

# Telecom Regulatory Authority of India



## FINAL REPORT 2009 - 2010 (Gujarat Circle (including Daman & Diu and Silvassa))



Assessment of

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

## A MARKET PULSE RESEARCH REPORT

MARKET PULSE  
Division of Metrix Research & Analytics Pvt. Ltd.  
C – 11, Sector 6, Noida – 201301 (U.P.), India

## Table of Contents

S. No.	Chapters	Page No.
1	<b>Preface</b>	4-5
2	<b>Executive Summary</b>	6-9
3	<b>Scope of Project</b> Background Survey Objectives Survey Methodology Coverage of the Survey Geographical Coverage Respondent Profile Sampling Methodology & Coverage Mode of Interview & Sample Size Covered Respondents Profile by Payment Mode Used Respondents' Demographic Profile Computation Basis for Customer Satisfaction Explanation of Benchmarks Definition of Key Terms Used	10-32
4	<b>Compliance Report on Customer Perception of Service</b> Basic Wire-line Service Cellular Mobile Service Broadband Service	33-40
5	<b>Detailed Survey Findings</b> Basic Wire-line Service Cellular Mobile Telephone Service Broadband Service	41-89

<b>S. No.</b>	<b>Chapters</b>	<b>Page No.</b>
<b>6</b>	<b>A Summary of Critical Findings</b> Basic Wire-line Service Cellular Mobile Telephone Service Broadband Service	<b>90-94</b>
<b>7</b>	<b>Recommendations for Improving Quality of Service</b> Basic Wire-line Service Cellular Mobile Telephone Service Broadband Service	<b>95-97</b>
<b>8</b>	<b>Annexure (Detailed Tables)</b> Annexure 1: Basic Wire-line Service Annexure 2: Cellular Mobile Telephone Service Annexure 3: Broadband Service Annexure 4: Key Highlights	<b>98-192</b>
<b>9</b>	<b>Customer Satisfaction Survey Questionnaires</b> Basic Wire-line Service Cellular Mobile Telephone Service Broadband Service	<b>193-210</b>

---

## PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20<sup>th</sup> March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service.

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

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

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

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

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

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

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

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

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

---

## 1. EXECUTIVE SUMMARY

In the period 1<sup>st</sup> October to 31<sup>st</sup> December of 2009, Market Pulse has carried out the customer satisfaction survey in Gujarat circle.

Four basic wire-line service providers present in the circle as on June 2009 date have been covered. Across 19 cities of Gujarat circle, a sample of 4,047 basic wire-line customers has been covered.

Six cellular mobile telephone service providers present in the circle as on June 2009 have been covered. Across 6 cities of Gujarat circle, a sample of 6,419 cellular mobile phone customers was covered. Of this, 4,933 were prepaid customers and 1,486 were postpaid customers.

Seven broadband service providers present in the circle as on June 2009 have been covered. Across various points of presence of the Gujarat circle, a sample of 7,178 broadband customers was covered. Of this, 5,420 were postpaid customers and 1,758 were prepaid customers.

The following feedback was obtained from the sample of customers:

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

---

## KEY FINDINGS OF THE SURVEY

### 1.1 Basic Wire-line Service

- 95% of the basic wire-line service customers in Gujarat were satisfied with their service providers on overall service quality. Of the 4 service providers, only Reliance did not meet the benchmark set for overall service quality.
- Airtel was the only service provider to meet the benchmark set for all parameters.
- Reliance was not able to meet the benchmark on account of billing process – postpaid.
- Except for Airtel, none of the service providers met the benchmark set for supplementary & value added services, maintainability and help services including customer grievance redressal.
- Only 63% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. Only 27% of the BSNL customers' complaints regarding their bills were resolved within 4 weeks.
- 90% of all customers reported that the fault was repaired within 3 days.
- 85% of all the basic wire-line service customers said that they were aware about the about the call centre number of their service provider for the purpose of making a complaint/ query. Customers of BSNL (62%) were less aware about the about the call centre number of their service provider for the purpose of making a complaint/ query.
- Only 7% of all basic telephone service customers said that they were aware about the contact details of the nodal officer and Appellate Authority. Effectiveness of both needs further improvement.
- Only 49% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

---

## **1.2 Cellular Mobile Telephone Service**

- 99% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality.
- Except for Vodafone, none of the other service providers met the benchmark on Help Services. The benchmark for network performance was met only by Vodafone and Idea. Maintainability was another area of concern with 3 of the 6 service providers failing to meet the benchmark.
- All service providers were able to meet the benchmarks on account of provision of service, billing performance (postpaid) and value added services.
- 81% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. Satisfaction with TTSL appeared to be the slowest on this count.
- 94% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making complaint/ query.
- Very few cellular mobile customers were aware of the contact details of the nodal officer and the appellate authority.
- 71% of the new customers claimed to have received the Manual of Practice.



---

### **1.3 Broadband Service**

- All service providers met the benchmarks set for overall service quality, supplementary services, network performance, billing performance and provision of service.
- None of the service providers met the benchmark set for Maintainability.
- BSNL, Tata and Reliance did not meet the benchmark satisfaction score for help services.
- 95% of the customers got their working connection within 15 working days. However, 9% of the Hathway customers got their working connection after 15 working days.
- 93% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. However, 23% of Sify customers reported that their complaints were not resolved within 4 weeks.
- 92% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaint/ query. Sify & BSNL customers were less aware about the call centre number.
- Only 7% of the broadband customers said that they were aware of the contact details of the Nodal Officer and the Appellate Authority. Effectiveness of both need further improvement to settle complaints speedily and satisfactorily.
- 78% of the new customers claimed to have got the Manual of Practice. This proportion was significantly lower for Hathway.

---

## 2 SCOPE OF THE PROJECT

### 2.1 Background

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

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

With regard to the above mentioned study, Market Pulse has been commissioned by Telecom Regulatory Authority of India (TRAI) to conduct a Customer Satisfaction Survey (CSS) among Basic Wireline, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Western zone of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat and Madhya Pradesh (Including Chattisgarh).

The current report presents the findings of the survey for Gujarat circle. This survey was conducted in the period October – December, 2009.

---

## 2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:
  - Provision of service
  - Billing performance
  - Help services including customer grievance redressal
  - Network performance, reliability and availability
  - Maintainability
  - Supplementary and value added service
  - Overall service quality
2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

## 2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.
- In the survey of basic telephone service and cellular mobile service customers, 75% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.
- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and upto 50% through a web-based survey. We used our proprietary web-based survey editor to host the survey on the Internet. After sending the survey invitations, follow - up phone calls were made to drive respondents to the survey.

---

## **2.4 Coverage of the Survey**

In the period 1<sup>st</sup> October to 31<sup>st</sup> December, 2009, we conducted the Customer Satisfaction Survey (CSS) in Gujarat circle. The following service providers have been covered in the Gujarat circle.

### **2.4.1 Basic Telephone (Wire-line) Service**

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Limited (Referred as TTSL in the report)

### **2.4.2 Cellular Mobile Telephone Service (including FWP)**

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Limited (Referred as TTSL in the report)
5. Idea Cellular Limited (Referred as Idea in the report)
6. Vodafone Essar Mobile Services Limited ((Referred as Vodafone in the report)

### **2.4.3 Broadband Service**

1. Bharti Airtel Limited (Referred as Airtel in the report)
2. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
3. Hathway Datacom Private Limited (Referred as Hathway in the report)
4. Reliance Communications (Referred as Reliance in the report)
5. Satyam Infoway Limited (Referred as Sify in the report)
6. Tata Communications (Referred as Tata in the report)
7. You India Private Limited (Referred as You in the report)

## 2.5 Geographical Coverage

Geographical Coverage	Cities Covered (29)
Gujarat	Ahmedabad, Amreli, Anand, Anjar, Ankleshwar, Bharuch, Bhavnagar, Bhuj, Daman, Diu, Gandhidham, Gandhinagar, Himatnagar, Jamnagar, Junagadh, Mehsana, Modasa, Nadiad, Navasari, Palanpur, Porbandar, Rajkot, Sanand, Silvassa, Surat, Surendranagar, Vadodara, Valsad and Vapi

**Note:** For the Customer satisfaction Survey (CSS), we also contacted the Consumer Organizations/ NGO registered with TRAI.

## 2.6 Respondent Profile

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

### 2.6.1 Individual/ Household users

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

### 2.6.2 Commercial users

In case of the basic wire-line service survey, the administration or accounts executive/ manager or any other concerned person in charge of basic wire-line service related issues was interviewed. In case of the broadband survey, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager was covered. In case, there was no such person, then the CEO/ MD/ owner of the firm were interviewed.

## 2.7 Sampling Methodology & Coverage

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

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

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

**BSNL:** In the Gujarat circle, there are 3226 exchanges and 161 SDCAs. 5% of these exchanges can be approximated to 162 exchanges and 10% of these SDCAs are 17 SDCAs. We have covered 165 exchanges and 17 SDCAs across 12 telecom districts which had 80 or more than 80 exchanges (urban & rural).

**Airtel:** We have covered Ahmedabad, Gandhinagar, Jamnagar and Surat in this circle.

**Reliance:** We have covered Ahmedabad, Gandhinagar & Rajkot out of their presence in 13 cities.

**TTSL:** We have covered all the 5 cities i.e. Ahmedabad, Rajkot, Surat, Vadodara and Vapi, where they have presence.

For basic wire-line service survey, both residential and commercial areas were covered. In case of private operators, the sample was covered only in the urban areas.

Service Providers	Cities Covered	Sample Size
BSNL	18	1067
Airtel	4	970
Reliance	3	970
TTSL	5	970
<b>Total</b>		<b>3977</b>

Geographical Coverage	Cities Covered (19)
Gujarat	Ahmedabad, Amreli, Anand, Anjar, Bhuj, Gandhinagar, Himatnagar, Jamnagar, Junagadh, Mehsana, Modasa, Nadiad, Palanpur, Rajkot, Sanand, Surat, Surendranagar, Vadodara and Vapi

**2.7.2 Cellular Mobile Telephone Service (including FWP):** 5% of the total sample comprised FWP customers. For post-paid users, a database obtained from the service providers was used to boost the sample. The survey was carried out in both residential areas and commercial areas.

For prepaid users, only a door-to-door (in residential areas) and office-to-office (in commercial areas) survey was carried out.

The sample for cellular mobile telephone service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

In all there, are 28 district headquarters in Gujarat circle including Daman, Diu and Silvassa. We have selected 6 district headquarters on the basis of their geographical spread namely Ahmedabad (East), Surat (South), Rajkot (West), Vadodara (East), Daman & Diu (West) and Silvassa (South). Urban areas falling within 20 Km radius of the district headquarters were covered.

Service Providers	Cities Covered	Sample Size
Idea	6	1067
Vodafone	6	1067
Reliance	6	1067
TTSL	6	1067
BSNL	6	1067
Airtel	6	1067
<b>Total</b>		<b>6402</b>

Geographical Coverage	Cities Covered (6)
Gujarat	Ahmedabad, Surat, Rajkot, Vadodara, Daman & Diu and Silvassa

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

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

**BSNL:** There are 1139 exchanges (where their broadband service is available) spread across 17 BSNL telecom districts; thus, we covered 10% of these exchanges i.e. 114 exchanges.

**Airtel:** They have presence in 2 cities namely Ahmedabad and Surat, which we have covered

**Tata:** They have presence in 12 cities. We have covered Ahmedabad, Anand, Gandhidham, Gandhinagar, Surat, Vadodara and Vapi.

**Reliance:** Reliance reported presence in 36 cities. We have covered Ahmedabad, Rajkot, Surat and Vadodara as the subscriber base was larger in these cities.

**Sify:** They have reported presence in 15 cities - namely Ahmedabad, Anand, Ankleshwar, Bharuch, Gandhidham, Jamnagar, Junagadh, Navasari, Porbandar, Rajkot, Silvassa, Surat, Vadodra, Valsad and Vapi. We have covered all these cities. as Sify's subscriber base in Gujarat is very low.

**Hathway:** We have covered 3 cities - Bharuch, Surat and Vadodara where they are present.

**You:** You reported presence in Surat, Vadodara and Vapi and we have covered all these 3 cities.

Service Providers	Cities Covered	Sample Size
BSNL	11	1,067
Airtel	2	1,067
Tata	7	1,067
Reliance	4	1,067
Sify	15	730
Hathway	3	1,067
You	3	1,067
<b>Total</b>		<b>7,132</b>



Geographical Coverage	Cities Covered (18)
Gujarat	Ahmedabad, Anand, Ankleshwar, Bharuch, Bhavnagar, Bhuj, Gandhidham, Gandhinagar, Jamnagar, Junagadh, Navasari, Porbandar, Rajkot, Silvassa, Surat, Vadodara, Valsad and Vapi

## 2.8 Mode of Interview & Sample Size Covered

### 2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone. For rural customers, face-to-face interviews were done.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	728	243	971
BSNL	800	267	1,067
Reliance	773	257	1,030
TTSL	734	245	979
<b>Total</b>	<b>3,035</b>	<b>1,012</b>	<b>4,047</b>

### 2.8.2 Cellular Mobile Telephone Service

For customer satisfaction survey of Cellular Mobile Telephone Service customers, 75% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	801	268	1,069
BSNL	801	267	1,068
Reliance	801	268	1,069
TTSL	803	268	1,071
Idea	803	269	1,072
Vodafone	803	267	1,070
<b>Total</b>	<b>4,812</b>	<b>1,607</b>	<b>6,419</b>

### 2.8.3 Broadband Service

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

Service Providers	Face to Face (50%)	Internet (50%)	Sample Size Covered
Airtel	535	535	1,070
BSNL	542	541	1,083
Hathway	536	535	1,071
Reliance	537	536	1,073
Sify	365	365	730
Tata/ VSNL	542	541	1,083
You	534	534	1,068
<b>Total</b>	<b>3,591</b>	<b>3,587</b>	<b>7,178</b>

## 2.9 Respondents Profile by Payment Mode Used

### 2.9.1 Basic Wire-line Service

A total of 4 basic wire-line service providers present in the circle as of date have been covered. The entire sample of basic wire-line customers were postpaid users.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	-	971	971
BSNL	-	1,067	1,067
Reliance	-	1,030	1,030
TTSL	-	979	979
<b>Total</b>	-	<b>4,047</b>	<b>4,047</b>

### 2.9.2 Cellular Mobile Telephone Service

A total of 6 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 6419, number of postpaid users were 1486 with the balance being prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	928	141	1,069
BSNL	759	309	1,068
Reliance	724	345	1,069
TTSL	803	268	1,071
Idea	943	129	1,072
Vodafone	776	294	1,070
<b>Total</b>	<b>4,933</b>	<b>1,486</b>	<b>6,419</b>

### 2.9.3 Broadband Service

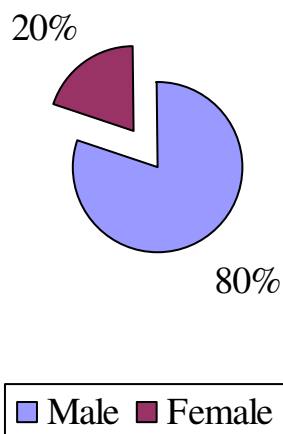
A total of 7 broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Gujarat circle, 7178 broadband service customers were covered. Of this total sample, 5420 were postpaid customers and 1758 were prepaid customers.

Service Providers	Postpaid	Prepaid	Sample Size Covered
Airtel	1,070	-	1,070
BSNL	1,083	-	1,083
Hathway	858	213	1,071
Reliance	1,073	-	1,073
Sify	-	730	730
Tata/ VSNL	642	441	1,083
You	694	374	1,068
<b>Total</b>	<b>5,420</b>	<b>1,758</b>	<b>7,178</b>

## 2.10 Respondents Demographic Profile

### 2.10.1 Basic Wire-line Service

#### 2.10.1.1 Gender Profile



- 4,047 basic telephone service (Wire-line) customers were covered. Of this sample, 3,237 (80%) were male and the balance 810 (20%) were female respondents.

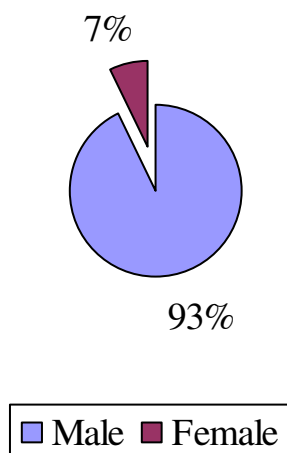
#### 2.10.1.2 Age Profile

Age Group	%
Less than 25 years	13
25 – 60 years	86
More than 60 years	2
<b>Base</b>	<b>4,047</b>

- 86% of the customers were in the age group of 25 – 60 years while 13% were less than 25 years and the balance 2% were more than 60 years old.

## 2.11.2 Cellular Mobile Telephone Service

### 2.11.2.1 Gender Profile



- 6,419 cellular mobile telephone service customers were covered. Of this sample, 5,948 (93%) were male and 471(7%) were female respondents.

### 2.11.2.2 Age Profile

Years	%
Less than 25 years	16
25 – 60 years	82
More than 60 years	2
<b>Base</b>	<b>6,419</b>

- 82% of the customers were in the age group of 25 – 60 years while 16% were less than 25 years and the balance 2% were more than 60 years.

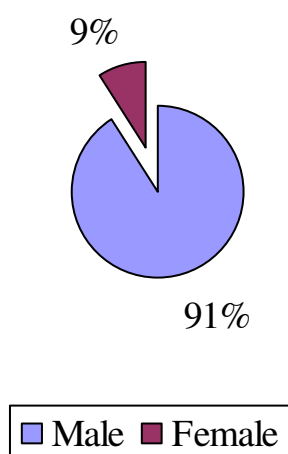
### 2.11.2.3 Occupation Profile

Occupation	%
Service	44
Businessman/ Self Employed	46
Student	5
Housewife	4
Retired	1
<b>Base</b>	<b>6,419</b>

- Out of 6,419 cellular mobile telephone service customers, 46% of the customers were businessmen/ self-employed and 44% of them were salaried.

### 2.12.3 Broadband Service

#### 2.12.3.1 Gender Profile



- 7,178 broadband service customers were covered. Of this sample, 6,532 (91%) were male and 646 (9%) were female respondents.

### 2.12.3.2 Age Profile

Years	%
Less than 25 years	12
25 – 60 years	87
More than 60 years	2
<b>Base</b>	<b>7,178</b>

- 87% of the respondents were in the age group of 25 – 60 years while 12% were less than 25 years and the balance 2% were more than 60 years old.

### 2.13 Questionnaire Development Process

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

The questionnaires developed were for:

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

### 2.14 Methodology for Calculating Percentage of Satisfied Customers

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

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

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



## 2.15 Explanation of Benchmarks

TRAI has laid down benchmarks on Customer Perception of Service for the service providers of Basic Wire-line, Cellular Mobile Telephone and Broadband service.

The purpose of laying down these benchmarks was to protect the interest of consumers of telecommunication services and to create conditions for maximizing consumer satisfaction by making known the quality of service that the service providers are required to provide and that the user has a right to expect.

All service providers have to follow these benchmarks, as laid down by TRAI.

### 2.15.1 Basic Wire-line Service

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

### 2.15.2 Cellular Mobile Telephone Service

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

### 2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Help Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% Satisfaction with Supplementary Services	>85%
% Satisfied with Overall Customer Satisfaction	>85%

---

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

### **1. Basic Wire-line Service**

#### **Provision of Service**

- Time taken to provide a customer with working telephone connection

#### **Billing Performance (Postpaid)**

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

#### **Billing Performance (Prepaid)**

- Accuracy of bills i.e. amount deducted on every usage

#### **Help Services including customer grievance redressal**

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

#### **Network Performance, Reliability and Availability**

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

#### **Maintainability**

- Fault repair service

### **Supplementary and Value Added Services**

- Quality of the supplementary services provided

### **Overall Service Quality**

- Overall service quality of service provider

## **2. Cellular Mobile Telephone Service**

### **Provision of Service**

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

### **Billing Performance (Postpaid)**

- Timely delivery of bills
- Accuracy of bills
- Process of resolution of billing complaints
- Clarity of the bills sent by the service provider in terms of transparency and understandability

### **Billing Performance (Prepaid)**

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

### **Help Services including customer grievance redressal**

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

---

### **Network Performance, Reliability and Availability**

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

### **Maintainability**

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

### **Supplementary and Value Added Services**

- Quality of the supplementary services provided

### **Overall Service Quality**

- Overall service quality of service provider

## **3. Broadband Service**

### **Provision of Service**

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

### **Billing performance (Postpaid)**

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

### **Billing Performance (Prepaid)**

- Accuracy of bills i.e. amount deducted on every usage

### **Help Services**

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

### **Network Performance, Reliability and Availability**

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

### **Maintainability**

- Restoration of broadband connection

### **Supplementary Services**

- Quality of the supplementary services provided

### **Overall Customer Satisfaction**

- Overall service quality of service provider

---

## 2.16 Definition of Key Terms Used

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

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

**Broadband Service:** It means data connection....

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

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

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

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

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

---

**Cellular Mobile Telephone Service: Means....**

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

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

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

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

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

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



---

### **3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE**

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

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 24). According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

### 3.1 Basic Wire-line Service

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

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
<b>Gujarat Circle</b>									
Airtel	9,71	<b>100</b>	<b>99</b>	-	<b>98</b>	<b>98</b>	<b>96</b>	<b>95</b>	<b>100</b>
BSNL	1,067	<b>100</b>	<b>95</b>	-	87	<b>96</b>	88	66	<b>94</b>
Reliance	1,030	<b>94</b>	89	-	84	<b>96</b>	86	51	89
TTSL	9,79	<b>99</b>	<b>96</b>	-	87	<b>96</b>	90	68	<b>96</b>
<b>Overall</b>	<b>4,047</b>	98	95	-	90	97	89	65	95

*The figures in bold represent those service providers, who have met the benchmarks.*

- 95% of the basic wire-line service customers in Gujarat were satisfied with their service providers on overall service quality.
- Of the 4 service providers, only Reliance did not meet the benchmark set for overall service quality.
- Airtel was the only service provider to meet the benchmark set for all parameters.
- Except for Airtel, none of the service providers met the benchmark set for supplementary & value added services, maintainability and help services including customer grievance redressal.

### 3.1.2 % of customers who got a working connection within 7 days.

Service Providers	Base	% Customers
		Benchmark: 7 days
<b>Gujarat Circle</b>		
Airtel	256	100
BSNL	43	93
Reliance	222	94
TTSL	138	98
<b>Overall</b>	<b>659</b>	<b>97</b>

- 97% of all the customers got their working telephone connection within 7 days. Airtel and TTSL were quick in providing working telephone connections to a larger proportion of their new customers than BSNL and Reliance.

### 3.1.3 % of customers who reported that their telephone fault was repaired within 3 days.

Service Providers	Base	% Customers
		Benchmark: Within 3 days
<b>Gujarat Circle</b>		
Airtel	204	96
BSNL	358	87
Reliance	368	91
TTSL	202	89
<b>Overall</b>	<b>1,132</b>	<b>90</b>

- 90% of all customers reported that the fault was repaired within 3 days. As compared to other service providers, a larger proportion of Airtel customers reported that their faulty telephone connections were repaired within 3 days.

### 3.1.4 % of customers who reported that their telephone service was terminated within 7 days on request.

Service Providers	Base	% Customers
		Benchmark: Within 7 days
<b>Gujarat Circle</b>		
Airtel	31	81
BSNL	17	88
Reliance	33	79
TTSL	15	93
<b>Overall</b>	<b>96</b>	<b>83</b>

- 83% of customers reported that their telephone connection was terminated within 7 days after they requested the same. This proportion was higher for TTSL customers.

### 3.1.6 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Service Providers	Base	% Customers
		Benchmark: Within 4 weeks
<b>Gujarat Circle</b>		
Airtel	213	84
BSNL	64	27
Reliance	81	42
TTSL	38	55
<b>Overall</b>	<b>396</b>	<b>63</b>

- Only 63% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- Only 27% of the BSNL customers' complaints regarding their bills were resolved within 4 weeks.

## 3.2 Cellular Mobile Telephone Service

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

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services including customer grievance redressal	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary and Value Added Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
<b>Gujarat Circle</b>									
Airtel	1,069	<b>100</b>	<b>97</b>	<b>95</b>	87	89	<b>96</b>	<b>91</b>	<b>100</b>
BSNL	1,068	<b>100</b>	<b>96</b>	<b>99</b>	74	76	82	<b>95</b>	<b>97</b>
Reliance	1,069	<b>98</b>	<b>95</b>	92	85	90	93	<b>94</b>	<b>99</b>
TTSL	1,071	<b>97</b>	<b>97</b>	93	85	91	91	<b>92</b>	<b>100</b>
Idea	1,072	<b>99</b>	<b>95</b>	<b>97</b>	86	<b>95</b>	<b>97</b>	<b>95</b>	<b>100</b>
Vodafone	1,070	<b>99</b>	<b>95</b>	<b>95</b>	<b>90</b>	<b>95</b>	<b>97</b>	<b>96</b>	<b>100</b>
<b>Overall</b>	6,419	98	95	95	85	89	93	94	99

*The figures in bold represent those service providers, who have met the benchmarks.*

- 99% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality.
- Except for Vodafone, none of the other service providers met the benchmark on Help Services. The benchmark for network performance was met only by Vodafone and Idea. Maintainability was another area of concern with 3 of the 6 service providers failing to meet the benchmark.
- All service providers were able to meet the benchmarks on account of provision of service, billing performance (postpaid) and value added services.

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

Service Providers	Base	% Customers
Airtel	401	81
BSNL	173	91
Reliance	135	87
TTSL	143	64
Idea	130	73
Vodafone	180	86
<b>Overall</b>	<b>1,162</b>	<b>81</b>

- 81% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. TTSL appeared to be the slowest on this count.

### 3.3 Broadband Service

#### 3.3.1 Percentage of customers satisfied on QoS parameters

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Satisfied with Supplementary Services	% Satisfied with Overall Service Quality
			Postpaid	Prepaid					
Benchmarks		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
<b>Gujarat Circle</b>									
Airtel	1,070	<b>96</b>	<b>99</b>	-	<b>97</b>	<b>94</b>	35	<b>99</b>	<b>100</b>
BSNL	1,083	<b>99</b>	<b>98</b>	-	84	<b>87</b>	68	<b>98</b>	<b>100</b>
Hathway	1,071	<b>98</b>	<b>98</b>	<b>100</b>	<b>94</b>	<b>90</b>	54	<b>99</b>	<b>100</b>
Reliance	1,073	<b>95</b>	<b>97</b>	-	89	<b>93</b>	79	<b>93</b>	<b>100</b>
Sify	730	<b>100</b>	-	<b>99</b>	<b>93</b>	<b>94</b>	71	<b>96</b>	<b>100</b>
Tata	1,083	<b>95</b>	<b>97</b>	<b>94</b>	84	<b>93</b>	59	<b>91</b>	<b>98</b>
You	1,068	<b>97</b>	<b>100</b>	<b>100</b>	<b>95</b>	<b>95</b>	68	<b>99</b>	<b>100</b>
<b>Overall</b>	<b>7,178</b>	97	98	98	92	92	64	96	<b>100</b>

*The figures in bold represent those service providers, who have met the benchmarks.*

- All service providers met the benchmarks set for overall service quality, supplementary services, network performance, billing performance and provision of service.
- None of the service providers met the benchmark set for Maintainability.
- BSNL, Tata and Reliance did not the benchmark satisfaction score for help services.

### 3.3.2 % of customers who reported getting a working connection with 15 days.

Service Providers	Base	% Customers
Airtel	386	95
BSNL	147	98
Hathway	118	91
Reliance	241	95
Sify	264	96
Tata	386	95
You	181	97
<b>Overall</b>	<b>1,723</b>	<b>95</b>

- 95% of the customers got their working connection within 15 working days. However, 9% of the Hathway customers got their working connection after 15 working days.

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

Service Providers	Base	% Customers
Airtel	704	91
BSNL	269	88
Hathway	620	95
Reliance	359	95
Sify	62	77
Tata	100	88
You	358	99
<b>Overall</b>	<b>2,472</b>	<b>93</b>

- 93% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. 23% of Sify customers reported that their complaints were not resolved within 4 weeks.



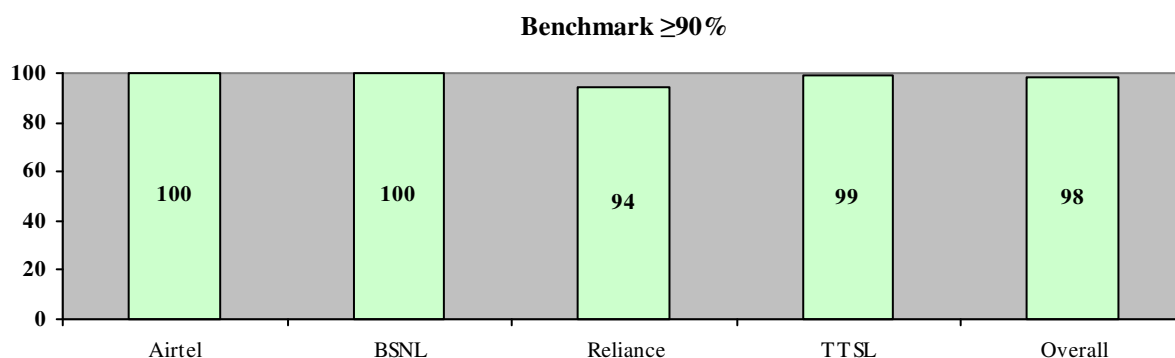
## 4. DETAILED SURVEY FINDINGS

### 4.1 Basic Wire-line Service – Gujarat Circle

Customer Satisfaction Survey in the Gujarat circle was done among customers of 4 Basic Wire-line Service providers i.e. Airtel, BSNL, Reliance and TTSL.

#### 4.1.1 Customer satisfaction with Provision of Service

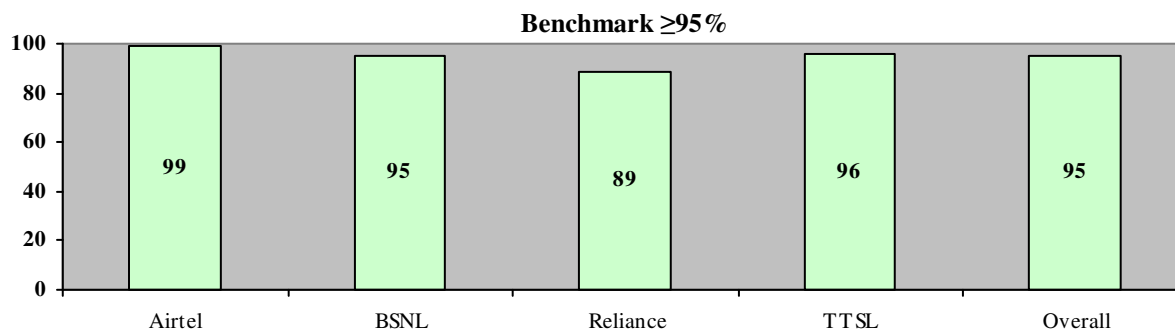
4.1.1.1 The following graph shows the percentage of customers satisfied with provision of service.



