

Orissa Survey Report (Quarter 4 – April 2012 to June 2012) on

*Assessment of*

- (i) Implementation and Effectiveness of Telecom Consumers Protection and Complaint Redressal Regulations, 2012 and*
- (ii) Customer Perception of Service through Survey*

*Submitted to:*



**TELECOM REGULATORY AUTHORITY OF INDIA**  
New Delhi

*Submitted on:*

*31<sup>st</sup> August 2012*

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## **Preface**

Telecom Regulatory Authority of India (TRAI), the regulatory body for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband had commissioned this survey in East zone.

The objective of the survey was to gauge the Quality of Services on the various parameters laid down by TRAI and to assess the compliance of “Telecom Consumers Protection and Complaint Redressal Regulations, 2012.”

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

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

This report presents the findings of the survey conducted in Orissa from April, 2012 to June, 2012.

## 1. Executive Summary

In the fourth quarter (April to June) of 2012, the survey was conducted in Orissa circle.

Only one basic wire-line service provider (BSNL) present in Orissa circle. The survey was conducted across 13 cities in Orissa circle and during the survey, 400 postpaid customers were covered.

In case of cellular mobile service, nine service providers (Aircel, Airtel, BSNL, Idea, Reliance Communications, Reliance Telecom, TATA, Uninor and Vodafone) present in Orissa circle were covered. Across 13 cities in Orissa circle, 3499 cellular mobile telephone customers were surveyed, out of which 3487 were prepaid customers and 12 were postpaid customers.

Both the broadband service providers (BSNL and Ortel) present in Orissa circle were covered during the survey. Across 13 cities in Orissa circle, 770 postpaid customers were covered.

The following feedback was obtained from the sample of customers:

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

## **1.1 Key Findings of the Survey**

Performance of the service providers on Quality of Service (QoS) parameters is outlined below:

### **1.1A Basic Telephone Service:**

#### **1.1A.1 Satisfaction with Overall Service Quality**

- BSNL did not meet the benchmark in urban as well as rural areas.

#### **1.1A.2 Satisfaction with Provision of Service**

- In urban areas as well as rural areas, BSNL failed to meet the benchmark for this parameter.

#### **1.1A.3 Satisfaction with Billing Performance - Postpaid**

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

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

- In both urban and rural areas, BSNL did not meet the benchmark.

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

- BSNL was not able to meet the benchmark set by TRAI in urban as well as rural areas.

#### **1.1A.6 Satisfaction with Maintainability**

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

#### **1.1A.7 Satisfaction with Supplementary and Value Added Services**

- BSNL met the benchmark in urban areas while it failed to meet the same in rural areas.

## Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Basic Telephone Service Customers:

### 1.1A.8 Complaint Centre Number

On an overall basis:

- 53% of the basic telephone service customers were aware of the complaint centre number of their service provider for making complaints/queries.
- 65.6 % of the basic telephone service customers came to know about the toll free customer care number from telephone bills.
- 32.1% of the basic telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.
- 27.1% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 55.7% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 11.4% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the basic telephone service customers, who had complained, said that they did not receive the docket number for their complaints even on request.
- As a whole, only 10% of the basic telephone service customers, who had complained, got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- In total, only 11.4% of the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- In total, 51.4% of the basic telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- In all, only 21.4% of the basic telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.

### 1.1A.9 Appellate Authority

- Only 10 basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.
- In all, 30% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales outlets.
- On the overall, only two customers of basic telephone service, who were aware of the contact details of the appellate authority, filed an appeal with the Appellate Authority in the last six (6) months. as well as from telephone bills.
- In total, one customer of basic telephone service filed an appeal with the Appellate Authority by sending letter (post/ courier) while other filed it through personal visit.
- None of the basic telephone service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- Only in one case, the Appellate Authority took a decision upon the appeal within thirty nine (39) days of filing the appeal.

### 1.1A.10 Other Service Benchmark

- In total, only 40.5% of the basic telephone service customers said that they received the “Manual of Practice”.

### 1.1B Cellular Mobile Telephone Service:

#### 1.1B.1 Satisfaction with Overall Service Quality

- On the overall, Rel Com and Vodafone met the benchmark laid down by TRAI.

#### 1.1B.2 Satisfaction with Provision of Service

- As a whole, all service providers met the benchmark laid down by TRAI.

#### 1.1B.3 Satisfaction with Billing Performance - Postpaid

- In total, all service providers met the benchmark laid down by TRAI.

#### 1.1B.4 Satisfaction with Billing Performance - Prepaid

- None of the service providers were able to meet the benchmark laid down by TRAI.

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

- None of the service providers were able to meet the benchmark laid down by TRAI.

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

- None of the service providers were able to meet the benchmark laid down by TRAI.

### **1.1B.7 Satisfaction with Maintainability**

- None of the service providers were able to meet the benchmark laid down by TRAI.

### **1.1B.8 Satisfaction with Supplementary and Value Added Services**

- On the overall, none of the service provider met the benchmark laid down by TRAI.
- Only Tata met the benchmark in the rural areas.

## **Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Cellular Service Customers:**

### **1.1B.9 Awareness about the toll free number of Complaint centre**

On an overall basis:

- Only 59.9% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- 49.9 % of the cellular mobile telephone service customers came to know about the toll free customer care number from display at complaint centers/ sales outlets followed by SMS from service provider.
- 50.9% of the cellular mobile telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.
- 25.5% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 62.8% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- 5.2% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.



- 3.6% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 3% of the cellular mobile telephone service customers, who had complained, said that customer care refused to register their complaints.
- Only 23% of the cellular mobile telephone service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- 39.7% of the cellular mobile telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- 50.2% of the cellular mobile telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- Only 19.3% of the cellular mobile telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

#### **1.1B.10 Appellate Authority**

- Out of 3499 cellular mobile customers, only 108 cellular mobile customers were aware of the contact details of the Appellate Authority.
- As a whole, 48.1 % of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales out lets followed by website of the service provider.
- On the overall, 36.1% of the cellular mobile telephone service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.
- In total, 82.1% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority.
- In all, 89.7% of the cellular mobile telephone service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- On the overall, 84.6% of the cellular mobile telephone service customers said that Appellate Authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.

### **1.1B.11 Other Service Benchmark**

- In total, only 39.8% of the cellular mobile telephone service customers claimed that they had received the Manual of Practice.

### **1.1C Broadband Service:**

#### **1.1C.1 Satisfaction with Overall Service Quality**

- Ortel met the benchmark while BSNL was not able to meet the benchmark laid down by TRAI.

#### **1.1C.2 Satisfaction with Provision of Service**

- Ortel met the benchmark while BSNL failed to meet the benchmark laid down by TRAI.

#### **1.1C.3 Satisfaction with Billing Performance - Postpaid**

- Ortel met the benchmark while BSNL failed to meet the benchmark on the overall.

#### **1.1C.4 Satisfaction with Help Services**

- BSNL and Ortel were not able to meet the benchmark laid down by TRAI.

#### **1.1C.5 Satisfaction with Network Performance, Reliability & Availability**

- Ortel met the benchmark while BSNL failed to meet the benchmark laid down by TRAI.

#### **1.1C.6 Satisfaction with Maintainability:**

- BSNL and Ortel were not able to meet the benchmark laid down by TRAI.

#### **1.1C.7 Satisfaction with Supplementary and Value Added Services**

- BSNL and Ortel failed to meet the benchmark laid down by TRAI.

## Assessment of Implementation & Effectiveness of Consumer Protection and Complaint Redressal Regulations, 2012 among Cellular Service Customers:

### 1.1C.8 Awareness about the toll free number of Complaint centre

On an overall basis:

- 85.8% of the broadband service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- 39.9 % of the broadband service customers came to know about the toll free customer care number from the website of the service provider while 31.9% of the broadband service customers came to know through internet bills.
- 54.8% of the broadband service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.
- 55.8% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 33.4% of the broadband service customers, who had complained, said that they did not receive docket numbers for their complaints. The incidence was higher among BSNL customers.
- 7.5% of the broadband service customers, who had complained, said that they received docket numbers on request.
- 2.5% of the broadband service customers, who had complained said that they did not receive docket numbers even on request.
- 0.8% of the broadband service customers, who had complained, said that customer care refused to register their complaints.
- Only 24.5% of the broadband service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.
- 50.1% of the broadband service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.
- 79.1% of the broadband service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

- Only 10.3% of the broadband service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

#### **1.1C.9 Appellate Authority**

- Out of 770 broadband service customers, only 92 broadband service customers were aware of the contact details of the Appellate Authority.
- As a whole, 72.8 % of the broadband service customers came to know about the contact details of the Appellate Authority from the website of the service provider.
- On the overall, 23.9% of the broadband service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.
- In total, 36.4% of the broadband service customers filed an appeal with the Appellate Authority through e-mail followed by letter (post/courier).
- In all, 59.1% of the broadband service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.
- On the overall, 72.7% of the broadband service customers said that Appellate Authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.

#### **1.1C.10 Other Service Benchmark**

- In total, 75.1% of the broadband service customers claimed that they had received the Manual of Practice.

## **2. Introduction**

### **2.1 Background:**

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

In this regard, TRAI has passed regulations on Quality of Service (QoS) of Basic & Cellular Mobile Telephone (revised on 20<sup>th</sup> March, 2009), Quality of Service for Broadband Service (2006) and on the Telecom Consumers Protection & Complaint Redressal (2012). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

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

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

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Complaint Redressal, 2012
- (ii) Customer Perception of Service through Survey

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

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

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

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

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

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

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

### 3. Survey Objectives and Methodology:

#### 3.1 Survey Objectives

This survey has the following objectives:

##### (1) Implementation and Effectiveness of the Telecom Consumers Protection and Complaint Redressal Regulations, 2012

TRAI through its Telecom Consumers Protection and Complaint Redressal Regulations, 2012, has specified a two-stage redressal mechanism viz. Complaint Centre and Appellate Authority. The regulation also insists for the publication of a Manual of Practice for handling consumer grievances by the service providers for the purpose of educating consumers and prevention of their grievances. Through this survey among consumers of basic telephone (wire-line), cellular mobile telephone and broadband service, TRAI intends to assess the implementation and effectiveness of the regulations.

##### (2) Customer Perception of Service

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

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

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

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

**(b) Broadband Services:**

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

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

**1. Basic Telephone Service**
**Provision of Service**

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

**Billing performance (Postpaid)**

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

**Billing Performance (Prepaid)**

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

**Help Services including Customer Grievance Redressal**

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



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

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

### **Maintainability**

- Fault repair service

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

- Quality of the supplementary services/ value added service provided
- Process of activating value added services or the process of unsubscribing it
- Resolution of complaints for deactivating value added service provided

### **Overall Service Quality**

- Overall service quality of telephone service

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

### **Provision of Service**

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

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

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

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

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

### **Help Services including Customer Grievance Redressal**

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

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

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

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

### **Maintainability**

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

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

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

### **Overall Service Quality**

- Overall quality of your mobile service

## **3. Broadband Service**

### **Provision of Service**

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

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

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

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

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

### **Help Services**

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

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

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

### **Maintainability**

- Time taken for restoration of broadband connection

### **Supplementary Services**

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

### **Overall Customer Satisfaction**

- Overall quality of broadband service

## **3.2 Survey Methodology**

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

Following survey methodology was used:

- In case of basic telephone (wire-line) and cellular mobile telephone, 50% of the sample was covered through face-to-face personal interviews and the rest through telephonic interviews. However, for broadband service 50% of the sample was covered by face-to-face personal interviews, while the remaining 50% was covered through e-mail/ telephonic interviews or by developing web based application.
- In case of face-to-face personal interviews, both urban and rural areas were covered.
- A set of residential and commercial areas were pre-identified before the start of the survey.

- The respondents were selected randomly for face-to-face personal and telephonic interviews.
- It was ensured that the sample size was geographically spread, covering respondents of different age groups, income levels, gender, religions, areas, users, etc.
- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through face-to-face personal interviews were taken on the survey questionnaires.
- Structured questionnaires were used to record the feedback of the respondents. These questionnaires were prepared in consultation with TRAI.
- The questionnaires were filled up using blue ballpoint pen only.
- In case of the basic telephone and broadband survey in the commercial segment, the head/manager of the IT/MIS Department or the administration or accounts executive/ manager or whoever used to take care of the basic telephone or broadband service related issues was interviewed. In case of unavailability of such persons, the CEO/ MD/ owner of the firm were interviewed.
- Only those respondents, who had attained the age of 18 years or above, were interviewed.
- Actual users of basic telephone (wire-line) service, cellular mobile telephone service and broadband service were interviewed.
- During the survey both prepaid and postpaid customers were covered. The sample size was spread as per the approximate overall actual ratio of the prepaid and post-paid customers.
- Users of both GSM technology as well as CDMA technology were covered in the survey.
- Database of subscribers was obtained from the service providers for telephonic survey.

### 3.3 Target Users/ Segment

Following segments were covered in the survey:

1. Residential Users
  - Individual Residential Homes
  - Apartments/ Societies
2. Commercial Users
  - Corporate Clients
  - IT/ Software Companies
  - Call Centers

- BPO's/ KPO's
- SMEs (Small and medium Enterprises)
- Government offices
- Industrial Units
- Healthcare Facility Centers
- Multiplexes/ Malls
- Hotels/ Restaurants
- PCOs
- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGOs
- Small Scale Shop-owners
- Private Practitioners -Doctors/ Architects
- Etc

### **3.4 Sample Design**

#### **3.4.1 Basic Telephone (wire-line) Service:**

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

#### **3.4.2 Cellular Mobile Telephone Service:**

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

#### **3.4.3 Broadband Service:**

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

### 3.5 Sample Coverage and Size

#### 3.5.1 Basic Telephone (Wire-line) Service:

**BSNL:** In Orissa circle, there are 1189 exchanges and 122 SDCAs. During the survey, 60 exchanges and 13 SDCAs were covered. Out of 60 exchanges, 29 were urban exchanges while 31 were rural exchanges.

**Note :** During the survey, Reliance and TATA were not covered as they did not have retail subscriber base in Orissa circle.

Service Provider	State	SDCAs covered	Sample Size	
			Proposed	Achieved
BSNL	Orissa	Balasore	384	400
		Bhadrak		
		Jajpur		
		Kendrapara		
		Paradeep		
		Dhenkanal		
		Titlagarh		
		Athgarh		
		Phulbani		
		Talcher		
		Jharsuguda		
		Jagatsinghpur		
		Rajgangpur		

#### 3.5.2 Cellular Mobile Telephone Service (including FWP):

- In all, there are 30 district headquarters in Orissa. We have selected 13 district headquarters/ cities on the basis of their geographical spread. Rural areas falling within 20 kilometers radius (from the outer boundry of district headquarters/ cities) were covered.
- The sample size for cellular mobile telephone service was evenly spread across 13 selected district headquarters/ cities, where the cellular mobile services were commissioned. During the survey, 9 service providers were covered in the circle.

Geographical Coverage	District Headquarters/ Cities Covered
Orissa	Balasore
	Bhadrak
	Jajpur
	Kendrapara
	Paradeep
	Dhenkanal

Geographical Coverage	District Headquarters/ Cities Covered
	Titlagarh
	Athgarh
	Phulbani
	Talcher
	Jharsuguda
	Jagatsinghpur
	Rajgangpur

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

Service Providers	Sample Size	
	Proposed	Achieved
Aircel	384	391
Airtel	384	392
BSNL	384	390
Idea	384	385
Reliance Communications	384	385
Reliance Telecom	384	393
TATA	384	388
Uninor	384	387
Vodafone	384	388
<b>Total</b>	<b>3456</b>	<b>3499</b>

### 3.5.3 Broadband Service:

- **BSNL:** In Orissa circle, there are 1189 exchanges and 122 SDCAs. During the survey, 119 exchanges and 13 SDCAs were covered. Out of 119 exchanges, 35 were urban exchanges while 84 were rural exchanges.

Service Provider	State	SDCAs Covered	Sample Size	
			Proposed	Achieved
BSNL	Orissa	Balasore	384	386
		Bhadrak		
		Jajpur		
		Kendrapara		
		Paradeep		
		Dhenkanal		
		Titlagarh		
		Athgarh		
		Phulbani		
		Talcher		
		Jharsuguda		
		Jagatsinghpur		
		Rajgangpur		

- **Ortel:** In Orissa circle, 7 cities were covered out of 11 cities, where the subscriber base was high.

Service Provider	State	Cities Covered	Sample Size	
			Proposed	Achieved
Ortel	Orissa	Angul	384	384
		Berhampur		
		Bhubaneswar		
		Cuttack		
		Puri		
		Rourkela		
		Sambalpur		

**Note :** During the survey, Reliance was not covered as it did not have retail subscriber base in this circle.

### 3.6 Service Providers Covered

- During the survey in Orissa circle, the following service providers were covered:

#### 3.6.1 Basic Telephone (Wire-line) Service

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

**Note:** During the survey, Reliance and TATA were not covered as they did not have retail subscriber base in Orissa circle.

#### 3.6.2 Cellular Mobile Telephone Service (including FWP)

1. Aircel Limited (Referred as Aircel in the report)
2. Bharti Airtel Limited (Referred as Airtel in the report)
3. Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
4. Idea Cellular Limited (Referred as Idea in the report)
5. Reliance Communications (Referred as Rel Com in the report)
6. Reliance Telecom Limited (Referred as Rel Tel in the report)
7. Tata Teleservices Limited (Referred as Tata in the report)
8. Uninor Limited (Referred as Uninor in the report)
9. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)

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



### 3.6.3 Broadband Service

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

**Note:** During the survey, Reliance was not covered as it did not have retail subscriber base in Orissa circle.

### 3.7 Mode of Interview & Sample Size Covered

#### 3.7.1 Basic Telephone Service (Wire-line)

- For the survey of basic telephone service subscribers, 68.2% of the sample was covered with the help of face-to-face interviews while the balance interviews were done telephonically. For rural subscribers, only face-to-face interviews were done.

Service Provider	Face-to-face	Telephonic	Sample Size Achieved
BSNL (Orissa)	273	127	400
<b>Overall</b>	<b>273</b>	<b>127</b>	<b>400</b>

#### 3.7.2 Cellular Mobile Telephone Service (including FWP)

- For the survey of cellular mobile telephone service subscribers, 60.2% of the sample was covered with the help of face-to-face interviews while the balance interviews were done telephonically. For rural subscribers, only face-to-face interviews were done.

Service Providers	Face-to-face	Telephonic	Sample Size Achieved
Aircel	261	130	391
Airtel	260	132	392
BSNL	259	131	390
Idea	240	145	385
Rel Com	161	224	385
Rel Tel	234	159	393
Tata	252	136	388
Uninor	182	205	387
Vodafone	258	130	388
<b>Overall</b>	<b>2107</b>	<b>1392</b>	<b>3499</b>

#### 3.7.3 Broadband Service

- For the survey of broadband service customer, 55.3% of the sample was covered through face-to-face interviews and up to 44.7% through an email/ telephonic survey. After sending emails, follow up telephone calls were made to drive respondents to the survey.

Service Providers	Face-to-face	Web based/ Telephonic	Sample Size Achieved
BSNL	237	149	386
Ortel	189	195	384
<b>Overall</b>	<b>426</b>	<b>344</b>	<b>770</b>

### 3.8 Customer Profile by Payment Mode Used

#### 3.8.1 Basic Telephone Service (Wire-line)

- In Orissa circle, only BSNL was covered. Across 13 SDCAs in Orissa circle, 400 postpaid subscribers of basic telephone service (wire-line) were covered.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL (Orissa)	0	400	400
<b>Overall</b>	<b>0</b>	<b>400</b>	<b>400</b>

#### 3.8.2 Cellular Mobile Telephone Service (including FWP)

- Nine cellular mobile service providers present in Orissa circle were covered. Across 13 district headquarters/ cities in Orissa circle, 3499 cellular mobile service subscribers were covered. Of this sample, 3487 were prepaid subscribers and 12 were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	391	0	391
Airtel	392	0	392
BSNL	387	3	390
Idea	384	1	385
Reliance communication	382	3	385
Reliance Telecom	390	3	393
Tata	387	1	388
Uninor	387	0	387
Vodafone	387	1	388
<b>Overall</b>	<b>3487</b>	<b>12</b>	<b>3499</b>

#### 3.8.3 Broadband Service

- Two broadband service providers present in Orissa circle were covered. Across various exchanges /Points of Presence (PoPs) in Orissa circle, 770 broadband service subscribers were covered. All the respondents were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	386	386
Ortel	0	384	384
<b>Overall</b>	<b>0</b>	<b>770</b>	<b>770</b>

### 3.9 Methodology for Calculating Percentage of Customer Satisfied

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

Consumers satisfied were ascertained by using the following formula(s):

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

Where:

CS = % of satisfied consumers

Where:

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

N = Total sample size achieved

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

### 3.10 Questionnaires Development Process

Three types of questionnaires were developed for the customer satisfaction survey in consultation with TRAI. These questionnaires included questions on parameters of Customer Perception of Service and on Implementation and Effectiveness of Telecom Consumers Protection and Compliant Redressal Regulations, 2012.

The questionnaires developed were for:

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

### 3.11 Definition of Key Terms Used

**Appellate Authority:** It means one or more persons appointed as appellate authority under regulation 10, by a service provider.

**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.

**Complaint Centre:** means a facility established under regulation 3 by the service provider.

**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 message, voice or non-voice, however, Cell Broadcast is permitted only to the subscribers of the service.
- (3) In respect of which the subscriber (all types, pre-paid as well as post-paid) has to be registered and authenticated at the network point of registration and approved numbering plan shall be applicable.

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

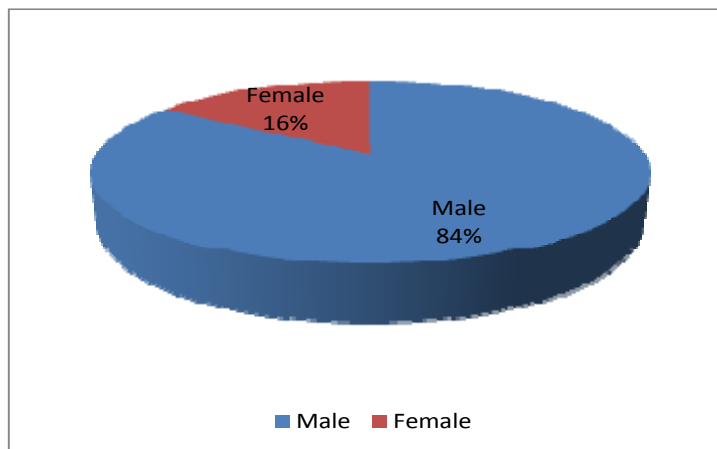
**Manual:** means the Manual of Practice for handling consumer complaints referred in regulation 20.

#### 4. Demographic Profile

##### 4.1 Basic Telephone Service (Wire-line)

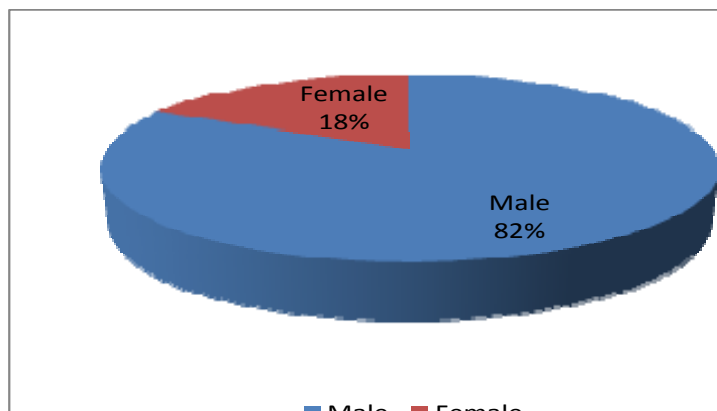
##### 4.1.1 Gender Profile

**Total**



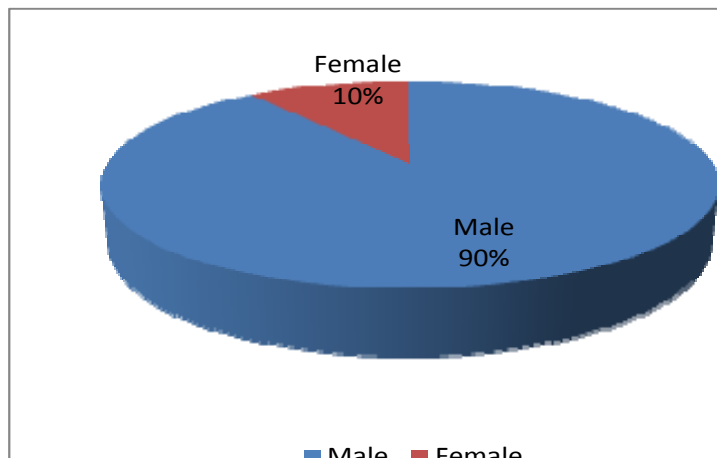
Base=400

**Urban**



Base=281

**Rural**

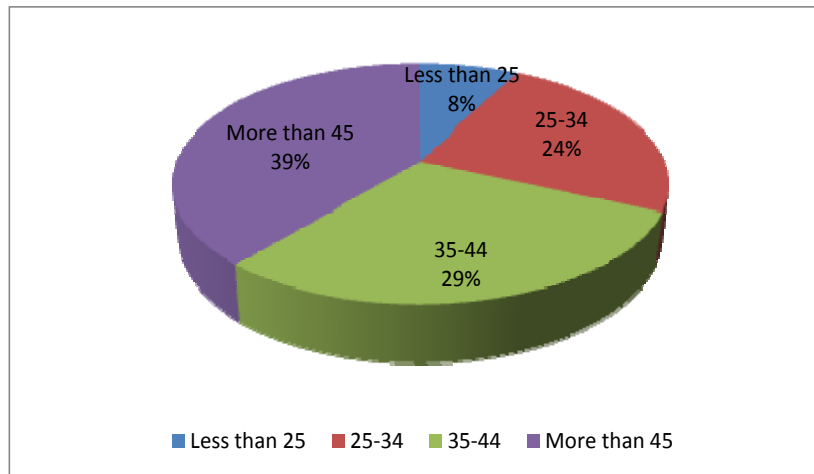


Base=119

- On an overall basis, 84% of the respondents were male.

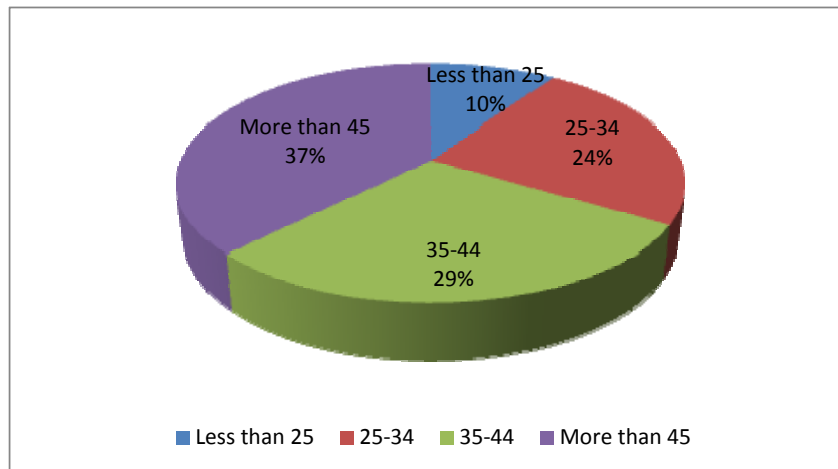
### 4.1.2 Age Profile – Basic Wire-line

**Total**



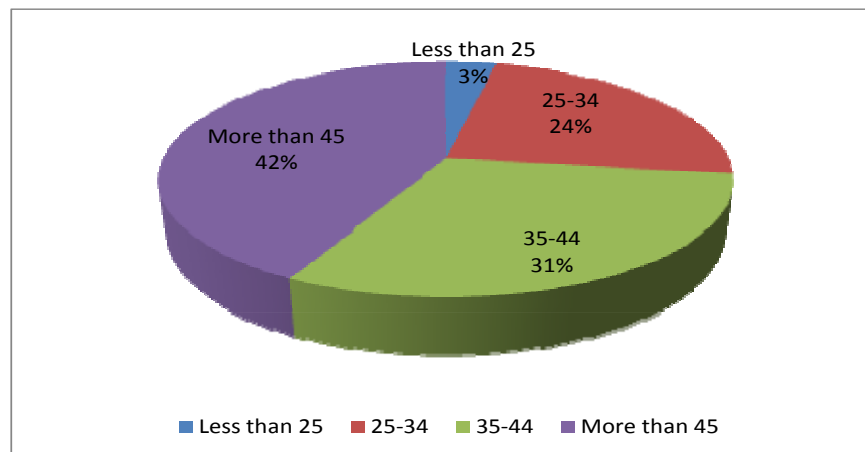
Base=400

**Urban**



Base=281

**Rural**



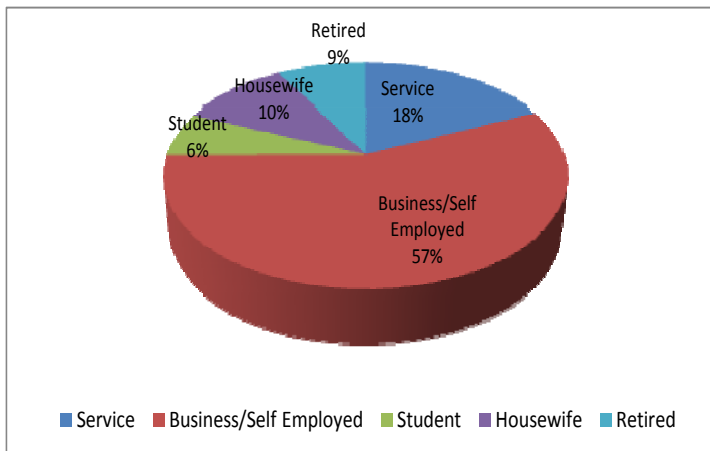
Base=119

- On the overall, 68% of the respondents were more than 34 years old.



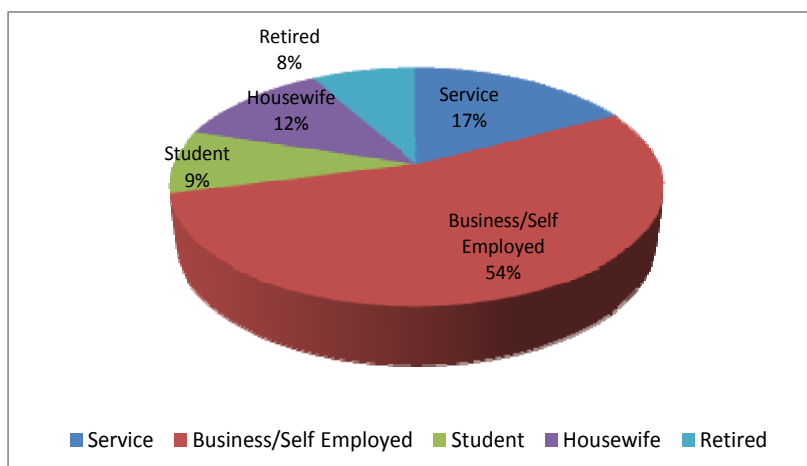
### 4.1.3 Occupation Profile

#### Total



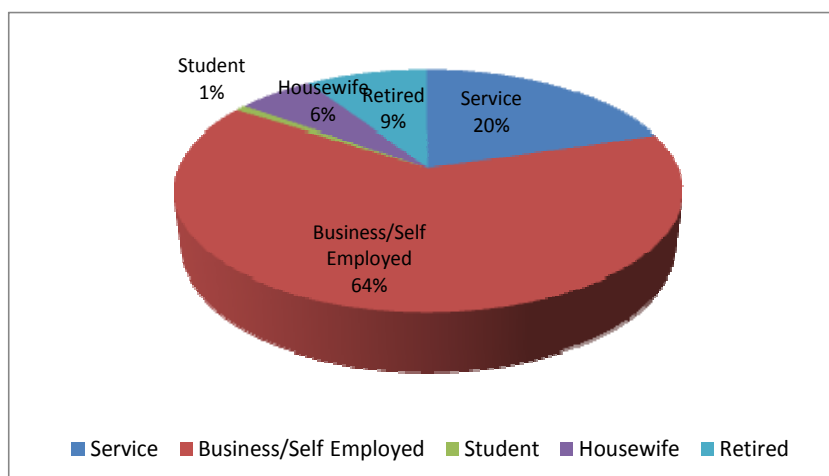
Base=400

#### Urban



Total=281

#### Rural



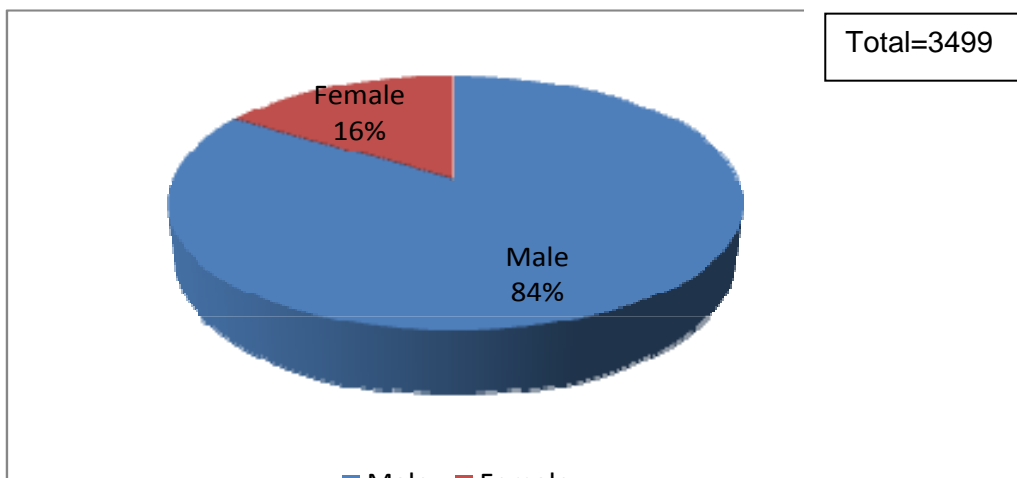
Total=119

- As a whole, 57% of the respondents were self-employed/ businessmen.

