

Telecom Regulatory Authority of India

FINAL REPORT (METRO CIRCLE – MUMBAI)



Assessment of

Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 and Customer Perception of Service

A MARKET PULSE RESEARCH REPORT

MARKET PULSE

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Table of Contents

S. No.	Chapters	Page No.
1	Preface	4 -5
2	Executive Summary	6-18
3	Scope of Project Background Survey Objectives Survey Methodology Coverage of the Survey Geographical Coverage Respondent Profile Sampling Methodology & Coverage Mode of Interview & Sample Size Covered Customer Profile by Payment Mode Used Demographic Profile Methodology for Calculating Customer Satisfied as per Customer Perception of Service Explanation of Benchmarks Definition of Key Terms Used	19-42
4	Compliance Report on Customer Perception of Service Basic Telephone Service Cellular Mobile Service Broadband Service	43-53
5	Detailed Report Basic Telephone Service Cellular Mobile Service Broadband Service	54-123

S. No.	Chapters	Page No.
6	Critical Analysis Basic Telephone Service Cellular Mobile Service Broadband Service	124-126
7	Recommendations (Quality of Service) Basic Telephone Service Cellular Mobile Service Broadband Service	127-131
8	Annexure (Detailed Tables) Annexure 1: Basic Telephone Service Annexure 2: Cellular Mobile Service Annexure 3: Broadband Service	132-223
9	Customer Satisfaction Survey Questionnaires Basic Telephone Service Cellular Mobile Service Broadband Service	224-259

PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a large number of complaints from the telecom consumers relating to the telecom services provided by the service providers. In this regard, TRAI had passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (2005), 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 telephone, cellular mobile and broadband service, so that they provide better service to their customers.

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

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

It is planned that for this survey, customers of Basic Telephone Service (Wire-line), Cellular Mobile Telephone Service and Broadband Service will be interviewed to obtain their feedback on various parameters of service.

The survey has been divided into four 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 telephone 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 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 Cellular Mobile (including FWP), Basic Telephone (Wire-line) and Broadband customers, in the Western region of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat, Madhya Pradesh and Chattisgarh.

1. EXECUTIVE SUMMARY

In the first quarter (1st January to 31st March) of 2008, we have carried out the customer satisfaction survey in the metro circle of Mumbai.

Four basic telephone service providers present in the circle as of date have been covered. Across 30 areas of the metro circle of Mumbai, a sample of 4174 basic wire-line customers has been covered. Of this sample, 3036 were postpaid customers and 1138 were prepaid customers.

Six cellular mobile telephone service providers present in the circle as of date have been covered. Across 30 areas of the metro circle of Mumbai, a sample of 6704 cellular mobile phone customers was covered. Of this, 4160 were prepaid customers & 2544 were postpaid customers.

Seven broadband service providers present in the circle as of date have been covered. Across various points of presence of the metro circle of Mumbai, a sample of 7693 broadband customers was covered. Of this, 5099 were postpaid customers and 2594 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/ customer care service
- Network performance, reliability and availability
- Maintainability of the network
- Supplementary / value added service
- Services provided by the service provider on an overall basis

§ Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below. Performance scores mentioned herein, refer to the level of satisfaction computed as per an agreed formula (detailed in the methodology section)

1.1 Basic Telephone Service QoS Survey

1.1.1 Overall Satisfaction with Quality of Service:

- § None of the service providers met the benchmark of 95%.
- § Level of customer satisfaction for Airtel (72%) was higher as compared to other service providers.
- § Satisfaction scores of MTNL, Reliance and TTML were in the range of 65 - 67%.

1.1.2 Satisfaction with Provision of Service:

- § None of the service providers met the benchmark of 95%.
- § Satisfaction scores of all the service providers were in the range of 68 - 69%.

1.1.3 Satisfaction with Billing Performance - Postpaid:

- § None of the service providers met the benchmark of 90%.
- § Level of customer satisfaction for Reliance (64%) was lower as compared to others.
- § Satisfaction scores for Airtel, MTNL and TTML were in the range of 68 -70%.

1.1.4 Satisfaction with Billing Performance- Prepaid:

- § None of the service providers met the benchmark of 90%.
- § Airtel's (75%) performance was better than the other service providers'.
- § The satisfaction scores of MTNL, Reliance and TTML were in the range of 68 - 69%.

1.1.5 Experience with Customer Care:

- § None of the service providers met the benchmark of 90%.
- § Performance of Reliance (58%) was weaker than others.
- § The satisfaction scores of Airtel, MTNL and TTML ranged between 63 - 66%.

1.1.6 Satisfaction with Network Performance, Reliability & Availability:

- § None of the service providers met the benchmark of 95%.
- § Airtel's (72%) satisfaction score was slightly higher than the other service providers'.
- § The satisfaction scores of MTNL, Reliance and TTML ranged between 69 - 70%.

1.1.7 Satisfaction with Maintainability:

- § None of the service providers met the benchmark of 95%.
- § Airtel's (68%) performance was better than the other service providers.
- § Satisfaction scores of MTNL, Reliance and TTML were in the range of 60 - 62%.

1.1.8 Satisfaction with Supplementary Services:

- § None of the service providers met the benchmark of 95%.
- § Reliance (68%) performance was slightly weaker than the other service providers.
- § Satisfaction scores of Airtel, MTNL and TTML were in the range of 71 - 73%.

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

1.1.9 Awareness of 3 Stage Redressal Mechanism

§ 88% of the customers claimed to be aware of the call center while only 3% and 1% were aware of the Nodal officer and the appellate authority respectively.

1.1.10 Experience with Call Centre/ Customer Care/ Help-line

§ 12% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ Help-line telephone number. Of these customers, 73% claimed that they had received a docket number for most of their complaints.

§ 48% of those who had complained said that they were informed about the action taken on their complaint by call centre.

§ Only 69% basic telephone service customers who had lodged complaints said that they were satisfied with the system of complaints resolution. The main reason for dissatisfaction with customer care was the time taken to redress the complaints.

§ Only 46% 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.

1.1.11 Experience with Nodal Officer

§ Only 6 basic telephone service customers in our sample claimed to have complained to the nodal officer. Of them, 4 customers got through easily while 1 of them was intimidated by the nodal officer about decision taken on their complaint.

§ 3 of the 4 of the basic telephone service customers who contacted the nodal officer were satisfied with the redressal of the complaint by the nodal officer. The reason for dissatisfaction with the nodal officer was that nodal officer took a long time for redressal of complaint.

1.1.12 Experience with Appellate Authority

§ Only 2 customers in our sample claimed to have filed an appeal in the prescribed form in last 3 months. One of them received an acknowledgement while only in one of the 2 cases, the decision was taken by the Appellate Authority within 3 months.

1.1.13 Compliance with regard to other service benchmarks

§ Only 7% of the basic telephone service customers said that they were aware of the fact that they can get item-wise usage charge details on request and 7% of them said that they were denied item-wise usage charge details.

§ Only 50% of the new basic telephone service customers said that they got a Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

1.2 Cellular Mobile Service

1.2.1 Overall Satisfaction with Quality of Service:

- § None of the service providers met the benchmark of 95%.
- § Performance of MTNL (63%) and Airtel (64%) performance was weaker than others’.
- § Satisfaction scores of Reliance, Vodafone & BPL stood at 66% while for TTML, it was 68%.

1.2.2 Satisfaction with Provision of Service:

- § None of the service providers met the benchmark of 95%.
- § Performance of TTML (76%) was better than the other service providers’.
- § Satisfaction scores of Airtel, MTNL, Reliance, Vodafone and BPL were ranged between 67 - 74%.

1.2.3 Satisfaction with Billing Performance - Postpaid:

- § None of the service providers met the benchmark of 90%.
- § Satisfaction scores for Reliance (61%) and Airtel (63%) were lower than others’.
- § Satisfaction scores for TTML (73%) and BPL (72%) were better than others’.
- § Satisfaction scores for MTNL and Vodafone stood at 66 - 70%.

1.2.4 Satisfaction with Billing Performance - Prepaid:

- § None of the service providers met the benchmark of 90%.
- § Performance of MTNL (74%) and TTML (71%) were better than others’.
- § The performance of Airtel, Reliance, Vodafone and BPL were bunched in the range of 67 – 68%.

1.2.5 Experience with Help Service:

- § None of the service providers met the benchmark of 90%.
- § Levels of satisfaction for BPL (68%) and Vodafone (67%) were higher.
- § Satisfaction scores for Airtel, MTNL, Reliance and TTML ranged between 58 - 64%.

1.2.6 Satisfaction with Network Performance, Reliability & Availability:

- § None of the service providers met the benchmark of 95%.
- § MTNL (59%) and Airtel (60%) performance was weaker as compared to others'.
- § Satisfaction scores for Reliance, Vodafone and BPL were bunched in the range of 62 - 64% on this parameter.
- § TTML's (67%) performance was better on this parameter.

1.2.7 Satisfaction with Maintainability:

- § None of the service providers met the benchmark of 95%.
- § Airtel's (62%) performance was slightly weaker as compared to others.
- § Satisfaction scores of MTNL, Reliance, Vodafone and BPL were in the range of 64 - 67% on this parameter.
- § TTML's (69%) performance was slightly better on this parameter.

1.2.8 Satisfaction with Supplementary Services:

- § None of the service providers met the benchmark of 95%.
- § Performance of TTML (77%) and Vodafone (75%) was better than others'.
- § Satisfaction scores for Airtel, MTNL, Reliance and BPL were in the range of 69 - 71%.

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

1.2.9 Awareness of 3 Stage Redressal Mechanism

§ Only 4% of cellular customers belonging to different service providers said that they were aware about the 3-stage grievance redressal mechanism. 86% of the customers claimed to be aware of the call center while only 4% were aware of the Nodal officer and the appellate authority each.

1.2.10 Experience with Call Centre/ Customer Care/ Help-line Number

§ 8% of all cellular customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ Helpline telephone number.

§ 15% of the cellular customers who had complained said that they did not receive docket numbers for most of their complaints even on request while 41% of them had received docket numbers for most of their complaints.

§ Only 54% all cellular customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by call centre/ customer care/ helpline. The satisfaction was lower among Reliance, Tata and BPL customers. The main reason for dissatisfaction with customer care was the time taken to redress complaints.

§ Only 17% 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.

1.2.11 Experience with Nodal Officer

- § Approximately, 30% (20 out of 67) cellular mobile customers who were aware of the nodal officer had approached the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

- § 12 out of these 20 customers were able to approach the nodal officer easily. Only 6 of them were satisfied with the redressal of the complaints by the nodal officer. The main reasons for dissatisfaction with nodal officer were the time taken to redress complaints and nodal officer's inability to understand the problems.

- § Only 4 customers in our sample claimed to have filed an appeal in the prescribed form in the last 6 months. In only one of the 2 cases, the decision was taken by the Appellate Authority within 6 months.

1.2.12 Compliance with other Service Benchmarks

- § Only 11% of the cellular customers said that they were aware of the fact that they can get item-wise usage charge details on request. 13% of these customers said that they were denied item-wise usage charge details.

- § Less than 10% of the new customers had got the Manual of Practice.

1.3 Broadband Service

1.3.1 Overall Satisfaction with Quality of Service:

- § None of the service providers met the benchmark of 85%.
- § Level of customer satisfaction for Airtel (72%) was higher than for others.
- § Satisfaction scores of Hathway, MTNL, Reliance, Sify, Tata and You were between 62 - 66%.

1.3.2 Satisfaction with Provision of Service:

- § None of the service providers met the benchmark of 90%.
- § Customer satisfaction for MTNL (64%) and Sify (65%) was lower than for others.
- § Satisfaction scores for Airtel, Hathway, Reliance, Tata and You stood at 69 - 73%.

1.3.3 Satisfaction with Billing Performance - Postpaid:

- § None of the service providers met the benchmark of 90%.
- § Performance of Reliance (65%) was weaker on this parameter.
- § Satisfaction scores for Hathway, MTNL and Sify stood at 68 - 69%.
- § On this parameter, performances of You (73%), Airtel (72%) and Tata (72%) were better than others'.

1.3.4 Satisfaction with Billing Performance - Prepaid:

- § None of the service providers met the benchmark of 90%.
- § Satisfaction scores for You (73%), Airtel (72%), MTNL (72%) and Tata (71%) were higher than for others.
- § The performance of Hathway, Reliance and Sify stood at 65 - 69% on this parameter.

1.3.5 Experience with Help Service:

- § None of the service providers met the benchmark of 90%.
- § Satisfaction scores for Airtel (64%), Tata (63%), and You (61%) were higher.
- § Satisfaction scores for Hathway, MTNL, Reliance and Sify stood at 55 - 59%.

1.3.6 Satisfaction with Network Performance, Reliability & Availability:

- § None of the service providers met the benchmark of 85%.
- § Airtel's (70%) performance was better than of other service providers.
- § Satisfaction scores for Hathway, MTNL, Reliance, Sify, Tata and You ranged between 60 - 65% on this parameter.

1.3.7 Satisfaction with Maintainability:

- § None of the service providers met the benchmark of 85%.
- § Performance of Airtel (69%) and Tata (67%) was better than others'.
- § Satisfaction scores for Hathway, MTNL, Reliance, Sify and You stood at 62 - 64%.

1.3.8 Satisfaction with Supplementary Services:

- § None of the service providers met the benchmark of 85%.
- § Hathway's (62%) performance was weaker than other service providers.
- § Level of customer satisfaction for Airtel, MTNL, Reliance, Sify, Tata and You stood at 66 - 68% on this parameter.

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

1.3.9 Awareness of 3 Stage Redressal Mechanism

§ 97% of the customers claimed to be aware of the call center while only 4% were aware of the Nodal officer and 2% were aware of the appellate authority.

1.3.10 Experience with Call Centre/ Customer Care/ Helpline

§ 28% of all broadband customers said that they had complained in the last 6 months to the toll free Call Centre/ Customer care/ Help-line.

§ Only 8% of all broadband customers who had complained said that they did not receive a docket number even on request.

§ Only 59% all broadband 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 Reliance customers but significantly higher for Airtel.

§ The main reason for dissatisfaction with customer care was the time taken to redress complaints. Ease of accessibility as well as inadequate knowledge of customer care executives were also cited as reasons for dissatisfaction.

§ Only 9% 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. An even lower proportion of Hathway and Reliance customers were satisfied on this parameter.

1.3.11 Experience with Nodal Officer

§ 15 out of 21 broadband customers who complained to the Nodal Officer were intimidated about the decision taken on their complaint by nodal officer.

§ Of them, 12 broadband customers were satisfied with the redressal of the complaint by the nodal officer. The main reason for dissatisfaction with the Nodal Officer care was the time taken to redress complaints.

1.3.12 Experience with Appellate Authority

§ Only 1 broadband subscriber in our entire sample said that he had filed an appeal in a prescribed form, in the last 6 month.

1.3.13 Compliance with other Service Benchmarks

§ Only 25% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request. 14% of these customers said that they were denied item-wise usage charge details.

§ Only 38% of the new customers had got the Manual of Practice.

2 SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (2005), 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 telephone, cellular mobile and broadband service, so service providers provide better services to their customers. To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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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 Cellular (including FWP), Basic Wireline and Broadband customers, in the Western region of India, comprising the metro circle of Mumbai and the circles of Maharashtra (including Goa but excluding Mumbai), Gujarat, Madhya Pradesh and Chattisgarh.

The current report presents the findings of the survey for the metro circle of Mumbai.

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 (activation/ reactivation)
 - § Billing performance
 - § Help/ customer care service
 - § Network performance, reliability and availability
 - § Maintainability of the network
 - § Supplementary / value added service
 - § Services provided by the service provider on an overall basis

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 primary mode of conducting the survey consisted of personal and telephonic 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 these invitations, follow up phone calls were made to drive respondents to the survey.

2.4 Coverage of the Survey

In the first quarter (1st January to 31st March, 2008), we conducted the Customer Satisfaction Survey (CSS) in the metro circle of Mumbai. The following service providers have been covered in the metro circle of Mumbai.

2.4.1 Basic Telephone (Wire-line) Service

1. Mahanagar Telephone Nigam Limited (Referred as MTNL in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Reliance Communications (Referred as Reliance in the report)
4. Tata Teleservices Maharashtra Limited (Referred as TTML in the report)

2.4.2 Cellular (including FWP) Service

1. BPL Mobile Communications Limited (Referred as BPL in the report)
2. Vodafone Essar Mobile Service Limited (Referred as Vodafone in the report)
3. Mahanagar Telephone Nigam Limited (Referred as MTNL in the report)
4. Bharti Airtel Limited (Referred as Airtel in the report)
5. Reliance Communications (Referred as Reliance in the report)
6. Tata Teleservices Maharastra Limited (Referred as TTML in the report)

2.4.3 Broadband Service

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

2.5 Geographical Coverage

Geographical Coverage	Areas/ Exchanges Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andheri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel and Uran
Thane	Thane, Mumbra and Meera Road

2.6 Respondent Profile

The random sample included both prepaid & postpaid among both household and commercial customers.

2.6.1 Individual/ Household users

§ Only those above the age of 18 years were interviewed.

§ Actual users of basic telephone service, mobile or broadband services were interviewed

2.6.2 Commercial users

§ In case of the basic telephone service survey, the administration or accounts executive/ manager or whoever takes care of basic telephone service related issues was interviewed. In case of the broadband survey, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager was covered. In case, there was no such person, then the CEO/ MD/ owner of the firm was interviewed.

2.7 Sampling Methodology & Coverage

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

2.7.1 Basic Telephone (Wire-line) Service: Database obtained from the service providers was used in case of private operators, while for MTNL, 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 was evenly spread over 10% of SDCAs for each BSO.

MTNL: In the metro circle of Mumbai, there are 130 exchanges and there are 2 SDCAs (one in Mumbai and other in Navi Mumbai). 5% of these exchanges can be approximated to 7 exchanges; however, we have covered 30 exchanges that were geographically spread covering Mumbai, Navi Mumbai & Thane.

Bharti Airtel: We have covered more than 30 areas where basic wire-line service of Bharti Airtel was available.

Reliance Communications: We have covered more than 30 areas where basic wire-line service of Reliance Communications was available.

Tata Teleservice Maharashtra Limited: We have covered more than 30 areas where basic wire-line service of Tata Teleservice Maharashtra Limited was available.

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	Areas Covered/ Exchanges	Sample Size
MTNL	30	1067
Airtel	30	970
Reliance	30	970
TTML	30	1067
Total		4074

Geographical Coverage	Areas/ Exchanges Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andhri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel, and Uran
Thane	Thane, Mumbra and Meera Road

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 telephony service customers was evenly spread across 10% of district headquarters of a service area where the services were commissioned.

As there are no district headquarters in the metro circle of Mumbai, we carried out the customer satisfaction survey in same areas that were covered for basic wire-line service survey.

Service Providers	Areas Covered	Sample Size
BPL	30	1067
Vodafone	30	1067
MTNL	30	1067
Airtel	30	1067
Reliance	30	1067
TTML	30	1067
Total		6402

Geographical Coverage	Areas Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andhri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel, and Uran
Thane	Thane, Mumbra and Meera Road

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.

Service Providers	Sample Size
MTNL	1067
Bharti	1067
Tata	1067
Reliance	1067
Sify	1067
You	1067
Hathway	1067
Total	7469

Geographical Coverage	Areas Covered
North Mumbai	Bhayandar, Dahisar, Borivali, Malad, Versova, Jogeshwari, Andhri, Bandra, Vile Parle, Marol, Goregaon, Sakinaka and Santa Cruz
Central Mumbai	Gamdevi, Mazgaon, Ghatkopar, Powai, Mulund and Chembur
South Mumbai	Prabhadevi, Worli, Sion, Fountain, Cuffe Parade, Bandra, Mahim and Matunga
Navi Mumbai	Belapur, Vashi, Taloja, Turbe, Panvel, and Uran
Thane	Thane, Mumbra and Meera Road

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Telephone Service (Wire-line)

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 telephone. For rural, customers face to face interviews were done.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	728	242	970
MTNL	801	267	1,068
Reliance	731	244	975
TTML	871	290	1,161
Total	3,131	1,043	4,174

2.8.2 Cellular Mobile 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 telephone.

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	815	271	1,086
MTNL	803	267	1,070
Reliance	844	281	1,125
TTML	832	278	1,110
Vodafone	927	309	1,236
BPL	808	269	1,077
Total	5,029	1,675	6,704

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 these 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	547	546	1,093
Hathway	542	542	1,084
MTNL	572	571	1,143
Reliance	545	544	1,089
Sify	575	575	1,150
Tata	534	533	1,067
You	534	533	1,067
Total	3,847	3,846	7,693

2.9 Customer Profile by Payment Mode Used

2.9.1 Basic Telephone Service (Wire-line)

A total of 4 basic telephone service providers present in the circle as of date have been covered. Across 30 areas of the metro circle of Mumbai, 4174 basic telephone service (Wire-line) customers were covered. Of this sample, 3036 were postpaid customers and 1138 were prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	17	953	970
MTNL	43	1,025	1,068
Reliance	439	536	975
TTML	639	522	1,161
Total	1,138	3,036	4,174

2.9.2 Cellular Mobile Service

A total of 6 cellular mobile telephone service providers present in the circle as of date have been covered. Across 30 areas of the metro circle of Mumbai, 6704 cellular mobile service customers were covered. Of this sample, 4160 were prepaid customers and 2544 were postpaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	762	324	1,086
MTNL	647	423	1,070
Reliance	692	433	1,125
TTML	776	334	1,110
Vodafone	791	445	1,236
BPL	492	585	1,077
Total	4,160	2,544	6,704

2.9.3 Broadband Service

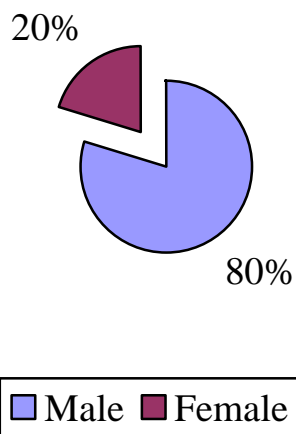
A total of 7 broadband service providers present in the circle as of date have been covered. Across Points of Presence of the metro circle of Mumbai, 7693 broadband service customers were covered. Of this total sample, 5099 were postpaid customers and 2594 were prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	47	1,046	1,093
Hathway	357	727	1,084
MTNL	41	1,102	1,143
Reliance	221	868	1,089
Sify	963	187	1,150
Tata	489	578	1,067
You	476	591	1,067
Total	2,594	5,099	7,693

2.10 Demographic Profile

2.10.1 Basic Telephone Service (Wire-line)

2.10.1.1 Gender Profile



4174 basic telephone service (Wire-line) customers were covered. Of this sample, 3324 were male and 850 were female customers.

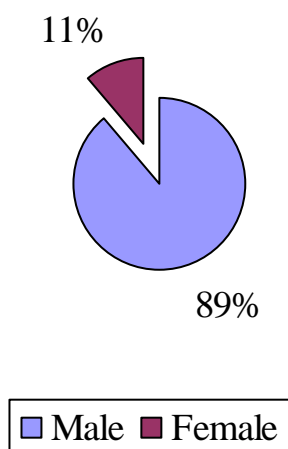
2.10.1.2 Age Profile

Age Group	%
Less than 25 years	16
25 – 60 years	81
More than 60 years	4
Base	4,174

81% of the customers were in the age group of 25 – 60 years while 16% were less than 25 years and 4% were more than 60 years.

2.11.2 Cellular Mobile Service

2.11.2.1 Gender Profile



6704 cellular mobile service customers were covered. Of this sample, 5953 were male and 751 were female customers.

2.11.2.2 Age Profile

Years	%
Less than 25 years	21
25 – 60 years	78
More than 60 years	1
Base	6,704

78% of the customers were in the age group of 25 – 60 years while 21% were less than 25 years and 1% were more than 60 years.

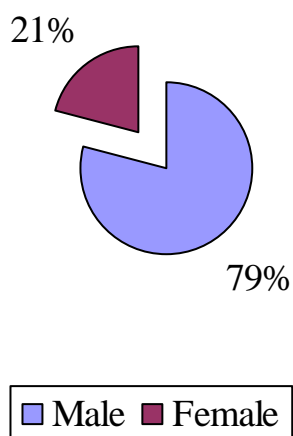
2.11.2.3 Occupation Profile

Occupation	%
Service	39
Businessman/ Self Employed	49
Student	6
Housewife	5
Retired	1
Base	6,704

Out of 6704 cellular mobile service customers 49% of the customers were businessmen/ self-employed while 39% of them were employed.

2.12.3 Broadband Service

2.12.3.1 Gender Profile



7693 broadband service customers were covered. Of this sample, 6095 were male and 1598 were female customers.

2.12.3.2 Age Profile

Years	%
Less than 25 years	15
25 – 60 years	83
More than 60 years	1
Base	7,693

83% of the customers were in the age group of 25 – 60 years while 15% were less than 25 years and 1% were more than 60 years.

2.13 Questionnaires Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Customer Satisfied as per Customer Perception of Service

To measure the satisfaction across various QoS parameters we used a four-point scale of:

- “Very Satisfied”,
- “Satisfied”,
- “Dissatisfied” and
- “Very Dissatisfied”.

Weights were assigned to all the four responses with “Very Satisfied” being assigned 4 and “Very Dissatisfied” being assigned 1. This was done as per instructions from TRAI.

The overall satisfaction score for each QoS parameter was ascertained using the following formula(s):

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

Where:

$$A = (\text{No. of customers who had given a rating of “very satisfied”} * 4 + \text{No. of customers who had given a rating of “satisfied”} * 3 + \text{No. of customers who had given a rating of “dissatisfied”} * 2 + \text{No. of customers who had given a rating of “very dissatisfied”} * 1)$$

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

Now, overall weighted satisfaction score is calculated using the formula:

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

This implies that if all the customers are “Very Satisfied”, the operator can get a rating of 100%. On the other hand, if all the customers are “Very Dissatisfied”, the operator gets a score of 0%. Thus, the scale has been calibrated to range between 0% and 100%.

2.15 Methodology for Calculating Percentage of Customer Satisfied

To measure the percentage of customer satisfied, we have taken into account the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various parameters of customer perception of service.

2.16 Explanation of Benchmarks

TRAI laid down benchmarks on Customer Perception of Service for the service providers of Basic Telephone, Cellular Mobile 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 consumer satisfaction by making known the quality of service that the service providers are required to provide and the user has a right to expect.

All service providers have to follow these benchmarks. The following are the benchmarks laid down by TRAI.

2.16.1 Basic Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>95%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Customer Care Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary Services	>95%
Overall Customer Satisfaction	>95%

2.16.2 Cellular Mobile Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>95%
% Satisfied with Billing Services – Postpaid	>90%
% Satisfied with Billing Services - Prepaid	>90%
% Satisfied with Customer Care Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary Services	>95%
Overall Customer Satisfaction	>95%

2.16.3 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 Customer Care Services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% Satisfaction with Supplementary Services	>85%
Overall Customer Satisfaction	>85%

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

Basic Telephone Service

Provision of Service (activation/ reactivation)

- § Time taken to provide customer with working telephone connection
- § Time taken for shifting of telephone, in case customer had sought shifting of telephone in the last 6 months
- § Time taken to reactivate service of temporarily suspended connection after payment of bill was made

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

- § 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 Services

- § Quality of the supplementary services provided

Services provided by the service provider on an overall basis

Cellular Mobile Service

Provision of Service

- § Time taken to activate cellular mobile connection after customer applied and completed all formalities
- § Time taken to reactivate service of temporarily suspended connection after payment of bill was made

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

- § 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 of the Network

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

Supplementary Services

- § Quality of the supplementary services provided

Services provided by the service provider on an overall basis

Broadband Service

Provision of Service

- § Time taken to provide customer with broadband connection after registration and payment of initial deposit by customer
- § Time taken to reactivate service of temporarily suspended connection after payment

Billing performance

- § 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 of the network

- § Restoration of broadband connection

Supplementary / value added service

- § Quality of the supplementary services provided

Services provided by the service provider on an overall basis

2.17 Definition of Key Terms Used

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

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

Broadband Service: It means data connection....

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

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

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

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

Call Centre: means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the 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 the 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 two methods:

- § Benchmarking of customer perception on service parameters as per the methodology explained in section 2.14. This methodology has been used to derive the level of customer satisfaction with perception of service for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

- § The percentage of customer satisfied on various service parameters was derived by using the methodology explained in section 2.15. According to this methodology the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various parameters of customer perception of service has been taken into account. This methodology has been used to derive the percentage of customer satisfied with perception of service parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Telephone Service

3.1.1 The following table exhibits customer perception of various parameters of service.

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	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Metro Circle - Mumbai									
Airtel	970	68	70	75	66	72	68	73	72
MTNL	1,068	68	68	68	63	70	62	71	67
Reliance	975	69	64	68	58	69	60	68	66
TTML	1,161	69	68	69	65	70	60	71	65
Overall	4,174	68	68	69	64	70	63	71	67

§ None of the service providers in the Mumbai circle met the benchmarks laid down by TRAI on various parameters.

§ However, performance of Airtel was better than other service providers as satisfaction scores were higher on 6 out of 7 parameters.

§ Performance of TTML and Reliance was better on Provision of Service. However, their performance on Maintainability of Service was below others.

§ Reliance performance on post-paid customers billing and help services was well below the other service providers' performance.

3.1.2 The following table shows the proportion of satisfied customers on various service 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	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Metro Circle – Mumbai									
Airtel	970	91	92	100	88	95	89	98	95
MTNL	1,068	96	94	98	77	93	79	93	91
Reliance	975	95	88	95	72	93	80	96	90
TTML	1,161	94	94	97	84	94	78	99	91
Overall	4,174	93	92	96	82	93	82	97	92

- § On an overall basis, 92% of the basic telephone service customers were satisfied with their service providers. The largest proportion (95%) of Airtel customers were satisfied.
- § As per the above data, Airtel had higher percentage of satisfied customers than other service providers on 5 out of 7 parameters, namely billing performance (prepaid), help services, network performance, maintainability and overall satisfaction.
- § MTNL’s performance was better on Provision of Service and Billing Performance among Postpaid customers. This was indicated by a higher percentage of satisfied customers on provision of service and billing performance (postpaid).
- § With regards to supplementary service, TTML had the highest percentage of satisfied customers.
- § Reliance performance on post-paid customers billing and help services was well below the other service providers’ performance, as indicated by the significantly lower % of satisfied customers.

3.1.3 The following table shows the percentage of customers who got a working connection within 7 days.

Service Providers	Base	% of customers who got a working telephone connection within 7 days
		Benchmark: 7 days
Metro Circle – Mumbai		
Airtel	384	83.1%
MTNL	34	82.4%
Reliance	322	87.6%
TTML	141	75.2%
Overall	881	83.4%

83.4% of the all customers got their working telephone connection within 7 days. Reliance was quicker in providing working telephone connection to a larger proportion of their new customers than other service providers while Tata Teleservices was slower on this parameter.

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

Service Providers	Base	% of customers who reported fault repair to be within 3 days
		Benchmark: Within 3 days
Metro Circle – Mumbai		
Airtel	279	91.8%
MTNL	194	83.4%
Reliance	206	86.4%
TTML	186	85.5%
Overall	865	87.3%

87.3% of 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 was repaired within 3 days.

3.1.5 The following table shows the proportion of customers who reported that their telephone service terminated within 1 day on request.

Service Providers	Base	% of customers who reported termination time to be 1 day
		Benchmark: Within 1 day
Metro Circle - Mumbai		
Airtel	96	8.3%
MTNL	10	20.0%
Reliance	27	3.7%
TTML	12	8.3%
Overall	145	8.3%

Only 8.3% of customers reported that their telephone connection was terminated within 1 day. A larger proportion of MTNL customers reported termination within the benchmark duration.

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

Service Providers	Base	% of customers whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Within 4 weeks
Metro Circle - Mumbai		
Airtel	970	48.9%
MTNL	1068	44.4%
Reliance	975	37.2%
TTML	1161	45.2%
Overall	4174	45.7%

Only 45.7% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

3.2 Cellular Mobile Service

3.2.1 The following table exhibits customer perception of various parameters of service.

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	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Metro Circle – Mumbai									
Airtel	1,086	67	63	67	60	60	62	69	64
MTNL	1,070	68	66	74	58	59	64	71	63
Reliance	1,125	69	61	67	61	64	67	70	66
TTML	1,110	76	73	71	64	67	69	77	68
Vodafone	1,236	72	70	68	67	63	66	75	66
BPL	1,077	74	72	68	68	62	65	71	66
Overall	6,704	71	67	69	63	62	65	72	66

§ None of the service providers met the benchmarks laid down by TRAI on various parameters.