- All the service providers were able to meet the benchmark laid down by TRAI.
- While almost all customers of most service providers were satisfied on this parameter, Reliance (90%) had a lower percentage of satisfied customers.

#### 4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.



- All service providers except Reliance met the benchmark related to postpaid billing performance.
- Only 89% of Reliance's postpaid customers were satisfied on account of billing performance.

4.1.2.2a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	Base	% Postpaid Customers				
		Airtel	BSNL	Reliance	TTSL	Overall
Timely delivery of bills	4047	99	99	96	99	<b>98</b>
Accuracy of the bills	4047	99	98	97	98	<b>98</b>
Process of resolution of billing complaints	523	93	14	34	38	<b>51</b>
Clarity of the bills in terms of transparency & understandability	4047	100	94	88	96	<b>94</b>

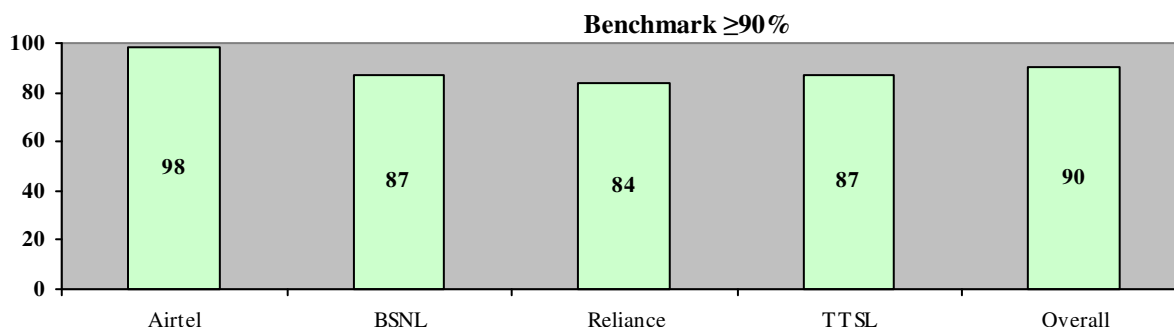
- Most customers were satisfied with timely delivery of bills and accuracy of bills.
- BSNL, Reliance and TTSL customers were less satisfied on account of process of resolution of billing complaints. A lower % of Reliance customers were satisfied on account of clarity of bills.

#### **4.1.2b Customer Satisfaction with Billing Performance among Prepaid Customers**

- None of the service providers had prepaid customers for their basic wire-line service.

#### **4.1.3 Customer Satisfaction with Help Services including customer grievance redressal**

**4.1.3.1 The following graph shows the percentage of customers satisfied with help services including customer grievance redressal.**



- Only Airtel was able to meet the benchmark laid down by TRAI.
- Reliance (84%) had the lowest percentage of customers satisfied with help services.

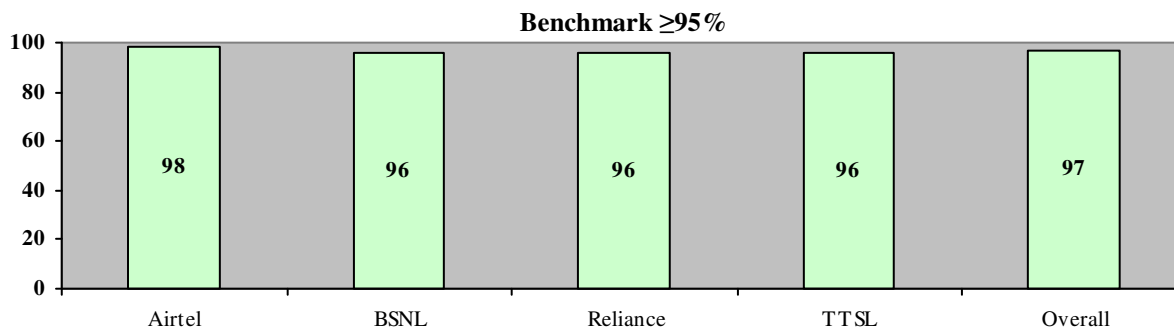
**4.1.3.2 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal.**

Sub Parameters	Base	% Customers				
		Airtel	BSNL	Reliance	TTSL	Overall
Ease of access of call centre/customer care or helpline	1,863	99	71	70	79	<b>82</b>
Response time taken to answer your call by a customer care executive	1,863	98	92	89	91	<b>93</b>
Problem solving ability of the customer care executive(s)	1,863	98	92	88	88	<b>92</b>
Time taken by call centre/customer care /helpline to resolve your complaint	1,863	98	92	87	91	<b>92</b>

- A lower % of customers of all service providers except Airtel were satisfied on account of ease of access of call centre.

#### **4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability**

**4.1.4.1 The following graph shows the percentage of customers satisfied with network performance, reliability & availability.**



- All the service providers met the benchmark laid down by TRAI.

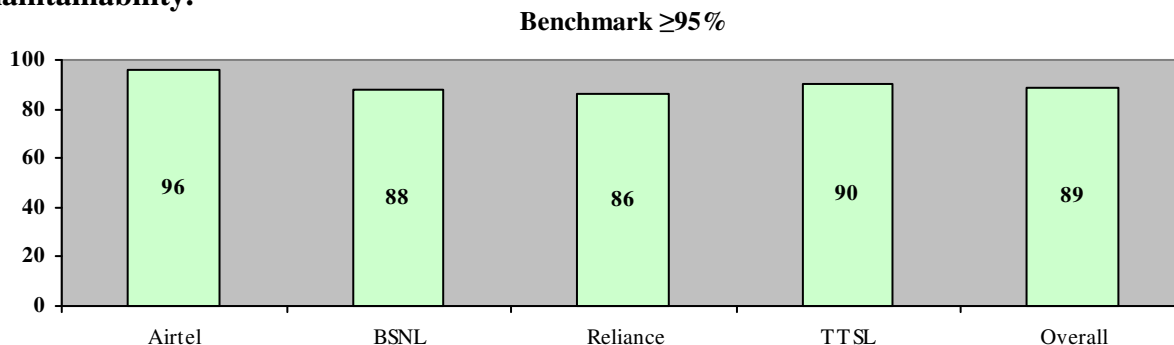
**4.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.**

Sub Parameters	Base	% Customers				
		Airtel	BSNL	Reliance	TTSL	Overall
Availability of working telephone (dial tone)	4,047	99	98	96	97	<b>97</b>
Ability to make or receive calls easily	4,047	98	95	97	97	<b>97</b>
Voice quality	4,047	98	95	95	95	<b>95</b>

- Most customers of all service providers were satisfied with the sub parameters of network performance.

#### **4.1.5 Customer Satisfaction with Maintainability**

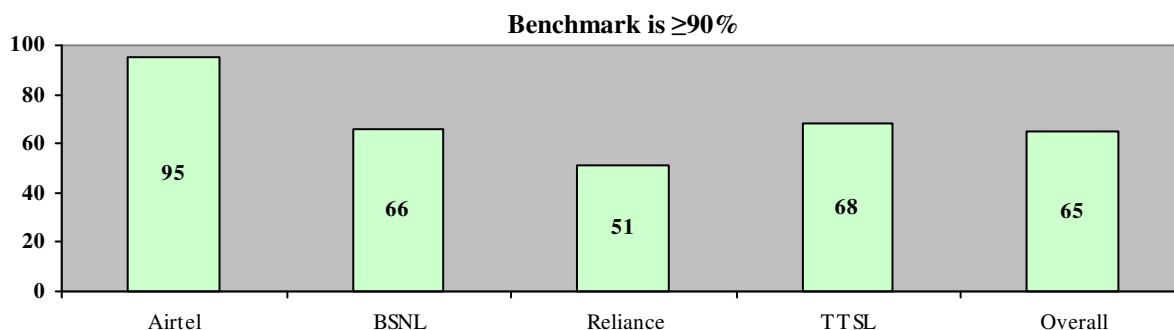
**4.1.5.1** The following graph shows the percentage of customers satisfied with maintainability.



- Except Airtel, none of the service providers were able to meet the benchmark laid down by TRAI.

#### **4.1.6 Customer Satisfaction with Supplementary and Value Added Services**

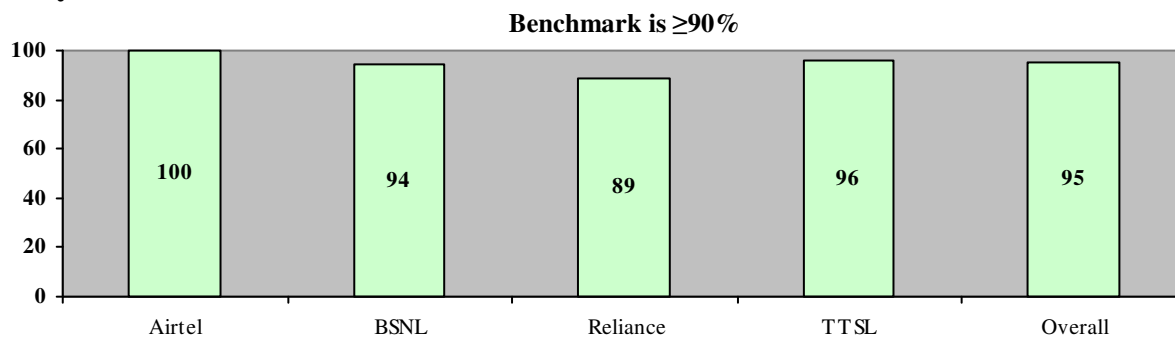
**4.1.6.1** The following graph shows the percentage of customers satisfied with supplementary and value added services.



- Except Airtel, none of the service providers were able to meet the benchmark laid down by TRAI.
- A substantial proportion of customers of Reliance, BSNL and TTSL were not satisfied on account of supplementary services and value added services.

### 4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following graph shows the percentage of customers satisfied with overall service quality.



- Except Reliance, all the service providers were able to meet the benchmark laid down by TRAI.
- Airtel had the highest % customers satisfied on account of overall service quality.

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

### 4.2.1 Awareness and experience of Call Centre

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

Service Providers	% Customers	Base
Airtel	93	971
BSNL	62	1,067
Reliance	93	1,030
TTSL	94	979
<b>Overall</b>	<b>85</b>	<b>4,047</b>

- Customers of BSNL (62%) were less aware about the about the call centre number of their service provider for the purpose of making a complaint/ query.

**Table 4.2.1.2** The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 12 months

Service Providers	% Customers	Base
Airtel	55	971
BSNL	23	1,067
Reliance	32	1,030
TTSL	20	979
<b>Overall</b>	<b>32</b>	<b>4,047</b>

- Almost 32% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

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

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	65	24	10	1	537
BSNL	36	27	29	8	244
Reliance	45	16	33	6	332
TTSL	38	18	38	7	199
<b>Overall</b>	<b>50</b>	<b>21</b>	<b>24</b>	<b>5</b>	<b>1,312</b>

- Only 50% of the customers who had complained said that they had received a docket number for most of their complaints. Another 24% received the docket number on request.
- 21% of all customers who had complained said that they did not receive docket number for most of their complaints.
- 5% of all customers who had complained said that they did not receive docket number for their complaints even on request.



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

Service Providers	% Customers	Base
Airtel	96	537
BSNL	87	244
Reliance	75	332
TTSL	88	199
<b>Overall</b>	<b>88</b>	<b>1,312</b>

- 88% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- Lower proportion (75%) of Reliance customers were informed about the action taken on their complaint by call centre.

**4.2.1.5 The following table shows the percentage of customers satisfied with complaint resolution.**

Service Providers	% Customers	Base
Airtel	99	537
BSNL	92	244
Reliance	88	332
TTSL	85	199
<b>Overall</b>	<b>93</b>	<b>1,312</b>

- 93% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
- The satisfaction level was lower among TTSL and Reliance customers.

**4.2.1.7 The following table shows the percentage of customers who cited different reasons for dissatisfaction with the call centre.**

Service Providers	Reasons for dissatisfaction						
	Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	75	-	25	-	-	-	4
BSNL	55	20	-	45	15	-	20
Reliance	51	17	42	17	17	-	41
TTSL	10	27	63	17	28	10	-
<b>Overall</b>	<b>40</b>	<b>20</b>	<b>39</b>	<b>22</b>	<b>19</b>	<b>3</b>	<b>95</b>

- The main reasons for dissatisfaction among customers was the time taken for complaint redressal.

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

Service Providers	% Customer	Base
Airtel	84	213
BSNL	27	64
Reliance	42	81
TTSL	55	38
<b>Overall</b>	<b>63</b>	<b>396</b>

- Only 63% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks of lodging their complaints.
- A higher proportion of Airtel customers were satisfied with the resolution of their billing complaints by call centre/customer care within 4 weeks of lodging their complaints.

#### 4.2.2 Awareness and experience of Nodal Officer

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

Service Providers	% Customers	Base
Airtel	1	971
BSNL	7	1,067
Reliance	15	1,030
TTSL	5	979
<b>Overall</b>	<b>7</b>	<b>4,047</b>

- Only 7% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

**Table 4.2.2.2 The following table shows the percentage of customers who have made complaint to the Nodal Officer**

Service Providers	% Customers	Base
Airtel	38	8
BSNL	3	74
Reliance	25	151
TTSL	6	52
<b>Overall</b>	<b>16</b>	<b>285</b>

- Of those who were aware of the Nodal Officer's contact details, only 16% claimed to have complained to the nodal officer.

**Table 4.2.2.3 The following table shows the percentage of customers who were intimated by the Nodal Officer about the decision taken on their complaint.**

Service Providers	% Customers	Base
Airtel	67	3
BSNL	-	2
Reliance	37	38
TTSL	-	3
<b>Overall</b>	<b>35</b>	<b>46</b>

- Only 35% of the customers who had complained to the Nodal Officer were intimated about the decision taken on their complaint.

**Table 4.2.2.4 The following table shows the percentage of customers who were satisfied with the redressal of the complaints by the Nodal Officer**

Service Providers	% Customers	Base
Airtel	33	3
BSNL	100	2
Reliance	95	38
TTSL	67	3
<b>Overall</b>	<b>89</b>	<b>46</b>

- 89% of the customers were satisfied with the redressal of their complaints by the nodal officer.

#### **4.2.2.5 Reasons for dissatisfaction with Nodal Officer**

- Difficult to connect, lack of politeness, lack of information, time taken and inability to understand the problem were the reasons for dissatisfaction with the Nodal Officer.

#### 4.2.4 Awareness and experience of Appellate Authority

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

Service Providers	% Customers	Base
Airtel	1	971
BSNL	7	1,067
Reliance	13	1,030
TTSL	5	979
<b>Overall</b>	<b>7</b>	<b>4,047</b>

- 7% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority.

#### 4.2.4.2 Incidence of Appeal being filed in the prescribed form in the last 12 months

- Only 26 out of 264 customers who were aware about the Appellate Authority, claimed to have filed an appeal with an Appellate Authority in the last 12 months

#### 4.2.4.3 Acknowledgement Receipt

- Of the 26 customers who filed an appeal with an Appellate Authority in the last 12 months, 8 customers received an acknowledgement from the Appellate Authority.

#### 4.2.4.4 Decision of the Appellate Authority

- Of the 26 complaints, filed with the Appellate Authority in the last 12 months, decisions were taken on 8 appeals while 2 appeals were still pending.
- 16 customers, who filed an appeal with the Appellate Authority and still are awaiting a decision on their appeals.

#### 4.2.5 General Information

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

Service Providers	% Customers	Base
Airtel	48	256
BSNL	23	43
Reliance	48	222
TTSL	60	138
<b>Overall</b>	<b>49</b>	<b>659</b>

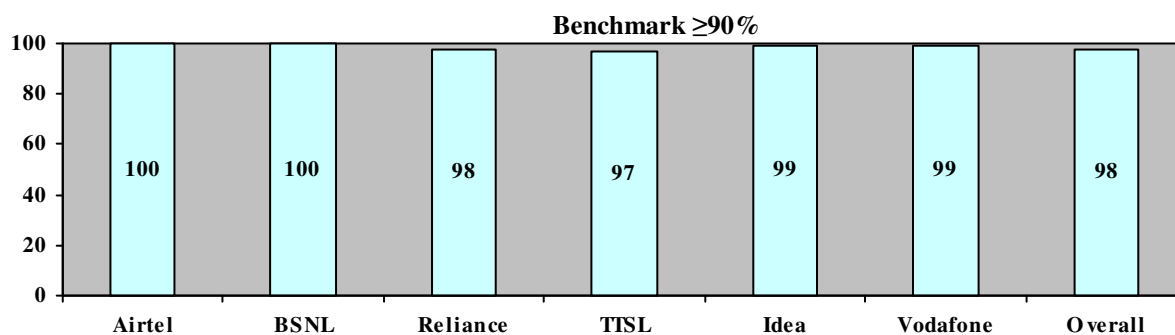
- 49% of the new basic telephone service customers said that they got the Manual of Practice while subscribing to the new basic telephone connection.

### 4.3 Cellular Mobile Telephone Service – Gujarat circle

Customer Satisfaction Survey in the Gujarat circle was done among customers of 6 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, Reliance, TTSL, Idea and Vodafone.

#### 4.3.1 Customer Satisfaction with Provision of Service

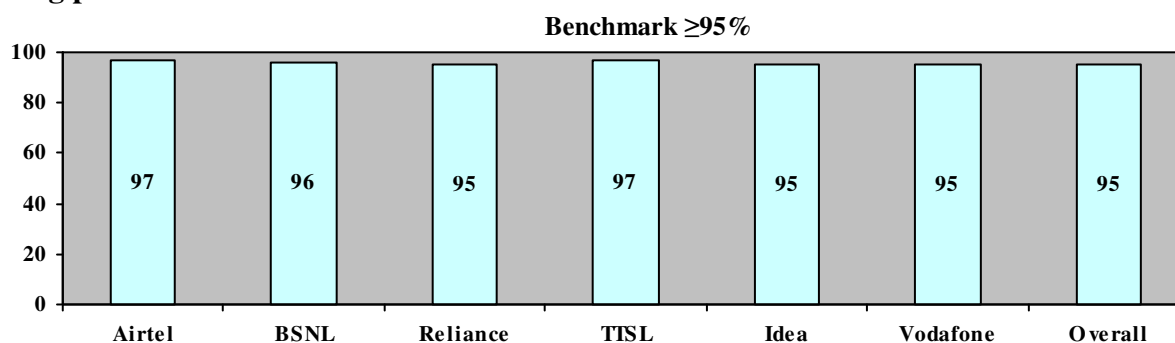
4.3.1.1 The following graph shows the percentage of customers satisfied with the provision of service.



- All the service providers were able to meet the benchmark laid down by TRAI.

### 4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.



- All the service providers were able to meet the benchmark laid down by TRAI.

4.3.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

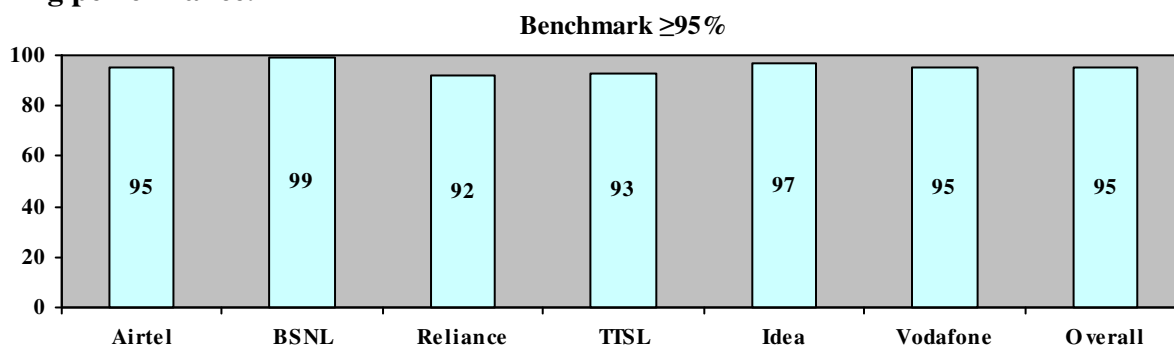
Sub Parameters	Base	% Postpaid Customers						
		Airtel	BSNL	Reliance	TTSL	Idea	Vodafone	Overall
Timely delivery of bills	1,486	93	94	95	97	95	96	<b>95</b>
Accuracy of the bills	1,486	99	97	97	98	93	97	<b>97</b>
Process of resolution of billing complaints	343	100	86	84	91	78	79	<b>85</b>
Clarity of the bills in terms of transparency & understandability	1,486	98	98	98	97	98	98	<b>98</b>

- Airtel's postpaid customers had the highest % of customers satisfied on account of process of resolution of billing complaints. Idea, Vodafone, Reliance and BSNL had much lower satisfaction scores on account of resolution of billing complaints.



### 4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following graph shows the percentage of prepaid customers satisfied with billing performance.



- TTSL and Reliance were not able to meet the benchmark laid down by TRAI.

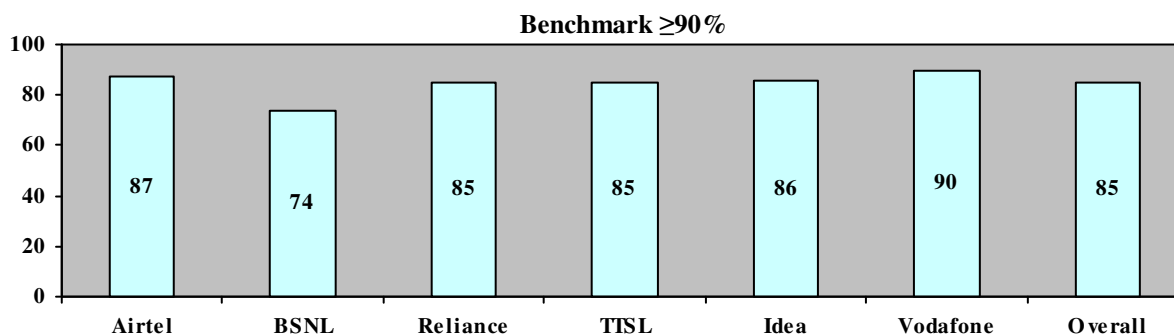
4.3.2.2b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Base	% Prepaid Customers						
		Airtel	BSNL	Reliance	TTSL	Idea	Vodafone	Overall
Accuracy of the charges	4,933	96	99	95	95	97	96	<b>96</b>
Process of resolution of billing complaints	471	90	98	73	65	90	86	<b>83</b>

- BSNL customers reported higher satisfaction levels on account of accuracy of charges.
- Satisfaction of prepaid customers with resolution of billing complaints was lower on account of resolution of billing complaints, particularly in case of TTSL, Reliance and Vodafone.

### 4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

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



- Only Vodafone was able to meet the benchmark laid down by TRAI.
- BSNL (74%) had the lowest percentage of satisfied customers on account of help services.

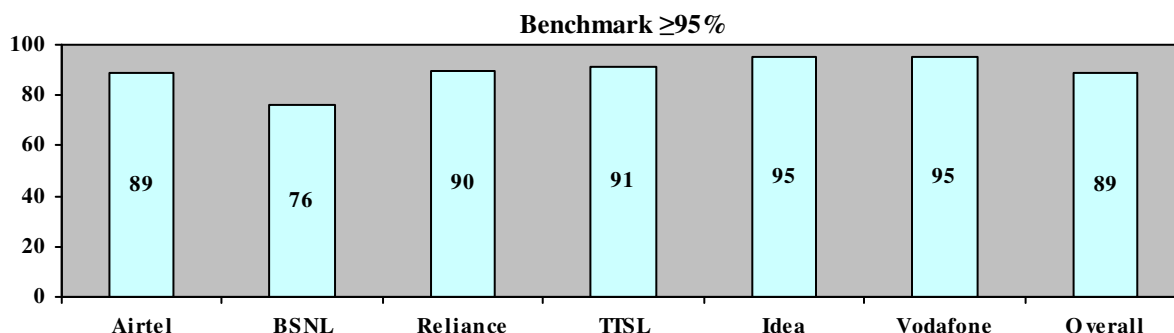
4.3.3.2 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal.

Sub Parameters	Base	% Customers						
		Airtel	BSNL	Reliance	TTSL	Idea	Vodafone	Overall
Ease of access of call centre/customer care or help-line	3,246	88	73	84	76	85	90	<b>83</b>
Response time taken by customer executive to answer customer call	3,246	86	74	86	90	87	90	<b>86</b>
Problem solving ability of the customer care executive(s)	3,246	85	75	85	87	86	90	<b>85</b>
Time taken by call centre/customer care /helpline to resolve your complaint	3,246	87	73	86	88	88	91	<b>86</b>

- Customers of all service providers were less satisfied on all sub-parameters of Help Services. BSNL was the weakest performer on all sub-parameters of Help Services.

#### 4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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



- Only Idea and Vodafone were able to meet the benchmark laid down by TRAI.
- Lowest proportion of BSNL customers (76%) were satisfied on account of network performance, reliability and availability.

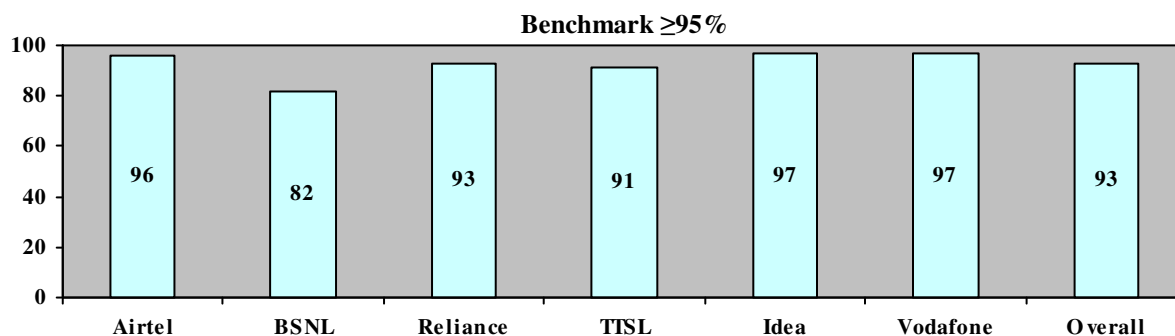
4.3.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers						
		Airtel	BSNL	Reliance	TTSL	Idea	Vodafone	Overall
Availability of signal of your service provider in your locality	6,419	88	74	90	88	94	95	<b>88</b>
Ability to make or receive calls easily	6,419	90	76	89	92	95	94	<b>89</b>
Voice quality	6,419	90	77	91	93	95	96	<b>90</b>

- Availability of signal was the biggest area of concern with Airtel, Reliance and TTSL along with BSNL registering lower satisfaction scores.
- BSNL had low satisfaction scores on all on all sub-parameters of network performance, reliability and availability.

### 4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following graph shows the % of customers satisfied with maintainability.



- Airtel, Idea and Vodafone were able to meet the benchmark laid down by TRAI. BSNL, TTSL and Reliance did not meet the benchmark set for maintainability.
- BSNL (82%) registered a significantly lower percentage of satisfied customers on account of maintainability.

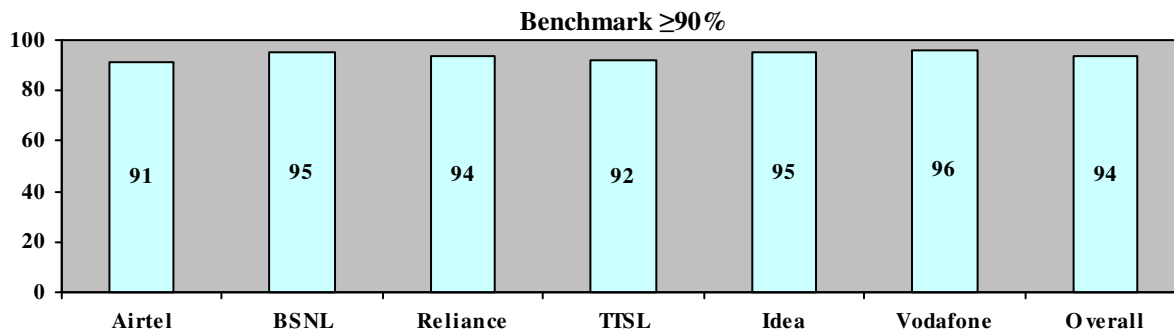
4.3.5.2 The following table shows the % of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Base	% Customers						
		Airtel	BSNL	Reliance	TTSL	Idea	Vodafone	Overall
Availability of network (signal)	6,419	96	82	93	91	97	97	<b>93</b>
Restoration of network (signal) problems	6,419	96	82	93	91	97	97	<b>93</b>

- Lower proportion of BSNL customers were satisfied with availability of network (signal) and restoration of network (signal) problems.

### **4.3.6 Customer Satisfaction with Supplementary and Value Added Services**

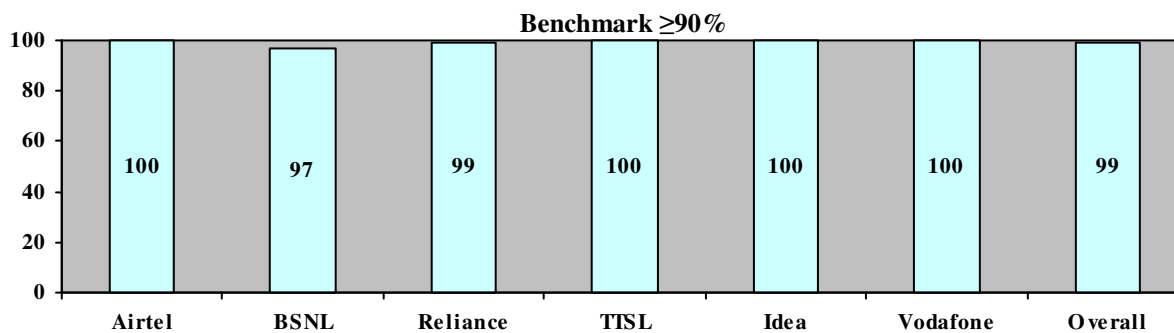
4.3.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- All the service providers were able to meet the benchmark laid down by TRAI.

### **4.3.7 Customer Satisfaction with Overall Service Quality**

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



- All service providers were able to meet the benchmark laid down for overall service quality.