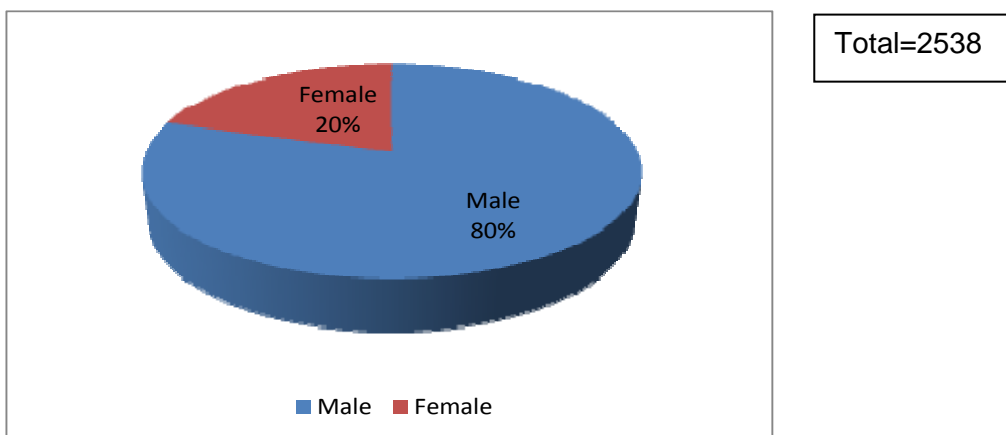
## 4.2 Cellular Mobile Telephone Service

### 4.2.1 Gender Profile

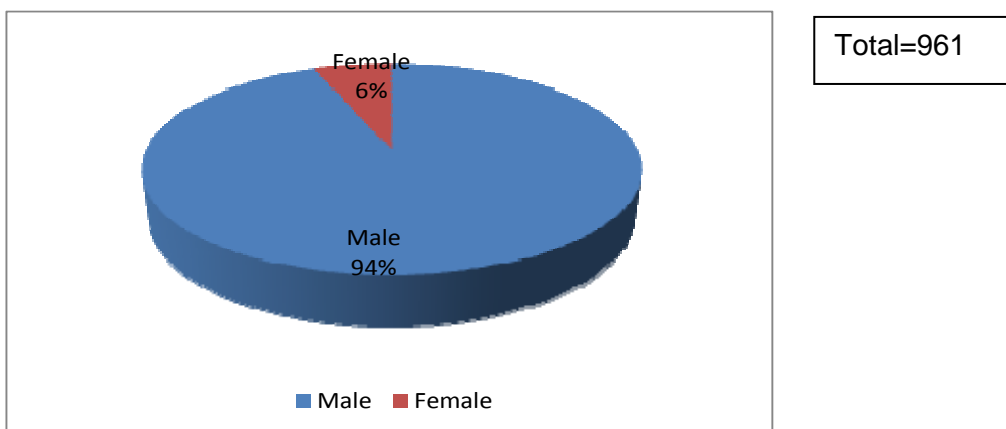
**Total**



**Urban**



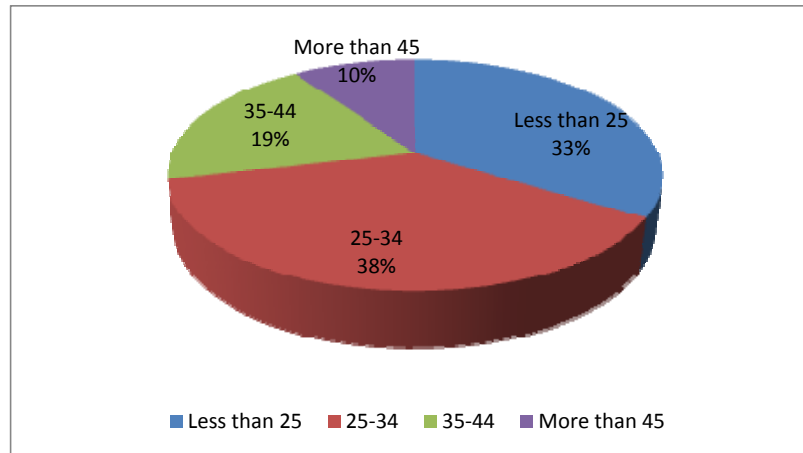
**Rural**



- In all, 84% of the respondents were male. In urban areas, there was higher proportion of female respondents.

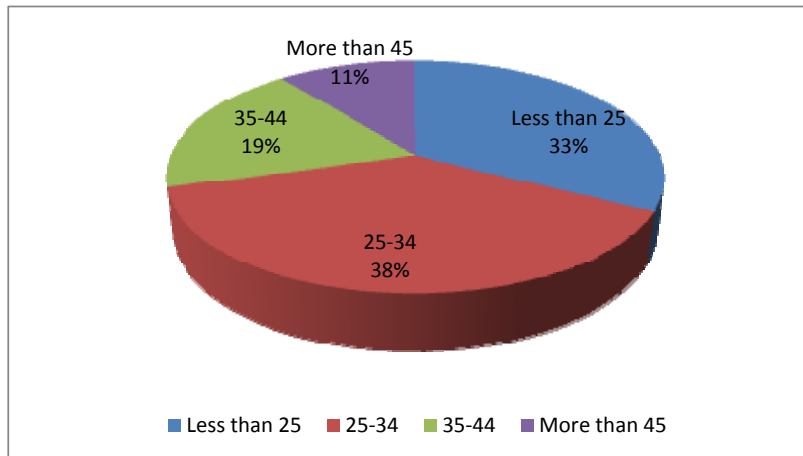
### 4.2.2 Age Profile

#### Total



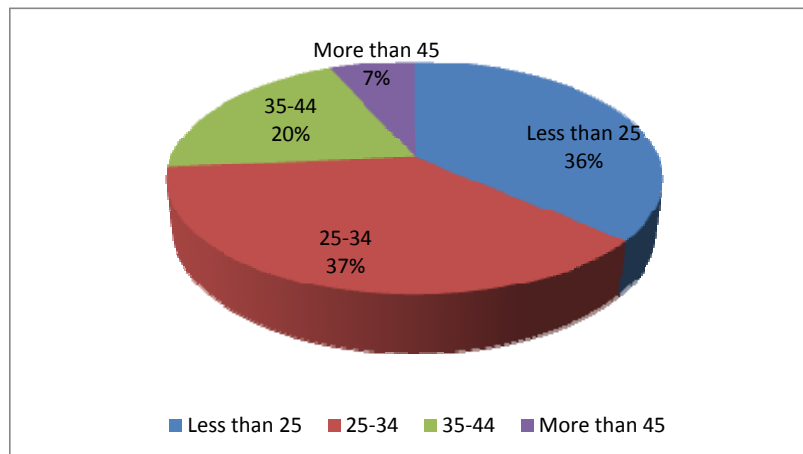
Total=3499

#### Urban



Total=2538

#### Rural

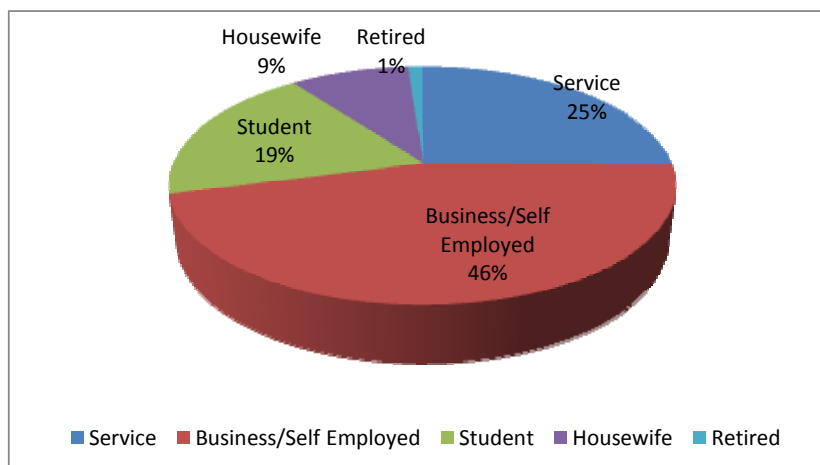


Total=961

- As a whole, 71% of the respondents were below 35 years.

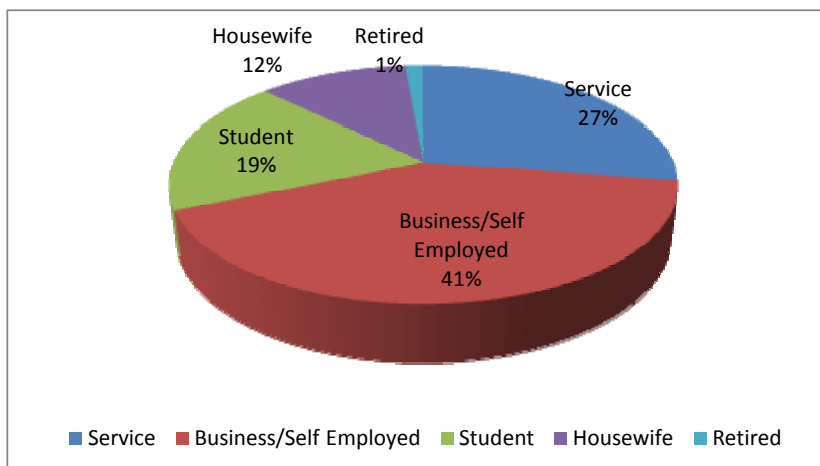
### 4.2.3 Occupation Profile

#### Total



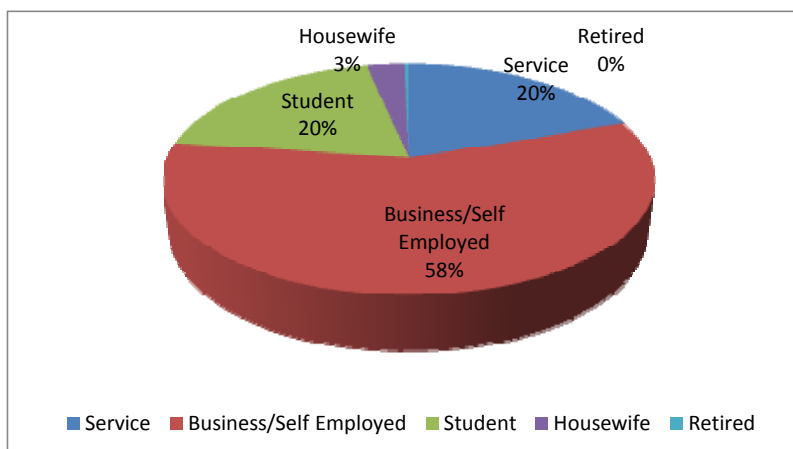
Total=3499

#### Urban



Total=2538

#### Rural



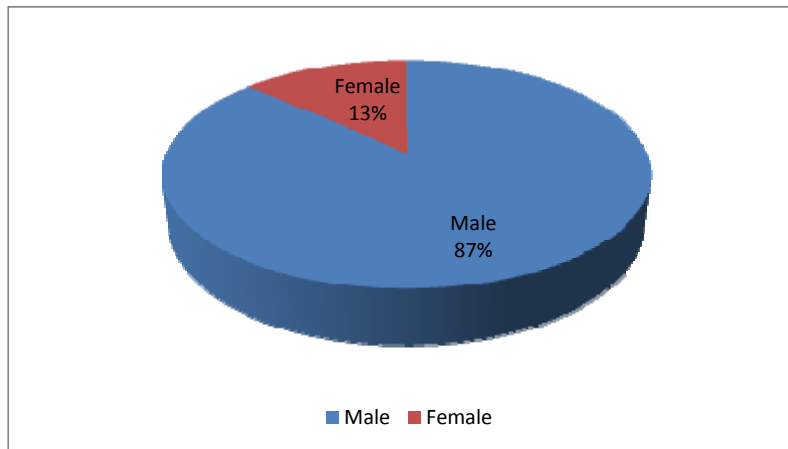
Total=961

- In total, 71% of the respondents were either in service or self employed/ businessmen.

### 4.3 Broadband Service

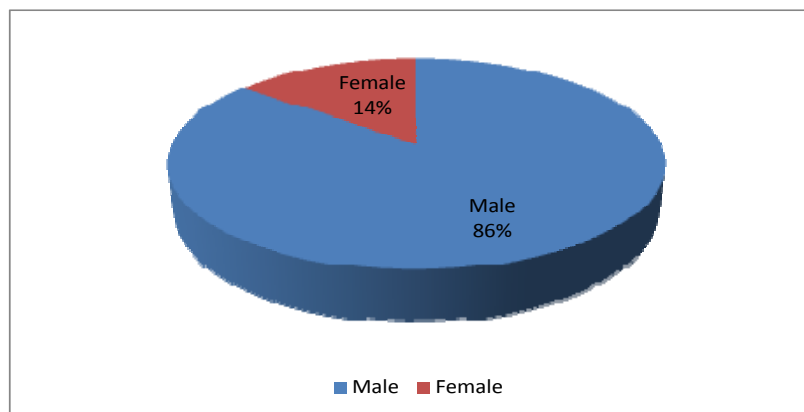
#### 4.3.1 Gender Profile

##### Total



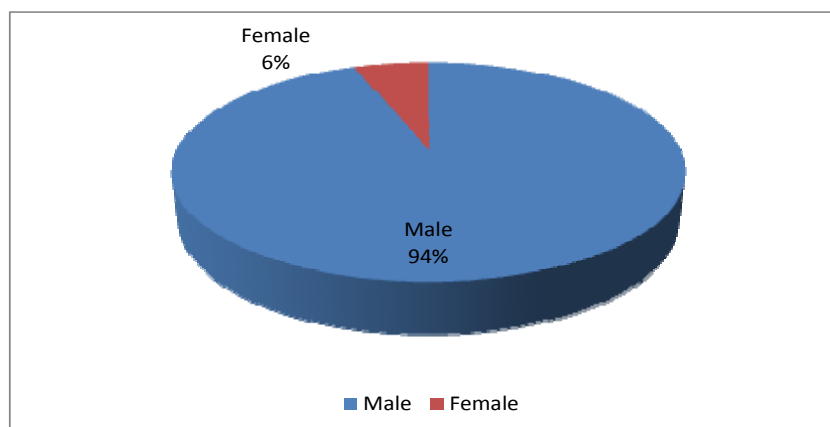
Total=770

##### Urban



Total=668

##### Rural

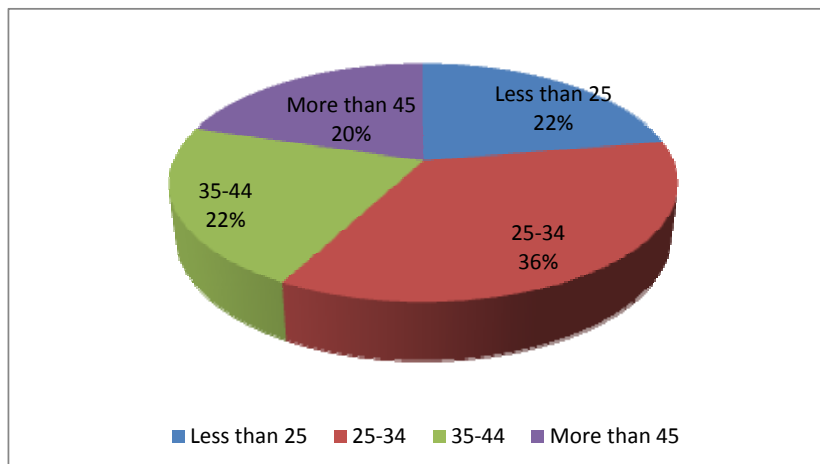


Total=102

- On an overall basis, 87% of the respondents were male

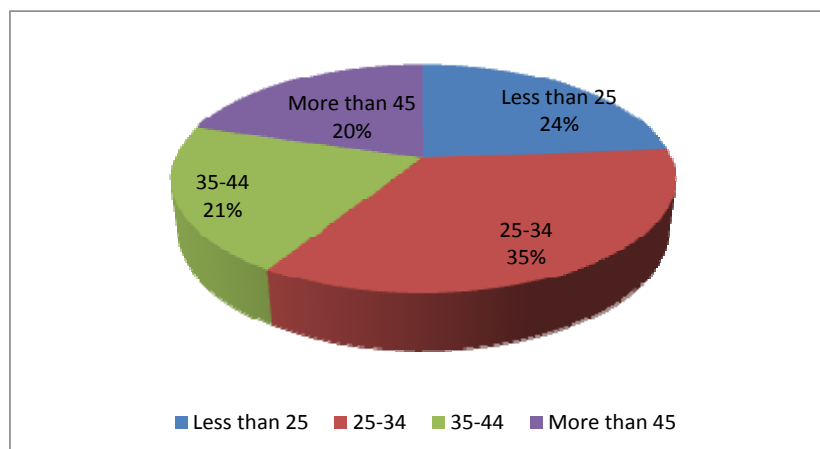
### 4.3.2 Age Profile

#### Total



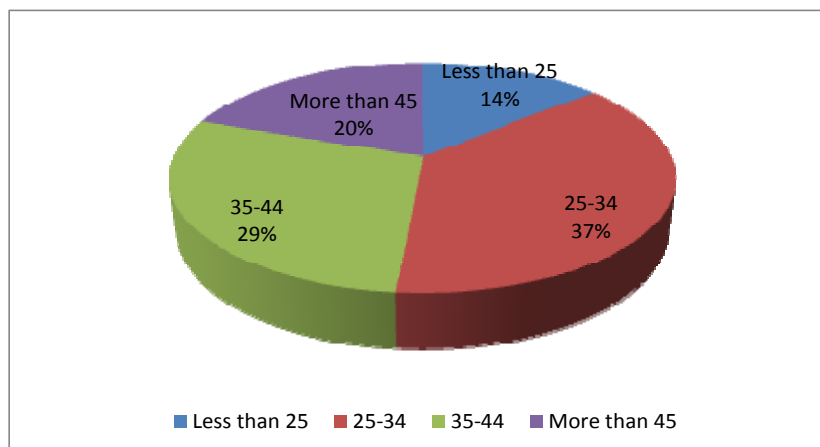
Total=770

#### Urban



Total=668

#### Rural

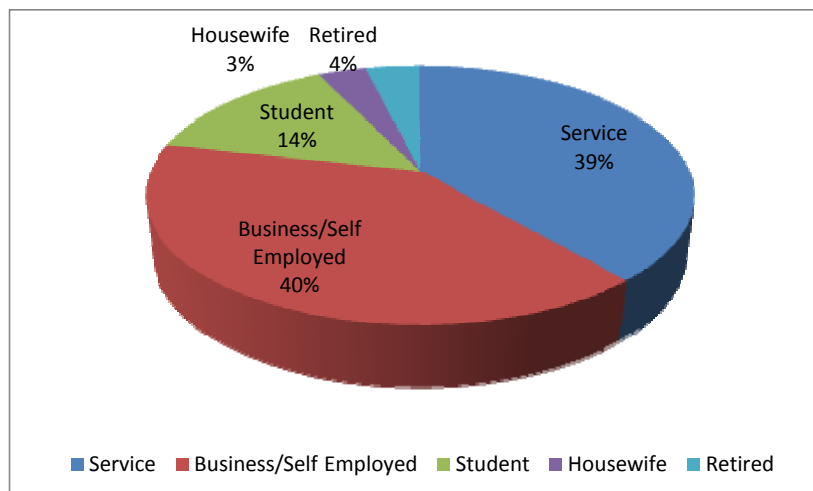


Total=102

- In all, 58% of the respondents were less than 35 years.

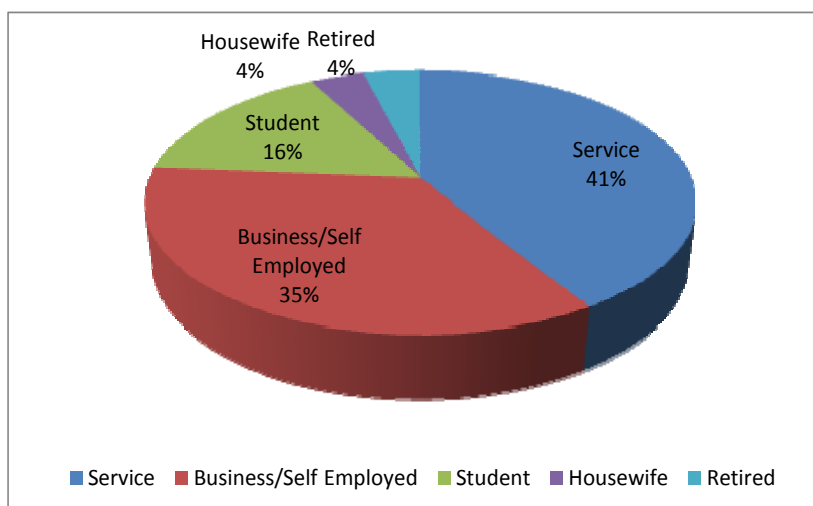
### 4.3.3 Occupation Profile

#### Total



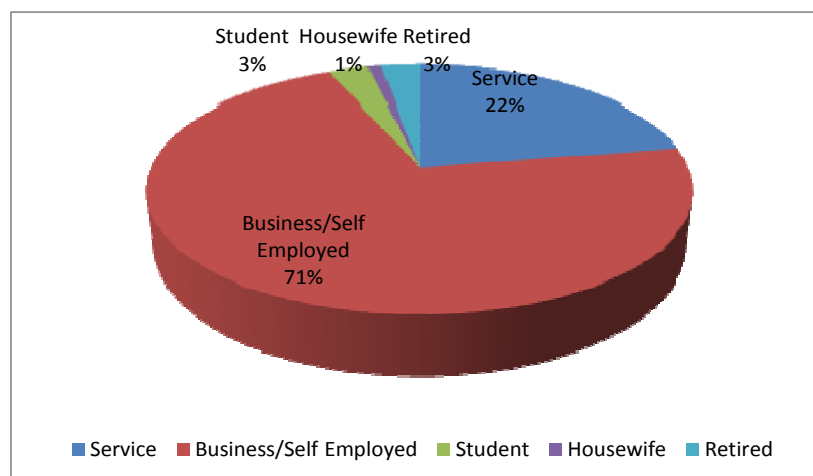
Total=770

#### Urban



Total=668

#### Rural



Total=102

- On an overall basis, 79% of the respondents were either in service or self employed/businessmen.

## 5. Compliance Report on the Customer Perception of Service:

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

- The percentage of customer satisfied on various QoS parameters was derived by using the methodology explained in section 3.9. According to this methodology, the total percentage of satisfied customers, i.e. very satisfied and satisfied customers on various QoS parameters have been taken into account. This methodology has been used to derive the percentage of customer satisfied with QoS parameters for all the three services i.e. basic telephone, cellular mobile and broadband.

### 5.1 Basic Telephone Service

5.1.1 The following table shows the percentage of customers satisfied with QoS parameters.

Service Provider	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
<b>Benchmark</b>		<b>≥90%</b>	<b>≥95%</b>	<b>≥95%</b>	<b>≥90%</b>	<b>≥95%</b>	<b>≥95%</b>	<b>≥90%</b>	<b>≥90%</b>
<b>Orissa circle</b>									
BSNL (Total)	400	79	91	NA	56	75	71	86	79
BSNL (Urban)	281	80	89	NA	58	78	74	100	82
BSNL (Rural)	119	78	94	NA	52	68	63	75	73

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

- On an overall, BSNL did not meet the any of the benchmarks.
- In urban areas, BSNL met the benchmark related to supplementary/ value added service.
- Performance of BSNL was lowest with regard to help services.



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

Service Provider	Base	% customers
		Benchmark: 3 days
<b>Orissa circle</b>		
BSNL (Total)	253	70.7
BSNL (Urban)	182	73.1
BSNL (Rural)	71	64.8

- In all, 70.7% of the basic telephone service customers, who had experienced any kind of fault in their connection, reported that the fault was repaired within 3 days.

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

Service Provider	Base	% customers
		Benchmark: 7 days
<b>Orissa circle</b>		
BSNL (Total)	3	66.6
BSNL (Urban)	1	100
BSNL (Rural)	2	50.0

- On the overall, 66.6% of the basic telephone service customers, who had requested for termination of their telephone service, reported that their telephone service was terminated within 7 days on request.

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

Service Provider	Base	% customers
		Benchmark: 4 Weeks
<b>Orissa circle</b>		
BSNL (Total)	70	21.4
BSNL (Urban)	60	18.3
BSNL (Rural)	10	40.0

- In total, only 21.4% of the basic telephone service customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four weeks.

## 5.2 Cellular Mobile Telephone Service

5.2.1 The following table shows the percentage of customers satisfied with QoS parameters.

Service Provider	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services including customer grievance redressal	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Prepaid	Postpaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
<b>Orissa circle</b>									
Aircel (Total)	391	96	88	-	70	85	84	67	88
Aircel (Urban)	273	97	88	-	68	86	87	63	90
Aircel (Rural)	118	94	87	-	74	84	78	75	84
Airtel (Total)	392	95	85	-	72	87	86	72	88
Airtel (Urban)	268	96	86	-	70	88	86	72	90
Airtel (Rural)	124	94	83	-	75	85	84	72	82
BSNL (Total)	390	94	84	100	65	77	74	77	86
BSNL (Urban)	274	97	85	100	67	77	76	77	91
BSNL (Rural)	116	88	83	100	61	75	72	76	77
Idea (Total)	385	96	87	100	69	78	74	68	81
Idea (Urban)	270	97	89	100	70	81	78	67	86
Idea (Rural)	115	96	84	-	64	72	64	71	70
Rel Com (Total)	385	97	91	100	71	78	81	68	91
Rel Com (Urban)	321	97	93	100	74	79	83	68	93
Rel Com (Rural)	64	96	81	100	58	75	71	67	83
Rel Tel (Total)	393	95	88	100	67	78	76	70	81
Rel Tel (Urban)	275	95	89	100	67	81	80	72	85
Rel Tel (Rural)	118	94	86	100	66	71	66	67	72
Tata (Total)	388	95	91	100	72	82	79	84	89
Tata (Urban)	271	96	90	-	74	79	76	82	91
Tata (Rural)	117	94	93	100	69	88	84	90	86
Uninor (Total)	387	97	92	-	72	79	78	64	86
Uninor (Urban)	319	97	93	-	74	81	81	57	90
Uninor (Rural)	68	96	90	-	69	66	64	78	68
Vodafone (Total)	388	97	90	100	77	90	89	68	91
Vodafone (Urban)	267	97	91	100	77	91	89	64	94
Vodafone (Rural)	121	97	89	-	78	89	87	76	84
<b>Overall (Total)</b>	<b>3499</b>	<b>96</b>	<b>88</b>	<b>100</b>	<b>70</b>	<b>82</b>	<b>80</b>	<b>71</b>	<b>87</b>
<b>Overall (Urban)</b>	<b>2538</b>	<b>96</b>	<b>89</b>	<b>100</b>	<b>71</b>	<b>82</b>	<b>82</b>	<b>70</b>	<b>90</b>
<b>Overall (Rural)</b>	<b>961</b>	<b>94</b>	<b>86</b>	<b>100</b>	<b>69</b>	<b>79</b>	<b>75</b>	<b>74</b>	<b>79</b>

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

- On the overall, 87% of the customers were satisfied with the overall quality of their service providers.
- All the service providers met the benchmarks related to provision of service and billing performance (postpaid).
- On the whole, none of the service providers met the benchmarks set for billing performance (prepaid), help services, network performance, reliability & availability, maintainability and supplementary & value added services.
- Customers were less satisfied on account of help services and value added services.

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

Service Providers		Base	% customer
			Benchmark: four weeks
<b>Orissa circle</b>			
Aircel	Total	117	22.2
	Urban	90	14.4
	Rural	27	48.1
Airtel	Total	127	30.7
	Urban	83	21.7
	Rural	44	47.7
BSNL	Total	123	13.8
	Urban	104	9.6
	Rural	19	36.8
Idea	Total	141	21.3
	Urban	109	11
	Rural	32	56.3
Rel Com	Total	108	8.3
	Urban	99	7.1
	Rural	9	22.2
Rel Tel.	Total	110	19.1
	Urban	85	12.9
	Rural	25	40
Tata	Total	138	18.8
	Urban	114	11.4
	Rural	24	54.2
Uninor	Total	94	14.9
	Urban	76	9.2
	Rural	18	38.9
Vodafone	Total	108	22.2
	Urban	83	15.7
	Rural	25	44
<b>Overall</b>	<b>Total</b>	<b>1066</b>	<b>19.3</b>
	<b>Urban</b>	<b>843</b>	<b>12.3</b>
	<b>Rural</b>	<b>223</b>	<b>45.7</b>

- In total, only 19.3% of the customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four weeks

### 5.3 Broadband Service

#### 5.3.1 The following table shows the percentage of customers satisfied with QoS parameters.

Service Providers	Base	% satisfied with provision of service	% satisfied with billing performance		%satisfied with the help services	% satisfied with the network performance, reliability and availability	% satisfied with the maintainability	% satisfied with the supplementary and value added services	% satisfied with the overall service quality
			Postpaid	Prepaid					
Benchmark		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
<b>Orissa circle</b>									
BSNL (Total)	386	89	88	NA	69	50	15	79	75
BSNL (Urban)	284	89	86	NA	70	49	16	83	80
BSNL (Rural)	102	87	91	NA	65	53	14	75	63
Ortel (Total)	384	91	96	NA	85	85	42	79	92
Ortel (Urban)	386	91	96	NA	85	85	42	79	92
Ortel (Rural)	-	-	-	-	-	-	-	-	-
<b>Overall(Total)</b>	<b>770</b>	<b>90</b>	<b>92</b>	<b>NA</b>	<b>78</b>	<b>68</b>	<b>25</b>	<b>79</b>	<b>83</b>
<b>Overall (Urban)</b>	<b>668</b>	<b>90</b>	<b>92</b>	<b>NA</b>	<b>79</b>	<b>70</b>	<b>29</b>	<b>82</b>	<b>87</b>
<b>Overall (Rural)</b>	<b>102</b>	<b>87</b>	<b>91</b>	<b>NA</b>	<b>65</b>	<b>53</b>	<b>14</b>	<b>75</b>	<b>63</b>

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

- On the overall, BSNL did not meet any of the benchmarks laid down by TRAI.
- In total, Ortel met the benchmarks laid down by TRAI related to provision of service, billing performance (postpaid) and overall service quality.
- With respect to maintainability, performance of both the service providers was low.

#### 5.3.2 The following table shows the percentage of customers, who reported that their billing complaints were resolved by complaint centre within four (4) weeks.

Service Providers		Base	% customer	
			Benchmark: within 4 Weeks	
<b>Orissa circle</b>				
BSNL	Total	138	18.8	
	Urban	111	14.4	
	Rural	27	37.0	
Ortel	Total	221	5.0	
	Urban	221	5.0	
	Rural	-	-	
<b>Overall</b>	<b>Total</b>	<b>359</b>	<b>10.3</b>	
	<b>Urban</b>	<b>332</b>	<b>8.1</b>	
	<b>Rural</b>	<b>27</b>	<b>37.0</b>	

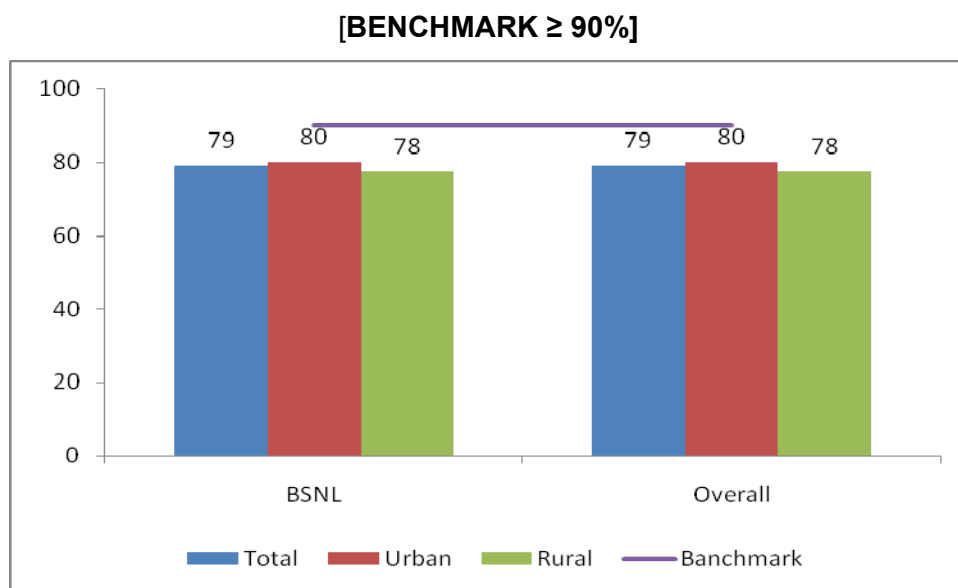
In total, only 10.3% of the customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four (4) weeks.

6 Detailed Report:

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

6A.1.1 Customer Satisfaction with Provision of Service

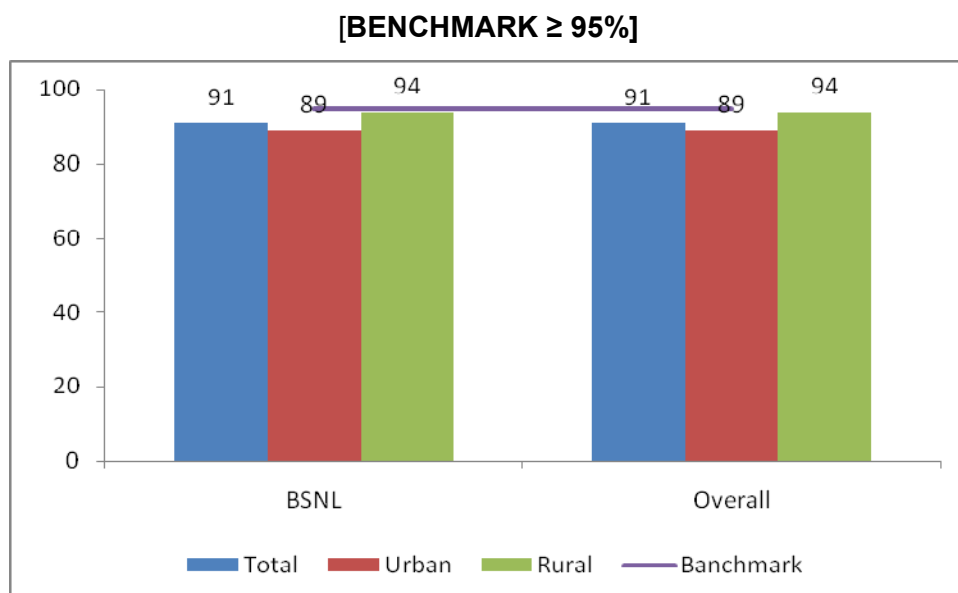
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



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

6A.1.2 Customer Satisfaction with Billing Performance - Postpaid

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



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

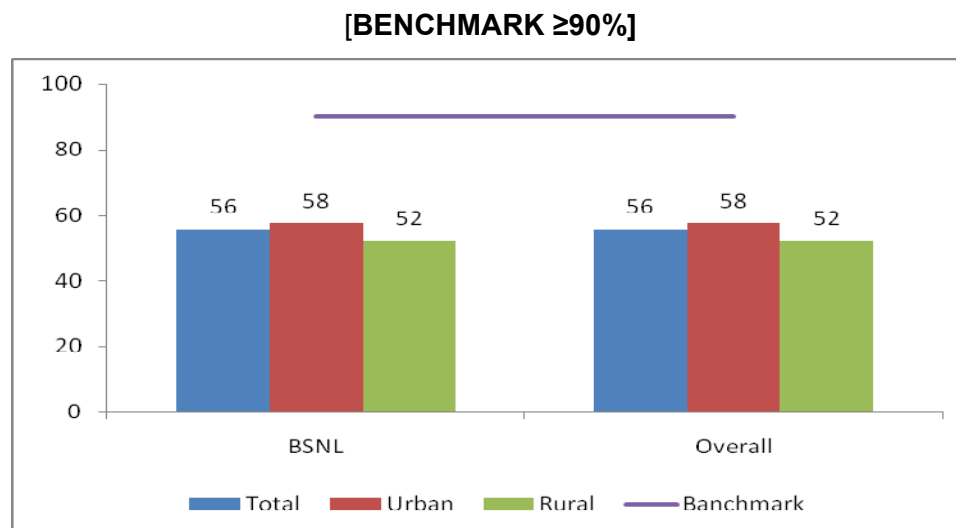
6A.1.2.2 The following table shows the percentage of satisfied customers with the sub-parameters of the billing performance.

Service providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	91.0	91.3	38.8	95.8	400
	Urban	90.1	88.3	33.3	95.4	281
	Rural	93.3	98.3	50.1	96.6	119

- Both, urban and rural of basic telephone service customers were less satisfied with the process of resolution of the billing complaints.

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

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



- BSNL failed to meet the benchmark laid down by TRAI.