§ However, performance of TTML was better than other service providers on 6 out of 7 parameters, as indicated by the scores in the table above. Even on an overall service, their performance was better than others’.

§ Performance of BPL was better on Help Services although every service provider’s performance on parameter was particularly low.

§ MTNL’s performance was better than others’ on Billing (Prepaid).

§ Reliance performance on Billing (postpaid) was significantly lower than others’.

3.2.2 The following table shows the proportion of satisfied customers with various parameters of customer perception of service.

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	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Metro Circle - Mumbai									
Airtel	1,086	90	86	94	77	86	85	96	87
MTNL	1,070	89	92	97	70	83	84	98	80
Reliance	1,125	95	79	93	75	92	93	98	89
TTML	1,110	96	93	96	83	93	93	96	92
Vodafone	1,236	97	91	95	82	88	88	95	87
BPL	1,077	97	93	96	83	87	86	94	88
Overall	6,704	95	89	95	78	88	88	96	87

§ On an overall basis, 87% of all cellular service customers were satisfied with their service providers. A higher proportion of TTML customers (92%) were satisfied.

§ The survey reveals a lower proportion of satisfied customers on parameters such as Help Services.

§ TTML registered a higher percentage of satisfied customers than other service providers on 5 out of 7 parameters, namely billing (postpaid), help services, network performance, maintainability and overall satisfaction

§ MTNL, TTML and BPL had a higher percentage of satisfied customers with provision of service, billing performance (postpaid & prepaid) and help services.

§ The survey revealed a higher percentage of satisfied customers for Reliance on maintainability and supplementary services; however, their performance was lower on billing (postpaid & prepaid).

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

Service Providers	Base	% of customer whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Four Weeks
Metro Circle – Mumbai		
Airtel	131	18.3%
MTNL	63	9.5%
Reliance	148	25.7%
TTML	46	6.5%
Vodafone	109	14.7%
BPL	54	13.0%
Overall	551	17.1%

Only 17.1% of the cellular customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

3.3 Broadband Service

3.3.1 The following table exhibits customer perception of various parameters of service.

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	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
Metro Circle – Mumbai									
Airtel	1,093	71	72	72	64	70	69	68	72
Hathway	1,084	69	69	69	59	61	62	62	63
MTNL	1,143	64	68	72	57	65	64	66	65
Reliance	1,089	70	65	65	57	62	63	68	62
Sify	1,150	65	68	66	55	60	63	66	65
Tata	1,067	71	72	71	63	65	67	68	66
You	1,067	73	73	73	61	65	63	68	66
Overall	7,693	69	69	69	59	64	64	66	65

§ None of the service providers met the benchmarks laid down by TRAI, on various parameters. The scores were particularly low on account of Help Services.

§ However, performance of Airtel was better than other service providers as indicated by higher scores on 5 out of 7 parameters in addition to Overall Service. They were followed by Tata and You.

§ Both Reliance and Hathway registered lower scores on overall service satisfaction. This was accompanied by lower scores on Billing Performance (postpaid) for Reliance. However, the latter's performance on Supplementary Services was better.

3.3.2 The following table shows the proportion of satisfied customers on various service 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	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Metro Circle – Mumbai									
Airtel	1,093	93	95	98	83	89	96	97	93
Hathway	1,084	95	93	94	74	77	82	83	83
MTNL	1,143	84	93	98	68	86	90	96	84
Reliance	1,089	95	89	91	71	82	90	98	81
Sify	1,150	89	97	90	64	75	85	95	84
Tata	1,067	95	98	95	77	82	89	97	84
You	1,067	92	88	94	75	79	85	94	83
Overall	7,693	92	93	93	74	81	88	95	85

§ All the service providers registered a lower proportion of satisfied customers on account of Help Services.

§ Airtel registered the highest proportion of satisfied customers on an overall basis. The survey also reveals a higher percentage of satisfied customers than other service providers on 5 out of 7 parameters, namely billing performance (prepaid), help services, network performance, maintainability and overall satisfaction

§ Tata had a higher percentage of satisfied customers with provision of service.

§ Sify had a higher percentage of satisfied customers with billing performance (postpaid).

§ MTNL had a higher percentage of satisfied customers on billing performance (prepaid) while Reliance had a higher percentage of satisfied customers with provision of service and with supplementary services.

3.3.3 The following table shows the proportion of customers who reported getting a working connection with 15 days.

Service Providers	Base	% of customers who claimed to have got a working connection within 15 days
		Benchmark: Within 15 Working Days
Metro Circle – Mumbai		
Airtel	1094	95.40%
Hathway	1085	95.50%
MTNL	1144	68.20%
Reliance	1090	94.20%
Sify	1151	90.10%
VSNL	1061	89.20%
You	1068	93.40%
Overall	7693	89.30%

89.3% of the customers got their working connection within 15 working days. However, 32% of MTNL customers got their working connection after 15 working days.

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

Service Providers	Base	% of customer whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Within 4 weeks
Metro Circle – Mumbai		
Airtel	314	15.0%
Hathway	288	4.2%
MTNL	325	8.6%
Reliance	239	5.0%
Sify	247	6.9%
VSNL	214	7.0%
You	521	11.7%
Overall	2148	8.9%

Only 8.9% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

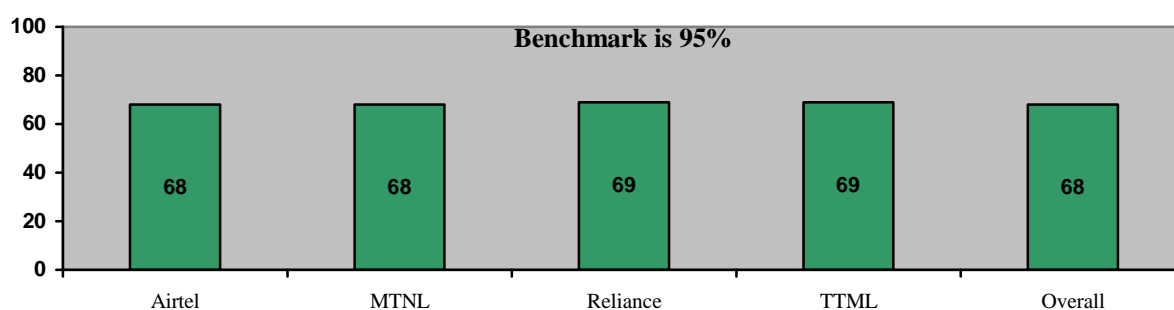
4. DETAILED REPORT

4.1 Basic Telephone Service (Wire-line) – Metro Circle (Mumbai)

Customer Satisfaction Survey in the metro circle of Mumbai was done among customers of 4 Basic Telephone Service providers i.e. Airtel, MTNL, Reliance and TTML.

4.1.1 Customer Satisfaction with Provision of Service

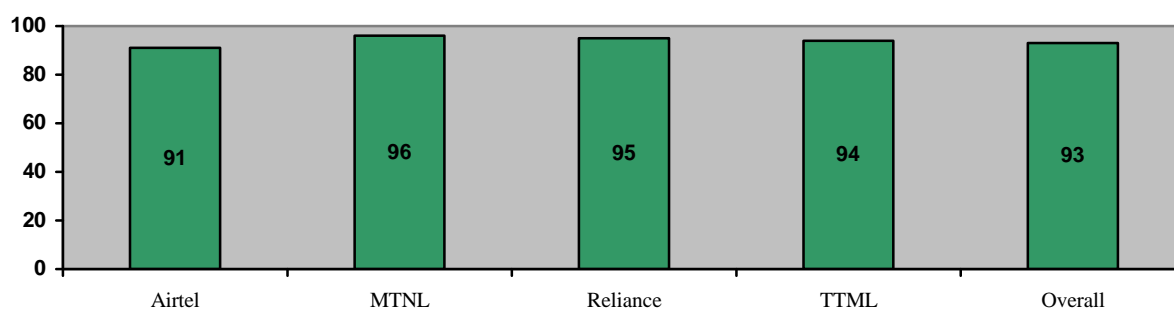
4.1.1.1 The following graph shows the level of customer satisfaction with provision of service.



§ None of the service providers met the benchmark of 95%.

§ All the service providers' scores were in the range of 68 - 69%.

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



§ MTNL (96%) had a higher percentage of satisfied customers with respect to provision of service than other service providers. Airtel (91%) registered a lower percentage of satisfied customers with provision of service than other service providers

4.1.1.3 The following table shows the percentage of satisfied customers with sub-parameters of provision of service.

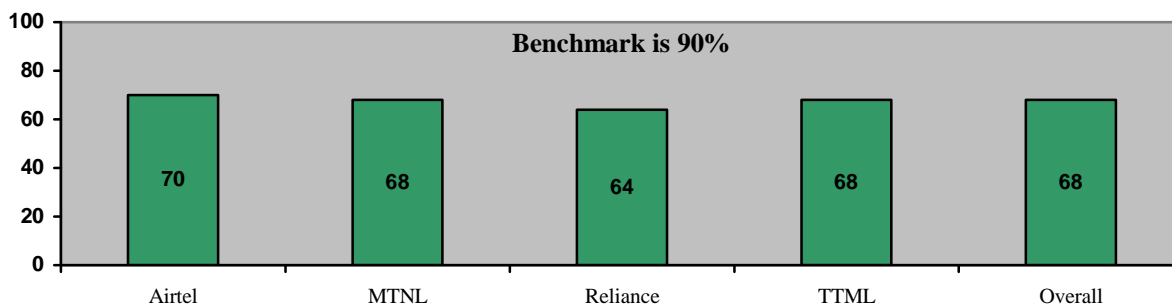
Sub Parameters	Base	% Customers satisfied on different sub-parameters of Provision of Service				
		Airtel	MTNL	Reliance	TTML	Overall
Time taken to provide them with working telephone connection	881	96.6%	100%	97.2%	97.9%	97.2%
Time taken for shifting of telephone , in case customer had sought shifting of telephone in the last 6 months	343	97.7	96.8%	98.1%	96.7%	97.1%
Time taken to reactivate service of temporarily suspended connection after payment of bill was made	436	68.0%	93.4%	78.1%	86.4%	83.3%

§ Most customers were satisfied with the time taken to provide new basic service telephone connections or for shifting the connection to another address.

§ A substantial proportion of customers, particularly of Airtel and Reliance, whose connection was suspended temporarily, were dissatisfied with the time taken to reactivate the connection after the requisite payment was made.

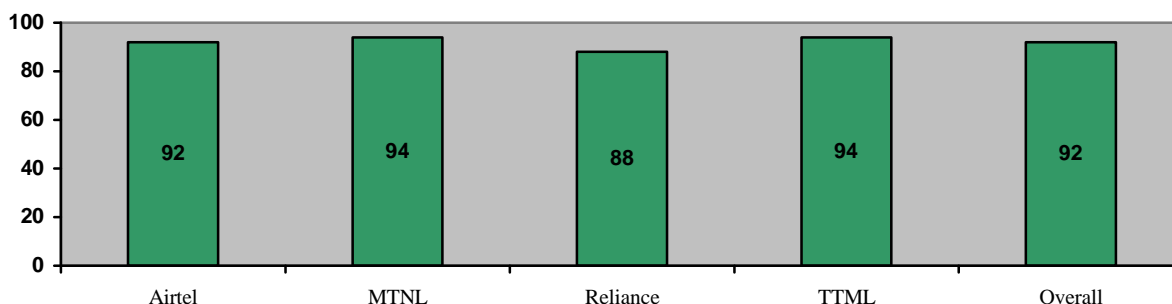
4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1 The following graph shows the level of customer satisfaction with billing performance among postpaid customers.



- § None of the service providers met the benchmark of 90%.
- § Level of customer satisfaction for Reliance (64%) was lower as compared to others.
- § Satisfaction scores for Airtel, MTNL and TTML were in the range of 68 -70%.

4.1.2.2 The following graph the proportion of satisfied customers with respect to billing performance among postpaid customers.



- § MTNL (94%) and TTML (94%) had a marginally higher percentage of satisfied customers on account of billing performance (postpaid) than others.
- § Reliance (88%) registered a lower percentage of satisfied customers on account of billing performance (postpaid) than others.

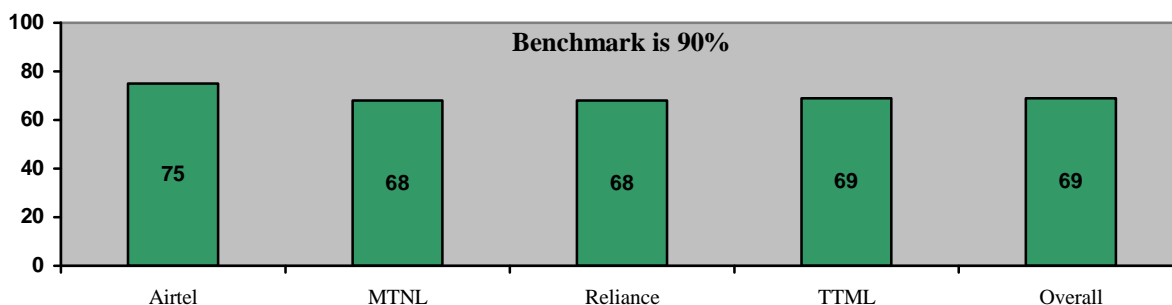
4.1.2.3 The following table shows the percentage of satisfied postpaid customers with different sub-parameters of the billing process.

Sub Parameters	Base	% Postpaid customers satisfied with different sub-parameters of Billing Process				
		Airtel	MTNL	Reliance	TTML	Overall
Timely delivery of bills	3,036	96.7%	94.5%	89.0%	95.4%	94.4%
Accuracy of the bills	3,036	89.4%	92.2%	88.8%	90.8%	90.5%
Process of resolution of billing complaints	360	56.2%	71.8%	49.3%	60.4%	59.4%
Clarity of the bills in terms of transparency & understandability	3,036	94.3%	96.1%	92.6%	97.5%	95.1%

- § Most customers were satisfied with the timely delivery of bills and clarity of bills.
- § However, a substantial proportion of customers, particularly of Airtel, TTML and Reliance, were dissatisfied with the process of resolution of billing complaints.

4.1.2b Customer Satisfaction with Billing Performance among Prepaid Customers

4.1.2.1b The following graph shows the level of satisfaction with billing performance among prepaid customers.

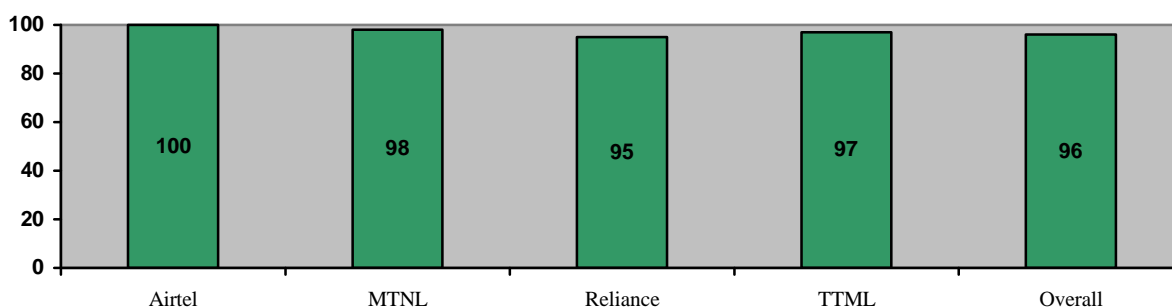


§ None of the service providers met the benchmark of 90%.

§ Airtel's (75%) performance was significantly better than the others.

§ The performance of MTNL, Reliance and TTML was in the range of 68% - 69% on this parameter.

4.1.2.2b The following graph the percentage of satisfied customers with prepaid billing.

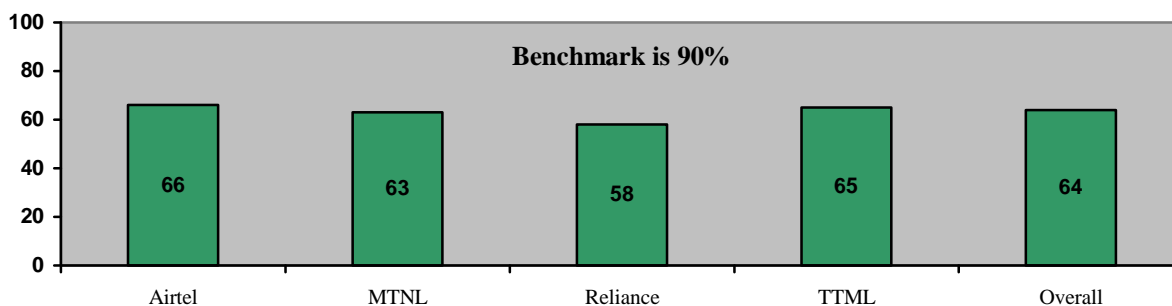


§ All the prepaid customers of Airtel were satisfied with billing performance.

§ Reliance (95%) had a slightly lower percentage of satisfied prepaid customers with respect to billing performance (prepaid) as compared to others.

4.1.3 Customer Satisfaction with Help Services

4.1.3.1 The following graph shows the level of customer satisfaction with help services.

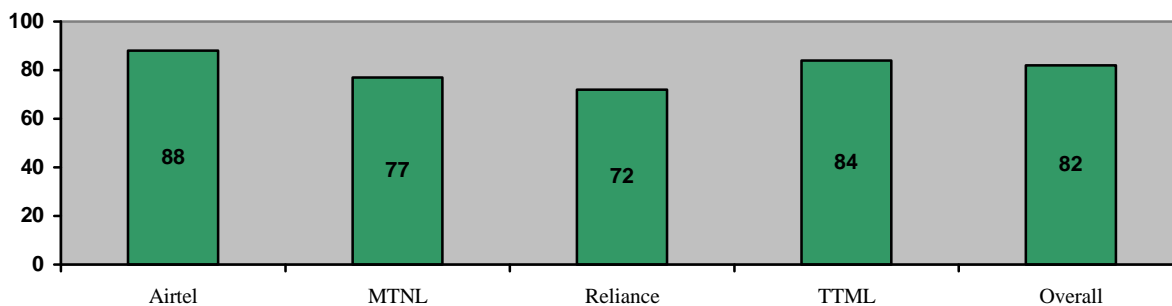


§ None of the service providers met the benchmark of 90%.

§ Performance of Reliance (58%) was weaker than others.

§ The satisfaction scores of Airtel, MTNL and TTML ranged between 63 - 66%.

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



§ Airtel (88%) had a higher percentage of satisfied customers with respect to help services.

§ Reliance (72%) registered a lower percentage of satisfied customers on account of help services.

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

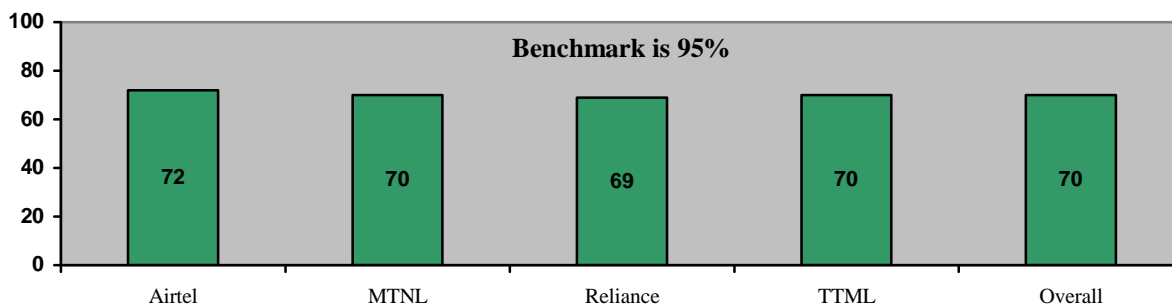
Sub Parameters	Base	% Customers satisfied with sub-parameters of Help Services				
		Airtel	MTNL	Reliance	TTML	Overall
Ease of access of call centre/customer care or helpline	1,475	87.4%	87.1%	89.2%	90.3%	88.5%
Response time taken to answer your call by a customer care executive	1,475	92.6%	84.8%	70.8%	83.4%	84.3%
Problem solving ability of the customer care executive(s)	1,475	83.9%	74.5%	72.2%	85.4%	80.3%
Time taken by call centre/customer care /helpline to resolve your complaint	1,475	85.2%	74.9%	71.9%	85.1%	80.7%

- § A substantial proportion of customers of all service providers are not satisfied on account of problem solving ability of the customer care executives and the time taken to resolve complaints by the call center/ customer care/ help-line. MTNL and Reliance registered even lower satisfaction levels on these sub-parameters.
- § Satisfaction of Airtel customers with the response time of customer care executives was higher as compared to other service providers.

§

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

4.1.4.1 The following graph shows the level of customer satisfaction with network performance, reliability & availability.

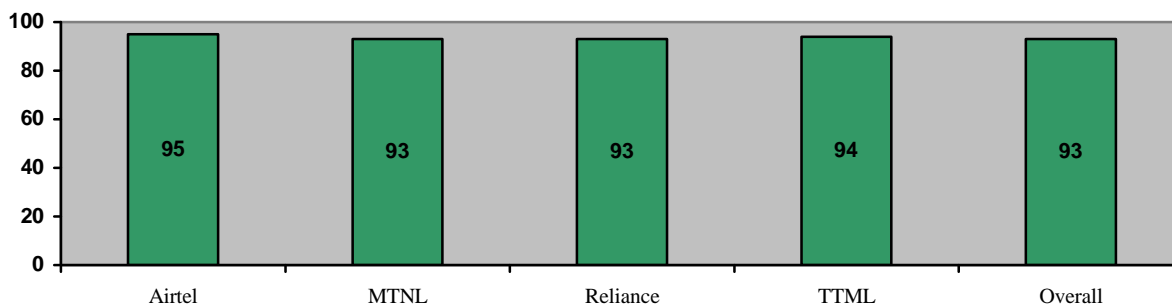


§ None of the service providers met the benchmark of 95%.

§ Airtel's (72%) satisfaction score was slightly higher than the other service providers'.

§ The satisfaction scores of MTNL, Reliance and TTML ranged between 69 - 70%.

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



§ Most customers were satisfied with the network; less than 7% were not satisfied on account of the network. The percentage of satisfied customers of all service providers was in the range of 93 -95%.

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

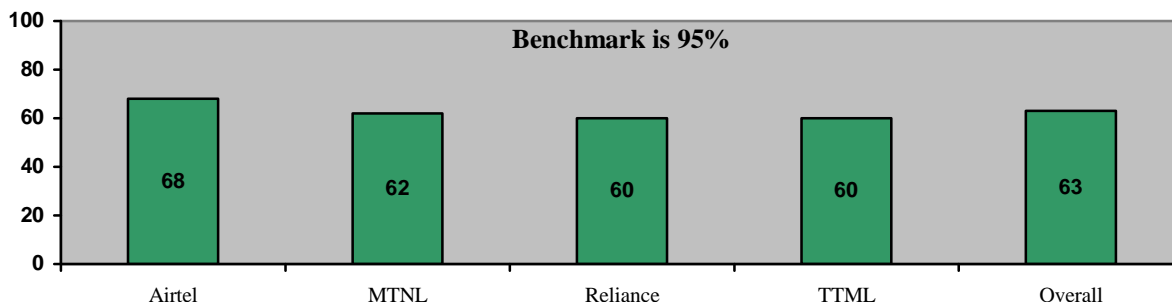
Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability & Availability				
		Airtel	MTNL	Reliance	TTML	Overall
Availability of working telephone (dial tone)	4,174	97.7%	95.6%	95.6%	95.8%	96.2%
Ability to make or receive calls easily	4,174	95.1%	95.2%	94.9%	94.5%	94.9%
Voice quality	4,174	95.5%	91.1%	91.8%	93.5%	92.9%

§ While most customers were satisfied on account of availability of working telephone and the ability to make or receive calls, both MTNL and Reliance customers reported marginally lower levels of satisfaction with voice quality.

§

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following graph shows the level of customer satisfaction with maintainability.

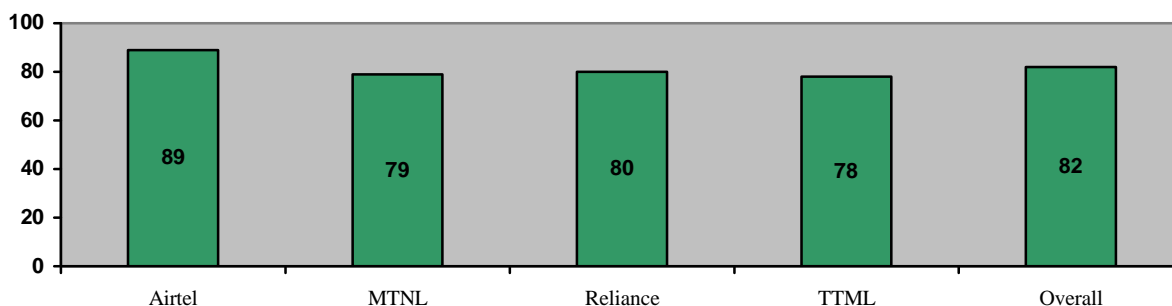


§ None of the service providers met the benchmark of 95%.

§ Airtel's (68%) performance was better than the other service providers.

§ Satisfaction scores of MTNL, Reliance and TTML were in the range of 60 - 62%.

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

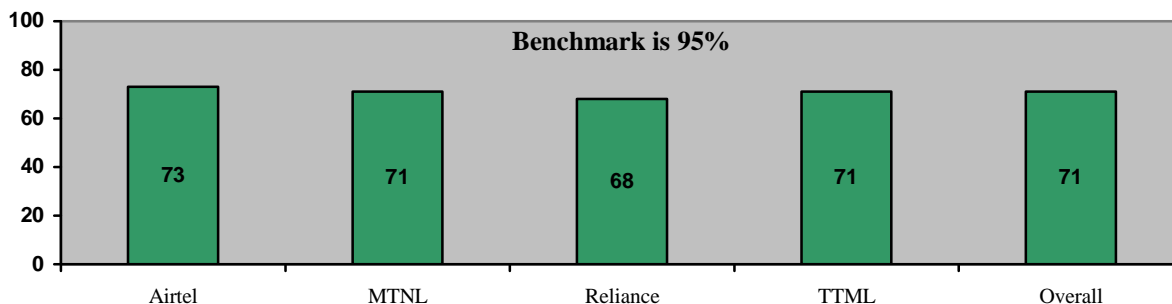


§ Airtel (89%) had a significantly higher percentage of satisfied customers with maintainability than other service providers.

§ TTML (78%), MTNL (79%) & Reliance (80%) registered lower % of satisfied customers with respect to maintainability.

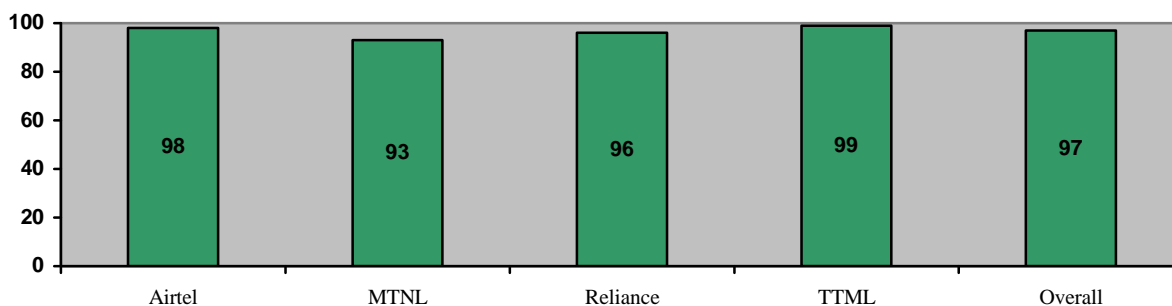
4.1.6 Customer Satisfaction with Supplementary Services

4.1.6.1 The following graph shows the level of customer satisfaction with supplementary services.



- § None of the service providers met the benchmark of 95%.
- § Reliance (68%) performance was slightly weaker than the other service providers.
- § Satisfaction scores of Airtel, MTNL and TTML were in the range of 71 - 73%.

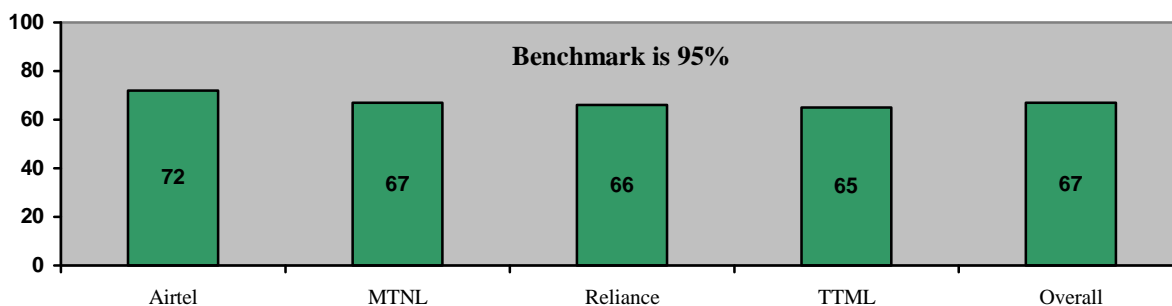
4.1.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- § TTML (99%) and Airtel (98%) had higher percentage of satisfied customers on account of supplementary services than other service providers.
- § The proportion of customer satisfied with supplementary services was high at 97% for all the service providers.

4.1.7 Customer Satisfaction with Overall Service

4.1.7.1 The following graph shows the level of customer satisfaction with overall service.

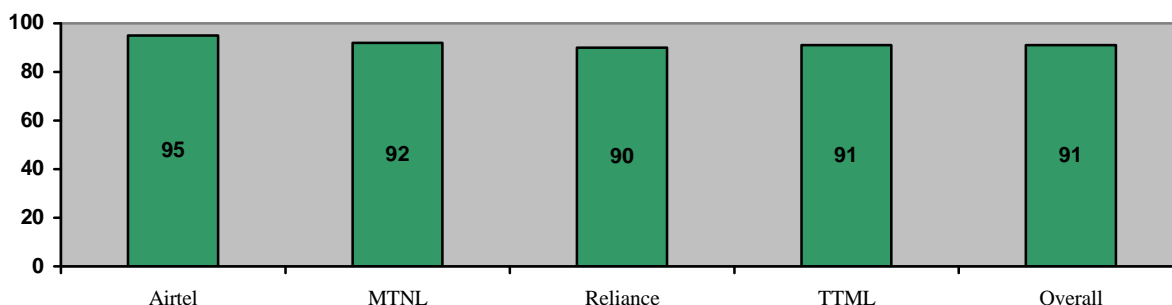


§ None of the service providers met the benchmark of 95%.

§ Level of customer satisfaction for Airtel (72%) was higher as compared to other service providers.

§ Satisfaction scores of MTNL, Reliance and TTML were in the range of 65 - 67%.

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



§ On an overall basis, 91% of the basic telephone customers were satisfied with their service providers.

§ Airtel (95%) had a higher percentage of satisfied customers on account of overall service.

§ The percentage of satisfied customer for MTNL, Reliance & TTML was in the range of 90 - 92%.

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

4.2.1 Awareness about the 3 stage grievance redressal mechanism

Table 4.2.1.1 The following table shows the percentage of customers who were aware about the three stage grievances redressal mechanism.

Service Providers	% of customers aware about the three stage grievances redressal mechanism	Base
Airtel	7.1%	970
MTNL	28.2%	1,068
Reliance	10.4%	975
TTML	16.2%	1,161
Overall	15.8%	4,174

Only 16% of the basic telephone service customers were aware about the 3 stage grievance redressal mechanism.

A higher percentage of MTNL (28%) of customers were aware of the same.

Table 4.2.1.2 The following table shows the percentage of customers who were aware of each of the 3 stages

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Airtel	97.1%	4.9%	4.1%	2.9%	970
MTNL	84.9%	2.9%	1.0%	15.3%	1,068
Reliance	90.3%	1.5%	0.6%	10.0%	975
TTML	80.9%	1.2%	0.3%	19.4%	1,161
Overall	87.9%	2.6%	1.4%	12.3%	4,174

88% of the customers claimed to be aware of the call center while only 3% were aware of the Nodal officer and only 1% were aware about the appellate authority.

