96%	90.03%	9.97%
Etisalat	Urban	21.43%	78.57%	0.00%	0.00%	100.00%	0.00%
	Overall	21.43%	78.57%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	9.68%	40.00%	47.74%	2.58%	49.68%	50.32%
	Urban	34.50%	50.25%	14.50%	0.75%	84.75%	15.25%
	Overall	27.57%	47.39%	23.78%	1.26%	74.95%	25.05%
Reliance	Rural	21.99%	47.52%	27.66%	2.84%	69.50%	30.50%
	Urban	15.96%	68.37%	15.06%	0.60%	84.34%	15.66%
	Overall	17.76%	62.16%	18.82%	1.27%	79.92%	20.08%
Systema Shyam	Rural	2.62%	90.45%	6.55%	0.37%	93.07%	6.93%
	Urban	6.03%	90.45%	3.15%	0.37%	96.47%	3.53%
	Overall	4.90%	90.45%	4.28%	0.37%	95.35%	4.65%
Tata	Rural	8.09%	80.15%	7.35%	4.41%	88.24%	11.76%
	Urban	22.65%	68.61%	7.44%	1.29%	91.26%	8.74%
	Overall	18.20%	72.13%	7.42%	2.25%	90.34%	9.66%
Uninor	Rural	23.95%	67.23%	7.14%	1.68%	91.18%	8.82%
	Urban	20.71%	73.57%	4.54%	1.18%	94.28%	5.72%
	Overall	21.74%	71.54%	5.37%	1.34%	93.29%	6.71%
Vodafone	Rural	28.57%	44.90%	21.43%	5.10%	73.47%	26.53%
	Urban	17.54%	42.11%	36.84%	3.51%	59.65%	40.35%
	Overall	24.52%	43.87%	27.10%	4.52%	68.39%	31.61%

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	15.69%	71.90%	10.22%	2.19%	87.59%	12.41%
	Urban	27.21%	60.60%	9.68%	2.50%	87.81%	12.19%
	Overall	23.60%	64.15%	9.85%	2.41%	87.74%	12.26%
Airtel	Rural	16.00%	80.00%	3.27%	0.73%	96.00%	4.00%
	Urban	8.94%	82.47%	6.44%	2.15%	91.41%	8.59%
	Overall	11.27%	81.65%	5.40%	1.68%	92.93%	7.07%
BSNL	Rural	26.55%	65.49%	6.19%	1.77%	92.04%	7.96%
	Urban	27.13%	62.02%	7.36%	3.49%	89.15%	10.85%
	Overall	26.95%	63.07%	7.01%	2.96%	90.03%	9.97%
Etisalat	Urban	21.43%	78.57%	0.00%	0.00%	100.00%	0.00%
	Overall	21.43%	78.57%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	9.68%	40.00%	47.74%	2.58%	49.68%	50.32%

	Urban	34.50%	50.25%	14.50%	0.75%	84.75%	15.25%
	Overall	27.57%	47.39%	23.78%	1.26%	74.95%	25.05%
Reliance	Rural	21.99%	47.52%	27.66%	2.84%	69.50%	30.50%
	Urban	15.96%	68.37%	15.06%	0.60%	84.34%	15.66%
	Overall	17.76%	62.16%	18.82%	1.27%	79.92%	20.08%
Systema Shyam	Rural	2.62%	90.45%	6.55%	0.37%	93.07%	6.93%
	Urban	6.03%	90.45%	3.15%	0.37%	96.47%	3.53%
	Overall	4.90%	90.45%	4.28%	0.37%	95.35%	4.65%
Tata	Rural	8.09%	80.15%	7.35%	4.41%	88.24%	11.76%
	Urban	22.65%	68.61%	7.44%	1.29%	91.26%	8.74%
	Overall	18.20%	72.13%	7.42%	2.25%	90.34%	9.66%
Uninor	Rural	23.95%	67.23%	7.14%	1.68%	91.18%	8.82%
	Urban	20.71%	73.57%	4.54%	1.18%	94.28%	5.72%
	Overall	21.74%	71.54%	5.37%	1.34%	93.29%	6.71%
Vodafone	Rural	28.57%	44.90%	21.43%	5.10%	73.47%	26.53%
	Urban	17.54%	42.11%	36.84%	3.51%	59.65%	40.35%
	Overall	24.52%	43.87%	27.10%	4.52%	68.39%	31.61%

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	24.80%	31.20%	1.60%	12.00%	30.40%
	Urban	21.80%	29.97%	9.26%	21.25%	17.71%
	Overall	22.56%	30.28%	7.32%	18.90%	20.93%
Airtel	Rural	35.44%	53.16%	3.80%	6.33%	1.27%
	Urban	43.75%	41.35%	6.25%	6.25%	2.40%
	Overall	41.46%	44.60%	5.57%	6.27%	2.09%
BSNL	Rural	57.69%	28.85%	3.85%	7.69%	1.92%
	Urban	53.21%	26.28%	8.97%	7.69%	3.85%
	Overall	54.33%	26.92%	7.69%	7.69%	3.37%
Etisalat	Urban	9.52%	33.33%	57.14%	0.00%	0.00%
	Overall	9.52%	33.33%	57.14%	0.00%	0.00%
Idea	Rural	22.22%	28.57%	1.59%	34.92%	12.70%
	Urban	38.80%	34.80%	0.40%	20.40%	5.60%
	Overall	35.46%	33.55%	0.64%	23.32%	7.03%
Reliance	Rural	25.40%	14.29%	14.29%	34.92%	11.11%
	Urban	23.68%	9.21%	7.89%	13.16%	46.05%
	Overall	24.46%	11.51%	10.79%	23.02%	30.22%
Systema Shyam	Rural	65.71%	15.71%	5.71%	5.71%	7.14%
	Urban	29.20%	14.16%	9.73%	22.12%	24.78%
	Overall	43.17%	14.75%	8.20%	15.85%	18.03%
Tata	Rural	15.52%	34.48%	8.62%	24.14%	17.24%
	Urban	22.82%	30.20%	11.41%	26.85%	8.72%
	Overall	20.77%	31.40%	10.63%	26.09%	11.11%
Uninor	Rural	42.34%	11.71%	0.90%	33.33%	11.71%
	Urban	39.15%	17.92%	4.72%	25.47%	12.74%
	Overall	40.25%	15.79%	3.41%	28.17%	12.38%
Vodafone	Rural	2.99%	46.27%	46.27%	4.48%	0.00%
	Urban	8.00%	44.00%	36.00%	8.00%	4.00%
	Overall	4.35%	45.65%	43.48%	5.43%	1.09%

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	60.62%	39.38%
	Urban	59.97%	40.03%
	Overall	60.17%	39.83%
Airtel	Rural	90.18%	9.82%
	Urban	89.88%	10.12%
	Overall	89.98%	10.02%
BSNL	Rural	76.64%	23.36%
	Urban	84.91%	15.09%
	Overall	81.88%	18.12%
Etisalat	Urban	96.09%	3.91%
	Overall	96.09%	3.91%
Idea	Rural	51.72%	48.28%
	Urban	41.48%	58.52%
	Overall	44.43%	55.57%
Reliance	Rural	61.39%	38.61%
	Urban	72.22%	27.78%
	Overall	68.90%	31.10%
Systema Shyam	Rural	69.81%	30.19%
	Urban	75.47%	24.53%
	Overall	73.80%	26.20%
Tata	Rural	64.73%	35.27%
	Urban	48.34%	51.66%
	Overall	53.48%	46.52%
Uninor	Rural	69.93%	30.07%
	Urban	70.11%	29.89%
	Overall	70.05%	29.95%
Vodafone	Rural	75.69%	24.31%
	Urban	62.60%	37.40%
	Overall	69.45%	30.55%

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	50.00%	0.00%	16.67%	33.33%	50.00%	50.00%
	Urban	41.94%	48.39%	6.45%	3.23%	90.32%	9.68%
	Overall	43.24%	40.54%	8.11%	8.11%	83.78%	16.22%
Airtel	Rural	5.26%	73.68%	0.00%	21.05%	78.95%	21.05%
	Urban	14.81%	58.02%	7.41%	19.75%	72.84%	27.16%
	Overall	13.00%	61.00%	6.00%	20.00%	74.00%	26.00%
BSNL	Rural	4.81%	85.58%	7.69%	1.92%	90.38%	9.62%
	Urban	6.10%	83.82%	6.90%	3.18%	89.92%	10.08%
	Overall	5.82%	84.20%	7.07%	2.91%	90.02%	9.98%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	23.61%	75.00%	1.39%	0.00%	98.61%	1.39%
	Urban	29.38%	67.80%	2.82%	0.00%	97.18%	2.82%
	Overall	27.71%	69.88%	2.41%	0.00%	97.59%	2.41%

Reliance	Rural	29.17%	58.33%	8.33%	4.17%	87.50%	12.50%
	Urban	26.98%	34.92%	28.57%	9.52%	61.90%	38.10%
	Overall	27.59%	41.38%	22.99%	8.05%	68.97%	31.03%
Systema Shyam	Rural	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%
	Urban	45.45%	9.09%	36.36%	9.09%	54.55%	45.45%
	Overall	48.00%	32.00%	16.00%	4.00%	80.00%	20.00%
Tata	Rural	54.35%	43.48%	2.17%	0.00%	97.83%	2.17%
	Urban	35.42%	60.42%	4.17%	0.00%	95.83%	4.17%
	Overall	40.00%	56.32%	3.68%	0.00%	96.32%	3.68%
Uninor	Rural	25.00%	66.67%	5.56%	2.78%	91.67%	8.33%
	Urban	45.61%	49.12%	3.51%	1.75%	94.74%	5.26%
	Overall	40.67%	53.33%	4.00%	2.00%	94.00%	6.00%
Vodafone	Rural	3.41%	92.05%	2.84%	1.70%	95.45%	4.55%
	Urban	4.12%	95.45%	0.43%	0.00%	99.57%	0.43%
	Overall	3.98%	94.77%	0.91%	0.34%	98.75%	1.25%

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	0.00%	66.67%	0.00%	33.33%	66.67%	33.33%
	Urban	25.81%	32.26%	35.48%	6.45%	58.06%	41.94%
	Overall	21.62%	37.84%	29.73%	10.81%	59.46%	40.54%
Airtel	Rural	73.68%	0.00%	5.26%	21.05%	73.68%	26.32%
	Urban	18.52%	51.85%	19.75%	9.88%	70.37%	29.63%
	Overall	29.00%	42.00%	17.00%	12.00%	71.00%	29.00%
BSNL	Rural	17.31%	71.15%	8.65%	2.88%	88.46%	11.54%
	Urban	10.61%	74.80%	10.34%	4.24%	85.41%	14.59%
	Overall	12.06%	74.01%	9.98%	3.95%	86.07%	13.93%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	22.22%	29.17%	45.83%	2.78%	51.39%	48.61%
	Urban	34.46%	37.29%	24.86%	3.39%	71.75%	28.25%
	Overall	30.92%	34.94%	30.92%	3.21%	65.86%	34.14%
Reliance	Rural	8.33%	50.00%	33.33%	8.33%	58.33%	41.67%
	Urban	19.05%	36.51%	25.40%	19.05%	55.56%	44.44%
	Overall	16.09%	40.23%	27.59%	16.09%	56.32%	43.68%
Systema Shyam	Rural	21.43%	28.57%	35.71%	14.29%	50.00%	50.00%
	Urban	36.36%	27.27%	9.09%	27.27%	63.64%	36.36%
	Overall	28.00%	28.00%	24.00%	20.00%	56.00%	44.00%
Tata	Rural	41.30%	56.52%	2.17%	0.00%	97.83%	2.17%
	Urban	44.44%	43.75%	8.33%	3.47%	88.19%	11.81%
	Overall	43.68%	46.84%	6.84%	2.63%	90.53%	9.47%
Uninor	Rural	33.33%	50.00%	11.11%	5.56%	83.33%	16.67%
	Urban	40.35%	36.84%	19.30%	3.51%	77.19%	22.81%
	Overall	38.67%	40.00%	17.33%	4.00%	78.67%	21.33%
Vodafone	Rural	4.55%	90.34%	3.41%	1.70%	94.89%	5.11%
	Urban	5.54%	93.75%	0.57%	0.14%	99.29%	0.71%
	Overall	5.34%	93.07%	1.14%	0.45%	98.41%	1.59%

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	0.00%	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	33.33%	16.67%	25.00%	25.00%
	Overall	0.00%	28.57%	14.29%	21.43%	35.71%
Airtel	Rural	0.00%	25.00%	50.00%	25.00%	0.00%
	Urban	0.00%	4.35%	47.83%	34.78%	13.04%
	Overall	0.00%	7.41%	48.15%	33.33%	11.11%
BSNL	Rural	0.00%	18.18%	18.18%	63.64%	0.00%
	Urban	0.00%	5.56%	20.37%	64.81%	9.26%
	Overall	0.00%	7.69%	20.00%	64.62%	7.69%
Etisalat	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Idea	Rural	0.00%	0.00%	2.86%	2.86%	94.29%
	Urban	0.00%	8.51%	14.89%	17.02%	59.57%
	Overall	0.00%	4.88%	9.76%	10.98%	74.39%
Reliance	Rural	0.00%	0.00%	40.00%	40.00%	20.00%
	Urban	0.00%	0.00%	16.67%	37.50%	45.83%
	Overall	0.00%	0.00%	23.53%	38.24%	38.24%
Systema Shyam	Rural	0.00%	83.33%	0.00%	0.00%	16.67%
	Urban	0.00%	0.00%	0.00%	33.33%	66.67%
	Overall	0.00%	55.56%	0.00%	11.11%	33.33%
Tata	Rural	0.00%	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	12.50%	18.75%	18.75%	50.00%
	Overall	0.00%	11.76%	17.65%	17.65%	52.94%
Uninor	Rural	0.00%	16.67%	16.67%	33.33%	33.33%
	Urban	0.00%	12.50%	25.00%	25.00%	37.50%
	Overall	0.00%	13.33%	23.33%	26.67%	36.67%
Vodafone	Rural	0.00%	0.00%	28.57%	28.57%	42.86%
	Urban	0.00%	0.00%	33.33%	66.67%	0.00%
	Overall	0.00%	0.00%	30.77%	46.15%	23.08%

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	50.00%	16.67%	33.33%	0.00%	66.67%	33.33%
	Urban	41.94%	45.16%	6.45%	6.45%	87.10%	12.90%
	Overall	43.24%	40.54%	10.81%	5.41%	83.78%	16.22%
Airtel	Rural	5.26%	73.68%	0.00%	21.05%	78.95%	21.05%
	Urban	33.33%	41.98%	9.88%	14.81%	75.31%	24.69%
	Overall	28.00%	48.00%	8.00%	16.00%	76.00%	24.00%
BSNL	Rural	5.77%	90.38%	0.00%	3.85%	96.15%	3.85%
	Urban	10.08%	84.88%	1.59%	3.45%	94.96%	5.04%
	Overall	9.15%	86.07%	1.25%	3.53%	95.22%	4.78%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	20.83%	75.00%	4.17%	0.00%	95.83%	4.17%
	Urban	18.08%	69.49%	9.60%	2.82%	87.57%	12.43%
	Overall	18.88%	71.08%	8.03%	2.01%	89.96%	10.04%

Reliance	Rural	4.17%	83.33%	8.33%	4.17%	87.50%	12.50%
	Urban	33.33%	23.81%	34.92%	7.94%	57.14%	42.86%
	Overall	25.29%	40.23%	27.59%	6.90%	65.52%	34.48%
Systema Shyam	Rural	50.00%	35.71%	7.14%	7.14%	85.71%	14.29%
	Urban	36.36%	36.36%	9.09%	18.18%	72.73%	27.27%
	Overall	44.00%	36.00%	8.00%	12.00%	80.00%	20.00%
Tata	Rural	34.78%	65.22%	0.00%	0.00%	100.00%	0.00%
	Urban	20.14%	72.92%	5.56%	1.39%	93.06%	6.94%
	Overall	23.68%	71.05%	4.21%	1.05%	94.74%	5.26%
Uninor	Rural	22.22%	63.89%	8.33%	5.56%	86.11%	13.89%
	Urban	25.44%	61.40%	11.40%	1.75%	86.84%	13.16%
	Overall	24.67%	62.00%	10.67%	2.67%	86.67%	13.33%
Vodafone	Rural	5.68%	89.20%	3.41%	1.70%	94.89%	5.11%
	Urban	5.82%	93.32%	0.57%	0.28%	99.15%	0.85%
	Overall	5.80%	92.50%	1.14%	0.57%	98.30%	1.70%

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	4Charged for calls/services not made/used	4Calculations are not clear	Others
Aircel	Rural	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
	Urban	0.00%	25.00%	75.00%	0.00%	0.00%	0.00%
	Overall	0.00%	16.67%	50.00%	0.00%	0.00%	33.33%
Airtel	Rural	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%
	Urban	0.00%	25.00%	40.00%	20.00%	10.00%	5.00%
	Overall	0.00%	29.17%	41.67%	16.67%	8.33%	4.17%
BSNL	Rural	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%
	Urban	0.00%	42.11%	21.05%	21.05%	10.53%	5.26%
	Overall	0.00%	43.48%	26.09%	17.39%	8.70%	4.35%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%
	Urban	4.55%	22.73%	54.55%	13.64%	4.55%	0.00%
	Overall	4.00%	28.00%	48.00%	16.00%	4.00%	0.00%
Reliance	Rural	33.33%	0.00%	33.33%	33.33%	0.00%	0.00%
	Urban	3.70%	0.00%	0.00%	18.52%	25.93%	51.85%
	Overall	6.67%	0.00%	3.33%	20.00%	23.33%	46.67%
Systema Shyam	Rural	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%
	Urban	0.00%	0.00%	0.00%	33.33%	66.67%	0.00%
	Overall	20.00%	0.00%	0.00%	20.00%	40.00%	20.00%
Tata	Rural	NA	NA	NA	NA	NA	NA
	Urban	10.00%	10.00%	20.00%	40.00%	20.00%	0.00%
	Overall	10.00%	10.00%	20.00%	40.00%	20.00%	0.00%
Uninor	Rural	0.00%	20.00%	0.00%	40.00%	20.00%	20.00%
	Urban	13.33%	13.33%	40.00%	26.67%	0.00%	6.67%
	Overall	10.00%	15.00%	30.00%	30.00%	5.00%	10.00%
Vodafone	Rural	0.00%	16.67%	50.00%	33.33%	0.00%	0.00%
	Urban	0.00%	25.00%	50.00%	25.00%	0.00%	0.00%
	Overall	0.00%	20.00%	50.00%	30.00%	0.00%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	50.00%	50.00%
	Urban	93.55%	6.45%
	Overall	86.49%	13.51%
Airtel	Rural	68.42%	31.58%
	Urban	85.19%	14.81%
	Overall	82.00%	18.00%
BSNL	Rural	20.19%	79.81%
	Urban	21.75%	78.25%
	Overall	21.41%	78.59%
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	12.50%	87.50%
	Urban	20.34%	79.66%
	Overall	18.07%	81.93%
Reliance	Rural	58.33%	41.67%
	Urban	50.79%	49.21%
	Overall	52.87%	47.13%
Systema Shyam	Rural	71.43%	28.57%
	Urban	54.55%	45.45%
	Overall	64.00%	36.00%
Tata	Rural	13.04%	86.96%
	Urban	22.22%	77.78%
	Overall	20.00%	80.00%
Uninor	Rural	47.22%	52.78%
	Urban	30.70%	69.30%
	Overall	34.67%	65.33%
Vodafone	Rural	3.41%	96.59%
	Urban	1.14%	98.86%
	Overall	1.59%	98.41%

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	NA	NA	NA	NA	NA	NA
	Urban	0.00%	93.10%	6.90%	0.00%	93.10%	6.90%
	Overall	0.00%	93.75%	6.25%	0.00%	93.75%	6.25%
Airtel	Rural	NA	NA	NA	NA	NA	NA
	Urban	1.45%	43.48%	20.29%	34.78%	44.93%	55.07%
	Overall	1.22%	46.34%	21.95%	30.49%	47.56%	52.44%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	0.00%	77.78%	11.11%	11.11%	77.78%	22.22%
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Reliance	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA