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

##### 4.4.1 Awareness and experience of Call Centre

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

Service Providers	% Customers	Base
Airtel	98	1,069
BSNL	88	1,068
Reliance	96	1,069
TTSL	97	1,071
Idea	98	1,072
Vodafone	90	1,070
<b>Overall</b>	<b>94</b>	<b>6,419</b>

- 94% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making complaint/ query.
- 12 % of the BSNL customers were not aware about the call centre number of their service provider for the purpose of making complaint/ query.

**4.4.1.2** The following table shows the percentage of customers who had complained in last 12 months to the toll free Call Centre/ Customer Care/ Help-line telephone number.

Service Providers	% Customers	Base
Airtel	46	1,069
BSNL	32	1,068
Reliance	32	1,069
TTSL	34	1,071
Idea	22	1,072
Vodafone	30	1,070
<b>Overall</b>	<b>32</b>	<b>6,419</b>

- 32% of all cellular mobile customers claimed that they had complained in the last 12 months to the toll free Call Centre/ Customer Care/ help-line telephone number.

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

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	67	15	14	4	488
BSNL	57	18	20	5	338
Reliance	66	23	6	5	342
TTSL	43	23	33	2	359
Idea	59	25	16	1	231
Vodafone	65	21	9	4	324
<b>Overall</b>	<b>60</b>	<b>20</b>	<b>16</b>	<b>4</b>	<b>2,082</b>

- 60% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 16% of those who had complained received docket numbers on request.
- A lower percentage of TTSL customers received docket numbers for their complaints.
- 20% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints.
- 4% of all the cellular mobile customers who had complained said that they did not receive docket numbers for their complaints even on request.

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

Service Providers	% Customers	Base
Airtel	83	488
BSNL	83	338
Reliance	87	342
TTSL	77	359
Idea	81	231
Vodafone	90	324
<b>Overall</b>	<b>84</b>	<b>2,082</b>

- 84% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

**4.4.1.5 The following table shows the percentage of customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline.**

Service Providers	% Customers	Base
Airtel	92	488
BSNL	82	338
Reliance	88	342
TTSL	79	359
Idea	92	231
Vodafone	90	324
<b>Overall</b>	<b>87</b>	<b>2,082</b>

- 87% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL & TTSL customers.



**4.4.1.6 The following table shows the percentage of customers who cited different reasons for dissatisfaction with call centre.**

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	36	10	46	36	15	-	39
BSNL	63	29	39	55	41	-	49
Reliance	18	25	7	43	21	-	28
TTSL	32	19	50	24	15	2	68
Idea	53	20	27	80	53	-	15
Vodafone	100	-	-	-	-	-	4
<b>Overall</b>	<b>41</b>	<b>20</b>	<b>38</b>	<b>40</b>	<b>25</b>	<b>1</b>	<b>203</b>

- The main reasons for dissatisfaction with customer care are mentioned below.
  - (i) Difficult to connect to call centre
  - (ii) Time taken for complaints redressal, and
  - (iii) Customer care executives were not equipped with adequate information.

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

Service Providers	% Customers	Base
Airtel	81	401
BSNL	91	173
Reliance	87	135
TTSL	64	143
Idea	73	130
Vodafone	86	180
<b>Overall</b>	<b>81</b>	<b>1,162</b>

- Only 81% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- Lowest % of TTSL customers were satisfied with the resolution of their billing complaints.

#### 4.4.2 Awareness and experience of Nodal Officer

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

Service Providers	% Customers	Base
Airtel	4	1,069
BSNL	2	1,068
Reliance	11	1,069
TTSL	4	1,071
Idea	10	1,072
Vodafone	5	1,070
<b>Overall</b>	<b>6</b>	<b>6,419</b>

- Only 6% of the cellular mobile customers were aware of the contact details of the nodal officer.

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

Service Providers	% Customers	Base
Airtel	11	45
BSNL	11	18
Reliance	19	119
TTSL	7	42
Idea	3	103
Vodafone	10	58
<b>Overall</b>	<b>11</b>	<b>385</b>

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

#### 4.4.2.3 Incidence of Decision taken on Complaint

- Of the 34 customers who complained to the nodal officer, 7 customers were intimidated about the decision taken on their complaints. TTSL and Idea customers were not intimidated by the nodal officer.

#### 4.4.2.4 Satisfaction with Nodal Officer

- Of the 34 customers who complained to the nodal officer, 22 customers were satisfied with the redressal of the complaint by the nodal officer.

#### 4.4.3 Awareness and experiences with Appellate Authority

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

Service Providers	% Customers	Base
Airtel	3	1,069
BSNL	2	1,068
Reliance	10	1,069
TTSL	2	1,071
Idea	10	1,072
Vodafone	5	1,070
<b>Overall</b>	<b>5</b>	<b>6,419</b>

- Only 5% customers were aware of the contact details of appellate authority.

#### 4.4.3.2 Incidence of Appeal being filed in the prescribed form in last 12 months

- Of the 327 customers, who were aware about the appellate authority, only 19 had filed an appeal with the appellate authority.

#### 4.4.3.3 Acknowledgement Receipt

- Of the 19 customers who filed an appeal with the appellate authority, 13 had received an acknowledgement receipt.

#### 4.4.3.4 Decision of the Appellate Authority

- Of the 19 reported cases with the appellate authority, decisions were taken on 7 appeals. One appeal had been filed recently.
- 11 customers, who filed an appeal with the Appellate Authority and still are awaiting a decision on their appeals.

#### 4.4.4 General Information

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

Service Providers	% Customers	Base
Airtel	39	928
BSNL	46	759
Reliance	41	724
TTSL	43	803
Idea	59	943
Vodafone	43	776
<b>Overall</b>	<b>45</b>	<b>4,933</b>

- Only 45% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.

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

Service Providers	% Customers	Base
Airtel	13	360
BSNL	23	351
Reliance	25	296
TTSL	12	342
Idea	10	558
Vodafone	5	334
<b>Overall</b>	<b>14</b>	<b>2,241</b>

- 14% of the customers said that they were denied item-wise usage charge details.

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

Service Providers	Reason(s) for denying customers request for item-wise usage charges			
	No reason given	Technical problem	Others	Base
Airtel	38	63	-	48
BSNL	15	85	-	79
Reliance	83	17	-	75
TTSL	63	37	-	41
Idea	18	83	-	57
Vodafone	24	77	-	17
<b>Overall</b>	<b>42</b>	<b>58</b>	<b>-</b>	<b>317</b>

- 58% of the prepaid customers who had asked for item-wise charges said that “technical problem” was the main reason cited by the service provider for denying their request while 42% said that no reasons were mentioned.

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

Service Providers	% Customers	Base
Airtel	70	139
BSNL	62	21
Reliance	78	49
TTSL	66	205
Idea	81	121
Vodafone	69	83
<b>Overall</b>	<b>71</b>	<b>618</b>

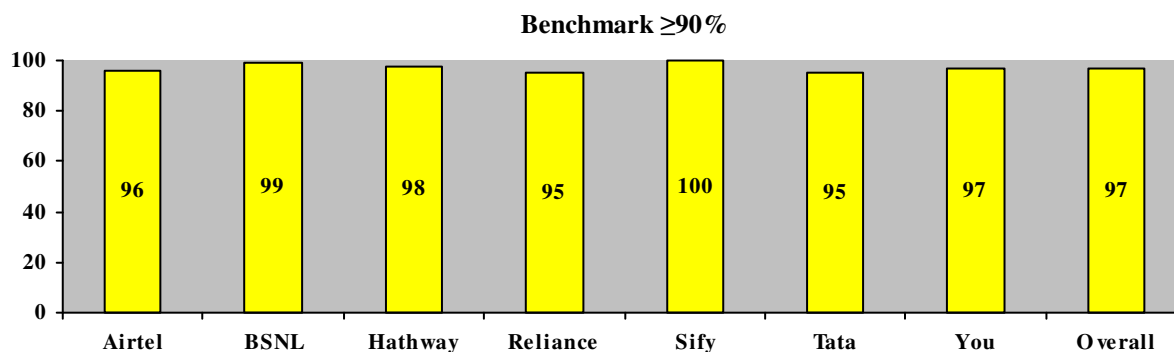
- 71% of the new customers claimed to have received the Manual of Practice.

## 4.5 Broadband Service – Gujarat circle

The survey of customer perception of Satisfaction was done in Gujarat circle among customers of 7 Broadband Service providers i.e. Airtel, BSNL, Hathway, Reliance, Sify, Tata and You.

### 4.5.1 Customer Satisfaction with Provision of Service

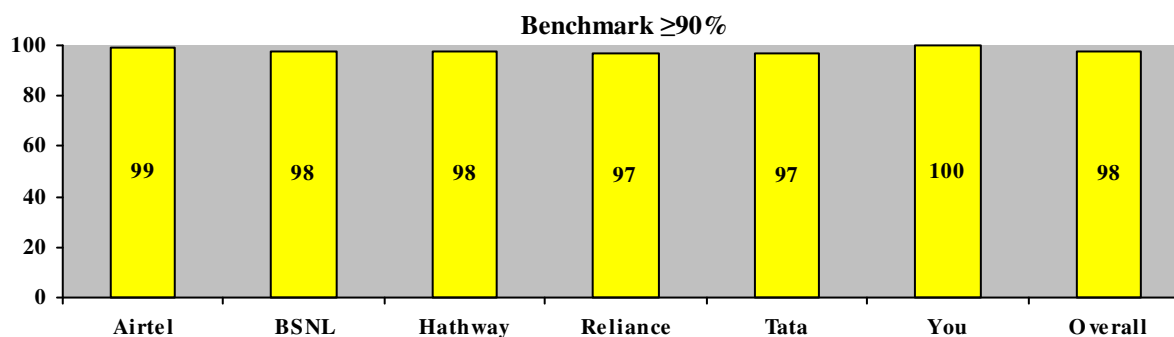
4.5.1.1 The following graph shows the percentage of customers satisfied with provision of service.



- All the service providers met the benchmark laid down by TRAI.

### 4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.1a The following graph shows the percentage of postpaid customers satisfied with billing performance.



- All the service providers registered very high satisfaction scores and met the benchmark laid down by TRAI.



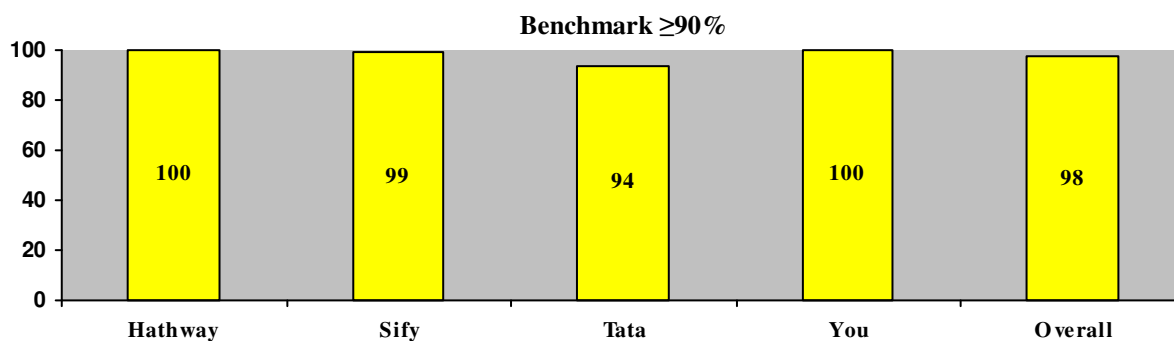
**4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.**

Sub Parameters	Base	% Postpaid Customers						
		Airtel	BSNL	Hathway	Reliance	Tata	You	Overall
Timely delivery of bills	5,420	99	99	99	99	98	100	<b>99</b>
Accuracy of the bills	5,420	99	98	97	96	97	100	<b>98</b>
Process of resolution of billing complaints	1,856	98	93	97	96	82	100	<b>97</b>
Clarity of the bills in terms of transparency and understandability	5,420	98	99	99	97	99	100	<b>99</b>

- Most postpaid customers were satisfied with all sub parameters of billing performance.
- However, Tata had a lower % of satisfied customers on account of the process of resolution of billing complaints.

## **4.5.2b Prepaid Customer Satisfaction with Billing Performance**

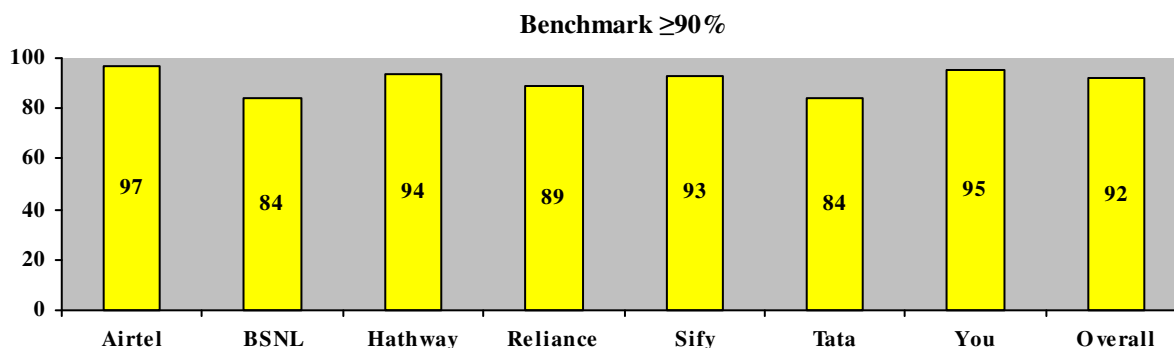
**4.5.2.1b** The following graph shows the percentage of prepaid customers satisfied with billing performance.



- Hathway and You had the highest % of prepaid customers satisfied on account of billing performance (prepaid).

## **4.5.3 Customer Satisfaction with Help Services**

**4.5.3.1** The following graph shows the percentage of satisfied customers with help services.



- Airtel, You, Hathway and Sify met the benchmark laid down by TRAI.
- BSNL (84%), Reliance and Tata (84%) had a lower proportion of satisfied customers on account of Help Services.

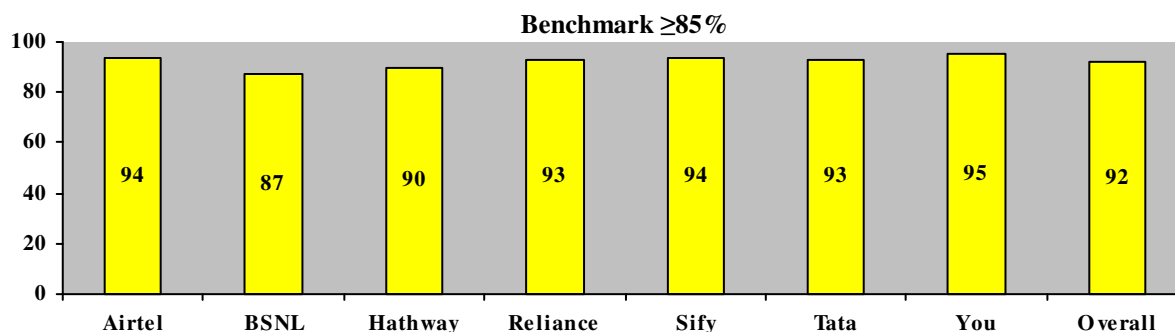
**4.5.3.3 The following table shows the percentage of customers satisfied with sub-parameters of help services.**

Sub Parameters	Base	% Customers							
		Airtel	BSNL	Hathway	Reliance	Sify	Tata	You	Overall
Ease of access of call centre/ customer care or helpline	4,709	96	87	95	90	94	84	96	<b>92</b>
Response time taken by customer executive to answer customer call	4,709	97	84	96	89	93	85	96	<b>93</b>
Problem solving ability of customer care executive(s)	4,709	97	83	93	88	92	84	94	<b>91</b>
Time taken by call centre/ customer care / help-line to resolve your complaint	4,709	97	83	93	90	93	83	95	<b>91</b>

- BSNL and Tata customers were less satisfied with all the sub parameters of help services.

#### **4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability**

**4.5.4.1** The following graph shows the percentage of customers satisfied with network performance, reliability & availability.



- All the service providers met the benchmark laid down by TRAI.
- However, BSNL (87%) had a slightly lower percentage of satisfied customers on account of network performance, reliability & availability than other service providers.

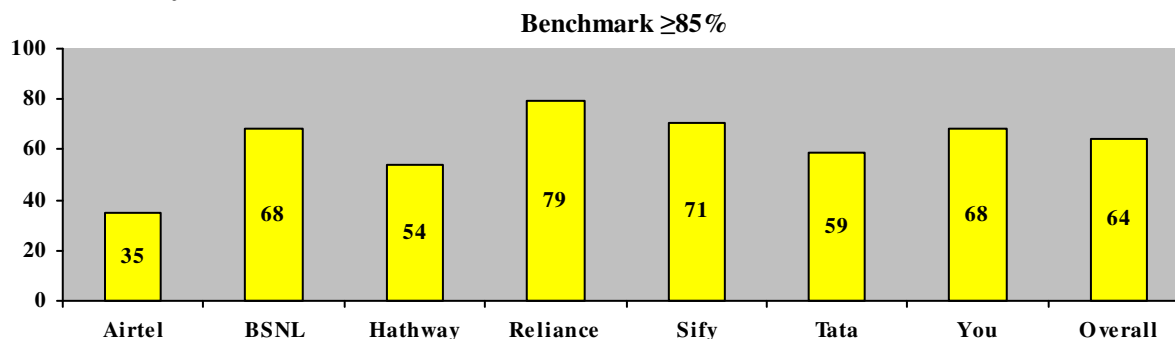
**4.5.4.3** The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers							
		Airtel	BSNL	Hathway	Reliance	Sify	Tata	You	Overall
Speed of broadband connection	7,178	93	86	88	92	92	91	93	<b>91</b>
Amount of time for which service is up and working	7,178	94	89	91	94	95	94	97	<b>93</b>

- A lower % of BSNL and Hathway customers were satisfied with the speed of broadband connection. Satisfaction score of BSNL was lower with respect to uptime.

#### 4.5.5 Customer Satisfaction with Maintainability

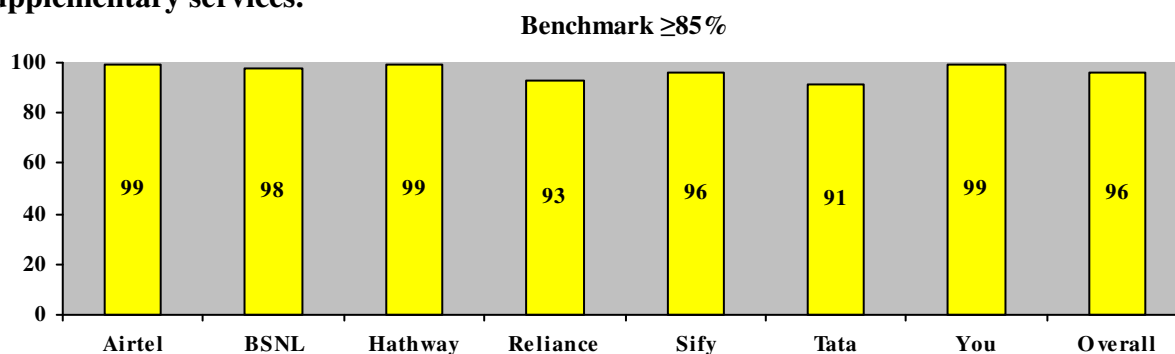
4.5.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- None of the service providers were able to meet the benchmark laid down by TRAI for maintainability.
- Reliance (79%) had a higher percentage of satisfied customers than others.
- Airtel (35%) had the lowest percentage of satisfied customers on account of maintainability.

#### 4.5.6 Customer Satisfaction with Supplementary Services

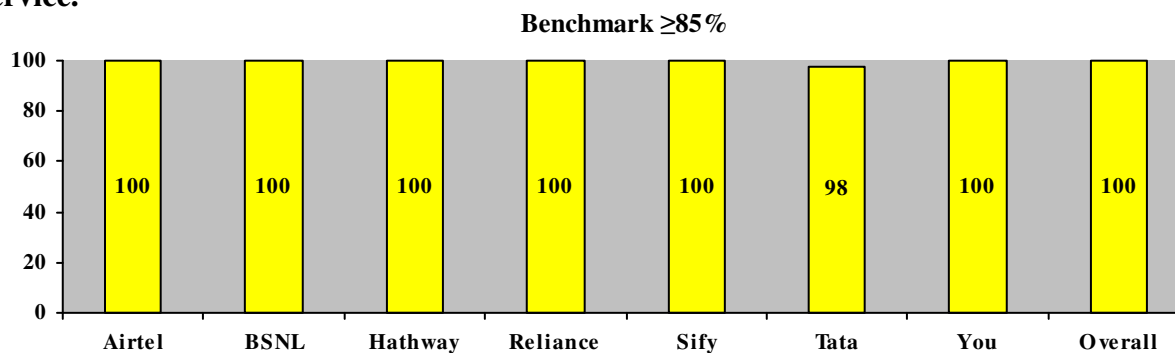
4.5.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- All the service providers met the benchmark laid down by TRAI.

#### 4.5.7 Customer Satisfaction with Overall Service Quality

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



- All customers were satisfied with the overall service quality and thus, all the service providers met the benchmark laid down by TRAI.

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

### 4.6.1 Awareness and experience of Call Centre

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

Service Providers	% Customers	Base
Airtel	94	1,070
BSNL	87	1,083
Hathway	97	1,071
Reliance	94	1,073
Sify	83	730
Tata	90	1,083
You	98	1,068
<b>Overall</b>	<b>92</b>	<b>7,178</b>

- 92% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaint/ query. Sify & BSNL customers were less aware about the call centre number.

#### 4.6.1.2 The following table shows the percentage of customers who had complained in last 12 months to the toll free call centre/ customer care/ help-line telephone number.

Service Providers	% Customers	Base
Airtel	69	1,070
BSNL	30	1,083
Hathway	76	1,071
Reliance	49	1,073
Sify	18	730
Tata	30	1,083
You	51	1,068
<b>Overall</b>	<b>47</b>	<b>7,178</b>

- 47% of all broadband customers claimed to have complained in the last 12 months.

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

Service Providers	% Customers				Base
	Who received the docket number for most of their complaints	Who had not received the docket number for most of their complaints	Who had received the docket number on request	Who had not received the docket number even on request	
Airtel	86	5	5	4	733
BSNL	39	18	37	6	320
Hathway	81	8	8	2	810
Reliance	58	15	26	1	530
Sify	52	34	11	3	128
Tata	26	33	38	3	329
You	82	10	7	1	547
<b>Overall</b>	<b>68</b>	<b>13</b>	<b>16</b>	<b>3</b>	<b>3,397</b>

- 68% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. The incidence was even higher among Airtel and Hathway customers. Another 16% received the docket number on request.
- 13% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints. The incidence was higher among Sify and Tata customers.
- 3% of all broadband customers who had complained said that they did not receive docket numbers even on request.



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

Service Providers	% Customers	Base
Airtel	95	733
BSNL	84	320
Hathway	98	810
Reliance	94	530
Sify	88	128
Tata	56	329
You	96	547
<b>Overall</b>	<b>90</b>	<b>3,397</b>

- 90% of all broadband customers who had complained, said that they were informed about the action taken on their complaint by the call centre. This was lower for Tata at 56%.

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

Service Providers	% Customers	Base
Airtel	96	733
BSNL	86	320
Hathway	93	810
Reliance	89	530
Sify	92	128
Tata	71	329
You	98	547
<b>Overall</b>	<b>91</b>	<b>3,397</b>

- 91% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- The satisfaction was lower among Tata customers but significantly higher for You.

#### 4.6.1.6 % of customers who cited different reasons for dissatisfaction with call centre.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	20	20	27	57	17	-	30
BSNL	58	9	22	60	27	-	45
Hathway	23	7	49	53	12	4	57
Reliance	50	11	23	57	30	7	56
Sify	60	20	-	20	40	-	10
Tata	22	25	48	53	32	7	96
You	82	-	9	73	27	-	11
<b>Overall</b>	<b>36</b>	<b>15</b>	<b>35</b>	<b>55</b>	<b>26</b>	<b>4</b>	<b>305</b>

- The main reason for dissatisfaction with customer care was the time taken to redress complaints. Ease of accessibility and lack of knowledge of customer care executive were also cited as reasons for dissatisfaction.

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

Service Providers	% Customers	Base
Airtel	91	704
BSNL	88	269
Hathway	95	620
Reliance	95	359
Sify	77	62
Tata	88	100
You	99	358
<b>Overall</b>	<b>93</b>	<b>2,472</b>

- 93% of the customers who had made billing complaints were satisfied with the resolution of their complaints. Sify registered a lower satisfaction score on this account.

#### 4.6.2 Awareness and experience of Nodal Officer

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

Service Providers	% Customers	Base
Airtel	3	1,070
BSNL	5	1,083
Hathway	2	1,071
Reliance	23	1,073
Sify	7	730
Tata	11	1,083
You	1	1,068
<b>Overall</b>	<b>7</b>	<b>7,178</b>

- Only 7% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

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

Service Providers	% Customers	Base
Airtel	7	27
BSNL	20	51
Hathway	-	18
Reliance	4	241
Sify	4	48
Tata	20	116
You	-	5
<b>Overall</b>	<b>9</b>	<b>506</b>

- 9% of the customers who were aware of the nodal officer had complained to the nodal officer.

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

Service Providers	% Customers	Base
Airtel	100	2
BSNL	90	10
Hathway	-	-
Reliance	89	9
Sify	-	2
Tata	74	23
You	-	-
<b>Overall</b>	<b>78</b>	<b>46</b>

- 78% of the customers who had complained to the nodal officer were intimated the decision taken on their complaints.

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

Service Providers	% Customers	Base
Airtel	100	2
BSNL	90	10
Hathway	-	-
Reliance	0	9
Sify	100	2
Tata	57	23
You	-	-
<b>Overall</b>	<b>57</b>	<b>46</b>

- 57% of the customers who had complained to the nodal officer were satisfied with the subsequent redressal of the complaint.

#### 4.6.3.5 % of customers who cited different reasons for dissatisfaction with Nodal Officer.

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to nodal officer	Nodal officer not polite/courteous	Nodal officer not equipped with adequate information	Time taken by nodal officer for redressal of complaints is too long	Nodal officer not unable to understand the problems	Others	Base
Airtel	-	-	-	-	-	-	-
BSNL	100	-	-	-	-	-	1
Hathway	-	-	-	-	-	-	-
Reliance	11	22	67	-	-	33	9
Sify	-	-	-	-	-	-	-
Tata	50	40	10	-	-	-	10
You	-	-	-	-	-	-	-
<b>Overall</b>	<b>35</b>	<b>30</b>	<b>35</b>	<b>-</b>	<b>-</b>	<b>15</b>	<b>20</b>

- 35% of the 20 customers who were not satisfied, claimed that nodal officer was difficult to contact to and was not equipped with adequate information.

#### 4.6.4 Awareness and experience of Appellate Authority

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

Service Providers	% Customers	Base
Airtel	2	1,070
BSNL	2	1,083
Hathway	1	1,071
Reliance	23	1,073
Sify	4	730
Tata	13	1,083
You	1	1,068
<b>Overall</b>	<b>7</b>	<b>7,178</b>

- Only 7% of the broadband customers said that they were aware of the contact details of the Appellate Authority.

##### 4.6.4.2 Incidence of Appeal being filed in the prescribed form in last 12 months

- Of the 472 broadband customers, who were aware of the appellate authority, only 40 customers had filed an appeal with the appellate authority.

##### 4.6.4.3 Acknowledgement Receipt

- Of the 40 broadband customers, who filed an appeal with an appellate authority, 24 customers received an acknowledgement from the appellate authority.

##### 4.6.4.4 Decision of the Appellate Authority

- Of the 40 appeals with the appellate authority, decisions were taken on 20 appeals. Six appeals had been filed recently.
- 14 customers, who filed an appeal with the appellate authority and still are awaiting a decision on their appeals.

#### **4.6.5 General Information**

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

Service Providers	% Prepaid customers	Base
Airtel	-	-
BSNL	-	-
Hathway	24	213
Reliance	-	-
Sify	23	730
Tata	68	441
You	34	374
<b>Overall</b>	<b>37</b>	<b>1758</b>

- 37% of the prepaid broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.

**4.6.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.**

Service Providers	% Prepaid customers	Base
Airtel	-	-
BSNL	-	-
Hathway	48	50
Reliance	-	-
Sify	15	164
Tata	51	299
You	31	128
<b>Overall</b>	<b>37</b>	<b>641</b>

- 37% of the customers who were aware of the availability of item-wise charges said that they were denied item-wise usage charge details.



**4.6.5.3 The following table shows the percentage of customers who cited different reason(s) for their request being denied.**

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Airtel	-	-	-	-
BSNL	-	-	-	-
Hathway	42	54	4	24
Reliance	-	-	-	-
Sify	29	71	-	24
Tata	72	28	-	152
You	23	78	-	40
<b>Overall</b>	<b>57</b>	<b>43</b>	<b>-</b>	<b>240</b>

- A majority of the customers who were denied item-wise charges mentioned that no reason was given; technical problem was cited in 43% of these cases.

**4.6.5.4 The following table shows the percentage of new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.**

Service Providers	% Customers	Base
Airtel	73	386
BSNL	90	147
Hathway	59	118
Reliance	78	241
Sify	89	264
Tata	76	386
You	72	181
<b>Overall</b>	<b>78</b>	<b>1,723</b>

- 78% of the new customers claimed to have got the Manual of Practice. This proportion was significantly lower for Hathway.

---

## 5. SUMMARY OF CRITICAL FINDINGS

### 5.1 Basic Wire-line Service

**5.1.1 Overall Quality of Service:** 95% of the basic telephone service customers in Gujarat were satisfied with their service providers on overall service quality. Of the 4 service providers, only Reliance did not meet the benchmark set for overall service quality. Airtel was the only service provider to meet the benchmark set for all parameters.

**5.1.2** All the service providers met the benchmark set for the following parameters:

- Provision of service
- Network performance, reliability & availability

**5.1.3** Except for Airtel, none of the service providers met the benchmark set for the following parameters:

- Supplementary & value added services
- Maintainability
- Help services including customer grievance redressal (primarily on account of ease of access)

**5.1.4** Of the 4 service providers, only Reliance did not meet the benchmark set for billing performance among postpaid customers. Reliance bills were also found to be wanting in terms of clarity and ease of understanding.

Process of resolution of billing complaints was not found to be satisfactory by a majority of the customers except for Airtel. In fact, only 63% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

**5.1.5** Most new basic wire-line customers got their lines activated within 7 days. More than 90% reported that the faults were repaired within 3 days. However, there were a substantial number of reports of non-termination of service within 7 days of a request.