4.2.2 Customer Experience with Call Centre

Table 4.2.2.1 The following table shows the percentage of customers who had complained in the last 6 months to the toll free call centre/customer care/helpline telephone number.

Service Providers	% of customers who have complained in last 6 months to the toll free call centre/customer care/Helpline telephone number	Base
Airtel	27.3%	970
MTNL	9.2%	1,068
Reliance	9.0%	975
TTML	5.6%	1,161
Overall	12.4%	4,174

12% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Helpline telephone number.

A higher proportion of Airtel customers had complained.

4.2.2.2 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 docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Airtel	84.5%	12.8%	2.6%	265
MTNL	54.1%	22.4%	23.5%	98
Reliance	72.7%	26.1%	1.1%	88
TTML	55.4%	24.6%	20.0%	65
Overall	73.1%	18.4%	8.5%	516

73% of the customers who had complained said that they had received a docket number for most of their complaints. A higher percentage of Airtel customer received docket numbers for their complaints.

18% of all customers who had complained said that they did not receive docket number for most of their complaints.

9% of all customers who had complained said that they did not receive docket number for most of their complaints even on request.

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

Service Providers	% of customers claimed to have been informed about the action taken on their complaint by call centre	Base
Airtel	52.5%	265
MTNL	38.8%	98
Reliance	46.6%	88
TTML	49.2%	65
Overall	48.4%	516

Only 48% 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 (39%) of MTNL customers were informed about the action taken on their complaint by call centre.

4.2.2.4 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Providers	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline			
	Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)
Airtel	265	74.7%	15.1%	59.6%
MTNL	98	60.2%	5.1%	55.1%
Reliance	88	64.8%	2.3%	62.5%
TTML	65	67.7%	6.2%	61.5%
Overall	516	69.4%	9.9%	59.5%

Only 69% all basic telephone service 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 MTNL customers.

4.2.2.5 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 able to understand the problems	Others	Base
Airtel	10.4%	3.0%	14.9%	68.7%	13.4%	16.4%	67
MTNL	20.5%	10.3%	17.9%	51.3%	25.6%	28.2%	39
Reliance	29.0%	19.4%	29.0%	74.2%	35.5%	6.5%	31
TTML	42.9%	9.5%	19.0%	52.4%	38.1%	0.0%	21
Overall	20.9%	8.9%	19.0%	63.3%	24.1%	15.2%	158

The main reason for dissatisfaction with customer care was the time taken to redress the complaints.

4.2.2.6 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	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	Base
Airtel	48.9%	139
MTNL	44.4%	45
Reliance	37.2%	43
TTML	45.2%	31
Overall	45.7%	258

Only 46% 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.

However, a lower proportion of Reliance customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.2.3 Customer Experience with Nodal Officer

Table 4.2.3.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Service Providers	% of customers aware about contact details of the nodal officer	Base
Airtel	2.8%	970
MTNL	1.4%	1,068
Reliance	0.5%	975
TTML	0.3%	1,161
Overall	1.2%	4,174

Only 1% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

4.2.3.2 Incidence of complaints to the nodal officer

Only 6 basic telephone service customers in our sample claimed to have complained to the nodal officer.

4.2.3.3 Ease of Access of the Nodal Officer

4 out of 6 customers who had contacted the nodal officer got through easily.

4.2.3.4 Incidence of Follow-up on Decision Taken on Complaint

1 out of 4 customers was intimated by the nodal officer about the decision taken on their complaint.

4.2.3.5 Satisfaction with Nodal Officer

3 out of 4 of the basic telephone service customers who contacted the nodal officer said that they were satisfied with the redressal of the complaint by the nodal officer.

4.2.3.6 Reasons for dissatisfaction

The reason for dissatisfaction with the nodal officer was that nodal officer took a long time for redressal of complaint.

4.2.4 Customer Experience with 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	% of customers aware about the contact details of the Appellate Authority	Base
Airtel	2.0%	970
MTNL	0.7%	1,068
Reliance	0.1%	975
TTML	0.3%	1,161
Overall	0.7%	4,174

Less than 1% of all basic telephone 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 6 months

Only 2 customers in our sample claimed to have filed an appeal in the prescribed form in the last 3 months.

4.2.4.3 Acknowledgement Receipt

1 out of 2 customers who filed appeal in the prescribed form in the last 3 months received an acknowledgement.

4.2.4.4 Decision of Appellate Authority

Only in one of the 2 cases, the decision was taken by the Appellate Authority within 3 months.

4.2.5 General Information

Table 4.2.5.1 The following table shows the percentage of customers who were aware that they can get item-wise usage charge details, on request.

Service Providers	% of prepaid customers aware that they can get item-wise usage charge details, on request	Base
Airtel	0.0%	17
MTNL	2.3%	43
Reliance	7.3%	439
TTML	6.9%	639
Overall	6.8%	1,138

Only 7% of the basic telephone service customers said that they were aware of the fact that they can get item-wise usage charge details on request. However, customers of MTNL were even less aware about this.

Table 4.2.5.2 The following table shows the percentage of customers who were denied item-wise usage charge details.

Service Providers	% of prepaid customers who have been denied item-wise usage charge details	Base
Airtel	0.0%	0
MTNL	100.0%	1
Reliance	9.4%	32
TTML	2.3%	44
Overall	6.5%	77

7% of these customers said that they were denied item-wise usage charge details.

Table 4.2.5.3 The following table shows the percentage of reasons for denying item-wise usage charge details.

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Airtel	0.0%	0.0%	0.0%	0
MTNL	100.0%	0.0%	0.0%	1
Reliance	66.7%	33.3%	0.0%	3
TTML	100.0%	0.0%	0.0%	1
Overall	80.0%	20.0%	0.0%	5

Generally no reasons were given for not providing itemized billing.

Table 4.2.5.4 The following table shows the percentage of the 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	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	Base
Airtel	37.1%	132
MTNL	41.2%	17
Reliance	57.6%	238
TTML	54.3%	70
Overall	50.5%	457

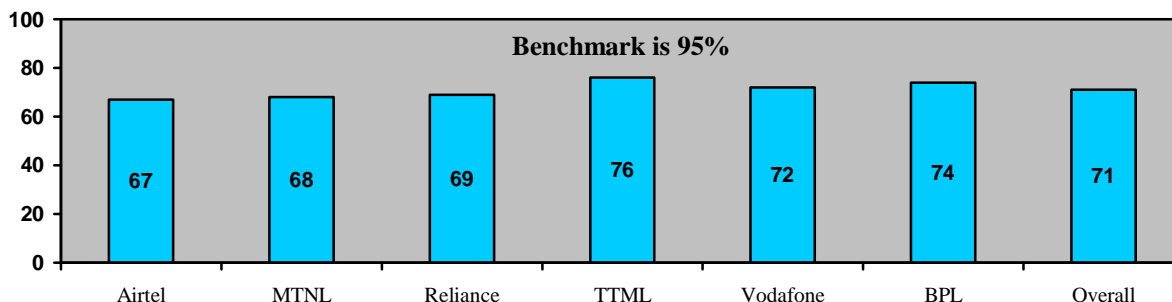
50% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

4.3 Cellular Mobile Service – Metro Circle (Mumbai)

Customer Satisfaction Survey in the metro circle of Mumbai was done among customers of 6 Cellular Mobile Service providers i.e. Airtel, MTNL, Reliance, TTML, Vodafone and BPL.

4.3.1 Customer Satisfaction with Provision of Service

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

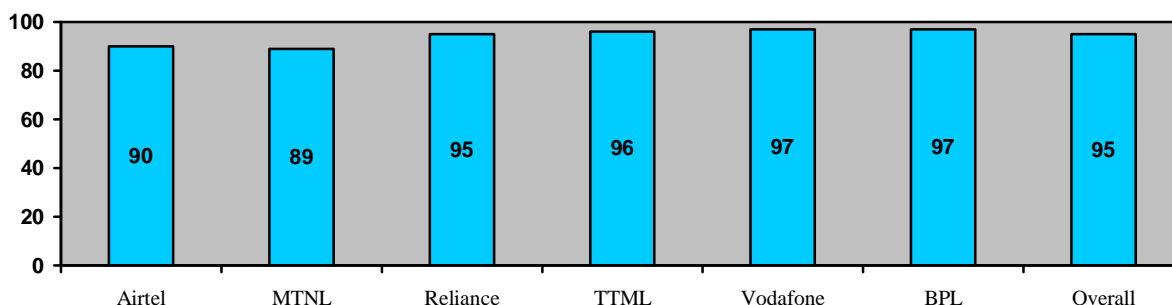


§ None of the service providers met the benchmark of 95%.

§ Performance of TTML (76%) was better than the other service providers’.

§ Satisfaction scores of Airtel, MTNL, Reliance, Vodafone and BPL were ranged between 67 - 74%.

4.3.1.2 The following graph shows the % of customers satisfied with the provision of service



§ Vodafone (97%), BPL (97%), TTML (96%) and Reliance (95%) had a higher percentage of satisfied customers on account of provision of service

§ MTNL (89%) and Airtel (90%) had a lower percentage of customers satisfied with provision of service.

4.3.1.3 The following table shows the percentage of satisfied customers with the provision of service

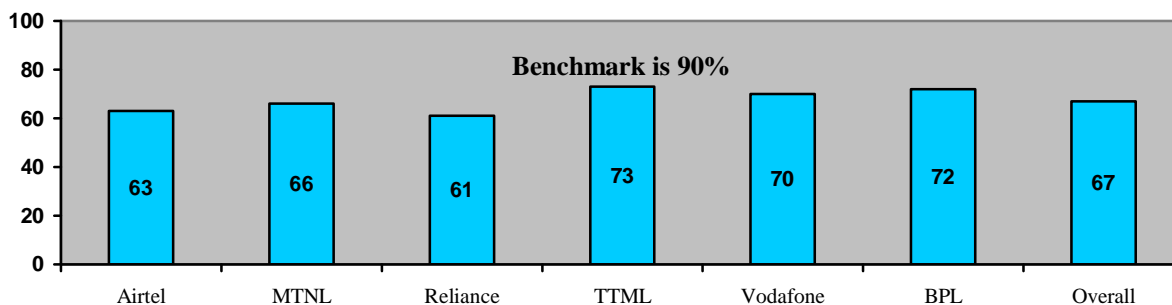
Sub Parameters	Base	% Customers satisfied with sub-parameters of Provision of Service						
		Airtel	MTNL	Reliance	TTML	Vodafone	BPL	Overall
Time taken to activate connection, after completion of formalities	1,364	97.4%	94.2%	98.8%	98.8%	98.4%	99.6%	98.2%
Time taken in reactivating service of temporarily suspended connection after payment was made	1,059	85.4%	81.4%	92.5%	87.9%	95.2%	95.6%	90.4%

§ Most customers were satisfied with the time taken to provide new cellular connections.

§ A substantial proportion of customers, particularly of Airtel and MTNL, whose connection was suspended temporarily, were dissatisfied with the time taken to reactivate the connection after the requisite payment was made.

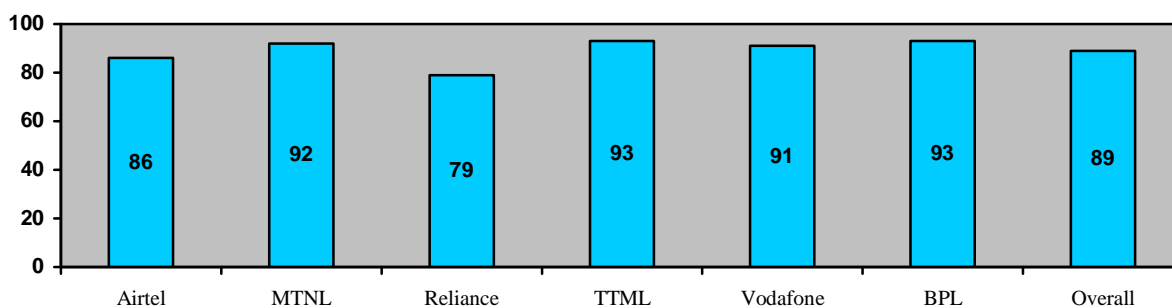
4.3.2a Customer Satisfaction with Billing among Postpaid Customers

4.3.2.1a The following graph shows the satisfaction of postpaid customers with billing process.



- § None of the service providers met the benchmark of 90%.
- § Satisfaction scores for Reliance (61%) and Airtel (63%) were lower than others’.
- § Satisfaction scores for TTML (73%) and BPL (72%) were better than others’.
- § Satisfaction scores for MTNL and Vodafone stood at 66 - 70%.

4.3.2.2a The following graph shows the percentage of satisfied postpaid customers with billing process.



- § TTML (93%), BPL (93%), MTNL (92%) and Vodafone (91%) had a higher percentage of satisfied customers on account of billing.
- § Reliance (79%) and Airtel (86%) had a lower percentage of customers satisfied with billing.

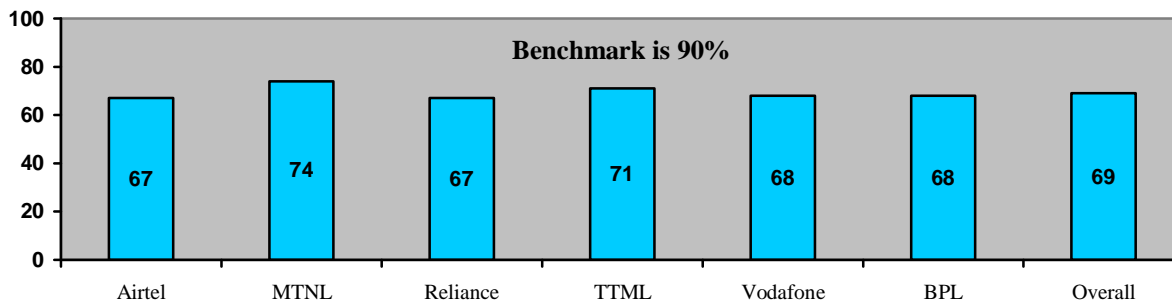
4.3.2.3a The following table shows the percentage of postpaid customers satisfied with billing process.

Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of Billing Process						
		Airtel	MTNL	Reliance	TTML	Vodafone	BPL	Overall
Timely delivery of bills	2,544	89%	88%	75%	96%	95%	95%	90%
Accuracy of the bills	2,544	89%	93%	81%	87%	87%	89%	88%
Process of resolution of billing complaints	353	36%	33%	39%	33%	50%	55%	42%
Clarity of the bills in terms of transparency & understandability	2,544	93%	98%	93%	96%	97%	97%	96%

- § Satisfaction of postpaid customers with resolution of billing complaints was very low for all service providers.
- § Reliance customers also reported lower satisfaction levels on account of accuracy of the bills.

4.3.2b Customer Satisfaction with Billing - Prepaid

4.3.2.1b The following graph shows the satisfaction of prepaid customers with billing.

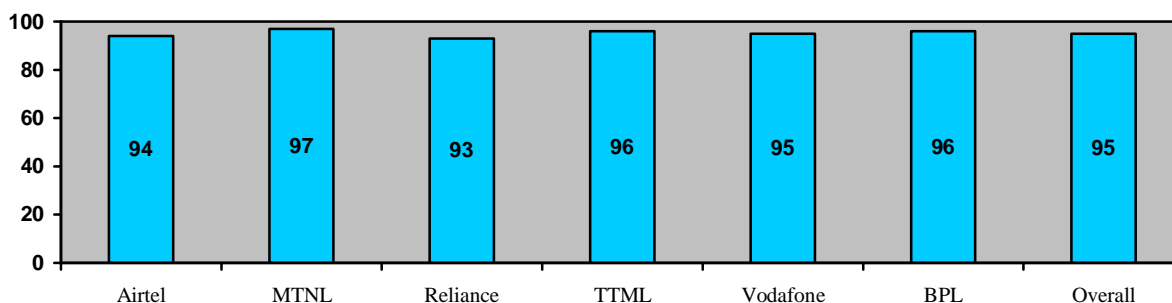


§ None of the service providers met the benchmark of 90%.

§ MTNL (74%) and TTML (71%) performance was better than others’.

§ The performance of Airtel, Reliance, Vodafone and BPL were bunched in the range of 67 – 68%.

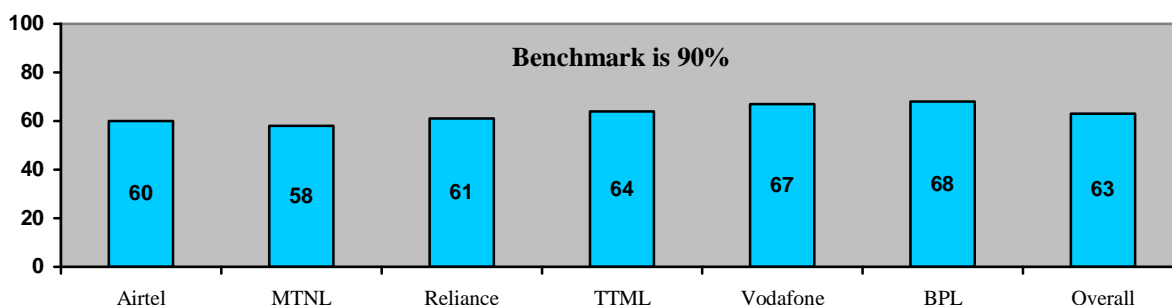
4.3.2.2b The following graph shows the percentage of prepaid customers satisfied with billing.



§ On an overall basis, 95% of the prepaid customers were satisfied with billing.

4.3.3 Customer Satisfaction with Help Services

4.3.3.1 The following graph shows the satisfaction of customers with help services.

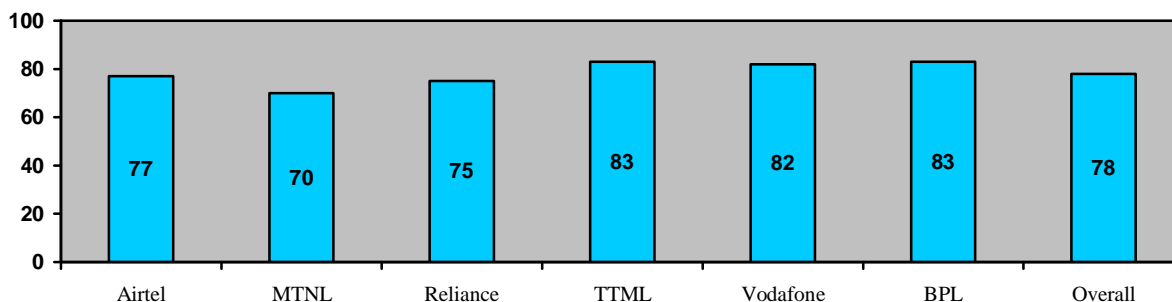


§ None of the service providers met the benchmark of 90%.

§ Level of satisfaction for BPL (68%) and Vodafone (67%) were higher.

§ Satisfaction scores for Airtel, MTNL, Reliance and TTML were ranged between 58 - 64%.

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



§ Only 78% of the customers were satisfied with their experience of Help Services.

§ MTNL (70%) had the lowest percentage of satisfied customers with help services.

§ TTML (83%), BPL (83%), and Vodafone (82%) registered a higher percentage of satisfied customers on account of help services.

§ Airtel & Reliance had a low percentage of satisfied customers in the range of 75 - 77%.

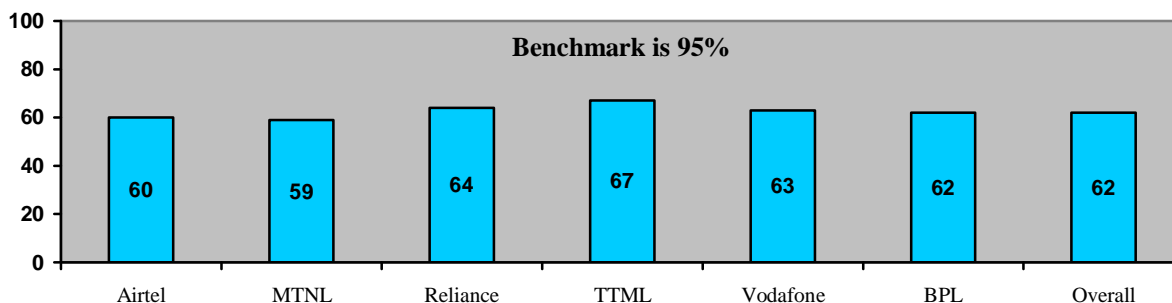
4.3.3.3 The following table shows the percentage of customers satisfied with sub-parameters of Help Services.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Help Services						
		Airtel	MTNL	Reliance	TTML	Vodafone	BPL	Overall
Ease of access of call centre/customer care or helpline	2,362	76%	70%	74%	86%	82%	82%	78%
Response time taken by customer executive to answer customer call	2,362	80%	72%	81%	85%	84%	82%	81%
Problem solving ability of the customer care executive(s)	2,362	75%	70%	73%	81%	80%	84%	77%
Time taken by call centre/customer care /helpline to resolve your complaint	2,362	75%	69%	71%	80%	81%	84%	77%

§ Satisfaction of customers of all service providers was lower on account of 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 satisfaction of customers with network performance, reliability & availability.



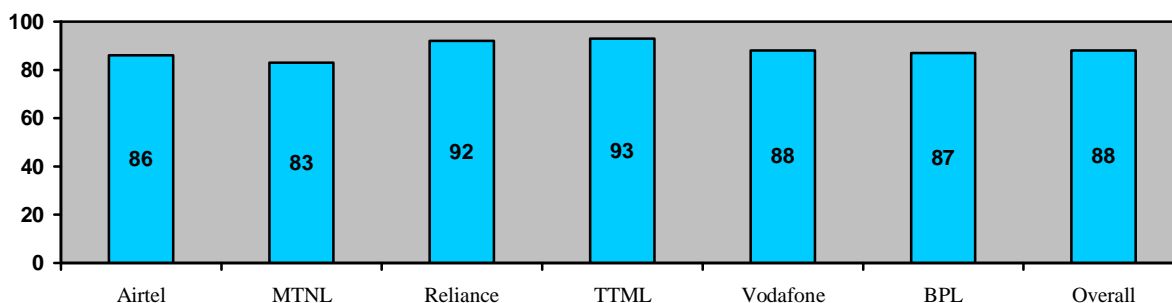
§ None of the service providers met the benchmark of 95%.

§ MTNL (59%) and Airtel (60%) performance was weaker as compared to others’.

§ Satisfaction scores for Reliance, Vodafone and BPL were bunched in the range of 62 - 64% on this parameter.

§ TTML’s (67%) performance was higher on this parameter.

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



§ TTML (93%) and Reliance (92%) had a higher percentage of satisfied customers on account of network performance.

§ 88% of the customers were satisfied with network performance, reliability and availability.

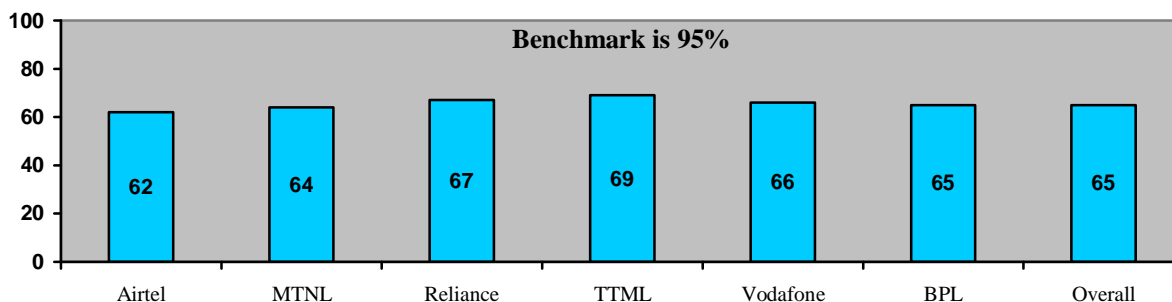
4.3.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability & Availability						
		Airtel	MTNL	Reliance	TTML	Vodafone	BPL	Overall
Availability of signal of your service provider in your locality	6,704	81%	77%	90%	91%	85%	86%	85%
Ability to make or receive calls easily	6,704	87%	85%	93%	95%	89%	88%	89%
Voice quality	6,704	91%	86%	94%	94%	89%	88%	90%

§ Approximately, 15% of all customers of different service providers reported dissatisfaction on account of signal availability. Satisfaction of CDMA customers was better on this sub-parameter.

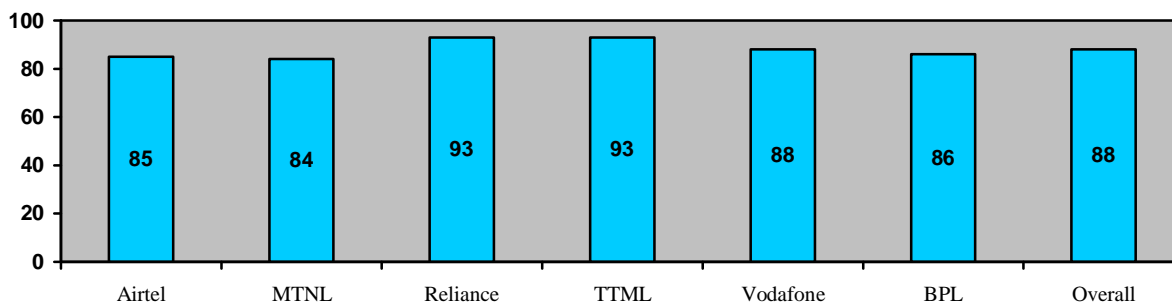
4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following graph shows the satisfaction of customers with maintainability.



- § None of the service providers met the benchmark of 95%.
- § Airtel's (62%) performance was slightly weaker as compared to others.
- § Satisfaction scores of MTNL, Reliance, Vodafone and BPL were in the range of 64 - 67% on this parameter.
- § TTML's (69%) performance was slightly higher on this parameter.

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



- § Both Reliance (93%) and TTML (93%) had a higher percentage of satisfied customers with respect to maintainability.
- § MTNL (84%) and Airtel (85%) had a lower percentage of satisfied customers on this parameter.
- § For Vodafone and BPL, the percentage of satisfied customer was in the range of 86 - 88%.

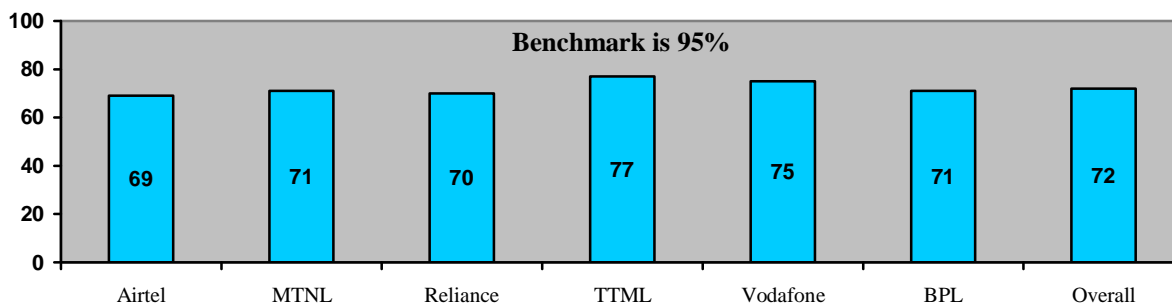
4.3.5.3 The following table shows the percentage of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Maintainability						
		Airtel	MTNL	Reliance	TTML	Vodafone	BPL	Overall
Availability of network (signal)	6,704	85%	84%	93%	93%	88%	87%	88%
Restoration of network (signal) problems	6,704	84%	84%	93%	93%	89%	86%	88%

§ Satisfaction of GSM customers was lower on account of both the sub-parameters of maintainability.

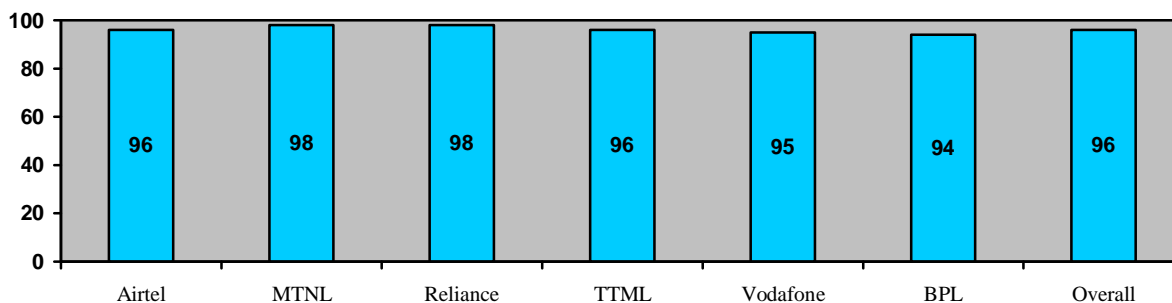
4.3.6 Customer Satisfaction with Supplementary Services

4.3.6.1 The following graph shows the satisfaction of customers with supplementary services.



- § None of the service providers met the benchmark of 95%.
- § TTML (77%) and Vodafone (75%) performance was better than others’.
- § Satisfaction scores for Airtel, MTNL, Reliance and BPL were 69 - 71%.

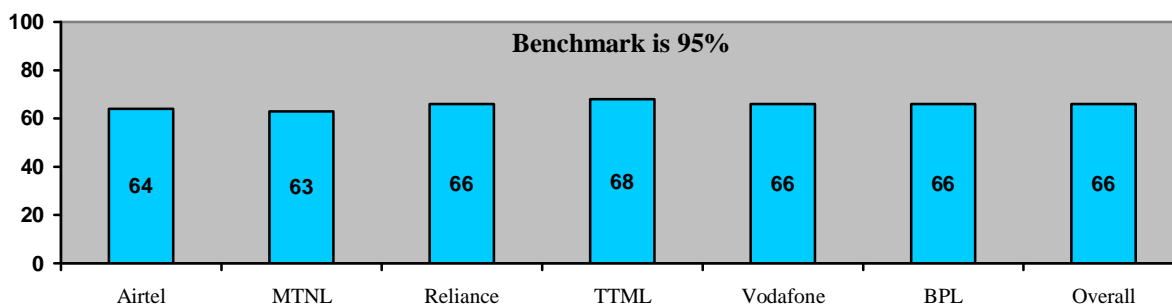
4.3.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- § 96% of the customers were satisfied with supplementary services.

4.3.7 Customer Satisfaction with Overall Service

4.3.7.1 The following graph shows the satisfaction of customers with overall service.

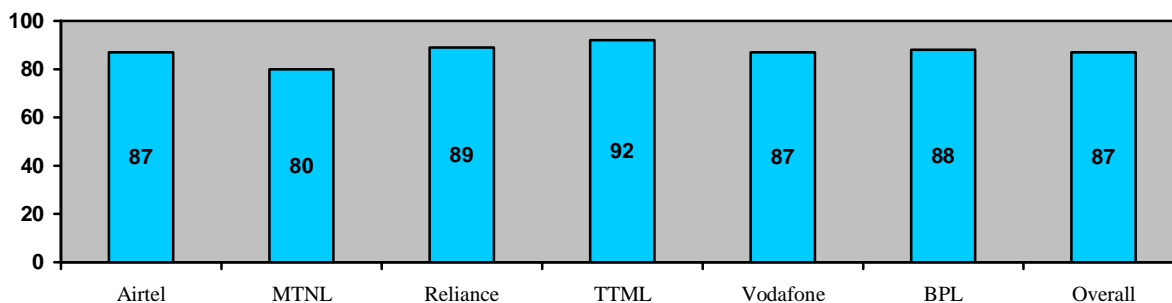


§ None of the service providers met the benchmark of 95%.

§ Performance of MTNL (63%) and Airtel (64%) performance was weaker than others’.

§ Satisfaction scores of Reliance, Vodafone & BPL stood at 66% while for TTML, it was 68%.

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



§ On an overall basis, 87% of the customers were satisfied with overall service.

§ TTML (92%) had the highest percentage of satisfied customers with overall service while MTNL (80%) had the lowest.

§ The proportion of satisfied customers of Airtel, Reliance, Vodafone and BPL were in the range of 87 - 89%.

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

4.4.1 Awareness about the 3 stage grievance redressal mechanism

4.4.1.1 The following table shows the percentage of customers who were aware about the three stage grievance redressal mechanism.

Service Providers	% Customers aware about the three stage grievance redressal mechanism	Base
Airtel	1.4%	1,086
MTNL	1.9%	1,070
Reliance	3.2%	1,125
TTML	4.9%	1,110
Vodafone	6.1%	1,236
BPL	3.1%	1,077
Overall	3.5%	6,704

Only 4% of all cellular mobile customers were aware about the 3 stage grievances redressal mechanism. A lower percentage of Airtel (1%) of customers were aware of the same.