Systema Shyam	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	66.67%	16.67%	16.67%	66.67%	33.33%
	Overall	0.00%	87.50%	6.25%	6.25%	87.50%	12.50%
Tata	Rural	66.67%	16.67%	0.00%	16.67%	83.33%	16.67%
	Urban	18.75%	59.38%	12.50%	9.38%	78.13%	21.88%
	Overall	26.32%	52.63%	10.53%	10.53%	78.95%	21.05%
Uninor	Rural	23.53%	29.41%	41.18%	5.88%	52.94%	47.06%
	Urban	17.14%	34.29%	45.71%	2.86%	51.43%	48.57%
	Overall	19.23%	32.69%	44.23%	3.85%	51.92%	48.08%
Vodafone	Rural	0.00%	16.67%	66.67%	16.67%	16.67%	83.33%
	Urban	0.00%	50.00%	37.50%	12.50%	50.00%	50.00%
	Overall	0.00%	35.71%	50.00%	14.29%	35.71%	64.29%

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	51.06%	48.94%
	Urban	36.63%	63.37%
	Overall	40.94%	59.06%
Airtel	Rural	19.44%	80.56%
	Urban	54.16%	45.84%
	Overall	42.83%	57.17%
BSNL	Rural	47.80%	52.20%
	Urban	49.87%	50.13%
	Overall	49.25%	50.75%
Etisalat	Urban	78.77%	21.23%
	Overall	78.77%	21.23%
Idea	Rural	25.97%	74.03%
	Urban	41.66%	58.34%
	Overall	37.13%	62.87%
Reliance	Rural	49.24%	50.76%
	Urban	63.72%	36.28%
	Overall	59.31%	40.69%
Systema Shyam	Rural	62.73%	37.27%
	Urban	59.01%	40.99%
	Overall	60.13%	39.87%
Tata	Rural	29.91%	70.09%
	Urban	40.21%	59.79%
	Overall	37.11%	62.89%
Uninor	Rural	77.95%	22.05%
	Urban	70.39%	29.61%
	Overall	72.65%	27.35%
Vodafone	Rural	65.94%	34.06%
	Urban	62.63%	37.37%
	Overall	63.55%	36.45%

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	7.69%	84.62%	5.33%	2.37%	92.31%	7.69%
	Urban	10.53%	76.84%	7.72%	4.91%	87.37%	12.63%
	Overall	9.47%	79.74%	6.83%	3.96%	89.21%	10.79%
Airtel	Rural	7.25%	69.57%	11.59%	11.59%	76.81%	23.19%
	Urban	4.28%	86.65%	5.79%	3.27%	90.93%	9.07%
	Overall	4.72%	84.12%	6.65%	4.51%	88.84%	11.16%
BSNL	Rural	32.89%	58.55%	5.26%	3.29%	91.45%	8.55%
	Urban	17.69%	70.51%	8.31%	3.49%	88.20%	11.80%
	Overall	22.10%	67.05%	7.43%	3.43%	89.14%	10.86%
Etisalat	Urban	7.80%	92.20%	0.00%	0.00%	100.00%	0.00%
	Overall	7.80%	92.20%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	17.02%	78.72%	4.26%	0.00%	95.74%	4.26%
	Urban	16.40%	76.88%	6.18%	0.54%	93.28%	6.72%
	Overall	16.52%	77.25%	5.79%	0.43%	93.78%	6.22%
Reliance	Rural	8.70%	81.37%	7.45%	2.48%	90.06%	9.94%
	Urban	3.15%	71.85%	23.32%	1.68%	75.00%	25.00%
	Overall	4.55%	74.25%	19.31%	1.88%	78.81%	21.19%
Systema Shyam	Rural	7.92%	52.48%	39.11%	0.50%	60.40%	39.60%
	Urban	3.62%	92.53%	3.17%	0.68%	96.15%	3.85%
	Overall	4.97%	79.97%	14.44%	0.62%	84.94%	15.06%
Tata	Rural	28.13%	67.71%	4.17%	0.00%	95.83%	4.17%
	Urban	23.33%	69.67%	4.33%	2.67%	93.00%	7.00%
	Overall	24.49%	69.19%	4.29%	2.02%	93.69%	6.31%
Uninor	Rural	20.32%	70.52%	8.37%	0.80%	90.84%	9.16%
	Urban	17.92%	69.81%	11.89%	0.38%	87.74%	12.26%
	Overall	18.69%	70.04%	10.76%	0.51%	88.73%	11.27%
Vodafone	Rural	5.69%	90.05%	2.37%	1.90%	95.73%	4.27%
	Urban	4.78%	92.35%	2.68%	0.19%	97.13%	2.87%
	Overall	5.04%	91.69%	2.59%	0.68%	96.73%	3.27%

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	22.49%	69.23%	5.92%	2.37%	91.72%	8.28%
	Urban	21.40%	63.51%	10.53%	4.56%	84.91%	15.09%
	Overall	21.81%	65.64%	8.81%	3.74%	87.44%	12.56%
Airtel	Rural	62.32%	23.19%	10.14%	4.35%	85.51%	14.49%
	Urban	9.57%	77.83%	7.30%	5.29%	87.41%	12.59%
	Overall	17.38%	69.74%	7.73%	5.15%	87.12%	12.88%
BSNL	Rural	32.24%	58.55%	5.92%	3.29%	90.79%	9.21%
	Urban	15.28%	72.92%	8.31%	3.49%	88.20%	11.80%
	Overall	20.19%	68.76%	7.62%	3.43%	88.95%	11.05%
Etisalat	Urban	4.26%	95.74%	0.00%	0.00%	100.00%	0.00%
	Overall	4.26%	95.74%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	36.17%	57.45%	6.38%	0.00%	93.62%	6.38%
	Urban	35.48%	56.18%	7.26%	1.08%	91.67%	8.33%
	Overall	35.62%	56.44%	7.08%	0.86%	92.06%	7.94%

Reliance	Rural	19.25%	61.49%	17.39%	1.86%	80.75%	19.25%
	Urban	7.35%	80.25%	11.34%	1.05%	87.61%	12.39%
	Overall	10.36%	75.51%	12.87%	1.26%	85.87%	14.13%
Systema Shyam	Rural	5.45%	84.65%	9.41%	0.50%	90.10%	9.90%
	Urban	8.37%	85.29%	5.43%	0.90%	93.67%	6.33%
	Overall	7.45%	85.09%	6.68%	0.78%	92.55%	7.45%
Tata	Rural	31.25%	43.75%	25.00%	0.00%	75.00%	25.00%
	Urban	34.00%	51.67%	14.33%	0.00%	85.67%	14.33%
	Overall	33.33%	49.75%	16.92%	0.00%	83.08%	16.92%
Uninor	Rural	15.14%	75.70%	8.37%	0.80%	90.84%	9.16%
	Urban	11.51%	73.02%	15.09%	0.38%	84.53%	15.47%
	Overall	12.68%	73.88%	12.93%	0.51%	86.56%	13.44%
Vodafone	Rural	16.11%	73.93%	2.37%	7.58%	90.05%	9.95%
	Urban	5.54%	91.20%	2.10%	1.15%	96.75%	3.25%
	Overall	8.58%	86.24%	2.18%	3.00%	94.82%	5.18%

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	20.71%	75.15%	0.59%	3.55%	95.86%	4.14%
	Urban	25.61%	62.11%	9.47%	2.81%	87.72%	12.28%
	Overall	23.79%	66.96%	6.17%	3.08%	90.75%	9.25%
Airtel	Rural	2.90%	75.36%	13.04%	8.70%	78.26%	21.74%
	Urban	7.05%	80.86%	8.31%	3.78%	87.91%	12.09%
	Overall	6.44%	80.04%	9.01%	4.51%	86.48%	13.52%
BSNL	Rural	6.58%	80.26%	9.21%	3.95%	86.84%	13.16%
	Urban	7.24%	78.02%	11.26%	3.49%	85.25%	14.75%
	Overall	7.05%	78.67%	10.67%	3.62%	85.71%	14.29%
Etisalat	Urban	7.80%	91.49%	0.71%	0.00%	99.29%	0.71%
	Overall	7.80%	91.49%	0.71%	0.00%	99.29%	0.71%
Idea	Rural	12.77%	72.34%	13.83%	1.06%	85.11%	14.89%
	Urban	9.68%	81.18%	7.80%	1.34%	90.86%	9.14%
	Overall	10.30%	79.40%	9.01%	1.29%	89.70%	10.30%
Reliance	Rural	40.99%	47.20%	8.07%	3.73%	88.20%	11.80%
	Urban	23.11%	63.03%	13.45%	0.42%	86.13%	13.87%
	Overall	27.63%	59.03%	12.09%	1.26%	86.66%	13.34%
Systema Shyam	Rural	6.44%	85.15%	8.42%	0.00%	91.58%	8.42%
	Urban	10.86%	87.10%	1.81%	0.23%	97.96%	2.04%
	Overall	9.47%	86.49%	3.88%	0.16%	95.96%	4.04%
Tata	Rural	12.50%	69.79%	17.71%	0.00%	82.29%	17.71%
	Urban	17.00%	74.33%	7.67%	1.00%	91.33%	8.67%
	Overall	15.91%	73.23%	10.10%	0.76%	89.14%	10.86%
Uninor	Rural	8.37%	82.87%	8.37%	0.40%	91.24%	8.76%
	Urban	10.94%	79.06%	9.25%	0.75%	90.00%	10.00%
	Overall	10.12%	80.28%	8.96%	0.64%	90.40%	9.60%
Vodafone	Rural	6.16%	84.36%	7.58%	1.90%	90.52%	9.48%
	Urban	5.16%	91.97%	2.68%	0.19%	97.13%	2.87%
	Overall	5.45%	89.78%	4.09%	0.68%	95.23%	4.77%

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	18.93%	72.78%	4.73%	3.55%	91.72%	8.28%
	Urban	15.44%	67.72%	5.26%	11.58%	83.16%	16.84%
	Overall	16.74%	69.60%	5.07%	8.59%	86.34%	13.66%
Airtel	Rural	46.38%	24.64%	21.74%	7.25%	71.01%	28.99%
	Urban	6.05%	78.59%	7.81%	7.56%	84.63%	15.37%
	Overall	12.02%	70.60%	9.87%	7.51%	82.62%	17.38%
BSNL	Rural	25.00%	59.87%	10.53%	4.61%	84.87%	15.13%
	Urban	13.40%	70.51%	9.38%	6.70%	83.91%	16.09%
	Overall	16.76%	67.43%	9.71%	6.10%	84.19%	15.81%
Etisalat	Urban	2.84%	95.04%	2.13%	0.00%	97.87%	2.13%
	Overall	2.84%	95.04%	2.13%	0.00%	97.87%	2.13%
Idea	Rural	35.11%	39.36%	25.53%	0.00%	74.47%	25.53%
	Urban	28.49%	62.37%	7.80%	1.34%	90.86%	9.14%
	Overall	29.83%	57.73%	11.37%	1.07%	87.55%	12.45%
Reliance	Rural	17.39%	62.11%	9.94%	10.56%	79.50%	20.50%
	Urban	18.91%	68.07%	11.55%	1.47%	86.97%	13.03%
	Overall	18.52%	66.56%	11.15%	3.77%	85.09%	14.91%
Systema Shyam	Rural	3.96%	88.61%	4.95%	2.48%	92.57%	7.43%
	Urban	6.79%	90.72%	0.90%	1.58%	97.51%	2.49%
	Overall	5.90%	90.06%	2.17%	1.86%	95.96%	4.04%
Tata	Rural	30.21%	42.71%	26.04%	1.04%	72.92%	27.08%
	Urban	26.67%	60.67%	11.33%	1.33%	87.33%	12.67%
	Overall	27.53%	56.31%	14.90%	1.26%	83.84%	16.16%
Uninor	Rural	14.74%	75.70%	9.16%	0.40%	90.44%	9.56%
	Urban	10.19%	76.60%	12.64%	0.57%	86.79%	13.21%
	Overall	11.65%	76.31%	11.52%	0.51%	87.96%	12.04%
Vodafone	Rural	21.33%	69.67%	4.74%	4.27%	91.00%	9.00%
	Urban	4.21%	92.35%	2.87%	0.57%	96.56%	3.44%
	Overall	9.13%	85.83%	3.41%	1.63%	94.96%	5.04%

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	16.57%	73.96%	5.92%	3.55%	90.53%	9.47%
	Urban	14.39%	62.11%	16.49%	7.02%	76.49%	23.51%
	Overall	15.20%	66.52%	12.56%	5.73%	81.72%	18.28%
Airtel	Rural	5.80%	73.91%	8.70%	11.59%	79.71%	20.29%
	Urban	6.05%	78.34%	9.32%	6.30%	84.38%	15.62%
	Overall	6.01%	77.68%	9.23%	7.08%	83.69%	16.31%
BSNL	Rural	5.92%	81.58%	8.55%	3.95%	87.50%	12.50%
	Urban	7.24%	76.68%	12.60%	3.49%	83.91%	16.09%
	Overall	6.86%	78.10%	11.43%	3.62%	84.95%	15.05%
Etisalat	Urban	4.96%	92.91%	2.13%	0.00%	97.87%	2.13%
	Overall	4.96%	92.91%	2.13%	0.00%	97.87%	2.13%
Idea	Rural	11.70%	77.66%	9.57%	1.06%	89.36%	10.64%
	Urban	11.56%	71.77%	15.59%	1.08%	83.33%	16.67%
	Overall	11.59%	72.96%	14.38%	1.07%	84.55%	15.45%

Reliance	Rural	14.91%	65.84%	15.53%	3.73%	80.75%	19.25%
	Urban	12.39%	64.92%	21.43%	1.26%	77.31%	22.69%
	Overall	13.03%	65.15%	19.94%	1.88%	78.18%	21.82%
Systema Shyam	Rural	4.95%	45.05%	50.00%	0.00%	50.00%	50.00%
	Urban	11.09%	86.20%	1.36%	1.36%	97.29%	2.71%
	Overall	9.16%	73.29%	16.61%	0.93%	82.45%	17.55%
Tata	Rural	13.54%	73.96%	12.50%	0.00%	87.50%	12.50%
	Urban	16.33%	75.33%	6.67%	1.67%	91.67%	8.33%
	Overall	15.66%	75.00%	8.08%	1.26%	90.66%	9.34%
Uninor	Rural	15.94%	63.35%	19.92%	0.80%	79.28%	20.72%
	Urban	13.58%	63.77%	22.08%	0.57%	77.36%	22.64%
	Overall	14.34%	63.64%	21.38%	0.64%	77.98%	22.02%
Vodafone	Rural	5.21%	81.52%	4.27%	9.00%	86.73%	13.27%
	Urban	5.16%	91.40%	2.29%	1.15%	96.56%	3.44%
	Overall	5.18%	88.56%	2.86%	3.41%	93.73%	6.27%

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	23.26%	70.39%	3.02%	3.32%	93.66%	6.34%
	Urban	25.58%	67.87%	3.86%	2.70%	93.44%	6.56%
	Overall	24.89%	68.62%	3.61%	2.89%	93.51%	6.49%
Airtel	Rural	19.44%	75.77%	4.23%	0.56%	95.21%	4.79%
	Urban	18.28%	73.81%	5.73%	2.18%	92.09%	7.91%
	Overall	18.66%	74.45%	5.24%	1.65%	93.11%	6.89%
BSNL	Rural	30.50%	62.26%	6.60%	0.63%	92.77%	7.23%
	Urban	22.19%	68.98%	7.75%	1.07%	91.18%	8.82%
	Overall	24.67%	66.98%	7.41%	0.94%	91.65%	8.35%
Etisalat	Urban	5.03%	93.30%	1.68%	0.00%	98.32%	1.68%
	Overall	5.03%	93.30%	1.68%	0.00%	98.32%	1.68%
Idea	Rural	14.64%	83.15%	1.93%	0.28%	97.79%	2.21%
	Urban	22.62%	75.03%	1.68%	0.67%	97.65%	2.35%
	Overall	20.32%	77.37%	1.75%	0.56%	97.69%	2.31%
Reliance	Rural	40.98%	48.01%	7.95%	3.06%	88.99%	11.01%
	Urban	41.37%	39.76%	18.21%	0.67%	81.12%	18.88%
	Overall	41.25%	42.27%	15.08%	1.40%	83.52%	16.48%
Systema Shyam	Rural	9.63%	60.25%	29.81%	0.31%	69.88%	30.12%
	Urban	16.69%	81.71%	1.34%	0.27%	98.40%	1.60%
	Overall	14.57%	75.26%	9.90%	0.28%	89.82%	10.18%
Tata	Rural	15.58%	82.87%	0.93%	0.62%	98.44%	1.56%
	Urban	22.25%	74.80%	2.28%	0.67%	97.05%	2.95%
	Overall	20.24%	77.23%	1.87%	0.66%	97.47%	2.53%
Uninor	Rural	25.16%	54.66%	18.94%	1.24%	79.81%	20.19%
	Urban	23.37%	58.57%	16.60%	1.46%	81.94%	18.06%
	Overall	23.91%	57.40%	17.30%	1.40%	81.30%	18.70%
Vodafone	Rural	10.63%	81.25%	5.31%	2.81%	91.88%	8.13%
	Urban	7.43%	90.42%	1.92%	0.24%	97.84%	2.16%
	Overall	8.31%	87.88%	2.86%	0.95%	96.19%	3.81%

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	38.37%	49.24%	7.55%	4.83%	87.61%	12.39%
	Urban	34.45%	47.69%	8.61%	9.25%	82.13%	17.87%
	Overall	35.62%	48.15%	8.30%	7.94%	83.77%	16.23%
Airtel	Rural	5.07%	83.94%	4.79%	6.20%	89.01%	10.99%
	Urban	12.82%	64.80%	12.82%	9.55%	77.63%	22.37%
	Overall	10.29%	71.05%	10.20%	8.46%	81.34%	18.66%
BSNL	Rural	33.02%	51.26%	9.12%	6.60%	84.28%	15.72%
	Urban	40.51%	36.76%	14.57%	8.16%	77.27%	22.73%
	Overall	38.27%	41.09%	12.95%	7.69%	79.36%	20.64%
Etisalat	Urban	17.88%	82.12%	0.00%	0.00%	100.00%	0.00%
	Overall	17.88%	82.12%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	18.23%	53.59%	27.35%	0.83%	71.82%	28.18%
	Urban	27.55%	62.71%	7.73%	2.02%	90.26%	9.74%
	Overall	24.86%	60.08%	13.39%	1.67%	84.94%	15.06%
Reliance	Rural	17.43%	53.82%	17.74%	11.01%	71.25%	28.75%
	Urban	24.77%	52.34%	14.32%	8.57%	77.11%	22.89%
	Overall	22.53%	52.79%	15.36%	9.31%	75.33%	24.67%
Systema Shyam	Rural	22.05%	63.98%	9.32%	4.66%	86.02%	13.98%
	Urban	14.69%	78.64%	4.67%	2.00%	93.32%	6.68%
	Overall	16.90%	74.23%	6.07%	2.80%	91.13%	8.87%
Tata	Rural	24.30%	60.44%	14.64%	0.62%	84.74%	15.26%
	Urban	33.78%	56.57%	8.18%	1.47%	90.35%	9.65%
	Overall	30.93%	57.73%	10.12%	1.22%	88.66%	11.34%
Uninor	Rural	14.91%	66.46%	16.77%	1.86%	81.37%	18.63%
	Urban	22.97%	60.69%	14.08%	2.26%	83.67%	16.33%
	Overall	20.56%	62.42%	14.88%	2.14%	82.98%	17.02%
Vodafone	Rural	56.25%	34.38%	2.81%	6.56%	90.63%	9.38%
	Urban	69.10%	29.58%	0.60%	0.72%	98.68%	1.32%
	Overall	65.54%	30.91%	1.21%	2.34%	96.45%	3.55%