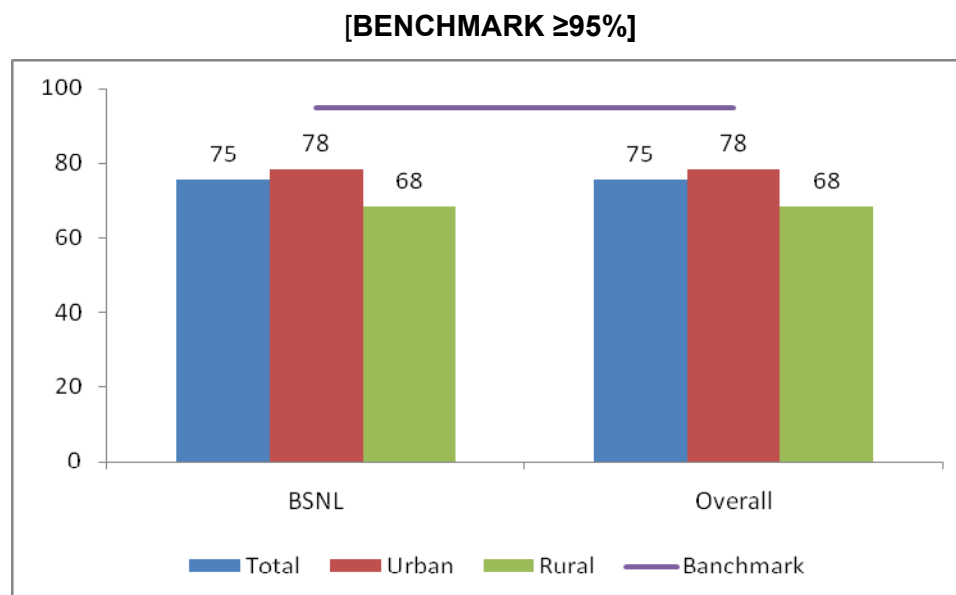
6A.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services including customer grievance redressal.

Service providers		% customers					Base
		Ease of access to complaint centre/ customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by complaint centre/ customer care or helpline to resolve your complaints	
BSNL	Total	61.5	50.4	56.7	59.1	50.4	127
	Urban	66.7	49.4	60.5	59.2	51.9	81
	Rural	52.2	52.2	50.0	58.6	47.9	46

- BSNL customers of basic telephone service were less satisfied with all the sub-parameters of help services including customer grievance redressal.

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

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



- BSNL was not able to meet the benchmark set by TRAI.

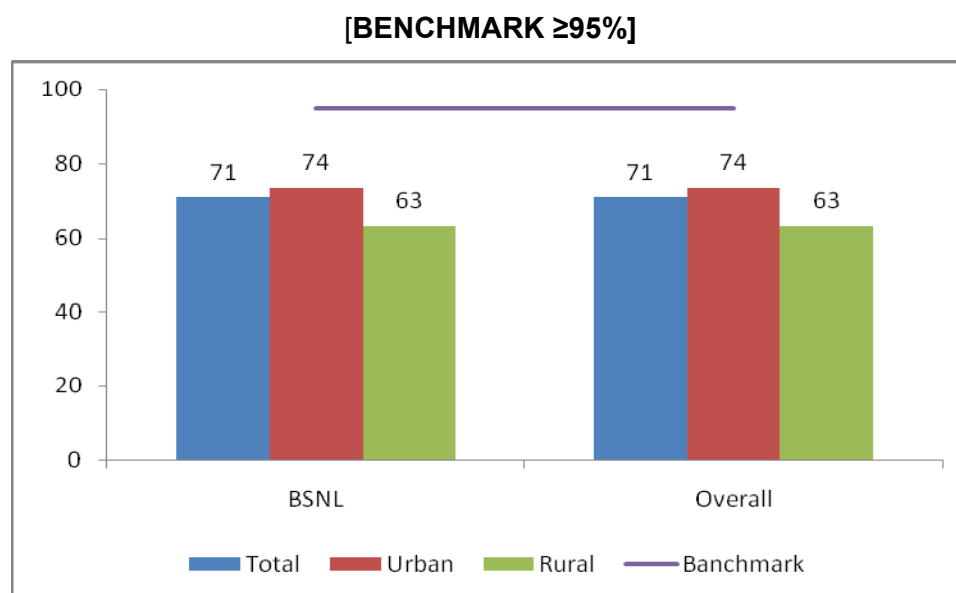
6A.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service providers		% customers			Base
		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	
BSNL	Total	76.8	73.8	75.6	400
	Urban	79.8	78.3	76.9	281
	Rural	69.7	63.0	72.2	119

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

### 6A.1.5 Customer Satisfaction with Maintainability

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

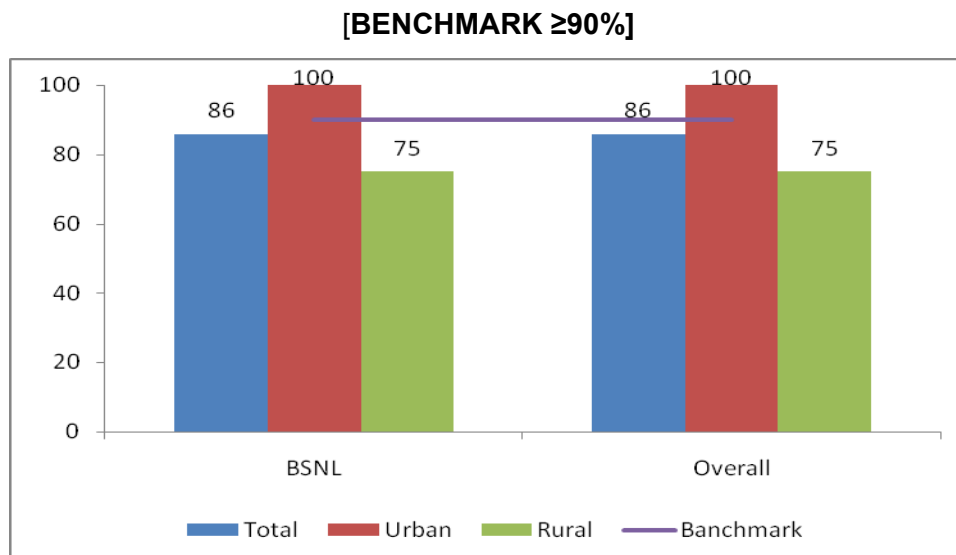


- BSNL did not meet the benchmark laid down by TRAI. On an overall basis, only 71% of the customers were satisfied with the maintainability. Rural customers were less satisfied with this parameter.



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

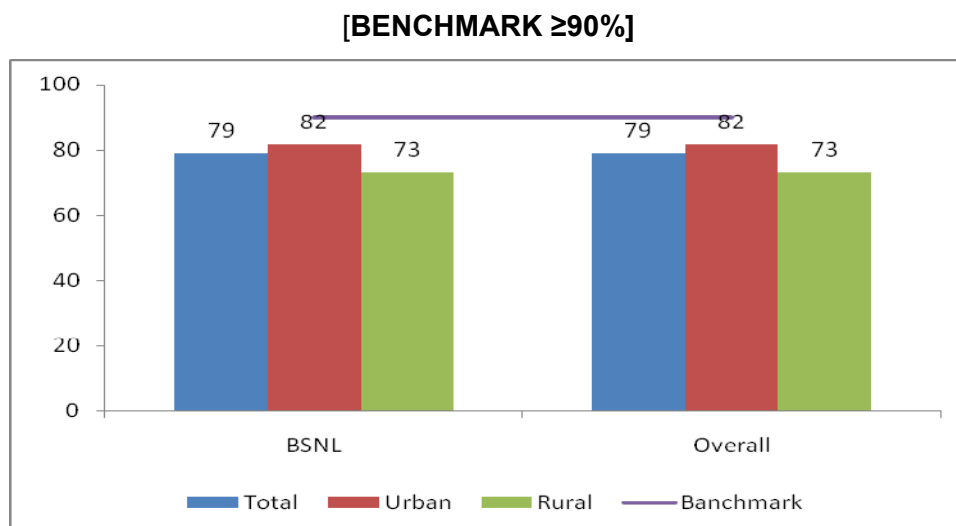
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- On an overall basis, BSNL did not meet the benchmark laid down by TRAI but it met the benchmark in urban areas.

### 6A.1.7 Customer Satisfaction with Overall Service Quality

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



- In urban as well as in rural areas, BSNL failed to meet the benchmark laid down by TRAI.

## 6A.2 Awareness of Complaint Redressal Mechanism & Experience among Basic Telephone Service subscribers

### 6A.2.1 Awareness and Experience – Complaint Centre

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

Service Provider		% customers	Base
BSNL	Total	53.0	400
	Urban	59.1	281
	Rural	38.7	119

- On the whole, 53% of the basic telephone service customers were aware of the complaint centre number of their service provider to make complaints/ queries.

6A.2.1.2 The following table shows the percentage of customers who got information about toll free customer care number from different sources.

Service Provider		% customers						Base
		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	
BSNL	Total	7.1	9.4	5.2	16.0	65.6	14.2	212
	Urban	7.8	7.8	3.0	17.5	67.5	13.3	166
	Rural	4.3	15.2	13.0	10.9	58.7	17.4	46

- In total, 65.6 % of the basic telephone service customers came to know about the toll free customer care number from Telephone bills.

6A.2.1.3 The following table shows the percentage of customers who had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

Service Provider		% customers	Base
BSNL	Total	32.1	218
	Urban	35.1	171
	Rural	21.3	47

- In all, 32.1% of the basic telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

**6A.2.1.4 The following table shows the percentage of customer who received or did not receive docket number for their complaints.**

Service Provider		% customers					Base
		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
BSNL	Total	27.1	55.7	11.4	5.7	0.0	70
	Urban	25.0	56.7	11.7	6.7	0.0	60
	Rural	40.0	50.0	10.0	0.0	0.0	10

On an overall basis:

- 27.1% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 55.7% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 11.4% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 5.7% of the basic telephone service customers, who had complained, said that they did not receive the docket number for their complaints even on request.

**6A.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.**

Service Provider		% customers	Base
BSNL	Total	10.0	70
	Urban	8.3	60
	Rural	20.0	10

- As a whole, only 10% of the basic telephone service customers, who had complained, got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.

**6A.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.**

Service Provider		% customers	Base
BSNL	Total	11.4	70
	Urban	6.7	60
	Rural	40.0	10

- In total, only 11.4% of the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.

**6A.2.1.7** The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.

Service Providers		% customers	Base
BSNL	Total	51.4	70
	Urban	51.7	60
	Rural	50.0	10

- In total, 51.4% of the basic telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

**6A.2.1.8** The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four (4) weeks.

Service Provider		% customers	Base
BSNL	Total	21.4	70
	Urban	18.3	60
	Rural	40.0	10

- In all, only 21.4% of the basic telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four (4) weeks after they had lodged their complaint.

### 6A.2.3 Awareness and Experience - Appellate Authority

**6.2.3.1** The following table shows the percentage of customers who were aware of the contact details of the Appellate Authority for filing an appeal.

Service providers		% customers	Base
BSNL	Total	2.5	400
	Urban	2.1	281
	Rural	3.4	119

- On the overall, only 2.5% of the basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.

**6B.2.3.2** The following table shows the percentage of customers who got information about the contact details of the Appellate Authority from different sources.

Service Providers		% customers					Base
		Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	
BSNL	Total	20.0	10.0	30.0	30.0	10.0	10
	Urban	33.3	16.7	33.3	16.7	0.0	6
	Rural	0.0	0.0	25.0	50.0	25.0	4

- As a whole, 30% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales as well as from telephone bills.

### 6A.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last six (6) months.

Service Provider		% customers	Base
BSNL	Total	20.0	10
	Urban	16.7	6
	Rural	25.0	4

- In all, only 2 customers of basic telephone service, who were aware of the contact details of the appellate authority, filed an appeal with the Appellate Authority in the last six (6) months.

### 6A.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.

Service Provider		% customers					Base
		E-mail	Fax	Letter (post/ courier)	In person (self)	Other	
BSNL	Total	0.0	0.0	50.0	50.0	0.0	2
	Urban	0.0	0.0	100	0.0	0.0	1
	Rural	0.0	0.0	0.0	100	0.0	1

- In total, 1 customer of basic telephone service filed an appeal with the Appellate Authority by sending letter (post/ courier) while other filed it through personal visit.

### 6A.2.3.5 The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filling an appeal with it.

Service Provider		% customers	Base
BSNL	Total	0.0	2
	Urban	0.0	1
	Rural	0.0	1

- None of the basic telephone service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.

### 6A.2.3.6 The following table shows percentage of customers who said that appellate authority took a decision upon their appeal within thirty nine (39) days of filing the appeal.

Service Provider		% customers	Base
BSNL	Total	50.0	2
	Urban	100.0	1
	Rural	0.0	1

- Only in one case the Appellate Authority took a decision upon the appeal within thirty nine (39) days of filing the appeal.

## 6A.2.4 General Information

**6A.2.4.1** The following table shows the percentage of customers who claimed to have got the “Manual of Practice” containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new telephone connection.

Service providers		% customers	Base
BSNL	Total	40.5	400
	Urban	44.8	281
	Rural	30.3	119

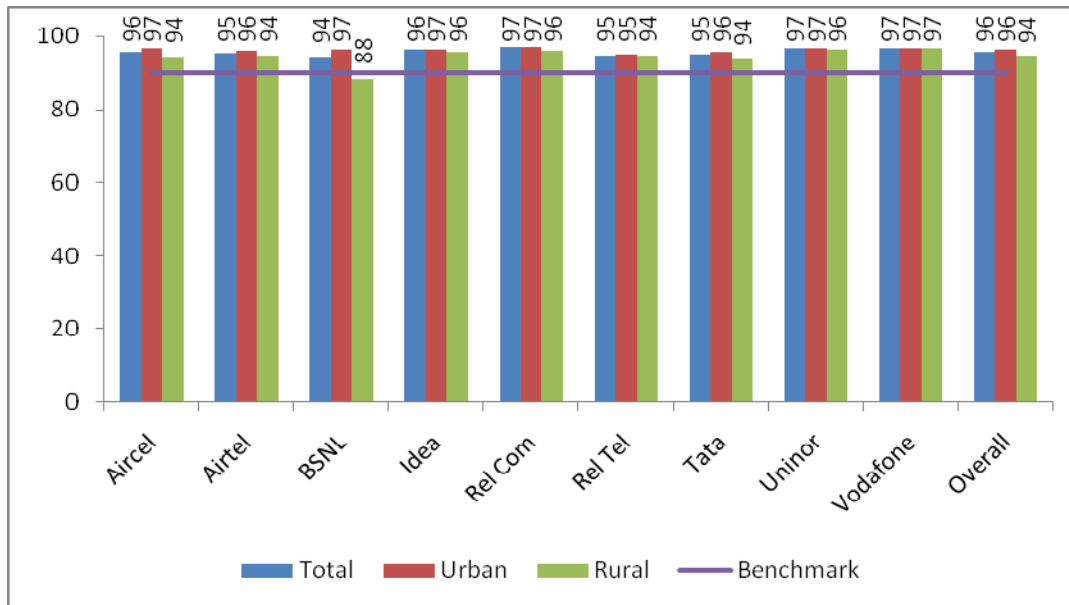
- In total, only 40.5% of the basic telephone service customers said that they received the “Manual of Practice”.

## 6B.1 Cellular Mobile Telephone Service

### 6B.1.1 Customer Satisfaction with Provision of Service

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

[BENCHMARK ≥90%]

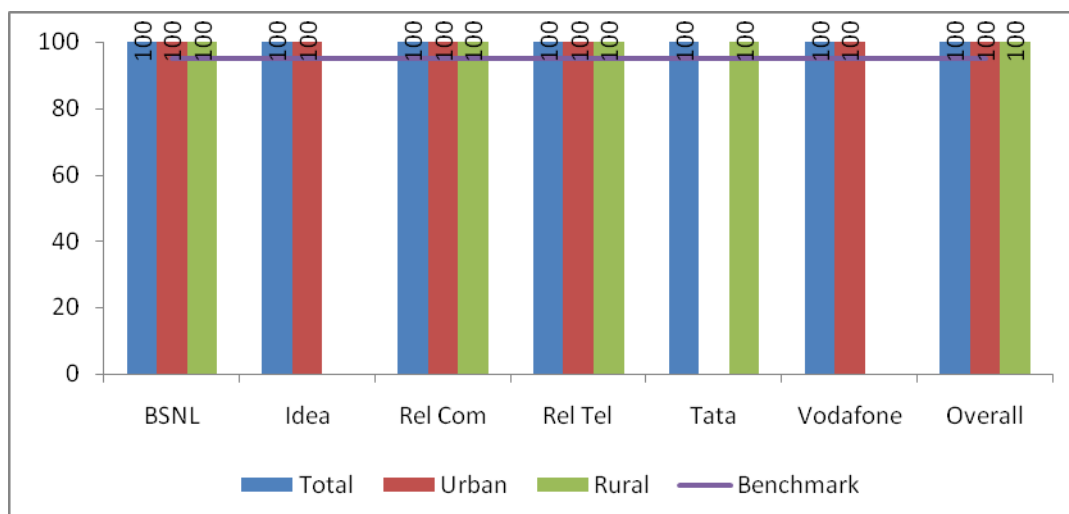


- On an overall basis, all the service providers met the benchmark laid down by TRAI.

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

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

[BENCHMARK ≥95%]



- As a whole, all service providers met the benchmark laid down by TRAI.

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

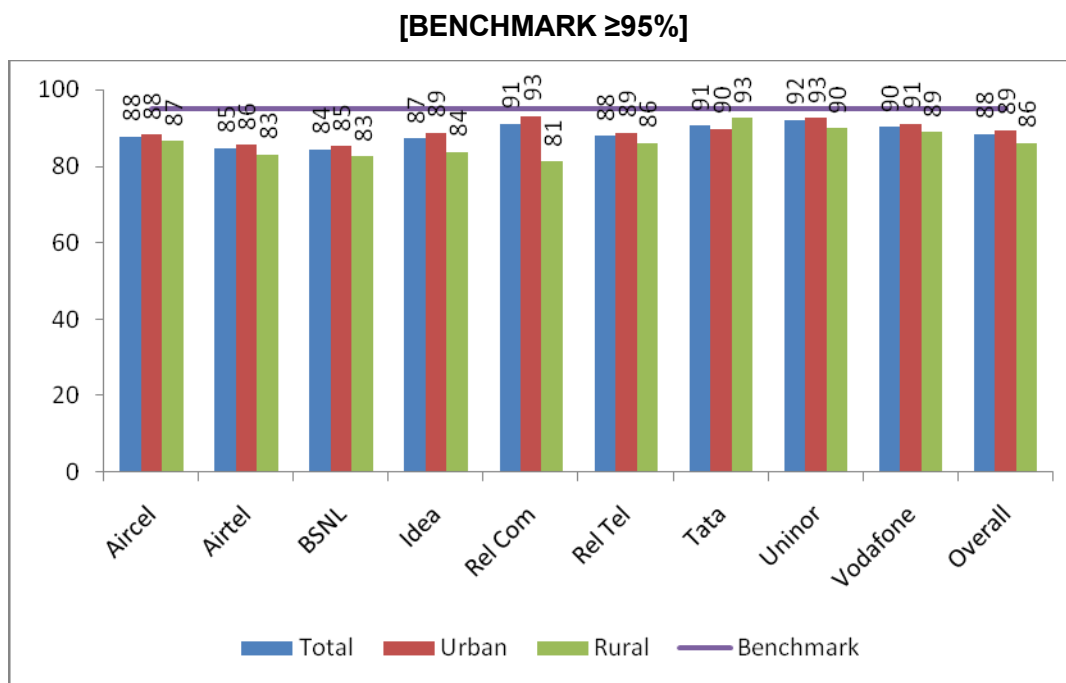
Service Providers		% postpaid customers				Base
		Timely delivery of bills	Clarity of bills in terms of transparency and understandability	Processing of resolution of the billing complaints	Accuracy of the bills	
BSNL	Total	100	100	100	-	3
	Urban	100	100	100	-	2
	Rural	100	100	100	-	1
Idea	Total	100	100	100	100	1
	Urban	100	100	100	100	1
	Rural	-	-	-	-	-
Rel Com	Total	100	100	100	-	3
	Urban	100	100	100	-	1
	Rural	100	100	100	-	2
Rel Tel	Total	100	100	100	-	3
	Urban	100	100	100	-	2
	Rural	100	100	100	-	1
Tata	Total	100	100	100	-	1
	Urban	-	-	-	-	-
	Rural	100	100	100	-	1
Vodafone	Total	100	100	100	-	1
	Urban	100	100	100	-	1
	Rural	-	-	-	-	-
<b>Overall</b>	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>12</b>
	<b>Urba</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>7</b>
	<b>Rural</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>-</b>	<b>5</b>

- Cellular mobile telephone customers of all service providers were satisfied with all the sub-parameter of billing performance.



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

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



- None of the service providers were able to meet the benchmark laid down by TRAI

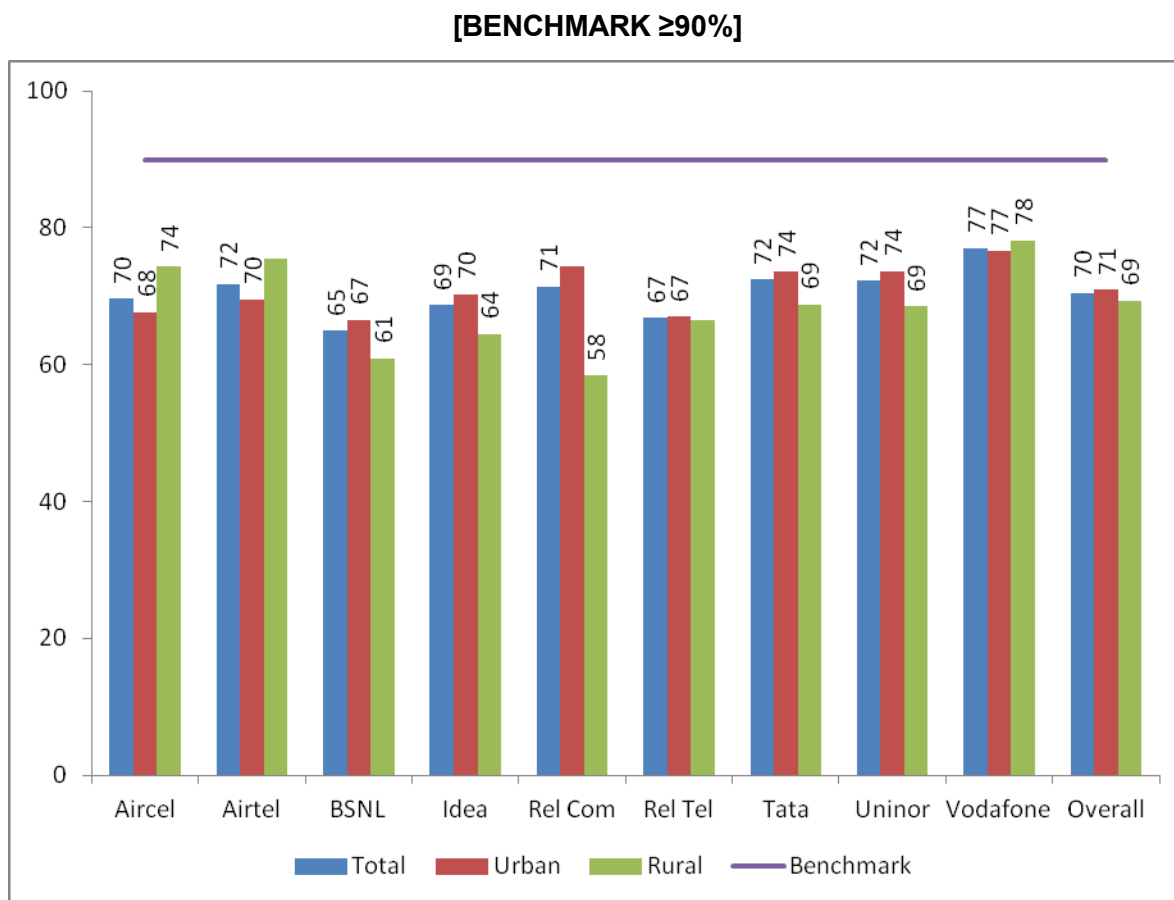
**6B.1.2b.2** The following table shows the percentage of prepaid customers satisfied with the sub- parameters of billing performance.

Service Providers		% prepaid customers			Base
		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	
Aircel	Total	89.0	51.0	96.9	391
	Urban	90.8	44.9	96.7	273
	Rural	84.7	60.9	97.4	118
Airtel	Total	85.5	56.2	92.9	392
	Urban	86.9	52.1	92.9	268
	Rural	82.3	61.5	92.8	124
BSNL	Total	86.4	54.9	87.9	387
	Urban	88.6	47.7	87.9	272
	Rural	80.9	66.7	87.9	115
Idea	Total	88.1	50.6	93.4	384
	Urban	89.6	45.3	94.8	269
	Rural	84.4	57.6	90.4	115
Rel Com	Total	91.7	58.8	93.5	382
	Urban	93.4	60.0	95.3	320
	Rural	82.3	55.6	83.9	62
Rel Tel	Total	91.3	51.5	90.8	390
	Urban	91.6	46.2	91.9	273
	Rural	90.6	58.6	88.1	117
Tata	Total	93.3	74.7	90.9	387
	Urban	94.1	69.8	89.3	271
	Rural	91.4	86.4	94.9	116
Uninor	Total	93.0	54.0	96.1	387
	Urban	92.5	50.0	96.5	319
	Rural	95.6	59.0	94.2	68
Vodafone	Total	88.8	66.7	96.1	387
	Urban	89.5	59.1	97.8	266
	Rural	87.6	78.5	92.6	121
<b>Overall</b>	<b>Total</b>	<b>89.6</b>	<b>57.2</b>	<b>93.2</b>	<b>3487</b>
	<b>Urban</b>	<b>90.9</b>	<b>52.6</b>	<b>93.7</b>	<b>2531</b>
	<b>Rural</b>	<b>86.4</b>	<b>64.7</b>	<b>91.6</b>	<b>956</b>

- Process of resolution of billing complaints was the major reason for dissatisfaction among cellular mobile telephone service customers of all the service providers.

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

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



- On an overall basis, only Vodafone met the benchmark in urban areas.

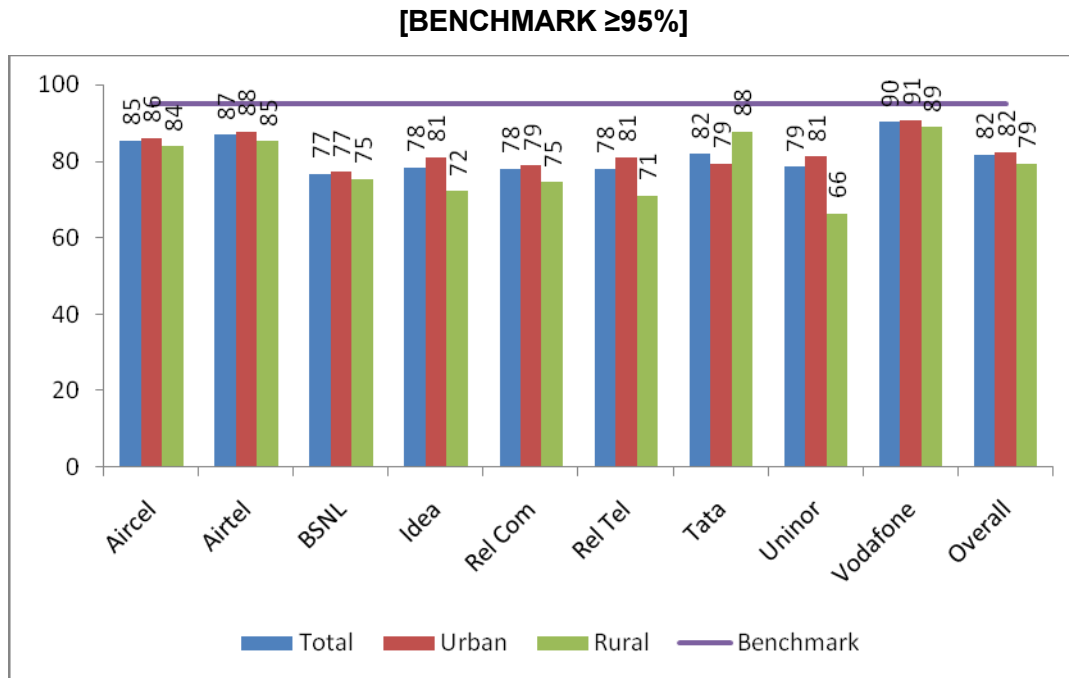
**6B.1.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.**

Service Providers		% customers					Base
		Ease of access of complaint centre/customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by complaint centre/customer care or helpline to resolve your complaints	
Aircel	Total	70.3	71.4	73.6	69.8	63.2	182
	Urban	67.5	71.5	70.7	65.9	62.7	126
	Rural	76.7	71.4	80.4	78.6	64.3	56
Airtel	Total	69.6	74.0	72.9	73.0	69.6	181
	Urban	68.5	71.2	68.5	73.0	66.7	111
	Rural	71.5	78.6	80.0	72.8	74.3	70
BSNL	Total	59.0	58.4	68.9	80.1	58.3	161
	Urban	59.0	57.3	68.4	85.5	62.4	117
	Rural	59.1	61.4	70.4	65.9	47.8	44
Idea	Total	64.5	59.5	70.5	80.8	68.3	183
	Urban	66.4	57.4	71.6	85.8	70.1	134
	Rural	59.2	65.3	67.3	67.3	63.2	49
Rel Com	Total	69.0	70.5	68.2	71.2	78.0	132
	Urban	69.2	71.0	69.2	76.6	86.0	107
	Rural	68.0	68.0	64.0	48.0	44.0	25
Rel Tel	Total	66.0	62.8	69.9	73.1	62.2	156
	Urban	63.3	61.5	69.7	77.1	63.3	109
	Rural	72.4	66.0	70.2	63.9	59.6	47
Tata	Total	73.9	68.3	70.5	79.4	70.0	180
	Urban	74.4	67.9	70.0	84.0	71.5	137
	Rural	72.1	69.8	72.1	65.1	65.1	43
Uninor	Total	71.7	64.6	74.0	81.9	69.3	127
	Urban	73.4	63.9	75.5	85.2	70.2	94
	Rural	66.7	66.7	69.7	72.8	66.7	33
Vodafone	Total	74.5	77.2	73.2	87.9	72.5	149
	Urban	74.8	76.6	71.9	88.8	71.0	107
	Rural	73.8	78.6	76.2	85.8	76.2	42
<b>Overall</b>	<b>Total</b>	<b>68.6</b>	<b>67.4</b>	<b>71.3</b>	<b>77.4</b>	<b>67.7</b>	<b>1451</b>
	<b>Urban</b>	<b>68.4</b>	<b>66.3</b>	<b>70.6</b>	<b>80.1</b>	<b>69.2</b>	<b>1042</b>
	<b>Rural</b>	<b>69.2</b>	<b>70.2</b>	<b>73.3</b>	<b>70.1</b>	<b>63.8</b>	<b>409</b>

- On an overall basis, cellular mobile service customers of all the service providers were less satisfied with respect to all the sub-parameters of help services.

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

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



- None of the service providers were able to meet the benchmark laid down by TRAI.

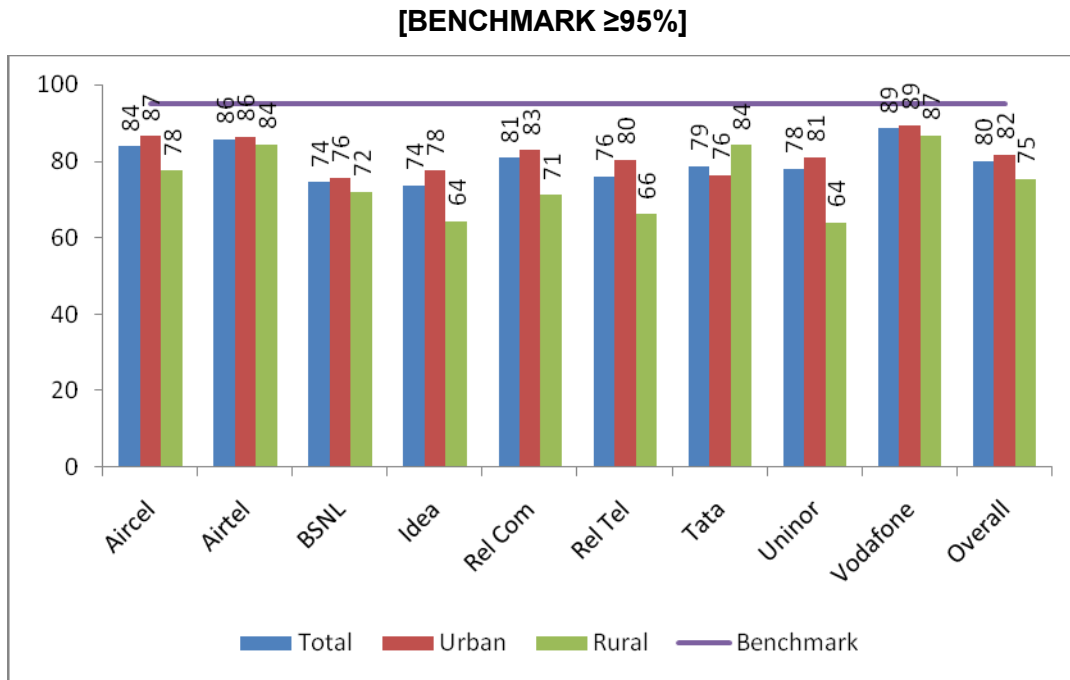
**6B.1.4.2** The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service Providers		% customers			
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base
Aircel	Total	80.1	86.2	90.0	391
	Urban	80.9	85.7	91.5	273
	Rural	77.9	87.3	86.4	118
Airtel	Total	85.7	86.2	88.8	392
	Urban	85.1	86.2	91.8	268
	Rural	87.1	86.3	82.3	124
BSNL	Total	69.8	77.5	82.6	390
	Urban	71.2	77.0	83.2	274
	Rural	66.4	78.5	81.0	116
Idea	Total	74.6	79.4	81.3	385
	Urban	78.5	81.4	83.3	270
	Rural	65.3	74.7	76.5	115
Rel Com	Total	75.8	77.1	81.3	385
	Urban	76.7	77.3	82.6	321
	Rural	71.9	76.6	75.0	64
Rel Tel	Total	75.6	77.1	81.1	393
	Urban	79.6	79.3	84.0	275
	Rural	66.1	72.1	74.6	118
Tata	Total	75.5	83.5	86.6	388
	Urban	71.2	81.2	85.6	271
	Rural	85.4	88.9	88.9	117
Uninor	Total	76.5	78.3	80.9	387
	Urban	79.3	81.1	83.1	319
	Rural	63.3	64.7	70.6	68
Vodafone	Total	88.7	91.2	90.9	388
	Urban	89.8	91.3	91.4	267
	Rural	85.9	90.9	90.0	121
<b>Overall</b>	<b>Total</b>	<b>78.0</b>	<b>81.9</b>	<b>84.9</b>	<b>3499</b>
	<b>Urban</b>	<b>79.1</b>	<b>82.1</b>	<b>86.2</b>	<b>2538</b>
	<b>Rural</b>	<b>75.3</b>	<b>81.1</b>	<b>81.5</b>	<b>961</b>

- On an overall basis, cellular mobile service customers were less satisfied with all the sub-parameters of the network performance, reliability and availability.
- Satisfaction among cellular mobile service customers was low with regards to the availability of signal of respective service providers in their localities.

### 6B.1.5 Customer Satisfaction with Maintainability

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



- None of the service providers were able to meet the benchmark laid down by TRAI.