4.4.1.2 The following table shows the % of customers who were aware of the 3 stages

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Airtel	83.9%	1.6%	1.5%	15.8%	1,086
MTNL	90.4%	2.0%	2.1%	9.3%	1,070
Reliance	84.2%	3.5%	3.4%	15.5%	1,125
TTML	85.9%	4.9%	5.0%	14.1%	1,110
Vodafone	83.3%	6.4%	6.3%	16.5%	1,236
BPL	85.5%	3.2%	3.2%	14.5%	1,077
Overall	85.5%	3.6%	3.6%	14.3%	6,704

85.5% of the customers claimed to be aware of the call center while only 3.6% were aware of the Nodal officer and the appellate authority.

4.4.2 Customer Experience with Call Centre

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

Service Providers	% Customers who have complained in last 6 months to the toll free Call Centre/customer care/Help-line telephone number	Base
Airtel	12.1%	1,086
MTNL	5.9%	1,070
Reliance	13.2%	1,125
TTML	4.1%	1,110
Vodafone	8.8%	1,236
BPL	5.0%	1,077
Overall	8.2%	6,704

8% of all cellular mobile customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ help-line telephone number. A higher proportion of Reliance customers had complained.

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

Service Providers	% Customers...			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Airtel	35.1%	42.0%	22.9%	131
MTNL	46.0%	30.2%	23.8%	63
Reliance	54.7%	41.2%	4.1%	148
TTML	23.9%	60.9%	15.2%	46
Vodafone	33.0%	54.1%	12.8%	109
BPL	42.6%	33.3%	24.1%	54
Overall	41.0%	43.6%	15.4%	551

Only 41% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.

A higher percentage of Reliance customer received docket numbers for their complaints.

44% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints.

15% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints even on request.

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

Service Providers	% of customers informed about the action taken on their complaint by call centre	Base
Airtel	32.8%	131
MTNL	30.2%	63
Reliance	29.1%	148
TTML	26.1%	46
Vodafone	53.2%	109
BPL	37.0%	54
Overall	35.4%	551

35% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by call centre.

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

Service Providers	% Customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline			
	Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)
Airtel	131	53.4%	6.1%	47.3%
MTNL	63	55.6%	4.8%	50.8%
Reliance	148	47.3%	2.7%	44.6%
TTML	46	43.5%	10.9%	32.6%
Vodafone	109	70.6%	8.3%	62.4%
BPL	54	48.1%	0.0%	48.1%
Overall	551	54.1%	5.3%	48.8%

54% 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 Reliance, Tata and BPL customers.

4.4.2.5 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	13.6%	6.8%	3.4%	72.9%	15.3%	1.7%	59
MTNL	7.1%	21.4%	14.3%	57.1%	14.3%	10.7%	28
Reliance	6.3%	2.5%	5.1%	91.1%	15.2%	5.1%	79
TTML	11.5%	23.1%	42.3%	84.6%	30.8%	11.5%	26
Vodafone	33.3%	12.1%	18.2%	63.6%	27.3%	0.0%	33
BPL	17.9%	32.1%	10.7%	64.3%	17.9%	3.6%	28
Overall	13%	12%	12%	76%	19%	5%	253

The main reasons for dissatisfaction with customer care were the time taken to redress complaints and customer care executive's inability to understand the problems.

4.4.2.6 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	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
Airtel	18.3%	131
MTNL	9.5%	63
Reliance	25.7%	148
TTML	6.5%	46
Vodafone	14.7%	109
BPL	13.0%	54
Overall	17.1%	551

Only 17% 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.

However, a lower proportion of MTNL and Tata customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.4.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
Airtel	0.8%	1,086
MTNL	0.8%	1,070
Reliance	0.8%	1,125
TTML	1.7%	1,110
Vodafone	1.2%	1,236
BPL	0.6%	1,077
Overall	1.0%	6,704

Only 1% of the cellular mobile customers were aware about the contact details of the nodal officer.

4.4.3.2 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	% of customers complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care	Base
Airtel	55.6%	9
MTNL	55.6%	9
Reliance	33.3%	9
TTML	5.3%	19
Vodafone	33.3%	15
BPL	16.7%	6
Overall	29.9%	67

Approximately, 30% (20 out of 67) cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care. In fact, only 20 customers in our entire sample (6,704) had approached the Nodal Officer.

4.4.3.3 Ease of Access of Nodal Officers

12 out of 20 customers were able to approach the nodal officer easily.

4.4.3.4 Incidence of Decision taken on Complaint

9 out of 20 customers who complained to the nodal officer stated that the nodal officer had intimated them about the decision taken on their complaints.

4.4.3.5 Satisfaction with Nodal Officer

Only 6 out of 20 customers were satisfied with the redressal of the complaint by the nodal officer.

4.4.3.6 Reasons for Dissatisfaction

The main reasons for dissatisfaction with nodal officer were the time taken to redress complaints and nodal officer's inability to understand the problems.

4.4.4 Experiences with Appellate Authority

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

Service Providers	% of customers aware about contact details of the appellate authority	Base
Airtel	0.2%	1,086
MTNL	0.4%	1,070
Reliance	0.4%	1,125
TTML	0.8%	1,110
Vodafone	0.6%	1,236
BPL	0.2%	1,077
Overall	0.4%	6,704

Less than 1% of the cellular mobile customers were aware of the contact details of appellate authority.

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

Only 4 out of 28 customers claimed to have filed an appeal in the prescribed form in the last 6 months.

4.4.4.3 Acknowledgement Receipt

2 out of 4 customers who filed an appeal in the prescribed form in the last 6 months had received an acknowledgement.

4.4.4.4 Decision of Appellate Authority

Only in one of the 2 cases, the decision was taken by the Appellate Authority within 6 months.

4.4.5 General Information

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

Service Providers	% of customers aware that a prepaid customer can get item-wise usage charge details, on request	Base
Airtel	15.9%	762
MTNL	12.1%	647
Reliance	8.8%	692
TTML	7.2%	776
Vodafone	11.5%	791
BPL	8.9%	492
Overall	10.8%	4160

Only 11% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Customers of Tata, Reliance and BPL were even less aware about this.

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

Service Providers	% of customers who were denied their request for item-wise usage charge details for their pre-paid connection	Base
Airtel	14.9%	121
MTNL	7.7%	78
Reliance	11.5%	61
TTML	12.5%	56
Vodafone	16.5%	91
BPL	13.6%	44
Overall	13.1%	451

13% of these customers said that they were denied item-wise usage charge details.

4.4.5.3 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	66.7%	33.3%	0.0%	6
MTNL	0.0%	100.0%	0.0%	4
Reliance	61.05%	38.5%	0.0%	13
TTML	55.6%	44.4%	0.0%	9
Vodafone	64.7%	35.3%	0.0%	17
BPL	40.0%	60.0%	0.0%	10
Overall	54.2%	45.8%	0.0%	59

54% of the prepaid customers who had asked for item-wise charges said that no reason was given for denying their request while 46% said that technical reasons were quoted.

4.4.5.4 The following table shows the percentage of customers who claimed to have got the Manual of Practice containing the terms & conditions of service, grievance redressal mechanism.

Service Providers	% of new customers (subscribed in the last 6 months) who claimed to have got the Manual of Practice containing the terms & conditions of service, grievance redressal mechanism etc.	Base
Airtel	50.5%	99
MTNL	34.7%	49
Reliance	24.7%	85
TTML	56.8%	273
Vodafone	30.5%	154
BPL	22.6%	137
Overall	40.3%	797

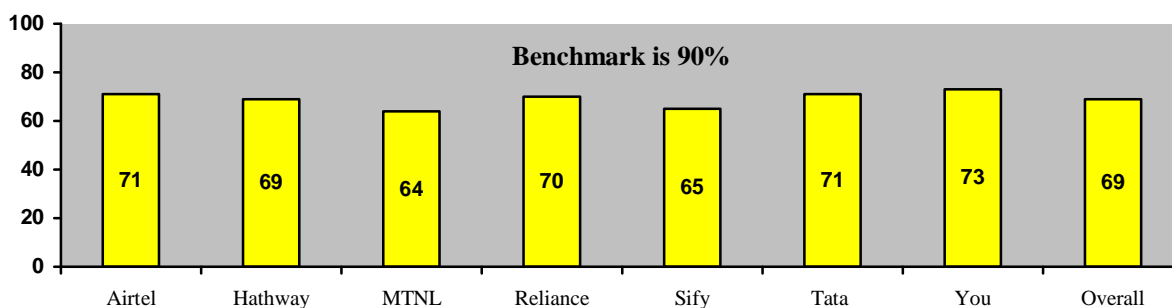
Less than 40% of the new customers had got the Manual of Practice. 57% of the Tata customers had got the Manual of Practice.

4.5 Broadband Service – Metro Circle (Mumbai)

Customer Satisfaction Survey in the metro circle of Mumbai was done among customers of 7 Broadband Service providers i.e. Airtel, Hathway, MTNL, Reliance, Sify, Tata (earlier VSNL) and You.

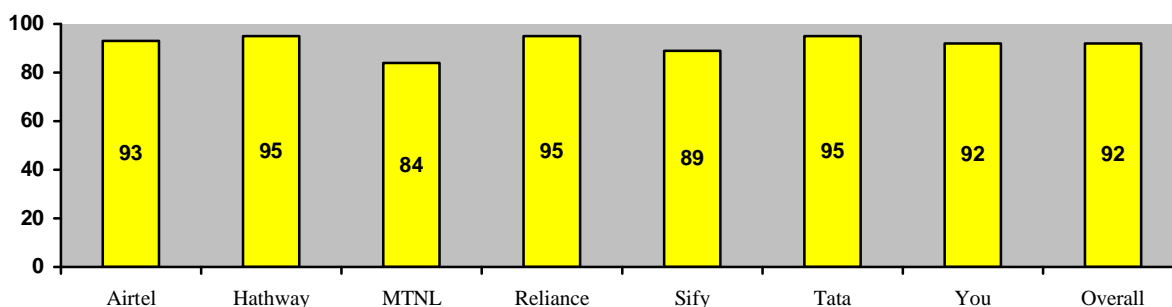
4.5.1 Customer Satisfaction with Provision of Service

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



- § None of the service providers met the benchmark of 90%.
- § Customer satisfaction for MTNL (64%) and Sify (65%) was lower than for others.
- § Satisfaction scores for Airtel, Hathway, Reliance, Tata and You stood at 69 - 73%.

4.5.1.2 The following graph shows the percentage of satisfied customers with respect to provision of service.



- § Among all the customers, 92% were satisfied on account of Provision of Service.
- § Hathway (95%), Reliance (95%) and Tata (95%) had higher proportion of satisfied customers with respect to provision of service.

4.5.1.3 The following table show the percentage of customers satisfied with sub-parameters of provision of service.

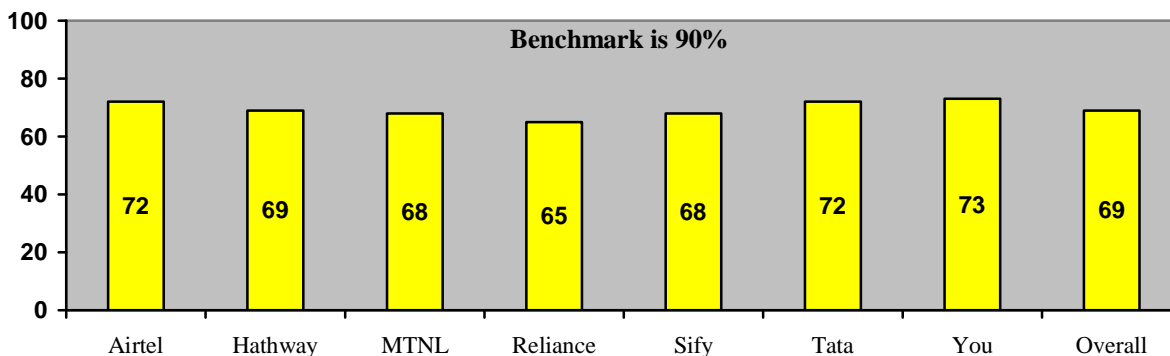
Sub Parameters	Base	% Customers satisfied with sub-parameters of Provision of Service							
		Airtel	Hathway	MTNL	Reliance	Sify	Tata	You	Overall
Time taken in providing broadband connection	7,693	93%	97%	84%	96%	89%	95%	94%	92%
Time taken to reactivate service of temporarily suspended connection after customer made the payment	923	90%	81%	89%	82%	92%	92%	79%	86%

§ Most customers were satisfied with time taken to provide the new broadband connection.

§ However, satisfaction with restoration of suspended connections was lower, particularly for Reliance & You.

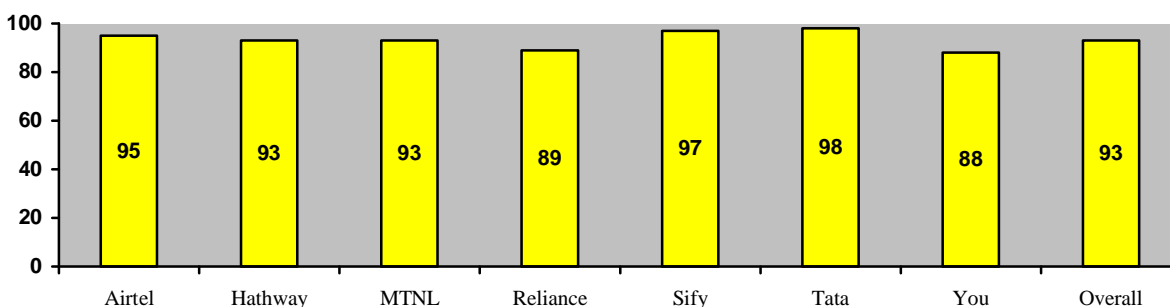
4.5.2a Postpaid Customer Satisfaction with Billing

4.5.2.1a The following graph shows the satisfaction of postpaid customers with billing.



- § None of the service providers met the benchmark of 90%.
- § Performance of Reliance (65%) was weaker on this parameter.
- § Satisfaction scores for Hathway, MTNL and Sify stood at 68 - 69%.
- § On this parameter, performance of You (73%), Airtel (72%) and Tata (72%) was better than others'.

4.5.2.2a The following graph shows the percentage of postpaid customers satisfied with billing.



- § TTML (98%) and Sify (97%) had a higher percentage of satisfied customers with respect to billing performance (postpaid).
- § You (88%) and Reliance (89%) registered a lower percentage of satisfied customers with respect to billing.
- § Among all the postpaid customers, 93% were satisfied with respect to billing.

4.5.2.3a The following table shows the percentage of postpaid customers satisfied with billing sub-parameters.

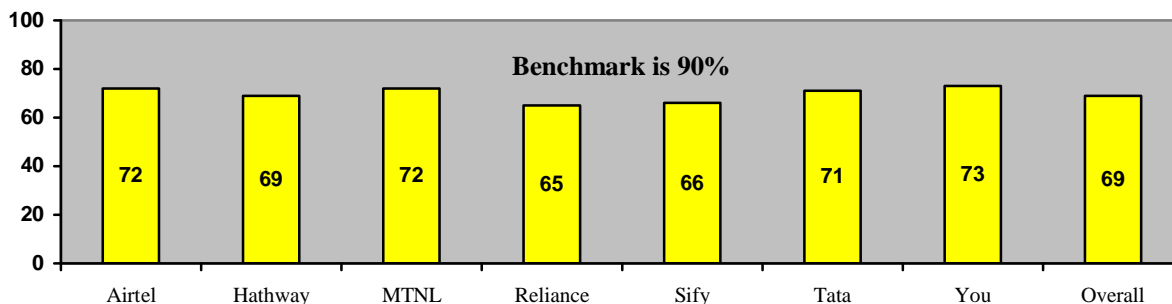
Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of billing							
		Airtel	Hathway	MTNL	Reliance	Sify	Tata	You	Overall
Timely delivery of bills	5,099	97%	93%	96%	91%	98%	97%	88%	94%
Accuracy of the bills	5,099	93%	93%	90%	87%	97%	97%	91%	92%
Process of resolution of billing complaints	687	57%	51%	60%	53%	63%	77%	34%	52%
Clarity of the bills in terms of transparency and understandability	4,412	99%	99%	98%	99%	98%	100%	100%	99%

§ A large proportion of postpaid customers were not satisfied with the process of resolution of billing complaints. Satisfaction of Tata customers was significantly higher on this sub-parameter.

§ Satisfaction on all other billing related parameters was very high.

4.5.2b Customer Satisfaction with Billing Performance - Prepaid

4.5.2.1b The following graph shows the satisfaction of prepaid customers with billing.

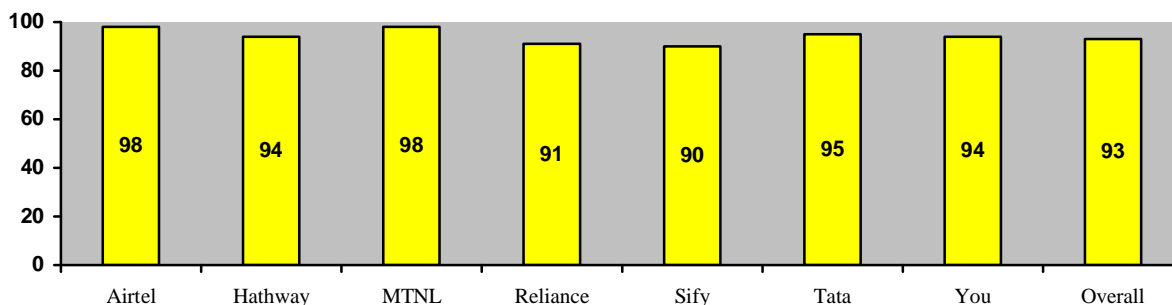


§ None of the service providers met the benchmark of 90%.

§ Satisfaction scores for You (73%), Airtel (72%), MTNL (72%) and Tata (71%) were higher than for others.

§ The performance of Hathway, Reliance and Sify stood at 65 - 69% on this parameter.

4.5.2.2b The following graph shows the percentage of prepaid customers satisfied with billing.

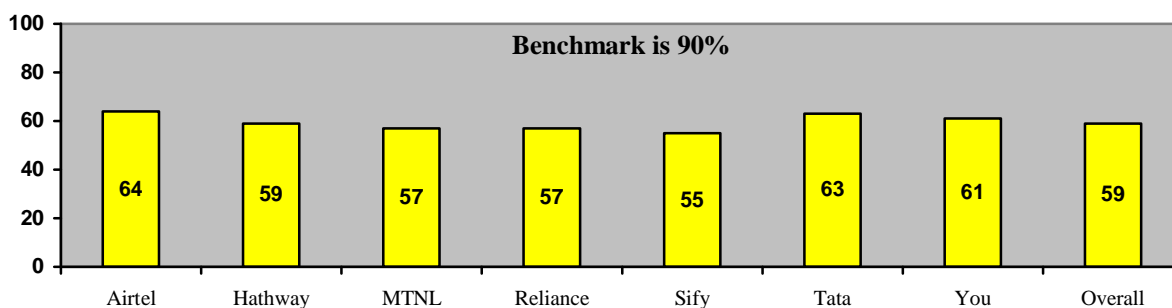


§ 93% of all prepaid customers were satisfied with the billing process.

§ The level of satisfaction was even higher among customers of Airtel (98%) and MTNL (98%).

4.5.3 Customer Satisfaction with Help Services

4.5.3.1 The following graph shows the satisfaction of customers with help services.

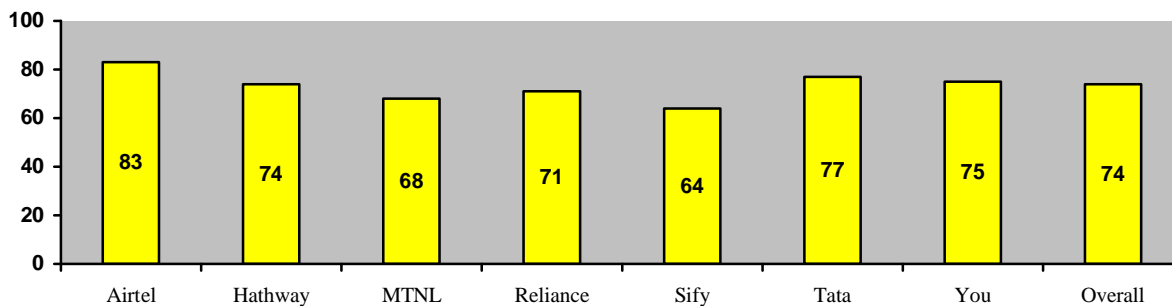


§ None of the service providers met the benchmark of 90%.

§ Satisfaction scores for Airtel (64%), Tata (63%), and You (61%) were higher.

§ Satisfaction scores for Hathway, MTNL, Reliance and Sify stood at 55 - 59%.

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



§ Only 74% of all broadband customers were satisfied with the Help Services.

§ Airtel (83%) registered a higher percentage of satisfied customers with respect to help services.

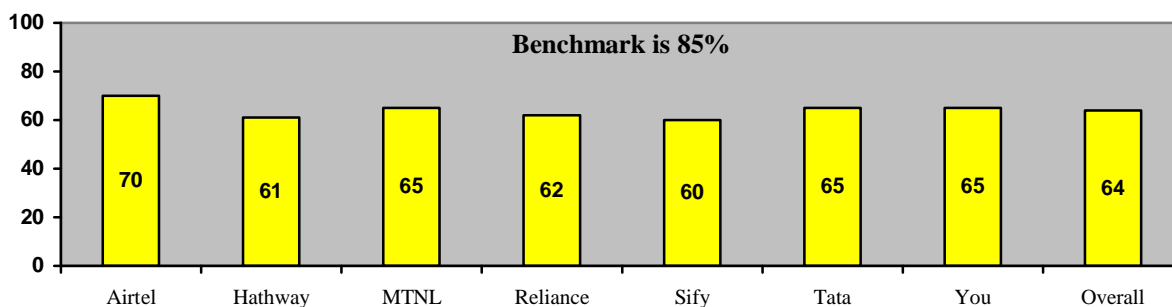
4.5.3.3 The following table shows the percentage of customers satisfied with help service parameters.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Help Services							
		Airtel	Hathway	MTNL	Reliance	Sify	Tata	You	Overall
Ease of access of call centre/ customer care or helpline	4,369	80%	78%	68%	73%	71%	79%	79%	76%
Response time taken by customer executive to answer customer call	4,369	82%	75%	68%	71%	66%	77%	74%	74%
Problem solving ability of customer care executive(s)	4,369	85%	73%	69%	70%	61%	77%	74%	73%
Time taken by call centre/ customer care / help-line to resolve your complaint	4,369	84%	72%	68%	69%	59%	77%	73%	72%

§ A substantial proportion of broadband customers across service providers were dissatisfied 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 satisfaction of customers with network performance, reliability & availability.

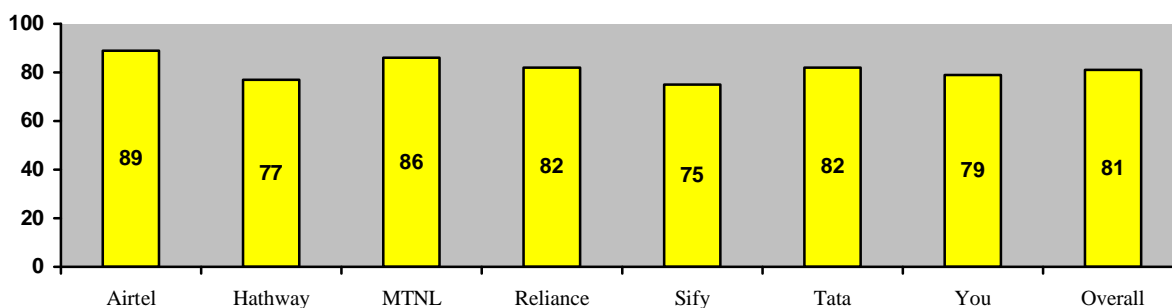


§ None of the service providers met the benchmark of 85%.

§ Airtel's (70%) performance was better than of other service providers.

§ Satisfaction scores for Hathway, MTNL, Reliance, Sify, Tata and You ranged between 60 - 65% on this parameter.

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



§ 81% of all customers were satisfied with network performance of their service providers.

§ Airtel (89%) and MTNL (86%) reported a higher percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.

§ Sify (75%) and Hathway (77%) had a lower percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.

§ Proportion of customers who were satisfied with Hathway, Reliance, Tata and You on this parameter ranged between 77 - 82%.

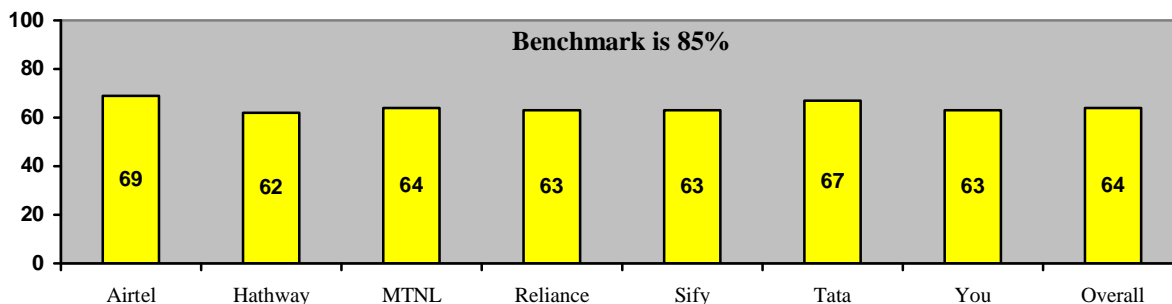
4.5.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability and Availability							
		Airtel	Hathway	MTNL	Reliance	Sify	Tata	You	Overall
Speed of broadband connection	7,693	91%	78%	85%	85%	81%	81%	78%	83%
Amount of time for which service is up and working	7,693	86%	76%	87%	80%	69%	82%	80%	80%

§ There was substantial dissatisfaction on account of both the speed of the broadband connection and the uptime.

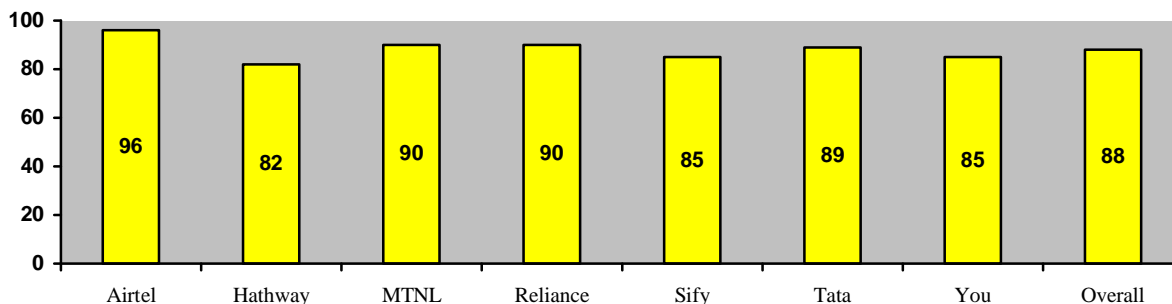
4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following graph shows the satisfaction of customers with maintainability.



- § None of the service providers met the benchmark of 85%.
- § Performance of Airtel (69%) and Tata (67%) was better than others’.
- § Satisfaction scores for Hathway, MTNL, Reliance, Sify and You stood at 62 - 64%.

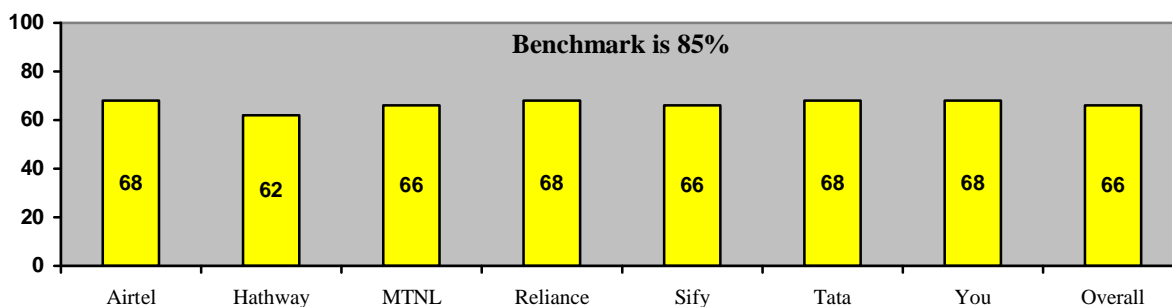
4.5.5.2 The following graph shows the percentage of customers satisfied with maintainability.



- § 88% of all customers were satisfied with maintainability
- § Airtel (96%) had a significantly higher percentage of satisfied customers with respect to maintainability.
- § Hathway (82%), Sify (85%) and You (85%) had a much lower percentage of satisfied customers with respect to maintainability.
- § Proportion of customers of MTNL, Reliance and Tata satisfied with maintainability ranged between 89 - 90%.

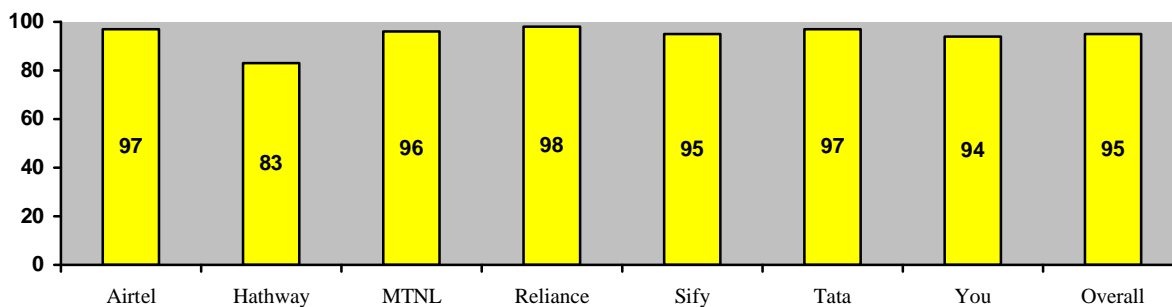
4.5.6 Customer Satisfaction with Supplementary Services

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



- § None of the service providers met the benchmark of 85%.
- § Hathway's (62%) performance was weaker than other service providers.
- § Level of customer satisfaction for Airtel, MTNL, Reliance, Sify, Tata and You stood at 66 - 68% on this parameter.

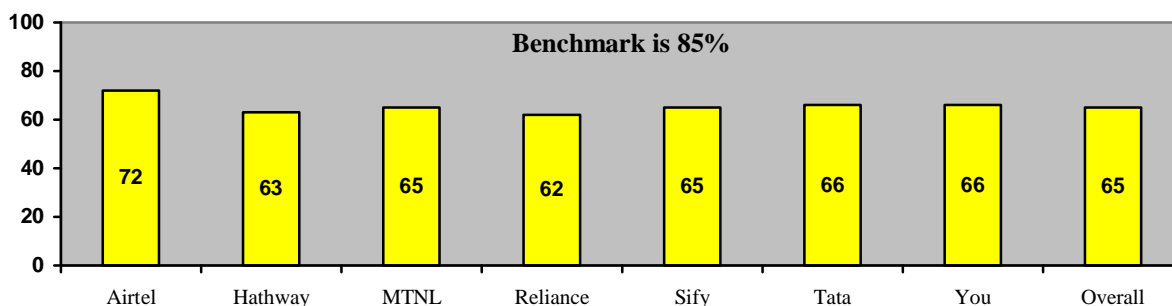
4.5.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- § While most service providers reported satisfaction levels of 94 – 98%, Hathway (83%) had a lower percentage of satisfied customers with supplementary services.

4.5.7 Customer Satisfaction with Overall Service

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

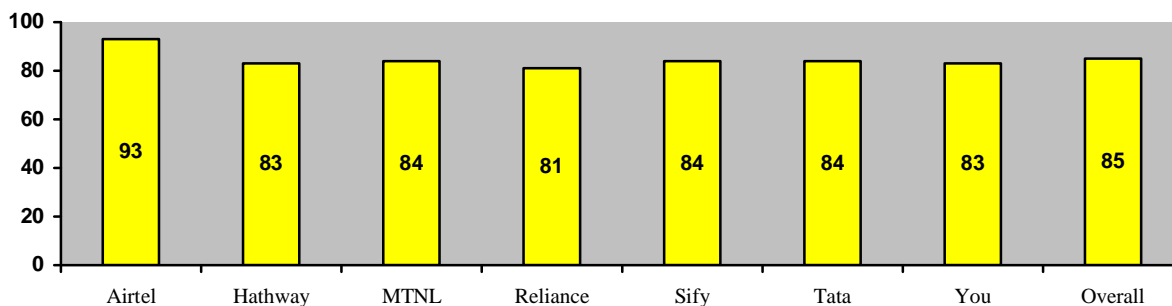


§ None of the service providers met the benchmark of 85%.