18. Satisfaction with call dropping during conversation

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	19.64%	66.16%	9.06%	5.14%	85.80%	14.20%
	Urban	19.79%	59.51%	15.68%	5.01%	79.31%	20.69%
	Overall	19.75%	61.50%	13.71%	5.05%	81.24%	18.76%
Airtel	Rural	12.68%	72.96%	10.14%	4.23%	85.63%	14.37%
	Urban	11.32%	69.03%	12.82%	6.82%	80.35%	19.65%
	Overall	11.76%	70.31%	11.95%	5.97%	82.08%	17.92%
BSNL	Rural	38.99%	55.66%	4.72%	0.63%	94.65%	5.35%
	Urban	25.94%	67.51%	5.48%	1.07%	93.45%	6.55%
	Overall	29.83%	63.98%	5.25%	0.94%	93.81%	6.19%
Etisalat	Urban	15.08%	84.92%	0.00%	0.00%	100.00%	0.00%
	Overall	15.08%	84.92%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	23.20%	70.99%	4.70%	1.10%	94.20%	5.80%
	Urban	28.11%	63.72%	3.25%	4.93%	91.83%	8.17%
	Overall	26.69%	65.82%	3.67%	3.82%	92.51%	7.49%
Reliance	Rural	21.41%	48.62%	22.63%	7.34%	70.03%	29.97%

	Urban	22.76%	50.87%	23.83%	2.54%	73.63%	26.37%
	Overall	22.35%	50.19%	23.46%	4.00%	72.53%	27.47%
Systema Shyam	Rural	18.94%	64.91%	16.15%	0.00%	83.85%	16.15%
	Urban	35.78%	58.48%	2.40%	3.34%	94.26%	5.74%
	Overall	30.72%	60.41%	6.54%	2.33%	91.13%	8.87%
Tata	Rural	26.79%	68.22%	4.67%	0.31%	95.02%	4.98%
	Urban	26.01%	68.90%	4.16%	0.94%	94.91%	5.09%
	Overall	26.24%	68.70%	4.31%	0.75%	94.94%	5.06%
Uninor	Rural	49.38%	40.99%	4.97%	4.66%	90.37%	9.63%
	Urban	36.52%	49.14%	9.69%	4.65%	85.66%	14.34%
	Overall	40.37%	46.70%	8.28%	4.65%	87.07%	12.93%
Vodafone	Rural	14.69%	75.94%	3.75%	5.63%	90.63%	9.38%
	Urban	16.17%	81.68%	1.20%	0.96%	97.84%	2.16%
	Overall	15.76%	80.09%	1.90%	2.25%	95.84%	4.16%

19. Satisfaction with the voice quality

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	37.16%	44.71%	6.95%	11.18%	81.87%	18.13%
	Urban	29.43%	41.13%	15.04%	14.40%	70.57%	29.43%
	Overall	31.74%	42.20%	12.62%	13.44%	73.94%	26.06%
Airtel	Rural	6.20%	79.44%	6.48%	7.89%	85.63%	14.37%
	Urban	12.01%	65.48%	12.28%	10.23%	77.49%	22.51%
	Overall	10.11%	70.04%	10.39%	9.47%	80.15%	19.85%
BSNL	Rural	18.24%	65.72%	8.81%	7.23%	83.96%	16.04%
	Urban	19.25%	59.63%	12.70%	8.42%	78.88%	21.12%
	Overall	18.95%	61.44%	11.54%	8.07%	80.39%	19.61%
Etisalat	Urban	12.29%	86.03%	1.68%	0.00%	98.32%	1.68%
	Overall	12.29%	86.03%	1.68%	0.00%	98.32%	1.68%
Idea	Rural	17.13%	77.90%	3.87%	1.10%	95.03%	4.97%
	Urban	21.72%	71.33%	4.26%	2.69%	93.06%	6.94%
	Overall	20.40%	73.23%	4.14%	2.23%	93.63%	6.37%
Reliance	Rural	14.37%	55.66%	11.01%	18.96%	70.03%	29.97%
	Urban	11.78%	61.71%	16.33%	10.17%	73.49%	26.51%
	Overall	12.57%	59.87%	14.71%	12.85%	72.44%	27.56%
Systema Shyam	Rural	20.81%	49.38%	27.02%	2.80%	70.19%	29.81%
	Urban	15.09%	76.50%	3.20%	5.21%	91.59%	8.41%
	Overall	16.81%	68.35%	10.36%	4.48%	85.15%	14.85%
Tata	Rural	25.55%	69.16%	4.98%	0.31%	94.70%	5.30%
	Urban	30.70%	65.01%	2.68%	1.61%	95.71%	4.29%
	Overall	29.15%	66.26%	3.37%	1.22%	95.41%	4.59%
Uninor	Rural	17.39%	62.73%	16.15%	3.73%	80.12%	19.88%
	Urban	19.12%	63.75%	12.35%	4.78%	82.87%	17.13%
	Overall	18.60%	63.44%	13.49%	4.47%	82.05%	17.95%
Vodafone	Rural	22.50%	65.94%	5.31%	6.25%	88.44%	11.56%
	Urban	15.93%	82.16%	0.84%	1.08%	98.08%	1.92%
	Overall	17.75%	77.66%	2.08%	2.51%	95.41%	4.59%

F. Maintainability

20. Frequency of facing signal problems

Mobile Operator	Area	Never	Occasionally	Frequently	Very Frequently
Aircel	Rural	21.15%	70.39%	5.44%	3.02%
	Urban	32.78%	59.25%	5.01%	2.96%
	Overall	29.31%	62.58%	5.14%	2.98%
Airtel	Rural	20.56%	78.03%	0.85%	0.56%
	Urban	22.51%	72.17%	2.59%	2.73%
	Overall	21.88%	74.08%	2.02%	2.02%
BSNL	Rural	42.45%	55.03%	1.89%	0.63%
	Urban	37.30%	57.62%	3.61%	1.47%
	Overall	38.84%	56.85%	3.10%	1.22%
Etisalat	Urban	31.84%	68.16%	0.00%	0.00%
	Overall	31.84%	68.16%	0.00%	0.00%
Idea	Rural	19.61%	77.62%	2.49%	0.28%
	Urban	31.58%	56.10%	2.46%	9.85%
	Overall	28.13%	62.31%	2.47%	7.09%
Reliance	Rural	43.43%	40.98%	12.54%	3.06%
	Urban	38.69%	39.09%	20.75%	1.47%
	Overall	40.13%	39.66%	18.25%	1.96%
Systema Shyam	Rural	22.36%	54.04%	23.60%	0.00%
	Urban	20.83%	75.03%	2.00%	2.14%
	Overall	21.29%	68.72%	8.50%	1.49%
Tata	Rural	21.81%	76.64%	1.56%	0.00%
	Urban	33.51%	63.81%	2.41%	0.27%
	Overall	29.99%	67.67%	2.16%	0.19%
Uninor	Rural	51.55%	36.34%	4.04%	8.07%
	Urban	42.90%	42.50%	8.37%	6.24%
	Overall	45.49%	40.65%	7.07%	6.79%
Vodafone	Rural	27.19%	65.00%	4.38%	3.44%
	Urban	27.07%	71.98%	0.60%	0.36%
	Overall	27.10%	70.04%	1.65%	1.21%

21. Satisfaction with the availability of signal

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	40.48%	41.39%	12.69%	5.44%	81.87%	18.13%
	Urban	42.03%	39.20%	12.85%	5.91%	81.23%	18.77%
	Overall	41.57%	39.86%	12.80%	5.77%	81.42%	18.58%
Airtel	Rural	9.58%	77.46%	6.76%	6.20%	87.04%	12.96%
	Urban	12.82%	66.30%	13.23%	7.64%	79.13%	20.87%
	Overall	11.76%	69.94%	11.12%	7.17%	81.71%	18.29%
BSNL	Rural	24.84%	60.69%	8.18%	6.29%	85.53%	14.47%
	Urban	23.13%	56.28%	13.90%	6.68%	79.41%	20.59%
	Overall	23.64%	57.60%	12.20%	6.57%	81.24%	18.76%
Etisalat	Urban	28.49%	71.51%	0.00%	0.00%	100.00%	0.00%
	Overall	28.49%	71.51%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	27.62%	67.96%	3.59%	0.83%	95.58%	4.42%
	Urban	26.76%	68.76%	2.69%	1.79%	95.52%	4.48%
	Overall	27.01%	68.53%	2.95%	1.51%	95.54%	4.46%
Reliance	Rural	16.21%	60.24%	14.37%	9.17%	76.45%	23.55%

	Urban	17.27%	64.12%	12.05%	6.56%	81.39%	18.61%
	Overall	16.95%	62.94%	12.76%	7.36%	79.89%	20.11%
Systema Shyam	Rural	33.23%	59.32%	6.83%	0.62%	92.55%	7.45%
	Urban	16.42%	77.44%	2.54%	3.60%	93.86%	6.14%
	Overall	21.48%	71.99%	3.83%	2.71%	93.46%	6.54%
Tata	Rural	22.12%	72.59%	5.30%	0.00%	94.70%	5.30%
	Urban	32.71%	61.13%	3.75%	2.41%	93.83%	6.17%
	Overall	29.52%	64.57%	4.22%	1.69%	94.10%	5.90%
Uninor	Rural	19.57%	65.22%	13.98%	1.24%	84.78%	15.22%
	Urban	21.38%	66.67%	10.62%	1.33%	88.05%	11.95%
	Overall	20.84%	66.23%	11.63%	1.30%	87.07%	12.93%
Vodafone	Rural	54.69%	36.25%	3.75%	5.31%	90.94%	9.06%
	Urban	61.08%	37.72%	0.48%	0.72%	98.80%	1.20%
	Overall	59.31%	37.32%	1.39%	1.99%	96.62%	3.38%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	25.98%	54.38%	7.55%	12.08%	80.36%	19.64%
	Urban	22.62%	49.23%	12.34%	15.81%	71.85%	28.15%
	Overall	23.62%	50.77%	10.91%	14.70%	74.39%	25.61%
Airtel	Rural	15.49%	68.17%	11.83%	4.51%	83.66%	16.34%
	Urban	11.73%	66.58%	14.60%	7.09%	78.31%	21.69%
	Overall	12.96%	67.10%	13.69%	6.25%	80.06%	19.94%
BSNL	Rural	21.07%	61.64%	10.06%	7.23%	82.70%	17.30%
	Urban	23.66%	54.81%	13.10%	8.42%	78.48%	21.52%
	Overall	22.89%	56.85%	12.20%	8.07%	79.74%	20.26%
Etisalat	Urban	29.05%	70.95%	0.00%	0.00%	100.00%	0.00%
	Overall	29.05%	70.95%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	16.57%	79.83%	1.93%	1.66%	96.41%	3.59%
	Urban	20.16%	72.79%	4.93%	2.13%	92.95%	7.05%
	Overall	19.12%	74.82%	4.06%	1.99%	93.94%	6.06%
Reliance	Rural	13.76%	54.74%	20.80%	10.70%	68.50%	31.50%
	Urban	12.99%	60.37%	20.88%	5.76%	73.36%	26.64%
	Overall	13.22%	58.66%	20.86%	7.26%	71.88%	28.12%
Systema Shyam	Rural	23.29%	55.90%	20.19%	0.62%	79.19%	20.81%
	Urban	12.42%	77.70%	5.21%	4.67%	90.12%	9.88%
	Overall	15.69%	71.15%	9.71%	3.45%	86.83%	13.17%
Tata	Rural	24.30%	68.54%	6.23%	0.93%	92.83%	7.17%
	Urban	27.48%	65.82%	4.96%	1.74%	93.30%	6.70%
	Overall	26.52%	66.64%	5.34%	1.50%	93.16%	6.84%
Uninor	Rural	25.47%	53.42%	20.50%	0.62%	78.88%	21.12%
	Urban	27.89%	53.25%	17.53%	1.33%	81.14%	18.86%
	Overall	27.16%	53.30%	18.42%	1.12%	80.47%	19.53%
Vodafone	Rural	16.25%	72.81%	3.75%	7.19%	89.06%	10.94%
	Urban	22.04%	75.69%	0.84%	1.44%	97.72%	2.28%
	Overall	20.43%	74.89%	1.65%	3.03%	95.32%	4.68%

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	27.49%	72.51%
	Urban	21.08%	78.92%
	Overall	22.99%	77.01%
Airtel	Rural	18.59%	81.41%
	Urban	14.05%	85.95%
	Overall	15.53%	84.47%
BSNL	Rural	26.42%	73.58%
	Urban	32.35%	67.65%
	Overall	30.58%	69.42%
Etisalat	Urban	41.90%	58.10%
	Overall	41.90%	58.10%
Idea	Rural	8.84%	91.16%
	Urban	8.73%	91.27%
	Overall	8.76%	91.24%
Reliance	Rural	13.76%	86.24%
	Urban	5.76%	94.24%
	Overall	8.19%	91.81%
Systema Shyam	Rural	3.11%	96.89%
	Urban	6.01%	93.99%
	Overall	5.14%	94.86%
Tata	Rural	14.33%	85.67%
	Urban	6.57%	93.43%
	Overall	8.90%	91.10%
Uninor	Rural	6.21%	93.79%
	Urban	16.60%	83.40%
	Overall	13.49%	86.51%
Vodafone	Rural	42.81%	57.19%
	Urban	30.18%	69.82%
	Overall	33.68%	66.32%

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	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	9.76%	79.88%	9.76%	0.61%	89.63%	10.37%
	Overall	6.27%	87.06%	6.27%	0.39%	93.33%	6.67%
Airtel	Rural	24.24%	59.09%	13.64%	3.03%	83.33%	16.67%
	Urban	5.83%	64.08%	27.18%	2.91%	69.90%	30.10%
	Overall	13.02%	62.13%	21.89%	2.96%	75.15%	24.85%
BSNL	Rural	29.76%	57.14%	10.71%	2.38%	86.90%	13.10%
	Urban	34.30%	43.80%	19.42%	2.48%	78.10%	21.90%
	Overall	33.13%	47.24%	17.18%	2.45%	80.37%	19.63%
Etisalat	Urban	48.00%	52.00%	0.00%	0.00%	100.00%	0.00%
	Overall	48.00%	52.00%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	9.38%	87.50%	3.13%	0.00%	96.88%	3.13%

	Urban	14.10%	82.05%	3.85%	0.00%	96.15%	3.85%
	Overall	12.73%	83.64%	3.64%	0.00%	96.36%	3.64%
Reliance	Rural	28.89%	48.89%	22.22%	0.00%	77.78%	22.22%
	Urban	27.91%	41.86%	16.28%	13.95%	69.77%	30.23%
	Overall	28.41%	45.45%	19.32%	6.82%	73.86%	26.14%
Systema Shyam	Rural	0.00%	90.00%	10.00%	0.00%	90.00%	10.00%
	Urban	24.44%	64.44%	6.67%	4.44%	88.89%	11.11%
	Overall	20.00%	69.09%	7.27%	3.64%	89.09%	10.91%
Tata	Rural	2.17%	95.65%	2.17%	0.00%	97.83%	2.17%
	Urban	18.37%	73.47%	6.12%	2.04%	91.84%	8.16%
	Overall	10.53%	84.21%	4.21%	1.05%	94.74%	5.26%
Uninor	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	2.40%	89.60%	4.80%	3.20%	92.00%	8.00%
	Overall	2.07%	91.03%	4.14%	2.76%	93.10%	6.90%
Vodafone	Rural	17.52%	71.53%	8.76%	2.19%	89.05%	10.95%
	Urban	25.00%	71.43%	1.98%	1.59%	96.43%	3.57%
	Overall	22.37%	71.47%	4.37%	1.80%	93.83%	6.17%

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	0.00%	94.51%	5.49%	0.00%	94.51%	5.49%
	Urban	2.44%	68.90%	25.61%	3.05%	71.34%	28.66%
	Overall	1.57%	78.04%	18.43%	1.96%	79.61%	20.39%
Airtel	Rural	39.39%	42.42%	10.61%	7.58%	81.82%	18.18%
	Urban	9.71%	53.40%	27.18%	9.71%	63.11%	36.89%
	Overall	21.30%	49.11%	20.71%	8.88%	70.41%	29.59%
BSNL	Rural	40.48%	45.24%	8.33%	5.95%	85.71%	14.29%
	Urban	36.78%	37.19%	19.42%	6.61%	73.97%	26.03%
	Overall	37.73%	39.26%	16.56%	6.44%	76.99%	23.01%
Etisalat	Urban	48.00%	52.00%	0.00%	0.00%	100.00%	0.00%
	Overall	48.00%	52.00%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	9.38%	87.50%	3.13%	0.00%	96.88%	3.13%
	Urban	11.54%	80.77%	5.13%	2.56%	92.31%	7.69%
	Overall	10.91%	82.73%	4.55%	1.82%	93.64%	6.36%
Reliance	Rural	22.22%	51.11%	15.56%	11.11%	73.33%	26.67%
	Urban	30.23%	30.23%	23.26%	16.28%	60.47%	39.53%
	Overall	26.14%	40.91%	19.32%	13.64%	67.05%	32.95%
Systema Shyam	Rural	40.00%	50.00%	0.00%	10.00%	90.00%	10.00%
	Urban	35.56%	57.78%	6.67%	0.00%	93.33%	6.67%
	Overall	36.36%	56.36%	5.45%	1.82%	92.73%	7.27%
Tata	Rural	0.00%	91.30%	8.70%	0.00%	91.30%	8.70%
	Urban	8.16%	77.55%	12.24%	2.04%	85.71%	14.29%
	Overall	4.21%	84.21%	10.53%	1.05%	88.42%	11.58%
Uninor	Rural	0.00%	95.00%	5.00%	0.00%	95.00%	5.00%
	Urban	1.60%	90.40%	8.00%	0.00%	92.00%	8.00%
	Overall	1.38%	91.03%	7.59%	0.00%	92.41%	7.59%
Vodafone	Rural	23.36%	61.31%	10.95%	4.38%	84.67%	15.33%
	Urban	25.00%	70.63%	3.17%	1.19%	95.63%	4.37%
	Overall	24.42%	67.35%	5.91%	2.31%	91.77%	8.23%

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	20.00%	40.00%	0.00%	40.00%
	Urban	14.89%	38.30%	23.40%	23.40%
	Overall	15.38%	38.46%	21.15%	25.00%
Airtel	Rural	0.00%	75.00%	25.00%	0.00%
	Urban	13.16%	55.26%	28.95%	2.63%
	Overall	10.00%	60.00%	28.00%	2.00%
BSNL	Rural	0.00%	75.00%	25.00%	0.00%
	Urban	9.52%	58.73%	30.16%	1.59%
	Overall	8.00%	61.33%	29.33%	1.33%
Etisalat	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Idea	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	16.67%	66.67%	16.67%	0.00%
	Overall	14.29%	71.43%	14.29%	0.00%
Reliance	Rural	8.33%	25.00%	41.67%	25.00%
	Urban	5.88%	17.65%	47.06%	29.41%
	Overall	6.90%	20.69%	44.83%	27.59%
Systema Shyam	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	0.00%	0.00%	33.33%	66.67%
	Overall	0.00%	25.00%	25.00%	50.00%
Tata	Rural	0.00%	50.00%	25.00%	25.00%
	Urban	14.29%	42.86%	42.86%	0.00%
	Overall	9.09%	45.45%	36.36%	9.09%
Uninor	Rural	0.00%	100.00%	0.00%	0.00%
	Urban	20.00%	30.00%	50.00%	0.00%
	Overall	18.18%	36.36%	45.45%	0.00%
Vodafone	Rural	9.52%	42.86%	14.29%	33.33%
	Urban	0.00%	27.27%	36.36%	36.36%
	Overall	6.25%	37.50%	21.88%	34.38%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	41.99%	58.01%
	Urban	44.09%	55.91%
	Overall	43.46%	56.54%
Airtel	Rural	63.10%	36.90%
	Urban	74.49%	25.51%
	Overall	70.77%	29.23%
BSNL	Rural	27.04%	72.96%
	Urban	25.94%	74.06%
	Overall	26.27%	73.73%
Etisalat	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	45.86%	54.14%
	Urban	55.21%	44.79%
	Overall	52.51%	47.49%