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

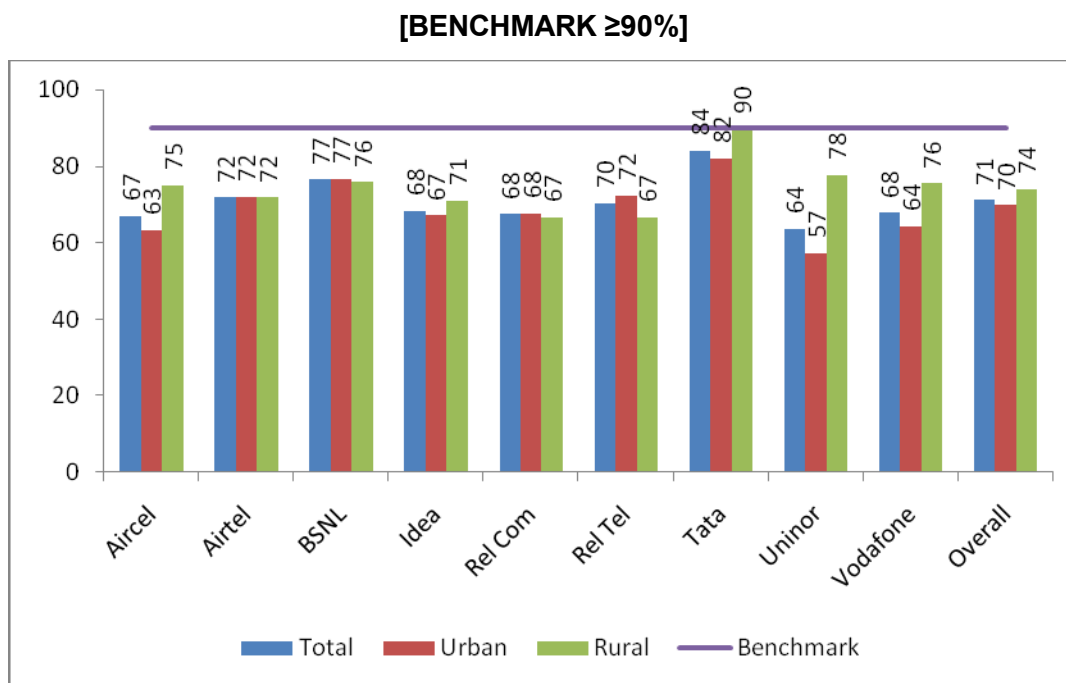
Service providers		% customers		Base
		Availability of network (signal)	Restoration of network (signal) problem	
Aircel	Total	84.7	83.1	391
	Urban	86.4	86.8	273
	Rural	80.5	74.6	118
Airtel	Total	86.0	85.5	392
	Urban	86.6	86.1	268
	Rural	84.7	83.9	124
BSNL	Total	73.0	75.9	390
	Urban	73.8	77.4	274
	Rural	71.6	72.4	116
Idea	Total	73.5	73.8	385
	Urban	77.0	78.1	270
	Rural	65.2	63.5	115
Rel Com	Total	82.0	79.7	385
	Urban	84.1	81.6	321
	Rural	71.9	70.4	64
Rel Tel	Total	76.5	75.6	393
	Urban	80.7	80.0	275
	Rural	67.0	65.2	118
Tata	Total	78.9	78.6	388
	Urban	76.8	76.0	271
	Rural	83.7	84.6	117
Uninor	Total	78.1	78.1	387
	Urban	80.9	81.2	319
	Rural	64.7	63.2	68
Vodafone	Total	89.7	87.4	388
	Urban	89.9	88.8	267
	Rural	89.3	84.3	121
<b>Overall</b>	<b>Total</b>	<b>80.3</b>	<b>79.8</b>	<b>3499</b>
	<b>Urban</b>	<b>81.8</b>	<b>81.8</b>	<b>2538</b>
	<b>Rural</b>	<b>76.3</b>	<b>74.4</b>	<b>961</b>

- On an overall basis, cellular mobile service customers were less satisfied with all the sub-parameters of of maintainability.



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

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



- None of the service providers met the benchmark set by TRAI. However, Tata met the benchmark in rural areas.

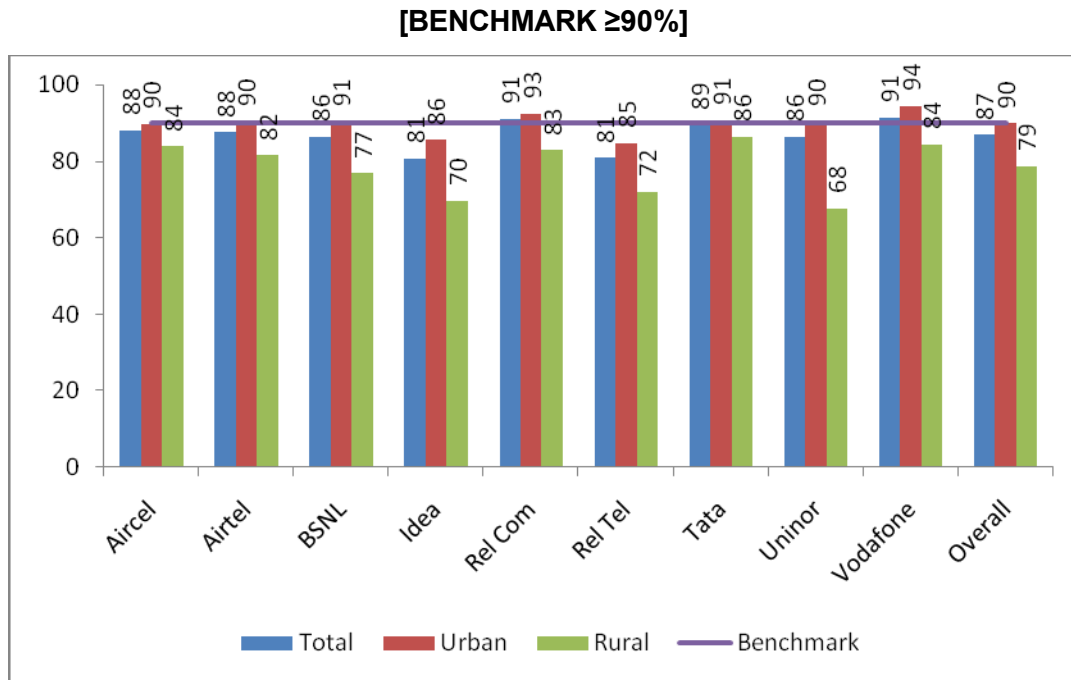
**6B.1.6.2** The following table shows the satisfaction level of the customers with the sub-parameters of the supplementary and value added services.

Service Providers		% customers			Base
		Quality of supplementary services	Process of activating VAS or unsubscribing	Resolution of complaints	
Aircel	Total	81.0	79.4	39.0	63
	Urban	85.0	77.5	31.1	40
	Rural	73.9	82.6	64.2	23
Airtel	Total	83.3	85.4	53.1	48
	Urban	91.7	95.8	46.3	24
	Rural	75.0	75.0	65.2	24
BSNL	Total	84.4	71.1	72.0	45
	Urban	85.3	70.6	72.3	34
	Rural	81.8	72.7	71.4	11
Idea	Total	86.3	84.3	46.1	51
	Urban	83.4	83.3	45.2	36
	Rural	93.3	86.7	48.0	15
Rel Com	Total	85.0	70.0	47.5	40
	Urban	90.0	66.7	50.0	30
	Rural	70.0	80.0	25.0	10
Rel Tel	Total	80.4	78.2	58.2	46
	Urban	83.9	77.4	60.5	31
	Rural	73.3	80.0	54.1	15
Tata	Total	95.3	80.9	71.5	63
	Urban	93.8	79.6	67.7	49
	Rural	100	85.7	81.8	14
Uninor	Total	72.4	75.9	43.3	29
	Urban	68.4	68.4	39.1	19
	Rural	80.0	90.0	57.1	10
Vodafone	Total	81.1	75.7	56.5	37
	Urban	76.0	68.0	56.3	25
	Rural	91.7	91.7	57.1	12
<b>Overall</b>	<b>Total</b>	<b>84.1</b>	<b>78.5</b>	<b>53.0</b>	<b>422</b>
	<b>Urban</b>	<b>85.4</b>	<b>76.7</b>	<b>50.6</b>	<b>288</b>
	<b>Rural</b>	<b>81.3</b>	<b>82.1</b>	<b>58.8</b>	<b>134</b>

- On an overall basis, cellular mobile service customers were less satisfied with all the sub-parameters of the supplementary and value added services, especially with resolution of complaints.

### 6B.1.7 Customer satisfied with Overall Service Quality

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



- On an overall basis, Rel Com and Vodafone met the benchmark laid down by TRAI.

## 6B.2 Awareness of Complaint Redressal Mechanism & Experience among Cellular Mobile Service Subscribers

### 6B.2.1 Awareness and Experience - Complaint Centre

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

Service Providers		% customers	Base
Aircel	Total	60.4	391
	Urban	64.1	273
	Rural	51.7	118
Airtel	Total	63.8	392
	Urban	60.8	268
	Rural	70.2	124
BSNL	Total	60.0	390
	Urban	65.0	274
	Rural	48.3	116
Idea	Total	67.3	385
	Urban	69.3	270
	Rural	62.6	115
Rel Com	Total	53.2	385
	Urban	55.8	321
	Rural	40.6	64
Rel Tel	Total	59.0	393
	Urban	60.0	275
	Rural	56.8	118
Tata	Total	67.8	388
	Urban	70.1	271
	Rural	62.4	117
Uninor	Total	49.1	387
	Urban	47.0	319
	Rural	58.8	68
Vodafone	Total	58.2	388
	Urban	58.4	267
	Rural	57.9	121
<b>Overall</b>	<b>Total</b>	<b>59.9</b>	<b>3499</b>
	<b>Urban</b>	<b>60.8</b>	<b>2538</b>
	<b>Rural</b>	<b>57.4</b>	<b>961</b>

- On the overall, only 59.9% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.

**6B.2.1.2** The following table shows the percentage of customers who got information about toll free customer care number from different sources.

Service Providers		% customers						Base
		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	
Aircel	Total	4.2	10.2	33.5	44.9	23.3	0.0	236
	Urban	3.4	12.6	27.4	46.9	25.7	0.0	175
	Rural	6.6	3.3	50.8	39.3	16.4	0.0	61
Airtel	Total	2.8	7.6	35.6	51.2	19.2	0.8	250
	Urban	1.8	6.1	31.9	49.7	22.1	0.6	163
	Rural	4.6	10.3	42.5	54.0	13.8	1.1	87
BSNL	Total	3.4	4.3	31.2	52.6	25.6	2.1	234
	Urban	1.1	4.5	27.5	55.6	29.8	1.7	178
	Rural	10.7	3.6	42.9	42.9	12.5	3.6	56
Idea	Total	4.6	4.2	24.7	53.7	29.0	0.8	259
	Urban	5.3	5.3	17.1	49.2	38.0	1.1	187
	Rural	2.8	1.4	44.4	65.3	5.6	0.0	72
Rel Com	Total	5.4	1.0	22.0	50.2	30.7	0.0	205
	Urban	5.0	1.1	20.7	47.5	34.6	0.0	179
	Rural	7.7	0.0	30.8	69.2	3.8	0.0	26
Rel Tel	Total	6.5	3.9	34.1	48.7	28.9	0.0	232
	Urban	6.1	4.8	24.2	46.1	37.0	0.0	165
	Rural	7.5	1.5	58.2	55.2	9.0	0.0	67
TATA	Total	0.8	4.2	29.7	51.0	28.9	0.4	263
	Urban	1.1	3.7	22.1	50.5	32.1	0.0	190
	Rural	0.0	5.5	49.3	52.1	20.5	1.4	73
Uninor	Total	3.7	5.3	28.4	46.3	25.8	1.6	190
	Urban	3.3	6.7	24.0	40.0	31.3	1.3	150
	Rural	5.0	0.0	45.0	70.0	5.0	2.5	40
Vodafone	Total	4.0	4.4	32.3	49.6	30.5	0.0	226
	Urban	3.2	4.5	26.3	46.8	39.1	0.0	156
	Rural	5.7	4.3	45.7	55.7	11.4	0.0	70
<b>Overall</b>	<b>Total</b>	<b>3.9</b>	<b>5.1</b>	<b>30.3</b>	<b>49.9</b>	<b>0.6</b>	<b>26.8</b>	<b>2095</b>
	<b>Urban</b>	<b>3.4</b>	<b>5.4</b>	<b>24.4</b>	<b>48.2</b>	<b>0.5</b>	<b>32.2</b>	<b>1543</b>
	<b>Rural</b>	<b>5.3</b>	<b>4.0</b>	<b>46.6</b>	<b>54.7</b>	<b>0.9</b>	<b>11.8</b>	<b>552</b>

- In total, 49.9 % of the cellular mobile telephone service customers came to know about the toll free customer care number from display at complaint centers/ sales outlets followed by SMS from service provider.

**6B.2.1.3** The following table shows the percentage of customers who had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

Service Providers		% customers	Base
Aircel	Total	49.6	236
	Urban	51.4	175
	Rural	44.3	61
Airtel	Total	50.8	250
	Urban	50.9	163
	Rural	50.6	87
BSNL	Total	52.6	234
	Urban	58.4	178
	Rural	33.9	56
Idea	Total	54.4	259
	Urban	58.3	187
	Rural	44.4	72
Rel Com	Total	52.7	205
	Urban	55.3	179
	Rural	34.6	26
Rel Tel	Total	47.4	232
	Urban	51.5	165
	Rural	37.3	67
Tata	Total	52.5	263
	Urban	60.0	190
	Rural	32.9	73
Uninor	Total	49.5	190
	Urban	50.7	150
	Rural	45.0	40
Vodafone	Total	47.8	226
	Urban	53.2	156
	Rural	35.7	70
<b>Overall</b>	<b>Total</b>	<b>50.9</b>	<b>2095</b>
	<b>Urban</b>	<b>54.6</b>	<b>1543</b>
	<b>Rural</b>	<b>40.4</b>	<b>552</b>

- In all, 50.9% of the cellular mobile telephone service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

**6B.2.1.4** The following table shows the percentage of customer who received or did not receive docket number for their complaints.

Service Providers		% customers					Base
		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	
Aircel	Total	23.9	64.1	5.1	4.3	2.6	117
	Urban	16.7	74.4	3.3	2.2	3.3	90
	Rural	48.1	29.6	11.1	11.1	0.0	27
Airtel	Total	31.5	59.1	4.7	3.1	1.6	127
	Urban	21.7	72.3	4.8	0.0	1.2	83
	Rural	50.0	34.1	4.5	9.1	2.3	44
BSNL	Total	22.8	66.7	4.9	3.3	2.4	123
	Urban	18.3	73.1	4.8	1.9	1.9	104
	Rural	47.4	31.6	5.3	10.5	5.3	19
Idea	Total	26.2	63.8	2.8	3.5	3.5	141
	Urban	22.0	72.5	0.9	0.9	3.7	109
	Rural	40.6	34.4	9.4	12.5	3.1	32
Rel Com	Total	20.4	63.9	9.3	3.7	2.8	108
	Urban	18.2	65.7	9.1	4.0	3.0	99
	Rural	44.4	44.4	11.1	0.0	0.0	9
Rel Tel	Total	23.6	60.0	7.3	1.8	7.3	110
	Urban	17.6	68.2	7.1	0.0	7.1	85
	Rural	44.0	32.0	8.0	8.0	8.0	25
Tata	Total	24.6	58.7	8.0	5.1	3.6	138
	Urban	20.2	65.8	7.9	3.5	2.6	114
	Rural	45.8	25.0	8.3	12.5	8.3	24
Uninor	Total	23.4	71.3	3.2	2.1	0.0	94
	Urban	19.7	75.0	2.6	2.6	0.0	76
	Rural	38.9	55.6	5.6	0.0	0.0	18
Vodafone	Total	32.4	59.3	0.9	4.6	2.8	108
	Urban	19.3	71.1	1.2	6.0	2.4	83
	Rural	76.0	20.0	0.0	0.0	4.0	25
<b>Overall</b>	<b>Total</b>	<b>25.5</b>	<b>62.8</b>	<b>5.2</b>	<b>3.6</b>	<b>3.0</b>	<b>1066</b>
	<b>Urban</b>	<b>19.3</b>	<b>70.7</b>	<b>4.7</b>	<b>2.4</b>	<b>2.8</b>	<b>843</b>
	<b>Rural</b>	<b>48.9</b>	<b>32.7</b>	<b>6.7</b>	<b>8.1</b>	<b>3.6</b>	<b>223</b>

On an overall basis:

- 25.5% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 62.8% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.

- 5.2% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.
- 3.6% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 3% of the cellular mobile telephone service customers, who had complained, said that customer care refused to register their complaints.

**6B.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.**

Service Providers		% customers	Base
Aircel	Total	33.3	114
	Urban	23.0	87
	Rural	66.7	27
Airtel	Total	32.8	125
	Urban	26.8	82
	Rural	44.2	43
BSNL	Total	17.5	120
	Urban	12.7	102
	Rural	44.4	18
Idea	Total	24.3	136
	Urban	10.5	105
	Rural	71.0	31
Rel Com	Total	13.3	105
	Urban	11.5	96
	Rural	33.3	9
Rel Tel	Total	19.6	102
	Urban	11.4	79
	Rural	47.8	23
Tata	Total	26.3	133
	Urban	18.9	111
	Rural	63.6	22
Uninor	Total	16.0	94
	Urban	14.5	76
	Rural	22.2	18
Vodafone	Total	20.0	105
	Urban	9.9	81
	Rural	54.2	24
<b>Overall</b>	<b>Total</b>	<b>23.0</b>	<b>1034</b>
	<b>Urban</b>	<b>15.4</b>	<b>819</b>
	<b>Rural</b>	<b>52.1</b>	<b>215</b>

- As a whole, only 23% of the cellular mobile telephone service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.



**6B.2.1.6** The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.

Service Providers		% customers	Base
Aircel	Total	38.5	117
	Urban	32.2	90
	Rural	59.3	27
Airtel	Total	40.2	127
	Urban	39.8	83
	Rural	40.9	44
BSNL	Total	37.4	123
	Urban	35.6	104
	Rural	47.4	19
Idea	Total	45.4	141
	Urban	43.1	109
	Rural	53.1	32
Rel Com	Total	42.6	108
	Urban	43.4	99
	Rural	33.3	9
Rel Tel	Total	40.0	110
	Urban	35.3	85
	Rural	56.0	25
Tata	Total	43.5	138
	Urban	38.6	114
	Rural	66.7	24
Uninor	Total	26.6	94
	Urban	25.0	76
	Rural	33.3	18
Vodafone	Total	38.9	108
	Urban	30.1	83
	Rural	68.0	25
<b>Overall</b>	<b>Total</b>	<b>39.7</b>	<b>1066</b>
	<b>Urban</b>	<b>36.4</b>	<b>843</b>
	<b>Rural</b>	<b>52.0</b>	<b>223</b>

- In total, 39.7% of the cellular mobile telephone service customers, who had complained, said that they were informed about the action taken on their complaint by the complaint centre.

**6B.2.1.7** The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.

Service Providers		% customers	Base
Aircel	Total	59.8	117
	Urban	54.4	90
	Rural	77.8	27
Airtel	Total	51.2	127
	Urban	45.8	83
	Rural	61.4	44
BSNL	Total	42.3	123
	Urban	43.3	104
	Rural	36.8	19
Idea	Total	58.9	141
	Urban	52.3	109
	Rural	81.3	32
Rel Com	Total	47.2	108
	Urban	46.5	99
	Rural	55.6	9
Rel Tel	Total	53.6	110
	Urban	52.9	85
	Rural	56.0	25
Tata	Total	45.7	138
	Urban	41.2	114
	Rural	66.7	24
Uninor	Total	40.4	94
	Urban	38.2	76
	Rural	50.0	18
Vodafone	Total	50.0	108
	Urban	42.2	83
	Rural	76.0	25
<b>Overall</b>	<b>Total</b>	<b>50.2</b>	<b>1066</b>
	<b>Urban</b>	<b>46.4</b>	<b>843</b>
	<b>Rural</b>	<b>64.6</b>	<b>223</b>

- In total, 50.2% of the cellular mobile telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

**6B.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four weeks.**

Service providers		% customers	Base
Aircel	Total	22.2	117
	Urban	14.4	90
	Rural	48.1	27
Airtel	Total	30.7	127
	Urban	21.7	83
	Rural	47.7	44
BSNL	Total	13.8	123
	Urban	9.6	104
	Rural	36.8	19
Idea	Total	21.3	141
	Urban	11.0	109
	Rural	56.3	32
Rel Com	Total	8.3	108
	Urban	7.1	99
	Rural	22.2	9
Rel Tel	Total	19.1	110
	Urban	12.9	85
	Rural	40.0	25
Tata	Total	18.8	138
	Urban	11.4	114
	Rural	54.2	24
Uninor	Total	14.9	94
	Urban	9.2	76
	Rural	38.9	18
Vodafone	Total	22.2	108
	Urban	15.7	83
	Rural	44.0	25
<b>Overall</b>	<b>Total</b>	<b>19.3</b>	<b>1066</b>
	<b>Urban</b>	<b>12.3</b>	<b>843</b>
	<b>Rural</b>	<b>45.7</b>	<b>223</b>

- In all, only 19.3% of the cellular mobile telephone service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

### 6B.2.3 Awareness and Experience - Appellate Authority

6B.2.3.1 The following table shows the percentage of customers who were aware of the contact details of the Appellate Authority.

Service providers		% customers	Base
Aircel	Total	1.3	391
	Urban	1.1	273
	Rural	1.7	118
Airtel	Total	1.5	392
	Urban	1.5	268
	Rural	1.6	124
BSNL	Total	5.4	390
	Urban	2.9	274
	Rural	11.2	116
Idea	Total	3.9	385
	Urban	3.0	270
	Rural	6.1	115
Rel Com	Total	2.3	385
	Urban	2.8	321
	Rural	0.0	64
Rel Tel	Total	2.5	393
	Urban	1.8	275
	Rural	4.2	118
Tata	Total	4.4	388
	Urban	3.0	271
	Rural	7.7	117
Uninor	Total	2.8	387
	Urban	2.8	319
	Rural	2.9	68
Vodafone	Total	3.6	388
	Urban	1.9	267
	Rural	7.4	121
<b>Overall</b>	<b>Total</b>	<b>3.1</b>	<b>3499</b>
	<b>Urban</b>	<b>2.3</b>	<b>2538</b>
	<b>Rural</b>	<b>5.1</b>	<b>961</b>

- On the overall, only 3.1% of the cellular mobile telephone service customers were aware of the contact details of the Appellate Authority.

**6B.2.3.2** The following table shows the percentage of customers, who got the information about the contact details of the Appellate Authority from different sources.

Service Providers		% customers					Base
		Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	
Aircel	Total	40.0	40.0	20.0	20.0	0.0	5
	Urban	33.3	0.0	33.3	33.3	0.0	3
	Rural	50.0	100.0	0.0	0.0	0.0	2
Airtel	Total	16.7	50.0	0.0	16.7	33.3	6
	Urban	0.0	75.0	0.0	25.0	25.0	4
	Rural	50.0	0.0	0.0	0.0	50.0	2
BSNL	Total	0.0	61.9	23.8	0.0	19.0	21
	Urban	0.0	62.5	12.5	0.0	37.5	8
	Rural	0.0	61.5	30.8	0.0	7.7	13
Idea	Total	13.3	40.0	13.3	13.3	66.7	15
	Urban	25.0	37.5	25.0	12.5	87.5	8
	Rural	0.0	42.9	0.0	14.3	42.9	7
Rel Com	Total	22.2	22.2	11.1	0.0	66.7	9
	Urban	22.2	22.2	11.1	0.0	66.7	9
	Rural	0.0	0.0	0.0	0.0	0.0	0
Rel Tel	Total	0.0	80.0	20.0	0.0	0.0	10
	Urban	0.0	100.0	0.0	0.0	0.0	5
	Rural	0.0	60.0	40.0	0.0	0.0	5
Tata	Total	5.9	47.1	52.9	0.0	0.0	17
	Urban	12.5	62.5	37.5	0.0	0.0	8
	Rural	0.0	33.3	66.7	0.0	0.0	9
Uninor	Total	27.3	36.4	27.3	0.0	9.1	11
	Urban	33.3	44.4	11.1	0.0	11.1	9
	Rural	0.0	0.0	100.0	0.0	0.0	2
Vodafone	Total	7.1	7.1	85.7	0.0	7.1	14
	Urban	0.0	0.0	100.0	0.0	0.0	5
	Rural	11.1	11.1	77.8	0.0	11.1	9
<b>Overall</b>	<b>Total</b>	<b>11.1</b>	<b>39.8</b>	<b>48.1</b>	<b>8.3</b>	<b>5.6</b>	<b>108</b>
	<b>Urban</b>	<b>15.3</b>	<b>52.5</b>	<b>37.3</b>	<b>8.5</b>	<b>6.8</b>	<b>59</b>
	<b>Rural</b>	<b>6.1</b>	<b>24.5</b>	<b>61.2</b>	<b>8.2</b>	<b>4.1</b>	<b>49</b>

- As a whole, 48.1 % of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the display at complaint centres/ sales outlets followed by website of the service provider.

### 6B.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last 6 months.

Service Providers		% customers	Base
Aircel	Total	40.0	5
	Urban	33.3	3
	Rural	50.0	2
Airtel	Total	33.3	6
	Urban	25.0	4
	Rural	50.0	2
BSNL	Total	4.8	21
	Urban	0.0	8
	Rural	7.7	13
Idea	Total	40.0	15
	Urban	37.5	8
	Rural	42.9	7
Rel Com	Total	88.9	9
	Urban	88.9	9
	Rural	0.0	0
Rel Tel	Total	70.0	10
	Urban	100.0	5
	Rural	40.0	5
Tata	Total	47.1	17
	Urban	75.0	8
	Rural	22.2	9
Uninor	Total	36.4	11
	Urban	44.4	9
	Rural	0.0	2
Vodafone	Total	7.1	14
	Urban	0.0	5
	Rural	11.1	9
<b>Overall</b>	<b>Total</b>	<b>36.1</b>	<b>108</b>
	<b>Urban</b>	<b>47.5</b>	<b>59</b>
	<b>Rural</b>	<b>22.4</b>	<b>49</b>

- On the overall, 36.1% of the cellular mobile telephone service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.

**6B.2.3.4** The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.

Service Providers		% customers					Base
		E-mail	Fax	Letter (post/courier)	In person (self)	Other	
Aircel	Total	50.0	0.0	0.0	50.0	0.0	2
	Urban	0.0	0.0	0.0	100.0	0.0	1
	Rural	100.0	0.0	0.0	0.0	0.0	1
Airtel	Total	50.0	0.0	0.0	0.0	50.0	2
	Urban	0.0	0.0	0.0	0.0	100.0	1
	Rural	100.0	0.0	0.0	0.0	0.0	1
BSNL	Total	0.0	0.0	0.0	0.0	100.0	1
	Urban	0.0	0.0	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	0.0	100.0	1
Idea	Total	83.3	0.0	0.0	16.7	0.0	6
	Urban	66.7	0.0	0.0	33.3	0.0	3
	Rural	100.0	0.0	0.0	0.0	0.0	3
Rel Com	Total	87.5	0.0	0.0	12.5	0.0	8
	Urban	87.5	0.0	0.0	12.5	0.0	8
	Rural	0.0	0.0	0.0	0.0	0.0	0
Rel Tel	Total	100.0	0.0	0.0	0.0	0.0	7
	Urban	100.0	0.0	0.0	0.0	0.0	5
	Rural	100.0	0.0	0.0	0.0	0.0	2
Tata	Total	100.0	0.0	0.0	0.0	0.0	8
	Urban	100.0	0.0	0.0	0.0	0.0	6
	Rural	100.0	0.0	0.0	0.0	0.0	2
Uninor	Total	50.0	0.0	0.0	25.0	25.0	4
	Urban	50.0	0.0	0.0	25.0	25.0	4
	Rural	0.0	0.0	0.0	0.0	0.0	0
Vodafone	Total	100.0	0.0	0.0	0.0	0.0	1
	Urban	0.0	0.0	0.0	0.0	0.0	0
	Rural	100.0	0.0	0.0	0.0	0.0	1
<b>Overall</b>	<b>Total</b>	<b>82.1</b>	<b>0.0</b>	<b>0.0</b>	<b>10.3</b>	<b>7.7</b>	<b>39</b>
	<b>Urban</b>	<b>78.6</b>	<b>0.0</b>	<b>0.0</b>	<b>14.3</b>	<b>7.1</b>	<b>28</b>
	<b>Rural</b>	<b>90.9</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>9.1</b>	<b>11</b>

- In total, 82.1% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority.

**6B.2.3.5** The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.

Service Providers		% customers	Base
Aircel	Total	50.0	2
	Urban	100.0	1
	Rural	0.0	1
Airtel	Total	100.0	2
	Urban	100.0	1
	Rural	100.0	1
BSNL	Total	100.0	1
	Urban	0.0	0
	Rural	100.0	1
Idea	Total	100.0	6
	Urban	100.0	3
	Rural	100.0	3
Rel Com	Total	75.0	8
	Urban	75.0	8
	Rural	0.0	0
Rel Tel	Total	100.0	7
	Urban	100.0	5
	Rural	100.0	2
Tata	Total	87.5	8
	Urban	83.3	6
	Rural	100.0	2
Uninor	Total	100.0	4
	Urban	100.0	4
	Rural	0.0	0
Vodafone	Total	100.0	1
	Urban	0.0	0
	Rural	100.0	1
<b>Overall</b>	<b>Total</b>	<b>89.7</b>	<b>39</b>
	<b>Urban</b>	<b>89.3</b>	<b>28</b>
	<b>Rural</b>	<b>90.9</b>	<b>11</b>

- In all, 89.7% of the cellular mobile telephone service customers received the unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.



**6B.2.3.6** The following table shows the percentage of customers who said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

Service Providers		% customers	Base
Aircel	Total	50.0	2
	Urban	100.0	1
	Rural	0.0	1
Airtel	Total	100.0	2
	Urban	100.0	1
	Rural	100.0	1
BSNL	Total	100.0	1
	Urban	0.0	0
	Rural	100.0	1
Idea	Total	100.0	6
	Urban	100.0	3
	Rural	100.0	3
Rel Com	Total	50.0	8
	Urban	50.0	8
	Rural	0.0	0
Rel Tel	Total	100.0	7
	Urban	100.0	5
	Rural	100.0	2
Tata	Total	100.0	8
	Urban	100.0	6
	Rural	100.0	2
Uninor	Total	75.0	4
	Urban	75.0	4
	Rural	0.0	0
Vodafone	Total	100.0	1
	Urban	0.0	0
	Rural	100.0	1
<b>Overall</b>	<b>Total</b>	<b>84.6</b>	<b>39</b>
	<b>Urban</b>	<b>82.1</b>	<b>28</b>
	<b>Rural</b>	<b>90.9</b>	<b>11</b>

- On the overall, 84.6% of the cellular mobile telephone service customers said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

**6B.2.3.7** The following table shows the percentage of customers who claimed to have got the “Manual of Practice” containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

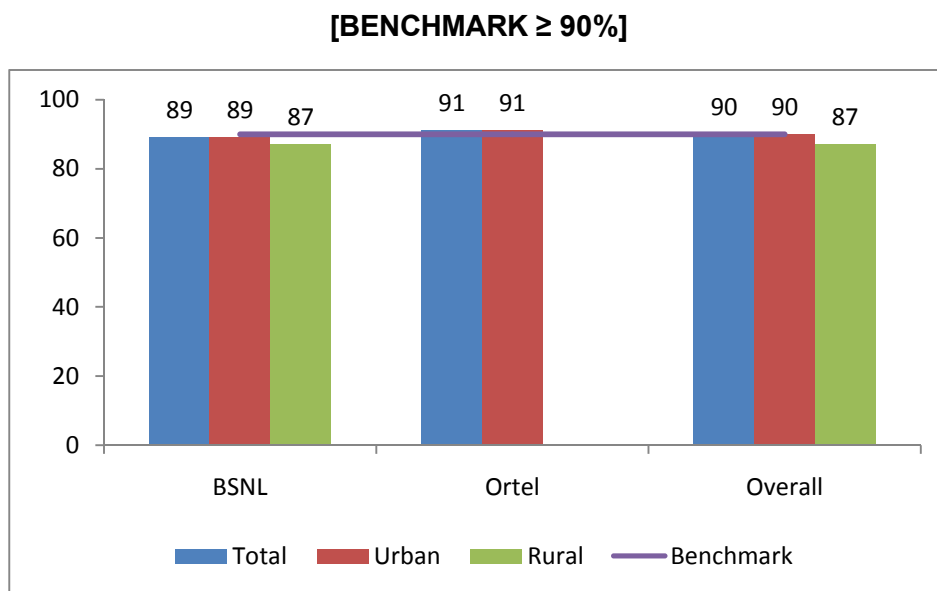
Service Providers		% customers	Base
Aircel	Total	37.1	391
	Urban	34.4	273
	Rural	43.2	118
Airtel	Total	38.3	392
	Urban	29.5	268
	Rural	57.3	124
BSNL	Total	41.9	387
	Urban	37.9	272
	Rural	51.3	115
Idea	Total	44.3	384
	Urban	42.8	269
	Rural	47.8	115
Rel Com	Total	26.7	382
	Urban	27.5	320
	Rural	22.6	62
Rel Tel	Total	42.8	390
	Urban	39.2	273
	Rural	51.3	117
TATA	Total	43.9	387
	Urban	43.2	271
	Rural	45.7	116
Uninor	Total	40.1	387
	Urban	37.0	319
	Rural	54.4	68
Vodafone	Total	43.4	387
	Urban	41.4	266
	Rural	47.9	121
<b>Overall</b>	<b>Total</b>	<b>39.8</b>	<b>3487</b>
	<b>Urban</b>	<b>36.8</b>	<b>2531</b>
	<b>Rural</b>	<b>47.9</b>	<b>956</b>

- In total, only 39.8% of the cellular mobile telephone service customers claimed that they had received the Manual of Practice.

## 6C.1 Broadband Service

### 6C.1.1 Customer Satisfaction with Provision of Service

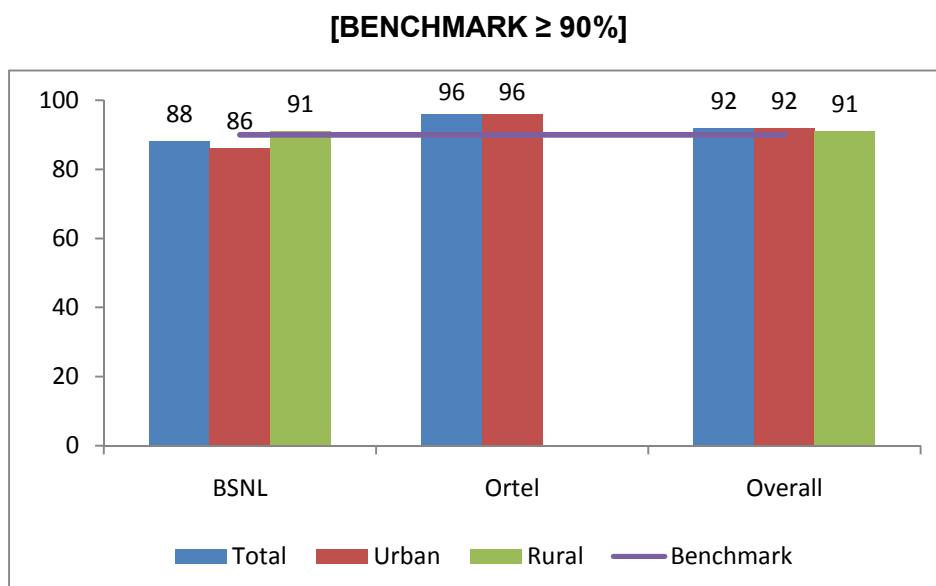
6C.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



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

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

6C.1.2.1 The following graph shows the percentage of postpaid customers satisfied with billing performance.



- Ortel met the benchmark in urban areas while BSNL met the benchmark in rural areas.

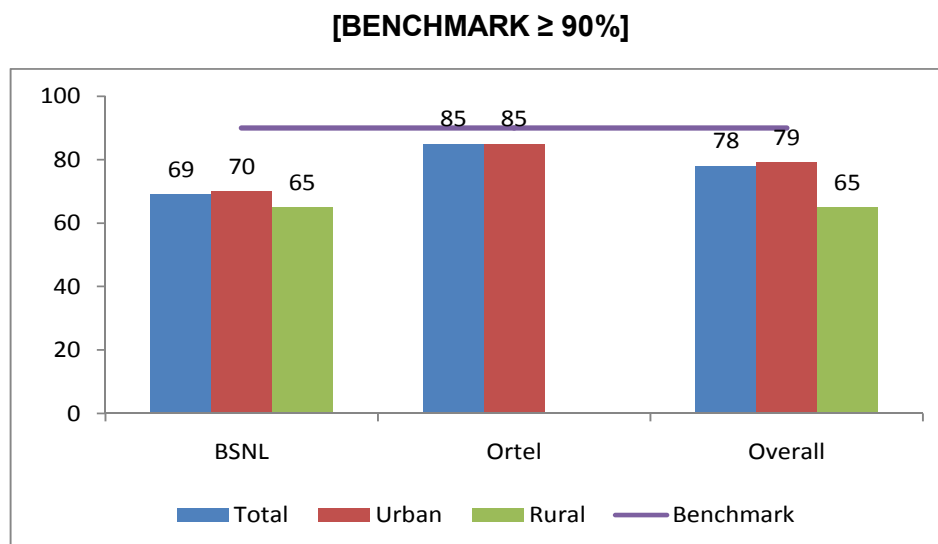
6C.1.2.2 The following table shows the percentage of postpaid customers satisfied with the sub- parameters of billing performance.