**5.1.6 Grievance Redressal:** The call center is used by a substantial proportion of wire-line customers; Almost 32% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

However, only 85% were aware about the call centre's toll free number for the purpose of making a complaint/ query. Customers of BSNL (62%) were less aware about the call centre number.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 93% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ help-line.

However, only 63% of the billing complaints that were less common had been satisfactorily addressed.

A very small proportion of the customers (7%) were aware of the Nodal Officer and the Appellate Authority. While experience of customers with the Nodal Officer was satisfactory in most cases, a few decisions were found to be pending with the Appellate Authority.

A majority of the new customers also claimed that they had not received the Manual of Practice.

## **5.2 Cellular Mobile Service**

**5.2.1 Overall Quality of Service:** 99% of all cellular mobile service customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality while Vodafone was the only service provider to meet the benchmark set for all parameters.

**5.2.2** All the service providers met the benchmark set for the following parameters:

- Provision of service
- Billing performance (postpaid)
- Value added services.

Reliance and TTSL could not meet the benchmark set for prepaid billing performance on account of the process of resolution of billing complaints.

---

**5.2.3** Except for Vodafone, none of the service providers met the benchmark set for Help services including customer grievance redressal (on account of all parameters).

**5.2.4** The benchmark for network performance was met only by Vodafone and Idea. Maintainability was another area of concern with 3 of the 6 service providers failing to meet the benchmark.

**5.2.5 Grievance Redressal:** The call center is used by a substantial proportion of cellular mobile service customers; Almost 32% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

94% were aware about the call centre's toll free number for the purpose of making a complaint/query.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 87% of all cellular mobile service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ help-line. 81% of the billing complaints that were less common had been satisfactorily addressed.

A very small proportion of the customers (5 & 6% respectively) were aware of the Nodal Officer and the Appellate Authority. While experience of customers with the Nodal Officer was not reported to be satisfactory in a substantial number of cases, many decisions were found to be pending with the Appellate Authority.

A majority of the new customers (71%) claimed that they had received the Manual of Practice.

---

## **5.3 Broadband Service**

**5.3.1 Overall Quality of Service:** All service providers met the benchmarks set for overall service quality

**5.3.2** All the service providers met the benchmark set for the following parameters:

- Provision of service
- Billing performance
- Network performance, reliability & availability
- Supplementary services

**5.3.3** None of the service providers met the benchmark set for Maintainability.

**5.3.4** BSNL, Tata and Reliance did not the benchmark satisfaction score for help services.

93% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. 23% of Sify customers reported that their complaints were not resolved within 4 weeks.

95% of the customers got their working connection within 15 working days.

**5.3.5 Grievance Redressal:** The call center is used by a substantial proportion of broadband service customers; Almost 47% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 12 months.

92% were aware about the call centre's toll free number for the purpose of making a complaint/query. Customers of BSNL & Sify were less aware about the call centre number.

Although not everyone was informed about the action taken by the call center, the experience with complaint handling for most customers was satisfactory. 91% of all broadband service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ help-line. In the case of Tata, the satisfaction on this account was lower at 71%.

---

A very small proportion of the customers (7%) were aware of the Nodal Officer and the Appellate Authority. Only 57% of the customers were satisfied with their experience with the Nodal Officer. Many decisions were found to be pending with the Appellate Authority.

Only 37% of the prepaid customers were aware that they could item-wise details of charge details. A substantial proportion also claimed that they were denied itemized billing on request.

A majority of the new customers (78%) also claimed that they had not received the Manual of Practice.

---

## 6 RECOMMENDATIONS (QUALITY OF SERVICE)

### **6.1 Basic Wire-line Service**

**6.1.1** Reliance needs to meet improve overall quality of service to be able to meet TRAI's benchmark.

**6.1.2** Except for Airtel, all other service providers namely Reliance, BSNL and Tata need to improve their supplementary & value added services, maintainability and help services (primarily its ease of access).

**6.1.3** Reliance also needs to improve its billing for postpaid customers. Clarity of the bills and their ease of understanding need attention. Process of billing complaint resolution, particularly the time taken for the entire process, is another area of concern for all service providers except Airtel.

**6.1.4** Service providers need to convey all details of the tariff plan to all their new customers.

**6.1.5** Effectiveness of the DNC register still needs to be enhanced so that unsolicited calls are cut out totally.

**6.1.6 Grievance Redressal Mechanism:** Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

The effectiveness of the Appellate Authority needs to be enhanced so that complaints are speedily addressed.

The Manual of Practice should be delivered to all new customers.

---

## **6.2 Cellular Mobile Telephone Service**

**6.2.1** Network performance needs to be improved for Airtel, BSNL, Tata and Reliance. Maintainability is another area that needs improvement for 3 of the cellular mobile service providers.

**6.2.2** Except for Vodafone, all other service providers namely Airtel, Reliance, BSNL Idea and Tata need to improve their help services.

**6.2.3** Reliance and Tata also need to improve its billing for prepaid customers.

**6.2.4** Service providers need to convey all details of the tariff plan to all their new customers.

**6.2.5** Effectiveness of the DNC register still needs to be enhanced so that unsolicited calls are cut out totally.

**6.2.6 Grievance Redressal Mechanism:** Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

The effectiveness of both the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are speedily addressed.

In addition, the new customers should be informed that they can get item-wise usage charges on request.



### **6.3 Broadband Internet Service**

**6.3.1** Maintainability is the main area of concern that needs improvement for all the broadband service providers.

**6.3.2** BSNL, Reliance and Tata need to improve their help services.

**6.1.3 Grievance Redressal Mechanism:** Service providers should make their customers aware about the Nodal Officer and Appellate Authority.

The effectiveness of both the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are speedily addressed.

In addition, the new customers should be informed that they can get item-wise usage charges on request.

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

### A. Service Provision

A.1. (Q 1) When did you last apply for a phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	96	160	715	971
	%	9.9%	16.5%	73.6%	100.00%
BSNL	Count	18	25	1024	1067
	%	1.7%	2.3%	96.0%	100.00%
Reliance	Count	96	126	808	1030
	%	9.3%	12.2%	78.4%	100.00%
TTSL	Count	100	38	841	979
	%	10.2%	3.9%	85.9%	100.00%
<b>Overall</b>	<b>Count</b>	<b>310</b>	<b>349</b>	<b>3388</b>	<b>4047</b>
	<b>%</b>	<b>7.7%</b>	<b>8.6%</b>	<b>83.7%</b>	<b>100.00%</b>

A.2. (Q 2) How much time was taken to get the telephone connection installed and activated after you applied for it?

Service Providers		Less than 3 days	3-7 days	8 -15 days	More than 15 days	Base
Airtel	Count	136	119	0	1	256
	%	53.1%	46.5%	0%	0.40%	100.0%
BSNL	Count	22	18	3	0	43
	%	51.2%	41.9%	7.0%	0.0%	100.0%
Reliance	Count	107	101	10	4	222
	%	48.2%	45.5%	4.5%	1.80%	100.0%
TTSL	Count	66	69	1	2	138
	%	47.8%	50.0%	0.7%	1.40%	100.0%
<b>Overall</b>	<b>Count</b>	<b>331</b>	<b>307</b>	<b>14</b>	<b>7</b>	<b>659</b>
	<b>%</b>	<b>50.2%</b>	<b>46.6%</b>	<b>2.1%</b>	<b>1.10%</b>	<b>100.0%</b>

A.3. (Q 3) How satisfied are you with time taken to provide working phone connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	256	256	54	202	0	0
	%	100.00%	100.00%	21.10%	78.9%	0.00%	0.00%
BSNL	Count	43	43	10	33	0	0
	%	100.00%	100.00%	23.3%	76.70%	0.00%	0.00%
Reliance	Count	222	209	54	155	12	1
	%	100.00%	94.10%	24.3%	69.8%	5.4%	0.50%
TTSL	Count	138	137	22	115	1	0
	%	100.00%	99.20%	15.9%	83.30%	0.70%	0.00%
<b>Overall</b>	<b>Count</b>	<b>659</b>	<b>645</b>	<b>140</b>	<b>505</b>	<b>13</b>	<b>1</b>
	<b>%</b>	<b>100.00%</b>	<b>97.80%</b>	<b>21.2%</b>	<b>76.60%</b>	<b>2.00%</b>	<b>0.20%</b>

A.4. (Q 4) In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Base
Airtel	Count	33	50	4	1	88
	%	37.50%	56.82%	4.55%	1.14%	100.00%
BSNL	Count	91	96	1	3	191
	%	47.64%	50.26%	0.52%	1.57%	100.00%
Reliance	Count	51	44	14	3	112
	%	45.54%	39.29%	12.50%	2.68%	100.00%
TTSL	Count	81	69	4	1	155
	%	52.26%	44.52%	2.58%	0.65%	100.00%
<b>Overall</b>	<b>Count</b>	<b>256</b>	<b>259</b>	<b>23</b>	<b>8</b>	<b>546</b>
	<b>%</b>	<b>46.89%</b>	<b>47.44%</b>	<b>4.21%</b>	<b>1.47%</b>	<b>100.00%</b>

## B. Billing Process - Postpaid Customers

### B.1. (Q 5) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	971	963	248	715	8	-
	%	100.00%	99.10%	25.50%	73.60%	0.80%	-
BSNL	Count	1067	1052	168	884	15	-
	%	100.00%	98.50%	15.70%	82.80%	1.40%	-
Reliance	Count	1030	984	249	735	44	2
	%	100.00%	95.60%	24.20%	71.40%	4.30%	0.20%
TTSL	Count	979	971	366	605	7	1
	%	100.00%	99.20%	37.40%	61.80%	0.70%	0.10%
<b>Overall</b>	<b>Count</b>	<b>4047</b>	<b>3970</b>	<b>1031</b>	<b>2939</b>	<b>74</b>	<b>3</b>
	<b>%</b>	<b>100.00%</b>	<b>98.10%</b>	<b>25.50%</b>	<b>72.60%</b>	<b>1.80%</b>	<b>0.10%</b>

### B.2. (Q 6a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	971	960	231	729	9	2
	%	100.00%	98.90%	23.80%	75.10%	0.90%	0.20%
BSNL	Count	1067	1049	170	879	18	-
	%	100.00%	98.30%	15.90%	82.40%	1.70%	-
Reliance	Count	1030	994	229	765	35	1
	%	100.00%	96.50%	22.20%	74.30%	3.40%	0.10%
TTSL	Count	979	956	368	588	20	3
	%	100.00%	97.70%	37.60%	60.10%	2.00%	0.30%
<b>Overall</b>	<b>Count</b>	<b>4047</b>	<b>3959</b>	<b>998</b>	<b>2961</b>	<b>82</b>	<b>6</b>
	<b>%</b>	<b>100.00%</b>	<b>97.90%</b>	<b>24.70%</b>	<b>73.20%</b>	<b>2.00%</b>	<b>0.10%</b>

B.3. (Q 6b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	3	1	4	5	0	11
	%	27.3%	9.1%	36.4%	45.5%	0.00%	
BSNL	Count	2	0	13	7	0	18
	%	11.1%	0.00%	72.2%	38.9%	0.00%	
Reliance	Count	12	6	12	13	1	36
	%	33.3%	16.7%	33.3%	36.1%	2.8%	
TTSL	Count	6	10	14	9	2	23
	%	26.1%	43.5%	60.9%	39.1%	8.7%	
<b>Overall</b>	<b>Count</b>	<b>23</b>	<b>17</b>	<b>43</b>	<b>34</b>	<b>3</b>	<b>88</b>
	<b>%</b>	<b>26.1%</b>	<b>19.30%</b>	<b>48.90%</b>	<b>38.60%</b>	<b>3.40%</b>	

B.4. (Q 7) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	168	803	971
	%	17.3%	82.7%	100.00%
BSNL	Count	80	987	1067
	%	7.5%	92.50%	100.00%
Reliance	Count	202	828	1030
	%	19.6%	80.4%	100.00%
TTSL	Count	73	906	979
	%	7.5%	92.5%	100.00%
<b>Overall</b>	<b>Count</b>	<b>523</b>	<b>3524</b>	<b>4047</b>
	<b>%</b>	<b>12.9%</b>	<b>87.1%</b>	<b>100.00%</b>

**B.5. (Q 8) How satisfied are you with the process of resolution of billing complaints?**

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	168	156	9	147	10	2
	%	100.00%	92.90%	5.40%	87.5%	6.00%	1.20%
BSNL	Count	80	11	7	4	65	4
	%	100.00%	13.80%	8.80%	5.0%	81.3%	5.00%
Reliance	Count	202	69	16	53	127	6
	%	100.00%	34.10%	7.90%	26.2%	62.9%	3.00%
TTSL	Count	73	28	5	23	37	8
	%	100.00%	38.30%	6.80%	31.50%	50.7%	11.00%
<b>Overall</b>	<b>Count</b>	<b>523</b>	<b>264</b>	<b>37</b>	<b>227</b>	<b>239</b>	<b>20</b>
	<b>%</b>	<b>100.00%</b>	<b>50.50%</b>	<b>7.1%</b>	<b>43.4%</b>	<b>45.70%</b>	<b>3.80%</b>

**B.6. (Q 9a) How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?**

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	971	966	89	877	3	2
	%	100.00%	99.50%	9.20%	90.30%	0.30%	0.20%
BSNL	Count	1067	1000	113	887	67	0
	%	100.00%	93.70%	10.60%	83.10%	6.30%	0.00%
Reliance	Count	1030	910	98	812	84	36
	%	100.00%	88.30%	9.50%	78.80%	8.20%	3.50%
TTSL	Count	979	940	34	906	38	1
	%	100.00%	96.00%	3.50%	92.50%	3.90%	0.10%
<b>Overall</b>	<b>Count</b>	<b>4047</b>	<b>3816</b>	<b>334</b>	<b>3482</b>	<b>192</b>	<b>39</b>
	<b>%</b>	<b>100.00%</b>	<b>94.30%</b>	<b>8.30%</b>	<b>86.00%</b>	<b>4.70%</b>	<b>1.00%</b>

B.7. (Q 9b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Airtel	Count	1	0	1	3	1	5
	%	20.0%	0.00%	20.0%	60.0%	20.0%	
BSNL	Count	1	0	55	13	0	67
	%	1.5%	0.00%	82.10%	19.40%	0.00%	
Reliance	Count	5	4	110	4	0	120
	%	4.2%	3.3%	91.7%	3.3%	0.00%	
TTSL	Count	3	6	31	7	1	39
	%	7.7%	15.4%	79.5%	17.9%	2.6%	
<b>Overall</b>	<b>Count</b>	<b>10</b>	<b>10</b>	<b>197</b>	<b>27</b>	<b>2</b>	<b>231</b>
	<b>%</b>	<b>4.3%</b>	<b>4.3%</b>	<b>85.3%</b>	<b>11.7%</b>	<b>0.9%</b>	

**Billing Process - Prepaid Customers**

B.8. (Q 10) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Overall</b>	<b>Count</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>

## C. Help Services/ Customer Care

C.1. (Q 11) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	658	313	971
	%	67.80%	32.20%	100.00%
BSNL	Count	271	796	1067
	%	25.4%	74.60%	100.00%
Reliance	Count	508	522	1030
	%	49.30%	50.70%	100.00%
TTSL	Count	426	553	979
	%	43.50%	56.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1863</b>	<b>2184</b>	<b>4047</b>
	<b>%</b>	<b>46.00%</b>	<b>54.00%</b>	<b>100.00%</b>

C.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	658	648	177	471	9	1
	%	100.00%	98.50%	26.90%	71.6%	1.40%	0.20%
BSNL	Count	271	192	20	172	65	14
	%	100.00%	70.90%	7.40%	63.50%	24.00%	5.20%
Reliance	Count	508	356	37	319	69	83
	%	100.00%	70.10%	7.30%	62.80%	13.60%	16.30%
TTSL	Count	426	338	168	170	76	12
	%	100.00%	79.30%	39.40%	39.90%	17.80%	2.80%
<b>Overall</b>	<b>Count</b>	<b>1863</b>	<b>1534</b>	<b>402</b>	<b>1132</b>	<b>219</b>	<b>110</b>
	<b>%</b>	<b>100.00%</b>	<b>82.40%</b>	<b>21.60%</b>	<b>60.80%</b>	<b>11.80%</b>	<b>5.90%</b>



C.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	658	646	163	483	11	1
	%	100.00%	98.20%	24.80%	73.40%	1.70%	0.20%
BSNL	Count	271	250	27	223	20	1
	%	100.00%	92.30%	10.00%	82.30%	7.40%	0.40%
Reliance	Count	508	453	44	409	52	3
	%	100.00%	89.20%	8.70%	80.50%	10.20%	0.60%
TTSL	Count	426	386	166	220	35	5
	%	100.00%	90.60%	39.00%	51.60%	8.20%	1.20%
<b>Overall</b>	<b>Count</b>	<b>1863</b>	<b>1735</b>	<b>400</b>	<b>1335</b>	<b>118</b>	<b>10</b>
	<b>%</b>	<b>100.00%</b>	<b>93.20%</b>	<b>21.50%</b>	<b>71.70%</b>	<b>6.30%</b>	<b>0.50%</b>

C.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	658	642	191	451	13	3
	%	100.00%	97.50%	29.00%	68.50%	2.00%	0.50%
BSNL	Count	271	248	26	222	22	1
	%	100.00%	91.50%	9.60%	81.90%	8.10%	0.40%
Reliance	Count	508	445	46	399	59	4
	%	100.00%	87.60%	9.10%	78.50%	11.60%	0.80%
TTSL	Count	426	376	157	219	42	8
	%	100.00%	88.30%	36.90%	51.40%	9.90%	1.90%
<b>Overall</b>	<b>Count</b>	<b>1863</b>	<b>1711</b>	<b>420</b>	<b>1291</b>	<b>136</b>	<b>16</b>
	<b>%</b>	<b>100.00%</b>	<b>91.80%</b>	<b>22.50%</b>	<b>69.30%</b>	<b>7.30%</b>	<b>0.90%</b>

C.5. (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	658	643	169	474	13	2
	%	100.00%	97.70%	25.70%	72.00%	2.00%	0.30%
BSNL	Count	271	248	28	220	23	0
	%	100.00%	91.50%	10.30%	81.20%	8.50%	0.00%
Reliance	Count	508	441	49	392	59	8
	%	100.00%	86.80%	9.60%	77.20%	11.60%	1.60%
TTSL	Count	426	387	161	226	32	7
	%	100.00%	90.90%	37.80%	53.10%	7.50%	1.60%
<b>Overall</b>	<b>Count</b>	<b>1863</b>	<b>1719</b>	<b>407</b>	<b>1312</b>	<b>127</b>	<b>17</b>
	<b>%</b>	<b>100.00%</b>	<b>92.20%</b>	<b>21.80%</b>	<b>70.40%</b>	<b>6.80%</b>	<b>0.90%</b>

**D. Network Performance, Reliability and Availability**

D.1. (Q 16) How satisfied are you with the availability of working telephone (dial tone)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	971	961	314	647	9	1
	%	100.00%	98.90%	32.30%	66.60%	0.90%	0.10%
BSNL	Count	1067	1040	172	868	26	1
	%	100.00%	97.40%	16.10%	81.30%	2.40%	0.10%
Reliance	Count	1030	987	163	824	42	1
	%	100.00%	95.80%	15.80%	80.00%	4.10%	0.10%
TTSL	Count	979	945	215	730	30	4
	%	100.00%	96.60%	22.00%	74.60%	3.10%	0.40%
<b>Overall</b>	<b>Count</b>	<b>4047</b>	<b>3933</b>	<b>864</b>	<b>3069</b>	<b>107</b>	<b>7</b>
	<b>%</b>	<b>100.00%</b>	<b>97.10%</b>	<b>21.30%</b>	<b>75.80%</b>	<b>2.60%</b>	<b>0.20%</b>

D.2. (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	971	954	300	654	16	1
	%	100.00%	98.30%	30.90%	67.40%	1.60%	0.10%
BSNL	Count	1067	1014	138	876	52	1
	%	100.00%	95.00%	12.90%	82.10%	4.90%	0.10%
Reliance	Count	1030	1000	158	842	30	0
	%	100.00%	97.00%	15.30%	81.70%	2.90%	0.00%
TTSL	Count	979	949	211	738	27	3
	%	100.00%	97.00%	21.60%	75.40%	2.80%	0.30%
<b>Overall</b>	<b>Count</b>	<b>4047</b>	<b>3917</b>	<b>807</b>	<b>3110</b>	<b>125</b>	<b>5</b>
	<b>%</b>	<b>100.00%</b>	<b>96.70%</b>	<b>19.90%</b>	<b>76.80%</b>	<b>3.10%</b>	<b>0.10%</b>

### D.3. (Q 18) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	971	947	282	665	22	2
	%	100.00%	97.50%	29.00%	68.50%	2.30%	0.20%
BSNL	Count	1067	1016	159	857	50	1
	%	100.00%	95.20%	14.90%	80.30%	4.70%	0.10%
Reliance	Count	1030	980	189	791	47	3
	%	100.00%	95.10%	18.30%	76.80%	4.60%	0.30%
TTSL	Count	979	931	220	711	37	11
	%	100.00%	95.10%	22.50%	72.60%	3.80%	1.10%
<b>Overall</b>	<b>Count</b>	<b>4047</b>	<b>3874</b>	<b>850</b>	<b>3024</b>	<b>156</b>	<b>17</b>
	<b>%</b>	<b>100.00%</b>	<b>95.70%</b>	<b>21.00%</b>	<b>74.70%</b>	<b>3.90%</b>	<b>0.40%</b>

## E. Maintainability (Fault Repair)

### E.1. (Q 19) Have you experienced fault in your telephone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	204	767	971
	%	21.00%	79.00%	100.00%
BSNL	Count	358	709	1067
	%	33.60%	66.40%	100.00%
Reliance	Count	368	662	1030
	%	35.70%	64.30%	100.00%
TTSL	Count	202	777	979
	%	20.60%	79.40%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1132</b>	<b>2915</b>	<b>4047</b>
	<b>%</b>	<b>28.00%</b>	<b>72.00%</b>	<b>100.00%</b>

### E.2. (Q 20) How many times your telephone became faulty in the last one month?

Service Providers		Nil	One time	2-3 times	More than 3 times	Base
Airtel	Count	14	160	26	4	204
	%	6.90%	78.40%	12.70%	2.00%	100.00%
BSNL	Count	25	139	162	32	358
	%	7.00%	38.80%	45.30%	8.90%	100.00%
Reliance	Count	39	138	165	26	368
	%	10.60%	37.50%	44.80%	7.10%	100.00%
TTSL	Count	35	80	75	12	202
	%	17.30%	39.60%	37.10%	5.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>113</b>	<b>517</b>	<b>428</b>	<b>74</b>	<b>1132</b>
	<b>%</b>	<b>10.00%</b>	<b>45.70%</b>	<b>37.80%</b>	<b>6.50%</b>	<b>100.00%</b>

### E.3. (Q 21) How long did it take generally for repairing the fault after lodging complaint?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	88	107	8	1	204
	%	43.10%	52.50%	3.90%	0.50%	100.00%
BSNL	Count	94	217	24	23	358
	%	26.30%	60.60%	6.70%	6.40%	100.00%
Reliance	Count	114	219	18	17	368
	%	31.00%	59.50%	4.90%	4.60%	100.00%
TTSL	Count	52	128	9	13	202
	%	25.70%	63.40%	4.50%	6.40%	100.00%
<b>Overall</b>	<b>Count</b>	<b>348</b>	<b>671</b>	<b>59</b>	<b>54</b>	<b>1132</b>
	<b>%</b>	<b>30.70%</b>	<b>59.30%</b>	<b>5.20%</b>	<b>4.80%</b>	<b>100.00%</b>

### E.4. (Q 22) How satisfied are you with the fault repair service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	204	195	26	169	6	3
	%	100.00%	95.50%	12.70%	82.80%	2.90%	1.50%
BSNL	Count	358	313	13	300	42	3
	%	100.00%	87.40%	3.60%	83.80%	11.70%	0.80%
Reliance	Count	368	316	48	268	41	11
	%	100.00%	85.80%	13.00%	72.80%	11.10%	3.00%
TTSL	Count	202	181	9	172	19	2
	%	100.00%	89.60%	4.50%	85.10%	9.40%	1.00%
<b>Overall</b>	<b>Count</b>	<b>1132</b>	<b>1005</b>	<b>96</b>	<b>909</b>	<b>108</b>	<b>19</b>
	<b>%</b>	<b>100.00%</b>	<b>88.80%</b>	<b>8.50%</b>	<b>80.30%</b>	<b>9.50%</b>	<b>1.70%</b>

## F. Supplementary Service/ Value Added Services

F.1. (Q 23) Do you use services like call waiting, call forwarding, voice mails or any other supplementary / value added services?

Service Providers		Yes	No	Base
Airtel	Count	86	885	971
	%	8.90%	91.10%	100.00%
BSNL	Count	180	887	1067
	%	16.90%	83.10%	100.00%
Reliance	Count	218	812	1030
	%	21.20%	78.80%	100.00%
TTSL	Count	129	850	979
	%	13.20%	86.80%	100.00%
<b>Overall</b>	<b>Count</b>	<b>613</b>	<b>3434</b>	<b>4047</b>
	<b>%</b>	<b>15.10%</b>	<b>84.90%</b>	<b>100.00%</b>

F.2. (Q 24) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	86	82	6	76	4	0
	%	100.00%	95.40%	7.00%	88.40%	4.70%	0.00%
BSNL	Count	180	119	12	107	61	0
	%	100.00%	66.10%	6.70%	59.40%	33.90%	0.00%
Reliance	Count	218	111	24	87	92	15
	%	100.00%	50.90%	11.00%	39.90%	42.20%	6.90%
TTSL	Count	129	88	4	84	38	3
	%	100.00%	68.20%	3.10%	65.10%	29.50%	2.30%
<b>Overall</b>	<b>Count</b>	<b>613</b>	<b>400</b>	<b>46</b>	<b>354</b>	<b>195</b>	<b>18</b>
	<b>%</b>	<b>100.00%</b>	<b>65.20%</b>	<b>7.50%</b>	<b>57.70%</b>	<b>31.80%</b>	<b>2.90%</b>

## G. Overall Customer Satisfaction

### G.1. (Q 25a) How satisfied are you with the overall quality of your telephone service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	971	969	0	969	2	0
	%	100.00%	99.80%	0.00%	99.80%	0.20%	0.00%
BSNL	Count	1067	1007	0	1007	60	0
	%	100.00%	94.40%	0.00%	94.40%	5.60%	0.00%
Reliance	Count	1030	919	0	919	111	0
	%	100.00%	89.20%	0.00%	89.20%	10.80%	0.00%
TTSL		979	937	0	937	42	0
		100.00%	95.70%	0.00%	95.70%	4.30%	0.00%
<b>Overall</b>	<b>Count</b>	<b>4047</b>	<b>3832</b>	<b>0</b>	<b>3832</b>	<b>215</b>	<b>0</b>
	<b>%</b>	<b>100.00%</b>	<b>94.70%</b>	<b>0.00%</b>	<b>94.70%</b>	<b>5.30%</b>	<b>0.00%</b>

### G.1. (Q 25b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Billing	Help Services	Network Performance	Base
Airtel	Count	1	0	1	2
	%	50.0%	0.0%	50.0%	
BSNL	Count	45	25	30	60
	%	75.00%	42.00%	50.00%	
Reliance	Count	16	13	92	111
	%	14.00%	11.71%	44.70%	
TTSL	Count	8	15	22	42
	%	19.00%	36.00%	52.40%	
<b>Overall</b>	<b>Count</b>	<b>70</b>	<b>53</b>	<b>145</b>	<b>215</b>
	<b>%</b>	<b>32.50%</b>	<b>25.00%</b>	<b>67.40%</b>	

## H. General Information

H.1. (Q 26) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Providers		Yes	No	Base
Airtel	Count	248	8	256
	%	96.90%	3.10%	100.00%
BSNL	Count	40	3	43
	%	93.00%	7.00%	100.00%
Reliance	Count	174	48	222
	%	78.40%	21.60%	100.00%
TTSL	Count	109	29	138
	%	79.00%	21.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>571</b>	<b>88</b>	<b>659</b>
	<b>%</b>	<b>86.60%</b>	<b>13.40%</b>	<b>100.00%</b>

H.2. (Q 27) Have you terminated telephone connection that you had in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	31	940	971
	%	3.20%	96.80%	100.00%
BSNL	Count	17	1050	1067
	%	1.60%	98.40%	100.00%
Reliance	Count	33	997	1030
	%	3.20%	96.80%	100.00%
TTSL	Count	15	964	979
	%	1.50%	98.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>96</b>	<b>3951</b>	<b>4047</b>
	<b>%</b>	<b>2.40%</b>	<b>97.60%</b>	<b>100.00%</b>



### H.3. (Q 28) If yes, please name your previous service provider?

Current Service Providers		Previous Service Providers				
		Airtel	BSNL	Reliance	TTSL	Base
Airtel	Count	2	8	18	3	31
	%	6.50%	25.80%	58.10%	9.70%	100.00%
BSNL	Count	0	13	2	2	17
	%	0.00%	76.50%	11.80%	11.80%	100.00%
Reliance	Count	8	19	2	4	33
	%	24.20%	57.50%	6.10%	12.10%	100.00%
TTSL	Count	3	7	1	4	15
	%	20.00%	46.70%	6.70%	26.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>13</b>	<b>47</b>	<b>23</b>	<b>13</b>	<b>96</b>
	<b>%</b>	<b>13.50%</b>	<b>48.90%</b>	<b>24.00%</b>	<b>13.50%</b>	<b>100.00%</b>

### H.4. (Q 29) How many days were taken by previous service provider for termination of your telephone connection?

Previous Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
		Airtel	Count	0	24	1
	%	0.00%	77.40%	3.20%	19.40%	100.00%
BSNL	Count	0	14	1	2	17
	%	0.00%	82.40%	5.90%	11.80%	100.00%
Reliance	Count	1	24	1	7	33
	%	3.00%	72.70%	3.00%	21.20%	100.00%
TTSL	Count	3	10	1	1	15
	%	20.00%	66.70%	6.70%	6.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>4</b>	<b>72</b>	<b>4</b>	<b>16</b>	<b>96</b>
	<b>%</b>	<b>4.20%</b>	<b>75.00%</b>	<b>4.20%</b>	<b>16.70%</b>	<b>100.00%</b>

H.5. (Q 30) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Previous Service Providers		Yes	No	Base
Airtel	Count	23	8	31
	%	74.20%	25.80%	100.00%
BSNL	Count	7	10	17
	%	41.20%	58.80%	100.00%
Reliance	Count	29	4	33
	%	87.90%	12.10%	100.00%
TTSL	Count	8	7	15
	%	53.30%	46.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>67</b>	<b>29</b>	<b>96</b>
	<b>%</b>	<b>69.80%</b>	<b>30.20%</b>	<b>100.00%</b>

H.6. (Q 31) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	22	809	140	971
	%	2.30%	83.30%	14.40%	100.00%
BSNL	Count	194	839	34	1067
	%	18.20%	78.60%	3.20%	100.00%
Reliance	Count	173	700	157	1030
	%	16.80%	68.00%	15.20%	100.00%
TTSL	Count	76	837	66	979
	%	7.80%	85.50%	6.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>465</b>	<b>3185</b>	<b>397</b>	<b>4047</b>
	<b>%</b>	<b>11.50%</b>	<b>78.70%</b>	<b>9.80%</b>	<b>100.00%</b>

H.7. (Q 32a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	20	1	1	0	22
	%	90.90%	4.50%	4.50%	0.00%	100.00%
BSNL	Count	119	3	72	0	194
	%	61.30%	1.50%	37.10%	0.00%	100.00%
Reliance	Count	44	25	102	2	173
	%	25.40%	14.50%	59.00%	1.20%	100.00%
TTSL	Count	30	5	41	0	76
	%	39.50%	6.60%	53.90%	0.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>213</b>	<b>34</b>	<b>216</b>	<b>2</b>	<b>465</b>
	<b>%</b>	<b>45.80%</b>	<b>7.30%</b>	<b>46.50%</b>	<b>0.40%</b>	<b>100.00%</b>

H.8. (Q 32b) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry.