Reliance	Rural	64.53%	35.47%
	Urban	78.58%	21.42%
	Overall	74.30%	25.70%
Systema Shyam	Rural	62.73%	37.27%
	Urban	56.74%	43.26%
	Overall	58.54%	41.46%
Tata	Rural	61.68%	38.32%
	Urban	39.95%	60.05%
	Overall	46.49%	53.51%
Uninor	Rural	55.28%	44.72%
	Urban	56.97%	43.03%
	Overall	56.47%	43.53%
Vodafone	Rural	25.00%	75.00%
	Urban	3.71%	96.29%
	Overall	9.61%	90.39%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	63.31%	36.69%
	Urban	56.56%	43.44%
	Overall	58.51%	41.49%
Airtel	Rural	48.66%	51.34%
	Urban	83.15%	16.85%
	Overall	73.12%	26.88%
BSNL	Rural	52.33%	47.67%
	Urban	74.74%	25.26%
	Overall	67.86%	32.14%
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	31.93%	68.07%
	Urban	49.90%	50.10%
	Overall	45.37%	54.63%
Reliance	Rural	37.91%	62.09%
	Urban	54.86%	45.14%
	Overall	50.38%	49.62%
Systema Shyam	Rural	66.34%	33.66%
	Urban	90.35%	9.65%
	Overall	82.62%	17.38%
Tata	Rural	38.38%	61.62%
	Urban	52.35%	47.65%
	Overall	46.77%	53.23%
Uninor	Rural	64.61%	35.39%
	Urban	53.15%	46.85%
	Overall	56.51%	43.49%
Vodafone	Rural	76.25%	23.75%
	Urban	70.97%	29.03%
	Overall	74.77%	25.23%

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	87.50%	9.09%	1.14%	0.00%	2.27%
	Urban	56.70%	23.71%	10.31%	4.12%	5.15%
	Overall	66.31%	19.15%	7.45%	2.84%	4.26%
Airtel	Rural	22.94%	53.21%	22.94%	0.92%	0.00%
	Urban	61.45%	22.47%	13.44%	2.20%	0.44%
	Overall	54.00%	28.42%	15.28%	1.95%	0.36%
BSNL	Rural	2.22%	44.44%	51.11%	2.22%	0.00%
	Urban	8.28%	44.14%	37.24%	9.66%	0.69%
	Overall	6.84%	44.21%	40.53%	7.89%	0.53%
Etisalat	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
Idea	Rural	69.81%	22.64%	3.77%	3.77%	0.00%
	Urban	26.02%	29.27%	34.15%	8.94%	1.63%
	Overall	33.78%	28.09%	28.76%	8.03%	1.34%
Reliance	Rural	48.75%	16.25%	15.00%	8.75%	11.25%
	Urban	67.70%	9.32%	7.45%	2.17%	13.35%
	Overall	63.93%	10.70%	8.96%	3.48%	12.94%
Systema Shyam	Rural	72.39%	17.16%	7.46%	1.49%	1.49%
	Urban	89.06%	3.39%	3.39%	3.13%	1.04%
	Overall	84.75%	6.95%	4.44%	2.70%	1.16%
Tata	Rural	28.95%	21.05%	22.37%	26.32%	1.32%
	Urban	55.13%	28.21%	10.90%	3.21%	2.56%
	Overall	46.55%	25.86%	14.66%	10.78%	2.16%
Uninor	Rural	66.09%	10.43%	14.78%	7.83%	0.87%
	Urban	64.91%	13.16%	14.47%	7.46%	0.00%
	Overall	65.31%	12.24%	14.58%	7.58%	0.29%
Vodafone	Rural	40.98%	19.67%	26.23%	9.84%	3.28%
	Urban	31.82%	45.45%	9.09%	0.00%	13.64%
	Overall	38.55%	26.51%	21.69%	7.23%	6.02%

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	4.55%	94.32%	1.14%	0.00%	98.86%	1.14%
	Urban	10.31%	79.90%	7.22%	2.58%	90.21%	9.79%
	Overall	8.51%	84.40%	5.32%	1.77%	92.91%	7.09%
Airtel	Rural	18.35%	66.97%	9.17%	5.50%	85.32%	14.68%
	Urban	4.63%	82.38%	8.59%	4.41%	87.00%	13.00%
	Overall	7.28%	79.40%	8.70%	4.62%	86.68%	13.32%
BSNL	Rural	13.33%	60.00%	13.33%	13.33%	73.33%	26.67%
	Urban	9.66%	53.10%	24.14%	13.10%	62.76%	37.24%
	Overall	10.53%	54.74%	21.58%	13.16%	65.26%	34.74%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	9.43%	58.49%	32.08%	0.00%	67.92%	32.08%
	Urban	16.67%	74.39%	7.72%	1.22%	91.06%	8.94%

	Overall	15.38%	71.57%	12.04%	1.00%	86.96%	13.04%
Reliance	Rural	11.25%	82.50%	3.75%	2.50%	93.75%	6.25%
	Urban	6.83%	85.40%	7.45%	0.31%	92.24%	7.76%
	Overall	7.71%	84.83%	6.72%	0.75%	92.54%	7.46%
Systema Shyam	Rural	0.75%	89.55%	5.22%	4.48%	90.30%	9.70%
	Urban	0.00%	99.48%	0.26%	0.26%	99.48%	0.52%
	Overall	0.19%	96.91%	1.54%	1.35%	97.10%	2.90%
Tata	Rural	7.89%	86.84%	3.95%	1.32%	94.74%	5.26%
	Urban	12.18%	80.13%	6.41%	1.28%	92.31%	7.69%
	Overall	10.78%	82.33%	5.60%	1.29%	93.10%	6.90%
Uninor	Rural	20.87%	74.78%	3.48%	0.87%	95.65%	4.35%
	Urban	10.53%	84.65%	3.95%	0.88%	95.18%	4.82%
	Overall	13.99%	81.34%	3.79%	0.87%	95.34%	4.66%
Vodafone	Rural	24.59%	60.66%	11.48%	3.28%	85.25%	14.75%
	Urban	18.18%	72.73%	9.09%	0.00%	90.91%	9.09%
	Overall	22.89%	63.86%	10.84%	2.41%	86.75%	13.25%

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	60.12%	39.88%	0.00%	0.00%	100.00%	0.00%
	Urban	51.29%	48.71%	0.00%	0.00%	100.00%	0.00%
	Overall	53.92%	46.08%	0.00%	0.00%	100.00%	0.00%
Airtel	Rural	54.37%	45.63%	0.00%	0.00%	100.00%	0.00%
	Urban	38.74%	61.26%	0.00%	0.00%	100.00%	0.00%
	Overall	43.84%	56.16%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	42.45%	55.35%	2.20%	0.00%	97.80%	2.20%
	Urban	52.94%	44.12%	2.94%	0.00%	97.06%	2.94%
	Overall	49.81%	47.47%	2.72%	0.00%	97.28%	2.72%
Etisalat	Urban	42.46%	57.54%	0.00%	0.00%	100.00%	0.00%
	Overall	42.46%	57.54%	0.00%	0.00%	100.00%	0.00%
Idea	Rural	24.86%	74.86%	0.28%	0.00%	99.72%	0.28%
	Urban	26.43%	73.24%	0.34%	0.00%	99.66%	0.34%
	Overall	25.98%	73.71%	0.32%	0.00%	99.68%	0.32%
Reliance	Rural	22.94%	77.06%	0.00%	0.00%	100.00%	0.00%
	Urban	15.39%	84.47%	0.13%	0.00%	99.87%	0.13%
	Overall	17.69%	82.22%	0.09%	0.00%	99.91%	0.09%
Systema Shyam	Rural	22.05%	77.95%	0.00%	0.00%	100.00%	0.00%
	Urban	20.43%	79.17%	0.40%	0.00%	99.60%	0.40%
	Overall	20.92%	78.80%	0.28%	0.00%	99.72%	0.28%
Tata	Rural	17.45%	81.93%	0.62%	0.00%	99.38%	0.62%
	Urban	22.92%	76.94%	0.13%	0.00%	99.87%	0.13%
	Overall	21.27%	78.44%	0.28%	0.00%	99.72%	0.28%
Uninor	Rural	44.72%	55.28%	0.00%	0.00%	100.00%	0.00%
	Urban	39.71%	59.89%	0.40%	0.00%	99.60%	0.40%
	Overall	41.21%	58.51%	0.28%	0.00%	99.72%	0.28%
Vodafone	Rural	33.44%	65.00%	1.56%	0.00%	98.44%	1.56%
	Urban	39.16%	59.16%	1.68%	0.00%	98.32%	1.68%
	Overall	37.58%	60.78%	1.65%	0.00%	98.35%	1.65%

29(b) Reason(s) for Dissatisfaction

Reason for Dissatisfaction	Aircel		Airtel		BSNL		Etisalat	Idea		Reliance		Systema Shyam		Tata		Uninor		Vodafone	
	Rural	Urban	Rural	Urban	Rural	Urban	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban
Billing Problem	NA	NA	NA	NA	0.00%	9.09%	NA	0.00%	0.00%	NA	0.00%	NA	0.00%	0.00%	0.00%	NA	0.00%	0.00%	0.00%
Customer Care Non Responsive	NA	NA	NA	NA	28.57%	9.09%	NA	0.00%	100.00%	NA	0.00%	NA	0.00%	0.00%	0.00%	NA	0.00%	0.00%	0.00%
Internet Problem & Network Problem	NA	NA	NA	NA	0.00%	9.09%	NA	0.00%	0.00%	NA	0.00%	NA	0.00%	0.00%	0.00%	NA	0.00%	0.00%	0.00%
Network Problem	NA	NA	NA	NA	57.14%	54.55%	NA	100.00%	0.00%	NA	100.00%	NA	100.00%	100.00%	100.00%	NA	100.00%	100.00%	100.00%
Receiving Unwanted Messages	NA	NA	NA	NA	0.00%	9.09%	NA	0.00%	0.00%	NA	0.00%	NA	0.00%	0.00%	0.00%	NA	0.00%	0.00%	0.00%
Unauthorized Activation of VAS	NA	NA	NA	NA	14.29%	4.55%	NA	0.00%	0.00%	NA	0.00%	NA	0.00%	0.00%	0.00%	NA	0.00%	0.00%	0.00%
VOICE MAIL PROBLEM	NA	NA	NA	NA	0.00%	4.55%	NA	0.00%	0.00%	NA	0.00%	NA	0.00%	0.00%	0.00%	NA	0.00%	0.00%	0.00%

H. General Information

30. Other telecom services being used

Mobile Operator	Area	Broadband	Wireline	Other	None
Aircel	Rural	1.21%	2.42%	27.19%	69.18%
	Urban	2.19%	6.56%	29.18%	62.08%
	Overall	1.89%	5.32%	28.58%	64.20%
Airtel	Rural	5.92%	3.10%	44.23%	46.76%
	Urban	4.77%	4.37%	62.07%	28.79%
	Overall	5.15%	3.95%	56.25%	34.65%
BSNL	Rural	5.97%	3.46%	27.04%	63.52%
	Urban	4.81%	3.88%	29.95%	61.36%
	Overall	5.16%	3.75%	29.08%	62.01%
Etisalat	Urban	0.00%	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	0.00%	100.00%
Idea	Rural	0.83%	5.25%	67.40%	26.52%
	Urban	19.71%	5.38%	30.80%	44.12%
	Overall	14.26%	5.34%	41.35%	39.04%
Reliance	Rural	1.22%	5.81%	63.61%	29.36%
	Urban	6.43%	19.41%	55.82%	18.34%
	Overall	4.84%	15.27%	58.19%	21.69%
Systema Shyam	Rural	8.07%	19.57%	28.88%	43.48%
	Urban	3.34%	5.34%	42.46%	48.87%
	Overall	4.76%	9.62%	38.38%	47.25%
Tata	Rural	0.62%	5.30%	56.39%	37.69%
	Urban	4.69%	7.10%	45.84%	42.36%
	Overall	3.47%	6.56%	49.02%	40.96%
Uninor	Rural	34.47%	7.76%	19.25%	38.51%
	Urban	32.01%	7.17%	20.45%	40.37%
	Overall	32.74%	7.35%	20.09%	39.81%
Vodafone	Rural	5.94%	8.13%	15.31%	70.63%
	Urban	1.20%	1.20%	6.95%	90.66%
	Overall	2.51%	3.12%	9.26%	85.11%

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	35.95%	64.05%
	Urban	35.09%	64.91%
	Overall	35.35%	64.65%
Airtel	Rural	65.92%	34.08%
	Urban	25.10%	74.90%
	Overall	38.42%	61.58%
BSNL	Rural	40.25%	59.75%
	Urban	43.98%	56.02%
	Overall	42.87%	57.13%
Etisalat	Urban	20.67%	79.33%
	Overall	20.67%	79.33%
Idea	Rural	27.07%	72.93%
	Urban	42.44%	57.56%
	Overall	38.01%	61.99%
Reliance	Rural	27.83%	72.17%

	Urban	24.90%	75.10%
	Overall	25.79%	74.21%
Systema Shyam	Rural	48.14%	51.86%
	Urban	25.50%	74.50%
	Overall	32.31%	67.69%
Tata	Rural	30.53%	69.47%
	Urban	24.40%	75.60%
	Overall	26.24%	73.76%
Uninor	Rural	51.55%	48.45%
	Urban	54.98%	45.02%
	Overall	53.95%	46.05%
Vodafone	Rural	57.50%	42.50%
	Urban	56.65%	43.35%
	Overall	56.88%	43.12%

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	77.31%	22.69%
	Urban	71.79%	28.21%
	Overall	73.47%	26.53%
Airtel	Rural	80.34%	19.66%
	Urban	58.70%	41.30%
	Overall	70.81%	29.19%
BSNL	Rural	20.31%	79.69%
	Urban	6.99%	93.01%
	Overall	10.72%	89.28%
Etisalat	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	47.96%	52.04%
	Urban	77.31%	22.69%
	Overall	71.28%	28.72%
Reliance	Rural	67.03%	32.97%
	Urban	64.52%	35.48%
	Overall	65.34%	34.66%
Systema Shyam	Rural	87.10%	12.90%
	Urban	89.01%	10.99%
	Overall	88.15%	11.85%
Tata	Rural	54.08%	45.92%
	Urban	48.90%	51.10%
	Overall	50.71%	49.29%
Uninor	Rural	84.94%	15.06%
	Urban	84.30%	15.70%
	Overall	84.48%	15.52%
Vodafone	Rural	28.80%	71.20%
	Urban	7.19%	92.81%
	Overall	13.24%	86.76%

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	84.78%	3.26%	0.00%	11.96%
	Urban	68.88%	9.69%	10.71%	10.71%
	Overall	73.96%	7.64%	7.29%	11.11%
Airtel	Rural	1.06%	80.32%	1.60%	17.02%
	Urban	8.33%	51.85%	12.96%	26.85%
	Overall	3.72%	69.93%	5.74%	20.61%
BSNL	Rural	0.00%	73.08%	11.54%	15.38%
	Urban	26.09%	21.74%	26.09%	26.09%
	Overall	12.24%	48.98%	18.37%	20.41%
Etisalat	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Idea	Rural	8.51%	10.64%	36.17%	44.68%
	Urban	3.75%	38.57%	37.20%	20.48%
	Overall	4.41%	34.71%	37.06%	23.82%
Reliance	Rural	3.28%	37.70%	16.39%	42.62%
	Urban	5.00%	25.00%	39.17%	30.83%
	Overall	4.42%	29.28%	31.49%	34.81%
Systema Shyam	Rural	22.96%	10.37%	31.85%	34.81%
	Urban	51.18%	10.59%	15.88%	22.35%
	Overall	38.69%	10.49%	22.95%	27.87%
Tata	Rural	1.89%	15.09%	7.55%	75.47%
	Urban	32.58%	14.61%	14.61%	38.20%
	Overall	21.13%	14.79%	11.97%	52.11%
Uninor	Rural	31.21%	34.75%	26.24%	7.80%
	Urban	29.51%	28.08%	32.95%	9.46%
	Overall	30.00%	30.00%	31.02%	8.98%
Vodafone	Rural	18.87%	20.75%	11.32%	49.06%
	Urban	2.94%	8.82%	8.82%	79.41%
	Overall	12.64%	16.09%	10.34%	60.92%

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	8.89%	91.11%
	Urban	27.13%	72.87%
	Overall	21.22%	78.78%
Airtel	Rural	94.02%	5.98%
	Urban	85.37%	14.63%
	Overall	91.35%	8.65%
BSNL	Rural	88.46%	11.54%
	Urban	77.27%	22.73%
	Overall	83.33%	16.67%
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	35.90%	64.10%
	Urban	85.16%	14.84%
	Overall	78.64%	21.36%

Reliance	Rural	54.10%	45.90%
	Urban	88.03%	11.97%
	Overall	76.40%	23.60%
Systema Shyam	Rural	84.13%	15.87%
	Urban	45.06%	54.94%
	Overall	62.15%	37.85%
Tata	Rural	46.00%	54.00%
	Urban	35.53%	64.47%
	Overall	39.68%	60.32%
Uninor	Rural	68.84%	31.16%
	Urban	68.25%	31.75%
	Overall	68.42%	31.58%
Vodafone	Rural	75.56%	24.44%
	Urban	89.29%	10.71%
	Overall	80.82%	19.18%

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	50.00%	0.00%	25.00%	25.00%
	Urban	17.65%	49.02%	19.61%	13.73%
	Overall	22.03%	42.37%	20.34%	15.25%
Airtel	Rural	7.82%	88.83%	3.35%	0.00%
	Urban	20.00%	74.29%	4.29%	1.43%
	Overall	11.24%	84.74%	3.61%	0.40%
BSNL	Rural	8.70%	91.30%	0.00%	0.00%
	Urban	35.29%	47.06%	17.65%	0.00%
	Overall	20.00%	72.50%	7.50%	0.00%
Etisalat	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Idea	Rural	50.00%	25.00%	25.00%	0.00%
	Urban	24.09%	50.91%	18.64%	6.36%
	Overall	25.85%	49.15%	19.07%	5.93%
Reliance	Rural	25.00%	18.75%	45.83%	10.42%
	Urban	38.10%	29.52%	29.52%	2.86%
	Overall	33.99%	26.14%	34.64%	5.23%
Systema Shyam	Rural	35.51%	19.63%	11.21%	33.64%
	Urban	38.36%	23.29%	16.44%	21.92%
	Overall	36.67%	21.11%	13.33%	28.89%
Tata	Rural	4.35%	36.96%	58.70%	0.00%
	Urban	33.33%	38.89%	25.00%	2.78%
	Overall	17.07%	37.80%	43.90%	1.22%
Uninor	Rural	13.68%	60.00%	23.16%	3.16%
	Urban	14.35%	58.26%	24.78%	2.61%
	Overall	14.15%	58.77%	24.31%	2.77%
Vodafone	Rural	42.86%	34.29%	20.00%	2.86%
	Urban	88.46%	7.69%	0.00%	3.85%
	Overall	62.30%	22.95%	11.48%	3.28%

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	41.69%	58.31%
	Urban	31.75%	68.25%
	Overall	34.72%	65.28%
Airtel	Rural	25.35%	74.65%
	Urban	52.93%	47.07%
	Overall	43.93%	56.07%
BSNL	Rural	42.14%	57.86%
	Urban	50.67%	49.33%
	Overall	48.12%	51.88%
Etisalat	Urban	88.83%	11.17%
	Overall	88.83%	11.17%
Idea	Rural	19.06%	80.94%
	Urban	22.96%	77.04%
	Overall	21.83%	78.17%
Reliance	Rural	37.00%	63.00%
	Urban	63.32%	36.68%
	Overall	55.31%	44.69%
Systema Shyam	Rural	53.42%	46.58%
	Urban	57.81%	42.19%
	Overall	56.49%	43.51%
Tata	Rural	42.99%	57.01%
	Urban	34.85%	65.15%
	Overall	37.30%	62.70%
Uninor	Rural	73.29%	26.71%
	Urban	58.96%	41.04%
	Overall	63.26%	36.74%
Vodafone	Rural	64.06%	35.94%
	Urban	74.13%	25.87%
	Overall	71.34%	28.66%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	28.26%	71.74%
	Urban	26.32%	73.68%
	Overall	27.01%	72.99%
Airtel	Rural	21.11%	78.89%
	Urban	21.65%	78.35%
	Overall	21.55%	78.45%
BSNL	Rural	11.94%	88.06%
	Urban	7.92%	92.08%
	Overall	8.97%	91.03%
Etisalat	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	43.48%	56.52%
	Urban	49.76%	50.24%
	Overall	48.18%	51.82%
Reliance	Rural	28.10%	71.90%
	Urban	17.12%	82.88%