Service Providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	82.9	94.0	90.9	51.0	386
	Urban	80.7	93.4	90.2	45.7	284
	Rural	89.2	96.1	93.2	62.5	102
Ortel	Total	92.1	99.3	97.1	66.7	384
	Urban	92.1	99.3	97.1	66.7	384
	Rural	-	-	-	-	-
Overall	Total	87.5	96.6	94.0	53.3	770
	Urban	87.3	96.7	94.2	50.0	668
	Rural	89.2	96.1	93.2	62.5	102

- Broadband service customers of BSNL and Ortel were less satisfied with the clarity of bills in terms of transparency and understandability.

### 6C.1.3 Customer Satisfaction with Help Services

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



- Both service providers failed to meet the benchmark laid down by TRAI.

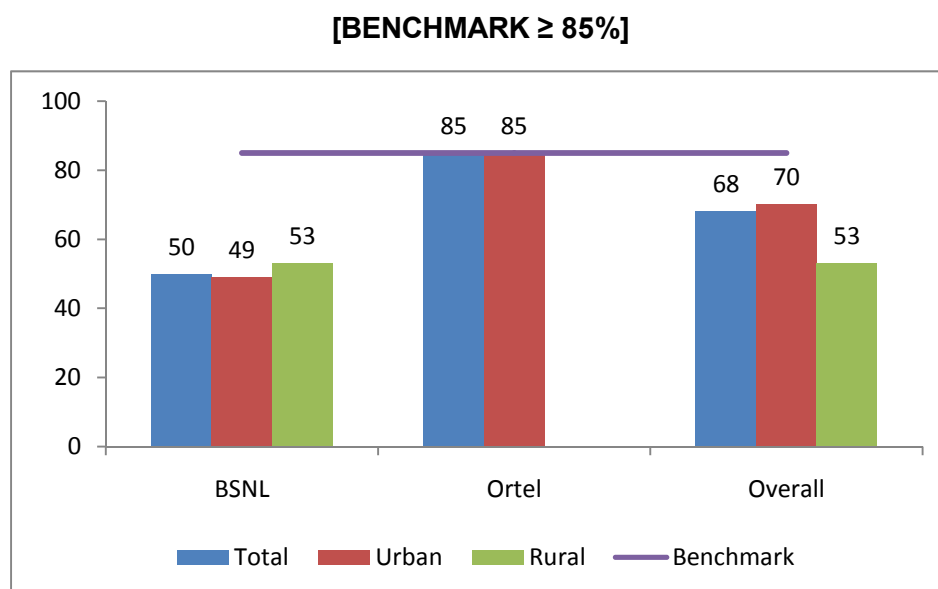
6C.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services.

Service Providers		% customers					Base
		Ease of access of complaint centre/ customer care or helpline	Ease of getting an option for talking to customer care executive	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by complaint centre/ customer care or helpline to resolve your complaints	
BSNL	Total	68.1	70.3	76.2	66.0	63.2	185
	Urban	66.4	70.0	77.8	69.3	65.7	140
	Rural	73.3	71.1	71.1	55.5	55.5	45
Ortel	Total	82.8	83.3	89.9	89.5	79.3	227
	Urban	82.7	84.0	89.8	89.8	79.1	227
	Rural	-	-	-	-	-	-
Overall	Total	76.2	77.4	83.7	78.9	72.1	412
	Urban	76.4	78.7	85.2	81.9	74.0	367
	Rural	74.5	68.1	72.4	55.4	57.4	45

- On an overall basis, broadband service customers were less satisfied with all the sub-parameters of help services.

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

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



- Ortel was able to meet the benchmark laid down by TRAI.
- BSNL customers were least satisfied on this parameter.

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

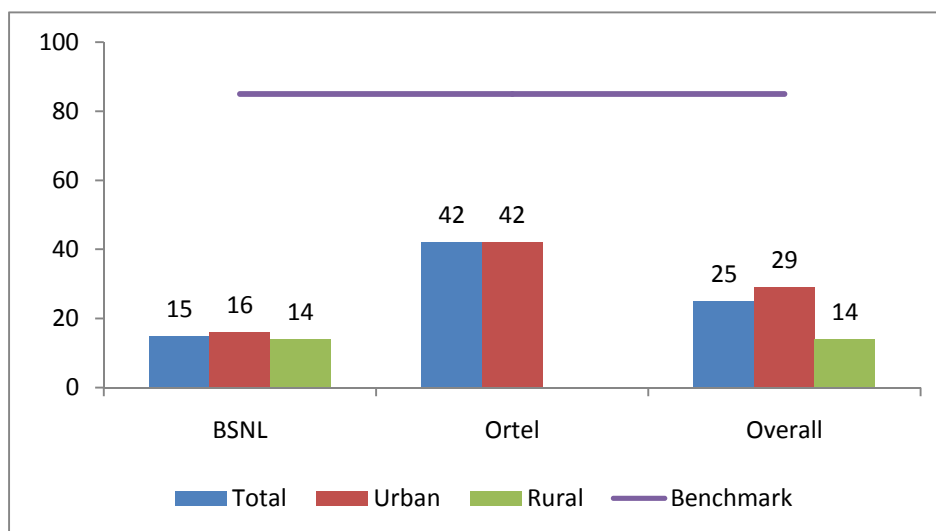
Service Providers		% customers		Base
		Speed of broadband connection	Amount of time for which the service is up and working	
BSNL	Total	52.4	48.2	386
	Urban	53.5	45.4	284
	Rural	49.1	55.9	102
Ortel	Total	79.7	91.1	384
	Urban	79.7	91.1	384
	Rural	-	-	-
Overall	Total	65.9	69.6	770
	Urban	68.5	71.7	668
	Rural	49.1	55.9	102

- Broadband service customers of BSNL were less satisfied with the speed of broadband connection as well as with the amount of time for which the service is up and working.

### 6C.1.5 Customer Satisfaction with Maintainability

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

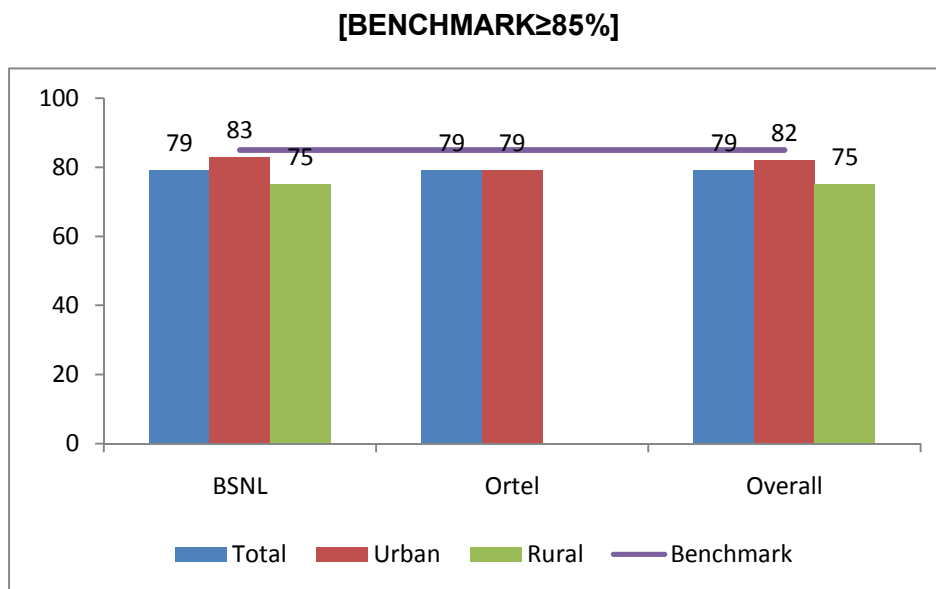
[BENCHMARK ≥ 85%]



- Both BSNL and Ortel were not able to meet the benchmark laid down by TRAI.
- Broadband customers of BSNL and Ortel were less satisfied with this parameter.

### 6C.1.6 Customer Satisfaction with Supplementary Services

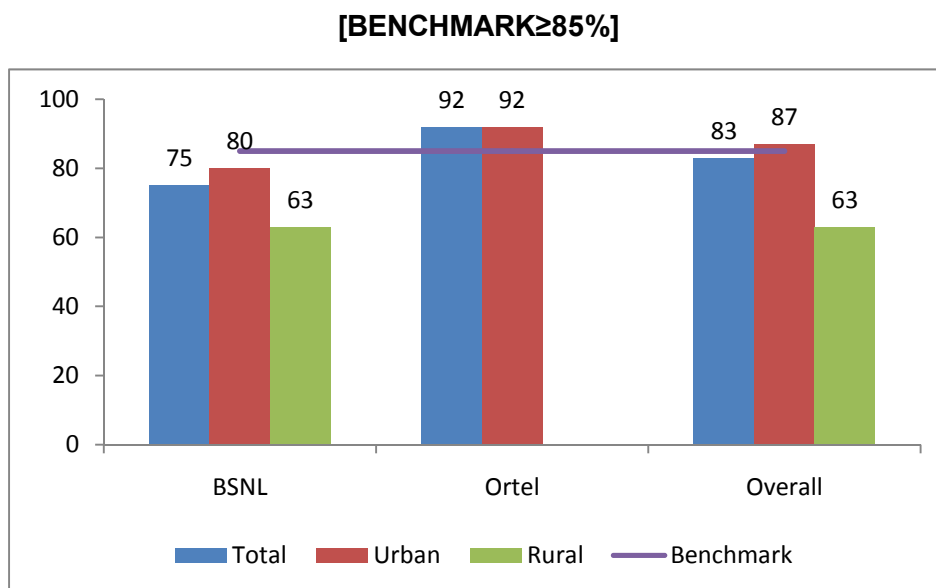
6C.1.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- Both the service providers were not able to meet the benchmark laid down by TRAI.

### 6C.1.7 Customer Satisfaction with Overall Service Quality

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



- Ortel was able to meet the benchmark laid down by TRAI.

## 6C.2 Awareness of Complaint Redressal Mechanism and Experience among Broadband Service Subscribers

### 6C.2.1 Awareness and Experience - Call Centre

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

Service providers		% customers	Base
BSNL	Total	77.7	386
	Urban	84.5	284
	Rural	58.8	102
Ortel	Total	94.0	384
	Urban	94.0	384
	Rural	-	-
Overall	Total	85.8	770
	Urban	90.0	668
	Rural	58.8	102

- In total, 85.8% of the broadband service customers said that they were aware of the complaint centre number of their service provider to make complaints/ queries.

6C.2.1.2 The following table shows the percentage of customers who got the information about toll free customer care number from different sources.

Service Providers		% customers					Base	
		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centres/ sales outlets	Internet bills		Other
BSNL	Total	2.7	41	15.3	19.3	40	5.0	300
	Urban	1.7	36.3	11.3	21.3	43.3	4.2	240
	Rural	6.7	60	31.7	11.7	26.7	8.3	60
Ortel	Total	4.2	39.1	11.1	22.2	25.2	20.2	361
	Urban	4.2	39.1	11.1	22.2	25.2	20.2	361
	Rural	-	-	-	-	-	-	-
Overall	Total	3.5	39.9	13.0	20.9	31.9	13.3	661
	Urban	3.2	37.9	11.1	21.8	32.4	13.8	601
	Rural	6.7	60.0	31.7	11.7	26.7	8.3	60

- In total, 39.9 % of the broadband service customers came to know about the toll free customer care number from the website of the service provider while 31.9% of the broadband service customers came to know through internet bills.



**6C.2.1.3** The following table shows the percentage of customers who had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

Service Providers		% customers	Base
BSNL	Total	47.0	300
	Urban	47.5	240
	Rural	45.0	60
Ortel	Total	61.2	361
	Urban	61.2	361
	Rural	-	-
<b>Overall</b>	<b>Total</b>	<b>54.8</b>	<b>661</b>
	<b>Urban</b>	<b>55.7</b>	<b>601</b>
	<b>Rural</b>	<b>45.0</b>	<b>60</b>

- In all, 54.8% of the broadband service customers claimed that they had complained in the last 6 months to the toll free complaint centre/ customer care/ help-line telephone number.

**6C.2.1.4** 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 the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	
BSNL	Total	26.2	57.4	9.9	4.3	2.1	141
	Urban	19.3	64.9	9.6	3.5	2.6	114
	Rural	55.6	25.9	11.1	7.4	0.0	27
Ortel	Total	74.7	18.1	5.9	1.4	0.0	221
	Urban	74.7	18.1	5.9	1.4	0.0	221
	Rural	-	-	-	-	-	-
<b>Overall</b>	<b>Total</b>	<b>55.8</b>	<b>33.4</b>	<b>7.5</b>	<b>2.5</b>	<b>0.8</b>	<b>362</b>
	<b>Urban</b>	<b>55.8</b>	<b>34.0</b>	<b>7.2</b>	<b>2.1</b>	<b>0.9</b>	<b>335</b>
	<b>Rural</b>	<b>55.6</b>	<b>25.9</b>	<b>11.1</b>	<b>7.4</b>	<b>0.0</b>	<b>27</b>

On an overall basis:

- 55.8% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 33.4% of the broadband service customers, who had complained, said that they did not receive docket numbers for their complaints. The incidence was higher among BSNL customers.
- 7.5% of the broadband service customers, who had complained, said that they received docket numbers on request.

- 2.5% of the broadband service customers, who had complained, said that they did not receive docket numbers even on request.
- 0.8% of the broadband service customers, who had complained, said that customer care refused to register their complaints.

**6C.2.1.5 The following table shows the percentage of customers who were informed through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which complaint was resolved.**

Service Providers		% customers	Base
BSNL	Total	18.8	138
	Urban	14.4	111
	Rural	37.0	27
Ortel	Total	28.1	221
	Urban	27.7	221
	Rural	-	-
Overall	<b>Total</b>	<b>24.5</b>	<b>359</b>
	<b>Urban</b>	<b>23.3</b>	<b>332</b>
	<b>Rural</b>	<b>39.3</b>	<b>27</b>

- As a whole, only 24.5% of the broadband service customers got the SMS about the docket number, date of complaint registration, time of complaint registration and the time within which their complaint would be resolved.

**6C.2.1.6 The following table shows the percentage of customers who were informed about the action taken on their complaint through SMS or by other means.**

Service Providers		% customers	Base
BSNL	Total	39.1	138
	Urban	36.9	111
	Rural	48.1	27
Ortel	Total	57.0	221
	Urban	56.8	221
	Rural	-	-
Overall	<b>Total</b>	<b>50.1</b>	<b>359</b>
	<b>Urban</b>	<b>50.2</b>	<b>332</b>
	<b>Rural</b>	<b>50.0</b>	<b>27</b>

- In total, 50.1% of the broadband service customers, who had complained, said that they were informed about the action taken on their complaint through SMS or by other means.

**6C.2.1.7 The following table shows the percentage of customers whose complaints were resolved by the complaint centre within three (3) days.**

Service Providers		% customers	Base
BSNL	Total	70.3	138
	Urban	73.9	111
	Rural	55.6	27
Ortel	Total	84.6	221
	Urban	84.5	221
	Rural	-	-
<b>Overall</b>	<b>Total</b>	<b>79.1</b>	<b>359</b>
	<b>Urban</b>	<b>81.0</b>	<b>332</b>
	<b>Rural</b>	<b>57.1</b>	<b>27</b>

- In total, 79.1% of the broadband service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.

**6C.2.1.8 The following table shows the percentage of customers who got their billing complaints resolved satisfactorily by complaint centre/ customer care within four (4) weeks.**

Service Providers		% customers	Base
BSNL	Total	18.8	138
	Urban	14.4	111
	Rural	37.0	27
Ortel	Total	5.0	221
	Urban	5.0	221
	Rural	-	-
<b>Overall</b>	<b>Total</b>	<b>10.3</b>	<b>359</b>
	<b>Urban</b>	<b>8.2</b>	<b>332</b>
	<b>Rural</b>	<b>35.7</b>	<b>27</b>

- In all, only 10.3% of the broadband service customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by complaint centre/ customer care within four weeks after they had lodged their complaint.

### 6C.2.3 Awareness and Experience of Appellate Authority

6C.2.3.1 The following table shows the percentage of customers who were aware of the contact details of the Appellate Authority.

Service providers		% customers	Base
BSNL	Total	11.4	386
	Urban	9.5	284
	Rural	16.7	102
Ortel	Total	12.5	384
	Urban	12.5	384
	Rural	-	-
Overall	<b>Total</b>	<b>11.9</b>	<b>770</b>
	<b>Urban</b>	<b>11.2</b>	<b>668</b>
	<b>Rural</b>	<b>16.7</b>	<b>102</b>

- On the overall, only 11.9% of the broadband service customers were aware of the contact details of the Appellate Authority.

6C.2.3.2 The following table shows the percentage of customers who got information about the contact details of the Appellate Authority from different sources.

Service Providers		% customers					Base
		Newspaper	Website of the service provider	SMS from Service Provider	Display at complaint centres/ sales outlets	Internet bills	
BSNL	Total	0.0	72.7	22.7	29.5	13.6	44
	Urban	0.0	66.7	29.6	25.9	7.4	27
	Rural	0.0	82.4	11.8	35.3	23.5	17
Ortel	Total	4.2	72.9	2.1	29.2	8.3	48
	Urban	4.2	72.9	2.1	29.2	8.3	48
	Rural	-	-	-	-	-	-
Overall	<b>Total</b>	<b>2.2</b>	<b>72.8</b>	<b>12.0</b>	<b>29.3</b>	<b>10.9</b>	<b>92</b>
	<b>Urban</b>	<b>2.7</b>	<b>70.7</b>	<b>12.0</b>	<b>28.0</b>	<b>8.0</b>	<b>75</b>
	<b>Rural</b>	<b>0.0</b>	<b>82.4</b>	<b>11.8</b>	<b>35.3</b>	<b>23.5</b>	<b>17</b>

- As a whole, 72.8 % of the broadband service customers came to know about the contact details of the Appellate Authority from the Website of the service provider.

### 6C.2.3.3 Incidence of filing an appeal with the Appellate Authority in the last 6 months.

Service Providers		% customers	Base
BSNL	Total	27.3	44
	Urban	33.3	27
	Rural	17.6	17
Ortel	Total	20.8	48
	Urban	20.8	48
	Rural	-	-
<b>Overall</b>	<b>Total</b>	<b>23.9</b>	<b>92</b>
	<b>Urban</b>	<b>25.3</b>	<b>75</b>
	<b>Rural</b>	<b>17.6</b>	<b>17</b>

- On the overall, 23.9% of the broadband service customers, who were aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last 6 months.

### 6C.2.3.4 The following table shows the percentage of customers who filed an appeal with the Appellate Authority through different means.

Service providers		% customers					Base
		E-Mail	Fax	Letter (post/courier)	In person (self)	Other	
BSNL	Total	41.7	16.7	25.0	16.7	0.0	12
	Urban	44.4	22.2	11.1	22.2	0.0	9
	Rural	33.3	0.0	66.7	0.0	0.0	3
Ortel	Total	30.0	0.0	40.0	30.0	0.0	10
	Urban	30.0	0.0	40.0	30.0	0.0	10
	Rural	-	-	-	-	-	-
<b>Overall</b>	<b>Total</b>	<b>36.4</b>	<b>9.1</b>	<b>31.8</b>	<b>22.7</b>	<b>0.0</b>	<b>22</b>
	<b>Urban</b>	<b>36.8</b>	<b>10.5</b>	<b>26.3</b>	<b>26.3</b>	<b>0.0</b>	<b>19</b>
	<b>Rural</b>	<b>33.3</b>	<b>0.0</b>	<b>66.7</b>	<b>0.0</b>	<b>0.0</b>	<b>3</b>

- In total, 36.4% of the broadband service customers filed an appeal with the Appellate Authority through e-mail followed by letter (post/courier).

**6C.2.3.5** The following table shows the percentage of customers who received unique appeal number within three (3) days from the Appellate Authority after filing an appeal with it.

Service providers		% customers	Base
BSNL	Total	66.7	12
	Urban	77.8	9
	Rural	33.3	3
Ortel	Total	50.0	10
	Urban	50.0	10
	Rural	-	-
<b>Overall</b>	<b>Total</b>	<b>59.1</b>	<b>22</b>
	<b>Urban</b>	<b>63.2</b>	<b>19</b>
	<b>Rural</b>	<b>33.3</b>	<b>3</b>

- In all, 59.1% of the broadband service customers received the unique appeal number within three (3) days from the appellate authority after filling an appeal with it.

**6C.2.3.6** The following table shows percentage of customers who said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

Service providers		% customers	Base
BSNL	Total	75.0	9
	Urban	66.7	6
	Rural	100.0	3
Ortel	Total	70.0	7
	Urban	70.0	7
	Rural	-	-
<b>Overall</b>	<b>Total</b>	<b>72.7</b>	<b>22</b>
	<b>Urban</b>	<b>68.4</b>	<b>19</b>
	<b>Rural</b>	<b>100.0</b>	<b>3</b>

- On the overall, 72.7% of the broadband service customers said that Appellate Authority took a decision on their appeal within thirty nine (39) days of filing the appeal.

## 6C.2.4 General Information

6C.2.4.1 The following table shows the percentage of customers who claimed to have got the “Manual of Practice” containing the terms & conditions of service, toll free number of the complaint centre and contact detail of Appellate Authority for complaint redressal while subscribing the new mobile telephone connection.

Service providers		% customers	Base
BSNL	Total	62.4	386
	Urban	62.7	284
	Rural	61.8	102
Ortel	Total	87.8	384
	Urban	87.9	379
	Rural	80.0	5
<b>Overall</b>	<b>Total</b>	<b>75.1</b>	<b>770</b>
	<b>Urban</b>	<b>77.1</b>	<b>663</b>
	<b>Rural</b>	<b>62.6</b>	<b>107</b>

- In total, 75.1% of the broadband service customers claimed that they had received the Manual of Practice.

## **7. Critical Analysis**

### **7.1 Basic Telephone Service**

#### **7.1.1 Overall Service Quality**

- BSNL failed to meet the benchmark laid down by TRAI as on the overall only 79% of the customers were satisfied.

#### **7.1.2 Provision of Service:**

- On an overall basis, 79% of the BSNL's basic telephone service customers were satisfied with the provision of service.

#### **7.1.3 Billing Performance - Postpaid**

- BSNL failed to meet the benchmark laid down by TRAI as on the overall 91% of the customers were satisfied.

#### **7.1.4 Help Services including Customer Grievance Redressal**

- Performance of BSNL was low on this parameter as on the overall only 56% of the basic telephone service customers were satisfied. Most of the customers were dissatisfied with all the sub-parameters of help services including customer grievance redressal.

#### **7.1.5 Network Performance, Reliability & Availability**

- BSNL performance was low on this parameter as on the overall 75% of the basic telephone service customers were satisfied.

#### **7.1.6 Maintainability**

- Performance of BSNL was low on this parameter as in all only 71% of the basic telephone service customers were satisfied.

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

- On an overall basis, 86% of the basic telephone customers were satisfied with the supplementary and value added services; however in rural areas only 75% of the customers were satisfied.



### **7.1.8 Complaint Redressal Mechanism**

- On an overall basis, 53% of the basic telephone service customers were aware about the complaint centre number. There was low level of awareness among the rural customers.
- Out of 400 basic telephone service customers, only 10 customers were aware of the contact details of the appellate authority.

## **7.2 Cellular Mobile Telephone Service**

### **7.2.1 Overall Quality of Service**

- On the overall, Rel Com and Vodafone met the benchmark laid down by TRAI.

### **7.2.2 Provision of Service**

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

### **7.2.3 Billing Performance**

- In the postpaid category, all service providers met the benchmark laid down by TRAI.
- In prepaid category, none of the service providers were able to meet the benchmark set by TRAI..

### **7.2.4 Help Services including Customer Grievance Redressal**

- All the service providers failed to meet the benchmark set for this parameter.

### **7.2.5 Network Performance, Reliability & Availability**

- None of the service providers were able to meet the benchmark laid down by TRAI.

### **7.2.6 Maintainability**

- None of the service providers were able to meet the benchmark laid down by TRAI.

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

- None of the service providers met the benchmark set by the TRAI.
- Tata met the benchmark in rural areas.

### **7.2.8 Complaint Redressal Mechanism**

- On the overall, only 59.9% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- Out of 3449 cellular mobile telephone service customers, only 108 customers were aware of the contact details of the Appellate Authority.

## **7.3 Broadband Services**

### **7.3.1 Overall Quality of Service**

- BSNL did not meet the benchmark laid down by TRAI.

### **7.3.2 Provision of Service**

- BSNL failed marginally to meet the benchmark set by TRAI.
- Ortel was able to meet the benchmark laid down by TRAI

### **7.3.3 Billing Performance - Postpaid**

- BSNL did not meet the benchmark laid down by TRAI in urban area but it met the benchmark in rural area.
- Ortel was able to meet the benchmark laid down by TRAI.

### **7.3.4 Help Services**

- BSNL and Ortel failed to meet the benchmark set by TRAI.

### **7.3.5 Network Performance, Reliability & Availability**

- Ortel was able to meet the benchmark laid down by TRAI.
- BSNL customers were least satisfied on this parameter.

### **7.3.6 Maintainability**

- Both BSNL and Ortel were not able to meet the benchmark laid down by TRAI.

### **7.3.7 Supplementary and value added services**

- BSNL and Ortel failed to meet the benchmark laid down by TRAI.

### **7.3.8 Complaint Redressal Mechanism**

- On the overall, 85.8% of the broadband service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- Out of 770 broadband service customers, only 92 customers were aware of the contact details of the Appellate Authority.

## **8. Recommendations: (Quality of Service)**

### **8.1 Basic Telephone Service**

#### **8.1.1 Provision of Service**

- BSNL needs to maintain its performance in urban as well as rural areas.

#### **8.1.2 Billing Performance**

- In both urban and rural areas, BSNL needs to improve its performance.

#### **8.1.3 Help Services including Customer Grievance Redressal**

- There is a strong need for BSNL to improve its performance on this parameter in both urban and rural areas.

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

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

#### **8.1.5 Maintainability**

- BSNL needs to improve its performance in urban as well as in rural areas.

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

- BSNL needs to improve its performance in rural areas while it needs to maintain it in urban areaa.

#### **8.1.7 Complaint Redressal Mechanism**

- BSNL should increase awareness about the complaint centre and Appellate Authority among its customers through various media.

## **8.2 Cellular Mobile Telephone Service**

### **8.2.1 Provision of Service**

- BSNL needs to improve its performance in rural areas while all other service providers need to maintain their performance.

### **8.2.2 Billing Performance**

- In case of postpaid category, all the service providers need to maintain their performance.
- In case of prepaid category, all the service providers need to improve upon their performance.

### **8.2.3 Help Services including Customer Grievance Redressal**

- All the service providers need to improve upon their performance on this parameter in urban as well as rural areas (except Vodafone).

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

- All the service providers need to improve on this parameter in urban as well as rural areas.

### **8.2.5 Maintainability**

- All the service providers need to improve upon their performance on this parameter in urban as well as rural areas.

### **8.2.6 Supplementary & Value Added Services**

- All the service providers need to improve upon their performance in rural areas.
- Idea and Rel Tel need to improve their performance in urban and rural areas.

### **8.2.7 Complaint Redressal Mechanism**

- BSNL should increase awareness about the complaint centre and Appellate Authority among its customers through various media.

## **8.3 Broadband Services**

### **8.3.1 Provision of Service**

- Ortel needs to maintain its performance on this parameter while BSNL needs to improve its performance for this parameter.

### **8.3.2 Billing Performance**

- Ortel needs to maintain its performance on this parameter while BSNL needs to improve its performance in urban areas.

### **8.3.3 Help Services**

- BSNL and Ortel need to improve their performance on this parameter.

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

- Ortel needs to maintain its performance on this parameter while BSNL needs to improve its performance for this parameter.

### **8.3.5 Maintainability**

- As the satisfaction level of broadband customers is low, there is a strong need for BSNL and Ortel to improve their performance on this parameter.

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

- BSNL and Ortel need to improve their performance on this parameter.

### **8.3.7 Overall Quality of Service**

- BSNL needs to improve on this parameter while Ortel needs to maintain it.

### **8.3.8 Complaint Redressal Mechanism**

BSNL and Ortel should increase awareness about the complaint centre and Appellate Authority among their customers through various media.

**Annexure – I**  
**Detailed Tables**

## ANNEXURE-BASIC TELEPHONE SERVICE

**1(a) Have you taken a telephone connection shifted your connection or had your connection temporarily suspended in the last 6 months?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	60	340	400
	%	15.0	85.0	100
BSNL (Urban)	Count	40	241	281
	%	14.2	85.8	100
BSNL (Rural)	Count	20	99	119
	%	16.8	83.2	100

**1(b) In case you have taken a telephone connection in the last 6 months or shifted your connection or had your connection temporarily suspended, how satisfied are you with time taken to provide working phone connection?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	45	8	37	13	2	60
	%	75.0	13.3	61.7	21.7	3.3	100
BSNL (Urban)	Count	32	4	28	6	2	40
	%	80.0	10.0	70.0	15.0	5.0	100
BSNL (Rural)	Count	13	4	9	7	0	20
	%	65.0	20.0	45.0	35.0	0.0	100

**2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	21	39	60
	%	35.0	65.0	100
BSNL (Urban)	Count	13	27	40
	%	32.5	67.5	100
BSNL (Rural)	Count	8	12	20
	%	40.0	60.0	100

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

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	50	3	47	10	0	60
	%	83.3	5	78.3	16.7	0.0	100
BSNL (Urban)	Count	32	0	32	8	0	40
	%	80.0	0.0	80.0	20.0	0.0	100
BSNL (Rural)	Count	18	3	15	2	0	20
	%	90.0	15.0	75.0	10.0	0.0	100



**B. BILLING RELATED - ONLY FOR POSTPAID CUSTOMERS (FOR PRE-PAID CUSTOMERS GO TO Q 10 (A))**
**4. How satisfied are you with the time taken to deliver your bills?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	364	16	348	29	7	400
	%	91.0	4.0	87.0	7.3	1.8	100
BSNL (Urban)	Count	253	1	252	24	4	281
	%	90.1	0.4	89.7	8.5	1.4	100
BSNL (Rural)	Count	111	15	96	5	3	119
	%	93.3	12.6	80.7	4.2	2.5	100

**5(a). How satisfied are you with the accuracy & completeness of the bills?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	365	20	345	32	3	400
	%	91.3	5.0	86.3	8.0	0.8	100
BSNL (Urban)	Count	248	5	243	30	3	281
	%	88.3	1.8	86.5	10.7	1.1	100
BSNL (Rural)	Count	117	15	102	2	0	119
	%	98.3	12.6	85.7	1.7	0.0	100

**5(b). Please specify the reason(s) for your dissatisfaction.**

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others	Total
BSNL (Total)	Count	3	19	4	6	2	1	0	33
	%	9.1	57.6	12.1	18.2	6.1	3.0	0.0	100
BSNL (Urban)	Count	1	0	1	0	0	0	0	2
	%	50.0	0.0	50.0	0.0	0.0	0.0	0.0	100
BSNL (Rural)	Count	4	19	5	6	2	1	0	35
	%	11.4	54.3	14.3	17.1	5.7	2.9	0.0	100

**6. Have you made any billing related complaints in the last 6 months?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	49	351	400
	%	12.3	87.8	100
BSNL (Urban)	Count	33	248	281
	%	11.7	88.3	100
BSNL (Rural)	Count	16	103	119
	%	13.4	86.6	100

**7. How satisfied are you with the process of resolution of billing complaints?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	19	0	19	26	4	49
	%	38.8	0.0	38.8	53.1	8.2	100
BSNL (Urban)	Count	11	0	11	21	1	33
	%	33.3	0.0	33.3	63.6	3.0	100
BSNL (Rural)	Count	8	0	8	5	3	16
	%	50.0	0.0	50.0	31.3	18.8	100

**8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	383	13	370	16	1	400
	%	95.8	3.3	92.5	4.0	0.3	100
BSNL (Urban)	Count	268	2	266	12	1	281
	%	95.4	0.7	94.7	4.3	0.4	100
BSNL (Rural)	Count	115	11	104	4	0	119
	%	96.6	9.2	87.4	3.4	0.0	100

**9. Please specify the reason(s) for your dissatisfaction.**

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Total
BSNL (Total)	Count	2	1	7	8	0	18
	%	11.8	5.9	41.2	47.1	0.0	100
BSNL (Urban)	Count	2	0	6	6	0	14
	%	15.4	0.0	46.2	46.2	0.0	100
BSNL (Rural)	Count	0	1	1	2	0	4
	%	0.0	25.0	25.0	50.0	0.0	100

**C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**
**11. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	127	273	400
	%	31.8	68.3	100
BSNL (Urban)	Count	81	200	281
	%	28.8	71.2	100
BSNL (Rural)	Count	46	73	119
	%	38.7	61.3	100

**12(a). How satisfied are you with the ease of access of complaint centre/customer care or helpline?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>78</b>	3	75	47	2	127
	%	<b>61.5</b>	2.4	59.1	37.0	1.6	100
BSNL (Urban)	Count	<b>54</b>	0	54	26	1	81
	%	<b>66.7</b>	0.0	66.7	32.1	1.2	100
BSNL (Rural)	Count	<b>24</b>	3	21	21	1	46
	%	<b>52.2</b>	6.5	45.7	45.7	2.2	100

**12(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>64</b>	3	61	61	2	127
	%	<b>50.4</b>	2.4	48.0	48.0	1.6	100
BSNL (Urban)	Count	<b>40</b>	0	40	40	1	81
	%	<b>49.4</b>	0.0	49.4	49.4	1.2	100
BSNL (Rural)	Count	<b>24</b>	3	21	21	1	46
	%	<b>52.2</b>	6.5	45.7	45.7	2.2	100

**13. How satisfied are you with the response time taken to answer your call by a customer care executive?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>72</b>	2	70	51	4	127
	%	<b>56.7</b>	1.6	55.1	40.2	3.1	100
BSNL (Urban)	Count	<b>49</b>	0	49	29	3	81
	%	<b>60.5</b>	0.0	60.5	35.8	3.7	100
BSNL (Rural)	Count	<b>23</b>	2	21	22	1	46
	%	<b>50.0</b>	4.3	45.7	47.8	2.2	100

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>75</b>	3	72	50	2	127
	%	<b>59.1</b>	2.4	56.7	39.4	1.6	100
BSNL (Urban)	Count	<b>48</b>	1	47	33	0	81
	%	<b>59.2</b>	1.2	58.0	40.7	0.0	100
BSNL (Rural)	Count	<b>27</b>	2	25	17	2	46
	%	<b>58.6</b>	4.3	54.3	37.0	4.3	100

15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>64</b>	1	63	50	13	127
	%	<b>50.4</b>	0.8	49.6	39.4	10.2	100
BSNL (Urban)	Count	<b>42</b>	0	42	31	8	81
	%	<b>51.9</b>	0.0	51.9	38.3	9.9	100
BSNL (Rural)	Count	<b>22</b>	1	21	19	5	46
	%	<b>47.9</b>	2.2	45.7	41.3	10.9	100