Service Providers		Yes	No	Base
Airtel	Count	0	2	2
	%	0.00%	100.00%	100.00%
BSNL	Count	2	73	75
	%	2.70%	97.30%	100.00%
Reliance	Count	22	107	129
	%	17.10%	82.90%	100.00%
TTSL	Count	3	43	46
	%	6.50%	93.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>27</b>	<b>225</b>	<b>252</b>
	<b>%</b>	<b>10.70%</b>	<b>89.30%</b>	<b>100.00%</b>

H.9. (Q 32c) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	-	-	-	-
	%	-	-	-	-
BSNL	Count	2	0	0	2
	%	100.0%	0.0%	0.0%	
Reliance	Count	0	22	0	22
	%	0.0%	100.0%	0.0%	
TTSL	Count	1	2	0	3
	%	33.30%	66.7%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>3</b>	<b>24</b>	<b>0</b>	<b>27</b>
	<b>%</b>	<b>11.10%</b>	<b>88.90%</b>	<b>0.0%</b>	

## I. Grievance Redressal Mechanism

I.1. (Q 33) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	899	72	971
	%	92.60%	7.40%	100.00%
BSNL	Count	663	404	1067
	%	62.10%	37.90%	100.00%
Reliance	Count	959	71	1030
	%	93.10%	6.90%	100.00%
TTSL	Count	917	62	979
	%	93.70%	6.30%	100.00%
<b>Overall</b>	<b>Count</b>	<b>3438</b>	<b>609</b>	<b>4047</b>
	<b>%</b>	<b>85.00%</b>	<b>15.00%</b>	<b>100.00%</b>

I.2. (Q 34) Have you made any complaint within last 12 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	537	434	971
	%	55.30%	44.70%	100.00%
BSNL	Count	244	823	1067
	%	22.90%	77.10%	100.00%
Reliance	Count	332	698	1030
	%	32.20%	67.80%	100.00%
TTSL	Count	199	780	979
	%	20.30%	79.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1312</b>	<b>2735</b>	<b>4047</b>
	<b>%</b>	<b>32.40%</b>	<b>67.60%</b>	<b>100.00%</b>

I.3. (Q 35) Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Service Providers		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	Base
Airtel	Count	347	127	56	7	537
	%	64.60%	23.60%	10.40%	1.30%	100.00%
BSNL	Count	88	66	70	20	244
	%	36.10%	27.00%	28.70%	8.20%	100.00%
Reliance	Count	149	52	111	20	332
	%	44.90%	15.70%	33.40%	6.00%	100.00%
TTSL	Count	75	35	76	13	199
	%	37.70%	17.60%	38.20%	6.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>659</b>	<b>280</b>	<b>313</b>	<b>60</b>	<b>1312</b>
	<b>%</b>	<b>50.20%</b>	<b>21.30%</b>	<b>23.90%</b>	<b>4.60%</b>	<b>100.00%</b>

I.4. (Q 36) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	514	23	537
	%	95.70%	4.30%	100.00%
BSNL	Count	211	33	244
	%	86.50%	13.50%	100.00%
Reliance	Count	250	82	332
	%	75.30%	24.70%	100.00%
TTSL	Count	175	24	199
	%	87.90%	12.10%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1150</b>	<b>162</b>	<b>1312</b>
	<b>%</b>	<b>87.70%</b>	<b>12.30%</b>	<b>100.00%</b>

I.5. (Q 37) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	537	533	26	507	2	2
	%	100.00%	99.20%	4.80%	94.40%	0.40%	0.40%
BSNL	Count	244	224	9	215	16	4
	%	100.00%	91.80%	3.70%	88.10%	6.60%	1.60%
Reliance	Count	332	291	16	275	21	20
	%	100.00%	87.60%	4.80%	82.80%	6.30%	6.00%
TTSL	Count	199	169	4	165	15	15
	%	100.00%	84.90%	2.00%	82.90%	7.50%	7.50%
<b>Overall</b>	<b>Count</b>	<b>1312</b>	<b>1217</b>	<b>55</b>	<b>1162</b>	<b>54</b>	<b>41</b>
	<b>%</b>	<b>100.00%</b>	<b>92.80%</b>	<b>4.20%</b>	<b>88.60%</b>	<b>4.10%</b>	<b>3.10%</b>

I.6. (Q 38) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	3	0	1	0	0	0	4
	%	75.0%	0.0%	25.0%	0.0%	0.0%	0.00%	4.2%
BSNL	Count	11	4	0	9	3	0	20
	%	55.0%	20.0%	0.0%	45.0%	15.1%	0.00%	21.1%
Reliance	Count	21	7	17	7	7	0	41
	%	51.2%	17.1%	41.5%	17.1%	17.1%	0.0%	43.2%
TTSL	Count	3	8	19	5	8	3	30
	%	10.0%	26.7%	63.3%	16.7%	26.7%	10.0%	31.6%
<b>Overall</b>	<b>Count</b>	<b>38</b>	<b>19</b>	<b>37</b>	<b>21</b>	<b>18</b>	<b>3</b>	<b>95</b>
	<b>%</b>	<b>40.0%</b>	<b>20.0%</b>	<b>38.9%</b>	<b>22.1%</b>	<b>18.9%</b>	<b>3.2%</b>	<b>100.0%</b>

I.7. (Q 39) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	178	35	213
	%	83.6%	16.4%	100.00%
BSNL	Count	17	47	64
	%	26.6%	73.4%	100.00%
Reliance	Count	34	47	81
	%	42.0%	58.0%	100.00%
TTSL	Count	21	17	38
	%	55.3%	44.7%	100.00%
<b>Overall</b>	<b>Count</b>	<b>250</b>	<b>146</b>	<b>396</b>
	<b>%</b>	<b>63.1%</b>	<b>36.9%</b>	<b>100.00%</b>

I.8. (Q 40) In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	8	963	971
	%	0.80%	99.20%	100.00%
BSNL	Count	74	993	1067
	%	6.90%	93.10%	100.00%
Reliance	Count	151	879	1030
	%	14.70%	85.30%	100.00%
TTSL	Count	52	927	979
	%	5.30%	94.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>285</b>	<b>3762</b>	<b>4047</b>
	<b>%</b>	<b>7.00%</b>	<b>93.00%</b>	<b>100.00%</b>



I.9. (Q 41) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	3	5	8
	%	37.50%	62.50%	100.00%
BSNL	Count	2	72	74
	%	2.70%	97.30%	100.00%
Reliance	Count	38	113	151
	%	25.20%	74.80%	100.00%
TTSL	Count	3	49	52
	%	5.80%	94.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>46</b>	<b>239</b>	<b>285</b>
	<b>%</b>	<b>16.10%</b>	<b>83.90%</b>	<b>100.00%</b>

I.10. (Q 42) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	2	1	3
	%	66.70%	33.30%	100.00%
BSNL	Count	0	2	2
	%	0.00%	100.00%	100.00%
Reliance	Count	14	24	38
	%	36.80%	63.20%	100.00%
TTSL	Count	0	3	3
	%	0.00%	100.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>16</b>	<b>30</b>	<b>46</b>
	<b>%</b>	<b>34.80%</b>	<b>65.20%</b>	<b>100.00%</b>

**I.12. (Q 43) How satisfied are you with the redressal of the complaint by the Nodal Officer?**

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	3	1	1	0	1	1
	%	100.00%	33.30%	33.30%	0.00%	33.30%	33.30%
BSNL	Count	2	2	0	2	0	0
	%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%
Reliance	Count	38	36	12	24	2	0
	%	100.00%	94.80%	31.60%	63.20%	5.30%	0.00%
TTSL	Count	3	2	0	2	1	0
	%	100.00%	66.70%	0.0%	66.70%	33.30%	0.00%
<b>Overall</b>	<b>Count</b>	<b>46</b>	<b>41</b>	<b>13</b>	<b>28</b>	<b>4</b>	<b>1</b>
	<b>%</b>	<b>100.00%</b>	<b>89.20%</b>	<b>28.30%</b>	<b>60.90%</b>	<b>8.70%</b>	<b>2.20%</b>

**I.13. (Q 44) Please specify the reason(s) for your dissatisfaction.**

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	1	0	1	0	0	0	2
	%	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	
BSNL	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Reliance	Count	0	0	0	1	1	0	2
	%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	
TTSL	Count	0	1	0	0	0	0	1
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>
	<b>%</b>	<b>20.0%</b>	<b>20.0%</b>	<b>20.0%</b>	<b>20.0%</b>	<b>20.0%</b>	<b>0.0%</b>	

I.14. (Q 45) In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can contact the next level called as Appellate Authority. Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer Appellate Authority?

Service Providers		Yes	No	Base
Airtel	Count	7	964	971
	%	0.7%	99.3%	100.0%
BSNL	Count	69	998	1067
	%	6.50%	93.50%	100.00%
Reliance	Count	138	892	1030
	%	13.40%	86.60%	100.00%
TTSL	Count	50	929	979
	%	5.10%	94.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>264</b>	<b>3783</b>	<b>4047</b>
	<b>%</b>	<b>6.50%</b>	<b>93.50%</b>	<b>100.00%</b>

I.15. (Q 46) Have you filed any appeal in the prescribed form in last 12 month?

Service Providers		Yes	No	Base
Airtel	Count	1	6	7
	%	14.30%	85.7%	100.00%
BSNL	Count	1	68	69
	%	1.40%	98.60%	100.00%
Reliance	Count	22	116	138
	%	15.90%	84.10%	100.00%
TTSL	Count	2	48	50
	%	4.00%	96.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>26</b>	<b>238</b>	<b>264</b>
	<b>%</b>	<b>9.80%</b>	<b>90.20%</b>	<b>100.00%</b>

I.16. (Q 47) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	1	0	1
	%	100.00%	0.0%	100.00%
BSNL	Count	1	0	1
	%	100.00%	0.0%	100.00%
Reliance	Count	14	8	22
	%	63.60%	36.40%	100.00%
TTSL	Count	2	0	2
	%	100.00%	0.0%	100.00%
<b>Overall</b>	<b>Count</b>	<b>18</b>	<b>8</b>	<b>26</b>
	<b>%</b>	<b>69.20%</b>	<b>30.80%</b>	<b>100.00%</b>

I.17. (Q 48) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Base
Airtel	Count	0	1	0	1
	%	0.0%	100.00%	0.0%	100.00%
BSNL	Count	1	0	0	1
	%	100.00%	0.0%	0.0%	100.00%
Reliance	Count	7	13	2	22
	%	31.80%	59.10%	9.10%	100.00%
TTSL	Count	0	2	0	2
	%	0.0%	100.00%	0.0%	100.00%
<b>Overall</b>	<b>Count</b>	<b>8</b>	<b>16</b>	<b>2</b>	<b>26</b>
	<b>%</b>	<b>30.80%</b>	<b>61.50%</b>	<b>7.70%</b>	<b>100.00%</b>

I.18. (Q 49) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	-	-	-
	%	-	-	-
BSNL	Count	-	-	-
	%	-	-	-
Reliance	Count	-	-	-
	%	-	-	-
TTSL	Count	-	-	-
	%	-	-	-
<b>Overall</b>	<b>Count</b>	-	-	-
	<b>%</b>	-	-	-

I.19. (Q 50) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	-	-	-
	%	-	-	-
BSNL	Count	-	-	-
	%	-	-	-
Reliance	Count	-	-	-
	%	-	-	-
TTSL	Count	-	-	-
	%	-	-	-
<b>Overall</b>	<b>Count</b>	-	-	-
	<b>%</b>	-	-	-

I.20. (Q 51) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	-	-	-	-
	%	-	-	-	-
BSNL	Count	-	-	-	-
	%	-	-	-	-
Reliance	Count	-	-	-	-
	%	-	-	-	-
TTSL	Count	-	-	-	-
	%	-	-	-	-
<b>Overall</b>	<b>Count</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

I.21. (Q 52) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	124	132	256
	%	48.40%	51.60%	100.00%
BSNL	Count	10	33	43
	%	23.30%	76.70%	100.00%
Reliance	Count	106	116	222
	%	47.70%	52.30%	100.00%
TTSL	Count	83	55	138
	%	60.10%	39.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>323</b>	<b>336</b>	<b>659</b>
	<b>%</b>	<b>49.00%</b>	<b>51.00%</b>	<b>100.00%</b>

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

### A. Service Provision

#### A.1. (Q 1) When did you last apply for a mobile phone connection?

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	39	100	930	1069
	%	3.60%	9.40%	87.00%	100.00%
BSNL	Count	9	12	1047	1068
	%	0.80%	1.10%	98.00%	100.00%
Reliance	Count	15	34	1020	1069
	%	1.40%	3.20%	95.40%	100.00%
TTSL	Count	79	126	866	1071
	%	7.40%	11.80%	80.90%	100.00%
Idea	Count	31	90	951	1072
	%	2.90%	8.40%	88.70%	100.00%
Vodafone	Count	33	50	987	1070
	%	3.10%	4.70%	92.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>206</b>	<b>412</b>	<b>5801</b>	<b>6419</b>
	<b>%</b>	<b>3.20%</b>	<b>6.40%</b>	<b>90.40%</b>	<b>100.00%</b>

#### A.2. (Q 2) How much time was taken to get the working connection (activation) after you applied and completed all formalities?

Service Providers		One day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	107	21	11	0	139
	%	77.00%	15.10%	7.90%	0.00%	100.00%
BSNL	Count	17	2	2	0	21
	%	81.00%	9.50%	9.50%	0.00%	100.00%
Reliance	Count	26	8	11	4	49
	%	53.10%	16.30%	22.40%	8.20%	100.00%
TTSL	Count	135	39	26	5	205
	%	65.90%	19.00%	12.70%	2.40%	100.00%
Idea	Count	94	15	12	0	121
	%	77.70%	12.40%	9.90%	0.00%	100.00%
Vodafone	Count	63	7	13	0	83
	%	75.90%	8.40%	15.70%	0.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>442</b>	<b>92</b>	<b>75</b>	<b>9</b>	<b>618</b>
	<b>%</b>	<b>71.50%</b>	<b>14.90%</b>	<b>12.10%</b>	<b>1.50%</b>	<b>100.00%</b>

A.3. (Q 3) How satisfied are you with the time taken to activate the mobile connection, after you applied and completed all formalities?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	139	139	29	110	0	0
	%	100.00%	100.00%	20.90%	79.10%	0.00%	0.00%
BSNL	Count	21	21	3	18	0	0
	%	100.00%	100.00%	14.30%	85.70%	0.00%	0.00%
Reliance	Count	49	48	11	37	1	0
	%	100.00%	97.90%	22.40%	75.50%	2.00%	0.00%
TTSL	Count	205	198	28	170	5	2
	%	100.00%	96.60%	13.70%	82.90%	2.40%	1.00%
Idea	Count	121	120	52	68	1	0
	%	100.00%	99.20%	43.00%	56.20%	0.80%	0.00%
Vodafone	Count	83	82	32	50	0	1
	%	100.00%	98.80%	38.60%	60.20%	0.00%	1.20%
<b>Overall</b>	<b>Count</b>	<b>618</b>	<b>608</b>	<b>155</b>	<b>453</b>	<b>7</b>	<b>3</b>
	<b>%</b>	<b>100.00%</b>	<b>98.40%</b>	<b>25.10%</b>	<b>73.30%</b>	<b>1.10%</b>	<b>0.50%</b>

A.4. (Q 4) In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 -7 days	More than 7 days	Base
Airtel	Count	210	18	3	0	231
	%	90.9%	7.8%	1.30%	0.00%	100.00%
BSNL	Count	72	67	4	3	143
	%	50.30%	46.9%	2.8%	2.09%	100.00%
Reliance	Count	178	67	14	1	260
	%	68.5%	25.8%	5.4%	0.4%	100.00%
TTSL	Count	101	21	0	0	122
	%	82.8%	17.2%	0.00%	0.00%	100.00%
Idea	Count	78	7	4	0	89
	%	87.6%	7.9%	4.5%	0.00%	100.00%
Vodafone	Count	163	9	1	0	173
	%	94.20%	5.2%	0.60%	0.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>802</b>	<b>189</b>	<b>26</b>	<b>1</b>	<b>1018</b>
	<b>%</b>	<b>78.80%</b>	<b>18.6%</b>	<b>2.6%</b>	<b>0.10%</b>	<b>100.00%</b>



## B. Billing Process - Prepaid Customers

B.1 (Q 5a) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	928	891	84	807	28	9
	%	100.00%	96.10%	9.10%	87.00%	3.00%	1.00%
BSNL	Count	759	754	39	715	5	0
	%	100.00%	99.30%	5.10%	94.20%	0.70%	0.00%
Reliance	Count	724	684	79	605	36	4
	%	100.00%	94.50%	10.90%	83.60%	5.00%	0.60%
TTSL	Count	803	763	42	721	36	4
	%	100.00%	95.00%	5.20%	89.80%	4.50%	0.50%
Idea	Count	943	915	68	847	27	1
	%	100.00%	97.00%	7.20%	89.80%	2.90%	0.10%
Vodafone	Count	776	745	117	628	27	4
	%	100.00%	96.00%	15.10%	80.90%	3.50%	0.50%
<b>Overall</b>	<b>Count</b>	<b>4933</b>	<b>4752</b>	<b>429</b>	<b>4323</b>	<b>159</b>	<b>22</b>
	<b>%</b>	<b>100.00%</b>	<b>96.30%</b>	<b>8.70%</b>	<b>87.60%</b>	<b>3.20%</b>	<b>0.40%</b>

B.2. (Q 5b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	4	7	26	8	2	37
	%	10.8%	18.9%	70.3%	21.6%	5.4%	
BSNL	Count	1	0	2	2	0	5
	%	20.0%	0.0%	40.0%	40.0%	0.0%	
Reliance	Count	4	5	23	14	0	40
	%	10.0%	12.5%	57.5%	35.0%	0.0%	
TTSL	Count	2	2	23	21	2	40
	%	5.0%	5.0%	57.5%	52.5%	5.0%	
Idea	Count	5	3	13	8	2	28
	%	17.9%	10.7%	46.4%	28.6%	7.1%	
Vodafone	Count	2	1	25	4	0	31
	%	6.5%	3.2%	80.6%	12.9%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>18</b>	<b>18</b>	<b>112</b>	<b>57</b>	<b>6</b>	<b>181</b>
	<b>%</b>	<b>9.9%</b>	<b>9.9%</b>	<b>61.9%</b>	<b>31.5%</b>	<b>3.3%</b>	

**B.3. (Q 5c) Have you made any complaint related to charging/credit/waiver/validity/adjustment in the last 12 months?**

Service Providers		Yes	No	Base
Airtel	Count	155	773	928
	%	16.70%	83.30%	100.00%
BSNL	Count	41	718	759
	%	5.40%	94.60%	100.00%
Reliance	Count	99	625	724
	%	13.70%	86.30%	100.00%
TTSL	Count	72	731	803
	%	9.00%	91.00%	100.00%
Idea	Count	49	894	943
	%	5.20%	94.80%	100.00%
Vodafone	Count	55	721	776
	%	7.10%	92.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>471</b>	<b>4462</b>	<b>4933</b>
	<b>%</b>	<b>9.50%</b>	<b>90.50%</b>	<b>100.00%</b>

**B.4. (Q 5d) How satisfied are you with the process of resolution of complaints relating to charging?**

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	155	140	32	108	11	4
	%	100.00%	90.30%	20.60%	69.70%	7.10%	2.60%
BSNL	Count	41	40	12	28	1	0
	%	100.00%	97.60%	29.30%	68.30%	2.40%	0.00%
Reliance	Count	99	72	21	51	20	7
	%	100.00%	72.70%	21.20%	51.50%	20.20%	7.10%
TTSL	Count	72	47	23	24	20	5
	%	100.00%	65.20%	31.90%	33.30%	27.80%	6.90%
Idea	Count	49	44	16	28	5	0
	%	100.00%	89.80%	32.70%	57.10%	10.20%	0.00%
Vodafone	Count	55	47	31	16	8	0
	%	100.00%	85.50%	56.40%	29.10%	14.50%	0.00%
<b>Overall</b>	<b>Count</b>	<b>471</b>	<b>390</b>	<b>135</b>	<b>255</b>	<b>65</b>	<b>16</b>
	<b>%</b>	<b>100.00%</b>	<b>82.80%</b>	<b>28.70%</b>	<b>54.10%</b>	<b>13.80%</b>	<b>3.40%</b>

## C. Billing Process - Postpaid Customers

### C.1. (Q 6) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	141	131	8	123	10	0
	%	100.00%	92.90%	5.70%	87.20%	7.10%	0.00%
BSNL	Count	309	291	16	275	17	1
	%	100.00%	94.20%	5.20%	89.00%	5.50%	0.30%
Reliance	Count	345	327	29	298	17	1
	%	100.00%	94.80%	8.40%	86.40%	4.90%	0.30%
TTSL	Count	268	260	8	252	2	6
	%	100.00%	97.00%	3.00%	94.00%	0.70%	2.20%
Idea	Count	129	123	5	118	6	0
	%	100.00%	95.40%	3.90%	91.50%	4.70%	0.00%
Vodafone	Count	294	282	28	254	12	0
	%	100.00%	95.90%	9.50%	86.40%	4.10%	0.00%
<b>Overall</b>	<b>Count</b>	<b>1486</b>	<b>1414</b>	<b>94</b>	<b>1320</b>	<b>64</b>	<b>8</b>
	<b>%</b>	<b>100.00%</b>	<b>95.10%</b>	<b>6.30%</b>	<b>88.80%</b>	<b>4.30%</b>	<b>0.50%</b>

### C.2. (Q 7a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	141	139	7	132	2	0
	%	100.00%	98.60%	5.00%	93.60%	1.40%	0.00%
BSNL	Count	309	299	14	285	10	0
	%	100.00%	96.70%	4.50%	92.20%	3.20%	0.00%
Reliance	Count	345	334	32	302	10	1
	%	100.00%	96.80%	9.30%	87.50%	2.90%	0.30%
TTSL	Count	268	262	6	256	2	4
	%	100.00%	97.70%	2.20%	95.50%	0.70%	1.50%
Idea	Count	129	120	3	117	9	0
	%	100.00%	93.00%	2.30%	90.70%	7.00%	0.00%
Vodafone	Count	294	284	26	258	10	0
	%	100.00%	96.60%	8.80%	87.80%	3.40%	0.00%
<b>Overall</b>	<b>Count</b>	<b>1486</b>	<b>1438</b>	<b>88</b>	<b>1350</b>	<b>43</b>	<b>5</b>
	<b>%</b>	<b>100.00%</b>	<b>96.70%</b>	<b>5.90%</b>	<b>90.80%</b>	<b>2.90%</b>	<b>0.30%</b>

C.3. (Q 7b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	0	1	0	1	0	2
	%	0.0%	50.0%	0.0%	50.0%	0.0%	4.2%
BSNL	Count	1	1	3	6	0	10
	%	10.0%	10.0%	30.0%	60.0%	0.0%	20.8%
Reliance	Count	3	0	1	6	3	11
	%	27.3%	0.0%	9.1%	54.5%	27.3%	22.9%
TTSL	Count	4	6	4	4	4	6
	%	66.7%	10.00%	66.7%	66.7%	66.7%	12.5%
Idea	Count	4	0	3	6	0	9
	%	44.4%	0.0%	33.3%	66.7%	0.00%	18.8%
Vodafone	Count	7	1	2	4	0	10
	%	70.0%	10.0%	20.0%	40.0%	0.0%	20.8%
<b>Overall</b>	<b>Count</b>	<b>19</b>	<b>9</b>	<b>13</b>	<b>27</b>	<b>7</b>	<b>48</b>
	<b>%</b>	<b>39.6%</b>	<b>18.8%</b>	<b>27.1%</b>	<b>56.3%</b>	<b>14.6%</b>	<b>100.0%</b>

C.4. (Q 8) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	26	115	141
	%	18.40%	81.60%	100.00%
BSNL	Count	88	221	309
	%	28.50%	71.50%	100.00%
Reliance	Count	92	253	345
	%	26.70%	73.30%	100.00%
TTSL	Count	42	226	268
	%	15.70%	84.30%	100.00%
Idea	Count	18	111	129
	%	14.00%	86.00%	100.00%
Vodafone	Count	77	217	294
	%	26.20%	73.80%	100.00%
<b>Overall</b>	<b>Count</b>	<b>343</b>	<b>1143</b>	<b>1486</b>
	<b>%</b>	<b>23.10%</b>	<b>76.90%</b>	<b>100.00%</b>

C.5. (Q 9) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	26	26	4	22	0	0
	%	100.00%	100.00%	15.40%	84.60%	0.00%	0.00%
BSNL	Count	88	76	4	72	11	1
	%	100.00%	86.30%	4.50%	81.80%	12.50%	1.10%
Reliance	Count	92	77	11	66	14	1
	%	100.00%	83.70%	12.00%	71.70%	15.20%	1.10%
TTSL	Count	42	38	4	34	2	2
	%	100.00%	90.50%	9.50%	81.00%	4.80%	4.80%
Idea	Count	18	14	1	13	4	0
	%	100.00%	77.80%	5.60%	72.20%	22.20%	0.00%
Vodafone	Count	77	61	5	56	14	2
	%	100.00%	79.20%	6.50%	72.70%	18.20%	2.60%
<b>Overall</b>	<b>Count</b>	<b>343</b>	<b>292</b>	<b>29</b>	<b>263</b>	<b>45</b>	<b>6</b>
	<b>%</b>	<b>100.00%</b>	<b>85.20%</b>	<b>8.50%</b>	<b>76.70%</b>	<b>13.10%</b>	<b>1.70%</b>

C.6. (Q 10a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	141	138	5	133	3	0
	%	100.00%	97.80%	3.50%	94.30%	2.10%	0.00%
BSNL	Count	309	304	7	297	4	1
	%	100.00%	98.40%	2.30%	96.10%	1.30%	0.30%
Reliance	Count	345	337	27	310	8	0
	%	100.00%	97.70%	7.80%	89.90%	2.30%	0.00%
TTSL	Count	268	260	4	256	4	4
	%	100.00%	97.00%	1.50%	95.50%	1.50%	1.50%
Idea	Count	129	127	2	125	2	0
	%	100.00%	98.50%	1.60%	96.90%	1.60%	0.00%
Vodafone	Count	294	289	6	283	4	1
	%	100.00%	98.30%	2.00%	96.30%	1.40%	0.30%
<b>Overall</b>	<b>Count</b>	<b>1486</b>	<b>1455</b>	<b>51</b>	<b>1404</b>	<b>25</b>	<b>6</b>
	<b>%</b>	<b>100.00%</b>	<b>97.90%</b>	<b>3.40%</b>	<b>94.50%</b>	<b>1.70%</b>	<b>0.40%</b>

C.7. (Q 10b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Airtel	Count	2	0	0	0	1	3
	%	66.7%	0.0%	0.0%	0.0%	33.3%	
BSNL	Count	0	0	2	3	0	5
	%	0.0%	0.0%	40.0%	60.0%	0.0%	
Reliance	Count	2	1	5	0	2	8
	%	25.0%	12.5%	62.5%	0.0%	25.0%	
TTSL	Count	2	6	8	3	2	8
	%	25.0%	75.0%	100.0%	37.5%	25.0%	
Idea	Count	0	0	0	2	0	2
	%	0.0%	0.0%	0.00%	100.0%	0.0%	
Vodafone	Count	1	1	4	0	0	5
	%	20.0%	20.0%	80.0%	0.0%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>7</b>	<b>8</b>	<b>19</b>	<b>8</b>	<b>5</b>	<b>31</b>
	<b>%</b>	<b>22.6%</b>	<b>25.8%</b>	<b>61.3%</b>	<b>25.8%</b>	<b>16.1%</b>	

## D. Help Services/ Customer Care Including Customer Grievance Redressal

D.1. (Q 11) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	680	389	1069
	%	63.60%	36.40%	100.00%
BSNL	Count	455	613	1068
	%	42.60%	57.40%	100.00%
Reliance	Count	525	544	1069
	%	49.10%	50.90%	100.00%
TTSL	Count	571	500	1071
	%	53.30%	46.70%	100.00%
Idea	Count	480	592	1072
	%	44.80%	55.20%	100.00%
Vodafone	Count	535	535	1070
	%	50.00%	50.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>3246</b>	<b>3173</b>	<b>6419</b>
	<b>%</b>	<b>50.60%</b>	<b>49.40%</b>	<b>100.00%</b>

D.2. (Q 12) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	680	598	185	413	77	5
	%	100.00%	87.90%	27.20%	60.70%	11.30%	0.70%
BSNL	Count	455	333	47	286	117	5
	%	100.00%	73.20%	10.30%	62.90%	25.70%	1.10%
Reliance	Count	525	440	53	387	79	6
	%	100.00%	83.80%	10.10%	73.70%	15.00%	1.10%
TTSL	Count	571	435	66	369	134	2
	%	100.00%	76.20%	11.60%	64.60%	23.50%	0.40%
Idea	Count	480	406	74	332	71	3
	%	100.00%	84.60%	15.40%	69.20%	14.80%	0.60%
Vodafone	Count	535	479	132	347	56	0
	%	100.00%	89.60%	24.70%	64.90%	10.50%	0.0%
<b>Overall</b>	<b>Count</b>	<b>3246</b>	<b>2691</b>	<b>557</b>	<b>2134</b>	<b>534</b>	<b>21</b>
	<b>%</b>	<b>100.00%</b>	<b>82.90%</b>	<b>17.20%</b>	<b>65.70%</b>	<b>16.50%</b>	<b>0.60%</b>