	Overall	19.36%	80.64%
Systema Shyam	Rural	16.86%	83.14%
	Urban	21.25%	78.75%
	Overall	20.00%	80.00%
Tata	Rural	25.36%	74.64%
	Urban	18.46%	81.54%
	Overall	20.85%	79.15%
Uninor	Rural	22.03%	77.97%
	Urban	11.26%	88.74%
	Overall	15.00%	85.00%
Vodafone	Rural	11.71%	88.29%
	Urban	1.45%	98.55%
	Overall	4.00%	96.00%

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	0.00%	2.56%	5.13%	92.31%
	Urban	9.23%	24.62%	10.77%	55.38%
	Overall	5.77%	16.35%	8.65%	69.23%
Airtel	Rural	15.79%	57.89%	5.26%	21.05%
	Urban	5.95%	58.33%	23.81%	11.90%
	Overall	7.77%	58.25%	20.39%	13.59%
BSNL	Rural	18.75%	56.25%	18.75%	6.25%
	Urban	16.67%	63.33%	10.00%	10.00%
	Overall	17.39%	60.87%	13.04%	8.70%
Etisalat	Urban	NA	NA	NA	NA
	Overall	NA	NA	NA	NA
Idea	Rural	0.00%	0.00%	23.33%	76.67%
	Urban	14.71%	39.22%	21.57%	24.51%
	Overall	11.36%	30.30%	21.97%	36.36%
Reliance	Rural	11.76%	20.59%	14.71%	52.94%
	Urban	17.28%	9.88%	11.11%	61.73%
	Overall	15.65%	13.04%	12.17%	59.13%
Systema Shyam	Rural	31.03%	41.38%	0.00%	27.59%
	Urban	13.04%	9.78%	26.09%	51.09%
	Overall	17.36%	17.36%	19.83%	45.45%
Tata	Rural	8.57%	5.71%	14.29%	71.43%
	Urban	29.17%	16.67%	14.58%	39.58%
	Overall	20.48%	12.05%	14.46%	53.01%
Uninor	Rural	9.62%	21.15%	38.46%	30.77%
	Urban	4.00%	30.00%	26.00%	40.00%
	Overall	6.86%	25.49%	32.35%	35.29%
Vodafone	Rural	37.50%	45.83%	8.33%	8.33%
	Urban	0.00%	22.22%	22.22%	55.56%
	Overall	27.27%	39.39%	12.12%	21.21%

34(d) Satisfaction with the entire process of MNP

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	7.69%	82.05%	2.56%	7.69%	89.74%	10.26%
	Urban	32.31%	49.23%	15.38%	3.08%	81.54%	18.46%
	Overall	23.08%	61.54%	10.58%	4.81%	84.62%	15.38%
Airtel	Rural	36.84%	57.89%	5.26%	0.00%	94.74%	5.26%
	Urban	20.24%	72.62%	7.14%	0.00%	92.86%	7.14%
	Overall	23.30%	69.90%	6.80%	0.00%	93.20%	6.80%
BSNL	Rural	56.25%	31.25%	12.50%	0.00%	87.50%	12.50%
	Urban	60.00%	33.33%	6.67%	0.00%	93.33%	6.67%
	Overall	58.70%	32.61%	8.70%	0.00%	91.30%	8.70%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	13.33%	83.33%	3.33%	0.00%	96.67%	3.33%
	Urban	22.55%	71.57%	5.88%	0.00%	94.12%	5.88%
	Overall	20.45%	74.24%	5.30%	0.00%	94.70%	5.30%
Reliance	Rural	32.35%	55.88%	5.88%	5.88%	88.24%	11.76%
	Urban	4.94%	91.36%	2.47%	1.23%	96.30%	3.70%
	Overall	13.04%	80.87%	3.48%	2.61%	93.91%	6.09%
Systema Shyam	Rural	3.45%	79.31%	17.24%	0.00%	82.76%	17.24%
	Urban	15.22%	84.78%	0.00%	0.00%	100.00%	0.00%
	Overall	12.40%	83.47%	4.13%	0.00%	95.87%	4.13%
Tata	Rural	17.14%	82.86%	0.00%	0.00%	100.00%	0.00%
	Urban	18.75%	79.17%	2.08%	0.00%	97.92%	2.08%
	Overall	18.07%	80.72%	1.20%	0.00%	98.80%	1.20%
Uninor	Rural	11.54%	71.15%	17.31%	0.00%	82.69%	17.31%
	Urban	14.00%	78.00%	8.00%	0.00%	92.00%	8.00%
	Overall	12.75%	74.51%	12.75%	0.00%	87.25%	12.75%
Vodafone	Rural	66.67%	20.83%	8.33%	4.17%	87.50%	12.50%
	Urban	66.67%	22.22%	11.11%	0.00%	88.89%	11.11%
	Overall	66.67%	21.21%	9.09%	3.03%	87.88%	12.12%

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	7.21
	Urban	6.91
	Overall	7.00
Airtel	Rural	7.56
	Urban	7.18
	Overall	7.30
BSNL	Rural	6.93
	Urban	6.67
	Overall	6.75
Etisalat	Urban	6.04
	Overall	6.04
Idea	Rural	6.26
	Urban	6.05
	Overall	6.11
Reliance	Rural	5.65

	Urban	5.12
	Overall	5.28
Systema Shyam	Rural	6.42
	Urban	6.47
	Overall	6.45
Tata	Rural	6.45
	Urban	6.06
	Overall	6.18
Uninor	Rural	6.24
	Urban	6.40
	Overall	6.35
Vodafone	Rural	6.30
	Urban	6.71
	Overall	6.60

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

Mobile Operator	Area	Yes	No
Aircel	Rural	92.45%	7.55%
	Urban	78.02%	21.98%
	Overall	82.33%	17.67%
Airtel	Rural	91.83%	8.17%
	Urban	93.59%	6.41%
	Overall	93.01%	6.99%
BSNL	Rural	89.62%	10.38%
	Urban	83.56%	16.44%
	Overall	85.37%	14.63%
Etisalat	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Idea	Rural	76.52%	23.48%
	Urban	76.48%	23.52%
	Overall	76.49%	23.51%
Reliance	Rural	83.18%	16.82%
	Urban	84.20%	15.80%
	Overall	83.89%	16.11%
Systema Shyam	Rural	58.07%	41.93%
	Urban	62.48%	37.52%
	Overall	61.16%	38.84%
Tata	Rural	81.62%	18.38%
	Urban	72.65%	27.35%
	Overall	75.35%	24.65%
Uninor	Rural	97.20%	2.80%
	Urban	94.69%	5.31%
	Overall	95.44%	4.56%
Vodafone	Rural	79.38%	20.63%
	Urban	89.58%	10.42%
	Overall	86.75%	13.25%

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	9.97%	90.03%
	Urban	7.97%	92.03%
	Overall	8.57%	91.43%
Airtel	Rural	15.49%	84.51%
	Urban	51.02%	48.98%
	Overall	39.43%	60.57%
BSNL	Rural	23.58%	76.42%
	Urban	29.55%	70.45%
	Overall	27.77%	72.23%
Etisalat	Urban	48.60%	51.40%
	Overall	48.60%	51.40%
Idea	Rural	5.80%	94.20%
	Urban	24.41%	75.59%
	Overall	19.04%	80.96%
Reliance	Rural	18.96%	81.04%
	Urban	51.14%	48.86%
	Overall	41.34%	58.66%
Systema Shyam	Rural	49.07%	50.93%
	Urban	49.53%	50.47%
	Overall	49.39%	50.61%
Tata	Rural	8.10%	91.90%
	Urban	23.73%	76.27%
	Overall	19.03%	80.97%
Uninor	Rural	53.42%	46.58%
	Urban	45.68%	54.32%
	Overall	48.00%	52.00%
Vodafone	Rural	41.56%	58.44%
	Urban	55.45%	44.55%
	Overall	51.60%	48.40%

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	12.12%	30.30%	18.18%	30.30%	9.09%
	Urban	4.84%	51.61%	19.35%	14.52%	9.68%
	Overall	7.37%	44.21%	18.95%	20.00%	9.47%
Airtel	Rural	27.27%	63.64%	5.45%	3.64%	0.00%
	Urban	77.54%	16.31%	1.34%	2.94%	1.87%
	Overall	71.10%	22.38%	1.86%	3.03%	1.63%
BSNL	Rural	86.67%	6.67%	4.00%	2.67%	0.00%
	Urban	82.81%	10.86%	3.17%	3.17%	0.00%
	Overall	83.78%	9.80%	3.38%	3.04%	0.00%
Etisalat	Urban	100.00%	0.00%	0.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%	0.00%	0.00%
Idea	Rural	14.29%	61.90%	9.52%	9.52%	4.76%

	Urban	6.88%	30.28%	24.31%	38.53%	0.00%
	Overall	7.53%	33.05%	23.01%	35.98%	0.42%
Reliance	Rural	66.13%	8.06%	9.68%	12.90%	3.23%
	Urban	66.75%	7.07%	6.28%	19.90%	0.00%
	Overall	66.67%	7.21%	6.76%	18.92%	0.45%
Systema Shyam	Rural	43.04%	24.05%	10.76%	20.89%	1.27%
	Urban	83.29%	6.74%	4.58%	3.50%	1.89%
	Overall	71.27%	11.91%	6.43%	8.70%	1.70%
Tata	Rural	11.54%	53.85%	19.23%	15.38%	0.00%
	Urban	54.80%	27.68%	9.04%	6.78%	1.69%
	Overall	49.26%	31.03%	10.34%	7.88%	1.48%
Uninor	Rural	24.42%	11.63%	29.07%	34.88%	0.00%
	Urban	21.22%	11.34%	29.07%	37.79%	0.58%
	Overall	22.29%	11.43%	29.07%	36.82%	0.39%
Vodafone	Rural	70.68%	6.77%	10.53%	8.27%	3.76%
	Urban	96.98%	1.94%	0.43%	0.65%	0.00%
	Overall	91.11%	3.02%	2.68%	2.35%	0.84%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	33.33%	66.67%
	Urban	69.35%	30.65%
	Overall	56.84%	43.16%
Airtel	Rural	72.73%	27.27%
	Urban	23.26%	76.74%
	Overall	29.60%	70.40%
BSNL	Rural	17.33%	82.67%
	Urban	15.38%	84.62%
	Overall	15.88%	84.12%
Etisalat	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	76.19%	23.81%
	Urban	32.11%	67.89%
	Overall	35.98%	64.02%
Reliance	Rural	33.87%	66.13%
	Urban	15.18%	84.82%
	Overall	17.79%	82.21%
Systema Shyam	Rural	14.56%	85.44%
	Urban	37.20%	62.80%
	Overall	30.43%	69.57%
Tata	Rural	69.23%	30.77%
	Urban	61.02%	38.98%
	Overall	62.07%	37.93%
Uninor	Rural	37.21%	62.79%
	Urban	36.92%	63.08%
	Overall	37.02%	62.98%
Vodafone	Rural	83.46%	16.54%
	Urban	96.54%	3.46%
	Overall	93.62%	6.38%

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	36.36%	51.52%	12.12%
	Urban	67.74%	17.74%	14.52%
	Overall	56.84%	29.47%	13.68%
Airtel	Rural	78.18%	7.27%	14.55%
	Urban	91.98%	2.94%	5.08%
	Overall	90.21%	3.50%	6.29%
BSNL	Rural	5.33%	6.67%	88.00%
	Urban	11.31%	5.43%	83.26%
	Overall	9.80%	5.74%	84.46%
Etisalat	Urban	0.00%	0.00%	100.00%
	Overall	0.00%	0.00%	100.00%
Idea	Rural	71.43%	19.05%	9.52%
	Urban	49.54%	41.28%	9.17%
	Overall	51.46%	39.33%	9.21%
Reliance	Rural	11.29%	56.45%	32.26%
	Urban	41.36%	53.66%	4.97%
	Overall	37.16%	54.05%	8.78%
Systema Shyam	Rural	93.04%	5.70%	1.27%
	Urban	86.52%	9.43%	4.04%
	Overall	88.47%	8.32%	3.21%
Tata	Rural	61.54%	19.23%	19.23%
	Urban	48.02%	19.21%	32.77%
	Overall	49.75%	19.21%	31.03%
Uninor	Rural	65.70%	26.74%	7.56%
	Urban	60.76%	24.71%	14.53%
	Overall	62.40%	25.39%	12.21%
Vodafone	Rural	15.79%	10.53%	73.68%
	Urban	1.94%	1.08%	96.98%
	Overall	5.03%	3.19%	91.78%

41. Awareness of the contact detail of the Nodal Officer

Mobile Operator	Area	Yes	No
Aircel	Rural	1.51%	98.49%
	Urban	1.93%	98.07%
	Overall	1.80%	98.20%
Airtel	Rural	0.28%	99.72%
	Urban	7.64%	92.36%
	Overall	5.24%	94.76%
BSNL	Rural	0.63%	99.37%
	Urban	3.74%	96.26%
	Overall	2.81%	97.19%
Etisalat	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	0.28%	99.72%
	Urban	6.05%	93.95%
	Overall	4.38%	95.62%
Reliance	Rural	2.45%	97.55%

	Urban	5.62%	94.38%
	Overall	4.66%	95.34%
Systema Shyam	Rural	3.73%	96.27%
	Urban	5.87%	94.13%
	Overall	5.23%	94.77%
Tata	Rural	0.62%	99.38%
	Urban	4.16%	95.84%
	Overall	3.09%	96.91%
Uninor	Rural	7.14%	92.86%
	Urban	3.19%	96.81%
	Overall	4.37%	95.63%
Vodafone	Rural	6.88%	93.13%
	Urban	0.60%	99.40%
	Overall	2.34%	97.66%

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	100.00%	0.00%
	Urban	46.67%	53.33%
	Overall	60.00%	40.00%
Airtel	Rural	0.00%	100.00%
	Urban	100.00%	0.00%
	Overall	98.25%	1.75%
BSNL	Rural	0.00%	100.00%
	Urban	85.71%	14.29%
	Overall	80.00%	20.00%
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	100.00%	0.00%
	Urban	85.19%	14.81%
	Overall	85.45%	14.55%
Reliance	Rural	100.00%	0.00%
	Urban	88.10%	11.90%
	Overall	90.00%	10.00%
Systema Shyam	Rural	100.00%	0.00%
	Urban	95.45%	4.55%
	Overall	96.43%	3.57%
Tata	Rural	100.00%	0.00%
	Urban	90.32%	9.68%
	Overall	90.91%	9.09%
Uninor	Rural	100.00%	0.00%
	Urban	83.33%	16.67%
	Overall	91.49%	8.51%
Vodafone	Rural	36.36%	63.64%
	Urban	40.00%	60.00%
	Overall	37.04%	62.96%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Airtel	Rural	NA	NA
	Urban	96.43%	3.57%
	Overall	96.43%	3.57%
BSNL	Rural	NA	NA
	Urban	70.83%	29.17%
	Overall	70.83%	29.17%
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Reliance	Rural	100.00%	0.00%
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
Systema Shyam	Rural	100.00%	0.00%
	Urban	95.24%	4.76%
	Overall	96.30%	3.70%
Tata	Rural	100.00%	0.00%
	Urban	96.43%	3.57%
	Overall	96.67%	3.33%
Uninor	Rural	95.65%	4.35%
	Urban	95.00%	5.00%
	Overall	95.35%	4.65%
Vodafone	Rural	75.00%	25.00%
	Urban	100.00%	0.00%
	Overall	80.00%	20.00%

43. Intimating the decision taken on the complaint

Mobile Operator	Area	Yes	No
Aircel	Rural	100.00%	0.00%
	Urban	71.43%	28.57%
	Overall	83.33%	16.67%
Airtel	Rural	NA	NA
	Urban	100.00%	0.00%
	Overall	100.00%	0.00%
BSNL	Rural	NA	NA
	Urban	52.94%	47.06%
	Overall	52.94%	47.06%
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	100.00%	0.00%
	Urban	8.70%	91.30%
	Overall	10.64%	89.36%
Reliance	Rural	50.00%	50.00%
	Urban	72.97%	27.03%

	Overall	68.89%	31.11%
Systema Shyam	Rural	58.33%	41.67%
	Urban	97.50%	2.50%
	Overall	88.46%	11.54%
Tata	Rural	100.00%	0.00%
	Urban	85.19%	14.81%
	Overall	86.21%	13.79%
Uninor	Rural	63.64%	36.36%
	Urban	47.37%	52.63%
	Overall	56.10%	43.90%
Vodafone	Rural	33.33%	66.67%
	Urban	100.00%	0.00%
	Overall	50.00%	50.00%

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

Mobile Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left-2	Right-2
Aircel	Rural	20.00%	40.00%	40.00%	0.00%	60.00%	40.00%
	Urban	28.57%	42.86%	28.57%	0.00%	71.43%	28.57%
	Overall	25.00%	41.67%	33.33%	0.00%	66.67%	33.33%
Airtel	Rural	NA	NA	NA	NA	NA	NA
	Urban	51.85%	48.15%	0.00%	0.00%	100.00%	0.00%
	Overall	51.85%	48.15%	0.00%	0.00%	100.00%	0.00%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	52.94%	0.00%	47.06%	0.00%	52.94%	47.06%
	Overall	52.94%	0.00%	47.06%	0.00%	52.94%	47.06%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
	Urban	2.17%	2.17%	95.65%	0.00%	4.35%	95.65%
	Overall	2.13%	2.13%	95.74%	0.00%	4.26%	95.74%
Reliance	Rural	12.50%	37.50%	50.00%	0.00%	50.00%	50.00%
	Urban	24.32%	48.65%	27.03%	0.00%	72.97%	27.03%
	Overall	22.22%	46.67%	31.11%	0.00%	68.89%	31.11%
Systema Shyam	Rural	25.00%	16.67%	58.33%	0.00%	41.67%	58.33%
	Urban	20.00%	72.50%	7.50%	0.00%	92.50%	7.50%
	Overall	21.15%	59.62%	19.23%	0.00%	80.77%	19.23%
Tata	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	11.11%	62.96%	22.22%	3.70%	74.07%	25.93%
	Overall	10.34%	65.52%	20.69%	3.45%	75.86%	24.14%
Uninor	Rural	0.00%	40.91%	59.09%	0.00%	40.91%	59.09%
	Urban	5.26%	42.11%	52.63%	0.00%	47.37%	52.63%
	Overall	2.44%	41.46%	56.10%	0.00%	43.90%	56.10%
Vodafone	Rural	0.00%	0.00%	83.33%	16.67%	0.00%	100.00%
	Urban	0.00%	0.00%	0.00%	100.00%	0.00%	100.00%
	Overall	0.00%	0.00%	62.50%	37.50%	0.00%	100.00%