§ Level of customer satisfaction for Airtel (72%) was higher than for others.

§ Satisfaction scores of Hathway, MTNL, Reliance, Sify, Tata and You were between 62 - 66%.

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



§ 85% of all customers were satisfied with broadband service.

§ Airtel (93%) had a higher percentage of customers satisfied with overall service.

§ Reliance (81%) had a slightly lower percentage of customers with overall service.

§ For the others, the % of customers satisfied with the overall service ranged between 83 - 84%.

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

4.6.1 Awareness about grievance redressal mechanism

4.6.1.1 The following table shows the percentage of customers who were aware about the three stage grievance redressal mechanism.

Service Providers	% Customers aware about the three stage grievance redressal mechanism	Base
Airtel	14.0%	1,093
Hathway	11.6%	1,084
MTNL	10.2%	1,143
Reliance	41.0%	1,089
Sify	8.5%	1,150
Tata	10.5%	1,067
You	9.7%	1,067
Overall	15.0%	7,693

Only 15% of broadband customers belonging to different service providers said that they were aware about the 3-stage grievance redressal mechanism. 41% of Reliance customers were aware of the same.

4.6.1.2 The following table shows the percentage of customers who were aware of each of the 3 stages

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Airtel	97.6%	3.1%	1.6%	2.3%	1,093
Hathway	96.7%	3.1%	1.8%	3.5%	1,084
MTNL	91.3%	4.7%	3.2%	8.7%	1,143
Reliance	95.1%	2.8%	1.5%	5.0%	1,089
Sify	94.6%	3.1%	1.3%	5.4%	1,150
Tata	96.8%	6.1%	2.4%	3.2%	1,067
You	96.2%	5.8%	2.7%	3.8%	1,067
Overall	95.4%	4.1%	2.1%	4.6%	7,693

95% of the broadband customers claimed to be aware of the call center while only 4% were aware of the Nodal officer and 2% were aware of the appellate authority.

4.6.2 Customer Experience with Call Centre

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

Service Providers	% Customers who have complained in last 6 months to the toll free Call Centre/customer care/Helpline telephone number	Base
Airtel	28.7%	1,093
Hathway	26.6%	1,084
MTNL	28.4%	1,143
Reliance	21.9%	1,089
Sify	21.5%	1,150
Tata	20.1%	1,067
You	48.8%	1,067
Overall	27.9%	7,693

28% of all broadband customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of You customers had complained.

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

Service Providers	% Customer			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Airtel	68.8%	21.3%	9.9%	314
Hathway	75.7%	19.4%	4.9%	288
MTNL	78.5%	16.3%	5.2%	325
Reliance	85.4%	4.6%	10.0%	239
Sify	57.1%	25.9%	17.0%	247
Tata	87.9%	9.8%	2.3%	214
You	79.5%	14.2%	6.3%	521
Overall	76.2%	16.1%	7.7%	2,148

Only 8% of all broadband customers who had complained said that they did not receive docket number even on request.

16% of all broadband customers who had complained said that they did not receive docket number for most of their complaints.

Almost 76% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. This was higher for Tata customers at 88%.

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

Service Providers	% of customers informed about the action taken on their complaint by call centre	Base
Airtel	60.5%	314
Hathway	31.9%	288
MTNL	41.5%	325
Reliance	39.3%	239
Sify	30.4%	247
Tata	48.1%	214
You	42.4%	521
Overall	42.4%	2,148

Only 42% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was higher for Airtel at 61%.

4.6.2.4 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Providers	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline			
	Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)
Airtel	314	78.0%	11.5%	66.6%
Hathway	288	52.8%	2.8%	50.0%
MTNL	325	52.6%	1.2%	51.4%
Reliance	239	49.0%	2.1%	46.9%
Sify	247	57.5%	0.0%	57.5%
Tata	214	57.9%	5.1%	52.8%
You	521	62.4%	11.1%	51.2%
Overall	2,148	59.4%	5.7%	53.7%

Only 59% 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 Reliance customers but significantly higher for Airtel.

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

Service Providers	Reasons for dissatisfaction						
	Difficult to connect with call centre executive	Executive not polite/courteous	Executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive unable to understand the problems	Others	Base
Airtel	15.9%	2.9%	29.0%	69.6%	39.1%	10.1%	69
Hathway	42.6%	19.1%	56.6%	87.5%	42.6%	8.1%	136
MTNL	37.0%	26.0%	45.5%	81.2%	46.1%	8.4%	154
Reliance	50.8%	21.3%	56.6%	63.1%	60.7%	1.6%	122
Sify	31.1%	12.4%	10.5%	81.9%	23.8%	5.7%	105
Tata	25.6%	16.7%	41.1%	82.2%	33.3%	10.0%	90
You	9.2%	11.7%	29.1%	87.8%	21.9%	1.5%	196
Overall	30.7%	16.6%	39.1%	80.4%	37.6%	5.8%	872

The main reason for dissatisfaction with customer care was the time taken to redress complaints. Ease of accessibility as well as inadequate knowledge of customer care executives were also cited as reasons for dissatisfaction.

4.6.2.6 The following table shows the percentage of customers who got their billing complaint resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint.

Service Providers	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
Airtel	15.0%	314
Hathway	4.2%	288
MTNL	8.6%	325
Reliance	5.0%	239
Sify	6.9%	247
Tata	7.0%	214
You	11.7%	521
Overall	8.9%	2,148

Only 9% 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.

An even lower proportion of Hathway and Reliance customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.6.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
Airtel	1.8%	1,093
Hathway	0.9%	1,084
MTNL	1.7%	1,143
Reliance	1.7%	1,089
Sify	0.5%	1,150
Tata	1.3%	1,067
You	2.0%	1,067
Overall	1.4%	7,693

Only 1% of all broadband customers said that they were aware about the contact details of the Nodal Officer.

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

Service Providers	% Customers who have complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care	Base
Airtel	20.0%	20
Hathway	10.0%	10
MTNL	21.1%	19
Reliance	21.1%	19
Sify	33.3%	6
Tata	7.1%	14
You	23.8%	21
Overall	19.3%	109

19% of those broadband customers who were aware, claimed to have complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/ customer care.

4.6.3.3 Ease of Access of Nodal Officer

Approximately, half of the broadband customers (11 out of 21) who had complained to the nodal officer claimed to have got through easily.

4.6.3.4 Decision Taken on Customers Complaint by Nodal Officer

15 out of 21 broadband customers who complained were intimated about the decision taken on their complaint by nodal officer.

4.6.3.5 Customer Satisfied with the Redressal of the Complaint by the Nodal Officer

12 out of 21 broadband customers who complained were satisfied with the redressal of the complaint by the nodal officer.

4.6.3.6 Reasons for Dissatisfaction with Nodal Officer

The main reason for dissatisfaction with the Nodal Officer care was the time taken to redress complaints.

4.6.4 Experiences with Appellate Authority

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

Service Providers	% of customers aware about the contact details of the appellate authority	Base
Airtel	1.0%	1,093
Hathway	0.5%	1,084
MTNL	0.8%	1,143
Reliance	1.0%	1,089
Sify	0.3%	1,150
Tata	0.6%	1,067
You	0.1%	1,067
Overall	0.6%	7,693

Less than 1% of all broadband customers said that they were aware of the contact details of the Appellate Authority.

4.6.4.2 Incidence of Appeal Filed with Appellate Authority

Only 1 broadband subscriber in our entire sample said that he had filed an appeal in a prescribed form, in the last 6 month.

4.6.5 General Information

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

Service Providers	% of prepaid customers aware that they can get item-wise usage charge details, on request	Base
Airtel	38.3%	47
Hathway	30.3%	357
MTNL	24.4%	41
Reliance	4.1%	221
Sify	22.0%	963
Tata	24.9%	489
You	37.0%	476
Overall	25.3%	2,594

Only 25% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request. However, lesser proportion of Reliance customers were aware about this.

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

Service Providers	% of prepaid customers who have been denied item-wise usage charge details	Base
Airtel	38.9%	18
Hathway	12.0%	108
MTNL	0.0%	10
Reliance	11.1%	9
Sify	13.7%	212
Tata	13.9%	122
You	13.6%	176
Overall	13.9%	655

14% of these customers 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	42.9%	57.1%	0.0%	7
Hathway	61.5%	30.8%	7.7%	13
MTNL	0.0%	0.0%	0.0%	0
Reliance	0.0%	100.0%	0.0%	1
Sify	48.3%	51.7%	0.0%	29
Tata	52.9%	47.1%	0.0%	17
You	70.8%	29.2%	0.0%	24
Overall	56.0%	42.9%	1.1%	91

56% of the prepaid customers who had asked for item-wise charges said that no reason was given for denying their request while 43% stated it was due to technical problems.

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

Service Providers	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	Base
Airtel	50.00%	14
Hathway	29.40%	17
MTNL	100.00%	4
Reliance	20.70%	29
Sify	36.60%	175
Tata	36.80%	19
You	46.50%	43
Overall	37.50%	301

Only 38% of the new customers claimed to have got the Manual of Practice.

5 CRITICAL ANALYSIS

5.1 Basic Telephone Service (Wire-line)

5.1.2 Overall Quality of Service: 91% of all basic telephone service customers were satisfied. Airtel's performance was even better.

5.1.3 Provision of Service: Service providers are not reactivating connections quickly, after the customers have made the requisite bill payment. However, MTNL's performance was better on this parameter.

5.1.4 Billing Performance: A substantial proportion of postpaid customers were not satisfied with the process for resolution of billing complaints. Reliance performance was weaker on account of resolution of billing complaints. Most prepaid customers were satisfied with billing.

5.1.5 Help Service: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, customer care departments of the service providers particularly Reliance and MTNL, have exhibited slow response times as well as the weak problem solving ability.

5.1.6 Network Performance: 93% of basic telephone service customers were satisfied with the network performance.

5.1.7 Maintainability: Service providers, particularly TTML, Reliance and MTNL were reported to be taking time in repairing the faults.

5.1.8 Supplementary Services: Basic telephone service providers have shown adequate performance on this parameter.

5.1.9 Grievance Redressal: Very few customers were aware of the grievance redressal mechanism comprising of the Nodal Officer and the Appellate Authority.

5.2 Cellular Mobile Service

5.2.1 Overall Quality of Service: 87% of the cellular mobile service customers were satisfied with overall quality of service. TTML registered a higher % of satisfied customers at 92% while MTNL stood at 80%.

5.2.2 Provision of Service: Service providers, particularly MTNL & Airtel, do not reactivate the connections quickly enough even after the requisite bill payment has been made by the customers.

5.2.3 Billing Performance: Postpaid customers were not satisfied with the process of resolution of billing complaints. Reliance customers also reported delay in bill delivery. Most prepaid customers were satisfied with the billing performance.

5.2.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, customers were not satisfied with the service providers particularly MTNL, on parameters such as response times as well as the problem solving ability and time taken to resolve the complaints.

5.2.5 Network Performance: A significant proportion of customers were not satisfied with cellular mobile service providers particularly MTNL and the GSM service providers on network parameters such as coverage and connectivity.

5.2.6 Maintainability: Higher proportion of customers were satisfied with the restoration of the network (signal). MTNL and GSM service providers were slow in restoring the network (signal).

5.2.7 Supplementary Services: While 96% were satisfied on this account, a substantial proportion of cellular telephone service customers have said that they did not give explicit consent for VAS activation.

5.2.8 Grievance Redressal Mechanism: Very few customers were aware of the redressal mechanism. A majority reported that they did not get docket numbers for their complaints from customer care; only 54% were satisfied with their experience with customer care.

5.3 Broadband Service

5.3.1 Overall Quality of Service: While 85% of the broadband customers were satisfied, Airtel emerged as the leader in this service.

5.3.2 Provision of Service: Service providers, particularly YOU & Reliance, were reported to be slow in reactivating connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

5.3.3 Billing Performance: Only 52% of the postpaid customers were satisfied with the resolution of billing complaints. YOU also needs to ensure that bills are delivered on time for all their customers while Reliance needs to work on the accuracy of their bills.

5.3.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, only 74% of the customers were satisfied with the Help Services.

5.3.5 Network Performance: While 81% of all broadband customers were satisfied, Airtel and MTNL registered higher satisfaction levels. The dissatisfaction existed on account of broadband service speed and uptime.

5.3.6 Maintainability: While most customers were satisfied with this service parameter, a significant number of customers stated that the problem of broadband connection was related to the broadband connection and modem provided by the service provider.

5.3.7 Supplementary Services: Service providers have shown adequate performance on this parameter except Hathway.

6 RECOMMENDATIONS (QUALITY OF SERVICE)

6.1 Basic Telephone Service

6.1.1 Provision of Service: Service providers need to reactivate connections that have been temporarily suspended, quickly after the requisite bill payment has been made by the customers.

6.1.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints.

6.1.3 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, the service providers particularly Reliance and MTNL, need to improve their response times as well as the problem solving ability and time taken to resolve the complaints.

6.1.4 Network Performance: Basic telephone service providers need to maintain their performance on this parameter.

6.1.5 Maintainability: TTML, Reliance and MTNL need to respond to fault repair quickly.

6.1.6 Value Added Services: Basic telephone service providers need to maintain their performance on this parameter.

6.1.7 Communication of Tariff Plan: Service providers need to convey details of the tariff plan to all their new customers; currently, less than 50% of the customers are getting the details.

6.1.8 Do Not Call Registry: Effectiveness of the DNC register needs to be enhanced so that unsolicited calls are cut out totally.

6.1.9 Grievance Redressal Mechanism: Service providers should make their customers aware of the 3-stage grievance redressal mechanism including the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to the complainants.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The effectiveness of the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are finally resolved satisfactorily at their levels.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

6.2 Cellular Telephone Service

6.2.1 Provision of Service: Service providers, particularly MTNL, need to quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.2.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints. Reliance needs to ensure that bills are delivered on time for all their customers.

6.2.3 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, the service providers particularly MTNL, need to improve their response times as well as the problem solving ability and time taken to resolve the complaints.

6.2.4 Network Availability: Cellular telephone service providers particularly MTNL and the GSM service providers need to improve their network on parameters such as coverage and connectivity so that the signal is available and call drops do not occur.

6.2.5 Value Added Services: Since a substantial proportion of cellular telephone service customers have said that they did not give explicit consent for VAS activation, the service providers should take consent from them.

6.2.6 Do Not Call Register: Effectiveness of the DNC register needs to be enhanced so that unsolicited calls are cut out totally.

6.2.7 Grievance Redressal Mechanism: Service providers should make their customers aware of the 3-stage grievance redressal mechanism including the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to all the complainants. The action taken on the complaints should also be communicated to them.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The effectiveness of the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are finally resolved satisfactorily at their levels.

The Manual of Practice should be delivered to all new customers. 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 Provision of Service: Service providers, particularly You, should quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

6.3.2 Billing Performance: Service providers should improve their processes for resolution of billing complaints.

6.3.3 Help Services: This service parameter need all-round improvement for all service providers.

6.3.4 Network Performance: Broadband service providers should ensure that they deliver high speeds to their customers. Also, the uptime of the broadband connections needs to be improved significantly, particularly for Sify.

6.3.6 Grievance Redressal Mechanism: Service providers should make their customers aware of the 3-stage grievance redressal mechanism including the Nodal Officer and Appellate Authority.

All the complaints should be registered by the service providers' customer care and an accompanying docket should be issued to the complainants. The action taken on the complaints should also be communicated to them.

Resolution of complaints, particularly those related to billing, is a serious issue for the service providers. Necessary action should be taken to improve this.

The effectiveness of the Nodal Officer and the Appellate Authority needs to be enhanced so that complaints are finally resolved satisfactorily at their levels.

The Manual of Practice should be delivered to all new customers. In addition, the new customers should be informed that they can get item-wise usage charges on request.

Annexure 1: Detailed Tables (Basic Service (Wireline) 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	132	252	586	970
	%	13.6%	26.0%	60.4%	100.0%
MTNL	Count	17	17	1,034	1,068
	%	1.6%	1.6%	96.8%	100.0%
Reliance	Count	238	84	653	975
	%	24.4%	8.6%	67.0%	100.0%
TTML	Count	70	71	1,020	1,161
	%	6.0%	6.1%	87.9%	100.0%
Overall	Count	457	424	3,293	4,174
	%	10.9%	10.2%	78.9%	100.0%

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 7 days	7-15 days	16-30 days	More than 30 days	Base
Airtel	Count	319	48	12	5	384
	%	83.1%	12.5%	3.1%	1.3%	100.0%
MTNL	Count	28	2	4	0	34
	%	82.4%	5.9%	11.8%	0.0%	100.0%
Reliance	Count	282	25	8	7	322
	%	87.6%	7.8%	2.5%	2.2%	100.0%
TTML	Count	106	25	6	4	141
	%	75.2%	17.7%	4.3%	2.8%	100.0%
Overall	Count	735	100	30	16	881
	%	83.4%	11.4%	3.4%	1.8%	100.0%

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	384	371	77	294	9	4
	%	100.0%	96.6%	20.1%	76.6%	2.3%	1.0%
MTNL	Count	34	34	1	33	0	0
	%	100.0%	100%	2.9%	97.1%	0.0%	0.0%
Reliance	Count	322	313	33	280	8	1
	%	100.0%	97.2%	10.2%	87.0%	2.5%	0.3%
TTML	Count	141	138	22	116	3	0
	%	100.0%	97.9%	15.6%	82.3%	2.1%	0.0%
Overall	Count	881	856	133	723	20	5
	%	100.0%	97.2%	15.1%	82.1%	2.3%	0.6%

A.4. (Q 4) How satisfied are you with the time taken for shifting of telephone, incase you had sought shifting of telephone in the last six months?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	44	43	3	40	0	1
	%	100.0%	97.7	6.8%	90.9%	0.0%	2.3%
MTNL	Count	127	123	14	109	4	0
	%	100.0%	96.8%	11.0%	85.8%	3.1%	0.0%
Reliance	Count	52	51	12	39	1	0
	%	100.0%	98.1%	23.1%	75.0%	1.9%	0.0%
TTML	Count	120	116	18	98	4	0
	%	100.0%	96.7%	15.0%	81.7%	3.3%	0.0%
Overall	Count	343	333	47	286	9	1
	%	100.0%	97.1%	13.7%	83.4%	2.6%	0.3%

A.5. (Q 5) In case your connection was temporarily suspended due to non-payment of bills, how satisfied are you with the time taken to reactivate service after you made the payment?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	103	70	4	66	18	15
	%	100.0%	68.0%	3.9%	64.1%	17.5%	14.6%
MTNL	Count	152	142	16	126	9	1
	%	100.0%	93.4%	10.5%	82.9%	5.9%	0.7%
Reliance	Count	64	50	7	43	12	2
	%	100.0%	78.1	10.9%	67.2%	18.8%	3.1%
TTML	Count	117	101	14	87	14	2
	%	100.0%	86.4	12.0%	74.4%	12.0%	1.7%
Overall	Count	436	363	41	322	53	20
	%	100.0%	83.3%	9.4%	73.9%	12.2%	4.6%

B. Billing Process - Postpaid Customers

B.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	953	922	264	658	21	10
	%	100.0%	97%	27.7%	69.0%	2.2%	1.0%
MTNL	Count	1,025	969	148	821	53	3
	%	100.0%	95%	14.4%	80.1%	5.2%	0.3%
Reliance	Count	536	476	49	427	45	15
	%	100.0%	89%	9.1%	79.7%	8.4%	2.8%
TTML	Count	522	498	86	412	21	3
	%	100.0%	95%	16.5%	78.9%	4.0%	0.6%
Overall	Count	3,036	2,865	547	2,318	140	31
	%	100.0%	94%	18.0%	76.4%	4.6%	1.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	953	852	156	696	93	8
	%	100.0%	89%	16.4%	73.0%	9.8%	0.8%
MTNL	Count	1,025	946	116	830	74	5
	%	100.0%	92%	11.3%	81.0%	7.2%	0.5%
Reliance	Count	536	476	45	431	52	8
	%	100.0%	89%	8.4%	80.4%	9.7%	1.5%
TTML	Count	522	474	42	432	43	5
	%	100.0%	91%	8.0%	82.8%	8.2%	1.0%
Overall	Count	3,036	2,748	359	2,389	262	26
	%	100.0%	91%	11.8%	78.7%	8.6%	0.9%

B.3. (Q 7b) 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	53	6	13	45	5	101
	%	52.5%	5.9%	12.9%	44.6%	5.0%	
MTNL	Count	42	16	17	39	1	79
	%	53.2%	20.3%	21.5%	49.4%	1.3%	
Reliance	Count	35	6	6	25	0	60
	%	58.3%	10.0%	10.0%	41.7%	0.0%	
TTML	Count	35	11	9	19	3	49
	%	72.9%	22.9%	18.8%	39.6%	6.3%	
Overall	Count	165	39	45	128	9	288
	%	57.3%	13.6%	15.6%	44.4%	3.1%	

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

Service Providers		Yes	No	Base
Airtel	Count	144	809	953
	%	15.1%	84.9%	100.0%
MTNL	Count	96	929	1,025
	%	9.4%	90.6%	100.0%
Reliance	Count	77	459	536
	%	14.4%	85.6%	100.0%
TTML	Count	43	479	522
	%	8.2%	91.8%	100.0%
Overall	Count	360	2,676	3,036
	%	11.9%	88.1%	100.0%

B.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	144	81	5	76	42	21
	%	100.0%	56%	3.5%	52.8%	29.2%	14.6%
MTNL	Count	96	69	4	65	22	5
	%	100.0%	72%	4.2%	67.7%	22.9%	5.2%
Reliance	Count	77	38	3	35	34	5
	%	100.0%	49%	3.9%	45.5%	44.2%	6.5%
TTML	Count	43	26	0	26	17	0
	%	100.0%	60%	0.0%	60.5%	39.5%	0.0%
Overall	Count	360	214	12	202	115	31
	%	100.0%	59%	3.3%	56.1%	31.9%	8.6%

B.6. (Q 10a) 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	953	898	157	741	43	12
	%	100.0%	94%	16.5%	77.8%	4.5%	1.3%
MTNL	Count	1,025	985	113	872	38	2
	%	100.0%	96%	11.0%	85.1%	3.7%	0.2%
Reliance	Count	536	496	26	470	34	6
	%	100.0%	93%	4.9%	87.7%	6.3%	1.1%
TTML	Count	522	509	39	470	12	1
	%	100.0%	98%	7.5%	90.0%	2.3%	0.2%
Overall	Count	3,036	2,888	335	2,553	127	21
	%	100.0%	95%	11.0%	84.1%	4.2%	0.7%

B.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	3	2	11	47	3	56
	%	5.4%	3.6%	19.6%	83.9	5.4%	
MTNL	Count	12	12	15	11	4	40
	%	30.0%	30.0%	37.5%	27.5%	10.0%	
Reliance	Count	2	2	6	33	2	40
	%	5.0%	5.0%	15.0%	82.5%	5.0%	
TTML	Count	2	2	3	8	1	13
	%	15.4%	15.4%	23.1%	61.5%	7.7%	
Overall	Count	19	18	35	99	10	149
	%	12.8%	12.1%	23.5%	66.4%	6.7%	

Billing Process - Prepaid Customers

B.8. (Q 11) 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	17	17	4	13	0	0
	%	100.0%	100%	23.5%	76.5%	0.0%	0.0%
MTNL	Count	43	42	3	39	1	0
	%	100.0%	98%	7.0%	90.7%	2.3%	0.0%
Reliance	Count	439	416	45	371	18	5
	%	100.0%	95%	10.3%	84.5%	4.1%	1.1%
TTML	Count	639	619	74	545	16	4
	%	100.0%	97%	11.6%	85.3%	2.5%	0.6%
Overall	Count	1,138	1,094	126	968	35	9
	%	100.0%	96%	11.1%	85.1%	3.1%	0.8%

C. Help Services/ Customer Care

C.1. (Q 12) 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	514	456	970
	%	53.0%	47.0%	100.0%
MTNL	Count	263	805	1,068
	%	24.6%	75.4%	100.0%
Reliance	Count	295	680	975
	%	30.3%	69.7%	100.0%
TTML	Count	403	758	1,161
	%	34.7%	65.3%	100.0%
Overall	Count	1,475	2,699	4,174
	%	35.3%	64.7%	100.0%

C.2. (Q 13) 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	514	449	47	402	47	8
	%	100.0%	87.4%	9.1%	78.2%	9.1%	1.6%
MTNL	Count	263	229	36	193	36	5
	%	100.0%	87.1%	13.7%	73.4%	13.7%	1.9%
Reliance	Count	295	263	69	194	69	15
	%	100.0%	89.2%	23.4%	65.8%	23.4%	5.1%
TTML	Count	403	364	77	287	77	2
	%	100.0%	90.3%	19.1%	71.2%	19.1%	0.5%
Overall	Count	1,475	1,305	229	1,076	229	30
	%	100.0%	88.5%	15.5%	72.9%	15.5%	2.0%

C.3. (Q 14) 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	514	476	74	402	34	4
	%	100.0%	92.6%	14.4%	78.2%	6.6%	0.8%
MTNL	Count	263	223	38	185	34	6
	%	100.0%	84.8%	14.4%	70.3%	12.9%	2.3%
Reliance	Count	295	209	14	195	71	15
	%	100.0%	70.8%	4.7%	66.1%	24.1%	5.1%
TTML	Count	403	336	54	282	63	4
	%	100.0%	83.4%	13.4%	70.0%	15.6%	1.0%
Overall	Count	1,475	1,244	180	1,064	202	29
	%	100.0%	84.3%	12.2%	72.1%	13.7%	2.0%

C.4. (Q 15) 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	514	431	64	367	70	13
	%	100.0%	83.9%	12.5%	71.4%	13.6%	2.5%
MTNL	Count	263	196	39	157	58	9
	%	100.0%	74.5%	14.8%	59.7%	22.1%	3.4%
Reliance	Count	295	213	20	193	66	16
	%	100.0%	72.2%	6.8%	65.4%	22.4%	5.4%
TTML	Count	403	344	37	307	55	4
	%	100.0%	85.4%	9.2%	76.2%	13.6%	1.0%
Overall	Count	1,475	1,184	160	1,024	249	42
	%	100.0%	80.3%	10.8%	69.4%	16.9%	2.8%

C.5. (Q 16) 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	514	438	74	364	63	13
	%	100.0%	85.2%	14.4%	70.8%	12.3%	2.5%
MTNL	Count	263	197	32	165	58	8
	%	100.0%	74.9%	12.2%	62.7%	22.1%	3.0%
Reliance	Count	295	212	22	190	66	17
	%	100.0%	71.9%	7.5%	64.4%	22.4%	5.8%
TTML	Count	403	343	50	293	55	5
	%	100.0%	85.1%	12.4%	72.7%	13.6%	1.2%
Overall	Count	1,475	1,190	178	1,012	242	43
	%	100.0%	80.7%	12.1%	68.6%	16.4%	2.9%

D. Network Performance, Reliability and Availability

D.1. (Q 17) 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	970	948	189	759	21	1
	%	100.0%	97.7%	19.5%	78.2%	2.2%	0.1%
MTNL	Count	1068	1021	160	861	43	4
	%	100.0%	95.6%	15.0%	80.6%	4.0%	0.4%
Reliance	Count	975	932	157	775	32	11
	%	100.0%	95.6%	16.1%	79.5%	3.3%	1.1%
TTML	Count	1161	1112	189	923	45	4
	%	100.0%	95.8%	16.3%	79.5%	3.9%	0.3%
Overall	Count	4174	4013	695	3318	141	20
	%	100.0%	96.2%	16.7%	79.5%	3.4%	0.5%

D.2. (Q 18) 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	970	922	157	765	42	6
	%	100.0%	95.1%	16.2%	78.9%	4.3%	0.6%
MTNL	Count	1068	1017	143	874	48	3
	%	100.0%	95.2%	13.4%	81.8%	4.5%	0.3%
Reliance	Count	975	925	108	817	33	17
	%	100.0%	94.9%	11.1%	83.8%	3.4%	1.7%
TTML	Count	1161	1098	128	970	52	11
	%	100.0%	94.5%	11.0%	83.5%	4.5%	0.9%
Overall	Count	4174	3962	536	3426	175	37
	%	100.0%	94.9%	12.8%	82.1%	4.2%	0.9%

D.3. (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	970	927	241	686	33	10
	%	100.0%	95.5%	24.8%	70.7%	3.4%	1.0%
MTNL	Count	1068	973	187	786	90	5
	%	100.0%	91.1%	17.5%	73.6%	8.4%	0.5%
Reliance	Count	975	895	141	754	63	17
	%	100.0%	91.8%	14.5%	77.3%	6.5%	1.7%
TTML	Count	1161	1085	196	889	61	15
	%	100.0%	93.5%	16.9%	76.6%	5.3%	1.3%
Overall	Count	4174	3880	765	3115	247	47
	%	100.0%	92.9%	18.3%	74.6%	5.9%	1.1%

E. Maintainability (Fault Repair)

E.1. (Q 20) Have you experienced fault in your telephone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	279	691	970
	%	28.8%	71.2%	100.0%
MTNL	Count	194	874	1,068
	%	18.2%	81.8%	100.0%
Reliance	Count	206	769	975
	%	21.1%	78.9%	100.0%
TTML	Count	186	975	1,161
	%	16.0%	84.0%	100.0%
Overall	Count	865	3,309	4,174
	%	20.7%	79.3%	100.0%

E.2. (Q 21) How many times your telephone became faulty in the last one month?

Service Providers		Nil	Once	2-3 times	More than 3 times	Base
Airtel	Count	167	72	36	4	279
	%	59.9%	25.8%	12.9%	1.4%	100.0%
MTNL	Count	49	86	46	13	194
	%	25.3%	44.3%	23.7%	6.7%	100.0%
Reliance	Count	52	113	34	7	206
	%	25.2%	54.9%	16.5%	3.4%	100.0%
TTML	Count	19	110	36	21	186
	%	10.2%	59.1%	19.4%	11.3%	100.0%
Overall	Count	287	381	152	45	865
	%	33.2%	44.0%	17.6%	5.2%	100.0%

E.3. (Q 22) 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	205	51	8	15	279
	%	73.5%	18.3%	2.9%	5.4%	100.0%
MTNL	Count	56	106	12	20	194
	%	28.9%	54.6%	6.2%	10.3%	100.0%
Reliance	Count	83	95	14	14	206
	%	40.3%	46.1%	6.8%	6.8%	100.0%
TTML	Count	96	63	18	9	186
	%	51.6%	33.9%	9.7%	4.8%	100.0%
Overall	Count	440	315	52	58	865
	%	50.9%	36.4%	6.0%	6.7%	100.0%

E.4. (Q 23) 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	279	248	51	197	26	5
	%	100.0%	89%	18.3%	70.6%	9.3%	1.8%
MTNL	Count	194	153	18	135	36	5
	%	100.0%	79%	9.3%	69.6%	18.6%	2.6%
Reliance	Count	206	165	6	159	35	6
	%	100.0%	80%	2.9%	77.2%	17.0%	2.9%
TTML	Count	186	145	5	140	41	0
	%	100.0%	78%	2.7%	75.3%	22.0%	0.0%
Overall	Count	865	711	80	631	138	16
	%	100.0%	82%	9.2%	72.9%	16.0%	1.8%

F. Supplementary Service/ Value Added Services

F.1. (Q 24) Do you use services like call waiting, call forwarding, voice mails or any other supplementary services?