D.3. (Q 13) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	680	584	162	422	88	8
	%	100.00%	85.90%	23.80%	62.10%	12.90%	1.20%
BSNL	Count	455	335	47	288	114	6
	%	100.00%	73.60%	10.30%	63.30%	25.10%	1.30%
Reliance	Count	525	452	57	395	64	9
	%	100.00%	86.10%	10.90%	75.20%	12.20%	1.70%
TTSL	Count	571	513	59	454	53	5
	%	100.00%	89.80%	10.30%	79.50%	9.30%	0.90%
Idea	Count	480	417	69	348	60	3
	%	100.00%	86.90%	14.40%	72.50%	12.50%	0.60%
Vodafone	Count	535	480	122	358	53	2
	%	100.00%	89.70%	22.80%	66.90%	9.90%	0.40%
<b>Overall</b>	<b>Count</b>	<b>3246</b>	<b>2781</b>	<b>516</b>	<b>2265</b>	<b>432</b>	<b>33</b>
	<b>%</b>	<b>100.00%</b>	<b>85.70%</b>	<b>15.90%</b>	<b>69.80%</b>	<b>13.30%</b>	<b>1.00%</b>

D.4. (Q 14) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	680	581	121	460	86	13
	%	100.00%	85.40%	17.80%	67.60%	12.60%	1.90%
BSNL	Count	455	339	32	307	110	6
	%	100.00%	74.50%	7.00%	67.50%	24.20%	1.30%
Reliance	Count	525	446	57	389	69	10
	%	100.00%	85.00%	10.90%	74.10%	13.10%	1.90%
TTSL	Count	571	494	63	431	68	9
	%	100.00%	86.50%	11.00%	75.50%	11.90%	1.60%
Idea	Count	480	411	63	348	66	3
	%	100.00%	85.60%	13.10%	72.50%	13.80%	0.60%
Vodafone	Count	535	481	106	375	54	0
	%	100.00%	89.90%	19.80%	70.10%	10.10%	0.0%
<b>Overall</b>	<b>Count</b>	<b>3246</b>	<b>2752</b>	<b>442</b>	<b>2310</b>	<b>453</b>	<b>41</b>
	<b>%</b>	<b>100.00%</b>	<b>84.80%</b>	<b>13.60%</b>	<b>71.20%</b>	<b>14.00%</b>	<b>1.30%</b>



D. 5 (Q 15) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	680	591	120	471	77	12
	%	100.00%	86.90%	17.60%	69.30%	11.30%	1.80%
BSNL	Count	455	331	37	294	118	6
	%	100.00%	72.70%	8.10%	64.60%	25.90%	1.30%
Reliance	Count	525	451	59	392	66	8
	%	100.00%	85.90%	11.20%	74.70%	12.60%	1.50%
TTSL	Count	571	500	69	431	66	5
	%	100.00%	87.60%	12.10%	75.50%	11.60%	0.90%
Idea	Count	480	422	47	375	55	3
	%	100.00%	87.90%	9.80%	78.10%	11.50%	0.60%
Vodafone	Count	535	484	96	388	51	0
	%	100.00%	90.40%	17.90%	72.50%	9.50%	0.0%
<b>Overall</b>	<b>Count</b>	<b>3246</b>	<b>2779</b>	<b>428</b>	<b>2351</b>	<b>433</b>	<b>34</b>
	<b>%</b>	<b>100.00%</b>	<b>85.60%</b>	<b>13.20%</b>	<b>72.40%</b>	<b>13.30%</b>	<b>1.00%</b>

## E. Network Performance, Reliability and Availability

E.1. (Q 16) How satisfied are you with the availability of signal of your service provider in your locality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	936	146	790	128	5
	%	100.00%	87.60%	13.70%	73.90%	12.00%	0.50%
BSNL	Count	1068	787	42	745	276	5
	%	100.00%	73.70%	3.90%	69.80%	25.80%	0.50%
Reliance	Count	1069	959	146	813	108	2
	%	100.00%	89.80%	13.70%	76.10%	10.10%	0.20%
TTSL	Count	1071	946	120	826	111	14
	%	100.00%	88.30%	11.20%	77.10%	10.40%	1.30%
Idea	Count	1072	1009	102	907	61	2
	%	100.00%	94.10%	9.50%	84.60%	5.70%	0.20%
Vodafone	Count	1070	1015	164	851	55	0
	%	100.00%	94.80%	15.30%	79.50%	5.10%	0.0%
<b>Overall</b>	<b>Count</b>	<b>6419</b>	<b>5652</b>	<b>720</b>	<b>4932</b>	<b>739</b>	<b>28</b>
	<b>%</b>	<b>100.00%</b>	<b>88.00%</b>	<b>11.20%</b>	<b>76.80%</b>	<b>11.50%</b>	<b>0.40%</b>

E.2 (Q 17) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	958	183	775	106	5
	%	100.00%	89.60%	17.10%	72.50%	9.90%	0.50%
BSNL	Count	1068	813	52	761	250	5
	%	100.00%	76.20%	4.90%	71.30%	23.40%	0.50%
Reliance	Count	1069	956	141	815	112	1
	%	100.00%	89.40%	13.20%	76.20%	10.50%	0.10%
TTSL	Count	1071	983	142	841	81	7
	%	100.00%	91.80%	13.30%	78.50%	7.60%	0.70%
Idea	Count	1072	1014	105	909	57	1
	%	100.00%	94.60%	9.80%	84.80%	5.30%	0.10%
Vodafone	Count	1070	1003	179	824	66	1
	%	100.00%	93.70%	16.70%	77.00%	6.20%	0.10%
<b>Overall</b>	<b>Count</b>	<b>6419</b>	<b>5727</b>	<b>802</b>	<b>4925</b>	<b>672</b>	<b>20</b>
	<b>%</b>	<b>100.00%</b>	<b>89.20%</b>	<b>12.50%</b>	<b>76.70%</b>	<b>10.50%</b>	<b>0.30%</b>

### E.3. (Q 18) How often does your call drops during conversation?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	297	660	103	9	1069
	%	27.80%	61.70%	9.60%	0.80%	100.00%
BSNL	Count	241	565	246	16	1068
	%	22.60%	52.90%	23.00%	1.50%	100.00%
Reliance	Count	375	571	120	3	1069
	%	35.10%	53.40%	11.20%	0.30%	100.00%
TTSL	Count	263	726	70	12	1071
	%	24.60%	67.80%	6.50%	1.10%	100.00%
Idea	Count	287	722	60	3	1072
	%	26.80%	67.40%	5.60%	0.30%	100.00%
Vodafone	Count	378	596	87	9	1070
	%	35.30%	55.70%	8.10%	0.80%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1841</b>	<b>3840</b>	<b>686</b>	<b>52</b>	<b>6419</b>
	<b>%</b>	<b>28.70%</b>	<b>59.80%</b>	<b>10.70%</b>	<b>0.80%</b>	<b>100.00%</b>

### E.4. (Q 19) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	959	175	784	106	4
	%	100.00%	89.70%	16.40%	73.30%	9.90%	0.40%
BSNL	Count	1068	820	63	757	241	7
	%	100.00%	76.80%	5.90%	70.90%	22.60%	0.70%
Reliance	Count	1069	970	130	840	98	1
	%	100.00%	90.80%	12.20%	78.60%	9.20%	0.10%
TTSL	Count	1071	998	113	885	67	6
	%	100.00%	93.20%	10.60%	82.60%	6.30%	0.60%
Idea	Count	1072	1016	123	893	54	2
	%	100.00%	94.80%	11.50%	83.30%	5.00%	0.20%
Vodafone	Count	1070	1025	184	841	42	3
	%	100.00%	95.80%	17.20%	78.60%	3.90%	0.30%
<b>Overall</b>	<b>Count</b>	<b>6419</b>	<b>5788</b>	<b>788</b>	<b>5000</b>	<b>608</b>	<b>23</b>
	<b>%</b>	<b>100.00%</b>	<b>90.20%</b>	<b>12.30%</b>	<b>77.90%</b>	<b>9.50%</b>	<b>0.40%</b>

## F. Maintainability

### F.1. (Q 20) How often your mobile handset faces problem of signal?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	332	710	26	1	1069
	%	31.10%	66.40%	2.40%	0.10%	100.00%
BSNL	Count	268	636	161	3	1068
	%	25.10%	59.60%	15.10%	0.30%	100.00%
Reliance	Count	420	560	88	1	1069
	%	39.30%	52.40%	8.20%	0.10%	100.00%
TTSL	Count	313	699	55	4	1071
	%	29.20%	65.30%	5.10%	0.40%	100.00%
Idea	Count	353	684	32	3	1072
	%	32.90%	63.80%	3.00%	0.30%	100.00%
Vodafone	Count	398	650	17	5	1070
	%	37.20%	60.70%	1.60%	0.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2084</b>	<b>3939</b>	<b>379</b>	<b>17</b>	<b>6419</b>
	<b>%</b>	<b>32.50%</b>	<b>61.40%</b>	<b>5.90%</b>	<b>0.30%</b>	<b>100.00%</b>

### F.2. (Q 21) How satisfied are you with the availability of network (signal)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	1031	150	881	38	0
	%	100.00%	96.40%	14.00%	82.40%	3.60%	0.0%
BSNL	Count	1068	879	74	805	185	4
	%	100.00%	82.30%	6.90%	75.40%	17.30%	0.40%
Reliance	Count	1069	991	120	871	78	0
	%	100.00%	92.70%	11.20%	81.50%	7.30%	0.0%
TTSL	Count	1071	977	138	839	90	4
	%	100.00%	91.20%	12.90%	78.30%	8.40%	0.40%
Idea	Count	1072	1035	106	929	35	2
	%	100.00%	96.60%	9.90%	86.70%	3.30%	0.20%
Vodafone	Count	1070	1040	171	869	28	2
	%	100.00%	97.20%	16.00%	81.20%	2.60%	0.20%
<b>Overall</b>	<b>Count</b>	<b>6419</b>	<b>5953</b>	<b>759</b>	<b>5194</b>	<b>454</b>	<b>12</b>
	<b>%</b>	<b>100.00%</b>	<b>92.70%</b>	<b>11.80%</b>	<b>80.90%</b>	<b>7.10%</b>	<b>0.20%</b>

F.3. (Q 22) Are you satisfied with the restoration of network (signal) problems?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	1021	160	861	45	3
	%	100.00%	95.50%	15.00%	80.50%	4.20%	0.30%
BSNL	Count	1068	875	74	801	188	5
	%	100.00%	81.90%	6.90%	75.00%	17.60%	0.50%
Reliance	Count	1069	990	124	866	78	1
	%	100.00%	92.60%	11.60%	81.00%	7.30%	0.10%
TTSL	Count	1071	974	130	844	92	5
	%	100.00%	90.90%	12.10%	78.80%	8.60%	0.50%
Idea	Count	1072	1036	107	929	34	2
	%	100.00%	96.70%	10.00%	86.70%	3.20%	0.20%
Vodafone	Count	1070	1041	172	869	29	0
	%	100.00%	97.30%	16.10%	81.20%	2.70%	0.0%
<b>Overall</b>	<b>Count</b>	<b>6419</b>	<b>5937</b>	<b>767</b>	<b>5170</b>	<b>466</b>	<b>16</b>
	<b>%</b>	<b>100.00%</b>	<b>92.40%</b>	<b>11.90%</b>	<b>80.50%</b>	<b>7.30%</b>	<b>0.20%</b>

## G. Supplementary Service/ Value Added Services

G.1. (Q 23) Do you use value added services like roaming, ring tone, GPRS, e-mail, voice mail or any other such services.

Service Providers		Yes	No	Base
Airtel	Count	258	811	1069
	%	24.10%	75.90%	100.00%
BSNL	Count	123	945	1068
	%	11.50%	88.50%	100.00%
Reliance	Count	244	825	1069
	%	22.80%	77.20%	100.00%
TTSL	Count	212	859	1071
	%	19.80%	80.20%	100.00%
Idea	Count	215	857	1072
	%	20.10%	79.90%	100.00%
Vodafone	Count	323	747	1070
	%	30.20%	69.80%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1375</b>	<b>5044</b>	<b>6419</b>
	<b>%</b>	<b>21.40%</b>	<b>78.60%</b>	<b>100.00%</b>

G.2. (Q 24) Did the service provider have your explicit consent before providing the chargeable value added service such as ring tone, e-mail/GPRS, voice mail etc.

Service Providers		Yes	No	Base
Airtel	Count	227	31	258
	%	88.00%	12.00%	100.00%
BSNL	Count	110	13	123
	%	89.40%	10.60%	100.00%
Reliance	Count	228	16	244
	%	93.40%	6.60%	100.00%
TTSL	Count	164	48	212
	%	77.40%	22.60%	100.00%
Idea	Count	191	24	215
	%	88.80%	11.20%	100.00%
Vodafone	Count	290	33	323
	%	89.80%	10.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1210</b>	<b>165</b>	<b>1375</b>
	<b>%</b>	<b>88.00%</b>	<b>12.00%</b>	<b>100.00%</b>

G.3. (Q 25) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	258	234	52	182	18	6
	%	100.00%	90.70%	20.20%	70.50%	7.00%	2.30%
BSNL	Count	123	117	14	103	6	0
	%	100.00%	95.10%	11.40%	83.70%	4.90%	0.0%
Reliance	Count	244	230	48	182	13	1
	%	100.00%	94.30%	19.70%	74.60%	5.30%	0.40%
TTSL	Count	212	194	23	171	15	3
	%	100.00%	91.50%	10.80%	80.70%	7.10%	1.40%
Idea	Count	215	204	27	177	10	1
	%	100.00%	94.90%	12.60%	82.30%	4.70%	0.50%
Vodafone	Count	323	309	87	222	12	2
	%	100.00%	95.60%	26.90%	68.70%	3.70%	0.60%
<b>Overall</b>	<b>Count</b>	<b>1375</b>	<b>1288</b>	<b>251</b>	<b>1037</b>	<b>74</b>	<b>13</b>
	<b>%</b>	<b>100.00%</b>	<b>93.70%</b>	<b>18.30%</b>	<b>75.40%</b>	<b>5.40%</b>	<b>0.90%</b>

G.4. (Q 26) Have you been informed of the telephone numbers/toll free codes for unsubscribing the value added service (VAS), after activation of VAS or before renewal/recharging of VAS?

Service Providers		Yes	No	Base
Airtel	Count	216	42	258
	%	83.70%	16.30%	100.00%
BSNL	Count	114	9	123
	%	92.70%	7.30%	100.00%
Reliance	Count	229	15	244
	%	93.90%	6.10%	100.00%
TTSL	Count	149	63	212
	%	70.30%	29.70%	100.00%
Idea	Count	192	23	215
	%	89.30%	10.70%	100.00%
Vodafone	Count	292	31	323
	%	90.40%	9.60%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1192</b>	<b>183</b>	<b>1375</b>
	<b>%</b>	<b>86.70%</b>	<b>13.30%</b>	<b>100.00%</b>

G.5. (Q 27) Have you been informed of the charges of value added services before their activation and immediately after its activation?

Service Providers		Base	Yes before and after activation	Yes only after activation	Yes only before activation	No in both cases
Airtel	Count	258	119	91	35	13
	%	100.00%	46.10%	35.30%	13.60%	5.00%
BSNL	Count	123	79	31	10	3
	%	100.00%	64.20%	25.20%	8.10%	2.40%
Reliance	Count	244	163	51	27	3
	%	100.00%	66.80%	20.90%	11.10%	1.20%
TTSL	Count	212	118	46	32	16
	%	100.00%	55.70%	21.70%	15.10%	7.50%
Idea	Count	215	108	77	22	8
	%	100.00%	50.20%	35.80%	10.20%	3.70%
Vodafone	Count	323	214	92	11	6
	%	100.00%	66.30%	28.50%	3.40%	1.90%
<b>Overall</b>	<b>Count</b>	<b>1375</b>	<b>801</b>	<b>388</b>	<b>137</b>	<b>49</b>
	<b>%</b>	<b>100.00%</b>	<b>58.30%</b>	<b>28.20%</b>	<b>10.00%</b>	<b>3.60%</b>

G.6. (Q 28) Have you been informed of the charges for value added services in advance of its renewal/recharging?

Service Providers		Yes	No	Base
Airtel	Count	216	42	258
	%	83.70%	16.30%	100.00%
BSNL	Count	117	6	123
	%	95.10%	4.90%	100.00%
Reliance	Count	228	16	244
	%	93.40%	6.60%	100.00%
TTSL	Count	147	65	212
	%	69.30%	30.70%	100.00%
Idea	Count	193	22	215
	%	89.80%	10.20%	100.00%
Vodafone	Count	274	49	323
	%	84.80%	15.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1175</b>	<b>200</b>	<b>1375</b>
	<b>%</b>	<b>85.50%</b>	<b>14.50%</b>	<b>100.00%</b>



## H. Overall Customer Satisfaction

### H.1. (Q 29a) How satisfied are you with the overall quality of your mobile service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1069	1068	105	963	1	0
	%	100.00%	99.90%	9.80%	90.10%	0.10%	0.0%
BSNL	Count	1068	1038	59	979	29	1
	%	100.00%	97.20%	5.50%	91.70%	2.70%	0.10%
Reliance	Count	1069	1057	140	917	12	0
	%	100.00%	98.90%	13.10%	85.80%	1.10%	0.0%
TTSL	Count	1071	1071	88	983	0	0
	%	100.00%	100.00%	8.20%	91.80%	0.0%	0.0%
Idea	Count	1072	1072	96	976	0	0
	%	100.00%	100.00%	9.00%	91.00%	0.0%	0.0%
Vodafone	Count	1070	1066	148	918	3	1
	%	100.00%	99.60%	13.80%	85.80%	0.30%	0.10%
<b>Overall</b>	<b>Count</b>	<b>6419</b>	<b>6372</b>	<b>636</b>	<b>5736</b>	<b>45</b>	<b>2</b>
	<b>%</b>	<b>100.00%</b>	<b>99.30%</b>	<b>9.90%</b>	<b>89.40%</b>	<b>0.70%</b>	<b>0.00%</b>

### H.2. (Q 29b) Please specify the reason(s) for your dissatisfaction?

Service Providers		Network	Help Services	Base
Airtel	Count	0	1	1
	%	0.00%	100.00%	100.00%
BSNL	Count	0	30	30
	%	0.00%	100.00%	100.00%
Reliance	Count	6	6	12
	%	50.00%	50.00%	100.00%
TTSL	Count	-	-	-
	%	-	-	-
Idea	Count	-	-	-
	%	-	-	-
Vodafone	Count	0	4	4
	%	00.00%	100.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>6</b>	<b>41</b>	<b>47</b>
	<b>%</b>	<b>13.00%</b>	<b>87.00%</b>	<b>100.00%</b>

## I. General Information

I.1. (Q 30) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Providers		Yes	No	Base
Airtel	Count	75	64	139
	%	54.00%	46.00%	100.00%
BSNL	Count	11	10	21
	%	52.40%	47.60%	100.00%
Reliance	Count	15	34	49
	%	30.60%	69.40%	100.00%
TTSL	Count	102	103	205
	%	49.80%	50.20%	100.00%
Idea	Count	46	75	121
	%	38.00%	62.00%	100.00%
Vodafone	Count	31	52	83
	%	37.30%	62.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>280</b>	<b>338</b>	<b>618</b>
	<b>%</b>	<b>45.30%</b>	<b>54.70%</b>	<b>100.00%</b>

I.2. (Q 31) If at any time you had terminated your Mobile connection, how many days, it took for the termination?

Service Providers		Base	1 day	2-3 days	4-7 days	More than 7 days
Airtel	Count	1069	25	33	1002	9
	%	100.00%	2.30%	3.10%	93.70%	0.80%
BSNL	Count	1068	21	17	1020	10
	%	100.00%	2.00%	1.60%	95.50%	0.90%
Reliance	Count	1069	18	14	1013	24
	%	100.00%	1.70%	1.30%	94.80%	2.20%
TTSL	Count	1071	37	10	1010	14
	%	100.00%	3.50%	0.90%	94.30%	1.30%
Idea	Count	1072	119	30	921	2
	%	100.00%	11.10%	2.80%	85.90%	0.20%
Vodafone	Count	1070	46	22	982	20
	%	100.00%	4.30%	2.10%	91.80%	1.90%
<b>Overall</b>	<b>Count</b>	<b>6419</b>	<b>266</b>	<b>126</b>	<b>5948</b>	<b>79</b>
	<b>%</b>	<b>100.00%</b>	<b>4.10%</b>	<b>2.00%</b>	<b>92.70%</b>	<b>1.20%</b>

I.3. (Q 32) Are you aware that the processing fee applicable for exclusive Talk Time Top-up shall not exceed Rs. 2/- per Top-up as per existing TRAI orders?

Service Providers		Yes	No	Base
Airtel	Count	457	612	1069
	%	42.80%	57.20%	100.00%
BSNL	Count	344	724	1068
	%	32.20%	67.80%	100.00%
Reliance	Count	324	745	1069
	%	30.30%	69.70%	100.00%
TTSL	Count	289	782	1071
	%	27.00%	73.00%	100.00%
Idea	Count	541	531	1072
	%	50.50%	49.50%	100.00%
Vodafone	Count	281	789	1070
	%	26.30%	73.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2236</b>	<b>4183</b>	<b>6419</b>
	<b>%</b>	<b>34.80%</b>	<b>65.20%</b>	<b>100.00%</b>

I.4. (Q 33) Are you aware that in Cellular Mobile, the rental for National Roaming Service has been abolished by TRAI and is not applicable currently?

Service Providers		Yes	No	Base
Airtel	Count	420	649	1069
	%	39.30%	60.70%	100.00%
BSNL	Count	271	797	1068
	%	25.40%	74.60%	100.00%
Reliance	Count	473	596	1069
	%	44.20%	55.80%	100.00%
TTSL	Count	471	600	1071
	%	44.00%	56.00%	100.00%
Idea	Count	422	650	1072
	%	39.40%	60.60%	100.00%
Vodafone	Count	395	675	1070
	%	36.90%	63.10%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2452</b>	<b>3967</b>	<b>6419</b>
	<b>%</b>	<b>38.20%</b>	<b>61.80%</b>	<b>100.00%</b>

I.5. (Q34) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	59	1010	1069
	%	5.50%	94.50%	100.00%
BSNL	Count	74	994	1068
	%	6.90%	93.10%	100.00%
Reliance	Count	101	968	1069
	%	9.40%	90.60%	100.00%
TTSL	Count	42	1029	1071
	%	3.90%	96.10%	100.00%
Idea	Count	49	1023	1072
	%	4.60%	95.40%	100.00%
Vodafone	Count	50	1020	1070
	%	4.70%	95.30%	100.00%
<b>Overall</b>	<b>Count</b>	<b>375</b>	<b>6044</b>	<b>6419</b>
	<b>%</b>	<b>5.80%</b>	<b>94.20%</b>	<b>100.00%</b>

I.6. (Q 35) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	113	895	61	1069
	%	10.60%	83.70%	5.70%	100.00%
BSNL	Count	141	902	25	1068
	%	13.20%	84.50%	2.30%	100.00%
Reliance	Count	205	816	48	1069
	%	19.20%	76.30%	4.50%	100.00%
TTSL	Count	179	835	57	1071
	%	16.70%	78.00%	5.30%	100.00%
Idea	Count	119	848	105	1072
	%	11.10%	79.10%	9.80%	100.00%
Vodafone	Count	189	793	88	1070
	%	17.70%	74.10%	8.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>946</b>	<b>5089</b>	<b>384</b>	<b>6419</b>
	<b>%</b>	<b>14.70%</b>	<b>79.30%</b>	<b>6.00%</b>	<b>100.00%</b>

I.7. (Q 36a) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	85	11	7	10	113
	%	75.20%	9.70%	6.20%	8.80%	100.00%
BSNL	Count	111	14	9	7	141
	%	78.70%	9.90%	6.40%	5.00%	100.00%
Reliance	Count	176	11	12	6	205
	%	85.90%	5.40%	5.90%	2.90%	100.00%
TTSL	Count	146	16	10	7	179
	%	81.60%	8.90%	5.60%	3.90%	100.00%
Idea	Count	95	11	5	8	119
	%	79.80%	9.20%	4.20%	6.70%	100.00%
Vodafone	Count	145	7	24	13	189
	%	76.70%	3.70%	12.70%	6.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>758</b>	<b>70</b>	<b>67</b>	<b>51</b>	<b>946</b>
	<b>%</b>	<b>80.10%</b>	<b>7.40%</b>	<b>7.10%</b>	<b>5.40%</b>	<b>100.00%</b>

I.8. (Q 36b) Have you made any complaint to your service provider on getting such unsolicited calls/SMS after registering for National Do Not Call (NDNC) Registry?

Service Providers		Yes	No	Base
Airtel	Count	3	25	28
	%	10.70%	89.3%	100.00%
BSNL	Count	7	23	30
	%	23.3%	76.7%	100.00%
Reliance	Count	18	11	29
	%	62.10%	37.9%	100.00%
TTSL	Count	11	22	33
	%	33.3%	66.7%	100.00%
Idea	Count	13	11	24
	%	54.2%	45.8%	100.00%
Vodafone	Count	6	38	44
	%	13.6%	86.4%	100.0%
<b>Overall</b>	<b>Count</b>	<b>58</b>	<b>130</b>	<b>188</b>
	<b>%</b>	<b>30.9%</b>	<b>69.1%</b>	<b>100.0%</b>

I.8. (Q 36c) If Yes, please indicate the following-

Service Providers		Yes Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	3	25	0	28
	%	10.70%	89.30%	0.00%	100.00%
BSNL	Count	7	23	0	30
	%	23.30%	76.70%	0.00%	100.00%
Reliance	Count	18	11	0	29
	%	62.10%	37.90%	0.00%	100.00%
TTSL	Count	11	22	0	33
	%	33.30%	66.70%	0.00%	100.00%
Idea	Count	13	11	0	24
	%	54.20%	45.80%	0.00%	100.00%
Vodafone	Count	6	38	0	44
	%	13.60%	86.40%	0.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>58</b>	<b>130</b>	<b>0</b>	<b>188</b>
	<b>%</b>	<b>30.90%</b>	<b>69.10%</b>	<b>0.00%</b>	<b>100.00%</b>

## Grievance Redressal Mechanism

J.1. (Q 37) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	1043	26	1069
	%	97.60%	2.40%	100.00%
BSNL	Count	944	124	1068
	%	88.40%	11.60%	100.00%
Reliance	Count	1023	46	1069
	%	95.70%	4.30%	100.00%
TTSL	Count	1038	33	1071
	%	96.90%	3.10%	100.00%
Idea	Count	1045	27	1072
	%	97.50%	2.50%	100.00%
Vodafone	Count	964	106	1070
	%	90.10%	9.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>6057</b>	<b>362</b>	<b>6419</b>
	<b>%</b>	<b>94.40%</b>	<b>5.60%</b>	<b>100.00%</b>

J.2. (Q 38) Have you made any complaint within last 12 months to the toll free Call Centre/customer care/Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	488	581	1069
	%	45.70%	54.30%	100.00%
BSNL	Count	338	730	1068
	%	31.60%	68.40%	100.00%
Reliance	Count	342	727	1069
	%	32.00%	68.00%	100.00%
TTSL	Count	359	712	1071
	%	33.50%	66.50%	100.00%
Idea	Count	231	841	1072
	%	21.50%	78.50%	100.00%
Vodafone	Count	324	746	1070
	%	30.30%	69.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2082</b>	<b>4337</b>	<b>6419</b>
	<b>%</b>	<b>32.40%</b>	<b>67.60%</b>	<b>100.00%</b>

J.3. (Q 39) With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?

Service Providers		Doctor 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	Base
Airtel	Count	325	74	70	19	488
	%	66.60%	15.20%	14.30%	3.90%	100.00%
BSNL	Count	194	61	67	16	338
	%	57.40%	18.00%	19.80%	4.70%	100.00%
Reliance	Count	224	80	20	18	342
	%	65.50%	23.40%	5.80%	5.30%	100.00%
TTSL	Count	153	82	118	6	359
	%	42.60%	22.80%	32.90%	1.70%	100.00%
Idea	Count	136	57	36	2	231
	%	58.90%	24.70%	15.60%	0.90%	100.00%
Vodafone	Count	212	68	30	14	324
	%	65.40%	21.00%	9.30%	4.30%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1244</b>	<b>422</b>	<b>341</b>	<b>75</b>	<b>2082</b>
	<b>%</b>	<b>59.80%</b>	<b>20.30%</b>	<b>16.40%</b>	<b>3.60%</b>	<b>100.00%</b>

J.4. (Q 40) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	407	81	488
	%	83.40%	16.60%	100.00%
BSNL	Count	279	59	338
	%	82.50%	17.50%	100.00%
Reliance	Count	299	43	342
	%	87.40%	12.60%	100.00%
TTSL	Count	277	82	359
	%	77.20%	22.80%	100.00%
Idea	Count	188	43	231
	%	81.40%	18.60%	100.00%
Vodafone	Count	292	32	324
	%	90.10%	9.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1742</b>	<b>340</b>	<b>2082</b>
	<b>%</b>	<b>83.70%</b>	<b>16.30%</b>	<b>100.00%</b>



J.5. (Q 41) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	488	449	41	408	32	7
	%	100.00%	92.00%	8.40%	83.60%	6.60%	1.40%
BSNL	Count	338	276	6	283	43	6
	%	100.00%	81.70%	1.80%	83.70%	12.7%	1.80%
Reliance	Count	342	301	25	289	26	2
	%	100.00%	88.00%	7.30%	84.50%	7.60%	0.60%
TTSL	Count	359	282	41	250	52	16
	%	100.00%	78.50%	11.40%	69.60%	14.50%	4.50%
Idea	Count	231	212	18	198	14	1
	%	100.00%	91.80%	7.80%	85.70%	6.1%	0.40%
Vodafone	Count	324	292	39	281	4	0
	%	100.00%	90.10%	12.00%	86.70%	1.20%	0.0%
<b>Overall</b>	<b>Count</b>	<b>2082</b>	<b>1812</b>	<b>170</b>	<b>1709</b>	<b>171</b>	<b>32</b>
	<b>%</b>	<b>100.00%</b>	<b>87.10%</b>	<b>8.20%</b>	<b>82.10%</b>	<b>8.2%</b>	<b>1.50%</b>

J.6. (Q 42) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	14	4	18	14	6	0	39
	%	35.9%	10.3%	46.2%	35.9%	15.4%	0.00%	19.2%
BSNL	Count	31	14	19	27	20	0	49
	%	63.3%	28.6%	38.8%	55.1%	40.8%	0.00%	24.1%
Reliance	Count	5	7	2	12	6	0	28
	%	17.9%	25.0%	7.1%	42.9%	21.4%	0.00%	13.8%
TTSL	Count	22	13	34	16	10	1	68
	%	32.4%	19.1%	50.0%	23.5%	14.7%	1.50%	33.5%
Idea	Count	8	3	4	12	8	0	15
	%	53.3%	20.0%	26.7%	80.00%	53.3%	0.00%	7.4%
Vodafone	Count	4	0	0	0	0	0	4
	%	100.0%	0.0%	0.0%	0.0%	0.0%	0.00%	2.0%
<b>Overall</b>	<b>Count</b>	<b>84</b>	<b>41</b>	<b>77</b>	<b>81</b>	<b>50</b>	<b>1</b>	<b>203</b>
	<b>%</b>	<b>41.4%</b>	<b>20.2%</b>	<b>37.9%</b>	<b>39.9%</b>	<b>24.6%</b>	<b>0.5%</b>	<b>100.0%</b>

J.7. (Q 43) Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	326	75	401
	%	81.30%	18.70%	100.00%
BSNL	Count	157	16	173
	%	90.80%	9.20%	100.00%
Reliance	Count	117	18	135
	%	86.70%	13.30%	100.00%
TTSL	Count	92	51	143
	%	64.30%	35.70%	100.00%
Idea	Count	95	35	130
	%	73.10%	26.90%	100.00%
Vodafone	Count	155	25	180
	%	86.10%	13.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>942</b>	<b>220</b>	<b>1162</b>
	<b>%</b>	<b>81.10%</b>	<b>18.90%</b>	<b>100.00%</b>

J.8. (Q 44) 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?