#### D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of working telephone (dial tone)?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>307</b>	14	293	88	5	400
	%	<b>76.8</b>	3.5	73.3	22.0	1.3	100
BSNL (Urban)	Count	<b>224</b>	1	223	53	4	281
	%	<b>79.8</b>	0.4	79.4	18.9	1.4	100
BSNL (Rural)	Count	<b>83</b>	13	70	35	1	119
	%	<b>69.7</b>	10.9	58.8	29.4	0.8	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>295</b>	14	281	101	4	400
	%	<b>73.8</b>	3.5	70.3	25.3	1.0	100
BSNL (Urban)	Count	<b>220</b>	2	218	59	2	281
	%	<b>78.3</b>	0.7	77.6	21.0	0.7	100
BSNL (Rural)	Count	<b>75</b>	12	63	42	2	119
	%	<b>63.0</b>	10.1	52.9	35.3	1.7	100

**18. How satisfied are you with the voice quality?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>302</b>	13	289	92	6	400
	%	<b>75.6</b>	3.3	72.3	23.0	1.5	100
BSNL (Urban)	Count	<b>216</b>	2	214	61	4	281
	%	<b>76.9</b>	0.7	76.2	21.7	1.4	100
BSNL (Rural)	Count	<b>86</b>	11	75	31	2	119
	%	<b>72.2</b>	9.2	63.0	26.1	1.7	100

**19. How many times has your telephone connection required repair in the last 6 months?**

Service Providers		Nil	One time	2-3 times	More than 3 times	Total
BSNL (Total)	Count	147	86	139	28	400
	%	36.8	21.5	34.8	7	100
BSNL (Urban)	Count	99	61	106	15	281
	%	35.2	21.7	37.7	5.3	100
BSNL (Rural)	Count	48	25	33	13	119
	%	40.3	21	27.7	10.9	100

**20. How long did it take generally for repairing the fault after lodging a complaint?**

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	33	146	46	28	253
	%	13	57.7	18.2	11.1	100
BSNL (Urban)	Count	18	115	36	13	182
	%	9.9	63.2	19.8	7.1	100
BSNL (Rural)	Count	15	31	10	15	71
	%	21.1	43.7	14.1	21.1	100

**21. How satisfied are you with the fault repair service?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	<b>179</b>	7	172	72	2	253
	%	<b>70.8</b>	2.8	68.0	28.5	0.8	100
BSNL (Urban)	Count	<b>134</b>	2	132	47	1	182
	%	<b>73.6</b>	1.1	72.5	25.8	0.5	100
BSNL (Rural)	Count	<b>45</b>	5	40	25	1	71
	%	<b>63.3</b>	7.0	56.3	35.2	1.4	100

**F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES**

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	1	399	400
	%	0.3	99.8	100
BSNL (Urban)	Count	1	280	281
	%	0.4	99.6	100
BSNL (Rural)	Count	0	119	119
	%	0.0	100	100

23. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
BSNL (Urban)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

24(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
BSNL (Urban)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

24(b). Please tell me reasons for your dissatisfaction						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
BSNL (Total)	Count	-	-	-	-	-
	%	-	-	-	-	-
BSNL (Urban)	Count	-	-	-	-	-
	%	-	-	-	-	-
BSNL (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-

25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	5	395	400
	%	1.3	98.8	100
BSNL (Urban)	Count	2	279	281
	%	0.7	99.3	100
BSNL (Rural)	Count	3	116	119
	%	2.5	97.5	100

25(a). How satisfied are you with the resolution of your complaint for deactivation of VAS?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	4	0	4	1	0	5
	%	80.0	0.0	80.0	20.0	0.0	100
BSNL (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	2	0	2	1	0	3
	%	66.7	0.0	66.7	33.3	0.0	100

## G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	316	12	304	81	3	400
	%	79.0	3.0	76.0	20.3	0.8	100
BSNL (Urban)	Count	229	3	226	50	2	281
	%	81.5	1.1	80.4	17.8	0.7	100
BSNL (Rural)	Count	87	9	78	31	1	119
	%	73.1	7.6	65.5	26.1	0.8	100

## H. GENERAL INFORMATION

27. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Mobile	Other	None	Total
BSNL (Total)	Count	45	111	253	400	45
	%	11.3	27.8	63.3	100	11.3
BSNL (Urban)	Count	34	85	171	281	34
	%	12.1	30.2	60.9	100	12.1
BSNL (Rural)	Count	11	26	82	119	11
	%	9.2	21.8	68.9	100	9.2

28(a). Have you terminated a telephone connection that you had in the last 6 month?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	3	397	400
	%	0.8	99.3	100
BSNL (Urban)	Count	1	280	281
	%	0.4	99.6	100
BSNL (Rural)	Count	2	117	119
	%	1.7	98.3	100

**28(b). If Yes, Please name your service provider?**

Service Providers		Airtel	BSNL	Reliance	Tata	Total
BSNL (Total)	Count	0	3	0	0	3
	%	0.0	100	0.0	0.0	100
BSNL (Urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	0	2	0	0	2
	%	0.0	100	0.0	0.0	100

**29. How many days were taken for termination of your telephone connection?**

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Total
BSNL (Total)	Count	1	1	0	1	3
	%	33.3	33.3	0.0	33.3	100
BSNL (Urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	1	0	0	1	2
	%	50.0	0.0	0.0	50.0	100

**30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	16	384	400
	%	4.0	96.0	100
BSNL (Urban)	Count	12	269	281
	%	4.3	95.7	100
BSNL (Rural)	Count	4	115	119
	%	3.4	96.6	100

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

Service Providers		Yes	No	Total
BSNL (Total)	Count	24	376	400
	%	6.0	94.0	100
BSNL (Urban)	Count	13	268	281
	%	4.6	95.4	100
BSNL (Rural)	Count	11	108	119
	%	9.2	90.8	100

**32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	5	19	24
	%	20.8	79.2	100
BSNL (Urban)	Count	1	12	13
	%	7.7	92.3	100
BSNL (Rural)	Count	4	7	11
	%	36.4	63.6	100



**32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?**

Service Providers		Stopped receiving	Considerable decrease	Slight decrease	No change	Total
BSNL (Total)	Count	4	1	0	0	5
	%	80.0	20.0	0.0	0.0	100
BSNL (Urban)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
BSNL (Rural)	Count	3	1	0	0	4
	%	75.0	25.0	0.0	0.0	100

**32(c). Have you made any complaint to your service provider on getting such unwanted tele-marketing calls/ SMS even after registering your telephone number?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	1	4	5
	%	20.0	80.0	100
BSNL (Urban)	Count	0	1	1
	%	0.0	100	100
BSNL (Rural)	Count	1	3	4
	%	25.0	75.0	100

**32(d). If Yes, then indicate whether.....**

Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
BSNL (Total)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100

**33. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?**

Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	1	9	49	27	46	70	156	34	8	400	1
	%	0.3	2.3	12.3	6.8	11.5	17.5	39.0	8.5	2.0	100	0.3
BSNL (Urban)	Count	1	3	33	17	33	45	126	20	3	281	1
	%	0.4	1.1	11.7	6.0	11.7	16.0	44.8	7.1	1.1	100	0.4
BSNL (Rural)	Count	0	6	16	10	13	25	30	14	5	119	0
	%	0.0	5.0	13.4	8.4	10.9	21.0	25.2	11.8	4.2	100	0.0

**QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007**
**34. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	212	188	400
	%	53.0	47.0	100
BSNL (Urban)	Count	166	115	281
	%	59.1	40.9	100
BSNL (Rural)	Count	46	73	119
	%	38.7	61.3	100

**35. From where, you got to know about the toll free customer care number?**

Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
BSNL (Total)	Count	15	20	11	34	139	30	249
	%	7.1	9.4	5.2	16.0	65.6	14.2	100
BSNL (Urban)	Count	13	13	5	29	112	22	194
	%	7.8	7.8	3.0	17.5	67.5	13.3	100
BSNL (Rural)	Count	2	7	6	5	27	8	55
	%	4.3	15.2	13.0	10.9	58.7	17.4	100

**36. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	70	148	218
	%	32.1	67.9	100
BSNL (Urban)	Count	60	111	171
	%	35.1	64.9	100
BSNL (Rural)	Count	10	37	47
	%	21.3	78.7	100

**37. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?**

Service Providers		Complaint was registered and docket number Received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	19	39	8	4	0	70
	%	27.1	55.7	11.4	5.7	0.0	100
BSNL (Urban)	Count	15	34	7	4	0	60
	%	25.0	56.7	11.7	6.7	0.0	100
BSNL (Rural)	Count	4	5	1	0	0	10
	%	40.0	50.0	10.0	0.0	0.0	100

**38. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	7	63	70
	%	10.0	90.0	100
BSNL (Urban)	Count	5	55	60
	%	8.3	91.7	100
BSNL (Rural)	Count	2	8	10
	%	20.0	80.0	100

**39. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	8	62	70
	%	11.4	88.6	100
BSNL (Urban)	Count	4	56	60
	%	6.7	93.3	100
BSNL (Rural)	Count	4	6	10
	%	40.0	60.0	100

**40. Was your complaint resolved by the complaint centre within three (3) days?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	36	34	70
	%	51.4	48.6	100
BSNL (Urban)	Count	31	29	60
	%	51.7	48.3	100
BSNL (Rural)	Count	5	5	10
	%	50.0	50.0	100

**41. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?**

Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	15	34	21	70
	%	21.4	48.6	30.0	100
BSNL (Urban)	Count	11	28	21	60
	%	18.3	46.7	35.0	100
BSNL (Rural)	Count	4	6	0	10
	%	40.0	60.0	0.0	100

**42. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	10	390	400
	%	2.5	97.5	100
BSNL (Urban)	Count	6	275	281
	%	2.1	97.9	100
BSNL (Rural)	Count	4	115	119
	%	3.4	96.6	100

43. From where, you got to know about the contact details of the appellate authority?							
Service Providers		Newspaper	Website of the service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
BSNL (Total)	Count	2	1	3	3	1	10
	%	20.0	10.0	30.0	30.0	10.0	100
BSNL (Urban)	Count	2	1	2	1	0	6
	%	33.3	16.7	33.3	16.7	0.0	100
BSNL (Rural)	Count	0	0	1	2	1	4
	%	0.0	0.0	25.0	50.0	25.0	100

44. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	2	8	10
	%	20.0	80.0	100
BSNL (Urban)	Count	1	5	6
	%	16.7	83.3	100
BSNL (Rural)	Count	1	3	4
	%	25.0	75.0	100

45. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter (post/ courier)	In person (self)	Other	Total
BSNL (Total)	Count	0	0	1	1	0	2
	%	0.0	0.0	50.0	50.0	0.0	100
BSNL (Urban)	Count	0	0	1	0	0	1
	%	0.0	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100

46. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	2	2
	%	0.0	100	100
BSNL (Urban)	Count	0	1	1
	%	0.0	100	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100	100

**47. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?**

Service Providers		Yes	No	Appeal filed only	Total
BSNL (Total)	Count	1	1	0	2
	%	50.0	50.0	0.0	100
BSNL (Urban)	Count	1	0	0	1
	%	100	0.0	0.0	100
BSNL (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100

**48. Are you aware that a prepaid customer can get item-wise usage charge details, on request?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	-	-	-
	%	-	-	-
BSNL (Urban)	Count	-	-	-
	%	-	-	-
BSNL (Rural)	Count	-	-	-
	%	-	-	-

**49. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	-	-	-
	%	-	-	-
BSNL (Urban)	Count	-	-	-
	%	-	-	-
BSNL (Rural)	Count	-	-	-
	%	-	-	-

**50. What were the reason(s) for denying your request?**

Service Providers		No reason given	Technical problem	Others	Total
BSNL (Total)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Urban)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Rural)	Count	-	-	-	-
	%	-	-	-	-

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

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	162	133	105	400
	%	40.5	33.3	26.3	100
BSNL (Urban)	Count	126	91	64	281
	%	44.8	32.4	22.8	100
BSNL (Rural)	Count	36	42	41	119
	%	30.3	35.3	34.5	100

## ANNEXURE-CELLULAR MOBILE SERVICES

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	<b>383</b>	29	354	7	1	391
	%	<b>97.9</b>	7.4	90.5	1.8	0.3	100
Aircel (Urban)	Count	<b>269</b>	14	255	4	0	273
	%	<b>98.5</b>	5.1	93.4	1.5	0.0	100
Aircel (Rural)	Count	<b>114</b>	15	99	3	1	118
	%	<b>96.6</b>	12.7	83.9	2.5	0.8	100
Airtel (Total)	Count	<b>381</b>	24	357	11	0	392
	%	<b>97.2</b>	6.1	91.1	2.8	0.0	100
Airtel (Urban)	Count	<b>261</b>	9	252	7	0	268
	%	<b>97.4</b>	3.4	94	2.6	0.0	100
Airtel (Rural)	Count	<b>120</b>	15	105	4	0	124
	%	<b>96.8</b>	12.1	84.7	3.2	0.0	100
BSNL (Total)	Count	<b>382</b>	38	344	6	2	390
	%	<b>97.9</b>	9.7	88.2	1.5	0.5	100
BSNL (Urban)	Count	<b>270</b>	22	248	4	0	274
	%	<b>98.5</b>	8	90.5	1.5	0.0	100
BSNL (Rural)	Count	<b>112</b>	16	96	2	2	116
	%	<b>96.6</b>	13.8	82.8	1.7	1.7	100
Idea (Total)	Count	<b>378</b>	19	359	7	0	385
	%	<b>98.1</b>	4.9	93.2	1.8	0.0	100
Idea (Urban)	Count	<b>265</b>	11	254	5	0	270
	%	<b>98.2</b>	4.1	94.1	1.9	0.0	100
Idea (Rural)	Count	<b>113</b>	8	105	2	0	115
	%	<b>98.3</b>	7	91.3	1.7	0.0	100
Rel Com (Total)	Count	<b>373</b>	32	341	12	0	385
	%	<b>96.9</b>	8.3	88.6	3.1	0.0	100
Rel Com (Urban)	Count	<b>310</b>	29	281	11	0	321
	%	<b>96.5</b>	9	87.5	3.4	0.0	100
Rel Com (Rural)	Count	<b>63</b>	3	60	1	0	64
	%	<b>98.5</b>	4.7	93.8	1.6	0.0	100
Rel Tel (Total)	Count	<b>378</b>	33	345	15	0	393
	%	<b>96.2</b>	8.4	87.8	3.8	0.0	100
Rel Tel (Urban)	Count	<b>264</b>	13	251	11	0	275
	%	<b>96</b>	4.7	91.3	4	0.0	100
Rel Tel (Rural)	Count	<b>114</b>	20	94	4	0	118
	%	<b>96.6</b>	16.9	79.7	3.4	0.0	100
TATA (Total)	Count	<b>373</b>	23	350	13	2	388
	%	<b>96.1</b>	5.9	90.2	3.4	0.5	100
TATA (Urban)	Count	<b>261</b>	14	247	10	0	271
	%	<b>96.3</b>	5.2	91.1	3.7	0.0	100
TATA (Rural)	Count	<b>112</b>	9	103	3	2	117
	%	<b>95.7</b>	7.7	88	2.6	1.7	100

**1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	<b>378</b>	20	358	7	2	387
	%	<b>97.7</b>	5.2	92.5	1.8	0.5	100
Uninor (Urban)	Count	<b>313</b>	14	299	6	0	319
	%	<b>98.1</b>	4.4	93.7	1.9	0.0	100
Uninor (Rural)	Count	<b>65</b>	6	59	1	2	68
	%	<b>95.6</b>	8.8	86.8	1.5	2.9	100
Vodafone (Total)	Count	<b>384</b>	21	363	4	0	388
	%	<b>99</b>	5.4	93.6	1	0.0	100
Vodafone (Urban)	Count	<b>263</b>	6	257	4	0	267
	%	<b>98.5</b>	2.2	96.3	1.5	0.0	100
Vodafone (Rural)	Count	<b>121</b>	15	106	0	0	121
	%	<b>100</b>	12.4	87.6	0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>3410</b>	<b>239</b>	<b>3171</b>	<b>82</b>	<b>7</b>	<b>3499</b>
	<b>%</b>	<b>97.4</b>	<b>6.8</b>	<b>90.6</b>	<b>2.3</b>	<b>0.2</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2476</b>	<b>132</b>	<b>2344</b>	<b>62</b>	<b>0</b>	<b>2538</b>
	<b>%</b>	<b>97.6</b>	<b>5.2</b>	<b>92.4</b>	<b>2.4</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>934</b>	<b>107</b>	<b>827</b>	<b>20</b>	<b>7</b>	<b>961</b>
	<b>%</b>	<b>97.2</b>	<b>11.1</b>	<b>86.1</b>	<b>2.1</b>	<b>0.7</b>	<b>100</b>

**2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	150	241	391
	%	38.4	61.6	100
Aircel (Urban)	Count	72	201	273
	%	26.4	73.6	100
Aircel (Rural)	Count	78	40	118
	%	66.1	33.9	100
Airtel (Total)	Count	147	245	392
	%	37.5	62.5	100
Airtel (Urban)	Count	72	196	268
	%	26.9	73.1	100
Airtel (Rural)	Count	75	49	124
	%	60.5	39.5	100
BSNL (Total)	Count	146	244	390
	%	37.4	62.6	100
BSNL (Urban)	Count	90	184	274
	%	32.8	67.2	100
BSNL (Rural)	Count	56	60	116
	%	48.3	51.7	100
Idea (Total)	Count	132	253	385
	%	34.3	65.7	100
Idea (Urban)	Count	68	202	270
	%	25.2	74.8	100
Idea (Rural)	Count	64	51	115
	%	55.7	44.3	100
Rel Com (Total)	Count	102	283	385
	%	26.5	73.5	100
Rel Com (Urban)	Count	73	248	321
	%	22.7	77.3	100
Rel Com (Rural)	Count	29	35	64
	%	45.3	54.7	100
Rel Tel (Total)	Count	152	241	393
	%	38.7	61.3	100
Rel Tel (Urban)	Count	78	197	275
	%	28.4	71.6	100
Rel Tel (Rural)	Count	74	44	118
	%	62.7	37.3	100
TATA (Total)	Count	137	251	388
	%	35.3	64.7	100
TATA (Urban)	Count	73	198	271
	%	26.9	73.1	100
TATA (Rural)	Count	64	53	117
	%	54.7	45.3	100
Uninor (Total)	Count	92	295	387
	%	23.8	76.2	100
Uninor (Urban)	Count	59	260	319
	%	18.5	81.5	100
Uninor (Rural)	Count	33	35	68
	%	48.5	51.5	100





**2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	170	218	388
	%	43.8	56.2	100
Vodafone (Urban)	Count	102	165	267
	%	38.2	61.8	100
Vodafone (Rural)	Count	68	53	121
	%	56.2	43.8	100
<b>Overall</b>	<b>Count</b>	<b>1228</b>	<b>2271</b>	<b>3499</b>
	<b>%</b>	<b>35.1</b>	<b>64.9</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>687</b>	<b>1851</b>	<b>2538</b>
	<b>%</b>	<b>27.1</b>	<b>72.9</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>541</b>	<b>420</b>	<b>961</b>
	<b>%</b>	<b>56.3</b>	<b>43.7</b>	<b>100</b>

<b>3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans &amp; charges?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>367</b>	13	354	24	0	391
	%	<b>93.8</b>	3.3	90.5	6.1	0.0	100
Aircel (Urban)	Count	<b>259</b>	5	254	14	0	273
	%	<b>94.8</b>	1.8	93.0	5.1	0.0	100
Aircel (Rural)	Count	<b>108</b>	8	100	10	0	118
	%	<b>91.5</b>	6.8	84.7	8.5	0.0	100
Airtel (Total)	Count	<b>367</b>	22	345	22	3	392
	%	<b>93.6</b>	5.6	88.0	5.6	0.8	100
Airtel (Urban)	Count	<b>253</b>	8	245	13	2	268
	%	<b>94.4</b>	3.0	91.4	4.9	0.7	100
Airtel (Rural)	Count	<b>114</b>	14	100	9	1	124
	%	<b>91.9</b>	11.3	80.6	7.3	0.8	100
BSNL (Total)	Count	<b>352</b>	26	326	33	5	390
	%	<b>90.3</b>	6.7	83.6	8.5	1.3	100
BSNL (Urban)	Count	<b>259</b>	13	246	14	1	274
	%	<b>94.5</b>	4.7	89.8	5.1	0.4	100
BSNL (Rural)	Count	<b>93</b>	13	80	19	4	116
	%	<b>80.2</b>	11.2	69.0	16.4	3.4	100
Idea (Total)	Count	<b>363</b>	19	344	21	1	385
	%	<b>94.3</b>	4.9	89.4	5.5	0.3	100
Idea (Urban)	Count	<b>256</b>	13	243	14	0	270
	%	<b>94.8</b>	4.8	90.0	5.2	0.0	100
Idea (Rural)	Count	<b>107</b>	6	101	7	1	115
	%	<b>93</b>	5.2	87.8	6.1	0.9	100
Rel Com (Total)	Count	<b>373</b>	12	361	12	0	385
	%	<b>96.9</b>	3.1	93.8	3.1	0.0	100
Rel Com (Urban)	Count	<b>313</b>	5	308	8	0	321
	%	<b>97.6</b>	1.6	96.0	2.5	0.0	100
Rel Com (Rural)	Count	<b>60</b>	7	53	4	0	64
	%	<b>93.7</b>	10.9	82.8	6.3	0.0	100
Rel Tel (Total)	Count	<b>367</b>	27	340	25	1	393
	%	<b>93.4</b>	6.9	86.5	6.4	0.3	100
Rel Tel (Urban)	Count	<b>258</b>	3	255	17	0	275
	%	<b>93.8</b>	1.1	92.7	6.2	0.0	100
Rel Tel (Rural)	Count	<b>109</b>	24	85	8	1	118
	%	<b>92.3</b>	20.3	72.0	6.8	0.8	100
TATA (Total)	Count	<b>364</b>	22	342	24	0	388
	%	<b>93.8</b>	5.7	88.1	6.2	0.0	100
TATA (Urban)	Count	<b>257</b>	6	251	14	0	271
	%	<b>94.8</b>	2.2	92.6	5.2	0.0	100
TATA (Rural)	Count	<b>107</b>	16	91	10	0	117
	%	<b>91.5</b>	13.7	77.8	8.5	0.0	100

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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	<b>371</b>	21	350	15	1	387
	%	<b>95.8</b>	5.4	90.4	3.9	0.3	100
Uninor (Urban)	Count	<b>305</b>	14	291	14	0	319
	%	<b>95.6</b>	4.4	91.2	4.4	0.0	100
Uninor (Rural)	Count	<b>66</b>	7	59	1	1	68
	%	<b>97.1</b>	10.3	86.8	1.5	1.5	100
Vodafone (Total)	Count	<b>367</b>	17	350	20	1	388
	%	<b>94.6</b>	4.4	90.2	5.2	0.3	100
Vodafone (Urban)	Count	<b>254</b>	6	248	12	1	267
	%	<b>95.1</b>	2.2	92.9	4.5	0.4	100
Vodafone (Rural)	Count	<b>113</b>	11	102	8	0	121
	%	<b>93.4</b>	9.1	84.3	6.6	0.0	100
<b>Overall</b>	<b>Count</b>	<b>3291</b>	<b>179</b>	<b>3112</b>	<b>196</b>	<b>12</b>	<b>3499</b>
	<b>%</b>	<b>94.0</b>	<b>5.1</b>	<b>88.9</b>	<b>5.6</b>	<b>0.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2414</b>	<b>73</b>	<b>2341</b>	<b>120</b>	<b>4</b>	<b>2538</b>
	<b>%</b>	<b>95.1</b>	<b>2.9</b>	<b>92.2</b>	<b>4.7</b>	<b>0.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>877</b>	<b>106</b>	<b>771</b>	<b>76</b>	<b>8</b>	<b>961</b>
	<b>%</b>	<b>91.2</b>	<b>11.0</b>	<b>80.2</b>	<b>7.9</b>	<b>0.8</b>	<b>100</b>

**BILLING RELATED- PREPAID CUSTOMERS**

<b>4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>348</b>	16	332	42	1	391
	%	<b>89</b>	4.1	84.9	10.7	0.3	100
Aircel (Urban)	Count	<b>248</b>	5	243	24	1	273
	%	<b>90.8</b>	1.8	89.0	8.8	0.4	100
Aircel (Rural)	Count	<b>100</b>	11	89	18	0	118
	%	<b>84.7</b>	9.3	75.4	15.3	0.0	100
Airtel (Total)	Count	<b>335</b>	16	319	52	5	392
	%	<b>85.5</b>	4.1	81.4	13.3	1.3	100
Airtel (Urban)	Count	<b>233</b>	4	229	31	4	268
	%	<b>86.9</b>	1.5	85.4	11.6	1.5	100
Airtel (Rural)	Count	<b>102</b>	12	90	21	1	124
	%	<b>82.3</b>	9.7	72.6	16.9	0.8	100
BSNL (Total)	Count	<b>334</b>	18	316	48	5	387
	%	<b>86.4</b>	4.7	81.7	12.4	1.3	100
BSNL (Urban)	Count	<b>241</b>	8	233	27	4	272
	%	<b>88.6</b>	2.9	85.7	9.9	1.5	100
BSNL (Rural)	Count	<b>93</b>	10	83	21	1	115
	%	<b>80.9</b>	8.7	72.2	18.3	0.9	100
Idea (Total)	Count	<b>338</b>	11	327	45	1	384
	%	<b>88.1</b>	2.9	85.2	11.7	0.3	100
Idea (Urban)	Count	<b>241</b>	7	234	28	0	269
	%	<b>89.6</b>	2.6	87.0	10.4	0.0	100
Idea (Rural)	Count	<b>97</b>	4	93	17	1	115
	%	<b>84.4</b>	3.5	80.9	14.8	0.9	100
Rel Com (Total)	Count	<b>350</b>	30	320	32	0	382
	%	<b>91.7</b>	7.9	83.8	8.4	0.0	100
Rel Com (Urban)	Count	<b>299</b>	26	273	21	0	320
	%	<b>93.4</b>	8.1	85.3	6.6	0.0	100
Rel Com (Rural)	Count	<b>51</b>	4	47	11	0	62
	%	<b>82.3</b>	6.5	75.8	17.7	0.0	100
Rel Tel (Total)	Count	<b>356</b>	23	333	33	1	390
	%	<b>91.3</b>	5.9	85.4	8.5	0.3	100
Rel Tel (Urban)	Count	<b>250</b>	9	241	23	0	273
	%	<b>91.6</b>	3.3	88.3	8.4	0.0	100
Rel Tel (Rural)	Count	<b>106</b>	14	92	10	1	117
	%	<b>90.6</b>	12.0	78.6	8.5	0.9	100
TATA (Total)	Count	<b>361</b>	14	347	26	0	387
	%	<b>93.3</b>	3.6	89.7	6.7	0.0	100
TATA (Urban)	Count	<b>255</b>	4	251	16	0	271
	%	<b>94.1</b>	1.5	92.6	5.9	0.0	100
TATA (Rural)	Count	<b>106</b>	10	96	10	0	116
	%	<b>91.4</b>	8.6	82.8	8.6	0.0	100

4(a). How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	<b>360</b>	12	348	26	1	387
	%	<b>93</b>	3.1	89.9	6.7	0.3	100
Uninor (Urban)	Count	<b>295</b>	6	289	24	0	319
	%	<b>92.5</b>	1.9	90.6	7.5	0.0	100
Uninor (Rural)	Count	<b>65</b>	6	59	2	1	68
	%	<b>95.6</b>	8.8	86.8	2.9	1.5	100
Vodafone (Total)	Count	<b>344</b>	11	333	41	2	387
	%	<b>88.8</b>	2.8	86.0	10.6	0.5	100
Vodafone (Urban)	Count	<b>238</b>	2	236	28	0	266
	%	<b>89.5</b>	0.8	88.7	10.5	0.0	100
Vodafone (Rural)	Count	<b>106</b>	9	97	13	2	121
	%	<b>87.6</b>	7.4	80.2	10.7	1.7	100
<b>Overall</b>	<b>Count</b>	<b>3126</b>	<b>151</b>	<b>2975</b>	<b>345</b>	<b>16</b>	<b>3487</b>
	<b>%</b>	<b>89.6</b>	<b>4.3</b>	<b>85.3</b>	<b>9.9</b>	<b>0.5</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2300</b>	<b>71</b>	<b>2229</b>	<b>222</b>	<b>9</b>	<b>2531</b>
	<b>%</b>	<b>90.9</b>	<b>2.8</b>	<b>88.1</b>	<b>8.8</b>	<b>0.4</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>826</b>	<b>80</b>	<b>746</b>	<b>123</b>	<b>7</b>	<b>956</b>
	<b>%</b>	<b>86.4</b>	<b>8.4</b>	<b>78.0</b>	<b>12.9</b>	<b>0.7</b>	<b>100</b>

4(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aircel (Total)	Count	19	12	8	5	0	43
	%	44.2	27.9	18.6	11.6	0.0	100
Aircel (Urban)	Count	16	3	3	3	0	25
	%	64.0	12.0	12.0	12.0	0.0	100
Aircel (Rural)	Count	3	9	5	2	0	18
	%	16.7	50.0	27.8	11.1	0.0	100
Airtel (Total)	Count	19	17	14	8	3	57
	%	33.3	29.8	24.6	14.0	5.3	100
Airtel (Urban)	Count	14	7	6	6	3	35
	%	40.0	20.0	17.1	17.1	8.6	100
Airtel (Rural)	Count	5	10	8	2	0	22
	%	22.7	45.5	36.4	9.1	0.0	100
BSNL (Total)	Count	6	21	22	12	1	53
	%	11.3	39.6	41.5	22.6	1.9	100
BSNL (Urban)	Count	2	13	12	10	0	31
	%	6.5	41.9	38.7	32.3	0.0	100
BSNL (Rural)	Count	4	8	10	2	1	22
	%	18.2	36.4	45.5	9.1	4.5	100
Idea (Total)	Count	5	17	15	10	0	46
	%	10.9	37.0	32.6	21.7	0.0	100
Idea (Urban)	Count	4	9	9	7	0	28
	%	14.3	32.1	32.1	25.0	0.0	100
Idea (Rural)	Count	1	8	6	3	0	18
	%	5.6	44.4	33.3	16.7	0.0	100
Rel Com (Total)	Count	5	7	13	9	1	32
	%	15.6	21.9	40.6	28.1	3.1	100
Rel Com (Urban)	Count	3	2	10	7	0	21
	%	14.3	9.5	47.6	33.3	0.0	100
Rel Com (Rural)	Count	2	5	3	2	1	11
	%	18.2	45.5	27.3	18.2	9.1	100
Rel Tel (Total)	Count	3	14	14	5	0	34
	%	8.8	41.2	41.2	14.7	0.0	100
Rel Tel (Urban)	Count	1	8	12	3	0	23
	%	4.3	34.8	52.2	13.0	0.0	100
Rel Tel (Rural)	Count	2	6	2	2	0	11
	%	18.2	54.5	18.2	18.2	0.0	100
TATA (Total)	Count	3	8	12	4	1	26
	%	11.5	30.8	46.2	15.4	3.8	100
TATA (Urban)	Count	2	6	6	3	0	16
	%	12.5	37.5	37.5	18.8	0.0	100
TATA (Rural)	Count	1	2	6	1	1	10
	%	10.0	20.0	60.0	10.0	10.0	100

4(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Uninor (Total)	Count	4	11	4	7	1	27
	%	14.8	40.7	14.8	25.9	3.7	100
Uninor (Urban)	Count	4	9	4	6	1	24
	%	16.7	37.5	16.7	25.0	4.2	100
Uninor (Rural)	Count	0	2	0	1	0	3
	%	0.0	66.7	0.0	33.3	0.0	100
Vodafone (Total)	Count	6	10	14	13	3	43
	%	14.0	23.3	32.6	30.2	7.0	100
Vodafone (Urban)	Count	3	5	11	11	1	28
	%	10.7	17.9	39.3	39.3	3.6	100
Vodafone (Rural)	Count	3	5	3	2	2	15
	%	20.0	33.3	20.0	13.3	13.3	100
<b>Overall</b>	<b>Count</b>	<b>70</b>	<b>117</b>	<b>116</b>	<b>73</b>	<b>10</b>	<b>361</b>
	<b>%</b>	<b>19.4</b>	<b>32.4</b>	<b>32.1</b>	<b>20.2</b>	<b>2.8</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>49</b>	<b>62</b>	<b>73</b>	<b>56</b>	<b>5</b>	<b>231</b>
	<b>%</b>	<b>21.2</b>	<b>26.8</b>	<b>31.6</b>	<b>24.2</b>	<b>2.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>21</b>	<b>55</b>	<b>43</b>	<b>17</b>	<b>5</b>	<b>130</b>
	<b>%</b>	<b>16.2</b>	<b>42.3</b>	<b>33.1</b>	<b>13.1</b>	<b>3.8</b>	<b>100</b>

<b>5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	110	281	391
	%	28.1	71.9	100
Aircel (Urban)	Count	69	204	273
	%	25.3	74.7	100
Aircel (Rural)	Count	41	77	118
	%	34.7	65.3	100
Airtel (Total)	Count	121	271	392
	%	30.9	69.1	100
Airtel (Urban)	Count	69	199	268
	%	25.7	74.3	100
Airtel (Rural)	Count	52	72	124
	%	41.9	58.1	100
BSNL (Total)	Count	71	316	387
	%	18.3	81.7	100
BSNL (Urban)	Count	44	228	272
	%	16.2	83.8	100
BSNL (Rural)	Count	27	88	115
	%	23.5	76.5	100
Idea (Total)	Count	75	309	384
	%	19.5	80.5	100
Idea (Urban)	Count	42	227	269
	%	15.6	84.4	100
Idea (Rural)	Count	33	82	115
	%	28.7	71.3	100
Rel Com (Total)	Count	34	348	382
	%	8.9	91.1	100
Rel Com (Urban)	Count	25	295	320
	%	7.8	92.2	100
Rel Com (Rural)	Count	9	53	62
	%	14.5	85.5	100
Rel Tel (Total)	Count	68	322	390
	%	17.4	82.6	100
Rel Tel (Urban)	Count	39	234	273
	%	14.3	85.7	100
Rel Tel (Rural)	Count	29	88	117
	%	24.8	75.2	100
TATA (Total)	Count	75	312	387
	%	19.4	80.6	100
TATA (Urban)	Count	53	218	271
	%	19.6	80.4	100
TATA (Rural)	Count	22	94	116
	%	19	81	100
Uninor (Total)	Count	50	337	387
	%	12.9	87.1	100





5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?				
Service Providers		Yes	No	Total
Uninor (Urban)	Count	28	291	319
	%	8.8	91.2	100
Uninor (Rural)	Count	22	46	68
	%	32.4	67.6	100
Vodafone (Total)	Count	72	315	387
	%	18.6	81.4	100
Vodafone (Urban)	Count	44	222	266
	%	16.5	83.5	100
Vodafone (Rural)	Count	28	93	121
	%	23.1	76.9	100
<b>Overall</b>	<b>Count</b>	<b>676</b>	<b>2811</b>	<b>3487</b>
	<b>%</b>	<b>19.4</b>	<b>80.6</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>413</b>	<b>2118</b>	<b>2531</b>
	<b>%</b>	<b>16.3</b>	<b>83.7</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>263</b>	<b>693</b>	<b>956</b>
	<b>%</b>	<b>27.5</b>	<b>72.5</b>	<b>100</b>