Service Providers		Yes	No	Base
Airtel	Count	170	800	970
	%	17.5%	82.5%	100.0%
MTNL	Count	114	954	1,068
	%	10.7%	89.3%	100.0%
Reliance	Count	115	860	975
	%	11.8%	88.2%	100.0%
TTML	Count	119	1,042	1,161
	%	10.2%	89.8%	100.0%
Overall	Count	518	3,656	4,174
	%	12.4%	87.6%	100.0%

F.2. (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	170	167	35	132	2	1
	%	100.0%	98%	20.6%	77.6%	1.2%	0.6%
MTNL	Count	114	106	22	84	8	0
	%	100.0%	93%	19.3%	73.7%	7.0%	0.0%
Reliance	Count	115	110	11	99	3	2
	%	100.0%	96%	9.6%	86.1%	2.6%	1.7%
TTML	Count	119	118	17	101	1	0
	%	100.0%	99%	14.3%	84.9%	0.8%	0.0%
Overall	Count	518	501	85	416	14	3
	%	100.0%	97%	16.4%	80.3%	2.7%	0.6%

G. Overall Customer Satisfaction

G.1. (Q 26a) 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	970	922	201	721	44	4
	%	100.0%	95%	20.7%	74.3%	4.5%	0.4%
MTNL	Count	1,068	977	102	875	88	3
	%	100.0%	91%	9.6%	81.9%	8.2%	0.3%
Reliance	Count	975	876	115	761	72	27
	%	100.0%	90%	11.8%	78.1%	7.4%	2.8%
TTML	Count	1,161	1,059	72	987	91	11
	%	100.0%	91%	6.2%	85.0%	7.8%	0.9%
Overall	Count	4,174	3,834	490	3,344	295	45
	%	100.0%	92%	11.7%	80.1%	7.1%	1.1%

H. General Information

H.1. (Q 27) 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	273	111	384
	%	71.1%	28.9%	100.0%
MTNL	Count	14	20	34
	%	41.2%	58.8%	100.0%
Reliance	Count	100	222	322
	%	31.1%	68.9%	100.0%
TTML	Count	44	97	141
	%	31.2%	68.8%	100.0%
Overall	Count	431	450	881
	%	48.9%	51.1%	100.0%

H.2. (Q 28) Have you terminated telephone connection that you had in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	96	874	970
	%	9.9%	90.1%	100.0%
MTNL	Count	10	1058	1,068
	%	0.9%	99.1%	100.0%
Reliance	Count	27	948	975
	%	2.8%	97.2%	100.0%
TTML	Count	12	1149	1,161
	%	1.0%	99.0%	100.0%
Overall	Count	145	4029	4,174
	%	3.5%	96.5%	100.0%

H.3. (Q 29) If yes, please name your previous service provider?

Service Providers		Airtel	MTNL	Reliance	TTML	Base
Airtel	Count	10	51	16	19	96
	%	10.4%	53.1%	16.7%	19.8%	100.0%
MTNL	Count	0	3	3	4	10
	%	0.0%	30.0%	30.0%	40.0%	100.0%
Reliance	Count	0	14	10	3	27
	%	0.0%	51.9%	37.0%	11.1%	100.0%
TTML	Count	3	5	2	2	12
	%	25.0%	41.7%	16.7%	16.7%	100.0%
Overall	Count	13	73	31	28	145
	%	9.0%	50.3%	21.4%	19.3%	100.0%

H.4. (Q 30) How many days were taken by previous service provider for termination of your telephone connection?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	8	19	27	42	96
	%	8.3%	19.8%	28.1%	43.8%	100.0%
MTNL	Count	2	4	0	4	10
	%	20.0%	40.0%	0.0%	40.0%	100.0%
Reliance	Count	1	10	4	12	27
	%	3.7%	37.0%	14.8%	44.4%	100.0%
TTML	Count	1	6	3	2	12
	%	8.3%	50.0%	25.0%	16.7%	100.0%
Overall	Count	12	39	34	60	145
	%	8.3%	26.9%	23.4%	41.4%	100.0%

H.5. (Q 31) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	65	29	94
	%	69.1%	30.9%	100.0%
MTNL	Count	6	5	11
	%	54.5	45.5%	100.0%
Reliance	Count	12	12	24
	%	50.0%	50.0%	100.0%
TTML	Count	6	10	16
	%	37.5%	62.5%	100.0%
Overall	Count	89	56	145
	%	61.4%	38.6%	100.0%

H.6. (Q 32) 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	63	841	66	970
	%	6.5%	86.7%	6.8%	100.0%
MTNL	Count	55	761	252	1,068
	%	5.1%	71.3%	23.6%	100.0%
Reliance	Count	40	716	219	975
	%	4.1%	73.4%	22.5%	100.0%
TTML	Count	58	872	231	1,161
	%	5.0%	75.1%	19.9%	100.0%
Overall	Count	216	3,190	768	4,174
	%	5.2%	76.4%	18.4%	100.0%

H.7. (Q 33) 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	32	20	6	5	63
	%	50.8%	31.7%	9.5%	7.9%	100.0%
MTNL	Count	37	14	3	1	55
	%	67.3%	25.5%	5.5%	1.8%	100.0%
Reliance	Count	25	10	3	2	40
	%	62.5%	25.0%	7.5%	5.0%	100.0%
TTML	Count	28	25	5	0	58
	%	48.3%	43.1%	8.6%	0.0%	100.0%
Overall	Count	122	69	17	8	216
	%	56.5%	31.9%	7.9%	3.7%	100.0%

I. Grievance Redressal Mechanism

I.1. (Q 34) Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?

Service Providers		Yes	No	Base
Airtel	Count	69	901	970
	%	7.1%	92.9%	100.0%
MTNL	Count	301	767	1,068
	%	28.2%	71.8%	100.0%
Reliance	Count	101	874	975
	%	10.4%	89.6%	100.0%
TTML	Count	188	973	1,161
	%	16.2%	83.8%	100.0%
Overall	Count	659	3,515	4,174
	%	15.8%	84.2%	100.0%

I.2. (Q 35) Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Airtel	Count	942	48	40	29	970
	%	97.1%	4.9%	4.1%	2.9%	
MTNL	Count	907	31	11	164	1,068
	%	84.9%	2.9%	1.0%	15.3%	
Reliance	Count	881	15	6	98	975
	%	90.3%	1.5%	0.6%	10.0%	
TTML	Count	940	15	4	226	1,161
	%	80.9%	1.2%	0.3%	19.4%	
Overall	Count	3,670	109	61	517	4,174
	%	87.9%	2.6%	1.4%	12.3%	

I.3. (Q 36) Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	265	705	970
	%	27.3%	72.7%	100.0%
MTNL	Count	98	970	1,068
	%	9.2%	90.8%	100.0%
Reliance	Count	88	887	975
	%	9.0%	91.0%	100.0%
TTML	Count	65	1,096	1,161
	%	5.6%	94.4%	100.0%
Overall	Count	516	3,658	4,174
	%	12.4%	87.6%	100.0%

I.4. (Q 37) 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	No docket number received even on request	Total
Airtel	Count	224	34	7	265
	%	84.5%	12.8%	2.6%	100.0%
MTNL	Count	53	22	23	98
	%	54.1%	22.4%	23.5%	100.0%
Reliance	Count	64	23	1	88
	%	72.7%	26.1%	1.1%	100.0%
TTML	Count	36	16	13	65
	%	55.4%	24.6%	20.0%	100.0%
Overall	Count	377	95	44	516
	%	73.1%	18.4%	8.5%	100.0%

I.5. (Q 38) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	139	126	265
	%	52.5%	47.5%	100.0%
MTNL	Count	38	60	98
	%	38.8%	61.2%	100.0%
Reliance	Count	41	47	88
	%	46.6%	53.4%	100.0%
TTML	Count	32	33	65
	%	49.2%	50.8%	100.0%
Overall	Count	250	266	516
	%	48.4%	51.6%	100.0%

I.6. (Q 39) 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	265	198	40	158	50	17
	%	100.0%	74.7%	15.1%	59.6%	18.9%	6.4%
MTNL	Count	98	59	5	54	31	8
	%	100.0%	60.2%	5.1%	55.1%	31.6%	8.2%
Reliance	Count	88	57	2	55	24	7
	%	100.0%	64.8%	2.3%	62.5%	27.3%	8.0%
TTML	Count	65	44	4	40	18	3
	%	100.0%	67.7%	6.2%	61.5%	27.7%	4.6%
Overall	Count	516	358	51	307	123	35
	%	100.0%	69.4%	9.9%	59.5%	23.8%	6.8%

I.7. (Q 40) 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	7	2	10	46	9	11	67
	%	10.4%	3.0%	14.9%	68.7%	13.4%	16.4%	
MTNL	Count	8	4	7	20	10	11	39
	%	20.5%	10.3%	17.9%	51.3%	25.6%	28.2%	
Reliance	Count	9	6	9	23	11	2	31
	%	29.0%	19.4%	29.0%	74.2%	35.5%	6.5%	
TTML	Count	9	2	4	11	8	0	21
	%	42.9%	9.5%	19.0%	52.4%	38.1%	0.0%	
Overall	Count	33	14	30	100	38	24	158
	%	20.9%	8.9%	19.0%	63.3%	24.1%	15.2%	

I.8. (Q 41) 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	68	71	139
	%	48.9%	51.1%	100.0%
MTNL	Count	20	25	45
	%	44.4%	55.6%	100.0%
Reliance	Count	16	27	43
	%	37.2%	62.8%	100.0%
TTML	Count	14	17	31
	%	45.2%	54.8%	100.0%
Overall	Count	118	140	258
	%	45.7%	54.3%	100.0%

I.9. (Q 42) Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	27	943	970
	%	2.8%	97.2%	100.0%
MTNL	Count	15	1,053	1,068
	%	1.4%	98.6%	100.0%
Reliance	Count	5	970	975
	%	0.5%	99.5%	100.0%
TTML	Count	3	1,158	1,161
	%	0.3%	99.7%	100.0%
Overall	Count	50	4,124	4,174
	%	1.2%	98.8%	100.0%

I.10. (Q 43) 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
	%	7.4%	92.6%	100.0%
MTNL	Count	3	12	15
	%	20.0%	80.0%	100.0%
Reliance	Count	1	4	5
	%	20.0%	80.0%	100.0%
TTML	Count	0	3	3
	%	0.0%	100.0%	100.0%
Overall	Count	6	44	50
	%	12.0%	88.0%	100.0%

I.11. (Q 44) Can you approach your Nodal Officer easily?

Service Providers		Yes	No	Base
Airtel	Count	2	0	2
	%	100.0%	0.0%	100.0%
MTNL	Count	2	1	3
	%	66.7%	33.3%	100.0%
Reliance	Count	0	1	1
	%	0.0%	100.0%	100.0%
TTML	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	4	2	6
	%	66.7%	33.3%	100.0%

I.12. (Q 45) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	1	1	2
	%	50.0%	50.0%	100.0%
MTNL	Count	0	2	2
	%	0.0%	100.0%	100.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTML	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	1	3	4
	%	25.0%	75.0%	100.0%

I.13. (Q 46) 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	1	0	1	0	1
	%	100.0%	50.0%	0.0%	50.0%	0.0%	50.0%
MTNL	Count	2	2	0	2	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTML	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	4	3	0	3	0	1
	%	100.0%	75.0%	0.0%	75.0%	0.0%	25.0%

I.14. (Q 47) 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	0	0	0	1	0	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	
MTNL	Count	0	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%	0.0%	
TTML	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Overall	Count	0	0	0	1	0	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	

I.15. (Q 48) 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?

Service Providers		Yes	No	Base
Airtel	Count	19	951	970
	%	2.0%	98.0%	100.0%
MTNL	Count	7	1,061	1,068
	%	0.7%	99.3%	100.0%
Reliance	Count	1	974	975
	%	0.1%	99.9%	100.0%
TTML	Count	3	1,158	1,161
	%	0.3%	99.7%	100.0%
Overall	Count	30	4,144	4,174
	%	0.7%	99.3%	100.0%

I.16. (Q 49) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
Airtel	Count	0	18	18
	%	0.0%	100.0%	100.0%
MTNL	Count	1	6	7
	%	14.3%	85.7%	100.0%
Reliance	Count	0	2	2
	%	0.0%	100.0%	100.0%
TTML	Count	1	2	3
	%	33.3%	66.7%	100.0%
Overall	Count	2	28	30
	%	6.7%	93.3%	100.0%

I.17. (Q 50) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
MTNL	Count	1	0	1
	%	100.0%	0.0%	100.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTML	Count	0	1	1
	%	0.0%	100.0%	100.0%
Overall	Count	1	1	2
	%	50.0%	50.0%	100.0%

I.18. (Q 51) 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	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
MTNL	Count	1	0	0	1
	%	100.0%	0.0%	0.0%	100.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTML	Count	0	1	0	1
	%	0.0%	100.0%	0.0%	100.0%
Overall	Count	1	1	0	2
	%	50.0%	50.0%	0.0%	100.0%

I.19. (Q 52) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	0	17	17
	%	0.0%	100.0%	100.0%
MTNL	Count	1	42	43
	%	2.3%	97.7%	100.0%
Reliance	Count	32	407	439
	%	7.3%	92.7%	100.0%
TTML	Count	44	595	639
	%	6.9%	93.1%	100.0%
Overall	Count	77	1,061	1,138
	%	6.8%	93.2%	100.0%

I.20. (Q 53) 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	0	0	0
	%	0.0%	0.0%	0.0%
MTNL	Count	1	0	1
	%	100.0%	0.0%	100.0%
Reliance	Count	3	29	32
	%	9.4%	90.6%	100.0%
TTML	Count	1	43	44
	%	2.3%	97.7%	100.0%
Overall	Count	5	72	77
	%	6.5%	93.5%	100.0%

I.21. (Q 54) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
MTNL	Count	1	0	0	1
	%	100.0%	0.0%	0.0%	100.0%
Reliance	Count	2	1	0	3
	%	66.7%	33.3%	0.0%	100.0%
TTML	Count	1	0	0	1
	%	100.0%	0.0%	0.0%	100.0%
Overall	Count	4	1	0	5
	%	80.0%	20.0%	0.0%	100.0%

I.22. (Q 55) 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	49	83	132
	%	37.1%	62.9%	100.0%
MTNL	Count	7	10	17
	%	41.2%	58.8%	100.0%
Reliance	Count	137	101	238
	%	57.6%	42.4%	100.0%
TTML	Count	38	32	70
	%	54.3%	45.7%	100.0%
Overall	Count	231	226	457
	%	50.5%	49.5%	100.0%

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

A. Service Provision

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

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	99	92	895	1,086
	%	9.1%	8.5%	82.4%	100.0%
MTNL	Count	49	56	965	1,070
	%	4.6%	5.2%	90.2%	100.0%
Reliance	Count	85	81	959	1,125
	%	7.6%	7.2%	85.2%	100.0%
TTML	Count	273	146	691	1,110
	%	24.6%	13.2%	62.3%	100.0%
Vodafone	Count	154	105	977	1,236
	%	12.5%	8.5%	79.0%	100.0%
BPL	Count	137	87	853	1,077
	%	12.7%	8.1%	79.2%	100.0%
Overall	Count	797	567	5,340	6,704
	%	11.9%	8.5%	79.7%	100.0%

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	38	3	36	114	191
	%	19.9%	1.6%	18.8%	59.7%	100.0%
MTNL	Count	32	13	20	40	105
	%	30.5%	12.4%	19.0%	38.1%	100.0%
Reliance	Count	48	4	34	80	166
	%	28.9%	2.4%	20.5%	48.2%	100.0%
TTML	Count	82	27	95	215	419
	%	19.6%	6.4%	22.7%	51.3%	100.0%
Vodafone	Count	55	10	60	134	259
	%	21.2%	3.9%	23.2%	51.7%	100.0%
BPL	Count	47	7	49	121	224
	%	21.0%	3.1%	21.9%	54.0%	100.0%
Overall	Count	302	64	294	704	1,364
	%	22.1%	4.7%	21.6%	51.6%	100.0%

A.3. (Q 3) How satisfied are you with the time taken to activate the mobile/ fixed wireless 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	191	186	42	144	3	2
	%	100.0%	97%	22.0%	75.4%	1.6%	1.0%
MTNL	Count	105	99	20	79	6	0
	%	100.0%	94%	19.0%	75.2%	5.7%	0.0%
Reliance	Count	166	164	21	143	2	0
	%	100.0%	99%	12.7%	86.1%	1.2%	0.0%
TTML	Count	419	414	144	270	4	1
	%	100.0%	99%	34.4%	64.4%	1.0%	0.2%
Vodafone	Count	259	255	49	206	4	0
	%	100.0%	98%	18.9%	79.5%	1.5%	0.0%
BPL	Count	224	221	61	160	3	0
	%	100.0%	99%	27.2%	71.4%	1.3%	0.0%
Overall	Count	1,364	1,339	337	1,002	22	3
	%	100.0%	98%	24.7%	73.5%	1.6%	0.2%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	260	222	16	206	37	1
	%	100.0%	85.4%	6.2%	79.2%	14.2%	0.4%
MTNL	Count	81	66	10	56	14	1
	%	100.0%	81.4%	12.3%	69.1%	17.3%	1.2%
Reliance	Count	226	209	24	185	14	3
	%	100.0%	92.5%	10.6%	81.9%	6.2%	1.3%
TTML	Count	124	109	34	75	11	4
	%	100.0%	87.9%	27.4%	60.5%	8.9%	3.2%
Vodafone	Count	186	177	32	145	8	1
	%	100.0%	95.2%	17.2%	78.0%	4.3%	0.5%
BPL	Count	182	174	36	138	5	3
	%	100.0%	95.6%	19.8%	75.8%	2.7%	1.6%
Overall	Count	1059	957	152	805	89	13
	%	100.0%	90.4%	14.4%	76.0%	8.4%	1.2%

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	762	716	60	656	39	7
	%	100.0%	94%	7.9%	86.1%	5.1%	0.9%
MTNL	Count	647	626	174	452	19	2
	%	100.0%	97%	26.9%	69.9%	2.9%	0.3%
Reliance	Count	692	645	67	578	42	5
	%	100.0%	93%	9.7%	83.5%	6.1%	0.7%
TTML	Count	776	747	136	611	24	5
	%	100.0%	96%	17.5%	78.7%	3.1%	0.6%
Vodafone	Count	791	750	86	664	37	4
	%	100.0%	95%	10.9%	83.9%	4.7%	0.5%
BPL	Count	492	471	45	426	19	2
	%	100.0%	96%	9.1%	86.6%	3.9%	0.4%
Overall	Count	4,160	3,955	568	3,387	180	25
	%	100.0%	95%	13.7%	81.4%	4.3%	0.6%

B.2. (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 call/services not made	Others	Base
Airtel	Count	22	13	15	11	1	46
	%	47.8%	28.3%	32.6%	23.9%	2.2%	
MTNL	Count	9	5	6	4	0	21
	%	42.9%	23.8%	28.6%	19.0%	0.0%	
Reliance	Count	16	13	13	15	2	47
	%	34%	27.7%	27.7%	31.9%	4.3%	
TTML	Count	15	7	4	10	2	29
	%	51.7%	24.1%	13.8%	34.5%	6.9%	
Vodafone	Count	24	5	9	13	3	41
	%	58.5%	12.2%	22.0%	31.7%	7.3%	
BPL	Count	12	6	0	7	1	21
	%	57.1%	28.6%	0.0%	33.3%	4.8%	
Overall	Count	98	49	47	60	9	205
	%	47.8%	23.9%	22.9%	29.3%	4.4%	

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	324	289	15	274	26	9
	%	100.0%	89%	4.6%	84.6%	8.0%	2.8%
MTNL	Count	423	371	29	342	51	1
	%	100.0%	88%	6.9%	80.9%	12.1%	0.2%
Reliance	Count	433	323	32	291	106	4
	%	100.0%	75%	7.4%	67.2%	24.5%	0.9%
TTML	Count	334	322	113	209	11	1
	%	100.0%	96%	33.8%	62.6%	3.3%	0.3%
Vodafone	Count	445	423	109	314	19	3
	%	100.0%	95%	24.5%	70.6%	4.3%	0.7%
BPL	Count	585	558	195	363	23	4
	%	100.0%	95%	33.3%	62.1%	3.9%	0.7%
Overall	Count	2,544	2,286	493	1,793	236	22
	%	100.0%	90%	19.4%	70.5%	9.3%	0.9%

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	323	287	9	278	35	1
	%	100.0%	88.9%	2.8%	86.1%	10.8%	0.3%
MTNL	Count	423	395	32	363	27	1
	%	100.0%	93.4%	7.6%	85.8%	6.4%	0.2%
Reliance	Count	435	351	16	335	83	1
	%	100.0%	80.7%	3.7%	77.0%	19.1%	0.2%
TTML	Count	335	297	101	196	33	5
	%	100.0%	88.6%	30.1%	58.5%	9.9%	1.5%
Vodafone	Count	445	387	89	298	55	3
	%	100.0%	87.0%	20.0%	67.0%	12.4%	0.7%
BPL	Count	583	521	112	409	57	5
	%	100.0%	89.4%	19.2%	70.2%	9.8%	0.9%
Overall	Count	2,544	2,238	359	1,879	290	16
	%	100.0%	88.0%	14.1%	73.9%	11.4%	0.6%

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	17	3	1	14	2	35
	%	48.6%	8.6%	2.9%	40.0%	5.7%	
MTNL	Count	8	0	7	15	0	28
	%	28.6%	0.0%	25.0%	53.6%	0.0%	
Reliance	Count	47	4	9	30	2	84
	%	56.0%	4.8%	10.7%	35.7%	2.4%	
TTML	Count	14	5	13	27	2	38
	%	36.8%	13.2%	34.2%	71.1%	5.3%	
Vodafone	Count	24	7	18	25	5	58
	%	41.4%	12.1%	31.0%	43.1%	8.6%	
BPL	Count	30	17	11	24	4	62
	%	48.4%	27.4%	17.7%	38.7%	6.5%	
Overall	Count	140	36	59	135	15	305
	%	45.9%	11.8%	19.3%	44.3%	4.9%	

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

Service Providers		Yes	No	Base
Airtel	Count	64	260	324
	%	19.8%	80.2%	100.0%
MTNL	Count	30	393	423
	%	7.1%	92.9%	100.0%
Reliance	Count	121	312	433
	%	27.9%	72.1%	100.0%
TTML	Count	24	310	334
	%	7.2%	92.8%	100.0%
Vodafone	Count	56	389	445
	%	12.6%	87.4%	100.0%
BPL	Count	58	527	585
	%	9.9%	90.1%	100.0%
Overall	Count	353	2,191	2,544
	%	13.9%	86.1%	100.0%

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	64	23	0	23	41	0
	%	100.0%	35.9%	0.0%	35.9%	64.1%	0.0%
MTNL	Count	30	10	2	8	16	4
	%	100.0%	33.4%	6.7%	26.7%	53.3%	13.3%
Reliance	Count	121	47	0	47	67	7
	%	100.0%	38.8%	0.0%	38.8%	55.4%	5.8%
TTML	Count	24	8	0	8	12	4
	%	100.0%	33.3%	0.0%	33.3%	50.0%	16.7%
Vodafone	Count	56	28	6	22	26	2
	%	100.0%	50.0%	10.7%	39.3%	46.4%	3.6%
BPL	Count	58	32	4	28	23	3
	%	100.0%	55.2%	6.9%	48.3%	39.7%	5.2%
Overall	Count	353	148	12	136	185	20
	%	100.0%	41.9%	3.4%	38.5%	52.4%	5.7%

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	324	301	9	292	23	0
	%	100.0%	92.9%	2.8%	90.1%	7.1%	0.0%
MTNL	Count	423	413	34	379	10	0
	%	100.0%	97.6%	8.0%	89.6%	2.4%	0.0%
Reliance	Count	433	402	22	380	28	3
	%	100.0%	92.8%	5.1%	87.8%	6.5%	0.7%
TTML	Count	334	322	70	252	11	1
	%	100.0%	96.4%	21.0%	75.4%	3.3%	0.3%
Vodafone	Count	445	432	73	359	12	1
	%	100.0%	97.1%	16.4%	80.7%	2.7%	0.2%
BPL	Count	585	567	121	446	15	3
	%	100.0%	96.9%	20.7%	76.2%	2.6%	0.5%
Overall	Count	2,544	2,437	329	2,108	99	8
	%	100.0%	95.8%	12.9%	82.9%	3.9%	0.3%

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	0	0	3	17	0	19
	%	0.0%	0.0%	15.8%	89.5%	0.0%	
MTNL	Count	0	0	4	4	1	8
	%	0.0%	0.0%	50.0%	50.0%	12.5%	
Reliance	Count	4	1	20	13	3	29
	%	13.8%	3.4%	69.0%	44.8%	10.3%	
TTML	Count	1	1	10	1	0	11
	%	9.1%	9.1%	90.9%	9.1%	0.0%	
Vodafone	Count	2	1	6	8	2	17
	%	11.8%	5.9%	35.3%	47.1%	11.8%	
BPL	Count	7	1	18	12	1	23
	%	30.4%	4.3%	78.3%	52.2%	4.3%	
Overall	Count	14	4	61	55	7	107
	%	13.0%	3.7%	57.0%	51.4%	6.5	

D. Help Services/ Customer Care

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	444	642	1,086
	%	40.9%	59.1%	100.0%
MTNL	Count	308	762	1,070
	%	28.8%	71.2%	100.0%
Reliance	Count	444	681	1,125
	%	39.5%	60.5%	100.0%
TTML	Count	336	774	1,110
	%	30.3%	69.7%	100.0%
Vodafone	Count	431	805	1,236
	%	34.9%	65.1%	100.0%
BPL	Count	399	678	1,077
	%	37.0%	63.0%	100.0%
Overall	Count	2,362	4,342	6,704
	%	35.2%	64.8%	100.0%

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	444	337	19	318	4	103
	%	100.0%	75.9%	4.3%	71.6%	0.9%	23.2%
MTNL	Count	308	214	23	191	13	81
	%	100.0%	69.5%	7.5%	62.0%	4.2%	26.3%
Reliance	Count	444	328	35	293	4	112
	%	100.0%	73.9%	7.9%	66.0%	0.9%	25.2%
TTML	Count	336	288	36	252	9	39
	%	100.0%	85.7%	10.7%	75.0%	2.7%	11.6%
Vodafone	Count	431	353	81	272	6	72
	%	100.0%	81.9%	18.8%	63.1%	1.4%	16.7%
BPL	Count	399	325	50	275	4	70
	%	100.0%	81.5%	12.5%	68.9%	1.0%	17.5%
Overall	Count	2,362	1,845	244	1,601	40	477
	%	100.0%	78.1%	10.3%	67.8%	1.7%	20.2%

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	444	356	20	336	84	4
	%	100.0%	80%	4.5%	75.7%	18.9%	0.9%
MTNL	Count	308	222	26	196	70	16
	%	100.0%	72%	8.4%	63.6%	22.7%	5.2%
Reliance	Count	444	358	37	321	83	3
	%	100.0%	81%	8.3%	72.3%	18.7%	0.7%
TTML	Count	336	284	40	244	44	8
	%	100.0%	85%	11.9%	72.6%	13.1%	2.4%
Vodafone	Count	431	360	90	270	66	5
	%	100.0%	84%	20.9%	62.6%	15.3%	1.2%
BPL	Count	399	328	119	209	68	3
	%	100.0%	82%	29.8%	52.4%	17.0%	0.8%
Overall	Count	2,362	1,908	332	1,576	415	39
	%	100.0%	81%	14.1%	66.7%	17.6%	1.7%

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	444	333	27	306	100	11
	%	100.0%	75.0%	6.1%	68.9%	22.5%	2.5%
MTNL	Count	308	214	30	184	79	15
	%	100.0%	69.5%	9.7%	59.7%	25.6%	4.9%
Reliance	Count	444	326	47	279	113	5
	%	100.0%	73.4%	10.6%	62.8%	25.5%	1.1%
TTML	Count	336	271	53	218	56	9
	%	100.0%	80.7%	15.8%	64.9%	16.7%	2.7%
Vodafone	Count	431	344	113	231	79	8
	%	100.0%	79.8%	26.2%	53.6%	18.3%	1.9%
BPL	Count	399	335	67	268	60	4
	%	100.0%	84.0%	16.8%	67.2%	15.0%	1.0%
Overall	Count	2,362	1,823	337	1,486	487	52
	%	100.0%	77.2%	14.3%	62.9%	20.6%	2.2%

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	444	334	29	305	98	12
	%	100.0%	75.2%	6.5%	68.7%	22.1%	2.7%
MTNL	Count	308	213	32	181	79	16
	%	100.0%	69.2%	10.4%	58.8%	25.6%	5.2%
Reliance	Count	444	315	52	263	122	7
	%	100.0%	70.9%	11.7%	59.2%	27.5%	1.6%
TTML	Count	336	269	46	223	55	12
	%	100.0%	80.1%	13.7%	66.4%	16.4%	3.6%
Vodafone	Count	431	350	98	252	75	6
	%	100.0%	81.2%	22.7%	58.5%	17.4%	1.4%
BPL	Count	399	334	111	223	60	5
	%	100.0%	83.7%	27.8%	55.9%	15.0%	1.3%
Overall	Count	2,362	1,815	368	1,447	489	58
	%	100.0%	76.8%	15.6%	61.3%	20.7%	2.5%

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	1,086	880	123	757	185	21
	%	100.0%	81%	11.3%	69.7%	17.0%	1.9%
MTNL	Count	1,070	828	107	721	207	35
	%	100.0%	77%	10.0%	67.4%	19.3%	3.3%
Reliance	Count	1,125	1,017	162	855	101	7
	%	100.0%	90%	14.4%	76.0%	9.0%	0.6%
TTML	Count	1,110	1,009	231	778	87	14
	%	100.0%	91%	20.8%	70.1%	7.8%	1.3%
Vodafone	Count	1,236	1,054	249	805	160	22
	%	100.0%	85%	20.1%	65.1%	12.9%	1.8%
BPL	Count	1,077	924	228	696	149	4
	%	100.0%	86%	21.2%	64.6%	13.8%	0.4%
Overall	Count	6,704	5,712	1,100	4,612	889	103
	%	100.0%	85%	16.4%	68.8%	13.3%	1.5%

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	1,086	941	96	845	137	8
	%	100.0%	87%	8.8%	77.8%	12.6%	0.7%
MTNL	Count	1,070	908	116	792	151	11
	%	100.0%	85%	10.8%	74.0%	14.1%	1.0%
Reliance	Count	1,125	1,045	109	936	73	7
	%	100.0%	93%	9.7%	83.2%	6.5%	0.6%
TTML	Count	1,110	1,054	209	845	48	8
	%	100.0%	95%	18.8%	76.1%	4.3%	0.7%
Vodafone	Count	1,236	1,099	186	913	119	18
	%	100.0%	89%	15.0%	73.9%	9.6%	1.5%
BPL	Count	1,077	951	168	783	118	8
	%	100.0%	88%	15.6%	72.7%	11.0%	0.7%
Overall	Count	6,704	5,998	884	5,114	646	60
	%	100.0%	89%	13.2%	76.3%	9.6%	0.9%

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

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	415	486	129	56	1,086
	%	38.2%	44.8%	11.9%	5.2%	100.0%
MTNL	Count	508	412	124	26	1,070
	%	47.5%	38.5%	11.6%	2.4%	100.0%
Reliance	Count	398	635	68	24	1,125
	%	35.4%	56.4%	6.0%	2.1%	100.0%
TTML	Count	684	346	43	37	1,110
	%	61.6%	31.2%	3.9%	3.3%	100.0%
Vodafone	Count	493	560	145	38	1,236
	%	39.9%	45.3%	11.7%	3.1%	100.0%
BPL	Count	500	427	121	29	1,077
	%	46.4%	39.6%	11.2%	2.7%	100.0%
Overall	Count	2,998	2,866	630	210	6,704
	%	44.7%	42.8%	9.4%	3.1%	100.0%

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	1,086	990	103	887	94	2
	%	100.0%	91.2%	9.5%	81.7%	8.7%	0.2%
MTNL	Count	1,070	915	143	772	142	13
	%	100.0%	85.5%	13.4%	72.1%	13.3%	1.2%
Reliance	Count	1,125	1,052	145	907	66	7
	%	100.0%	93.5%	12.9%	80.6%	5.9%	0.6%
TTML	Count	1,110	1,041	240	801	57	12
	%	100.0%	93.8%	21.6%	72.2%	5.1%	1.1%
Vodafone	Count	1,236	1,103	217	886	117	16
	%	100.0%	89.2%	17.6%	71.7%	9.5%	1.3%
BPL	Count	1,077	945	203	742	116	16
	%	100.0%	87.7%	18.8%	68.9%	10.8%	1.5%
Overall	Count	6,704	6,046	1,051	4,995	592	66
	%	100.0%	90.2%	15.7%	74.5%	8.8%	1.0%