45. The reason(s) for dissatisfaction

Mobile Operator	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	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%
	Overall	0.00%	25.00%	75.00%	0.00%	0.00%	0.00%
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%	100.00%	0.00%	0.00%	0.00%
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Etisalat	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
Idea	Rural	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	4.55%	25.00%	29.55%	38.64%	2.27%	0.00%
	Overall	4.44%	24.44%	31.11%	37.78%	2.22%	0.00%
Reliance	Rural	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	Urban	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
	Overall	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Systema Shyam	Rural	0.00%	0.00%	71.43%	28.57%	0.00%	0.00%
	Urban	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%
	Overall	20.00%	0.00%	60.00%	20.00%	0.00%	0.00%
Tata	Rural	NA	NA	NA	NA	NA	NA
	Urban	0.00%	0.00%	57.14%	14.29%	14.29%	14.29%
	Overall	0.00%	0.00%	57.14%	14.29%	14.29%	14.29%
Uninor	Rural	0.00%	7.69%	61.54%	23.08%	7.69%	0.00%
	Urban	10.00%	10.00%	10.00%	70.00%	0.00%	0.00%
	Overall	4.35%	8.70%	39.13%	43.48%	4.35%	0.00%
Vodafone	Rural	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%
	Urban	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%
	Overall	0.00%	12.50%	62.50%	25.00%	0.00%	0.00%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	1.51%	98.49%
	Urban	0.64%	99.36%
	Overall	0.90%	99.10%
Airtel	Rural	0.00%	100.00%
	Urban	6.96%	93.04%
	Overall	4.69%	95.31%
BSNL	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Etisalat	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	0.28%	99.72%
	Urban	2.80%	97.20%

	Overall	2.07%	97.93%
Reliance	Rural	1.83%	98.17%
	Urban	4.69%	95.31%
	Overall	3.82%	96.18%
Systema Shyam	Rural	3.11%	96.89%
	Urban	4.01%	95.99%
	Overall	3.73%	96.27%
Tata	Rural	0.62%	99.38%
	Urban	3.35%	96.65%
	Overall	2.53%	97.47%
Uninor	Rural	6.83%	93.17%
	Urban	2.12%	97.88%
	Overall	3.53%	96.47%
Vodafone	Rural	2.50%	97.50%
	Urban	0.24%	99.76%
	Overall	0.87%	99.13%

47. Filing of any appeal in last 6 months

Mobile Operator	Area	Yes	No
Aircel	Rural	40.00%	60.00%
	Urban	20.00%	80.00%
	Overall	30.00%	70.00%
Airtel	Rural	NA	NA
	Urban	1.96%	98.04%
	Overall	1.96%	98.04%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	0.00%	100.00%
	Urban	66.67%	33.33%
	Overall	64.00%	36.00%
Reliance	Rural	33.33%	66.67%
	Urban	20.00%	80.00%
	Overall	21.95%	78.05%
Systema Shyam	Rural	10.00%	90.00%
	Urban	6.90%	93.10%
	Overall	7.69%	92.31%
Tata	Rural	0.00%	100.00%
	Urban	20.83%	79.17%
	Overall	19.23%	80.77%
Uninor	Rural	27.27%	72.73%
	Urban	6.25%	93.75%
	Overall	18.42%	81.58%
Vodafone	Rural	62.50%	37.50%
	Urban	100.00%	0.00%
	Overall	70.00%	30.00%

48. Receipt of acknowledgement

Mobile Operator	Area	Yes	No
Aircel	Rural	0.00%	100.00%
	Urban	100.00%	0.00%
	Overall	33.33%	66.67%
Airtel	Rural	NA	NA
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	NA	NA
	Urban	31.25%	68.75%
	Overall	31.25%	68.75%
Reliance	Rural	0.00%	100.00%
	Urban	14.29%	85.71%
	Overall	11.11%	88.89%
Systema Shyam	Rural	0.00%	100.00%
	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Tata	Rural	NA	NA
	Urban	80.00%	20.00%
	Overall	80.00%	20.00%
Uninor	Rural	16.67%	83.33%
	Urban	0.00%	100.00%
	Overall	14.29%	85.71%
Vodafone	Rural	40.00%	60.00%
	Urban	50.00%	50.00%
	Overall	42.86%	57.14%

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

Mobile Operator	Area	Yes	No	Appeal filed only recently
Aircel	Rural	0.00%	0.00%	100.00%
	Urban	100.00%	0.00%	0.00%
	Overall	33.33%	0.00%	66.67%
Airtel	Rural	NA	NA	NA
	Urban	100.00%	0.00%	0.00%
	Overall	100.00%	0.00%	0.00%
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
Etisalat	Urban	NA	NA	NA
	Overall	NA	NA	NA
Idea	Rural	NA	NA	NA
	Urban	18.75%	25.00%	56.25%
	Overall	18.75%	25.00%	56.25%

Reliance	Rural	0.00%	100.00%	0.00%
	Urban	28.57%	71.43%	0.00%
	Overall	22.22%	77.78%	0.00%
Systema Shyam	Rural	100.00%	0.00%	0.00%
	Urban	0.00%	0.00%	100.00%
	Overall	33.33%	0.00%	66.67%
Tata	Rural	NA	NA	NA
	Urban	60.00%	0.00%	40.00%
	Overall	60.00%	0.00%	40.00%
Uninor	Rural	16.67%	50.00%	33.33%
	Urban	0.00%	100.00%	0.00%
	Overall	14.29%	57.14%	28.57%
Vodafone	Rural	60.00%	0.00%	40.00%
	Urban	100.00%	0.00%	0.00%
	Overall	71.43%	0.00%	28.57%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	69.54%	30.46%
	Urban	80.19%	19.81%
	Overall	76.96%	23.04%
Airtel	Rural	89.88%	10.12%
	Urban	82.36%	17.64%
	Overall	84.92%	15.08%
BSNL	Rural	86.45%	13.55%
	Urban	87.06%	12.94%
	Overall	86.84%	13.16%
Etisalat	Urban	0.00%	100.00%
	Overall	0.00%	100.00%
Idea	Rural	73.10%	26.90%
	Urban	68.44%	31.56%
	Overall	69.78%	30.22%
Reliance	Rural	73.60%	26.40%
	Urban	67.40%	32.60%
	Overall	69.30%	30.70%
Systema Shyam	Rural	71.75%	28.25%
	Urban	78.86%	21.14%
	Overall	76.77%	23.23%
Tata	Rural	89.45%	10.55%
	Urban	79.57%	20.43%
	Overall	82.67%	17.33%
Uninor	Rural	62.24%	37.76%
	Urban	64.01%	35.99%
	Overall	63.46%	36.54%
Vodafone	Rural	99.31%	0.69%
	Urban	95.42%	4.58%
	Overall	97.45%	2.55%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	32.74%	67.26%
	Urban	26.04%	73.96%
	Overall	27.88%	72.12%
Airtel	Rural	17.22%	82.78%
	Urban	43.58%	56.42%
	Overall	34.09%	65.91%
BSNL	Rural	11.11%	88.89%
	Urban	32.85%	67.15%
	Overall	25.19%	74.81%
Etisalat	Urban	NA	NA
	Overall	NA	NA
Idea	Rural	18.87%	81.13%
	Urban	36.12%	63.88%
	Overall	30.91%	69.09%
Reliance	Rural	43.05%	56.95%
	Urban	51.41%	48.59%
	Overall	48.68%	51.32%
Systema Shyam	Rural	30.32%	69.68%
	Urban	20.79%	79.21%
	Overall	23.41%	76.59%
Tata	Rural	21.95%	78.05%
	Urban	34.03%	65.97%
	Overall	29.93%	70.07%
Uninor	Rural	62.36%	37.64%
	Urban	65.53%	34.47%
	Overall	64.57%	35.43%
Vodafone	Rural	36.36%	63.64%
	Urban	10.40%	89.60%
	Overall	24.25%	75.75%

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

Mobile Operator	Area	No reason	Technical Problem	Others
Aircel	Rural	8.11%	72.97%	18.92%
	Urban	16.03%	58.33%	25.64%
	Overall	13.48%	63.04%	23.48%
Airtel	Rural	5.77%	23.08%	71.15%
	Urban	9.40%	61.11%	29.49%
	Overall	8.74%	54.20%	37.06%
BSNL	Rural	9.52%	71.43%	19.05%
	Urban	18.42%	59.65%	21.93%
	Overall	17.04%	61.48%	21.48%
Etisalat	Urban	NA	NA	NA
	Overall	NA	NA	NA
Idea	Rural	15.00%	20.00%	65.00%
	Urban	33.33%	36.72%	29.94%
	Overall	29.95%	33.64%	36.41%

Reliance	Rural	16.67%	37.50%	45.83%
	Urban	13.92%	38.40%	47.68%
	Overall	14.71%	38.14%	47.15%
Systema Shyam	Rural	50.75%	28.36%	20.90%
	Urban	53.72%	36.36%	9.92%
	Overall	52.66%	33.51%	13.83%
Tata	Rural	14.81%	11.11%	74.07%
	Urban	42.94%	22.09%	34.97%
	Overall	35.94%	19.35%	44.70%
Uninor	Rural	47.75%	37.84%	14.41%
	Urban	52.99%	36.57%	10.45%
	Overall	51.45%	36.94%	11.61%
Vodafone	Rural	19.23%	71.15%	9.62%
	Urban	23.08%	15.38%	61.54%
	Overall	20.00%	60.00%	20.00%

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

Mobile Operator	Area	Yes	No
Aircel	Rural	67.37%	32.63%
	Urban	59.13%	40.87%
	Overall	61.59%	38.41%
Airtel	Rural	32.39%	67.61%
	Urban	73.26%	26.74%
	Overall	59.93%	40.07%
BSNL	Rural	43.08%	56.92%
	Urban	62.57%	37.43%
	Overall	56.75%	43.25%
Etisalat	Urban	91.62%	8.38%
	Overall	91.62%	8.38%
Idea	Rural	62.71%	37.29%
	Urban	62.15%	37.85%
	Overall	62.31%	37.69%
Reliance	Rural	35.17%	64.83%
	Urban	46.72%	53.28%
	Overall	43.20%	56.80%
Systema Shyam	Rural	73.60%	26.40%
	Urban	63.68%	36.32%
	Overall	66.67%	33.33%
Tata	Rural	58.26%	41.74%
	Urban	53.22%	46.78%
	Overall	54.73%	45.27%
Uninor	Rural	76.40%	23.60%
	Urban	72.51%	27.49%
	Overall	73.67%	26.33%
Vodafone	Rural	58.75%	41.25%
	Urban	73.29%	26.71%
	Overall	69.26%	30.74%

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	Urban	1.22%	8.71%	90.07%
BSNL	Rural	8.39%	13.04%	78.57%
	Urban	5.98%	12.50%	81.52%
	Overall	6.70%	12.66%	80.63%
D-Vois	Urban	0.28%	5.05%	94.67%
Hathway	Urban	0.56%	7.30%	92.13%
Indusind	Urban	0.00%	0.00%	100.00%
Reliance	Urban	0.94%	7.96%	91.10%
Sify	Urban	1.06%	6.55%	92.39%
Tata Communications	Urban	0.28%	8.70%	91.02%
Tikona	Urban	0.47%	5.81%	93.73%
You Broadband	Urban	0.83%	4.89%	94.28%

1(b) Time taken to provide a working connection

Operator	Area	Within 7 Working Days	More than 7 Working Days
Airtel	Urban	80.06%	19.94%
BSNL	Rural	56.83%	43.17%
	Urban	70.35%	29.65%
	Overall	66.29%	33.71%
D-Vois	Urban	83.31%	16.69%
Hathway	Urban	86.70%	13.30%
Indusind	Urban	93.46%	6.54%
Reliance	Urban	86.05%	13.95%
Sify	Urban	81.61%	18.39%
Tata Communications	Urban	81.38%	18.62%
Tikona	Urban	89.23%	10.77%
You Broadband	Urban	85.23%	14.77%

2. Satisfaction with time taken for activation

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	5.24%	86.89%	4.87%	3.00%	92.13%	7.87%
BSNL	Rural	6.21%	83.85%	6.21%	3.73%	90.06%	9.94%
	Urban	7.18%	78.72%	9.84%	4.26%	85.90%	14.10%
	Overall	6.89%	80.26%	8.75%	4.10%	87.15%	12.85%
D-Vois	Urban	4.77%	84.99%	5.33%	4.91%	89.76%	10.24%
Hathway	Urban	5.90%	80.81%	8.33%	4.96%	86.70%	13.30%
Indusind	Urban	5.88%	90.20%	2.61%	1.31%	96.08%	3.92%
Reliance	Urban	5.15%	84.36%	5.52%	4.96%	89.51%	10.49%
Sify	Urban	5.71%	80.76%	8.25%	5.29%	86.47%	13.53%
Tata Communications	Urban	6.55%	81.95%	8.33%	3.18%	88.49%	11.51%
Tikona	Urban	4.87%	84.18%	6.55%	4.40%	89.04%	10.96%
You Broadband	Urban	3.60%	81.90%	8.49%	6.00%	85.50%	14.50%

3. Time taken for Reactivate service

Operator	Area	Within 24 hrs	2-3 days	4-7 days	More than 7 Days	Not Applicable
Airtel	Urban	4.12%	5.52%	3.00%	4.87%	82.49%
BSNL	Rural	6.21%	4.66%	2.80%	0.62%	85.71%
	Urban	6.65%	6.12%	4.39%	0.80%	82.05%
	Overall	6.52%	5.68%	3.91%	0.74%	83.15%
D-Vois	Urban	6.45%	4.49%	1.82%	2.24%	84.99%
Hathway	Urban	6.84%	2.43%	2.06%	4.68%	83.99%
Indusind	Urban	0.00%	0.00%	0.00%	0.00%	100.00%
Reliance	Urban	6.27%	4.87%	3.28%	3.37%	82.21%
Sify	Urban	6.34%	5.92%	6.13%	5.29%	76.32%
Tata Communications	Urban	5.71%	7.86%	5.52%	3.55%	77.36%
Tikona	Urban	6.93%	8.90%	3.28%	5.15%	75.75%
You Broadband	Urban	5.36%	7.94%	5.08%	1.29%	80.33%

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	Urban	11.09%	81.80%	5.33%	1.78%	92.90%	7.10%
BSNL	Rural	29.50%	68.32%	1.24%	0.93%	97.83%	2.17%
	Urban	25.66%	71.14%	2.53%	0.66%	96.81%	3.19%
	Overall	26.82%	70.30%	2.14%	0.74%	97.11%	2.89%
D-Vois	Urban	7.73%	83.22%	5.76%	3.29%	90.95%	9.05%
Hathway	Urban	1.90%	90.24%	5.20%	2.66%	92.14%	7.86%
Indusind	Urban	1.38%	90.34%	7.59%	0.69%	91.72%	8.28%
Reliance	Urban	17.13%	77.99%	3.76%	1.11%	95.13%	4.87%
Sify	Urban	15.18%	75.49%	5.06%	4.28%	90.66%	9.34%
Tata Communications	Urban	16.63%	78.33%	3.44%	1.61%	94.95%	5.05%
Tikona	Urban	6.87%	90.03%	2.44%	0.66%	96.90%	3.10%
You Broadband	Urban	2.63%	87.74%	8.48%	1.15%	90.38%	9.62%

5(a) Satisfaction with Clarity of Bills

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	12.72%	80.03%	5.18%	2.07%	92.75%	7.25%
BSNL	Rural	22.05%	68.32%	6.21%	3.42%	90.37%	9.63%
	Urban	20.35%	72.07%	4.79%	2.79%	92.42%	7.58%
	Overall	20.86%	70.95%	5.21%	2.98%	91.81%	8.19%
D-Vois	Urban	7.73%	82.40%	6.91%	2.96%	90.13%	9.87%
Hathway	Urban	8.11%	82.13%	5.96%	3.80%	90.24%	9.76%
Indusind	Urban	6.90%	81.38%	9.66%	2.07%	88.28%	11.72%
Reliance	Urban	11.70%	84.40%	3.20%	0.70%	96.10%	3.90%
Sify	Urban	10.89%	80.93%	5.45%	2.72%	91.83%	8.17%
Tata Communications	Urban	12.16%	76.26%	8.94%	2.64%	88.42%	11.58%
Tikona	Urban	8.97%	84.05%	6.20%	0.78%	93.02%	6.98%
You Broadband	Urban	7.45%	84.19%	6.07%	2.29%	91.64%	8.36%

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	Urban	8.16%	12.24%	14.29%	42.86%	22.45%
BSNL	Rural	6.45%	12.90%	9.68%	64.52%	6.45%
	Urban	5.26%	7.02%	22.81%	59.65%	5.26%
	Overall	5.68%	9.09%	18.18%	61.36%	5.68%
D-Vois	Urban	11.67%	5.00%	21.67%	53.33%	8.33%
Hathway	Urban	5.19%	2.60%	29.87%	38.96%	23.38%
Indusind	Urban	0.00%	0.00%	17.65%	82.35%	0.00%
Reliance	Urban	3.57%	28.57%	60.71%	7.14%	0.00%
Sify	Urban	0.00%	4.76%	23.81%	61.90%	9.52%
Tata Communications	Urban	2.97%	10.89%	39.60%	29.70%	16.83%
Tikona	Urban	1.59%	0.00%	6.35%	71.43%	20.63%
You Broadband	Urban	15.07%	4.11%	17.81%	38.36%	24.66%

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

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	13.02%	73.52%	9.02%	4.44%	86.54%	13.46%
BSNL	Rural	15.53%	74.22%	7.76%	2.48%	89.75%	10.25%
	Urban	10.64%	74.73%	9.84%	4.79%	85.37%	14.63%
	Overall	12.10%	74.58%	9.22%	4.10%	86.69%	13.31%
D-Vois	Urban	6.58%	80.59%	8.88%	3.95%	87.17%	12.83%
Hathway	Urban	1.77%	82.89%	8.49%	6.84%	84.66%	15.34%
Indusind	Urban	3.45%	82.76%	10.34%	3.45%	86.21%	13.79%
Reliance	Urban	16.16%	70.19%	8.50%	5.15%	86.35%	13.65%
Sify	Urban	12.45%	71.21%	10.51%	5.84%	83.66%	16.34%
Tata Communications	Urban	11.01%	75.57%	8.49%	4.93%	86.58%	13.42%
Tikona	Urban	7.64%	81.06%	7.42%	3.88%	88.70%	11.30%
You Broadband	Urban	1.49%	83.73%	12.83%	1.95%	85.22%	14.78%

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	Urban	18.68%	31.87%	24.18%	12.09%	13.19%
BSNL	Rural	0.00%	18.18%	12.12%	12.12%	57.58%
	Urban	4.55%	7.27%	13.64%	14.55%	60.00%
	Overall	3.50%	9.79%	13.29%	13.99%	59.44%
D-Vois	Urban	14.10%	21.79%	26.92%	20.51%	16.67%
Hathway	Urban	34.71%	12.40%	23.97%	17.36%	11.57%
Indusind	Urban	15.00%	40.00%	0.00%	15.00%	30.00%
Reliance	Urban	3.06%	20.41%	36.73%	22.45%	17.35%

Sify	Urban	26.19%	7.14%	26.19%	21.43%	19.05%
Tata Communications	Urban	9.40%	14.53%	39.32%	24.79%	11.97%
Tikona	Urban	6.86%	17.65%	23.53%	14.71%	37.25%
You Broadband	Urban	14.73%	36.43%	3.88%	17.83%	27.13%

7. Billing complaint in last 6 months - Postpaid

Operator	Area	Yes	No
Airtel	Urban	13.02%	86.98%
BSNL	Rural	15.84%	84.16%
	Urban	17.82%	82.18%
	Overall	17.23%	82.77%
D-Vois	Urban	14.80%	85.20%
Hathway	Urban	19.39%	80.61%
Indusind	Urban	4.83%	95.17%
Reliance	Urban	17.41%	82.59%
Sify	Urban	19.84%	80.16%
Tata Communications	Urban	19.61%	80.39%
Tikona	Urban	17.94%	82.06%
You Broadband	Urban	10.31%	89.69%

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

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	17.05%	72.73%	6.82%	3.41%	89.77%	10.23%
BSNL	Rural	7.84%	80.39%	7.84%	3.92%	88.24%	11.76%
	Urban	8.21%	79.85%	8.21%	3.73%	88.06%	11.94%
	Overall	8.11%	80.00%	8.11%	3.78%	88.11%	11.89%
D-Vois	Urban	14.44%	66.67%	16.67%	2.22%	81.11%	18.89%
Hathway	Urban	7.19%	75.16%	15.03%	2.61%	82.35%	17.65%
Indusind	Urban	0.00%	85.71%	14.29%	0.00%	85.71%	14.29%
Reliance	Urban	8.00%	80.00%	8.80%	3.20%	88.00%	12.00%
Sify	Urban	9.80%	76.47%	7.84%	5.88%	86.27%	13.73%
Tata Communications	Urban	16.37%	61.99%	15.79%	5.85%	78.36%	21.64%
Tikona	Urban	10.49%	75.31%	10.49%	3.70%	85.80%	14.20%
You Broadband	Urban	13.33%	58.89%	20.00%	7.78%	72.22%	27.78%