<b>5(b). How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>56</b>	6	50	50	4	110
	%	<b>51</b>	5.5	45.5	45.5	3.6	100
Aircel (Urban)	Count	<b>31</b>	0	31	38	0	69
	%	<b>44.9</b>	0.0	44.9	55.1	0.0	100
Aircel (Rural)	Count	<b>25</b>	6	19	12	4	41
	%	<b>60.9</b>	14.6	46.3	29.3	9.8	100
Airtel (Total)	Count	<b>68</b>	7	61	50	3	121
	%	<b>56.2</b>	5.8	50.4	41.3	2.5	100
Airtel (Urban)	Count	<b>36</b>	1	35	31	2	69
	%	<b>52.1</b>	1.4	50.7	44.9	2.9	100
Airtel (Rural)	Count	<b>32</b>	6	26	19	1	52
	%	<b>61.5</b>	11.5	50.0	36.5	1.9	100
BSNL (Total)	Count	<b>39</b>	1	38	29	3	71
	%	<b>54.9</b>	1.4	53.5	40.8	4.2	100
BSNL (Urban)	Count	<b>21</b>	0	21	20	3	44
	%	<b>47.7</b>	0.0	47.7	45.5	6.8	100
BSNL (Rural)	Count	<b>18</b>	1	17	9	0	27
	%	<b>66.7</b>	3.7	63.0	33.3	0.0	100
Idea (Total)	Count	<b>38</b>	4	34	35	2	75
	%	<b>50.6</b>	5.3	45.3	46.7	2.7	100
Idea (Urban)	Count	<b>19</b>	1	18	23	0	42
	%	<b>45.3</b>	2.4	42.9	54.8	0.0	100
Idea (Rural)	Count	<b>19</b>	3	16	12	2	33
	%	<b>57.6</b>	9.1	48.5	36.4	6.1	100
Rel Com (Total)	Count	<b>20</b>	1	19	14	0	34
	%	<b>58.8</b>	2.9	55.9	41.2	0.0	100
Rel Com (Urban)	Count	<b>15</b>	1	14	10	0	25
	%	<b>60</b>	4.0	56.0	40.0	0.0	100
Rel Com (Rural)	Count	<b>5</b>	0	5	4	0	9
	%	<b>55.6</b>	0.0	55.6	44.4	0.0	100
Rel Tel (Total)	Count	<b>35</b>	5	30	31	2	68
	%	<b>51.5</b>	7.4	44.1	45.6	2.9	100
Rel Tel (Urban)	Count	<b>18</b>	0	18	20	1	39
	%	<b>46.2</b>	0.0	46.2	51.3	2.6	100
Rel Tel (Rural)	Count	<b>17</b>	5	12	11	1	29
	%	<b>58.6</b>	17.2	41.4	37.9	3.4	100
TATA (Total)	Count	<b>56</b>	3	53	16	3	75
	%	<b>74.7</b>	4.0	70.7	21.3	4.0	100
TATA (Urban)	Count	<b>37</b>	1	36	14	2	53
	%	<b>69.8</b>	1.9	67.9	26.4	3.8	100
TATA (Rural)	Count	<b>19</b>	2	17	2	1	22
	%	<b>86.4</b>	9.1	77.3	9.1	4.5	100

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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	<b>27</b>	2	25	19	4	50
	%	<b>54</b>	4.0	50.0	38.0	8.0	100
Uninor (Urban)	Count	<b>14</b>	1	13	12	2	28
	%	<b>50</b>	3.6	46.4	42.9	7.1	100
Uninor (Rural)	Count	<b>13</b>	1	12	7	2	22
	%	<b>59</b>	4.5	54.5	31.8	9.1	100
Vodafone (Total)	Count	<b>48</b>	3	45	24	0	72
	%	<b>66.7</b>	4.2	62.5	33.3	0.0	100
Vodafone (Urban)	Count	<b>26</b>	1	25	18	0	44
	%	<b>59.1</b>	2.3	56.8	40.9	0.0	100
Vodafone (Rural)	Count	<b>22</b>	2	20	6	0	28
	%	<b>78.5</b>	7.1	71.4	21.4	0.0	100
<b>Overall</b>	<b>Count</b>	<b>387</b>	<b>32</b>	<b>355</b>	<b>268</b>	<b>21</b>	<b>676</b>
	<b>%</b>	<b>57.2</b>	<b>4.7</b>	<b>52.5</b>	<b>39.6</b>	<b>3.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>217</b>	<b>6</b>	<b>211</b>	<b>186</b>	<b>10</b>	<b>413</b>
	<b>%</b>	<b>52.6</b>	<b>1.5</b>	<b>51.1</b>	<b>45</b>	<b>2.4</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>170</b>	<b>26</b>	<b>144</b>	<b>82</b>	<b>11</b>	<b>263</b>
	<b>%</b>	<b>64.7</b>	<b>9.9</b>	<b>54.8</b>	<b>31.2</b>	<b>4.2</b>	<b>100</b>

<b>5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>379</b>	9	370	12	0	391
	%	<b>96.9</b>	2.3	94.6	3.1	0.0	100
Aircel (Urban)	Count	<b>264</b>	4	260	9	0	273
	%	<b>96.7</b>	1.5	95.2	3.3	0.0	100
Aircel (Rural)	Count	<b>115</b>	5	110	3	0	118
	%	<b>97.4</b>	4.2	93.2	2.5	0.0	100
Airtel (Total)	Count	<b>364</b>	14	350	27	1	392
	%	<b>92.9</b>	3.6	89.3	6.9	0.3	100
Airtel (Urban)	Count	<b>249</b>	4	245	18	1	268
	%	<b>92.9</b>	1.5	91.4	6.7	0.4	100
Airtel (Rural)	Count	<b>115</b>	10	105	9	0	124
	%	<b>92.8</b>	8.1	84.7	7.3	0.0	100
BSNL (Total)	Count	<b>340</b>	17	323	46	1	387
	%	<b>87.9</b>	4.4	83.5	11.9	0.3	100
BSNL (Urban)	Count	<b>239</b>	9	230	32	1	272
	%	<b>87.9</b>	3.3	84.6	11.8	0.4	100
BSNL (Rural)	Count	<b>101</b>	8	93	14	0	115
	%	<b>87.9</b>	7.0	80.9	12.2	0.0	100
Idea (Total)	Count	<b>359</b>	9	350	25	0	384
	%	<b>93.4</b>	2.3	91.1	6.5	0.0	100
Idea (Urban)	Count	<b>255</b>	3	252	14	0	269
	%	<b>94.8</b>	1.1	93.7	5.2	0.0	100
Idea (Rural)	Count	<b>104</b>	6	98	11	0	115
	%	<b>90.4</b>	5.2	85.2	9.6	0.0	100
Rel Com (Total)	Count	<b>357</b>	3	354	25	0	382
	%	<b>93.5</b>	0.8	92.7	6.5	0.0	100
Rel Com (Urban)	Count	<b>305</b>	3	302	15	0	320
	%	<b>95.3</b>	0.9	94.4	4.7	0.0	100
Rel Com (Rural)	Count	<b>52</b>	0	52	10	0	62
	%	<b>83.9</b>	0.0	83.9	16.1	0.0	100
Rel Tel (Total)	Count	<b>354</b>	16	338	35	1	390
	%	<b>90.8</b>	4.1	86.7	9.0	0.3	100
Rel Tel (Urban)	Count	<b>251</b>	2	249	22	0	273
	%	<b>91.9</b>	0.7	91.2	8.1	0.0	100
Rel Tel (Rural)	Count	<b>103</b>	14	89	13	1	117
	%	<b>88.1</b>	12.0	76.1	11.1	0.9	100
TATA (Total)	Count	<b>352</b>	9	343	34	1	387
	%	<b>90.9</b>	2.3	88.6	8.8	0.3	100
TATA (Urban)	Count	<b>242</b>	3	239	28	1	271
	%	<b>89.3</b>	1.1	88.2	10.3	0.4	100
TATA (Rural)	Count	<b>110</b>	6	104	6	0	116
	%	<b>94.9</b>	5.2	89.7	5.2	0.0	100

<b>5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Uninor (Total)	Count	<b>372</b>	7	365	15	0	387
	%	<b>96.1</b>	1.8	94.3	3.9	0.0	100
Uninor (Urban)	Count	<b>308</b>	2	306	11	0	319
	%	<b>96.5</b>	0.6	95.9	3.4	0.0	100
Uninor (Rural)	Count	<b>64</b>	5	59	4	0	68
	%	<b>94.2</b>	7.4	86.8	5.9	0.0	100
Vodafone (Total)	Count	<b>372</b>	14	358	15	0	387
	%	<b>96.1</b>	3.6	92.5	3.9	0.0	100
Vodafone (Urban)	Count	<b>260</b>	6	254	6	0	266
	%	<b>97.8</b>	2.3	95.5	2.3	0.0	100
Vodafone (Rural)	Count	<b>112</b>	8	104	9	0	121
	%	<b>92.6</b>	6.6	86.0	7.4	0.0	100
<b>Overall</b>	<b>Count</b>	<b>3249</b>	<b>98</b>	<b>3151</b>	<b>234</b>	<b>4</b>	<b>3487</b>
	<b>%</b>	<b>93.2</b>	<b>2.8</b>	<b>90.4</b>	<b>6.7</b>	<b>0.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2373</b>	<b>36</b>	<b>2337</b>	<b>155</b>	<b>3</b>	<b>2531</b>
	<b>%</b>	<b>93.7</b>	<b>1.4</b>	<b>92.3</b>	<b>6.1</b>	<b>0.1</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>876</b>	<b>62</b>	<b>814</b>	<b>79</b>	<b>1</b>	<b>956</b>
	<b>%</b>	<b>91.6</b>	<b>6.5</b>	<b>85.1</b>	<b>8.3</b>	<b>0.1</b>	<b>100</b>

5(d). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Lack of complete information about the offer	Charges/Services not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Aircel (Total)	Count	7	2	3	1	0	12
	%	58.3	16.7	25.0	8.3	0.0	100
Aircel (Urban)	Count	5	1	3	1	0	9
	%	55.6	11.1	33.3	11.1	0.0	100
Aircel (Rural)	Count	2	1	0	0	0	3
	%	66.7	33.3	0.0	0.0	0.0	100
Airtel (Total)	Count	19	5	4	3	1	28
	%	67.9	17.9	14.3	10.7	3.6	100
Airtel (Urban)	Count	13	4	2	1	1	19
	%	68.4	21.1	10.5	5.3	5.3	100
Airtel (Rural)	Count	6	1	2	2	0	9
	%	66.7	11.1	22.2	22.2	0.0	100
BSNL (Total)	Count	19	11	14	8	1	47
	%	40.4	23.4	29.8	17.0	2.1	100
BSNL (Urban)	Count	11	10	7	7	1	33
	%	33.3	30.3	21.2	21.2	3.0	100
BSNL (Rural)	Count	8	1	7	1	0	14
	%	57.1	7.1	50.0	7.1	0.0	100
Idea (Total)	Count	11	5	9	7	0	25
	%	44.0	20.0	36.0	28.0	0.0	100
Idea (Urban)	Count	7	1	6	6	0	14
	%	50.0	7.1	42.9	42.9	0.0	100
Idea (Rural)	Count	4	4	3	1	0	11
	%	36.4	36.4	27.3	9.1	0.0	100
Rel Com (Total)	Count	11	6	7	5	0	25
	%	44.0	24.0	28.0	20.0	0.0	100
Rel Com (Urban)	Count	5	2	7	3	0	15
	%	33.3	13.3	46.7	20.0	0.0	100
Rel Com (Rural)	Count	6	4	0	2	0	10
	%	60.0	40.0	0.0	20.0	0.0	100
Rel Tel (Total)	Count	12	12	5	10	0	36
	%	33.3	33.3	13.9	27.8	0.0	100
Rel Tel (Urban)	Count	5	9	2	6	0	22
	%	22.7	40.9	9.1	27.3	0.0	100
Rel Tel (Rural)	Count	7	3	3	4	0	14
	%	50.0	21.4	21.4	28.6	0.0	100
TATA (Total)	Count	4	13	8	15	0	35
	%	11.4	37.1	22.9	42.9	0.0	100
TATA (Urban)	Count	4	12	5	11	0	29
	%	13.8	41.4	17.2	37.9	0.0	100
TATA (Rural)	Count	0	1	3	4	0	6
	%	0.0	16.7	50.0	66.7	0.0	100

5(d). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Lack of complete information about the offer	Charges/Services not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Uninor (Total)	Count	9	2	2	2	0	15
	%	60.0	13.3	13.3	13.3	0.0	100
Uninor (Urban)	Count	7	2	0	2	0	11
	%	63.6	18.2	0.0	18.2	0.0	100
Uninor (Rural)	Count	2	0	2	0	0	4
	%	50.0	0.0	50.0	0.0	0.0	100
Vodafone (Total)	Count	10	2	2	2	1	15
	%	66.7	13.3	13.3	13.3	6.7	100
Vodafone (Urban)	Count	5	0	1	2	0	6
	%	83.3	0.0	16.7	33.3	0.0	100
Vodafone (Rural)	Count	5	2	1	0	1	9
	%	55.6	22.2	11.1	0.0	11.1	100
<b>Overall</b>	<b>Count</b>	<b>102</b>	<b>58</b>	<b>54</b>	<b>53</b>	<b>3</b>	<b>238</b>
	<b>%</b>	<b>42.9</b>	<b>24.4</b>	<b>22.7</b>	<b>22.3</b>	<b>1.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>62</b>	<b>41</b>	<b>33</b>	<b>39</b>	<b>2</b>	<b>158</b>
	<b>%</b>	<b>39.2</b>	<b>25.9</b>	<b>20.9</b>	<b>24.7</b>	<b>1.3</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>40</b>	<b>17</b>	<b>21</b>	<b>14</b>	<b>1</b>	<b>80</b>
	<b>%</b>	<b>50.0</b>	<b>21.3</b>	<b>26.3</b>	<b>17.5</b>	<b>1.3</b>	<b>100</b>

<b>5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	364	27	391
	%	93.1	6.9	100
Aircel (Urban)	Count	253	20	273
	%	92.7	7.3	100
Aircel (Rural)	Count	111	7	118
	%	94.1	5.9	100
Airtel (Total)	Count	351	41	392
	%	89.5	10.5	100
Airtel (Urban)	Count	245	23	268
	%	91.4	8.6	100
Airtel (Rural)	Count	106	18	124
	%	85.5	14.5	100
BSNL (Total)	Count	357	30	387
	%	92.2	7.8	100
BSNL (Urban)	Count	248	24	272
	%	91.2	8.8	100
BSNL (Rural)	Count	109	6	115
	%	94.8	5.2	100
Idea (Total)	Count	343	41	384
	%	89.3	10.7	100
Idea (Urban)	Count	244	25	269
	%	90.7	9.3	100
Idea (Rural)	Count	99	16	115
	%	86.1	13.9	100
Rel Com (Total)	Count	348	34	382
	%	91.1	8.9	100
Rel Com (Urban)	Count	300	20	320
	%	93.8	6.3	100
Rel Com (Rural)	Count	48	14	62
	%	77.4	22.6	100
Rel Tel (Total)	Count	360	30	390
	%	92.3	7.7	100
Rel Tel (Urban)	Count	263	10	273
	%	96.3	3.7	100
Rel Tel (Rural)	Count	97	20	117
	%	82.9	17.1	100
TATA (Total)	Count	345	42	387
	%	89.1	10.9	100
TATA (Urban)	Count	242	29	271
	%	89.3	10.7	100
TATA (Rural)	Count	103	13	116
	%	88.8	11.2	100
Uninor (Total)	Count	365	22	387
	%	94.3	5.7	100
Uninor (Urban)	Count	304	15	319
	%	95.3	4.7	100
Uninor (Rural)	Count	61	7	68
	%	89.7	10.3	100



**5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	363	24	387
	%	93.8	6.2	100
Vodafone (Urban)	Count	254	12	266
	%	95.5	4.5	100
Vodafone (Rural)	Count	109	12	121
	%	90.1	9.9	100
<b>Overall</b>	<b>Count</b>	<b>3196</b>	<b>291</b>	<b>3487</b>
	<b>%</b>	<b>91.7</b>	<b>8.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2353</b>	<b>178</b>	<b>2531</b>
	<b>%</b>	<b>93.0</b>	<b>7.0</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>843</b>	<b>113</b>	<b>956</b>
	<b>%</b>	<b>88.2</b>	<b>11.8</b>	<b>100</b>

**BILLING RELATED-POSTPAID CUSTOMERS**

6. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
BSNL (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Urban)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (Total)	Count	3	2	1	0	0	3
	%	100	66.7	33.3	0.0	0.0	100
Rel Com (Urban)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Rel Com (Rural)	Count	2	2	0	0	0	2
	%	100	100	0.0	0.0	0.0	100
Rel Tel (Total)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Rel Tel (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Rel Tel (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TATA (Total)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
TATA (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TATA (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100

6. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Total)	Count	.1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Vodafone (Urban)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Vodafone (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
<b>Overall</b>	<b>Count</b>	<b>12</b>	<b>4</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>12</b>
	<b>%</b>	<b>100</b>	<b>33.3</b>	<b>66.7</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>7</b>
	<b>%</b>	<b>100</b>	<b>28.6</b>	<b>71.4</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>
	<b>%</b>	<b>100</b>	<b>40</b>	<b>60</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>

7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	3	1	2	0	0	3
	%	100	33.3	66.7	0.0	0	100
BSNL (Urban)	Count	2	1	1	0	0	2
	%	100	50	50	0.0	0	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0	100
Idea (Total)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Urban)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (Total)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0	100
Rel Com (Urban)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0	100
Rel Com (Rural)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0	100
Rel Tel (Total)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0	100
Rel Tel (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0	100
Rel Tel (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0	100
TATA (Total)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0	100
TATA (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TATA (Rural)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0	100

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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Total)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0	100
Vodafone (Urban)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0	100
Vodafone (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
<b>Overall</b>	<b>Count</b>	12	2	10	0	0	12
	<b>%</b>	100	16.7	83.3	0.0	0.0	100
<b>Overall (Urban)</b>	<b>Count</b>	7	2	5	0	0	7
	<b>%</b>	100	28.6	71.4	0.0	0.0	100
<b>Overall (Rural)</b>	<b>Count</b>	5	0	5	0	0	5
	<b>%</b>	100	0.0	100	0.0	0.0	100

7(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Others	Total
Aircel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
TATA (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
TATA (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
TATA (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-

7(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Others	Total
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Overall</b>	<b>Count</b>	-	-	-	-	-	-
	<b>%</b>	-	-	-	-	-	-
<b>Overall (Urban)</b>	<b>Count</b>	-	-	-	-	-	-
	<b>%</b>	-	-	-	-	-	-
<b>Overall (Rural)</b>	<b>Count</b>	-	-	-	-	-	-
	<b>%</b>	-	-	-	-	-	-

8(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	3	0	3	0	0	3
	%	100	0	100	0.0	0	100
BSNL (Urban)	Count	2	0	2	0	0	2
	%	100	0	100	0.0	0	100
BSNL (Rural)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0	100
Idea (Total)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Urban)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (Total)	Count	3	1	2	0	0	3
	%	100	33.3	66.7	0.0	0.0	100
Rel Com (Urban)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Rel Com (Rural)	Count	2	1	1	0	0	2
	%	100	50	50	0.0	0.0	100
Rel Tel (Total)	Count	3	0	3	0	0	3
	%	100	0	100	0.0	0.0	100
Rel Tel (Urban)	Count	2	0	2	0	0	2
	%	100	0	100	0.0	0.0	100
Rel Tel (Rural)	Count	1	0	1	0	0	1
	%	100	0	100	0.0	0.0	100
TATA (Total)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
TATA (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TATA (Rural)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-



8(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Vodafone (Urban)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Vodafone (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Overall	Count	12	3	9	0	0	12
	%	100	25	75	0.0	0.0	100
Overall (Urban)	Count	7	1	6	0	0	7
	%	100	14.3	85.7	0.0	0.0	100
Overall (Rural)	Count	5	2	3	0	0	5
	%	100	40	60	0.0	0.0	100

8(b). Please specify the reason(s) for your dissatisfaction								
Service Providers		Charges not as per tariff plan subscribed	Calculations are not clear	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Aircel (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Airtel (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
BSNL (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
BSNL (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
BSNL (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Idea (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Idea (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Idea (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Rel Com (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Rel Com (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Rel Com (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Rel Tel (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Rel Tel (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Rel Tel (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
TATA (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
TATA (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
TATA (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-

8(b). Please specify the reason(s) for your dissatisfaction								
Service Providers		Charges not as per tariff plan subscribed	Calculations are not clear	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Others	Total
Uninor (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Vodafone (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Vodafone (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Vodafone (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
<b>Overall</b>	<b>Count</b>	-	-	-	-	-	-	-
	<b>%</b>	-	-	-	-	-	-	-
<b>Overall (Urban)</b>	<b>Count</b>	-	-	-	-	-	-	-
	<b>%</b>	-	-	-	-	-	-	-
<b>Overall (Rural)</b>	<b>Count</b>	-	-	-	-	-	-	-
	<b>%</b>	-	-	-	-	-	-	-

<b>9(a). Have you made any billing related complaints in the last 6 months?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	-	-	-
	%	-	-	-
Aircel (Urban)	Count	-	-	-
	%	-	-	-
Aircel (Rural)	Count	-	-	-
	%	-	-	-
Airtel (Total)	Count	-	-	-
	%	-	-	-
Airtel (Urban)	Count	-	-	-
	%	-	-	-
Airtel (Rural)	Count	-	-	-
	%	-	-	-
BSNL (Total)	Count	0	3	3
	%	0.0	100	100
BSNL (Urban)	Count	0	2	2
	%	0.0	100	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100	100
Idea (Total)	Count	1	0	1
	%	100	0.0	100
Idea (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Rural)	Count	1	0	1
	%	100	0.0	100
Rel Com (Total)	Count	0	3	3
	%	0.0	100	100
Rel Com (Urban)	Count	0	1	1
	%	0.0	100	100
Rel Com (Rural)	Count	0	2	2
	%	0.0	100	100
Rel Tel (Total)	Count	0	3	3
	%	0.0	100	100
Rel Tel (Urban)	Count	0	2	2
	%	0.0	100	100
Rel Tel (Rural)	Count	0	1	1
	%	0.0	100	100
TATA (Total)	Count	0	1	1
	%	0.0	100	100
TATA (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
TATA (Rural)	Count	0	1	1
	%	0.0	100	100
Uninor (Total)	Count	-	-	-
	%	-	-	-
Uninor (Urban)	Count	-	-	-
	%	-	-	-
Uninor (Rural)	Count	-	-	-
	%	-	-	-

<b>9(a). Have you made any billing related complaints in the last 6 months?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Vodafone (Total)	Count	0	1	1
	%	0.0	100	100
Vodafone (Urban)	Count	0	1	1
	%	0.0	100	100
Vodafone (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
<b>Overall</b>	<b>Count</b>	<b>1</b>	<b>11</b>	<b>12</b>
	<b>%</b>	<b>8.3</b>	<b>91.7</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>1</b>	<b>6</b>	<b>7</b>
	<b>%</b>	<b>14.3</b>	<b>85.7</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>0</b>	<b>5</b>	<b>5</b>
	<b>%</b>	<b>0.0</b>	<b>100</b>	<b>100</b>

9(b). How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Total)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Urban)	Count	1	1	0	0	0	1
	%	100	100	0.0	0.0	0.0	100
Idea (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
TATA (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
TATA (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
TATA (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-

9(b). How satisfied are you with the process of resolution of billing complaints?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Overall</b>	<b>Count</b>	1	1	0	0	0	1
	<b>%</b>	100	100	0.0	0.0	0.0	100
<b>Overall (Urban)</b>	<b>Count</b>	1	1	0	0	0	1
	<b>%</b>	100	100	0.0	0.0	0.0	100
<b>Overall (Rural)</b>	<b>Count</b>	0	0	0	0	0	0
	<b>%</b>	0.0	0.0	0.0	0.0	0.0	0.0

**HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

<b>10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	182	209	391
	%	46.5	53.5	100
Aircel (Urban)	Count	126	147	273
	%	46.2	53.8	100
Aircel (Rural)	Count	56	62	118
	%	47.5	52.5	100
Airtel (Total)	Count	181	211	392
	%	46.2	53.8	100
Airtel (Urban)	Count	111	157	268
	%	41.4	58.6	100
Airtel (Rural)	Count	70	54	124
	%	56.5	43.5	100
BSNL (Total)	Count	161	229	390
	%	41.3	58.7	100
BSNL (Urban)	Count	117	157	274
	%	42.7	57.3	100
BSNL (Rural)	Count	44	72	116
	%	37.9	62.1	100
Idea (Total)	Count	183	202	385
	%	47.5	52.5	100
Idea (Urban)	Count	134	136	270
	%	49.6	50.4	100
Idea (Rural)	Count	49	66	115
	%	42.6	57.4	100
Rel Com (Total)	Count	132	253	385
	%	34.3	65.7	100
Rel Com (Urban)	Count	107	214	321
	%	33.3	66.7	100
Rel Com (Rural)	Count	25	39	64
	%	39.1	60.9	100
Rel Tel (Total)	Count	156	237	393
	%	39.7	60.3	100
Rel Tel (Urban)	Count	109	166	275
	%	39.6	60.4	100
Rel Tel (Rural)	Count	47	71	118
	%	39.8	60.2	100
TATA (Total)	Count	180	208	388
	%	46.4	53.6	100
TATA (Urban)	Count	137	134	271
	%	50.6	49.4	100
TATA (Rural)	Count	43	74	117
	%	36.8	63.2	100



**10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?**

Service Providers		Yes	No	Total
Uninor (Total)	Count	127	260	387
	%	32.8	67.2	100
Uninor (Urban)	Count	94	225	319
	%	29.5	70.5	100
Uninor (Rural)	Count	33	35	68
	%	48.5	51.5	100
Vodafone (Total)	Count	149	239	388
	%	38.4	61.6	100
Vodafone (Urban)	Count	107	160	267
	%	40.1	59.9	100
Vodafone (Rural)	Count	42	79	121
	%	34.7	65.3	100
<b>Overall</b>	<b>Count</b>	<b>1451</b>	<b>2048</b>	<b>3499</b>
	<b>%</b>	<b>41.5</b>	<b>58.5</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>1042</b>	<b>1496</b>	<b>2538</b>
	<b>%</b>	<b>41.1</b>	<b>58.9</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>409</b>	<b>552</b>	<b>961</b>
	<b>%</b>	<b>42.6</b>	<b>57.4</b>	<b>100</b>

<b>11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>128</b>	8	120	50	4	182
	%	<b>70.3</b>	4.4	65.9	27.5	2.2	100
Aircel (Urban)	Count	<b>85</b>	4	81	41	0	126
	%	<b>67.5</b>	3.2	64.3	32.5	0.0	100
Aircel (Rural)	Count	<b>43</b>	4	39	9	4	56
	%	<b>76.7</b>	7.1	69.6	16.1	7.1	100
Airtel (Total)	Count	<b>126</b>	9	117	52	3	181
	%	<b>69.6</b>	5.0	64.6	28.7	1.7	100
Airtel (Urban)	Count	<b>76</b>	3	73	33	2	111
	%	<b>68.5</b>	2.7	65.8	29.7	1.8	100
Airtel (Rural)	Count	<b>50</b>	6	44	19	1	70
	%	<b>71.5</b>	8.6	62.9	27.1	1.4	100
BSNL (Total)	Count	<b>95</b>	5	90	61	5	161
	%	<b>59</b>	3.1	55.9	37.9	3.1	100
BSNL (Urban)	Count	<b>69</b>	2	67	43	5	117
	%	<b>59</b>	1.7	57.3	36.8	4.3	100
BSNL (Rural)	Count	<b>26</b>	3	23	18	0	44
	%	<b>59.1</b>	6.8	52.3	40.9	0.0	100
Idea (Total)	Count	<b>118</b>	7	111	63	2	183
	%	<b>64.5</b>	3.8	60.7	34.4	1.1	100
Idea (Urban)	Count	<b>89</b>	3	86	43	2	134
	%	<b>66.4</b>	2.2	64.2	32.1	1.5	100
Idea (Rural)	Count	<b>29</b>	4	25	20	0	49
	%	<b>59.2</b>	8.2	51.0	40.8	0.0	100
Rel Com (Total)	Count	<b>91</b>	5	86	41	0	132
	%	<b>69</b>	3.8	65.2	31.1	0.0	100
Rel Com (Urban)	Count	<b>74</b>	3	71	33	0	107
	%	<b>69.2</b>	2.8	66.4	30.8	0.0	100
Rel Com (Rural)	Count	<b>17</b>	2	15	8	0	25
	%	<b>68</b>	8.0	60.0	32.0	0.0	100
Rel Tel (Total)	Count	<b>103</b>	15	88	51	2	156
	%	<b>66</b>	9.6	56.4	32.7	1.3	100
Rel Tel (Urban)	Count	<b>69</b>	5	64	38	2	109
	%	<b>63.3</b>	4.6	58.7	34.9	1.8	100
Rel Tel (Rural)	Count	<b>34</b>	10	24	13	0	47
	%	<b>72.4</b>	21.3	51.1	27.7	0.0	100
TATA (Total)	Count	<b>133</b>	10	123	47	0	180
	%	<b>73.9</b>	5.6	68.3	26.1	0.0	100
TATA (Urban)	Count	<b>102</b>	5	97	35	0	137
	%	<b>74.4</b>	3.6	70.8	25.5	0.0	100
TATA (Rural)	Count	<b>31</b>	5	26	12	0	43
	%	<b>72.1</b>	11.6	60.5	27.9	0.0	100
Uninor (Total)	Count	<b>91</b>	2	89	35	1	127
	%	<b>71.7</b>	1.6	70.1	27.6	0.8	100
Uninor (Urban)	Count	<b>69</b>	0	69	25	0	94
	%	<b>73.4</b>	0.0	73.4	26.6	0.0	100
Uninor (Rural)	Count	<b>22</b>	2	20	10	1	33
	%	<b>66.7</b>	6.1	60.6	30.3	3.0	100

**11. How satisfied are you with the ease of access of complaint centre/customer care or helpline?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>111</b>	5	106	35	3	149
	%	<b>74.5</b>	3.4	71.1	23.5	2.0	100
Vodafone (Urban)	Count	<b>80</b>	0	80	27	0	107
	%	<b>74.8</b>	0.0	74.8	25.2	0.0	100
Vodafone (Rural)	Count	<b>31</b>	5	26	8	3	42
	%	<b>73.8</b>	11.9	61.9	19.0	7.1	100
<b>Overall</b>	<b>Count</b>	<b>996</b>	<b>66</b>	<b>930</b>	<b>435</b>	<b>20</b>	<b>1451</b>
	<b>%</b>	<b>68.6</b>	<b>4.5</b>	<b>64.1</b>	<b>30.0</b>	<b>1.4</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>713</b>	<b>25</b>	<b>688</b>	<b>318</b>	<b>11</b>	<b>1042</b>
	<b>%</b>	<b>68.4</b>	<b>2.4</b>	<b>66.0</b>	<b>30.5</b>	<b>1.1</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>283</b>	<b>41</b>	<b>242</b>	<b>117</b>	<b>9</b>	<b>409</b>
	<b>%</b>	<b>69.2</b>	<b>10.0</b>	<b>59.2</b>	<b>28.6</b>	<b>2.2</b>	<b>100</b>

<b>12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?</b>							
<b>Service Providers</b>		<b>Overall satisfied=(A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>130</b>	12	118	47	5	182
	%	<b>71.4</b>	6.6	64.8	25.8	2.7	100
Aircel (Urban)	Count	<b>90</b>	7	83	36	0	126
	%	<b>71.5</b>	5.6	65.9	28.6	0.0	100
Aircel (Rural)	Count	<b>40</b>	5	35	11	5	56
	%	<b>71.4</b>	8.9	62.5	19.6	8.9	100
Airtel (Total)	Count	<b>134</b>	6	128	44	3	181
	%	<b>74</b>	3.3	70.7	24.3	1.7	100
Airtel (Urban)	Count	<b>79</b>	2	77	30	2	111
	%	<b>71.2</b>	1.8	69.4	27.0	1.8	100
Airtel (Rural)	Count	<b>55</b>	4	51	14	1	70
	%	<b>78.6</b>	5.7	72.9	20.0	1.4	100
BSNL (Total)	Count	<b>94</b>	3	91	60	7	161
	%	<b>58.4</b>	1.9	56.5	37.3	4.3	100
BSNL (Urban)	Count	<b>67</b>	2	65	44	6	117
	%	<b>57.3</b>	1.7	55.6	37.6	5.1	100
BSNL (Rural)	Count	<b>27</b>	1	26	16	1	44
	%	<b>61.4</b>	2.3	59.1	36.4	2.3	100
Idea (Total)	Count	<b>109</b>	7	102	72	2	183
	%	<b>59.5</b>	3.8	55.7	39.3	1.1	100
Idea (Urban)	Count	<b>77</b>	3	74	55	2	134
	%	<b>57.4</b>	2.2	55.2	41.0	1.5	100
Idea (Rural)	Count	<b>32</b>	4	28	17	0	49
	%	<b>65.3</b>	8.2	57.1	34.7	0.0	100
Rel Com (Total)	Count	<b>93</b>	5	88	38	1	132
	%	<b>70.5</b>	3.8	66.7	28.8	0.8	100
Rel Com (Urban)	Count	<b>76</b>	4	72	30	1	107
	%	<b>71</b>	3.7	67.3	28.0	0.9	100
Rel Com (Rural)	Count	<b>17</b>	1	16	8	0	25
	%	<b>68</b>	4.0	64.0	32.0	0.0	100
Rel Tel (Total)	Count	<b>98</b>	14	84	56	2	156
	%	<b>62.8</b>	9.0	53.8	35.9	1.3	100
Rel Tel (Urban)	Count	<b>67</b>	4	63	41	1	109
	%	<b>61.5</b>	3.7	57.8	37.6	0.9	100
Rel Tel (Rural)	Count	<b>31</b>	10	21	15	1	47
	%	<b>66</b>	21.3	44.7	31.9	2.1	100
TATA (Total)	Count	<b>123</b>	8	115	57	0	180
	%	<b>68.3</b>	4.4	63.9	31.7	0.0	100
TATA (Urban)	Count	<b>93</b>	4	89	44	0	137
	%	<b>67.9</b>	2.9	65.0	32.1	0.0	100
TATA (Rural)	Count	<b>30</b>	4	26	13	0	43
	%	<b>69.8</b>	9.3	60.5	30.2	0.0	100
Uninor (Total)	Count	<b>82</b>	3	79	44	1	127
	%	<b>64.6</b>	2.4	62.2	34.6	0.8	100
Uninor (Urban)	Count	<b>60</b>	1	59	34	0	94
	%	<b>63.9</b>	1.1	62.8	36.2	0.0	100
Uninor (Rural)	Count	<b>22</b>	2	20	10	1	33
	%	<b>66.7</b>	6.1	60.6	30.3	3.0	100

12. How satisfied are you with the ease of getting an option for “talking to a customer care executive”?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>115</b>	6	109	32	2	149
	%	<b>77.2</b>	4.0	73.2	21.5	1.3	100
Vodafone (Urban)	Count	<b>82</b>	1	81	25	0	107
	%	<b>76.6</b>	0.9	75.7	23.4	0.0	100
Vodafone (Rural)	Count	<b>33</b>	5	28	7	2	42
	%	<b>78.6</b>	11.9	66.7	16.7	4.8	100
<b>Overall</b>	<b>Count</b>	<b>978</b>	<b>64</b>	<b>914</b>	<b>450</b>	<b>23</b>	<b>1451</b>
	<b>%</b>	<b>67.4</b>	<b>4.4</b>	<b>63.0</b>	<b>31.0</b>	<b>1.6</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>691</b>	<b>28</b>	<b>663</b>	<b>339</b>	<b>12</b>	<b>1042</b>
	<b>%</b>	<b>66.3</b>	<b>2.7</b>	<b>63.6</b>	<b>32.5</b>	<b>1.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>287</b>	<b>36</b>	<b>251</b>	<b>111</b>	<b>11</b>	<b>409</b>
	<b>%</b>	<b>70.2</b>	<b>8.8</b>	<b>61.4</b>	<b>27.1</b>	<b>2.7</b>	<b>100</b>