F. Maintainability

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

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	406	513	127	40	1,086
	%	37.4%	47.2%	11.7%	3.7%	100.0%
MTNL	Count	508	437	107	18	1,070
	%	47.5%	40.8%	10.0%	1.7%	100.0%
Reliance	Count	453	596	56	20	1,125
	%	40.3%	53.0%	5.0%	1.8%	100.0%
TTML	Count	725	312	48	25	1,110
	%	65.3%	28.1%	4.3%	2.3%	100.0%
Vodafone	Count	510	597	101	28	1,236
	%	41.3%	48.3%	8.2%	2.3%	100.0%
BPL	Count	522	452	83	20	1,077
	%	48.5%	42.0%	7.7%	1.9%	100.0%
Overall	Count	3,124	2,907	522	151	6,704
	%	46.6%	43.4%	7.8%	2.3%	100.0%

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	1,086	923	85	838	155	8
	%	100.0%	85.0%	7.8%	77.2%	14.3%	0.7%
MTNL	Count	1,070	898	131	767	154	18
	%	100.0%	83.9%	12.2%	71.7%	14.4%	1.7%
Reliance	Count	1,125	1,043	127	916	79	3
	%	100.0%	92.7%	11.3%	81.4%	7.0%	0.3%
TTML	Count	1,110	1,035	223	812	72	3
	%	100.0%	93.2%	20.1%	73.2%	6.5%	0.3%
Vodafone	Count	1,236	1,086	214	872	144	6
	%	100.0%	87.9%	17.3%	70.6%	11.7%	0.5%
BPL	Count	1,077	932	182	750	138	7
	%	100.0%	86.5%	16.9%	69.6%	12.8%	0.6%
Overall	Count	6,704	5,917	962	4,955	742	45
	%	100.0%	88.3%	14.3%	73.9%	11.1%	0.7%

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	1,086	917	81	836	159	10
	%	100.0%	84.4%	7.5%	77.0%	14.6%	0.9%
MTNL	Count	1,070	901	129	772	148	21
	%	100.0%	84.2%	12.1%	72.1%	13.8%	2.0%
Reliance	Count	1,125	1,041	129	912	81	3
	%	100.0%	92.5%	11.5%	81.1%	7.2%	0.3%
TTML	Count	1,110	1,037	220	817	69	4
	%	100.0%	93.4%	19.8%	73.6%	6.2%	0.4%
Vodafone	Count	1,236	1,100	212	888	134	2
	%	100.0%	89.0%	17.2%	71.8%	10.8%	0.2%
BPL	Count	1,077	923	209	714	146	8
	%	100.0%	85.7%	19.4%	66.3%	13.6%	0.7%
Overall	Count	6,704	5,919	980	4,939	737	48
	%	100.0%	88.3%	14.6%	73.7%	11.0%	0.7%

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	345	741	1,086
	%	31.8%	68.2%	100.0%
MTNL	Count	253	817	1,070
	%	23.6%	76.4%	100.0%
Reliance	Count	399	726	1,125
	%	35.5%	64.5%	100.0%
TTML	Count	272	838	1,110
	%	24.5%	75.5%	100.0%
Vodafone	Count	463	773	1,236
	%	37.5%	62.5%	100.0%
BPL	Count	460	617	1,077
	%	42.7%	57.3%	100.0%
Overall	Count	2,192	4,512	6,704
	%	32.7%	67.3%	100.0%

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	282	63	345
	%	81.7%	18.3%	100.0%
MTNL	Count	202	51	253
	%	79.8%	20.2%	100.0%
Reliance	Count	322	77	399
	%	80.7%	19.3%	100.0%
TTML	Count	205	67	272
	%	75.4%	24.6%	100.0%
Vodafone	Count	381	82	463
	%	82.3%	17.7%	100.0%
BPL	Count	346	114	460
	%	75.2%	24.8%	100.0%
Overall	Count	1,738	454	2,192
	%	79.3%	20.7%	100.0%

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	345	330	39	291	14	1
	%	100.0%	96%	11.3%	84.3%	4.1%	0.3%
MTNL	Count	253	249	38	211	3	1
	%	100.0%	98%	15.0%	83.4%	1.2%	0.4%
Reliance	Count	399	390	48	342	6	3
	%	100.0%	98%	12.0%	85.7%	1.5%	0.8%
TTML	Count	272	261	97	164	7	4
	%	100.0%	96%	35.7%	60.3%	2.6%	1.5%
Vodafone	Count	463	440	139	301	20	3
	%	100.0%	95%	30.0%	65.0%	4.3%	0.6%
BPL	Count	460	433	84	349	26	1
	%	100.0%	94%	18.3%	75.9%	5.7%	0.2%
Overall	Count	2,192	2,103	445	1,658	76	13
	%	100.0%	96%	20.3%	75.6%	3.5%	0.6%

H. Overall Customer Satisfaction

H.1. (Q 26a) How satisfied are you with the overall quality of your mobile/ fixed wireless service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1,086	942	81	861	131	13
	%	100.0%	87%	7.5%	79.3%	12.1%	1.2%
MTNL	Count	1,070	852	137	715	183	35
	%	100.0%	80%	12.8%	66.8%	17.1%	3.3%
Reliance	Count	1,125	1,000	128	872	105	20
	%	100.0%	89%	11.4%	77.5%	9.3%	1.8%
TTML	Count	1,110	1,017	161	856	74	19
	%	100.0%	92%	14.5%	77.1%	6.7%	1.7%
Vodafone	Count	1,236	1,072	171	901	146	18
	%	100.0%	87%	13.8%	72.9%	11.8%	1.5%
BPL	Count	1,077	944	119	825	119	14
	%	100.0%	88%	11.0%	76.6%	11.0%	1.3%
Overall	Count	6,704	5,827	797	5,030	758	119
	%	100.0%	87%	11.9%	75.0%	11.3%	1.8%

I. General Information

I.1. (Q 27) 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	76	115	191
	%	39.8%	60.2%	100.0%
MTNL	Count	27	78	105
	%	25.7%	74.3%	100.0%
Reliance	Count	69	97	166
	%	41.6%	58.4%	100.0%
TTML	Count	132	287	419
	%	31.5%	68.5%	100.0%
Vodafone	Count	96	163	259
	%	37.1%	62.9%	100.0%
BPL	Count	62	162	224
	%	27.7%	72.3%	100.0%
Overall	Count	462	902	1,364
	%	33.9%	66.1%	100.0%

I.2. (Q 28) Have you terminated your Mobile/ Fixed Wireless Phone connection in the last 12 months?

Service Providers		Yes	No	Base
Airtel	Count	20	1066	1086
	%	1.8%	98.2%	100.0%
MTNL	Count	26	1044	1070
	%	2.4%	97.6%	100.0%
Reliance	Count	33	1092	1125
	%	2.9%	97.1%	100.0%
TTML	Count	37	1073	1110
	%	3.3%	96.7%	100.0%
Vodafone	Count	54	1182	1236
	%	4.4%	95.6%	100.0%
BPL	Count	29	1048	1077
	%	2.7%	97.3%	100.0%
Overall	Count	199	6505	6704
	%	3.0%	97.0%	100.0%

I.3. (Q 29) If Yes, please name your previous service provider?

Service Providers		Airtel	Vodafone	Reliance	Tata	MTNL	BPL	Base
Airtel	Count	3	4	1	6	3	3	20
	%	15.0%	20.0%	5.0%	30.0%	15.0%	15.0%	100.0%
MTNL	Count	6	10	2	1	2	5	26
	%	23.1%	38.5%	7.7%	3.8%	7.7%	19.2%	100.0%
Reliance	Count	7	8	12	3	2	1	33
	%	21.2%	24.2%	36.4%	9.1%	6.1%	3.0%	100.0%
TTML	Count	15	4	10	3	4	1	37
	%	40.5%	10.8%	27.0%	8.1%	10.8%	2.7%	100.0%
Vodafone	Count	19	12	13	0	3	7	54
	%	35.2%	22.2%	24.1%	0.0%	5.6%	13.0%	100.0%
BPL	Count	5	7	2	1	4	10	29
	%	17.2%	24.1%	6.9%	3.4%	13.8%	34.5%	100.0%
Overall	Count	55	45	40	14	18	27	199
	%	27.6%	22.6%	20.1%	7.0%	9.0%	13.6%	100.0%

I.4. (Q 30) How many days were taken by previous service provider for termination of your Mobile/ fixed wireless Phone connection?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	6	13	1	0	20
	%	30.0%	65.0%	5.0%	0.0%	100.0%
MTNL	Count	3	17	2	4	26
	%	11.5%	65.4%	7.7%	15.4%	100.0%
Reliance	Count	6	22	1	4	33
	%	18.2%	66.7%	3.0%	12.1%	100.0%
TTML	Count	6	28	1	2	37
	%	16.2%	75.7%	2.7%	5.4%	100.0%
Vodafone	Count	17	25	9	3	54
	%	31.5%	46.3%	16.7%	5.6%	100.0%
BPL	Count	5	19	1	4	29
	%	17.2%	65.5%	3.4%	13.8%	100.0%
Overall	Count	43	124	15	17	199
	%	21.6%	62.3%	7.5%	8.5%	100.0%

I.5. (Q31) Did your service provider adjust your security deposit in the bill raised after you requested for termination?

Service Providers		Yes	No	Base
Airtel	Count	3	17	20
	%	15.0%	85.0%	100.0%
MTNL	Count	6	20	26
	%	23.1%	76.9%	100.0%
Reliance	Count	10	23	33
	%	30.3%	69.7%	100.0%
TTML	Count	9	28	37
	%	24.3%	75.7%	100.0%
Vodafone	Count	22	32	54
	%	40.7%	59.3%	100.0%
BPL	Count	7	22	29
	%	24.1%	75.9%	100.0%
Overall	Count	57	142	199
	%	28.6%	71.4%	100.0%

I.6. (Q 32) 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	69	852	165	1,086
	%	6.4%	78.5%	15.2%	100.0%
MTNL	Count	43	898	129	1,070
	%	4.0%	83.9%	12.1%	100.0%
Reliance	Count	70	885	170	1,125
	%	6.2%	78.7%	15.1%	100.0%
TTML	Count	48	837	225	1,110
	%	4.3%	75.4%	20.3%	100.0%
Vodafone	Count	86	957	193	1,236
	%	7.0%	77.4%	15.6%	100.0%
BPL	Count	129	788	160	1,077
	%	12.0%	73.2%	14.9%	100.0%
Overall	Count	445	5,217	1,042	6,704
	%	6.6%	77.8%	15.5%	100.0%

I.7. (Q 33) 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	18	12	17	22	69
	%	26.1%	17.4%	24.6%	31.9%	100.0%
MTNL	Count	15	15	6	7	43
	%	34.9%	34.9%	14.0%	16.3%	100.0%
Reliance	Count	27	18	12	13	70
	%	38.6%	25.7%	17.1%	18.6%	100.0%
TTML	Count	12	23	10	3	48
	%	25.0%	47.9%	20.8%	6.3%	100.0%
Vodafone	Count	26	23	11	26	86
	%	30.2%	26.7%	12.8%	30.2%	100.0%
BPL	Count	26	81	16	6	129
	%	20.2%	62.8%	12.4%	4.7%	100.0%
Overall	Count	124	172	72	77	445
	%	27.9%	38.7%	16.2%	17.3%	100.0%

J. Grievance Redressal Mechanism

J.1. (Q 34) Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?

Service Providers		Yes	No	Base
Airtel	Count	15	1071	1,086
	%	1.4%	98.6%	100.0%
MTNL	Count	20	1050	1,070
	%	1.9%	98.1%	100.0%
Reliance	Count	36	1089	1,125
	%	3.2%	96.8%	100.0%
TTML	Count	54	1056	1,110
	%	4.9%	95.1%	100.0%
Vodafone	Count	76	1160	1,236
	%	6.1%	93.9%	100.0%
BPL	Count	33	1044	1,077
	%	3.1%	96.9%	100.0%
Overall	Count	234	6470	6,704
	%	3.5%	96.5%	100.0%

J.2. (Q 35) Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Airtel	Count	911	17	16	172	1086
	%	83.9%	1.6%	1.5%	15.8%	
MTNL	Count	967	21	22	100	1070
	%	90.4%	2.0%	2.1%	9.3%	
Reliance	Count	947	39	38	174	1125
	%	84.2%	3.5%	3.4%	15.5%	
TTML	Count	953	54	55	156	1110
	%	85.9%	4.9%	5.0%	14.1%	
Vodafone	Count	1030	79	78	204	1236
	%	83.3%	6.4%	6.3%	16.5%	
BPL	Count	921	34	34	156	1077
	%	85.5%	3.2%	3.2%	14.5%	
Overall	Count	5729	244	243	962	6704
	%	85.5%	3.6%	3.6%	14.3%	

J.3. (Q 36) Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	131	955	1,086
	%	12.1%	87.9%	100.0%
MTNL	Count	63	1,007	1,070
	%	5.9%	94.1%	100.0%
Reliance	Count	148	977	1,125
	%	13.2%	86.8%	100.0%
TTML	Count	46	1,064	1,110
	%	4.1%	95.9%	100.0%
Vodafone	Count	109	1,127	1,236
	%	8.8%	91.2%	100.0%
BPL	Count	54	1,023	1,077
	%	5.0%	95.0%	100.0%
Overall	Count	551	6,153	6,704
	%	8.2%	91.8%	100.0%

J.4 (Q 37) 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	No docket number received even on request	Base
Airtel	Count	46	55	30	131
	%	35.1%	42.0%	22.9%	100.0%
MTNL	Count	29	19	15	63
	%	46.0%	30.2%	23.8%	100.0%
Reliance	Count	81	61	6	148
	%	54.7%	41.2%	4.1%	100.0%
TTML	Count	11	28	7	46
	%	23.9%	60.9%	15.2%	100.0%
Vodafone	Count	36	59	14	109
	%	33.0%	54.1%	12.8%	100.0%
BPL	Count	23	18	13	54
	%	42.6%	33.3%	24.1%	100.0%
Overall	Count	226	240	85	551
	%	41.0%	43.6%	15.4%	100.0%

J.5. (Q 38) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	43	88	131
	%	32.8%	67.2%	100.0%
MTNL	Count	19	44	63
	%	30.2%	69.8%	100.0%
Reliance	Count	43	105	148
	%	29.1%	70.9%	100.0%
TTML	Count	12	34	46
	%	26.1%	73.9%	100.0%
Vodafone	Count	58	51	109
	%	53.2%	46.8%	100.0%
BPL	Count	20	34	54
	%	37.0%	63.0%	100.0%
Overall	Count	195	356	551
	%	35.4%	64.6%	100.0%

J.6. (Q 39) 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	131	70	8	62	58	3
	%	100.0%	53.4%	6.1%	47.3%	44.3%	2.3%
MTNL	Count	63	35	3	32	20	8
	%	100.0%	55.6%	4.8%	50.8%	31.7%	12.7%
Reliance	Count	148	70	4	66	67	11
	%	100.0%	47.3%	2.7%	44.6%	45.3%	7.4%
TTML	Count	46	20	5	15	24	2
	%	100.0%	43.5%	10.9%	32.6%	52.2%	4.3%
Vodafone	Count	109	77	9	68	28	4
	%	100.0%	70.6%	8.3%	62.4%	25.7%	3.7%
BPL	Count	54	26	0	26	25	3
	%	100.0%	48.1%	0.0%	48.1%	46.3%	5.6%
Overall	Count	551	298	29	269	222	31
	%	100.0%	54.1%	5.3%	48.8%	40.3%	5.6%

J.7. (Q 40) 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	8	4	2	43	9	1	59
	%	13.6%	6.8%	3.4%	72.9%	15.3%	1.7%	
MTNL	Count	2	6	4	16	4	3	28
	%	7.1%	21.4%	14.3%	57.1%	14.3%	10.7%	
Reliance	Count	5	2	4	72	12	4	79
	%	6.3%	2.5%	5.1%	91.1%	15.2%	5.1%	
TTML	Count	3	6	11	22	8	3	26
	%	11.5%	23.1%	42.3%	84.6%	30.8%	11.5%	
Vodafone	Count	11	4	6	21	9	0	33
	%	33.3%	12.1%	18.2%	63.6%	27.3%	0.0%	
BPL	Count	5	9	3	18	5	1	28
	%	17.9%	32.1%	10.7%	64.3%	17.9%	3.6%	
Overall	Count	34	31	30	192	47	12	253
	%	13%	12%	12%	76%	19%	5%	

J.8. (Q 41) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Not Applicable	Base
Airtel	Count	24	18	89	131
	%	18.3%	13.7%	67.9%	100.0%
MTNL	Count	6	11	46	63
	%	9.5%	17.5%	73.0%	100.0%
Reliance	Count	38	60	50	148
	%	25.7%	40.5%	33.8%	100.0%
TTML	Count	3	9	34	46
	%	6.5%	19.6%	73.9%	100.0%
Vodafone	Count	16	28	65	109
	%	14.7%	25.7%	59.6%	100.0%
BPL	Count	7	15	32	54
	%	13.0%	27.8%	59.3%	100.0%
Overall	Count	94	141	316	551
	%	17.1%	25.6%	57.4%	100.0%

J.9. (Q 42) Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	9	1,077	1,086
	%	0.8%	99.2%	100.0%
MTNL	Count	9	1,061	1,070
	%	0.8%	99.2%	100.0%
Reliance	Count	9	1,116	1,125
	%	0.8%	99.2%	100.0%
TTML	Count	19	1,091	1,110
	%	1.7%	98.3%	100.0%
Vodafone	Count	15	1,221	1,236
	%	1.2%	98.8%	100.0%
BPL	Count	6	1,071	1,077
	%	0.6%	99.4%	100.0%
Overall	Count	67	6,637	6,704
	%	1.0%	99.0%	100.0%

J.10. (Q 43) 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	4	9
	%	55.6%	44.4%	100.0%
MTNL	Count	5	4	9
	%	55.6%	44.4%	100.0%
Reliance	Count	3	6	9
	%	33.3%	66.7%	100.0%
TTML	Count	1	18	19
	%	5.3%	94.7%	100.0%
Vodafone	Count	5	10	15
	%	33.3%	66.7%	100.0%
BPL	Count	1	5	6
	%	16.7%	83.3%	100.0%
Overall	Count	20	47	67
	%	29.9%	70.1%	100.0%

J.11. (Q 44) Can you approach your Nodal Officer easily?

Service Providers		Yes	No	Base
Airtel	Count	4	1	5
	%	80.0%	20.0%	100.0%
MTNL	Count	2	3	5
	%	40.0%	60.0%	100.0%
Reliance	Count	2	1	3
	%	66.7%	33.3%	100.0%
TTML	Count	0	1	1
	%	0.0%	100.0%	100.0%
Vodafone	Count	3	2	5
	%	60.0%	40.0%	100.0%
BPL	Count	1	0	1
	%	100.0%	0.0%	100.0%
Overall	Count	12	8	20
	%	60.0%	40.0%	100.0%

J.12 (Q 45) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	0	4	4
	%	0.0%	100.0%	100.0%
MTNL	Count	4	1	5
	%	80.0%	20.0%	100.0%
Reliance	Count	1	3	4
	%	25.0%	75.0%	100.0%
TTML	Count	1	0	1
	%	100.0%	0.0%	100.0%
Vodafone	Count	3	2	5
	%	60.0%	40.0%	100.0%
BPL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Overall	Count	9	11	20
	%	45.0%	55.0%	100.0%

J.13. (Q 46) 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	4	0	0	0	4	0
	%	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
MTNL	Count	5	1	0	1	2	2
	%	100.0%	20.0%	0.0%	20.0%	40.0%	40.0%
Reliance	Count	4	1	1	0	2	1
	%	100.0%	25.0%	25.0%	0.0%	50.0%	25.0%
TTML	Count	1	1	1	0	0	0
	%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Vodafone	Count	5	3	2	1	1	1
	%	100.0%	60.0%	40.0%	20.0%	20.0%	20.0%
BPL	Count	1	0	0	0	1	0
	%	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Overall	Count	20	6	4	2	10	4
	%	100.0%	30.0%	20.0%	10.0%	50.0%	20.0%

J.14. (Q 47) 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	1	0	1	1	0	4
	%	25.0%	25.0%	0.0%	25.0%	25.0%	0.0%	
MTNL	Count	1	1	1	0	1	0	4
	%	25.0%	25.0%	25.0%	0.0%	25.0%	0.0%	
Reliance	Count	0	0	0	2	1	0	3
	%	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	
TTML	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Vodafone	Count	0	1	1	1	1	0	2
	%	0.0%	50.0%	50.0%	50.0%	50.0%	0.0%	
BPL	Count	0	0	0	1	1	0	1
	%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	
Airtel	Count	2	3	2	5	5	0	14
	%	14.3%	21.4%	14.3%	35.7%	35.7%	0.0%	

J.15. (Q 48) 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?

Service Providers		Yes	No	Base
Airtel	Count	2	1,084	1,086
	%	0.2%	99.8%	100.0%
MTNL	Count	4	1,066	1,070
	%	0.4%	99.6%	100.0%
Reliance	Count	4	1,121	1,125
	%	0.4%	99.6%	100.0%
TTML	Count	9	1,101	1,110
	%	0.8%	99.2%	100.0%
Vodafone	Count	7	1,229	1,236
	%	0.6%	99.4%	100.0%
BPL	Count	2	1,075	1,077
	%	0.2%	99.8%	100.0%
Airtel	Count	28	6,676	6,704
	%	0.4%	99.6%	100.0%

J.16. (Q 49) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
Airtel	Count	0	2	2
	%	0.0%	100.0%	100.0%
MTNL	Count	2	2	4
	%	50.0%	50.0%	100.0%
Reliance	Count	1	3	4
	%	25.0%	75.0%	100.0%
TTML	Count	0	9	9
	%	0.0%	100.0%	100.0%
Vodafone	Count	1	6	7
	%	14.3%	85.7%	100.0%
BPL	Count	0	2	2
	%	0.0%	100.0%	100.0%
Airtel	Count	4	24	28
	%	14.3%	85.7%	100.0%

J.17. (Q 50) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
MTNL	Count	2	0	2
	%	100.0%	0.0%	100.0%
Reliance	Count	0	1	1
	%	0.0%	100.0%	100.0%
TTML	Count	0	0	0
	%	0.0%	0.0%	0.0%
Vodafone	Count	0	1	1
	%	0.0%	100.0%	100.0%
BPL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Airtel	Count	2	2	4
	%	50.0%	50.0%	100.0%

J.18 (Q 51) 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	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
MTNL	Count	1	1	0	2
	%	50.0%	50.0%	0.0%	100.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTML	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	0	1	0	1
	%	0.0%	100.0%	0.0%	100.0%
BPL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	1	2	0	3
	%	33.3%	66.7%	0.0%	100.00%

General Information

J.19. (Q 52) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	121	641	762
	%	15.9%	84.1%	100.0%
MTNL	Count	78	569	647
	%	12.1%	87.9%	100.0%
Reliance	Count	61	631	692
	%	8.8%	91.2%	100.0%
TTML	Count	56	720	776
	%	7.2%	92.8%	100.0%
Vodafone	Count	91	700	791
	%	11.5%	88.5%	100.0%
BPL	Count	44	448	492
	%	8.9%	91.1%	100.0%
Overall	Count	451	3,709	4,160
	%	10.8%	89.2%	100.0%

J.20. (Q 53) 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	18	103	121
	%	14.9%	85.1%	100.0%
MTNL	Count	6	72	78
	%	7.7%	92.3%	100.0%
Reliance	Count	7	54	61
	%	11.5%	88.5%	100.0%
TTML	Count	7	49	56
	%	12.5%	87.5%	100.0%
Vodafone	Count	15	76	91
	%	16.5%	83.5%	100.0%
BPL	Count	6	38	44
	%	13.6%	86.4%	100.0%
Overall	Count	59	392	451
	%	13.1%	86.9%	100.0%

J.21. (Q 54) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	4	2	0	6
	%	66.7%	33.3%	0.0%	100.0%
MTNL	Count	0	4	0	4
	%	0.0%	100.0%	0.0%	100.0%
Reliance	Count	8	5	0	13
	%	61.05%	38.5%	0.0%	100.0%
TTML	Count	5	4	0	9
	%	55.6%	44.4%	0.0%	100.0%
Vodafone	Count	11	6	0	17
	%	64.7%	35.3%	0.0%	100.0%
BPL	Count	4	6	0	10
	%	40.0%	60.0%	0.0%	100.0%
Overall	Count	32	27	0	59
	%	54.2%	45.8%	0.0%	100.0%

J.22 (Q 55) 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	50	49	99
	%	50.5%	49.5%	100.0%
MTNL	Count	17	32	49
	%	34.7%	65.3%	100.0%
Reliance	Count	21	64	85
	%	24.7%	75.3%	100.0%
TTML	Count	155	118	273
	%	56.8%	43.2%	100.0%
Vodafone	Count	47	107	154
	%	30.5%	69.5%	100.0%
BPL	Count	31	106	137
	%	22.6%	77.4%	100.0%
Overall	Count	321	476	797
	%	40.3%	59.7%	100.0%

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

A.1. (Q 1) 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	1043	50	1093
	%	95.4%	4.6%	100.0%
Hathway	Count	1035	49	1084
	%	95.5%	4.5%	100.0%
MTNL	Count	779	364	1143
	%	68.2%	31.8%	100.0%
Reliance	Count	1026	63	1089
	%	94.2%	5.8%	100.0%
Sify	Count	1036	114	1150
	%	90.1%	9.9%	100.0%
Tata	Count	952	115	1067
	%	89.2%	10.8%	100.0%
You	Count	997	70	1067
	%	93.4%	6.6%	100.0%
Overall	Count	6868	825	7693
	%	89.3%	10.7%	100.0%

A.2. (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	1093	1021	231	790	53	19
	%	100.0%	93.4%	21.1%	72.3%	4.8%	1.7%
Hathway	Count	1084	1048	153	895	29	7
	%	100.0%	96.7%	14.1%	82.6%	2.7%	0.6%
MTNL	Count	1143	955	118	837	163	25
	%	100.0%	83.6%	10.3%	73.2%	14.3%	2.2%
Reliance	Count	1089	1046	192	854	40	3
	%	100.0%	96.1%	17.6%	78.4%	3.7%	0.3%
Sify	Count	1150	1019	94	925	103	28
	%	100.0%	88.6%	8.2%	80.4%	9.0%	2.4%
Tata	Count	1067	1013	218	795	49	5
	%	100.0%	94.9%	20.4%	74.5%	4.6%	0.5%
You	Count	1067	999	352	647	56	12
	%	100.0%	93.6%	33.0%	60.6%	5.2%	1.1%
Overall	Count	7693	7101	1358	5743	493	99
	%	100.0%	92%	17.7%	74.7%	6.4%	1.3%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	118	106	13	93	9	3
	%	100.0%	89.8%	11.0%	78.8%	7.6%	2.5%
Hathway	Count	139	112	19	93	21	6
	%	100.0%	80.6%	13.7%	66.9%	15.1%	4.3%
MTNL	Count	163	145	9	136	15	3
	%	100.0%	89.0%	5.5%	83.4%	9.2%	1.8%
Reliance	Count	99	81	3	78	17	1
	%	100.0%	81.8%	3.0%	78.8%	17.2%	1.0%
Sify	Count	113	104	5	99	6	3
	%	100.0%	92.0%	4.4%	87.6%	5.3%	2.7%
Tata	Count	121	111	14	97	7	3
	%	100.0%	91.7%	11.6%	80.2%	5.8%	2.5%
You	Count	170	134	13	121	25	11
	%	100.0%	78.8%	7.6%	71.2%	14.7%	6.5%
Overall	Count	923	793	76	717	100	30
	%	100.0%	85.9%	8.2%	77.7%	10.8%	3.3%

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	1046	1015	259	756	21	10
	%	100.0%	97.1%	24.8%	72.3%	2.0%	1.0%
Hathway	Count	727	673	99	574	48	6
	%	100.0%	92.6%	13.6%	79.0%	6.6%	0.8%
MTNL	Count	1102	1059	166	893	37	6
	%	100.0%	96.1%	15.1%	81.0%	3.4%	0.5%
Reliance	Count	868	785	78	707	69	14
	%	100.0%	90.5%	9.0%	81.5%	7.9%	1.6%
Sify	Count	187	183	13	170	4	0
	%	100.0%	97.9%	7.0%	90.9%	2.1%	0.0%
Tata	Count	578	562	148	414	13	3
	%	100.0%	97.2%	25.6%	71.6%	2.2%	0.5%
You	Count	591	518	222	296	49	24
	%	100.0%	87.7%	37.6%	50.1%	8.3%	4.1%
Overall	Count	5099	4795	985	3810	241	63
	%	100.0%	94.0%	19.3%	74.7%	4.7%	1.2%

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	1046	976	233	743	65	5
	%	100.0%	93.3%	22.3%	71.0%	6.2%	0.5%
Hathway	Count	727	678	113	565	45	4
	%	100.0%	93.2%	15.5%	77.7%	6.2%	0.6%
MTNL	Count	1102	990	123	867	99	13
	%	100.0%	89.9%	11.2%	78.7%	9.0%	1.2%
Reliance	Count	868	758	69	689	93	17
	%	100.0%	87.3%	7.9%	79.4%	10.7%	2.0%
Sify	Count	187	182	19	163	5	0
	%	100.0%	97.4%	10.2%	87.2%	2.7%	0.0%
Tata	Count	578	561	108	453	15	2
	%	100.0%	97.1%	18.7%	78.4%	2.6%	0.3%
You	Count	591	537	231	306	42	12
	%	100.0%	90.9%	39.1%	51.8%	7.1%	2.0%
Overall	Count	5099	4682	896	3786	364	53
	%	100.0%	91.8%	17.6%	74.2%	7.1%	1.0%

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	26	10	9	36	11	70
	%	37.1%	14.3%	12.9%	51.4%	15.7%	
Hathway	Count	16	6	17	24	5	49
	%	32.7%	12.2%	34.7%	49%	10.2%	
MTNL	Count	10	10	21	79	16	112
	%	36.6%	8.9%	18.8%	70.5%	14.3%	
Reliance	Count	31	11	51	86	2	105
	%	28.2%	10.0%	46.4%	78.2%	1.8%	
Sify	Count	0	0	4	1	0	5
	%	0.0%	0.0%	80.0%	20.0%	0.0%	
Tata	Count	7	5	8	9	2	17
	%	41.2%	29.4%	47.1%	52.9%	11.8%	
You	Count	22	6	3	27	15	54
	%	40.7%	11.1%	5.6%	50.0%	27.8%	
Overall	Count	143	48	113	262	51	417
	%	34.3%	11.5%	27.1%	62.8%	12.2%	

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

Service Providers		Yes	No	Base
Airtel	Count	112	934	1046
	%	10.7%	89.3%	100.0%
Hathway	Count	85	642	727
	%	11.7%	88.3%	100.0%
MTNL	Count	140	962	1102
	%	12.7%	87.3%	100.0%
Reliance	Count	177	691	868
	%	20.4%	79.6%	100.0%
Sify	Count	7	180	187
	%	3.7%	96.3%	100.0%
Tata	Count	32	546	578
	%	5.5%	94.5%	100.0%
You	Count	134	457	591
	%	22.7%	77.3%	100.0%
Overall	Count	687	4412	5099
	%	13.5%	86.5%	100.0%

B.4. (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	113	64	8	56	31	18
	%	100.0%	57%	7.1%	49.6%	27.4%	15.9%
Hathway	Count	85	43	1	42	34	8
	%	100.0%	51%	1.2%	49.4%	40.0%	9.4%
MTNL	Count	141	84	1	83	45	12
	%	100.0%	60%	0.7%	58.9%	31.9%	8.5%
Reliance	Count	176	94	1	93	64	18
	%	100.0%	53%	0.6%	52.8%	36.4%	10.2%
Sify	Count	8	5	0	5	3	0
	%	100.0%	63%	0.0%	62.5%	37.5%	0.0%
Tata	Count	30	23	5	18	4	3
	%	100.0%	77%	16.7%	60.0%	13.3%	10.0%
You	Count	134	45	7	38	58	31
	%	100.0%	34%	5.2%	28.4%	43.3%	23.1%
Overall	Count	687	358	23	335	239	90
	%	100.0%	52%	3.3%	48.8%	34.8%	13.1%