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	Urban	15.05%	76.02%	6.38%	2.55%	91.07%	8.93%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
D-Vois	Urban	14.29%	66.67%	12.38%	6.67%	80.95%	19.05%
Hathway	Urban	7.89%	76.70%	10.04%	5.38%	84.59%	15.41%
Indusind	Urban	0.00%	75.00%	25.00%	0.00%	75.00%	25.00%
Reliance	Urban	10.86%	75.43%	9.14%	4.57%	86.29%	13.71%
Sify	Urban	10.65%	71.76%	11.11%	6.48%	82.41%	17.59%
Tata Communications	Urban	8.63%	79.70%	6.09%	5.58%	88.32%	11.68%
Tikona	Urban	8.48%	73.94%	16.36%	1.21%	82.42%	17.58%
You Broadband	Urban	6.67%	67.14%	18.57%	7.62%	73.81%	26.19%

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	Urban	25.71%	37.14%	28.57%	8.57%	
BSNL	Rural	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA
D-Vois	Urban	10.00%	15.00%	50.00%	15.00%	10.00%
Hathway	Urban	25.58%	25.58%	34.88%	6.98%	6.98%
Indusind	Urban	0.00%	0.00%	0.00%	0.00%	100.00%
Reliance	Urban	8.33%	10.42%	60.42%	18.75%	2.08%
Sify	Urban	18.42%	42.11%	26.32%	10.53%	2.63%
Tata Communications	Urban	0.00%	17.39%	39.13%	34.78%	8.70%
Tikona	Urban	17.24%	24.14%	37.93%	17.24%	3.45%
You Broadband	Urban	12.73%	40.00%	23.64%	16.36%	7.27%

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

Operator	Area	Yes	No
Airtel	Urban	12.76%	87.24%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
D-Vois	Urban	17.14%	82.86%
Hathway	Urban	28.32%	71.68%
Indusind	Urban	0.00%	100.00%
Reliance	Urban	25.71%	74.29%
Sify	Urban	25.93%	74.07%
Tata Communications	Urban	22.34%	77.66%
Tikona	Urban	26.06%	73.94%
You Broadband	Urban	19.05%	80.95%

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

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	22.00%	66.00%	8.00%	4.00%	88.00%	12.00%
BSNL	Rural	NA	NA	NA	NA	NA	NA
	Urban	NA	NA	NA	NA	NA	NA
	Overall	NA	NA	NA	NA	NA	NA
D-Vois	Urban	5.56%	66.67%	22.22%	5.56%	72.22%	27.78%
Hathway	Urban	0.00%	79.75%	16.46%	3.80%	79.75%	20.25%
Indusind	Urban	NA	NA	NA	NA	NA	NA
Reliance	Urban	11.11%	74.44%	11.11%	3.33%	85.56%	14.44%
Sify	Urban	10.71%	71.43%	10.71%	7.14%	82.14%	17.86%
Tata Communications	Urban	9.09%	81.82%	6.82%	2.27%	90.91%	9.09%
Tikona	Urban	11.63%	76.74%	9.30%	2.33%	88.37%	11.63%
You Broadband	Urban	5.00%	67.50%	20.00%	7.50%	72.50%	27.50%

D Help Services

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

Operator	Area	Yes	No
Airtel	Urban	65.26%	34.74%
BSNL	Rural	54.97%	45.03%
	Urban	53.86%	46.14%
	Overall	54.19%	45.81%
D-Vois	Urban	74.05%	25.95%
Hathway	Urban	59.83%	40.17%
Indusind	Urban	66.01%	33.99%
Reliance	Urban	65.45%	34.55%
Sify	Urban	66.38%	33.62%
Tata Communications	Urban	68.10%	31.90%
Tikona	Urban	66.01%	33.99%
You Broadband	Urban	69.07%	30.93%

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

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	14.20%	75.90%	7.75%	2.15%	90.10%	9.90%
BSNL	Rural	22.60%	66.67%	6.78%	3.95%	89.27%	10.73%
	Urban	21.73%	68.40%	6.17%	3.70%	90.12%	9.88%
	Overall	21.99%	67.87%	6.36%	3.78%	89.86%	10.14%
D-Vois	Urban	2.65%	81.63%	12.50%	3.22%	84.28%	15.72%
Hathway	Urban	10.64%	80.59%	7.04%	1.72%	91.24%	8.76%
Indusind	Urban	8.91%	81.19%	8.91%	0.99%	90.10%	9.90%
Reliance	Urban	10.73%	77.97%	7.87%	3.43%	88.70%	11.30%
Sify	Urban	12.74%	74.84%	5.73%	6.69%	87.58%	12.42%
Tata Communications	Urban	10.99%	70.74%	12.77%	5.49%	81.73%	18.27%
Tikona	Urban	8.09%	88.09%	2.13%	1.70%	96.17%	3.83%
You Broadband	Urban	7.22%	73.66%	10.56%	8.56%	80.88%	19.12%

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	Urban	38.88%	50.22%	9.61%	1.29%	89.10%	10.90%
BSNL	Rural	30.51%	57.63%	9.04%	2.82%	88.14%	11.86%
	Urban	26.17%	60.00%	9.88%	3.95%	86.17%	13.83%
	Overall	27.49%	59.28%	9.62%	3.61%	86.77%	13.23%
D-Vois	Urban	11.17%	77.65%	9.47%	1.70%	88.83%	11.17%
Hathway	Urban	24.73%	66.04%	7.98%	1.25%	90.77%	9.23%
Indusind	Urban	17.82%	70.30%	9.90%	1.98%	88.12%	11.88%
Reliance	Urban	20.60%	68.96%	9.44%	1.00%	89.56%	10.44%
Sify	Urban	23.89%	64.97%	9.55%	1.59%	88.85%	11.15%
Tata Communications	Urban	21.02%	69.64%	8.65%	0.69%	90.66%	9.34%
Tikona	Urban	22.27%	70.50%	6.52%	0.71%	92.77%	7.23%
You Broadband	Urban	21.12%	68.45%	9.89%	0.53%	89.57%	10.43%

12. Satisfaction with response time to answer call

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	29.12%	54.81%	12.77%	3.30%	83.93%	16.07%
BSNL	Rural	22.03%	58.76%	17.51%	1.69%	80.79%	19.21%
	Urban	25.19%	54.57%	17.04%	3.21%	79.75%	20.25%
	Overall	24.23%	55.84%	17.18%	2.75%	80.07%	19.93%
D-Vois	Urban	17.23%	75.57%	4.36%	2.84%	92.80%	7.20%
Hathway	Urban	16.28%	64.48%	12.52%	6.73%	80.75%	19.25%
Indusind	Urban	10.89%	69.31%	16.83%	2.97%	80.20%	19.80%
Reliance	Urban	21.60%	55.94%	13.16%	9.30%	77.54%	22.46%
Sify	Urban	20.70%	54.78%	15.61%	8.92%	75.48%	24.52%
Tata Communications	Urban	26.51%	47.39%	17.03%	9.07%	73.90%	26.10%
Tikona	Urban	27.80%	60.71%	10.07%	1.42%	88.51%	11.49%
You Broadband	Urban	20.05%	60.16%	11.63%	8.16%	80.21%	19.79%

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

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	21.66%	63.13%	12.77%	2.44%	84.79%	15.21%
BSNL	Rural	22.03%	62.15%	12.99%	2.82%	84.18%	15.82%
	Urban	24.20%	60.99%	12.35%	2.47%	85.19%	14.81%
	Overall	23.54%	61.34%	12.54%	2.58%	84.88%	15.12%
D-Vois	Urban	3.60%	77.08%	15.34%	3.98%	80.68%	19.32%
Hathway	Urban	13.93%	61.50%	19.41%	5.16%	75.43%	24.57%
Indusind	Urban	8.91%	74.26%	11.88%	4.95%	83.17%	16.83%
Reliance	Urban	15.74%	61.52%	19.89%	2.86%	77.25%	22.75%
Sify	Urban	18.79%	54.78%	20.38%	6.05%	73.57%	26.43%
Tata Communications	Urban	16.21%	63.74%	16.35%	3.71%	79.95%	20.05%
Tikona	Urban	13.33%	73.76%	10.35%	2.55%	87.09%	12.91%
You Broadband	Urban	14.57%	62.30%	18.18%	4.95%	76.87%	23.13%

14. Satisfaction with time taken to resolve complaint

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	23.39%	62.84%	8.61%	5.16%	86.23%	13.77%
BSNL	Rural	26.55%	57.63%	11.30%	4.52%	84.18%	15.82%
	Urban	28.15%	57.04%	11.11%	3.70%	85.19%	14.81%
	Overall	27.66%	57.22%	11.17%	3.95%	84.88%	15.12%
D-Vois	Urban	10.04%	71.78%	14.02%	4.17%	81.82%	18.18%
Hathway	Urban	15.18%	60.72%	16.90%	7.20%	75.90%	24.10%
Indusind	Urban	5.94%	72.28%	14.85%	6.93%	78.22%	21.78%
Reliance	Urban	15.31%	62.66%	14.74%	7.30%	77.97%	22.03%
Sify	Urban	17.20%	60.83%	14.97%	7.01%	78.03%	21.97%
Tata Communications	Urban	9.34%	70.74%	10.85%	9.07%	80.08%	19.92%
Tikona	Urban	19.86%	71.21%	5.39%	3.55%	91.06%	8.94%
You Broadband	Urban	12.57%	62.70%	17.78%	6.95%	75.27%	24.73%

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	Urban	22.00%	69.38%	6.27%	2.34%	91.39%	8.61%
BSNL	Rural	35.71%	55.59%	5.90%	2.80%	91.30%	8.70%
	Urban	32.85%	58.51%	6.52%	2.13%	91.36%	8.64%
	Overall	33.71%	57.64%	6.33%	2.33%	91.34%	8.66%
D-Vois	Urban	16.83%	69.85%	7.43%	5.89%	86.68%	13.32%
Hathway	Urban	15.73%	73.41%	7.58%	3.28%	89.14%	10.86%
Indusind	Urban	1.31%	86.27%	6.54%	5.88%	87.58%	12.42%
Reliance	Urban	21.54%	64.51%	8.61%	5.34%	86.05%	13.95%
Sify	Urban	35.73%	52.22%	6.77%	5.29%	87.95%	12.05%
Tata Communications	Urban	13.56%	70.91%	8.79%	6.74%	84.47%	15.53%
Tikona	Urban	18.91%	69.19%	8.99%	2.90%	88.11%	11.89%
You Broadband	Urban	12.28%	77.19%	9.23%	1.29%	89.47%	10.53%

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

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	30.34%	61.33%	5.62%	2.72%	91.67%	8.33%
BSNL	Rural	25.16%	63.98%	7.45%	3.42%	89.13%	10.87%
	Urban	23.94%	65.96%	7.98%	2.13%	89.89%	10.11%
	Overall	24.30%	65.36%	7.82%	2.51%	89.66%	10.34%
D-Vois	Urban	11.64%	68.72%	13.60%	6.03%	80.36%	19.64%
Hathway	Urban	18.82%	60.02%	17.98%	3.18%	78.84%	21.16%
Indusind	Urban	6.54%	75.16%	13.07%	5.23%	81.70%	18.30%
Reliance	Urban	23.13%	63.48%	9.08%	4.31%	86.61%	13.39%
Sify	Urban	18.18%	58.77%	17.76%	5.29%	76.96%	23.04%
Tata Communications	Urban	19.27%	63.70%	14.31%	2.71%	82.97%	17.03%
Tikona	Urban	33.33%	50.09%	10.96%	5.62%	83.43%	16.57%
You Broadband	Urban	20.31%	56.23%	18.28%	5.17%	76.55%	23.45%

F. Maintainability

17. Frequency of problem in broadband connection

Operator	Area	Never	Occasionally	Frequently	Very Frequently
Airtel	Urban	42.79%	46.16%	7.40%	3.65%
BSNL	Rural	26.09%	60.25%	11.49%	2.17%
	Urban	37.90%	46.41%	12.50%	3.19%
	Overall	34.36%	50.56%	12.20%	2.89%
D-Vois	Urban	22.02%	55.96%	13.18%	8.84%
Hathway	Urban	37.83%	45.04%	11.61%	5.52%
Indusind	Urban	6.54%	74.51%	13.07%	5.88%
Reliance	Urban	38.20%	36.33%	16.85%	8.61%
Sify	Urban	27.48%	48.41%	17.76%	6.34%
Tata Communications	Urban	40.04%	35.64%	14.78%	9.54%
Tikona	Urban	32.02%	57.12%	6.65%	4.21%
You Broadband	Urban	32.13%	46.17%	13.30%	8.40%

18. Broadband connection problem faced in the last 6 months

Operator	Area	Computer hardware problem	Broadband connection problem
Airtel	Urban	12.71%	87.29%
BSNL	Rural	11.36%	88.64%
	Urban	12.71%	87.29%
	Overall	12.35%	87.65%
D-Vois	Urban	33.76%	66.24%
Hathway	Urban	23.50%	76.50%
Indusind	Urban	17.24%	82.76%
Reliance	Urban	22.06%	77.94%
Sify	Urban	9.65%	90.35%
Tata Communications	Urban	13.08%	86.92%
Tikona	Urban	10.34%	89.66%
You Broadband	Urban	27.66%	72.34%

19. Satisfaction with time taken to restore connection

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	51.72%	38.13%	6.55%	3.60%	89.85%	10.15%
BSNL	Rural	31.93%	55.88%	9.66%	2.52%	87.82%	12.18%
	Urban	29.98%	59.74%	8.78%	1.50%	89.72%	10.28%
	Overall	30.64%	58.44%	9.08%	1.84%	89.08%	10.92%
D-Vois	Urban	10.97%	69.24%	16.37%	3.42%	80.22%	19.78%
Hathway	Urban	41.72%	47.29%	7.08%	3.92%	89.01%	10.99%
Indusind	Urban	0.00%	86.71%	13.29%	0.00%	86.71%	13.29%
Reliance	Urban	38.33%	45.00%	12.73%	3.94%	83.33%	16.67%
Sify	Urban	31.20%	45.77%	17.49%	5.54%	76.97%	23.03%
Tata Communications	Urban	43.06%	36.51%	12.17%	8.27%	79.56%	20.44%
Tikona	Urban	54.96%	34.16%	6.34%	4.55%	89.12%	10.88%
You Broadband	Urban	31.29%	43.54%	15.65%	9.52%	74.83%	25.17%

G. Supplementary Services

20(a) Use of Supplementary/Value Added Services

Operator	Area	Yes	No
Airtel	Urban	32.30%	67.70%
BSNL	Rural	11.18%	88.82%
	Urban	24.73%	75.27%
	Overall	20.67%	79.33%
D-Vois	Urban	16.83%	83.17%
Hathway	Urban	29.12%	70.88%
Indusind	Urban	8.50%	91.50%
Reliance	Urban	28.65%	71.35%
Sify	Urban	23.68%	76.32%
Tata Communications	Urban	21.61%	78.39%
Tikona	Urban	17.98%	82.02%
You Broadband	Urban	19.58%	80.42%

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	Urban	18.84%	66.38%	13.62%	1.16%	85.22%	14.78%
BSNL	Rural	8.33%	77.78%	11.11%	2.78%	86.11%	13.89%
	Urban	5.38%	76.88%	13.98%	3.76%	82.26%	17.74%
	Overall	5.86%	77.03%	13.51%	3.60%	82.88%	17.12%
D-Vois	Urban	19.17%	55.00%	22.50%	3.33%	74.17%	25.83%
Hathway	Urban	15.43%	66.24%	15.43%	2.89%	81.67%	18.33%
Indusind	Urban	7.69%	76.92%	15.38%	0.00%	84.62%	15.38%
Reliance	Urban	20.26%	58.17%	18.30%	3.27%	78.43%	21.57%
Sify	Urban	18.75%	59.82%	17.86%	3.57%	78.57%	21.43%
Tata Communications	Urban	14.72%	60.17%	22.51%	2.60%	74.89%	25.11%
Tikona	Urban	11.46%	69.27%	16.67%	2.60%	80.73%	19.27%
You Broadband	Urban	19.34%	55.19%	22.17%	3.30%	74.53%	25.47%

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	Urban	13.73%	56.86%	27.45%	1.96%
BSNL	Rural	20.00%	0.00%	40.00%	40.00%
	Urban	9.09%	18.18%	39.39%	33.33%
	Overall	10.53%	15.79%	39.47%	34.21%
D-Vois	Urban	6.45%	19.35%	45.16%	29.03%
Hathway	Urban	5.26%	71.93%	21.05%	1.75%
Indusind	Urban	0.00%	50.00%	50.00%	0.00%
Reliance	Urban	4.55%	65.15%	22.73%	7.58%
Sify	Urban	4.17%	54.17%	25.00%	16.67%
Tata Communications	Urban	5.17%	74.14%	17.24%	3.45%
Tikona	Urban	8.11%	21.62%	56.76%	13.51%
You Broadband	Urban	9.26%	35.19%	38.89%	16.67%

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

Operator	Area	Yes	No
Airtel	Urban	13.62%	86.38%
BSNL	Rural	5.56%	94.44%
	Urban	10.75%	89.25%
	Overall	9.91%	90.09%
D-Vois	Urban	24.17%	75.83%
Hathway	Urban	15.11%	84.89%
Indusind	Urban	15.38%	84.62%
Reliance	Urban	16.01%	83.99%
Sify	Urban	21.43%	78.57%
Tata Communications	Urban	13.42%	86.58%
Tikona	Urban	26.04%	73.96%
You Broadband	Urban	28.30%	71.70%

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

Operator	Area	Yes	No
Airtel	Urban	46.81%	53.19%
BSNL	Rural	50.00%	50.00%
	Urban	65.00%	35.00%
	Overall	63.64%	36.36%
D-Vois	Urban	65.52%	34.48%
Hathway	Urban	78.72%	21.28%
Indusind	Urban	50.00%	50.00%
Reliance	Urban	61.22%	38.78%
Sify	Urban	66.67%	33.33%
Tata Communications	Urban	67.74%	32.26%
Tikona	Urban	38.00%	62.00%
You Broadband	Urban	66.67%	33.33%

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	Urban	50.00%	13.64%	27.27%	4.55%	4.55%
BSNL	Rural	100.00%	0.00%	0.00%	0.00%	0.00%
	Urban	46.15%	7.69%	0.00%	23.08%	23.08%
	Overall	50.00%	7.14%	0.00%	21.43%	21.43%
D-Vois	Urban	15.79%	5.26%	15.79%	36.84%	26.32%
Hathway	Urban	13.51%	16.22%	24.32%	27.03%	18.92%
Indusind	Urban	0.00%	100.00%	0.00%	0.00%	0.00%
Reliance	Urban	10.00%	10.00%	23.33%	43.33%	13.33%
Sify	Urban	50.00%	0.00%	12.50%	12.50%	25.00%
Tata Communications	Urban	9.52%	14.29%	38.10%	23.81%	14.29%
Tikona	Urban	26.32%	26.32%	5.26%	36.84%	5.26%
You Broadband	Urban	12.50%	10.00%	45.00%	17.50%	15.00%

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	Urban	36.36%	50.00%	9.09%	4.55%	86.36%	13.64%
BSNL	Rural	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
	Urban	15.38%	69.23%	15.38%	0.00%	84.62%	15.38%
	Overall	14.29%	71.43%	14.29%	0.00%	85.71%	14.29%
D-Vois	Urban	15.79%	73.68%	5.26%	5.26%	89.47%	10.53%
Hathway	Urban	5.41%	89.19%	2.70%	2.70%	94.59%	5.41%
Indusind	Urban	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%
Reliance	Urban	3.33%	80.00%	13.33%	3.33%	83.33%	16.67%
Sify	Urban	25.00%	68.75%	6.25%	0.00%	93.75%	6.25%
Tata Communications	Urban	28.57%	57.14%	14.29%	0.00%	85.71%	14.29%
Tikona	Urban	5.26%	78.95%	10.53%	5.26%	84.21%	15.79%
You Broadband	Urban	22.50%	67.50%	7.50%	2.50%	90.00%	10.00%