Service Providers		Yes	No	Base
Airtel	Count	45	1024	1069
	%	4.20%	95.80%	100.00%
BSNL	Count	18	1050	1068
	%	1.70%	98.30%	100.00%
Reliance	Count	119	950	1069
	%	11.10%	88.90%	100.00%
TTSL	Count	42	1029	1071
	%	3.90%	96.10%	100.00%
Idea	Count	103	969	1072
	%	9.60%	90.40%	100.00%
Vodafone	Count	58	1012	1070
	%	5.40%	94.60%	100.00%
<b>Overall</b>	<b>Count</b>	<b>385</b>	<b>6034</b>	<b>6419</b>
	<b>%</b>	<b>6.00%</b>	<b>94.00%</b>	<b>100.00%</b>

J.9. (Q 45) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	5	40	45
	%	11.10%	88.90%	100.00%
BSNL	Count	2	16	18
	%	11.10%	88.90%	100.00%
Reliance	Count	22	97	119
	%	18.50%	81.50%	100.00%
TTSL	Count	3	39	42
	%	7.10%	92.90%	100.00%
Idea	Count	3	100	103
	%	2.90%	97.10%	100.00%
Vodafone	Count	6	52	58
	%	10.30%	89.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>41</b>	<b>344</b>	<b>385</b>
	<b>%</b>	<b>10.60%</b>	<b>89.40%</b>	<b>100.00%</b>

J.10. (Q 46) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	1	4	5
	%	20.00%	80.00%	100.00%
BSNL	Count	1	1	2
	%	50.00%	50.00%	100.00%
Reliance	Count	1	21	22
	%	4.50%	95.50%	100.00%
TTSL	Count	0	3	3
	%	0.00%	100.00%	100.00%
Idea	Count	0	3	3
	%	0.00%	100.00%	100.00%
Vodafone	Count	4	2	6
	%	66.70%	33.30%	100.00%
<b>Overall</b>	<b>Count</b>	<b>7</b>	<b>34</b>	<b>41</b>
	<b>%</b>	<b>17.10%</b>	<b>82.90%</b>	<b>100.00%</b>

J.11. (Q 47) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	5	5	0	5	0	0
	%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%
BSNL	Count	2	1	0	1	0	1
	%	100.00%	50.00%	0.00%	50.00%	0.00%	50.00%
Reliance	Count	22	10	2	8	6	6
	%	100.00%	45.50%	9.10%	36.40%	27.30%	27.30%
TTSL	Count	3	1	0	1	2	0
	%	100.00%	33.30%	0.00%	33.30%	66.70%	0.00%
Idea	Count	3	2	0	2	1	0
	%	100.00%	66.70%	0.00%	66.70%	33.30%	0.00%
Vodafone	Count	6	3	2	1	3	0
	%	100.00%	50.00%	33.30%	16.70%	50.00%	0.00%
<b>Overall</b>	<b>Count</b>	<b>41</b>	<b>22</b>	<b>4</b>	<b>18</b>	<b>12</b>	<b>7</b>
	<b>%</b>	<b>100.00%</b>	<b>53.70%</b>	<b>9.80%</b>	<b>43.90%</b>	<b>29.30%</b>	<b>17.10%</b>

J.12. (Q 48) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
BSNL	Count	0	0	1	0	0	0	1
	%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	
Reliance	Count	9	0	3	0	0	0	12
	%	75.0%	0.0%	25.0%	0.0%	0.0%	0.0%	
TTSL	Count	2	0	0	0	0	0	2
	%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Idea	Count	0	0	1	0	0	0	1
	%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	
Vodafone	Count	7	2	0	1	0	0	3
	%	233.3%	66.7%	0.0%	33.3%	0.0%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>18</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>19</b>
	<b>%</b>	<b>94.7%</b>	<b>10.5%</b>	<b>26.3%</b>	<b>5.3%</b>	<b>0.0%</b>	<b>0.0%</b>	

J.13. (Q 49) In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

Service Providers		Yes	No	Base
Airtel	Count	30	1039	1069
	%	2.80%	97.20%	100.00%
BSNL	Count	22	1046	1068
	%	2.1%	97.9%	100.00%
Reliance	Count	104	965	1069
	%	9.7%	90.3%	100.00%
TTSL	Count	24	1047	1071
	%	2.2%	97.8%	100.00%
Idea	Count	111	961	1072
	%	10.4%	89.6%	100.00%
Vodafone	Count	55	1015	1070
	%	5.1%	94.9%	100.00%
<b>Overall</b>	<b>Count</b>	<b>346</b>	<b>6073</b>	<b>6419</b>
	<b>%</b>	<b>5.4%</b>	<b>94.6%</b>	<b>100.00%</b>

J.14. (Q 50) Have you filed any appeal in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	3	27	30
	%	10.00%	90.00%	100.00%
BSNL	Count	2	20	22
	%	9.10%	90.90%	100.00%
Reliance	Count	8	96	104
	%	7.70%	92.30%	100.00%
TTSL	Count	0	24	24
	%	0.0%	100.00%	100.00%
Idea	Count	1	110	111
	%	0.90%	99.10%	100.00%
Vodafone	Count	5	50	55
	%	9.10%	90.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>19</b>	<b>327</b>	<b>346</b>
	<b>%</b>	<b>5.50%</b>	<b>94.50%</b>	<b>100.00%</b>

J.15. (Q 51) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	2	1	3
	%	66.70%	33.30%	100.00%
BSNL	Count	0	2	2
	%	0.0%	100.00%	100.00%
Reliance	Count	6	2	8
	%	75.00%	25.00%	100.00%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	1	0	1
	%	100.00%	0.0%	100.00%
Vodafone	Count	4	1	5
	%	80.00%	20.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>13</b>	<b>6</b>	<b>19</b>
	<b>%</b>	<b>68.40%</b>	<b>31.60%</b>	<b>100.00%</b>

J.16 (Q 52) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Airtel	Count	2	1	0	3
	%	66.70%	33.30%	0.0%	100.00%
BSNL	Count	0	1	1	2
	%	0.0%	50.00%	50.00%	100.00%
Reliance	Count	2	6	0	8
	%	25.00%	75.00%	0.0%	100.00%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Idea	Count	0	1	0	1
	%	0.0%	100.00%	0.0%	100.00%
Vodafone	Count	3	2	0	5
	%	60.00%	40.00%	0.0%	100.00%
<b>Overall</b>	<b>Count</b>	<b>7</b>	<b>11</b>	<b>1</b>	<b>19</b>
	<b>%</b>	<b>36.80%</b>	<b>57.90%</b>	<b>5.30%</b>	<b>100.00%</b>

## General Information

J.17. (Q 53) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	360	568	928
	%	38.8%	61.2%	100.00%
BSNL	Count	351	408	759
	%	46.2%	53.8%	100.00%
Reliance	Count	296	428	724
	%	40.9%	59.1%	100.00%
TTSL	Count	342	461	803
	%	42.60%	57.40%	100.00%
Idea	Count	558	385	943
	%	59.2%	40.80%	100.00%
Vodafone	Count	334	442	776
	%	43.00%	57.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2241</b>	<b>2932</b>	<b>4933</b>
	<b>%</b>	<b>45.40%</b>	<b>54.60%</b>	<b>100.00%</b>

J.18. (Q 54) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	48	312	360
	%	13.30%	86.70%	100.00%
BSNL	Count	79	272	351
	%	22.50%	77.5%	100.00%
Reliance	Count	75	221	296
	%	25.30%	74.70%	100.00%
TTSL	Count	41	301	342
	%	12.00%	88.00%	100.00%
Idea	Count	57	501	558
	%	10.2%	89.8%	100.00%
Vodafone	Count	17	317	334
	%	5.10%	94.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>317</b>	<b>1924</b>	<b>2241</b>
	<b>%</b>	<b>14.10%</b>	<b>85.90%</b>	<b>100.00%</b>



J.19. (Q 55) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	18	30	0	48
	%	37.50%	62.50%	0.00%	100.00%
BSNL	Count	12	67	0	79
	%	15.2%	84.8%	0.00%	100.00%
Reliance	Count	62	13	0	75
	%	82.70%	17.30%	0.00%	100.00%
TTSL	Count	26	15	0	41
	%	63.40%	36.60%	0.00%	100.00%
Idea	Count	10	47	0	57
	%	17.50%	82.50%	0.00%	100.00%
Vodafone	Count	4	13	0	17
	%	23.50%	76.50%	0.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>132</b>	<b>185</b>	<b>0</b>	<b>317</b>
	<b>%</b>	<b>41.60%</b>	<b>58.40%</b>	<b>0.00%</b>	<b>100.00%</b>

J.20 (Q 56) 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?"

Service Providers		Yes	No	Base
Airtel	Count	97	42	139
	%	69.80%	30.20%	100.00%
BSNL	Count	13	8	21
	%	61.90%	38.10%	100.00%
Reliance	Count	38	11	49
	%	77.60%	22.40%	100.00%
TTSL	Count	136	69	205
	%	66.30%	33.70%	100.00%
Idea	Count	98	23	121
	%	81.00%	19.00%	100.00%
Vodafone	Count	57	26	83
	%	68.70%	31.30%	100.00%
<b>Overall</b>	<b>Count</b>	<b>439</b>	<b>179</b>	<b>618</b>
	<b>%</b>	<b>71.00%</b>	<b>29.00%</b>	<b>100.00%</b>

### Annexure 3: Detailed Tables (Broadband Customers Survey)

#### A. Service Provision

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

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	84	302	684	1070
	%	7.90%	28.20%	63.90%	100.00%
BSNL	Count	34	113	936	1083
	%	3.10%	10.40%	86.40%	100.00%
Hathway	Count	41	77	953	1071
	%	3.80%	7.20%	89.00%	100.00%
Reliance	Count	150	91	832	1073
	%	14.00%	8.50%	77.50%	100.00%
Sify	Count	86	178	466	730
	%	11.80%	24.40%	63.80%	100.00%
VSNL/ Tata	Count	127	259	697	1083
	%	11.70%	23.90%	64.40%	100.00%
You	Count	79	102	887	1068
	%	7.40%	9.60%	83.10%	100.00%
<b>Overall</b>	<b>Count</b>	<b>601</b>	<b>1122</b>	<b>5455</b>	<b>7178</b>
	<b>%</b>	<b>8.40%</b>	<b>15.60%</b>	<b>76.00%</b>	<b>100.00%</b>

##### A.2. (Q 1b) After registration and payment of initial deposits by you within how many working days did the broadband connection get activated?

Service Providers		Within 15 working days	More than 15 days	Base
Airtel	Count	365	21	386
	%	94.60%	5.40%	100.00%
BSNL	Count	144	3	147
	%	98.00%	2.00%	100.00%
Hathway	Count	107	11	118
	%	90.70%	9.30%	100.00%
Reliance	Count	228	13	241
	%	94.60%	5.40%	100.00%
Sify	Count	252	12	264
	%	95.50%	4.50%	100.00%
VSNL/ Tata	Count	366	20	386
	%	94.80%	5.20%	100.00%
You	Count	176	5	181
	%	97.20%	2.80%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1638</b>	<b>85</b>	<b>1723</b>
	<b>%</b>	<b>95.10%</b>	<b>4.90%</b>	<b>100.00%</b>

A.3. (Q 2) How satisfied are you with the time taken in the provision of the broadband connection after registration and payment of initial deposit by you?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	386	371	49	322	13	2
	%	100.00%	96.10%	12.70%	83.40%	3.40%	0.50%
BSNL	Count	147	145	17	128	2	0
	%	100.00%	98.70%	11.60%	87.10%	1.40%	0.00%
Hathway	Count	118	116	2	114	2	0
	%	100.00%	98.30%	1.70%	96.60%	1.70%	0.00%
Reliance	Count	241	229	85	144	11	1
	%	100.00%	95.10%	35.30%	59.80%	4.60%	0.40%
Sify	Count	264	264	44	220	0	0
	%	100.00%	100.00%	16.70%	83.30%	0.00%	0.00%
VSNL/ Tata	Count	386	366	184	182	18	2
	%	100.00%	94.90%	47.70%	47.20%	4.70%	0.50%
You	Count	181	176	48	128	4	1
	%	100.00%	97.20%	26.50%	70.70%	2.20%	0.60%
<b>Overall</b>	<b>Count</b>	<b>1723</b>	<b>1667</b>	<b>429</b>	<b>1238</b>	<b>50</b>	<b>6</b>
	<b>%</b>	<b>100.00%</b>	<b>96.80%</b>	<b>24.90%</b>	<b>71.90%</b>	<b>2.90%</b>	<b>0.30%</b>

A.4. (Q 3) In case your connection was temporarily suspended due to non-payment of bills, how much time taken by the service provider to reactivate service after you made the payment?

Service Providers		Within 24 hrs	2-3 days	4 - 7 days	More than 7 days	Base
Airtel	Count	57	153	83	3	296
	%	19.26%	51.69%	28.04%	1.01%	100.00%
BSNL	Count	123	133	35	11	302
	%	40.73%	44.04%	11.59%	3.64%	100.00%
Hathway	Count	42	127	55	3	227
	%	18.50%	55.95%	24.23%	1.32%	100.00%
Reliance	Count	184	208	48	14	454
	%	40.53%	45.81%	10.57%	3.08%	100.00%
Sify	Count	20	86	13	4	123
	%	16.26%	69.92%	10.57%	3.25%	100.00%
VSNL/ Tata	Count	92	136	33	17	278
	%	33.09%	48.92%	11.87%	6.12%	100.00%
You	Count	61	49	26	1	137
	%	44.53%	35.77%	18.98%	0.73%	100.00%
<b>Overall</b>	<b>Count</b>	<b>579</b>	<b>892</b>	<b>293</b>	<b>53</b>	<b>1817</b>
	<b>%</b>	<b>31.87%</b>	<b>49.09%</b>	<b>16.13%</b>	<b>2.92%</b>	<b>100.00%</b>

## B. Billing Process - Postpaid Customers

### B.1. (Q 4) How satisfied are you with the timely delivery of bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1070	1059	102	957	9	2
	%	100.00%	98.90%	9.50%	89.40%	0.80%	0.20%
BSNL	Count	1083	1072	52	1020	8	3
	%	100.00%	99.00%	4.80%	94.20%	0.70%	0.30%
Hathway	Count	858	845	11	834	13	-
	%	100.00%	98.50%	1.30%	97.20%	1.50%	-
Reliance	Count	1073	1062	78	984	11	-
	%	100.00%	99.00%	7.30%	91.70%	1.00%	-
VSNL/ Tata	Count	642	627	82	545	12	3
	%	100.00%	97.70%	12.80%	84.90%	1.90%	0.50%
You	Count	694	693	9	684	-	1
	%	100.00%	99.90%	1.30%	98.60%	-	0.10%
<b>Overall</b>	<b>Count</b>	<b>1070</b>	<b>5358</b>	<b>334</b>	<b>5024</b>	<b>53</b>	<b>9</b>
	<b>%</b>	<b>100.00%</b>	<b>98.90%</b>	<b>6.20%</b>	<b>92.70%</b>	<b>1.00%</b>	<b>0.20%</b>

### B.2. (Q 5a) How satisfied are you with the accuracy of the bills?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1070	1056	1056	0	11	3
	%	100.00%	98.70%	98.70%	0.0%	1.00%	0.30%
BSNL	Count	1083	1061	1061	0	21	1
	%	100.00%	98.00%	98.00%	0.0%	1.90%	0.10%
Hathway	Count	858	834	834	0	23	1
	%	100.00%	97.20%	97.20%	0.0%	2.70%	0.10%
Reliance	Count	1073	1031	1031	0	37	5
	%	100.00%	96.10%	96.10%	0.0%	3.40%	0.50%
VSNL/ Tata	Count	642	621	621	0	19	2
	%	100.00%	96.70%	96.70%	0.0%	3.00%	0.30%
You	Count	694	693	693	0	1	0
	%	100.00%	99.90%	99.90%	0.0%	0.10%	0.0%
<b>Overall</b>	<b>Count</b>	<b>5420</b>	<b>5296</b>	<b>5296</b>	<b>0</b>	<b>112</b>	<b>12</b>
	<b>%</b>	<b>100.00%</b>	<b>97.70%</b>	<b>97.70%</b>	<b>0.0%</b>	<b>2.10%</b>	<b>0.20%</b>

B.3. (Q 5b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for services not made/ used	Others	Base
Airtel	Count	3	8	2	2	2	14
	%	21.4%	57.1%	14.3%	14.3%	14.3%	
BSNL	Count	12	3	5	4	2	22
	%	54.5%	13.6%	22.7%	18.2%	9.1%	
Hathway	Count	1	3	13	7	0	24
	%	4.2%	12.5%	54.2%	29.2%	0.0%	
Reliance	Count	11	11	8	12	9	42
	%	26.2%	26.2%	19.0%	28.6%	21.4%	
VSNL/Tata	Count	4	8	6	4	0	21
	%	19.0%	38.1%	28.6%	19.0%	0.0%	
You	Count	0	1	0	0	0	1
	%	0.0%	100.0%	0.0%	0.0%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>31</b>	<b>34</b>	<b>34</b>	<b>29</b>	<b>13</b>	<b>124</b>
	<b>%</b>	<b>25.0%</b>	<b>27.4%</b>	<b>27.4%</b>	<b>23.4%</b>	<b>10.5%</b>	

B.4. (Q 6) Have you made any billing related complaints in last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	573	497	1070
	%	53.60%	46.40%	100.00%
BSNL	Count	134	949	1083
	%	12.40%	87.60%	100.00%
Hathway	Count	532	326	858
	%	62.00%	38.00%	100.00%
Reliance	Count	275	798	1073
	%	25.60%	74.40%	100.00%
VSNL/ Tata	Count	60	582	642
	%	9.30%	90.70%	100.00%
You	Count	282	412	694
	%	40.60%	59.40%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1856</b>	<b>3564</b>	<b>5420</b>
	<b>%</b>	<b>34.20%</b>	<b>65.80%</b>	<b>100.00%</b>

**B.5. (Q 7) How satisfied are you with the process of resolution of billing complaints?**

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	573	560	31	529	13	0
	%	100.00%	97.70%	5.40%	92.30%	2.30%	0.0%
BSNL	Count	134	124	7	117	9	1
	%	100.00%	92.50%	5.20%	87.30%	6.70%	0.70%
Hathway	Count	532	518	9	509	14	0
	%	100.00%	97.40%	1.70%	95.70%	2.60%	0.0%
Reliance	Count	275	265	15	250	9	1
	%	100.00%	96.40%	5.50%	90.90%	3.30%	0.40%
VSNL/ Tata	Count	60	49	3	46	10	1
	%	100.00%	81.70%	5.00%	76.70%	16.70%	1.70%
You	Count	282	282	0	282	0	0
	%	100.00%	100.00%	0.0%	100.00%	0.0%	0.0%
<b>Overall</b>	<b>Count</b>	<b>1856</b>	<b>1798</b>	<b>65</b>	<b>1733</b>	<b>55</b>	<b>3</b>
	<b>%</b>	<b>100.00%</b>	<b>96.90%</b>	<b>3.50%</b>	<b>93.40%</b>	<b>3.00%</b>	<b>0.20%</b>

**B.6. (Q 8a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?**

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1070	1052	91	961	16	2
	%	100.00%	98.30%	8.50%	89.80%	1.50%	0.20%
BSNL	Count	1083	1074	42	1032	9	0
	%	100.00%	99.20%	3.90%	95.30%	0.80%	0.0%
Hathway	Count	858	853	13	840	5	0
	%	100.00%	99.40%	1.50%	97.90%	0.60%	0.0%
Reliance	Count	1073	1038	42	996	23	12
	%	100.00%	96.70%	3.90%	92.80%	2.10%	1.10%
VSNL/ Tata	Count	642	633	74	559	9	0
	%	100.00%	98.60%	11.50%	87.10%	1.40%	0.0%
You	Count	694	694	3	691	0	0
	%	100.00%	100.00%	0.40%	99.60%	0.0%	0.0%
<b>Overall</b>	<b>Count</b>	<b>5420</b>	<b>5344</b>	<b>265</b>	<b>5079</b>	<b>62</b>	<b>14</b>
	<b>%</b>	<b>100.00%</b>	<b>98.60%</b>	<b>4.90%</b>	<b>93.70%</b>	<b>1.10%</b>	<b>0.30%</b>

B.7. (Q 8b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Airtel	Count	4	5	8	1	0	18
	%	22.2%	27.8%	44.4%	5.6%	0.0%	
BSNL	Count	0	1	9	0	0	9
	%	0.0%	11.1%	100.0%	0.0%	0.0%	
Hathway	Count	2	0	3	0	0	5
	%	40.0%	0.0%	60.0%	0.0%	0.0%	
Reliance	Count	12	6	10	11	5	35
	%	34.3%	17.1%	28.6%	31.4%	14.3%	
VSNL/ Tata	Count	1	2	4	2	0	9
	%	11.1%	18.4%	44.7%	22.2	0.0%	
<b>Overall</b>	<b>Count</b>	<b>19</b>	<b>14</b>	<b>34</b>	<b>14</b>	<b>5</b>	<b>76</b>
	<b>%</b>	<b>25.0%</b>	<b>18.4%</b>	<b>44.7%</b>	<b>18.4%</b>	<b>6.6%</b>	

## C. Billing Process - Prepaid Customers

### C.1. (Q 9a) How satisfied are you with accuracy of charges i.e. amount deducted on every usage?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	213	213	5	208	-	-
	%	100.00%	100.00%	2.30%	97.70%	-	-
Sify	Count	730	719	48	671	5	6
	%	100.00%	98.50%	6.60%	91.90%	0.70%	0.80%
VSNL/ Tata	Count	441	416	15	401	18	7
	%	100.00%	94.30%	3.40%	90.90%	4.10%	1.60%
You	Count	374	374	3	371	-	-
	%	100.00%	100.00%	0.8%	99.20%	-	-
<b>Overall</b>	<b>Count</b>	<b>1758</b>	<b>1722</b>	<b>71</b>	<b>1651</b>	<b>23</b>	<b>13</b>
	<b>%</b>	<b>100.00%</b>	<b>97.90%</b>	<b>4.0%</b>	<b>93.90%</b>	<b>1.30%</b>	<b>0.70%</b>

### C.2. (Q 9b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Sify	Count	0	2	3	7	2	11
	%	0.00%	18.20%	27.30%	63.60%	18.20%	
VSNL/ Tata	Count	5	8	12	10	7	25
	%	20.0%	32.00%	48.00%	40.00%	28.00%	
<b>Overall</b>	<b>Count</b>	<b>5</b>	<b>10</b>	<b>15</b>	<b>17</b>	<b>9</b>	<b>36</b>
	<b>%</b>	<b>13.90%</b>	<b>27.80%</b>	<b>41.70%</b>	<b>47.20%</b>	<b>25.00%</b>	



## D. Help Services/ Customer Care

D.1. (Q 10) Did you complain or make a query in the last 12 months to the customer care/ helpline/ call centre toll free number of your service provider?

Service Providers		Yes	No	Base
Airtel	Count	890	180	1070
	%	83.20%	16.80%	100.00%
BSNL	Count	423	660	1083
	%	39.10%	60.90%	100.00%
Hathway	Count	901	170	1071
	%	84.10%	15.90%	100.00%
Reliance	Count	713	360	1073
	%	66.40%	33.60%	100.00%
Sify	Count	333	397	730
	%	45.60%	54.40%	100.00%
VSNL/ Tata	Count	604	479	1083
	%	55.80%	44.20%	100.00%
You	Count	845	223	1068
	%	79.10%	20.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>4709</b>	<b>2469</b>	<b>7178</b>
	<b>%</b>	<b>65.60%</b>	<b>34.40%</b>	<b>100.00%</b>

D.2. (Q 11) How satisfied are you with the ease of access of call centre/customer care or helpline/ toll free number?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	890	856	367	489	30	4
	%	100.00%	96.10%	41.20%	54.90%	3.40%	0.40%
BSNL	Count	423	367	30	337	53	3
	%	100.00%	86.80%	7.10%	79.70%	12.50%	0.70%
Hathway	Count	901	853	181	672	45	3
	%	100.00%	94.70%	20.10%	74.60%	5.00%	0.30%
Reliance	Count	713	643	69	574	70	0
	%	100.00%	90.20%	9.70%	80.50%	9.80%	0.0%
Sify	Count	333	312	26	286	19	2
	%	100.00%	93.70%	7.80%	85.90%	5.70%	0.60%
VSNL/ Tata	Count	604	506	65	441	59	39
	%	100.00%	83.80%	10.80%	73.00%	9.80%	6.50%
You	Count	845	813	138	675	32	0
	%	100.00%	96.20%	16.30%	79.90%	3.80%	0.0%
<b>Overall</b>	<b>Count</b>	<b>4709</b>	<b>4350</b>	<b>876</b>	<b>3474</b>	<b>308</b>	<b>51</b>
	<b>%</b>	<b>100.00%</b>	<b>92.40%</b>	<b>18.60%</b>	<b>73.80%</b>	<b>6.50%</b>	<b>1.10%</b>

D.3. (Q 12) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	890	864	254	610	22	4
	%	100.00%	97.00%	28.50%	68.50%	2.50%	0.40%
BSNL	Count	423	357	30	327	64	2
	%	100.00%	84.40%	7.10%	77.30%	15.10%	0.50%
Hathway	Count	901	861	169	692	37	3
	%	100.00%	95.60%	18.80%	76.80%	4.10%	0.30%
Reliance	Count	713	639	58	581	72	2
	%	100.00%	89.60%	8.10%	81.50%	10.10%	0.30%
Sify	Count	333	309	39	270	22	2
	%	100.00%	92.80%	11.70%	81.10%	6.60%	0.60%
VSNL/ Tata	Count	604	512	85	427	55	37
	%	100.00%	84.80%	14.10%	70.70%	9.10%	6.10%
You	Count	845	814	125	689	30	1
	%	100.00%	96.30%	14.80%	81.50%	3.60%	0.10%
<b>Overall</b>	<b>Count</b>	<b>4709</b>	<b>4356</b>	<b>760</b>	<b>3596</b>	<b>302</b>	<b>51</b>
	<b>%</b>	<b>100.00%</b>	<b>92.50%</b>	<b>16.10%</b>	<b>76.40%</b>	<b>6.40%</b>	<b>1.10%</b>

D.4. (Q 13) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	890	862	166	696	28	0
	%	100.00%	96.90%	18.70%	78.20%	3.10%	0.0%
BSNL	Count	423	352	25	327	69	2
	%	100.00%	83.20%	5.90%	77.30%	16.30%	0.50%
Hathway	Count	901	835	135	700	62	4
	%	100.00%	92.70%	15.00%	77.70%	6.90%	0.40%
Reliance	Count	713	627	62	565	83	3
	%	100.00%	87.90%	8.70%	79.20%	11.60%	0.40%
Sify	Count	333	307	57	250	24	2
	%	100.00%	92.20%	17.10%	75.10%	7.20%	0.60%
VSNL/ Tata	Count	604	506	144	362	59	39
	%	100.00%	83.70%	23.80%	59.90%	9.80%	6.50%
You	Count	845	796	122	674	46	3
	%	100.00%	94.20%	14.40%	79.80%	5.40%	0.40%
<b>Overall</b>	<b>Count</b>	<b>4709</b>	<b>4285</b>	<b>711</b>	<b>3574</b>	<b>371</b>	<b>53</b>
	<b>%</b>	<b>100.00%</b>	<b>91.00%</b>	<b>15.10%</b>	<b>75.90%</b>	<b>7.90%</b>	<b>1.10%</b>

D.5. (Q 14) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	890	860	171	689	29	1
	%	100.00%	96.60%	19.20%	77.40%	3.30%	0.10%
BSNL	Count	423	349	19	330	72	2
	%	100.00%	82.50%	4.50%	78.00%	17.00%	0.50%
Hathway	Count	901	841	140	701	56	4
	%	100.00%	93.30%	15.50%	77.80%	6.20%	0.40%
Reliance	Count	713	638	55	583	71	4
	%	100.00%	89.50%	7.70%	81.80%	10.00%	0.60%
Sify	Count	333	311	54	257	20	2
	%	100.00%	93.40%	16.20%	77.20%	6.00%	0.60%
VSNL/ Tata	Count	604	503	82	421	61	40
	%	100.00%	83.30%	13.60%	69.70%	10.10%	6.60%
You	Count	845	801	132	669	40	4
	%	100.00%	94.80%	15.60%	79.20%	4.70%	0.50%
<b>Overall</b>	<b>Count</b>	<b>4709</b>	<b>4303</b>	<b>653</b>	<b>3650</b>	<b>349</b>	<b>57</b>
	<b>%</b>	<b>100.00%</b>	<b>91.40%</b>	<b>13.90%</b>	<b>77.50%</b>	<b>7.40%</b>	<b>1.20%</b>

## E. Network Performance, Reliability and Availability

### E.1. (Q 15) How satisfied are you with the speed of Broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1070	995	241	754	75	0
	%	100.00%	93.00%	22.50%	70.50%	7.00%	0.00%
BSNL	Count	1083	927	80	847	152	4
	%	100.00%	85.60%	7.40%	78.20%	14.00%	0.40%
Hathway	Count	1071	942	220	722	129	0
	%	100.00%	87.90%	20.50%	67.40%	12.00%	0.00%
Reliance	Count	1073	983	272	711	87	3
	%	100.00%	91.60%	25.30%	66.30%	8.10%	0.30%
Sify	Count	730	674	52	622	56	0
	%	100.00%	92.30%	7.10%	85.20%	7.70%	0.00%
VSNL/ Tata	Count	1083	988	203	785	58	37
	%	100.00%	91.20%	18.70%	72.50%	5.40%	3.40%
You	Count	1068	994	178	816	72	2
	%	100.00%	93.10%	16.70%	76.40%	6.70%	0.20%
<b>Overall</b>	<b>Count</b>	<b>7178</b>	<b>6503</b>	<b>1246</b>	<b>5257</b>	<b>629</b>	<b>46</b>
	<b>%</b>	<b>100.00%</b>	<b>90.60%</b>	<b>17.40%</b>	<b>73.20%</b>	<b>8.80%</b>	<b>0.60%</b>

### E.2. (Q 16) How satisfied are you with the amount of time for which service is up and working?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1070	1010	260	750	59	1
	%	100.00%	94.40%	24.30%	70.10%	5.50%	0.10%
BSNL	Count	1083	962	60	902	120	1
	%	100.00%	88.80%	5.50%	83.30%	11.10%	0.10%
Hathway	Count	1071	978	280	698	91	2
	%	100.00%	91.30%	26.10%	65.20%	8.50%	0.20%
Reliance	Count	1073	1003	257	746	69	1
	%	100.00%	93.50%	24.00%	69.50%	6.40%	0.10%
Sify	Count	730	692	35	657	38	0
	%	100.00%	94.80%	4.80%	90.00%	5.20%	0.00%
VSNL/ Tata	Count	1083	1019	127	892	48	16
	%	100.00%	94.10%	11.70%	82.40%	4.40%	1.50%
You	Count	1068	1034	187	847	32	2
	%	100.00%	96.80%	17.50%	79.30%	3.00%	0.20%
<b>Overall</b>	<b>Count</b>	<b>7178</b>	<b>6698</b>	<b>1206</b>	<b>5492</b>	<b>457</b>	<b>23</b>
	<b>%</b>	<b>100.00%</b>	<b>93.30%</b>	<b>16.80%</b>	<b>76.50%</b>	<b>6.40%</b>	<b>0.30%</b>

## F. Maintainability

### F.1. (Q 17) How often do you face a problem with your Broadband connection?

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	125	847	96	2	1070
	%	11.70%	79.20%	9.00%	0.20%	100.00%
BSNL	Count	226	616	237	4	1083
	%	20.90%	56.90%	21.90%	0.40%	100.00%
Hathway	Count	75	855	134	7	1071
	%	7.00%	79.80%	12.50%	0.70%	100.00%
Reliance	Count	228	649	192	4	1073
	%	21.20%	60.50%	17.90%	0.40%	100.00%
Sify	Count	211	383	134	2	730
	%	28.90%	52.50%	18.40%	0.30%	100.00%
VSNL/ Tata	Count	299	574	182	28	1083
	%	27.60%	53.00%	16.80%	2.60%	100.00%
You	Count	127	847	89	5	1068
	%	11.90%	79.30%	8.30%	0.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1291</b>	<b>4771</b>	<b>1064</b>	<b>52</b>	<b>7178</b>
	<b>%</b>	<b>18.00%</b>	<b>66.50%</b>	<b>14.80%</b>	<b>0.70%</b>	<b>100.00%</b>

### F.2. (Q 18) What was the broadband connection problem faced by you in the last twelve months related to, please specify?

Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider	Base
Airtel	Count	16	82	98
	%	16.30%	83.70%	100.00%
BSNL	Count	11	230	241
	%	4.60%	95.40%	100.00%
Hathway	Count	32	109	141
	%	22.70%	77.30%	100.00%
Reliance	Count	26	170	196
	%	13.30%	86.70%	100.00%
Sify	Count	30	106	136
	%	22.10%	77.90%	100.00%
VSNL/ Tata	Count	49	161	210
	%	23.30%	76.70%	100.00%
You	Count	8	86	94
	%	8.50%	91.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>172</b>	<b>944</b>	<b>1116</b>
	<b>%</b>	<b>15.40%</b>	<b>84.60%</b>	<b>100.00%</b>

### F.3. (Q 19) How satisfied are you with the time taken for restoration of broadband connection?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	98	34	0	34	63	1
	%	100.00%	34.70%	0.0%	34.70%	64.30%	1.0%
BSNL	Count	241	164	0	164	76	1
	%	100.00%	68.00%	0.0%	68.0%	31.5%	0.4%
Hathway	Count	141	76	5	71	64	1
	%	100.00%	53.90%	3.50%	50.40%	45.40%	0.70%
Reliance	Count	196	155	9	146	41	0
	%	100.00%	79.10%	4.60%	74.50%	20.90%	0.0%
Sify	Count	136	96	1	95	40	0
	%	100.00%	70.60%	0.70%	69.90%	29.40%	0.0%
VSNL/ Tata	Count	210	123	9	114	65	22
	%	100.00%	58.60%	4.30%	54.30%	31.0%	10.50%
You	Count	94	64	5	59	29	1
	%	100.00%	68.10%	5.30%	62.80%	30.90%	1.10%
<b>Overall</b>	<b>Count</b>	<b>1116</b>	<b>712</b>	<b>29</b>	<b>683</b>	<b>378</b>	<b>26</b>
	<b>%</b>	<b>100.00%</b>	<b>63.80%</b>	<b>2.60%</b>	<b>61.20%</b>	<b>33.90%</b>	<b>2.30%</b>

### G. Supplementary Service/ Value Added Services

G.1. (Q 20) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc?

Service Providers		Yes	No	Base
Airtel	Count	282	788	1070
	%	26.40%	73.60%	100.00%
BSNL	Count	366	717	1083
	%	33.80%	66.20%	100.00%
Hathway	Count	338	733	1071
	%	31.60%	68.40%	100.00%
Reliance	Count	331	742	1073
	%	30.80%	69.20%	100.00%
Sify	Count	177	553	730
	%	24.20%	75.80%	100.00%
VSNL/ Tata	Count	439	644	1083
	%	40.50%	59.50%	100.00%
You	Count	223	845	1068
	%	20.90%	79.10%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2156</b>	<b>5022</b>	<b>7178</b>
	<b>%</b>	<b>30.00%</b>	<b>70.00%</b>	<b>100.00%</b>

## G.2. (Q 21) How satisfied are you with the quality of such supplementary services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	282	280	57	223	2	0
	%	100.00%	99.30%	20.20%	79.10%	0.70%	0.0%
BSNL	Count	366	357	8	349	9	0
	%	100.00%	97.60%	2.20%	95.40%	2.50%	0.0%
Hathway	Count	338	333	9	324	3	2
	%	100.00%	98.60%	2.70%	95.90%	0.90%	0.60%
Reliance	Count	331	309	26	283	22	0
	%	100.00%	93.40%	7.90%	85.50%	6.60%	0.0%
Sify	Count	177	169	8	161	8	0
	%	100.00%	95.50%	4.50%	91.00%	4.50%	0.0%
VSNL/ Tata	Count	439	398	38	360	31	10
	%	100.00%	90.70%	8.70%	82.00%	7.10%	2.30%
You	Count	223	221	2	219	1	1
	%	100.00%	99.10%	0.90%	98.20%	0.40%	0.40%
<b>Overall</b>	<b>Count</b>	<b>2156</b>	<b>2067</b>	<b>148</b>	<b>1919</b>	<b>76</b>	<b>13</b>
	<b>%</b>	<b>100.00%</b>	<b>95.90%</b>	<b>6.90%</b>	<b>89.00%</b>	<b>3.50%</b>	<b>0.60%</b>

## H. Overall Customer Satisfaction

### H.1. (Q 22a) How satisfied are you with the overall quality of your Broadband service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1070	1068	93	975	2	0
	%	100.00%	99.80%	8.70%	91.10%	0.20%	0.0%
BSNL	Count	1083	1083	62	1021	0	0
	%	100.00%	100.00%	5.70%	94.30%	0.0%	0.0%
Hathway	Count	1071	1070	32	1038	0	1
	%	100.00%	99.90%	3.00%	96.90%	0.0%	0.10%
Reliance	Count	1073	1073	94	979	0	0
	%	100.00%	100.00%	8.80%	91.20%	0.0%	0.0%
Sify	Count	730	730	30	700	0	0
	%	100.00%	100.00%	4.10%	95.90%	0.0%	0.0%
VSNL/ Tata	Count	1083	1065	171	894	14	4
	%	100.00%	98.30%	15.80%	82.50%	1.30%	0.40%
You	Count	1068	1068	85	983	0	0
	%	100.00%	100.00%	8.00%	92.00%	0.0%	0.0%
<b>Overall</b>	<b>Count</b>	<b>7178</b>	<b>7157</b>	<b>567</b>	<b>6590</b>	<b>16</b>	<b>5</b>
	<b>%</b>	<b>100.00%</b>	<b>99.70%</b>	<b>7.90%</b>	<b>91.80%</b>	<b>0.20%</b>	<b>0.10%</b>

## H.2. (Q 22b) Please specify the reason(s) for your dissatisfaction?

Service Providers		Maintainability	Base
Airtel	Count	2	2
	%	100.00%	
BSNL	Count	-	-
	%	-	
Hathway	Count	1	1
	%	100.00%	
Reliance	Count	-	-
	%	-	
Sify	Count	-	-
	%	-	
VSNL/ Tata	Count	18	18
	%	100.00%	
You	Count	-	-
	%	-	
<b>Overall</b>	<b>Count</b>	<b>21</b>	<b>21</b>
	<b>%</b>	<b>100.00%</b>	

## I. General Information

### I.1. (Q 23) Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

Service Providers		Yes	No	Base
Airtel	Count	675	395	1070
	%	63.10%	36.90%	100.00%
BSNL	Count	758	325	1083
	%	70.00%	30.00%	100.00%
Hathway	Count	614	457	1071
	%	57.30%	42.70%	100.00%
Reliance	Count	893	180	1073
	%	83.20%	16.80%	100.00%
Sify	Count	624	106	730
	%	85.50%	14.50%	100.00%
VSNL/ Tata	Count	672	411	1083
	%	62.00%	38.00%	100.00%
You	Count	811	257	1068
	%	75.90%	24.10%	100.00%
<b>Overall</b>	<b>Count</b>	<b>5047</b>	<b>2131</b>	<b>7178</b>
	<b>%</b>	<b>70.30%</b>	<b>29.70%</b>	<b>100.00%</b>



## **J. Grievance Redressal Mechanism**

J.1. (Q 24) Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?

Service Providers		Yes	No	Base
Airtel	Count	1010	60	1070
	%	94.40%	5.60%	100.00%
BSNL	Count	941	142	1083
	%	86.90%	13.10%	100.00%
Hathway	Count	1033	38	1071
	%	96.50%	3.50%	100.00%
Reliance	Count	1012	61	1073
	%	94.30%	5.70%	100.00%
Sify	Count	608	122	730
	%	83.30%	16.70%	100.00%
VSNL/ Tata	Count	974	109	1083
	%	89.90%	10.10%	100.00%
You	Count	1048	20	1068
	%	98.10%	1.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>6626</b>	<b>552</b>	<b>7178</b>
	<b>%</b>	<b>92.30%</b>	<b>7.70%</b>	<b>100.00%</b>

J.2 (Q 25) Have you made any complaint within the last 12 months to the tol free Call Centre/customer care/ Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	733	337	1070
	%	68.50%	31.50%	100.00%
BSNL	Count	320	763	1083
	%	29.50%	70.50%	100.00%
Hathway	Count	810	261	1071
	%	75.60%	24.40%	100.00%
Reliance	Count	530	543	1073
	%	49.40%	50.60%	100.00%
Sify	Count	128	602	730
	%	17.50%	82.50%	100.00%
VSNL/ Tata	Count	329	754	1083
	%	30.40%	69.60%	100.00%
You	Count	547	521	1068
	%	51.20%	48.80%	100.00%
<b>Overall</b>	<b>Count</b>	<b>3397</b>	<b>3781</b>	<b>7178</b>
	<b>%</b>	<b>47.30%</b>	<b>52.70%</b>	<b>100.00%</b>

J.3. (Q 26) With respect to complaint made by you to the call centre, please specify which of these applied the most to you?

Service Providers		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	Base
Airtel	Count	633	37	37	26	733
	%	86.40%	5.00%	5.00%	3.50%	100.00%
BSNL	Count	126	58	118	18	320
	%	39.40%	18.10%	36.90%	5.60%	100.00%
Hathway	Count	657	68	66	19	810
	%	81.10%	8.40%	8.10%	2.30%	100.00%
Reliance	Count	307	77	139	7	530
	%	57.90%	14.50%	26.20%	1.30%	100.00%
Sify	Count	66	44	14	4	128
	%	51.60%	34.40%	10.90%	3.10%	100.00%
VSNL/ Tata	Count	85	109	124	11	329
	%	25.80%	33.10%	37.70%	3.30%	100.00%
You	Count	450	53	39	5	547
	%	82.30%	9.70%	7.10%	0.90%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2324</b>	<b>446</b>	<b>537</b>	<b>90</b>	<b>3397</b>
	<b>%</b>	<b>68.40%</b>	<b>13.10%</b>	<b>15.80%</b>	<b>2.60%</b>	<b>100.00%</b>

J.4. (Q 27) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	693	40	733
	%	94.50%	5.50%	100.00%
BSNL	Count	269	51	320
	%	84.10%	15.90%	100.00%
Hathway	Count	790	20	810
	%	97.50%	2.50%	100.00%
Reliance	Count	496	34	530
	%	93.60%	6.40%	100.00%
Sify	Count	112	16	128
	%	87.50%	12.50%	100.00%
VSNL/ Tata	Count	183	146	329
	%	55.60%	44.40%	100.00%
You	Count	524	23	547
	%	95.80%	4.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>3067</b>	<b>330</b>	<b>3397</b>
	<b>%</b>	<b>90.30%</b>	<b>9.70%</b>	<b>100.00%</b>

J.5. (Q 28) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	733	703	13	690	29	1
	%	100.00%	95.90%	1.80%	94.10%	4.00%	0.10%
BSNL	Count	320	275	10	265	38	7
	%	100.00%	85.90%	3.10%	82.80%	11.90%	2.20%
Hathway	Count	810	753	12	741	41	16
	%	100.00%	93.00%	1.50%	91.50%	5.10%	2.00%
Reliance	Count	530	474	16	458	44	12
	%	100.00%	89.40%	3.00%	86.40%	8.30%	2.30%
Sify	Count	128	118	8	110	8	2
	%	100.00%	92.20%	6.30%	85.90%	6.30%	1.60%
VSNL/ Tata	Count	329	233	32	201	67	29
	%	100.00%	70.80%	9.70%	61.10%	20.40%	8.80%
You	Count	547	536	6	530	8	3
	%	100.00%	98.00%	1.10%	96.90%	1.50%	0.50%
<b>Overall</b>	<b>Count</b>	<b>3397</b>	<b>3092</b>	<b>97</b>	<b>2995</b>	<b>235</b>	<b>70</b>
	<b>%</b>	<b>100.00%</b>	<b>91.10%</b>	<b>2.90%</b>	<b>88.20%</b>	<b>6.90%</b>	<b>2.10%</b>

J.6. (Q 29) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	6	6	8	17	5	0	30
	%	20.0%	20.0%	26.7%	56.7%	16.7%	0.0%	
BSNL	Count	26	4	10	27	12	0	45
	%	57.8%	8.9%	22.2%	60.0%	26.7%	0.0%	
Hathway	Count	13	4	28	30	7	2	57
	%	22.8%	7.0%	49.1%	52.6%	12.3%	3.5%	
Reliance	Count	28	6	13	32	17	4	56
	%	50.0%	10.7%	23.2%	57.1%	30.4%	7.1%	
Sify	Count	6	2	0	2	4	0	10
	%	60.0%	20.0%	0.0%	20.0%	40.0%	0.0%	
VSNL/ Tata	Count	21	24	46	51	31	7	96
	%	21.9%	25.0%	47.9%	53.1%	32.3%	7.3%	
You	Count	9	0	1	8	3	0	11
	%	81.8%	0.0%	9.1%	72.7%	27.3%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>109</b>	<b>46</b>	<b>106</b>	<b>167</b>	<b>79</b>	<b>13</b>	<b>305</b>
	<b>%</b>	<b>35.7%</b>	<b>15.1%</b>	<b>34.8%</b>	<b>54.8%</b>	<b>25.9%</b>	<b>4.3%</b>	

J.7. (Q 30) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
Airtel	Count	641	63	704
	%	91.10%	8.90%	100.00%
BSNL	Count	237	32	269
	%	88.10%	11.90%	100.00%
Hathway	Count	591	29	620
	%	95.30%	4.70%	100.00%
Reliance	Count	340	19	359
	%	94.70%	5.30	100.00%
Sify	Count	48	14	62
	%	77.40%	22.60%	100.00%
VSNL/ Tata	Count	88	12	100
	%	88.00%	12.00%	100.00%
You	Count	355	3	358
	%	99.20%	1.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>2300</b>	<b>172</b>	<b>2472</b>
	<b>%</b>	<b>93.00%</b>	<b>7.00%</b>	<b>100.00%</b>

J.8. (Q 31) In case the complaint has not been resolved by the call centre, you can contact the next level called as the Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	27	1043	1070
	%	2.50%	97.50%	100.00%
BSNL	Count	51	1032	1083
	%	4.70%	95.30%	100.00%
Hathway	Count	18	1053	1071
	%	1.70%	98.30%	100.00%
Reliance	Count	241	832	1073
	%	22.50%	77.50%	100.00%
Sify	Count	48	682	730
	%	6.60%	93.40%	100.00%
VSNL/ Tata	Count	116	967	1083
	%	10.70%	89.30%	100.00%
You	Count	5	1063	1068
	%	0.50%	99.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>506</b>	<b>6672</b>	<b>7178</b>
	<b>%</b>	<b>7.00%</b>	<b>93.00%</b>	<b>100.00%</b>

J.9. (Q 32) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	2	25	27
	%	7.40%	92.60%	100.00%
BSNL	Count	10	41	51
	%	19.60%	80.40%	100.00%
Hathway	Count	0	18	18
	%	0.0%	100.00%	100.00%
Reliance	Count	9	232	241
	%	3.70%	96.30%	100.00%
Sify	Count	2	46	48
	%	4.20%	95.80%	100.00%
VSNL/ Tata	Count	23	93	116
	%	19.80%	80.20%	100.00%
You	Count	0	5	5
	%	0.0%	100.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>46</b>	<b>460</b>	<b>506</b>
	<b>%</b>	<b>9.10%</b>	<b>90.90%</b>	<b>100.00%</b>

J.10. (Q 33) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	2	0	2
	%	100.00%	0.0%	100.00%
BSNL	Count	9	1	10
	%	90.00%	10.00%	100.00%
Reliance	Count	8	1	9
	%	88.90%	11.10%	100.00%
Sify	Count	0	2	2
	%	0.0%	100.00%	100.00%
VSNL/ Tata	Count	17	6	23
	%	73.90%	26.10%	100.00%
<b>Overall</b>	<b>Count</b>	<b>36</b>	<b>10</b>	<b>46</b>
	<b>%</b>	<b>78.30%</b>	<b>21.70%</b>	<b>100.00%</b>

J.11. (Q 34) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	2	2	0	2	0	0
	%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%
BSNL	Count	10	9	2	7	1	0
	%	100.00%	90.00%	20.00%	70.00%	10.00%	0.00%
Reliance	Count	9	0	0	0	9	0
	%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Sify	Count	2	2	0	2	0	0
	%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%
VSNL/ Tata	Count	23	13	2	11	10	0
	%	100.00%	56.50%	8.70%	47.80%	43.50%	0.00%
<b>Overall</b>	<b>Count</b>	<b>46</b>	<b>26</b>	<b>4</b>	<b>22</b>	<b>20</b>	<b>0</b>
	<b>%</b>	<b>100.00%</b>	<b>56.50%</b>	<b>8.70%</b>	<b>47.80%</b>	<b>43.50%</b>	<b>0.00%</b>

J.12 (Q 35) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
BSNL	Count	1	0	0	0	0	0	1
	%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance	Count	1	2	6	0	0	3	9
	%	11.1%	22.2%	66.7%	0.0%	0.0%	33.3%	
VSNL / Tata	Count	5	4	1	0	0	0	10
	%	50.0%	40.0%	10.0%	0.0%	0.0%	0.0%	
<b>Overall</b>	<b>Count</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>20</b>
	<b>%</b>	<b>35.0%</b>	<b>30.0%</b>	<b>35.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>15.0%</b>	

J.13. (Q 36) In case the complaint has not been resolved by the nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?

Service Providers		Yes	No	Base
Airtel	Count	25	1045	1070
	%	2.30%	97.70%	100.00%
BSNL	Count	16	1067	1083
	%	1.50%	98.50%	100.00%
Hathway	Count	10	1061	1071
	%	0.90%	99.10%	100.00%
Reliance	Count	246	827	1073
	%	22.90%	77.10%	100.00%
Sify	Count	29	701	730
	%	4.00%	96.00%	100.00%
VSNL/ Tata	Count	141	942	1083
	%	13.00%	87.00%	100.00%
You	Count	5	1063	1068
	%	0.50%	99.50%	100.00%
<b>Overall</b>	<b>Count</b>	<b>472</b>	<b>6706</b>	<b>7178</b>
	<b>%</b>	<b>6.60%</b>	<b>93.40%</b>	<b>100.00%</b>

J.14. (Q 37) Have you filed any appeal in the prescribed form in last 12 month?

Service Providers		Yes	No	Base
Airtel	Count	4	21	25
	%	16.00%	84.00%	100.00%
BSNL	Count	2	14	16
	%	12.50%	87.50%	100.00%
Hathway	Count	1	9	10
	%	10.00%	90.00%	100.00%
Reliance	Count	13	233	246
	%	5.30%	94.70%	100.00%
Sify	Count	2	27	29
	%	6.90%	93.10%	100.00%
VSNL/ Tata	Count	18	123	141
	%	12.80%	87.20%	100.00%
You	Count	0	5	5
	%	0.0%	100.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>40</b>	<b>432</b>	<b>472</b>
	<b>%</b>	<b>8.50%</b>	<b>91.50%</b>	<b>100.00%</b>

J.15. (Q 38) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	2	2	4
	%	50.00%	50.00%	100.00%
BSNL	Count	2	0	2
	%	100.00%	0.0%	100.00%
Hathway	Count	0	1	1
	%	0.0%	100.00%	100.00%
Reliance	Count	4	9	13
	%	30.80%	69.20%	100.00%
Sify	Count	2	0	2
	%	100.00%	0.0%	100.00%
VSNL/ Tata	Count	14	4	18
	%	77.80%	22.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>24</b>	<b>16</b>	<b>40</b>
	<b>%</b>	<b>60.00%</b>	<b>40.00%</b>	<b>100.00%</b>

J.16. (Q 39) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Airtel	Count	2	2	0	4
	%	50.00%	50.00%	0.0%	100.00%
BSNL	Count	1	1	0	2
	%	50.00%	50.00%	0.0%	100.00%
Hathway	Count	0	1	0	1
	%	0.0%	100.00%	0.0%	100.00%
Reliance	Count	6	6	1	13
	%	46.20%	46.20%	7.70%	100.00%
Sify	Count	0	0	2	2
	%	0.0%	0.0%	100.00%	100.00%
VSNL/ Tata	Count	11	4	3	18
	%	61.10%	22.20%	16.70%	100.00%
<b>Overall</b>	<b>Count</b>	<b>20</b>	<b>14</b>	<b>6</b>	<b>40</b>
	<b>%</b>	<b>50.00%</b>	<b>35.00%</b>	<b>15.00%</b>	<b>100.00%</b>



J.17. (Q 40) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Hathway	Count	50	163	213
	%	23.50%	76.50%	100.00%
Sify	Count	164	566	730
	%	22.50%	77.50%	100.00%
VSNL/ Tata	Count	299	142	441
	%	67.80%	32.20%	100.00%
You	Count	128	246	374
	%	34.20%	65.80%	100.00%
<b>Overall</b>	<b>Count</b>	<b>641</b>	<b>1117</b>	<b>1758</b>
	<b>%</b>	<b>36.50%</b>	<b>63.50%</b>	<b>100.00%</b>

J.18. (Q 41) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Hathway	Count	25	188	213
	%	11.70%	88.30%	100.00%
Sify	Count	24	706	730
	%	3.30%	96.70%	100.00%
VSNL/ Tata	Count	166	275	441
	%	37.60%	62.40%	100.00%
You	Count	41	333	374
	%	11.00%	89.00%	100.00%
<b>Overall</b>	<b>Count</b>	<b>256</b>	<b>1502</b>	<b>1758</b>
	<b>%</b>	<b>14.60%</b>	<b>85.40%</b>	<b>100.00%</b>

J.19. (Q 42) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Hathway	Count	10	14	1	25
	%	40.00%	56.00%	4.00%	100.00%
Sify	Count	7	17	0	24
	%	29.20%	70.80%	0.0%	100.00%
VSNL/ Tata	Count	115	47	4	166
	%	69.30%	28.30%	2.40%	100.00%
You	Count	9	32	0	41
	%	22.00%	78.00%	0.0%	100.00%
<b>Overall</b>	<b>Count</b>	<b>141</b>	<b>110</b>	<b>5</b>	<b>256</b>
	<b>%</b>	<b>55.10%</b>	<b>43.00%</b>	<b>2.00%</b>	<b>100.00%</b>

J.20. (Q 43) 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?"

Service Providers		Yes	No	Base
Airtel	Count	283	103	386
	%	73.30%	26.70%	100.00%
BSNL	Count	132	15	147
	%	89.80%	10.20%	100.00%
Hathway	Count	70	48	118
	%	59.30%	40.70%	100.00%
Reliance	Count	189	52	241
	%	78.40%	21.60%	100.00%
Sify	Count	236	28	264
	%	89.40%	10.60%	100.00%
VSNL/ Tata	Count	295	91	386
	%	76.40%	23.60%	100.00%
You	Count	130	51	181
	%	71.80%	28.20%	100.00%
<b>Overall</b>	<b>Count</b>	<b>1335</b>	<b>388</b>	<b>1723</b>
	<b>%</b>	<b>77.50%</b>	<b>22.50%</b>	<b>100.00%</b>

## Annexure 4: Key Highlights

### 1. Basic Wireline

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

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTSL	Overall
1	% of customers aware about Call Centre telephone number for making complaints/ query	92.60%	62.10%	93.10%	93.70%	<b>85.00%</b>
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/ Helpline telephone number	55.30%	22.90%	32.20%	20.30%	<b>32.40%</b>
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	95.70%	86.50%	75.30%	87.90%	<b>87.70%</b>
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	83.60%	26.60%	42.00%	55.30%	<b>63.10%</b>
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	99.20%	91.80%	87.60%	84.90%	<b>92.80%</b>
6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	48.40%	23.30%	47.70%	60.10%	<b>49.00%</b>

- 85% of the customers claimed to be aware of the call center telephone number for making complaints/ query.
- 32% of all basic telephone service customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Helpline telephone number.
- A higher proportion of Airtel customers compared to the other service providers had complained.

- 
- 88% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
  - 25% of Reliance customers were not informed about the action taken on their complaint by call centre.
  - 93% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
  - The satisfaction was lower among TTSL customers.
  - 63% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.
  - Lower percentage of BSNL customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.
  - 49% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

## 2. Cellular Mobile

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

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTSL	Idea	Vodafone	Overall
1	% of customers aware about Call Centre telephone number for making complaints/ query	97.60%	88.40%	95.70%	96.70%	97.50%	90.10%	<b>94.40%</b>
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/Helpline telephone number	45.70%	31.60%	32.00%	33.50%	21.50%	30.30%	<b>32.40%</b>
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	83.40%	82.50%	87.40%	77.20%	81.40%	90.10%	<b>83.70%</b>
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	81.30%	90.80%	86.70%	64.30%	73.10%	86.10%	<b>81.10%</b>
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	92.00%	81.70%	88.00%	78.50%	91.80%	90.10%	<b>87.10%</b>

6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	69.80%	61.90%	77.60%	66.30%	81.00%	68.70%	<b>71.00%</b>
---	--	--------	--------	--------	--------	--------	--------	---------------

- 94% of the customers claimed to be aware of the call center telephone number for making complaint/ query.
- Almost 32% of all cellular mobile customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/ help-line telephone number.
- 84% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 87% all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was higher among BSNL customers.
- 81% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- 71% of the new customers had got the Manual of Practice. 54% of the Reliance Tel customers had got the Manual of Practice.

### 3. Broadband

#### Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

S. No	Sub Parameter	Airtel	BSNL	Hatway	Reliance	Sify	Tata	You	Overall
1	% of customers aware about Call Centre telephone number for making complaint/ query	94.40%	86.90%	96.50%	94.30%	83.30%	89.90%	98.10%	<b>92.30%</b>
2	% of customers who have complained in last 12 months to the toll free call centre/customer care/Helpline telephone number	68.50%	29.50%	75.60%	49.40%	17.50%	30.40%	51.20%	<b>47.30%</b>
3	% of customers claimed to have been informed about the action taken on their complaint by call centre	94.50%	84.10%	97.50%	93.60%	87.50%	55.60%	95.80%	<b>90.30%</b>
4	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	91.10%	88.10%	95.30%	94.70%	77.40%	88.00%	99.20%	<b>93.00%</b>
5	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	95.90%	85.90%	93.00%	89.40%	92.20%	70.80	98.00	<b>91.10%</b>
6	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	73.30%	89.80%	59.30%	78.40%	89.40%	76.40%	71.80%	<b>77.50%</b>

- 92% of the customers claimed to be aware of the call center telephone number for making complaint/ query.
- 47% of all broadband customers said that they had complained in the last 12 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of Hathwat customers had complained.

- 90% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was lower for Tata at 56%.
- 91% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- 93% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- Only 78% of the new customers claimed to have got the Manual of Practice.