B.5. (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	934	921	176	745	10	3
	%	100.0%	98.6%	18.8%	79.8%	1.1%	0.3%
Hathway	Count	642	635	90	545	5	2
	%	100.0%	98.9%	14.0%	84.9%	0.8%	0.3%
MTNL	Count	962	943	113	830	18	1
	%	100.0%	98.0%	11.7%	86.3%	1.9%	0.1%
Reliance	Count	691	683	68	615	8	0
	%	100.0%	98.8%	9.8%	89.0%	1.2%	0.0%
Sify	Count	180	176	8	168	4	0
	%	100.0%	97.7%	4.4%	93.3%	2.2%	0.0%
Tata	Count	546	544	93	451	1	1
	%	100.0%	99.6%	17.0%	82.6%	0.2%	0.2%
You	Count	457	456	176	280	1	0
	%	100.0%	99.8%	38.5%	61.3%	0.2%	0.0%
Overall	Count	4412	4358	724	3634	47	7
	%	100.0%	98.8%	16.4%	82.4%	1.1%	0.2%

C.6. (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	1	1	21	20	0	34
	%	2.9%	2.9%	61.8%	58.8%	0.0%	
Hathway	Count	6	1	17	12	2	27
	%	22.2%	3.7%	63.0%	44.4%	7.4%	
MTNL	Count	5	0	33	24	3	43
	%	11.6%	0.0%	76.7%	55.8%	7.0%	
Reliance	Count	0	1	28	38	2	61
	%	0.0%	1.6%	45.6%	62.3%	3.3%	
Sify	Count	3	2	3	0	0	6
	%	50.0%	33.3%	50.0%	0.0%	0.0%	
Tata	Count	0	2	5	4	0	8
	%	0.0%	25.0%	62.5%	50.0%	0.0%	
You	Count	0	0	13	10	2	21
	%	0.0%	0.0%	61.9%	47.6%	9.5%	
Overall	Count	15	7	120	108	9	200
	%	7.5%	3.5%	60.0%	54.0%	4.5%	

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
Airtel	Count	47	46	8	38	1	0
	%	100.0%	97.9%	17.0%	80.9%	2.1%	0.0%
Hathway	Count	357	336	49	287	19	2
	%	100.0%	94.1%	13.7%	80.4%	5.3%	0.6%
MTNL	Count	41	40	7	33	1	0
	%	100.0%	97.6%	17.1%	80.5%	2.4%	0.0%
Reliance	Count	221	201	13	188	18	2
	%	100.0%	91.0%	5.9%	85.1%	8.1%	0.9%
Sify	Count	963	865	91	774	96	2
	%	100.0%	89.8%	9.4%	80.4%	10.0%	0.2%
Tata	Count	489	463	94	369	25	1
	%	100.0%	94.7%	19.2%	75.5%	5.1%	0.2%
You	Count	476	448	122	326	24	4
	%	100.0%	94.1%	25.6%	68.5%	5.0%	0.8%
Overall	Count	2594	2399	384	2,015	184	11
	%	100.0%	92.5%	14.8%	77.7%	7.1%	0.4%

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
Airtel	Count	1	1	1	1	0	1
	%	100.0%	100.0%	100.0%	100.0%	0.0%	
Hathway	Count	5	3	5	11	5	21
	%	23.8%	14.3%	23.8%	52.4%	23.8%	
MTNL	Count	0	0	0	1	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	
Reliance	Count	17	2	10	16	0	20
	%	85.0%	10.0%	50.0%	80.0%	0.0%	
Sify	Count	51	22	16	50	8	98
	%	52.0%	22.4%	16.3%	51.0%	8.2%	
Tata	Count	6	5	4	7	5	26
	%	23.1%	19.2%	15.4%	26.9%	19.2%	
You	Count	8	3	3	9	8	28
	%	28.6%	10.7%	10.7%	32.1%	28.6%	
Overall	Count	88	36	39	95	26	195
	%	45.1%	18.5%	20.0%	48.7%	13.3	

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	545	548	1093
	%	49.9%	50.1%	100.0%
Hathway	Count	665	419	1084
	%	61.3%	38.7%	100.0%
MTNL	Count	600	543	1143
	%	52.5%	47.5%	100.0%
Reliance	Count	579	510	1089
	%	53.2%	46.8%	100.0%
Sify	Count	532	618	1150
	%	46.3%	53.7%	100.0%
Tata	Count	611	456	1067
	%	57.3%	42.7%	100.0%
You	Count	837	230	1067
	%	78.4%	21.6%	100.0%
Overall	Count	4369	3324	7693
	%	56.8%	43.2%	100.0%

D.2. (Q 11) 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	545	437	35	402	104	4
	%	100.0%	80.2%	6.4%	73.8%	19.1%	0.7%
Hathway	Count	665	521	50	471	125	19
	%	100.0%	78.3%	7.5%	70.8%	18.8%	2.9%
MTNL	Count	600	406	39	367	176	18
	%	100.0%	67.7%	6.5%	61.2%	29.3%	3.0%
Reliance	Count	579	425	31	394	121	33
	%	100.0%	73.4%	5.4%	68.0%	20.9%	5.7%
Sify	Count	532	376	14	362	146	10
	%	100.0%	70.7%	2.6%	68.0%	27.4%	1.9%
Tata	Count	611	480	101	379	110	21
	%	100.0%	78.6%	16.5%	62.0%	18.0%	3.4%
You	Count	837	661	87	574	164	12
	%	100.0%	79.0%	10.4%	68.6%	19.6%	1.4%
Overall	Count	4369	3306	357	2949	946	117
	%	100.0%	75.7%	8.2%	67.5%	21.7%	2.7%

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	545	448	39	409	90	7
	%	100.0%	82.2%	7.2%	75.0%	16.5%	1.3%
Hathway	Count	665	500	45	455	136	29
	%	100.0%	75.2%	6.8%	68.4%	20.5%	4.4%
MTNL	Count	600	408	25	383	173	19
	%	100.0%	68.0%	4.2%	63.8%	28.8%	3.2%
Reliance	Count	579	413	35	378	129	37
	%	100.0%	71.3%	6.0%	65.3%	22.3%	6.4%
Sify	Count	532	352	21	331	168	12
	%	100.0%	66.2%	3.9%	62.2%	31.6%	2.3%
Tata	Count	611	471	67	404	126	14
	%	100.0%	77.1%	11.0%	66.1%	20.6%	2.3%
You	Count	837	622	75	547	182	33
	%	100.0%	74.3%	9.0%	65.4%	21.7%	3.9%
Overall	Count	4369	3214	307	2907	1004	151
	%	100.0%	73.6%	7.0%	66.5%	23.0%	3.5%

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	545	462	78	384	73	10
	%	100.0%	84.8%	14.3%	70.5%	13.4%	1.8%
Hathway	Count	665	488	63	425	134	43
	%	100.0%	73.4%	9.5%	63.9%	20.2%	6.5%
MTNL	Count	600	413	46	367	163	24
	%	100.0%	68.8%	7.7%	61.2%	27.2%	4.0%
Reliance	Count	579	406	41	365	137	36
	%	100.0%	70.1%	7.1%	63.0%	23.7%	6.2%
Sify	Count	532	326	26	300	187	19
	%	100.0%	61.3%	4.9%	56.4%	35.2%	3.6%
Tata	Count	611	469	112	357	108	34
	%	100.0%	76.8%	18.3%	58.4%	17.7%	5.6%
You	Count	837	618	132	486	175	44
	%	100.0%	73.8%	15.8%	58.1%	20.9%	5.3%
Overall	Count	4369	3182	498	2684	977	210
	%	100.0%	72.8%	11.4%	61.4%	22.4%	4.8%

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	545	459	50	409	77	9
	%	100.0%	84.2%	9.2%	75.0%	14.1%	1.7%
Hathway	Count	665	481	38	443	141	43
	%	100.0%	72.3%	5.7%	66.6%	21.2%	6.5%
MTNL	Count	600	408	28	380	164	28
	%	100.0%	68.0%	4.7%	63.3%	27.3%	4.7%
Reliance	Count	579	398	30	368	138	43
	%	100.0%	68.7%	5.2%	63.6%	23.8%	7.4%
Sify	Count	532	313	18	295	181	38
	%	100.0%	58.8%	3.4%	55.5%	34.0%	7.1%
Tata	Count	611	470	78	392	105	36
	%	100.0%	76.9%	12.8%	64.2%	17.2%	5.9%
You	Count	837	613	108	505	172	52
	%	100.0%	73.2%	12.9%	60.3%	20.5%	6.2%
Overall	Count	4369	3142	350	2792	978	249
	%	100.0%	71.9%	8.0%	63.9%	22.4%	5.7%

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	1093	999	244	755	87	7
	%	100.0%	91.4%	22.3%	69.1%	8.0%	0.6%
Hathway	Count	1084	847	81	766	202	35
	%	100.0%	78.1%	7.5%	70.7%	18.6%	3.2%
MTNL	Count	1143	972	124	848	158	13
	%	100.0%	85.0%	10.8%	74.2%	13.8%	1.1%
Reliance	Count	1089	921	64	857	141	27
	%	100.0%	84.6%	5.9%	78.7%	12.9%	2.5%
Sify	Count	1,150	931	112	819	209	10
	%	100.0%	81.0%	9.7%	71.2%	18.2%	0.9%
Tata	Count	1067	869	184	685	163	35
	%	100.0%	81.4%	17.2%	64.2%	15.3%	3.3%
You	Count	1067	836	195	641	189	42
	%	100.0%	78.4%	18.3%	60.1%	17.7%	3.9%
Overall	Count	7693	6375	1004	5371	1149	169
	%	100.0%	82.9%	13.1%	69.8%	14.9%	2.2%

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	1093	942	200	742	146	5
	%	100.0%	86.2%	18.3%	67.9%	13.4%	0.5%
Hathway	Count	1084	826	89	737	235	23
	%	100.0%	76.2%	8.2%	68.0%	21.7%	2.1%
MTNL	Count	1143	997	73	924	137	9
	%	100.0%	87.2%	6.4%	80.8%	12.0%	0.8%
Reliance	Count	1089	875	57	818	186	28
	%	100.0%	80.3%	5.2%	75.1%	17.1%	2.6%
Sify	Count	1150	793	34	759	350	7
	%	100.0%	69.0%	3.0%	66.0%	30.4%	0.6%
Tata	Count	1067	876	139	737	172	19
	%	100.0%	82.1%	13.0%	69.1%	16.1%	1.8%
You	Count	1067	848	201	647	198	21
	%	100.0%	79.5%	18.8%	60.6%	18.6%	2.0%
Overall	Count	7693	6157	793	5364	1424	112
	%	100.0%	80.0%	10.3%	69.7%	18.5%	1.5%

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	219	788	77	9	1093
	%	20.0%	72.1%	7.0%	1.0%	100.0%
Hathway	Count	119	741	192	32	1084
	%	11.0%	68.4%	17.7%	3.0%	100.0%
MTNL	Count	253	761	96	33	1143
	%	22.1%	66.6%	8.4%	2.9%	100.0%
Reliance	Count	94	904	73	18	1089
	%	8.6%	83.0%	6.7%	1.7%	100.0%
Sify	Count	107	816	215	12	1150
	%	9.3%	71.0%	18.7%	1.0%	100.0%
Tata	Count	157	757	134	19	1067
	%	14.7%	70.9%	12.6%	1.8%	100.0%
You	Count	215	698	143	11	1067
	%	20.1%	65.4%	13.4%	1.0%	100.0%
Overall	Count	1164	5465	930	134	7693
	%	15.1%	71.0%	12.1%	1.7%	100.0%

F.2. (Q 18) What was the broadband connection problem faced by you in the last twelve months?

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	19	67	86
	%	22.1%	77.9%	100.0%
Hathway	Count	29	195	224
	%	12.9%	87.1%	100%
MTNL	Count	13	116	129
	%	10.1%	89.9%	100.0%
Reliance	Count	30	61	91
	%	33.0%	67.0%	100.0%
Sify	Count	43	184	227
	%	18.9%	81.1%	100.0%
Tata	Count	38	115	153
	%	24.8%	75.2%	100.0%
You	Count	12	142	154
	%	7.8%	92.2%	100.0%
Overall	Count	184	880	1064
	%	17.3%	82.7%	100.0%

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	1093	1046	122	924	42	5
	%	100.0%	95.7%	11.2%	84.5%	3.8%	0.5%
Hathway	Count	1084	894	58	836	178	12
	%	100.0%	82.5%	5.4%	77.1%	16.4%	1.1%
MTNL	Count	1143	1,030	31	999	102	11
	%	100.0%	90.1%	2.7%	87.4%	8.9%	1.0%
Reliance	Count	1089	978	22	956	95	16
	%	100.0%	89.8%	2.0%	87.8%	8.7%	1.5%
Sify	Count	1150	976	45	931	161	13
	%	100.0%	84.9%	3.9%	81.0%	14.0%	1.1%
Tata	Count	1067	951	155	796	92	24
	%	100.0%	89.1%	14.5%	74.6%	8.6%	2.2%
You	Count	1067	903	93	810	133	31
	%	100.0%	84.6%	8.7%	75.9%	12.5%	2.9%
Overall	Count	7693	6778	526	6252	803	112
	%	100.0%	88.1%	6.8%	81.3%	10.4%	1.5%

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	235	858	1093
	%	21.5%	78.5%	100.0%
Hathway	Count	412	672	1084
	%	38.0%	62.0%	100.0%
MTNL	Count	524	619	1143
	%	45.8%	54.2%	100.0%
Reliance	Count	649	440	1089
	%	59.6%	40.4%	100.0%
Sify	Count	278	872	1150
	%	24.2%	75.8%	100.0%
Tata	Count	358	709	1067
	%	33.6%	66.4%	100.0%
You	Count	194	873	1067
	%	18.2%	81.8%	100.0%
Overall	Count	2650	5043	7693
	%	34.4%	65.6%	100.0%

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	235	228	20	208	5	2
	%	100.0%	97.0%	8.5%	88.5%	2.1%	0.9%
Hathway	Count	412	342	18	324	65	5
	%	100.0%	83.0%	4.4%	78.6%	15.8%	1.2%
MTNL	Count	524	504	16	488	15	5
	%	100.0%	96.2%	3.1%	93.1%	2.9%	1.0%
Reliance	Count	649	638	41	597	6	5
	%	100.0%	98.3%	6.3%	92.0%	0.9%	0.8%
Sify	Count	278	263	6	257	15	0
	%	100.0%	94.6%	2.2%	92.4%	5.4%	0.0%
Tata	Count	358	348	30	318	9	1
	%	100.0%	97.2%	8.4%	88.8%	2.5%	0.3%
You	Count	194	183	20	163	8	3
	%	100.0%	94.3%	10.3%	84.0%	4.1%	1.5%
Overall	Count	2650	2506	151	2355	123	21
	%	100.0%	94.6%	5.7%	88.9%	4.6%	0.8%

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	1093	1018	246	772	67	8
	%	100.0%	93.1%	22.5%	70.6%	6.1%	0.7%
Hathway	Count	1084	902	103	799	143	39
	%	100.0%	83.2%	9.5%	73.7%	13.2%	3.6%
MTNL	Count	1143	956	147	809	166	21
	%	100.0%	83.6%	12.9%	70.8%	14.5%	1.8%
Reliance	Count	1089	884	91	793	158	47
	%	100.0%	81.2%	8.4%	72.8%	14.5%	4.3%
Sify	Count	1150	970	139	831	164	16
	%	100.0%	84.3%	12.1%	72.3%	14.3%	1.4%
Tata	Count	1067	893	183	710	135	39
	%	100.0%	83.7%	17.2%	66.5%	12.7%	3.7%
You	Count	1067	881	201	680	145	41
	%	100.0%	82.6%	18.8%	63.7%	13.6%	3.8%
Overall	Count	7693	6504	1110	5394	978	211
	%	100.0%	84.5%	14.4%	70.1%	12.7%	2.7%

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	466	627	1093
	%	42.6%	57.4%	100.0%
Hathway	Count	432	652	1084
	%	39.9%	60.1%	100.0%
MTNL	Count	502	641	1143
	%	43.9%	56.1%	100.0%
Reliance	Count	593	496	1089
	%	54.5%	45.5%	100.0%
Sify	Count	459	691	1150
	%	39.9%	60.1%	100.0%
Tata	Count	474	593	1067
	%	44.4%	55.6%	100.0%
You	Count	575	492	1067
	%	53.9%	46.1%	100.0%
Overall	Count	3501	4192	7693
	%	45.5%	54.5%	100.0%

J. Grievance Redressal Mechanism

J.1. (Q 24) Are you aware of the three stage grievance redressal mechanism set up by your telecom service provider based on the regulations of TRAI for redressal of your grievances?

Service Providers		Yes	No	Base
Airtel	Count	153	940	1093
	%	14.0%	86.0%	100.0%
Hathway	Count	126	958	1084
	%	11.6%	88.4%	100.0%
MTNL	Count	117	1026	1143
	%	10.2%	89.8%	100.0%
Reliance	Count	446	643	1089
	%	41.0%	59.0%	100.0%
Sify	Count	98	1052	1150
	%	8.5%	91.5%	100.0%
Tata	Count	112	955	1067
	%	10.5%	89.5%	100.0%
You	Count	104	963	1067
	%	9.7%	90.3%	100.0%
Overall	Count	1156	6537	7693
	%	15.0%	85.0%	100.0%

J.2 (Q 25) Which all stages of the three stage mechanism process set up by your telecom service provider for redressal of grievances of telecom consumers are you aware of?

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Airtel	Count	1067	34	18	25	1093
	%	97.6%	3.1%	1.6%	2.3%	
Hathway	Count	1048	34	19	38	1084
	%	96.7%	3.1%	1.8%	3.5%	
MTNL	Count	1043	54	37	100	1143
	%	91.3%	4.7%	3.2%	8.7%	
Reliance	Count	1036	31	16	54	1089
	%	95.1%	2.8%	1.5%	5.0%	
Sify	Count	1088	36	15	62	1150
	%	94.6%	3.1%	1.3%	5.4%	
Tata	Count	1033	65	26	34	1067
	%	96.8%	6.1%	2.4%	3.2%	
You	Count	1026	62	29	41	1067
	%	96.2%	5.8%	2.7%	3.8%	
Overall	Count	7341	316	160	354	7693
	%	95.4%	4.1%	2.1%	4.6%	

J.3. (Q 26) Have you made any complaint within last 6 months to the toll free call centre/ customer care/ helpline telephone number?

Service Providers		Yes	No	Base
Airtel	Count	314	779	1093
	%	28.7%	71.3%	100.0%
Hathway	Count	288	796	1084
	%	26.6%	73.4%	100.0%
MTNL	Count	325	818	1143
	%	28.4%	71.6%	100.0%
Reliance	Count	239	850	1089
	%	21.9%	78.1%	100.0%
Sify	Count	247	903	1150
	%	21.5%	78.5%	100.0%
Tata	Count	214	853	1067
	%	20.1%	79.9%	100.0%
You	Count	521	546	1067
	%	48.8%	51.2%	100.0%
Overall	Count	2148	5545	7693
	%	27.9%	72.1%	100.0%

J.4. (Q 27) 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	No docket number received even on request	Base
Airtel	Count	216	67	31	314
	%	68.8%	21.3%	9.9%	
Hathway	Count	218	56	14	288
	%	75.7%	19.4%	4.9%	
MTNL	Count	255	53	17	325
	%	78.5%	16.3%	5.2%	
Reliance	Count	204	11	24	239
	%	85.4%	4.6%	10.0%	
Sify	Count	141	64	42	247
	%	57.1%	25.9%	17.0%	
Tata	Count	188	21	5	214
	%	87.9%	9.8%	2.3%	
You	Count	414	74	33	521
	%	79.5%	14.2%	6.3%	
Overall	Count	1636	346	166	2148
	%	76.2%	16.1%	7.7%	

J.5. (Q 28) Did the Call Centre inform you about the action taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	190	124	314
	%	60.5%	39.5%	100.0%
Hathway	Count	92	196	288
	%	31.9%	68.1%	100.0%
MTNL	Count	135	190	325
	%	41.5%	58.5%	100.0%
Reliance	Count	94	145	239
	%	39.3%	60.7%	100.0%
Sify	Count	75	172	247
	%	30.4%	69.6%	100.0%
Tata	Count	103	111	214
	%	48.1%	51.9%	100.0%
You	Count	221	300	521
	%	42.4%	57.6%	100.0%
Overall	Count	910	1238	2148
	%	42.4%	57.6%	100.0%

J.6. (Q 29) 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	314	245	36	209	57	12
	%	100.0%	78.0%	11.5%	66.6%	18.2%	3.8%
Hathway	Count	288	152	8	144	104	32
	%	100.0%	52.8%	2.8%	50.0%	36.1%	11.1%
MTNL	Count	325	171	4	167	125	29
	%	100.0%	52.6%	1.2%	51.4%	38.5%	8.9%
Reliance	Count	239	117	5	112	91	31
	%	100.0%	49.0%	2.1%	46.9%	38.1%	13.0%
Sify	Count	247	142	0	142	95	10
	%	100.0%	57.5%	0.0%	57.5%	38.5%	4.0%
Tata	Count	214	124	11	113	68	22
	%	100.0%	57.9%	5.1%	52.8%	31.8%	10.3%
You	Count	521	325	58	267	154	42
	%	100.0%	62.4%	11.1%	51.2%	29.6%	8.1%
Overall	Count	2148	1276	122	1154	694	178
	%	100.0%	59.4%	5.7%	53.7%	32.3%	8.3%

J.7. (Q 30) 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	11	2	20	48	27	7	69
	%	15.9%	2.9%	29.0%	69.6%	39.1%	10.1%	
Hathway	Count	58	26	77	119	58	11	136
	%	42.6%	19.1%	56.6%	87.5%	42.6%	8.1%	
MTNL	Count	57	40	70	125	71	13	154
	%	37.0%	26.0%	45.5%	81.2%	46.1%	8.4%	
Reliance	Count	62	26	69	77	74	2	122
	%	50.8%	21.3%	56.6%	63.1%	60.7%	1.6%	
Sify	Count	39	13	11	86	25	6	105
	%	31.1%	12.4%	10.5%	81.9%	23.8%	5.7%	
Tata	Count	23	15	37	74	30	9	90
	%	25.6%	16.7%	41.1%	82.2%	33.3%	10.0%	
You	Count	18	23	57	172	43	3	196
	%	9.2%	11.7%	29.1%	87.8%	21.9%	1.5%	
Overall	Count	268	145	341	701	328	51	872
	%	30.7%	16.6%	39.1%	80.4%	37.6%	5.8%	

J.8. (Q 31) 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	47	267	314
	%	15.0%	85.0%	100.0%
Hathway	Count	12	276	288
	%	4.2%	95.8%	100.0%
MTNL	Count	28	297	325
	%	8.6%	91.4%	100.0%
Reliance	Count	12	227	239
	%	5.0%	95.0%	100.0%
Sify	Count	17	230	247
	%	6.9%	93.1%	100.0%
Tata	Count	15	199	214
	%	7.0%	93.0%	100.0%
You	Count	61	460	521
	%	11.7%	88.3%	100.0%
Overall	Count	192	1956	2148
	%	8.9%	91.1%	100.0%

J.9. (Q 32) Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	20	1073	1093
	%	1.8%	98.2%	100.0%
Hathway	Count	10	1074	1084
	%	0.9%	99.1%	100.0%
MTNL	Count	19	1124	1143
	%	1.7%	98.3%	100.0%
Reliance	Count	19	1070	1089
	%	1.7%	98.3%	100.0%
Sify	Count	6	1144	1150
	%	0.5%	99.5%	100.0%
Tata	Count	14	1053	1067
	%	1.3%	98.7%	100.0%
You	Count	21	1046	1067
	%	2.0%	98.0%	100.0%
Overall	Count	109	7584	7693
	%	1.4%	98.6%	100%

J.10. (Q 33) 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	4	16	20
	%	20.0%	80.0%	100.0%
Hathway	Count	1	9	10
	%	10.0%	90.0%	100.0%
MTNL	Count	4	15	19
	%	21.1%	78.9%	100.0%
Reliance	Count	4	15	19
	%	21.1%	78.9%	100.0%
Sify	Count	2	4	6
	%	33.3%	66.7%	100.0%
Tata	Count	1	13	14
	%	7.1%	92.9%	100.0%
You	Count	7	16	21
	%	23.8%	76.2%	100.0%
Overall	Count	21	88	109
	%	19.3%	80.7%	100.0%

J.11. (Q 34) Can you approach your Nodal Officer easily?

Service Providers		Yes	No	Base
Airtel	Count	3	1	4
	%	75.0%	25%	100.0%
Hathway	Count	0	1	1
	%	0.0%	100.0%	100.0%
MTNL	Count	2	2	4
	%	50.0%	50.0%	100.0%
Reliance	Count	3	1	4
	%	75%	25%	100.0%
Sify	Count	0	0	1
	%	0.0%	0.0%	100.0%
Tata	Count	1	0	1
	%	100.0%	0.0%	100.0%
You	Count	2	3	5
	%	40.0%	60.0%	100.0%
Overall	Count	11	10	21
	%	52.4%	47.6%	100.0%

J.12. (Q 35) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Airtel	Count	5	0	5
	%	100.0%	0.0%	100.0%
Hathway	Count	1	0	1
	%	100.0%	0.0%	100.0%
MTNL	Count	3	2	5
	%	60.0%	40.0%	100.0%
Reliance	Count	1	3	4
	%	25.0%	75.0%	100.0%
Tata	Count	2	1	3
	%	66.7%	33.3%	100.0%
You	Count	3	0	3
	%	100.0%	0.0%	100.0%
Overall	Count	15	6	21
	%	71.4%	28.6%	100.0%

J.13. (Q 36) 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	3	2	0	0
	%	100.0%	100.0%	60.0%	40.0%	0.0%	0.0%
Hathway	Count	1	1	0	1	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
MTNL	Count	4	3	2	1	1	0
	%	100.0%	75.0%	50.0%	25.0%	25.0%	0.0%
Reliance	Count	4	0	0	0	4	0
	%	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Sify	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tata	Count	3	1	0	1	2	0
	%	100.0%	33.3%	0.0%	33.3%	66.7%	0.0%
You	Count	4	2	2	0	2	0
	%	100.0%	50.0%	50.0%	0.0%	50.0%	0.0%
Overall	Count	21	12	7	5	9	0
	%	100.0%	57.1%	33.3%	23.8%	42.9%	0.0%

J.14 (Q 37) 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	0	0	0	1	0	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	
Hathway	Count	1	0	1	0	1	0	1
	%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	
MTNL	Count	1	2	0	3	0	1	6
	%	16.7%	33.3%	0.0%	50.0%	0.0%	16.7%	
Reliance	Count	0	0	1	3	2	0	4
	%	0.0%	0.0%	25.0%	75.0%	50.0%	0.0%	
Sify	Count	0	0	0	1	0	0	1
	%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	
Tata	Count	2	0	0	1	0	0	3
	%	66.7%	0.0%	0.0%	33.3%	0.0%	0.0%	
You	Count	2	1	0	4	1	0	5
	%	40.0%	20.0%	0.0%	80.0%	20.0%	0.0%	
Overall	Count	6	3	2	13	4	1	21
	%	28.6%	14.3%	9.5%	61.9%	19.0%	4.8%	

J.15. (Q 38) 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?

Service Providers		Yes	No	Base
Airtel	Count	11	1082	1093
	%	1.0%	99.0%	100.0%
Hathway	Count	5	1079	1084
	%	0.5%	99.5%	100.0%
MTNL	Count	9	1134	1143
	%	0.8%	99.2%	100.0%
Reliance	Count	11	1078	1089
	%	1.0%	99.0%	100.0%
Sify	Count	3	1147	1150
	%	0.3%	99.7%	100.0%
Tata	Count	6	1061	1067
	%	0.6%	99.4%	100.0%
You	Count	1	1066	1067
	%	0.1%	99.9%	100.0%
Overall	Count	46	7647	7693
	%	0.6%	99.4%	100.0%

J.16. (Q 39) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
Airtel	Count	0	11	11
	%	0.0%	100.0%	100.0%
Hathway	Count	0	5	5
	%	0.0%	100.0%	100.0%
MTNL	Count	0	9	9
	%	0.0%	100.0%	100.0%
Reliance	Count	0	11	11
	%	0.0%	100.0%	100.0%
Sify	Count	0	3	3
	%	0.0%	100.0%	100.0%
Tata	Count	1	5	6
	%	16.7%	83.3%	100.0%
You	Count	0	1	1
	%	0.0%	100.0%	100.0%
Overall	Count	1	45	46
	%	2.2%	97.8%	100.0%

J.17. (Q 40) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Hathway	Count	0	0	0
	%	0.0%	0.0%	0.0%
MTNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Sify	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	1	0	1
	%	100.0%	0.0%	100.0%
You	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	1	0	1
	%	100.0%	0.0%	100.0%

J.18. (Q 41) 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	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Hathway	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
MTNL	Count	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%
Sify	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Tata	Count	0	0	1	0
	%	0.0%	0.0%	100.0%	0.0%
You	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	1	0
	%	0.0%	0.0%	100.0%	0.0%

J.19. (Q 42) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Airtel	Count	18	29	47
	%	38.3%	61.7%	100.0%
Hathway	Count	108	249	357
	%	30.3%	69.7%	100.0%
MTNL	Count	10	31	41
	%	24.4%	75.6%	100.0%
Reliance	Count	9	212	221
	%	4.1%	95.9%	100.0%
Sify	Count	212	751	963
	%	22.0%	78.0%	100.0%
Tata	Count	122	367	489
	%	24.9%	75.1%	100.0%
You	Count	176	300	476
	%	37.0%	63.0%	100.0%
Overall	Count	655	1939	2594
	%	25.3%	74.7%	100.0%

J.20. (Q 43) 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	7	11	18
	%	38.9%	61.1%	100.0%
Hathway	Count	13	95	108
	%	12.0%	88.0%	100.0%
MTNL	Count	0	10	10
	%	0.0%	100.0%	100.0%
Reliance	Count	1	8	9
	%	11.1%	88.9%	100.0%
Sify	Count	29	183	212
	%	13.7%	86.3%	100.0%
Tata	Count	17	105	122
	%	13.9%	86.1%	100.0%
You	Count	24	152	176
	%	13.6%	86.4%	100.0%
Overall	Count	91	564	655
	%	13.9%	86.1%	100.0%

J.21. (Q 44) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	3	4	0	7
	%	42.9%	57.1%	0.0%	100.0%
Hathway	Count	8	4	1	13
	%	61.5%	30.8%	7.7%	100.0%
MTNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	1	0	1
	%	0.0%	100.0%	0.0%	100.0%
Sify	Count	14	15	0	29
	%	48.3%	51.7%	0.0%	100.0%
Tata	Count	9	8	0	17
	%	52.9%	47.1%	0.0%	100.0%
You	Count	17	7	0	24
	%	70.8%	29.2%	0.0%	100.0%
Overall	Count	51	39	1	91
	%	56.0%	42.9%	1.1%	100.0%

J.22. (Q 44a) When did you last apply for broadband connection?

Service Providers		Less than 6 months	6 -12 months	More than 12 months	Base
Airtel	Count	14	13	20	47
	%	29.8%	27.7%	42.6%	100.0%
Hathway	Count	17	75	265	357
	%	4.8%	21.0%	74.2%	100.0%
MTNL	Count	4	8	29	41
	%	9.8%	19.5%	70.7%	100.0%
Reliance	Count	29	94	98	221
	%	13.1%	42.5%	44.3%	100.0%
Sify	Count	175	407	381	963
	%	18.2%	42.3%	39.6%	100.0%
Tata	Count	19	169	301	489
	%	3.9%	34.6%	61.6%	100.0%
You	Count	43	126	307	476
	%	9.0%	26.5%	64.5%	100.0%
Overall	Count	301	892	1401	2594
	%	11.6%	34.4%	54.0%	100.0%

J.23. (Q 45) 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	7	7	14
	%	50.00%	50.00%	100.00%
Hathway	Count	5	12	17
	%	29.40%	70.60%	100.00%
MTNL	Count	4	0	4
	%	100.00%	0.0%	100.00%
Reliance	Count	6	23	29
	%	20.70%	79.30%	100.00%
Sify	Count	64	111	175
	%	36.60%	63.40%	100.00%
Tata	Count	7	12	19
	%	36.80%	63.20%	100.00%
You	Count	20	23	43
	%	46.50%	53.50%	100.00%
Overall	Count	113	188	301
	%	37.50%	62.50%	100.00%