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	Urban	41.67%	52.25%	3.93%	2.15%	93.91%	6.09%
BSNL	Rural	23.60%	68.94%	5.90%	1.55%	92.55%	7.45%
	Urban	24.87%	67.42%	6.91%	0.80%	92.29%	7.71%
	Overall	24.49%	67.88%	6.61%	1.02%	92.36%	7.64%
D-Vois	Urban	17.95%	69.99%	8.84%	3.23%	87.94%	12.06%
Hathway	Urban	31.55%	59.18%	7.21%	2.06%	90.73%	9.27%
Indusind	Urban	2.61%	87.58%	6.54%	3.27%	90.20%	9.80%
Reliance	Urban	31.46%	60.11%	6.27%	2.15%	91.57%	8.43%
Sify	Urban	27.06%	62.37%	8.03%	2.54%	89.43%	10.57%
Tata Communications	Urban	35.92%	56.22%	5.05%	2.81%	92.14%	7.86%
Tikona	Urban	18.35%	73.50%	5.62%	2.53%	91.85%	8.15%
You Broadband	Urban	28.72%	58.08%	11.17%	2.03%	86.80%	13.20%

23 (b) Reasons for Dissatisfaction

Reason for Dissatisfaction	Airtel	BSNL	D-Vois	Hathway	Indusind	Reliance	Sify	Tata Comm.	Tikona	You BB
Billing Problem	1.54%	NA	6.98%	5.05%	6.67%	1.11%	2.00%	1.25%	1.15%	0.70%
Billing Problem, Customer Care not Response	12.31%	1.25%	1.16%	5.05%	0.00%	5.56%	2.00%	7.50%	3.45%	0.70%
Internet Connectivity Problem	15.38%	17.50%	18.60%	19.19%	6.67%	21.11%	4.00%	15.00%	4.60%	12.59%
Internet Speed Very Slow	32.31%	30.00%	25.58%	25.25%	53.33%	34.44%	48.00%	35.00%	35.63%	43.36%
Network Problem	15.38%	18.75%	31.40%	24.24%	26.67%	20.00%	32.00%	23.75%	33.33%	23.78%
Network Problem, Customer Care not Response	23.08%	32.50%	16.28%	21.21%	6.67%	17.78%	12.00%	17.50%	21.84%	18.88%

H. General

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

Operator	Area	Average
Airtel	Urban	4
BSNL	Rural	3
	Urban	4
	Overall	4
D-Vois	Urban	3
Hathway	Urban	4
Indusind	Urban	3
Reliance	Urban	4
Sify	Urban	3
Tata Communications	Urban	4
Tikona	Urban	3
You Broadband	Urban	3

24(b) Other telecom services taking from service provider

Operator	Area	Mobile	Wireline	Others	None
Airtel	Urban	43.82%	15.36%	21.35%	19.48%
BSNL	Rural	22.67%	77.33%	0.00%	0.00%
	Urban	23.67%	76.33%	0.00%	0.00%
	Overall	23.37%	76.63%	0.00%	0.00%
D-Vois	Urban	0.00%	0.00%	0.00%	100.00%
Hathway	Urban	0.00%	0.00%	0.00%	100.00%
Indusind	Urban	0.00%	0.00%	0.00%	100.00%
Reliance	Urban	51.22%	11.33%	20.79%	16.67%
Sify	Urban	0.00%	0.00%	0.00%	100.00%
Tata Communications	Urban	36.76%	12.07%	32.93%	18.24%
Tikona	Urban	0.00%	0.00%	0.00%	100.00%
You Broadband	Urban	0.00%	0.00%	0.00%	100.00%

25. Awareness about the knowledge of measuring the broadband connection

Operator	Area	Yes	No
Airtel	Urban	65.73%	34.27%
BSNL	Rural	72.05%	27.95%
	Urban	72.87%	27.13%
	Overall	72.63%	27.37%
D-Vois	Urban	73.63%	26.37%
Hathway	Urban	55.81%	44.19%
Indusind	Urban	100.00%	0.00%
Reliance	Urban	59.46%	40.54%
Sify	Urban	56.24%	43.76%
Tata Communications	Urban	37.14%	62.86%
Tikona	Urban	28.93%	71.07%
You Broadband	Urban	53.00%	47.00%

26. Rate the service provider

Operator	Area	Weighted Average
Airtel	Urban	7.53
BSNL	Rural	7.19
	Urban	7.39
	Overall	7.33
D-Vois	Urban	6.86
Hathway	Urban	6.57
Indusind	Urban	6.62
Reliance	Urban	7.18
Sify	Urban	6.55
Tata Communications	Urban	7.10
Tikona	Urban	6.60
You Broadband	Urban	6.32

27. Awareness about call centre telephone number

Operator	Area	Yes	No
Airtel	Urban	78.00%	22.00%
BSNL	Rural	67.39%	32.61%
	Urban	70.88%	29.12%
	Overall	69.83%	30.17%
D-Vois	Urban	85.13%	14.87%
Hathway	Urban	82.58%	17.42%
Indusind	Urban	73.20%	26.80%
Reliance	Urban	78.56%	21.44%
Sify	Urban	66.17%	33.83%
Tata Communications	Urban	75.02%	24.98%
Tikona	Urban	42.70%	57.30%
You Broadband	Urban	56.88%	43.12%

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

Operator	Area	Yes	No
Airtel	Urban	32.53%	67.47%
BSNL	Rural	30.41%	69.59%
	Urban	30.96%	69.04%
	Overall	30.80%	69.20%
D-Vois	Urban	63.92%	36.08%
Hathway	Urban	56.12%	43.88%
Indusind	Urban	62.50%	37.50%
Reliance	Urban	38.74%	61.26%
Sify	Urban	32.91%	67.09%
Tata Communications	Urban	46.13%	53.87%
Tikona	Urban	13.82%	86.18%
You Broadband	Urban	34.09%	65.91%

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	Urban	22.14%	22.14%	20.66%	35.06%
BSNL	Rural	37.88%	21.21%	31.82%	9.09%
	Urban	27.88%	33.33%	32.73%	6.06%
	Overall	30.74%	29.87%	32.47%	6.93%
D-Vois	Urban	77.84%	5.15%	7.47%	9.54%
Hathway	Urban	26.26%	16.77%	29.90%	27.07%
Indusind	Urban	58.57%	27.14%	7.14%	7.14%
Reliance	Urban	14.46%	16.31%	36.62%	32.62%
Sify	Urban	33.98%	7.77%	28.16%	30.10%
Tata Communications	Urban	7.03%	28.11%	43.24%	21.62%
Tikona	Urban	31.75%	19.05%	20.63%	28.57%
You Broadband	Urban	19.05%	19.52%	35.71%	25.71%

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

Operator	Area	Yes	No
Airtel	Urban	74.17%	25.83%
BSNL	Rural	69.70%	30.30%
	Urban	73.94%	26.06%
	Overall	72.73%	27.27%
D-Vois	Urban	49.23%	50.77%
Hathway	Urban	54.75%	45.25%
Indusind	Urban	18.57%	81.43%
Reliance	Urban	71.08%	28.92%
Sify	Urban	55.34%	44.66%
Tata Communications	Urban	52.70%	47.30%
Tikona	Urban	49.21%	50.79%
You Broadband	Urban	68.57%	31.43%

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

Operator	Area	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Left 2	Right 2
Airtel	Urban	28.41%	49.08%	15.87%	6.64%	77.49%	22.51%
BSNL	Rural	13.64%	59.09%	21.21%	6.06%	72.73%	27.27%
	Urban	12.73%	60.61%	19.39%	7.27%	73.33%	26.67%
	Overall	12.99%	60.17%	19.91%	6.93%	73.16%	26.84%
D-Vois	Urban	5.15%	67.27%	24.74%	2.84%	72.42%	27.58%
Hathway	Urban	9.90%	49.29%	28.48%	12.32%	59.19%	40.81%
Indusind	Urban	2.86%	71.43%	14.29%	11.43%	74.29%	25.71%
Reliance	Urban	10.46%	50.46%	27.08%	12.00%	60.92%	39.08%
Sify	Urban	21.36%	45.63%	30.10%	2.91%	66.99%	33.01%
Tata Communications	Urban	10.27%	54.59%	28.38%	6.76%	64.86%	35.14%
Tikona	Urban	42.86%	28.57%	20.63%	7.94%	71.43%	28.57%
You Broadband	Urban	19.05%	38.57%	32.86%	9.52%	57.62%	42.38%

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	Urban	4.92%	3.28%	22.95%	26.23%	19.67%	22.95%
BSNL	Rural	44.44%	0.00%	11.11%	11.11%	33.33%	0.00%
	Urban	20.45%	6.82%	22.73%	15.91%	34.09%	0.00%
	Overall	27.42%	4.84%	19.35%	14.52%	33.87%	0.00%
D-Vois	Urban	8.41%	14.02%	21.50%	48.60%	5.61%	1.87%
Hathway	Urban	4.95%	5.94%	46.53%	25.25%	11.88%	5.45%
Indusind	Urban	38.89%	5.56%	11.11%	33.33%	5.56%	5.56%
Reliance	Urban	5.51%	7.09%	32.28%	32.28%	18.11%	4.72%
Sify	Urban	20.59%	11.76%	17.65%	23.53%	11.76%	14.71%
Tata Communications	Urban	3.85%	8.46%	46.92%	30.00%	9.23%	1.54%
Tikona	Urban	5.56%	5.56%	11.11%	38.89%	16.67%	22.22%
You Broadband	Urban	5.62%	11.24%	43.82%	17.98%	15.73%	5.62%

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

Operator	Area	Yes	No	Not Applicable
Airtel	Urban	55.72%	7.75%	36.53%
BSNL	Rural	51.52%	7.58%	40.91%
	Urban	48.48%	10.30%	41.21%
	Overall	49.35%	9.52%	41.13%
D-Vois	Urban	17.01%	8.51%	74.48%
Hathway	Urban	67.68%	21.62%	10.71%
Indusind	Urban	30.00%	11.43%	58.57%
Reliance	Urban	50.15%	21.54%	28.31%
Sify	Urban	43.69%	20.39%	35.92%
Tata Communications	Urban	51.62%	39.73%	8.65%
Tikona	Urban	34.92%	30.16%	34.92%
You Broadband	Urban	53.81%	23.81%	22.38%

34(a) Awareness about contact details of Nodal Officer

Operator	Area	Yes	No
Airtel	Urban	32.47%	67.53%
BSNL	Rural	25.76%	74.24%
	Urban	31.52%	68.48%
	Overall	29.87%	70.13%
D-Vois	Urban	10.31%	89.69%
Hathway	Urban	18.79%	81.21%
Indusind	Urban	14.29%	85.71%
Reliance	Urban	25.23%	74.77%
Sify	Urban	24.27%	75.73%
Tata Communications	Urban	16.22%	83.78%
Tikona	Urban	36.51%	63.49%
You Broadband	Urban	45.24%	54.76%

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

Operator	Area	Yes	No
Airtel	Urban	11.36%	88.64%
BSNL	Rural	11.76%	88.24%
	Urban	11.54%	88.46%
	Overall	11.59%	88.41%
D-Vois	Urban	7.50%	92.50%
Hathway	Urban	11.83%	88.17%
Indusind	Urban	0.00%	100.00%
Reliance	Urban	10.98%	89.02%
Sify	Urban	8.00%	92.00%
Tata Communications	Urban	10.00%	90.00%
Tikona	Urban	8.70%	91.30%
You Broadband	Urban	9.47%	90.53%

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

Operator	Area	Yes	No
Airtel	Urban	80.00%	20.00%
BSNL	Rural	50.00%	50.00%
	Urban	66.67%	33.33%
	Overall	62.50%	37.50%
D-Vois	Urban	66.67%	33.33%
Hathway	Urban	63.64%	36.36%
Indusind	Urban	NA	NA
Reliance	Urban	66.67%	33.33%
Sify	Urban	0.00%	100.00%
Tata Communications	Urban	66.67%	33.33%
Tikona	Urban	50.00%	50.00%
You Broadband	Urban	88.89%	11.11%

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

Operator	Area	Yes	No
Airtel	Urban	90.00%	10.00%
BSNL	Rural	50.00%	50.00%
	Urban	66.67%	33.33%
	Overall	62.50%	37.50%
D-Vois	Urban	100.00%	0.00%
Hathway	Urban	90.91%	9.09%
Indusind	Urban	NA	NA
Reliance	Urban	88.89%	11.11%
Sify	Urban	0.00%	100.00%
Tata Communications	Urban	66.67%	33.33%
Tikona	Urban	100.00%	0.00%
You Broadband	Urban	66.67%	33.33%

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	Urban	60.00%	30.00%	10.00%	NA	90.00%	10.00%
BSNL	Rural	50.00%	50.00%	0.00%	NA	100.00%	0.00%
	Urban	16.67%	66.67%	16.67%	NA	83.33%	16.67%
	Overall	25.00%	62.50%	12.50%	NA	87.50%	12.50%
D-Vois	Urban	33.33%	33.33%	33.33%	NA	66.67%	33.33%
Hathway	Urban	36.36%	45.45%	18.18%	NA	81.82%	18.18%
Indusind	Urban	NA	NA	NA	NA	NA	NA
Reliance	Urban	55.56%	44.44%	0.00%	NA	100.00%	0.00%
Sify	Urban	50.00%	50.00%	0.00%	NA	100.00%	0.00%
Tata Communications	Urban	33.33%	66.67%	0.00%	NA	100.00%	0.00%
Tikona	Urban	0.00%	50.00%	50.00%	NA	50.00%	50.00%
You Broadband	Urban	44.44%	33.33%	22.22%	NA	77.78%	22.22%

36(b) Reason(s) for Dissatisfaction

Operator	Area	Difficult to connect the Nodal Officer	Time taken by Nodal officer for redressal of complaint is too long	Others
Airtel	Urban	100.00%	NA	NA
BSNL	Rural	NA	NA	NA
	Urban	0.00%	100.00%	NA
	Overall	0.00%	100.00%	NA
D-Vois	Urban	0.00%	100.00%	NA
Hathway	Urban	50.00%	0.00%	50.00%
Indusind	Urban	NA	NA	NA
Reliance	Urban	NA	NA	NA
Sify	Urban	NA	NA	NA
Tata Communications	Urban	NA	NA	NA
Tikona	Urban	100.00%	0.00%	0.00%
You Broadband	Urban	50.00%	50.00%	0.00%

37. Awareness about the contact details of the appellate authority

Operator	Area	Yes	No
Airtel	Urban	20.00%	80.00%
BSNL	Rural	0.00%	100.00%
	Urban	16.67%	83.33%
	Overall	12.50%	87.50%
D-Vois	Urban	0.00%	100.00%
Hathway	Urban	18.18%	81.82%
Indusind	Urban	NA	NA
Reliance	Urban	22.22%	77.78%
Sify	Urban	0.00%	100.00%
Tata Communications	Urban	16.67%	83.33%
Tikona	Urban	0.00%	100.00%
You Broadband	Urban	11.11%	88.89%

38. Filed any Appeal in last 6 months

Operator	Area	Yes	No
Airtel	Urban	NA	100.00%
BSNL	Rural	NA	NA
	Urban	NA	100.00%
	Overall	NA	100.00%
D-Vois	Urban	NA	NA
Hathway	Urban	NA	100.00%
Indusind	Urban	NA	NA
Reliance	Urban	NA	100.00%
Sify	Urban	NA	NA
Tata Communications	Urban	NA	100.00%
Tikona	Urban	NA	NA
You Broadband	Urban	NA	100.00%

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

Operator	Area	Yes	No
Airtel	Urban	66.07%	33.93%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
D-Vois	Urban	76.19%	23.81%
Hathway	Urban	78.14%	21.86%
Indusind	Urban	50.00%	50.00%
Reliance	Urban	53.71%	46.29%
Sify	Urban	63.43%	36.57%
Tata Communications	Urban	38.58%	61.42%
Tikona	Urban	72.73%	27.27%
You Broadband	Urban	71.90%	28.10%

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

Operator	Area	Yes	No
Airtel	Urban	8.49%	91.51%
BSNL	Rural	NA	NA
	Urban	NA	NA
	Overall	NA	NA
D-Vois	Urban	8.75%	91.25%
Hathway	Urban	9.63%	90.37%
Indusind	Urban	0.00%	100.00%
Reliance	Urban	13.30%	86.70%
Sify	Urban	10.95%	89.05%
Tata Communications	Urban	7.89%	92.11%
Tikona	Urban	21.67%	78.33%
You Broadband	Urban	37.09%	62.91%

43. Reasons for denial

Operator	Area	No Reason Given	Technical Problem	Others
Airtel	Urban	4.55%	59.09%	36.36%
BSNL	Rural	NA	NA	NA
	Urban	NA	NA	NA
	Overall	NA	NA	NA
D-Vois	Urban	0.00%	0.00%	100.00%
Hathway	Urban	14.29%	19.05%	66.67%
Indusind	Urban	NA	NA	NA
Reliance	Urban	12.00%	56.00%	32.00%
Sify	Urban	13.33%	73.33%	13.33%
Tata Communications	Urban	0.00%	50.00%	50.00%
Tikona	Urban	3.85%	69.23%	26.92%
You Broadband	Urban	28.57%	21.43%	50.00%

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

Operator	Area	Yes	No
Airtel	Urban	65.82%	34.18%
BSNL	Rural	71.12%	28.88%
	Urban	76.60%	23.40%
	Overall	74.95%	25.05%
D-Vois	Urban	76.30%	23.70%
Hathway	Urban	45.51%	54.49%
Indusind	Urban	64.71%	35.29%
Reliance	Urban	77.72%	22.28%
Sify	Urban	61.73%	38.27%
Tata Communications	Urban	43.12%	56.88%
Tikona	Urban	66.10%	33.90%
You Broadband	Urban	60.20%	39.80%

<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 4 Very 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 4 Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in 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 4 Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 4 Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

10(f). Please specify the reason(s) for your dissatisfaction. <p style="text-align: center;">(Multiple Code)</p>	<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

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"/> 14Very 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"/> 14Very 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"/> 14Very 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"/> 22TATA <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"/> 23 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"/> 14 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) 42. Please specify the reason(s) for your dissatisfaction. (multiple code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify)</p>
<p>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 <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 <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 <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q47 to Q49 are for prepaid customers only) 47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</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 <input type="checkbox"/> 2 Technical problem <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

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 checked="" 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 checked="" 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	

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 <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?	

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

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

43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
44. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> 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"/> Difficult to connect to the Nodal Officer <input type="checkbox"/> Nodal Officer not polite/courteous <input type="checkbox"/> Nodal Officer not equipped with adequate information <input type="checkbox"/> Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> Nodal Officer was unable to understand the problem <input type="checkbox"/> 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"/> Yes <input type="checkbox"/> No → (If no, go to Q 50)
47. Have you filed any appeal in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If no, go to Q 50)
48. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
49. 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
(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"/> Yes <input type="checkbox"/> No
51. Have you been denied of your request for item-wise usage charge details for your prepaid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (if no go to Q 53)
52. 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)
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"/> 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

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

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 AVAILABILIT

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) 18. What was the broadband connection problem faced by you in last 6 months related to, please specify	<input type="checkbox"/> 1 Problem was related to my computer hardware/software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a). Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	—————> (If no, go to Q 23(a))
20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c). Please tell me the reasons for your dissatisfaction?	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 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)) 21(b). 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	—————> (If no, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 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)	

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

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))	1. _____	
23.(b) Please specify the reason(s) for your Dissatisfaction	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"/> 5 Customer care executive was unable to understand the problem <input type="checkbox"/> 6 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"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 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

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

Name of the interviewer: _____ Date: _____

Name of the scrutinizer: _____ Date: _____

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

Name of field officer: _____

Thank You