**13. How satisfied are you with the response time taken to answer your call by a customer care executive?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	<b>134</b>	10	124	47	1	182
	%	<b>73.6</b>	5.5	68.1	25.8	0.5	100
Aircel (Urban)	Count	<b>89</b>	3	86	37	0	126
	%	<b>70.7</b>	2.4	68.3	29.4	0.0	100
Aircel (Rural)	Count	<b>45</b>	7	38	10	1	56
	%	<b>80.4</b>	12.5	67.9	17.9	1.8	100
Airtel (Total)	Count	<b>132</b>	6	126	47	2	181
	%	<b>72.9</b>	3.3	69.6	26.0	1.1	100
Airtel (Urban)	Count	<b>76</b>	2	74	34	1	111
	%	<b>68.5</b>	1.8	66.7	30.6	0.9	100
Airtel (Rural)	Count	<b>56</b>	4	52	13	1	70
	%	<b>80.0</b>	5.7	74.3	18.6	1.4	100
BSNL (Total)	Count	<b>111</b>	2	109	45	5	161
	%	<b>68.9</b>	1.2	67.7	28.0	3.1	100
BSNL (Urban)	Count	<b>80</b>	0	80	33	4	117
	%	<b>68.4</b>	0.0	68.4	28.2	3.4	100
BSNL (Rural)	Count	<b>31</b>	2	29	12	1	44
	%	<b>70.4</b>	4.5	65.9	27.3	2.3	100
Idea (Total)	Count	<b>129</b>	7	122	52	2	183
	%	<b>70.5</b>	3.8	66.7	28.4	1.1	100
Idea (Urban)	Count	<b>96</b>	2	94	36	2	134
	%	<b>71.6</b>	1.5	70.1	26.9	1.5	100
Idea (Rural)	Count	<b>33</b>	5	28	16	0	49
	%	<b>67.3</b>	10.2	57.1	32.7	0.0	100
Rel Com (Total)	Count	<b>90</b>	2	88	40	2	132
	%	<b>68.2</b>	1.5	66.7	30.3	1.5	100
Rel Com (Urban)	Count	<b>74</b>	0	74	31	2	107
	%	<b>69.2</b>	0.0	69.2	29.0	1.9	100
Rel Com (Rural)	Count	<b>16</b>	2	14	9	0	25
	%	<b>64.0</b>	8.0	56.0	36.0	0.0	100
Rel Tel (Total)	Count	<b>109</b>	12	97	46	1	156
	%	<b>69.9</b>	7.7	62.2	29.5	0.6	100
Rel Tel (Urban)	Count	<b>76</b>	2	74	33	0	109
	%	<b>69.7</b>	1.8	67.9	30.3	0.0	100
Rel Tel (Rural)	Count	<b>33</b>	10	23	13	1	47
	%	<b>70.2</b>	21.3	48.9	27.7	2.1	100
TATA (Total)	Count	<b>127</b>	4	123	53	0	180
	%	<b>70.5</b>	2.2	68.3	29.4	0.0	100
TATA (Urban)	Count	<b>96</b>	1	95	41	0	137
	%	<b>70.0</b>	0.7	69.3	29.9	0.0	100
TATA (Rural)	Count	<b>31</b>	3	28	12	0	43
	%	<b>72.1</b>	7.0	65.1	27.9	0.0	100
Uninor (Total)	Count	<b>94</b>	2	92	32	1	127
	%	<b>74.0</b>	1.6	72.4	25.2	0.8	100
Uninor (Urban)	Count	<b>71</b>	0	71	23	0	94
	%	<b>75.5</b>	0.0	75.5	24.5	0.0	100
Uninor (Rural)	Count	<b>23</b>	2	21	9	1	33
	%	<b>69.7</b>	6.1	63.6	27.3	3.0	100

**13. How satisfied are you with the response time taken to answer your call by a customer care executive?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>109</b>	5	104	38	2	149
	%	<b>73.2</b>	3.4	69.8	25.5	1.3	100
Vodafone (Urban)	Count	<b>77</b>	1	76	30	0	107
	%	<b>71.9</b>	0.9	71.0	28.0	0.0	100
Vodafone (Rural)	Count	<b>32</b>	4	28	8	2	42
	%	<b>76.2</b>	9.5	66.7	19.0	4.8	100
<b>Overall</b>	<b>Count</b>	<b>1035</b>	<b>50</b>	<b>985</b>	<b>400</b>	<b>16</b>	<b>1451</b>
	<b>%</b>	<b>71.3</b>	<b>3.4</b>	<b>67.9</b>	<b>27.6</b>	<b>1.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>735</b>	<b>11</b>	<b>724</b>	<b>298</b>	<b>9</b>	<b>1042</b>
	<b>%</b>	<b>70.6</b>	<b>1.1</b>	<b>69.5</b>	<b>28.6</b>	<b>0.9</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>300</b>	<b>39</b>	<b>261</b>	<b>102</b>	<b>7</b>	<b>409</b>
	<b>%</b>	<b>73.3</b>	<b>9.5</b>	<b>63.8</b>	<b>24.9</b>	<b>1.7</b>	<b>100</b>

14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	127	10	117	54	1	182
	%	69.8	5.5	64.3	29.7	0.5	100
Aircel (Urban)	Count	83	2	81	42	1	126
	%	65.9	1.6	64.3	33.3	0.8	100
Aircel (Rural)	Count	44	8	36	12	0	56
	%	78.6	14.3	64.3	21.4	0.0	100
Airtel (Total)	Count	132	7	125	46	3	181
	%	73	3.9	69.1	25.4	1.7	100
Airtel (Urban)	Count	81	2	79	30	0	111
	%	73	1.8	71.2	27.0	0.0	100
Airtel (Rural)	Count	51	5	46	16	3	70
	%	72.8	7.1	65.7	22.9	4.3	100
BSNL (Total)	Count	129	1	128	30	2	161
	%	80.1	0.6	79.5	18.6	1.2	100
BSNL (Urban)	Count	100	0	100	16	1	117
	%	85.5	0.0	85.5	13.7	0.9	100
BSNL (Rural)	Count	29	1	28	14	1	44
	%	65.9	2.3	63.6	31.8	2.3	100
Idea (Total)	Count	148	7	141	32	3	183
	%	80.8	3.8	77.0	17.5	1.6	100
Idea (Urban)	Count	115	4	111	17	2	134
	%	85.8	3.0	82.8	12.7	1.5	100
Idea (Rural)	Count	33	3	30	15	1	49
	%	67.3	6.1	61.2	30.6	2.0	100
Rel Com (Total)	Count	94	3	91	37	1	132
	%	71.2	2.3	68.9	28.0	0.8	100
Rel Com (Urban)	Count	82	1	81	25	0	107
	%	76.6	0.9	75.7	23.4	0.0	100
Rel Com (Rural)	Count	12	2	10	12	1	25
	%	48	8.0	40.0	48.0	4.0	100
Rel Tel (Total)	Count	114	10	104	41	1	156
	%	73.1	6.4	66.7	26.3	0.6	100
Rel Tel (Urban)	Count	84	0	84	25	0	109
	%	77.1	0.0	77.1	22.9	0.0	100
Rel Tel (Rural)	Count	30	10	20	16	1	47
	%	63.9	21.3	42.6	34.0	2.1	100
TATA (Total)	Count	143	6	137	37	0	180
	%	79.4	3.3	76.1	20.6	0.0	100
TATA (Urban)	Count	115	2	113	22	0	137
	%	84	1.5	82.5	16.1	0.0	100
TATA (Rural)	Count	28	4	24	15	0	43
	%	65.1	9.3	55.8	34.9	0.0	100
Uninor (Total)	Count	104	6	98	22	1	127
	%	81.9	4.7	77.2	17.3	0.8	100
Uninor (Urban)	Count	80	4	76	14	0	94
	%	85.2	4.3	80.9	14.9	0.0	100
Uninor (Rural)	Count	24	2	22	8	1	33
	%	72.8	6.1	66.7	24.2	3.0	100



14. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	131	3	128	15	3	149
	%	87.9	2.0	85.9	10.1	2.0	100
Vodafone (Urban)	Count	95	1	94	11	1	107
	%	88.8	0.9	87.9	10.3	0.9	100
Vodafone (Rural)	Count	36	2	34	4	2	42
	%	85.8	4.8	81.0	9.5	4.8	100
<b>Overall</b>	<b>Count</b>	<b>1122</b>	<b>53</b>	<b>1069</b>	<b>314</b>	<b>15</b>	<b>1451</b>
	<b>%</b>	<b>77.4</b>	<b>3.7</b>	<b>73.7</b>	<b>21.6</b>	<b>1.0</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>835</b>	<b>16</b>	<b>819</b>	<b>202</b>	<b>5</b>	<b>1042</b>
	<b>%</b>	<b>80.1</b>	<b>1.5</b>	<b>78.6</b>	<b>19.4</b>	<b>0.5</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>287</b>	<b>37</b>	<b>250</b>	<b>112</b>	<b>10</b>	<b>409</b>
	<b>%</b>	<b>70.1</b>	<b>9.0</b>	<b>61.1</b>	<b>27.4</b>	<b>2.4</b>	<b>100</b>

**15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	115	6	109	66	1	182
	%	63.2	3.3	59.9	36.3	0.5	100
Aircel (Urban)	Count	79	0	79	46	1	126
	%	62.7	0.0	62.7	36.5	0.8	100
Aircel (Rural)	Count	36	6	30	20	0	56
	%	64.3	10.7	53.6	35.7	0.0	100
Airtel (Total)	Count	126	4	122	52	3	181
	%	69.6	2.2	67.4	28.7	1.7	100
Airtel (Urban)	Count	74	0	74	35	2	111
	%	66.7	0.0	66.7	31.5	1.8	100
Airtel (Rural)	Count	52	4	48	17	1	70
	%	74.3	5.7	68.6	24.3	1.4	100
BSNL (Total)	Count	94	2	92	51	16	161
	%	58.3	1.2	57.1	31.7	9.9	100
BSNL (Urban)	Count	73	1	72	37	7	117
	%	62.4	0.9	61.5	31.6	6.0	100
BSNL (Rural)	Count	21	1	20	14	9	44
	%	47.8	2.3	45.5	31.8	20.5	100
Idea (Total)	Count	125	6	119	54	4	183
	%	68.3	3.3	65.0	29.5	2.2	100
Idea (Urban)	Count	94	3	91	37	3	134
	%	70.1	2.2	67.9	27.6	2.2	100
Idea (Rural)	Count	31	3	28	17	1	49
	%	63.2	6.1	57.1	34.7	2.0	100
Rel Com (Total)	Count	103	4	99	26	3	132
	%	78.0	3.0	75.0	19.7	2.3	100
Rel Com (Urban)	Count	92	3	89	14	1	107
	%	86.0	2.8	83.2	13.1	0.9	100
Rel Com (Rural)	Count	11	1	10	12	2	25
	%	44.0	4.0	40.0	48.0	8.0	100
Rel Tel (Total)	Count	97	16	81	58	1	156
	%	62.2	10.3	51.9	37.2	0.6	100
Rel Tel (Urban)	Count	69	6	63	40	0	109
	%	63.3	5.5	57.8	36.7	0.0	100
Rel Tel (Rural)	Count	28	10	18	18	1	47
	%	59.6	21.3	38.3	38.3	2.1	100
TATA (Total)	Count	126	10	116	51	3	180
	%	70.0	5.6	64.4	28.3	1.7	100
TATA (Urban)	Count	98	5	93	38	1	137
	%	71.5	3.6	67.9	27.7	0.7	100
TATA (Rural)	Count	28	5	23	13	2	43
	%	65.1	11.6	53.5	30.2	4.7	100

**15. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	88	2	86	38	1	127
	%	69.3	1.6	67.7	29.9	0.8	100
Uninor (Urban)	Count	66	0	66	28	0	94
	%	70.2	0.0	70.2	29.8	0.0	100
Uninor (Rural)	Count	22	2	20	10	1	33
	%	66.7	6.1	60.6	30.3	3.0	100
Vodafone (Total)	Count	108	5	103	38	3	149
	%	72.5	3.4	69.1	25.5	2.0	100
Vodafone (Urban)	Count	76	1	75	30	1	107
	%	71.0	0.9	70.1	28.0	0.9	100
Vodafone (Rural)	Count	32	4	28	8	2	42
	%	76.2	9.5	66.7	19.0	4.8	100
<b>Overall</b>	<b>Count</b>	<b>982</b>	<b>55</b>	<b>927</b>	<b>434</b>	<b>35</b>	<b>1451</b>
	<b>%</b>	<b>67.7</b>	<b>3.8</b>	<b>63.9</b>	<b>29.9</b>	<b>2.4</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>721</b>	<b>19</b>	<b>702</b>	<b>305</b>	<b>16</b>	<b>1042</b>
	<b>%</b>	<b>69.2</b>	<b>1.8</b>	<b>67.4</b>	<b>29.3</b>	<b>1.5</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>261</b>	<b>36</b>	<b>225</b>	<b>129</b>	<b>19</b>	<b>409</b>
	<b>%</b>	<b>63.8</b>	<b>8.8</b>	<b>55.0</b>	<b>31.5</b>	<b>4.6</b>	<b>100</b>

**NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

<b>16. How satisfied are you with the availability of signal of your service provider in your locality?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>313</b>	19	294	74	4	391
	%	<b>80.1</b>	4.9	75.2	18.9	1.0	100
Aircel (Urban)	Count	<b>221</b>	8	213	51	1	273
	%	<b>80.9</b>	2.9	78.0	18.7	0.4	100
Aircel (Rural)	Count	<b>92</b>	11	81	23	3	118
	%	<b>77.9</b>	9.3	68.6	19.5	2.5	100
Airtel (Total)	Count	<b>336</b>	20	316	55	1	392
	%	<b>85.7</b>	5.1	80.6	14.0	0.3	100
Airtel (Urban)	Count	<b>228</b>	9	219	40	0	268
	%	<b>85.1</b>	3.4	81.7	14.9	0.0	100
Airtel (Rural)	Count	<b>108</b>	11	97	15	1	124
	%	<b>87.1</b>	8.9	78.2	12.1	0.8	100
BSNL (Total)	Count	<b>272</b>	26	246	112	6	390
	%	<b>69.8</b>	6.7	63.1	28.7	1.5	100
BSNL (Urban)	Count	<b>195</b>	15	180	77	2	274
	%	<b>71.2</b>	5.5	65.7	28.1	0.7	100
BSNL (Rural)	Count	<b>77</b>	11	66	35	4	116
	%	<b>66.4</b>	9.5	56.9	30.2	3.4	100
Idea (Total)	Count	<b>287</b>	18	269	90	8	385
	%	<b>74.6</b>	4.7	69.9	23.4	2.1	100
Idea (Urban)	Count	<b>212</b>	10	202	53	5	270
	%	<b>78.5</b>	3.7	74.8	19.6	1.9	100
Idea (Rural)	Count	<b>75</b>	8	67	37	3	115
	%	<b>65.3</b>	7.0	58.3	32.2	2.6	100
Rel Com (Total)	Count	<b>292</b>	19	273	84	9	385
	%	<b>75.8</b>	4.9	70.9	21.8	2.3	100
Rel Com (Urban)	Count	<b>246</b>	14	232	68	7	321
	%	<b>76.7</b>	4.4	72.3	21.2	2.2	100
Rel Com (Rural)	Count	<b>46</b>	5	41	16	2	64
	%	<b>71.9</b>	7.8	64.1	25.0	3.1	100
Rel Tel (Total)	Count	<b>297</b>	29	268	89	7	393
	%	<b>75.6</b>	7.4	68.2	22.6	1.8	100
Rel Tel (Urban)	Count	<b>219</b>	14	205	50	6	275
	%	<b>79.6</b>	5.1	74.5	18.2	2.2	100
Rel Tel (Rural)	Count	<b>78</b>	15	63	39	1	118
	%	<b>66.1</b>	12.7	53.4	33.1	0.8	100
TATA (Total)	Count	<b>293</b>	25	268	89	6	388
	%	<b>75.5</b>	6.4	69.1	22.9	1.5	100
TATA (Urban)	Count	<b>193</b>	10	183	74	4	271
	%	<b>71.2</b>	3.7	67.5	27.3	1.5	100
TATA (Rural)	Count	<b>100</b>	15	85	15	2	117
	%	<b>85.4</b>	12.8	72.6	12.8	1.7	100
Uninor (Total)	Count	<b>296</b>	13	283	83	8	387
	%	<b>76.5</b>	3.4	73.1	21.4	2.1	100
Uninor (Urban)	Count	<b>253</b>	9	244	61	5	319
	%	<b>79.3</b>	2.8	76.5	19.1	1.6	100
Uninor (Rural)	Count	<b>43</b>	4	39	22	3	68
	%	<b>63.3</b>	5.9	57.4	32.4	4.4	100

16. How satisfied are you with the availability of signal of your service provider in your locality?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>344</b>	19	325	42	2	388
	%	<b>88.7</b>	4.9	83.8	10.8	0.5	100
Vodafone (Urban)	Count	<b>240</b>	10	230	27	0	267
	%	<b>89.8</b>	3.7	86.1	10.1	0.0	100
Vodafone (Rural)	Count	<b>104</b>	9	95	15	2	121
	%	<b>85.9</b>	7.4	78.5	12.4	1.7	100
<b>Overall</b>	<b>Count</b>	<b>2730</b>	<b>188</b>	<b>2542</b>	<b>718</b>	<b>51</b>	<b>3499</b>
	<b>%</b>	<b>78.0</b>	<b>5.4</b>	<b>72.6</b>	<b>20.5</b>	<b>1.5</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2007</b>	<b>99</b>	<b>1908</b>	<b>501</b>	<b>30</b>	<b>2538</b>
	<b>%</b>	<b>79.1</b>	<b>3.9</b>	<b>75.2</b>	<b>19.7</b>	<b>1.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>723</b>	<b>89</b>	<b>634</b>	<b>217</b>	<b>21</b>	<b>961</b>
	<b>%</b>	<b>75.3</b>	<b>9.3</b>	<b>66.0</b>	<b>22.6</b>	<b>2.2</b>	<b>100</b>

<b>17. How satisfied are you with the ability to make or receive calls easily?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>337</b>	29	308	54	0	391
	%	<b>86.2</b>	7.4	78.8	13.8	0.0	100
Aircel (Urban)	Count	<b>234</b>	11	223	39	0	273
	%	<b>85.7</b>	4.0	81.7	14.3	0.0	100
Aircel (Rural)	Count	<b>103</b>	18	85	15	0	118
	%	<b>87.3</b>	15.3	72.0	12.7	0.0	100
Airtel (Total)	Count	<b>338</b>	20	318	52	2	392
	%	<b>86.2</b>	5.1	81.1	13.3	0.5	100
Airtel (Urban)	Count	<b>231</b>	10	221	37	0	268
	%	<b>86.2</b>	3.7	82.5	13.8	0.0	100
Airtel (Rural)	Count	<b>107</b>	10	97	15	2	124
	%	<b>86.3</b>	8.1	78.2	12.1	1.6	100
BSNL (Total)	Count	<b>302</b>	19	283	86	2	390
	%	<b>77.5</b>	4.9	72.6	22.1	0.5	100
BSNL (Urban)	Count	<b>211</b>	11	200	62	1	274
	%	<b>77</b>	4.0	73.0	22.6	0.4	100
BSNL (Rural)	Count	<b>91</b>	8	83	24	1	116
	%	<b>78.5</b>	6.9	71.6	20.7	0.9	100
Idea (Total)	Count	<b>306</b>	14	292	73	6	385
	%	<b>79.4</b>	3.6	75.8	19.0	1.6	100
Idea (Urban)	Count	<b>220</b>	9	211	46	4	270
	%	<b>81.4</b>	3.3	78.1	17.0	1.5	100
Idea (Rural)	Count	<b>86</b>	5	81	27	2	115
	%	<b>74.7</b>	4.3	70.4	23.5	1.7	100
Rel Com (Total)	Count	<b>297</b>	20	277	81	7	385
	%	<b>77.1</b>	5.2	71.9	21.0	1.8	100
Rel Com (Urban)	Count	<b>248</b>	17	231	69	4	321
	%	<b>77.3</b>	5.3	72.0	21.5	1.2	100
Rel Com (Rural)	Count	<b>49</b>	3	46	12	3	64
	%	<b>76.6</b>	4.7	71.9	18.8	4.7	100
Rel Tel (Total)	Count	<b>303</b>	28	275	85	5	393
	%	<b>77.1</b>	7.1	70.0	21.6	1.3	100
Rel Tel (Urban)	Count	<b>218</b>	12	206	52	5	275
	%	<b>79.3</b>	4.4	74.9	18.9	1.8	100
Rel Tel (Rural)	Count	<b>85</b>	16	69	33	0	118
	%	<b>72.1</b>	13.6	58.5	28.0	0.0	100
TATA (Total)	Count	<b>324</b>	23	301	61	3	388
	%	<b>83.5</b>	5.9	77.6	15.7	0.8	100
TATA (Urban)	Count	<b>220</b>	7	213	50	1	271
	%	<b>81.2</b>	2.6	78.6	18.5	0.4	100
TATA (Rural)	Count	<b>104</b>	16	88	11	2	117
	%	<b>88.9</b>	13.7	75.2	9.4	1.7	100
Uninor (Total)	Count	<b>303</b>	15	288	78	6	387
	%	<b>78.3</b>	3.9	74.4	20.2	1.6	100
Uninor (Urban)	Count	<b>259</b>	11	248	55	5	319
	%	<b>81.1</b>	3.4	77.7	17.2	1.6	100
Uninor (Rural)	Count	<b>44</b>	4	40	23	1	68
	%	<b>64.7</b>	5.9	58.8	33.8	1.5	100

17. How satisfied are you with the ability to make or receive calls easily?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>354</b>	16	338	32	2	388
	%	<b>91.2</b>	4.1	87.1	8.2	0.5	100
Vodafone (Urban)	Count	<b>244</b>	6	238	23	0	267
	%	<b>91.3</b>	2.2	89.1	8.6	0.0	100
Vodafone (Rural)	Count	<b>110</b>	10	100	9	2	121
	%	<b>90.9</b>	8.3	82.6	7.4	1.7	100
<b>Overall</b>	<b>Count</b>	<b>2864</b>	<b>184</b>	<b>2680</b>	<b>602</b>	<b>33</b>	<b>3499</b>
	<b>%</b>	<b>81.9</b>	<b>5.3</b>	<b>76.6</b>	<b>17.2</b>	<b>0.9</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2085</b>	<b>94</b>	<b>1991</b>	<b>433</b>	<b>20</b>	<b>2538</b>
	<b>%</b>	<b>82.1</b>	<b>3.7</b>	<b>78.4</b>	<b>17.1</b>	<b>0.8</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>779</b>	<b>90</b>	<b>689</b>	<b>169</b>	<b>13</b>	<b>961</b>
	<b>%</b>	<b>81.1</b>	<b>9.4</b>	<b>71.7</b>	<b>17.6</b>	<b>1.4</b>	<b>100</b>

<b>18. How often does your call drop during conversation?</b>						
<b>Service Providers</b>		<b>Very Frequently</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>	<b>Total</b>
Aircel (Total)	Count	2	21	281	87	391
	%	0.5	5.4	71.9	22.3	100
Aircel (Urban)	Count	2	13	206	52	273
	%	0.7	4.8	75.5	19.0	100
Aircel (Rural)	Count	0	8	75	35	118
	%	0.0	6.8	63.6	29.7	100
Airtel (Total)	Count	2	27	278	85	392
	%	0.5	6.9	70.9	21.7	100
Airtel (Urban)	Count	2	17	194	55	268
	%	0.7	6.3	72.4	20.5	100
Airtel (Rural)	Count	0	10	84	30	124
	%	0.0	8.1	67.7	24.2	100
BSNL (Total)	Count	3	51	273	63	390
	%	0.8	13.1	70.0	16.2	100
BSNL (Urban)	Count	1	37	198	38	274
	%	0.4	13.5	72.3	13.9	100
BSNL (Rural)	Count	2	14	75	25	116
	%	1.7	12.1	64.7	21.6	100
Idea (Total)	Count	4	47	273	61	385
	%	1.0	12.2	70.9	15.8	100
Idea (Urban)	Count	3	24	207	36	270
	%	1.1	8.9	76.7	13.3	100
Idea (Rural)	Count	1	23	66	25	115
	%	0.9	20.0	57.4	21.7	100
Rel Com (Total)	Count	4	60	253	68	385
	%	1.0	15.6	65.7	17.7	100
Rel Com (Urban)	Count	4	44	211	62	321
	%	1.2	13.7	65.7	19.3	100
Rel Com (Rural)	Count	0	16	42	6	64
	%	0.0	25.0	65.6	9.4	100
Rel Tel (Total)	Count	2	45	283	63	393
	%	0.5	11.5	72.0	16.0	100
Rel Tel (Urban)	Count	2	20	210	43	275
	%	0.7	7.3	76.4	15.6	100
Rel Tel (Rural)	Count	0	25	73	20	118
	%	0.0	21.2	61.9	16.9	100
TATA (Total)	Count	2	26	299	61	388
	%	0.5	6.7	77.1	15.7	100
TATA (Urban)	Count	0	17	223	31	271
	%	0.0	6.3	82.3	11.4	100
TATA (Rural)	Count	2	9	76	30	117
	%	1.7	7.7	65.0	25.6	100
Uninor (Total)	Count	2	45	295	45	387
	%	0.5	11.6	76.2	11.6	100
Uninor (Urban)	Count	1	29	255	34	319
	%	0.3	9.1	79.9	10.7	100
Uninor (Rural)	Count	1	16	40	11	68
	%	1.5	23.5	58.8	16.2	100



18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Vodafone (Total)	Count	4	11	299	74	388
	%	1.0	2.8	77.1	19.1	100
Vodafone (Urban)	Count	2	6	216	43	267
	%	0.7	2.2	80.9	16.1	100
Vodafone (Rural)	Count	2	5	83	31	121
	%	1.7	4.1	68.6	25.6	100
<b>Overall</b>	<b>Count</b>	<b>25</b>	<b>333</b>	<b>2534</b>	<b>607</b>	<b>3499</b>
	<b>%</b>	<b>0.7</b>	<b>9.5</b>	<b>72.4</b>	<b>17.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>17</b>	<b>207</b>	<b>1920</b>	<b>394</b>	<b>2538</b>
	<b>%</b>	<b>0.7</b>	<b>8.2</b>	<b>75.7</b>	<b>15.5</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>8</b>	<b>126</b>	<b>614</b>	<b>213</b>	<b>961</b>
	<b>%</b>	<b>0.8</b>	<b>13.1</b>	<b>63.9</b>	<b>22.2</b>	<b>100</b>

19. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	<b>352</b>	23	329	38	1	391
	%	<b>90</b>	5.9	84.1	9.7	0.3	100
Aircel (Urban)	Count	<b>250</b>	8	242	23	0	273
	%	<b>91.5</b>	2.9	88.6	8.4	0.0	100
Aircel (Rural)	Count	<b>102</b>	15	87	15	1	118
	%	<b>86.4</b>	12.7	73.7	12.7	0.8	100
Airtel (Total)	Count	<b>348</b>	16	332	42	2	392
	%	<b>88.8</b>	4.1	84.7	10.7	0.5	100
Airtel (Urban)	Count	<b>246</b>	6	240	22	0	268
	%	<b>91.8</b>	2.2	89.6	8.2	0.0	100
Airtel (Rural)	Count	<b>102</b>	10	92	20	2	124
	%	<b>82.3</b>	8.1	74.2	16.1	1.6	100
BSNL (Total)	Count	<b>322</b>	23	299	65	3	390
	%	<b>82.6</b>	5.9	76.7	16.7	0.8	100
BSNL (Urban)	Count	<b>228</b>	13	215	44	2	274
	%	<b>83.2</b>	4.7	78.5	16.1	0.7	100
BSNL (Rural)	Count	<b>94</b>	10	84	21	1	116
	%	<b>81</b>	8.6	72.4	18.1	0.9	100
Idea (Total)	Count	<b>313</b>	18	295	68	4	385
	%	<b>81.3</b>	4.7	76.6	17.7	1.0	100
Idea (Urban)	Count	<b>225</b>	9	216	42	3	270
	%	<b>83.3</b>	3.3	80.0	15.6	1.1	100
Idea (Rural)	Count	<b>88</b>	9	79	26	1	115
	%	<b>76.5</b>	7.8	68.7	22.6	0.9	100
Rel Com (Total)	Count	<b>313</b>	13	300	71	1	385
	%	<b>81.3</b>	3.4	77.9	18.4	0.3	100
Rel Com (Urban)	Count	<b>265</b>	8	257	55	1	321
	%	<b>82.6</b>	2.5	80.1	17.1	0.3	100
Rel Com (Rural)	Count	<b>48</b>	5	43	16	0	64
	%	<b>75</b>	7.8	67.2	25.0	0.0	100
Rel Tel (Total)	Count	<b>319</b>	21	298	73	1	393
	%	<b>81.1</b>	5.3	75.8	18.6	0.3	100
Rel Tel (Urban)	Count	<b>231</b>	11	220	43	1	275
	%	<b>84</b>	4.0	80.0	15.6	0.4	100
Rel Tel (Rural)	Count	<b>88</b>	10	78	30	0	118
	%	<b>74.6</b>	8.5	66.1	25.4	0.0	100
TATA (Total)	Count	<b>336</b>	21	315	50	2	388
	%	<b>86.6</b>	5.4	81.2	12.9	0.5	100
TATA (Urban)	Count	<b>232</b>	5	227	39	0	271
	%	<b>85.6</b>	1.8	83.8	14.4	0.0	100
TATA (Rural)	Count	<b>104</b>	16	88	11	2	117
	%	<b>88.9</b>	13.7	75.2	9.4	1.7	100
Uninor (Total)	Count	<b>313</b>	8	305	71	3	387
	%	<b>80.9</b>	2.1	78.8	18.3	0.8	100
Uninor (Urban)	Count	<b>265</b>	5	260	53	1	319
	%	<b>83.1</b>	1.6	81.5	16.6	0.3	100
Uninor (Rural)	Count	<b>48</b>	3	45	18	2	68
	%	<b>70.6</b>	4.4	66.2	26.5	2.9	100

19. How satisfied are you with the voice quality?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>353</b>	18	335	31	4	388
	%	<b>90.9</b>	4.6	86.3	8.0	1.0	100
Vodafone (Urban)	Count	<b>244</b>	5	239	21	2	267
	%	<b>91.4</b>	1.9	89.5	7.9	0.7	100
Vodafone (Rural)	Count	<b>109</b>	13	96	10	2	121
	%	<b>90</b>	10.7	79.3	8.3	1.7	100
<b>Overall</b>	<b>Count</b>	<b>2969</b>	<b>161</b>	<b>2808</b>	<b>509</b>	<b>21</b>	<b>3499</b>
	<b>%</b>	<b>84.9</b>	<b>4.6</b>	<b>80.3</b>	<b>14.5</b>	<b>0.6</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2186</b>	<b>70</b>	<b>2116</b>	<b>342</b>	<b>10</b>	<b>2538</b>
	<b>%</b>	<b>86.2</b>	<b>2.8</b>	<b>83.4</b>	<b>13.5</b>	<b>0.4</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>783</b>	<b>91</b>	<b>692</b>	<b>167</b>	<b>11</b>	<b>961</b>
	<b>%</b>	<b>81.5</b>	<b>9.5</b>	<b>72</b>	<b>17.4</b>	<b>1.1</b>	<b>100</b>

<b>20. How often do you face signal problems?</b>						
<b>Service Providers</b>		<b>Very Frequently</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>	<b>Total</b>
Aircel (Total)	Count	1	35	299	56	391
	%	0.3	9.0	76.5	14.3	100
Aircel (Urban)	Count	1	21	217	34	273
	%	0.4	7.7	79.5	12.5	100
Aircel (Rural)	Count	0	14	82	22	118
	%	0.0	11.9	69.5	18.6	100
Airtel (Total)	Count	4	35	253	100	392
	%	1.0	8.9	64.5	25.5	100
Airtel (Urban)	Count	2	27	167	72	268
	%	0.7	10.1	62.3	26.9	100
Airtel (Rural)	Count	2	8	86	28	124
	%	1.6	6.5	69.4	22.6	100
BSNL (Total)	Count	5	60	178	147	390
	%	1.3	15.4	45.6	37.7	100
BSNL (Urban)	Count	2	42	106	124	274
	%	0.7	15.3	38.7	45.3	100
BSNL (Rural)	Count	3	18	72	23	116
	%	2.6	15.5	62.1	19.8	100
Idea (Total)	Count	3	61	176	145	385
	%	0.8	15.8	45.7	37.7	100
Idea (Urban)	Count	3	33	103	131	270
	%	1.1	12.2	38.1	48.5	100
Idea (Rural)	Count	0	28	73	14	115
	%	0.0	24.3	63.5	12.2	100
Rel Com (Total)	Count	1	39	155	190	385
	%	0.3	10.1	40.3	49.4	100
Rel Com (Urban)	Count	0	22	111	188	321
	%	0.0	6.9	34.6	58.6	100
Rel Com (Rural)	Count	1	17	44	2	64
	%	1.6	26.6	68.8	3.1	100
Rel Tel (Total)	Count	1	51	193	148	393
	%	0.3	13.0	49.1	37.7	100
Rel Tel (Urban)	Count	0	21	117	137	275
	%	0.0	7.6	42.5	49.8	100
Rel Tel (Rural)	Count	1	30	76	11	118
	%	0.8	25.4	64.4	9.3	100
TATA (Total)	Count	2	44	218	124	388
	%	0.5	11.3	56.2	32.0	100
TATA (Urban)	Count	0	32	133	106	271
	%	0.0	11.8	49.1	39.1	100
TATA (Rural)	Count	2	12	85	18	117
	%	1.7	10.3	72.6	15.4	100
Uninor (Total)	Count	3	55	140	189	387
	%	0.8	14.2	36.2	48.8	100
Uninor (Urban)	Count	1	40	94	184	319
	%	0.3	12.5	29.5	57.7	100
Uninor (Rural)	Count	2	15	46	5	68
	%	2.9	22.1	67.6	7.4	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Vodafone (Total)	Count	4	16	200	168	388
	%	1.0	4.1	51.5	43.3	100
Vodafone (Urban)	Count	1	7	122	137	267
	%	0.4	2.6	45.7	51.3	100
Vodafone (Rural)	Count	3	9	78	31	121
	%	2.5	7.4	64.5	25.6	100
<b>Overall</b>	<b>Count</b>	<b>24</b>	<b>396</b>	<b>1812</b>	<b>1267</b>	<b>3499</b>
	<b>%</b>	<b>0.7</b>	<b>11.3</b>	<b>51.8</b>	<b>36.2</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>10</b>	<b>245</b>	<b>1170</b>	<b>1113</b>	<b>2538</b>
	<b>%</b>	<b>0.4</b>	<b>9.7</b>	<b>46.1</b>	<b>43.9</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>14</b>	<b>151</b>	<b>642</b>	<b>154</b>	<b>961</b>
	<b>%</b>	<b>1.5</b>	<b>15.7</b>	<b>66.8</b>	<b>16.0</b>	<b>100</b>

21. How satisfied are you with the availability of signal in your area?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	331	10	321	60	0	391
	%	84.7	2.6	82.1	15.3	0.0	100
Aircel (Urban)	Count	236	2	234	37	0	273
	%	86.4	0.7	85.7	13.6	0.0	100
Aircel (Rural)	Count	95	8	87	23	0	118
	%	80.5	6.8	73.7	19.5	0.0	100
Airtel (Total)	Count	337	11	326	53	2	392
	%	86	2.8	83.2	13.5	0.5	100
Airtel (Urban)	Count	232	7	225	36	0	268
	%	86.6	2.6	84.0	13.4	0.0	100
Airtel (Rural)	Count	105	4	101	17	2	124
	%	84.7	3.2	81.5	13.7	1.6	100
BSNL (Total)	Count	285	15	270	99	6	390
	%	73	3.8	69.2	25.4	1.5	100
BSNL (Urban)	Count	202	7	195	69	3	274
	%	73.8	2.6	71.2	25.2	1.1	100
BSNL (Rural)	Count	83	8	75	30	3	116
	%	71.6	6.9	64.7	25.9	2.6	100
Idea (Total)	Count	283	6	277	98	4	385
	%	73.5	1.6	71.9	25.5	1.0	100
Idea (Urban)	Count	208	3	205	60	2	270
	%	77	1.1	75.9	22.2	0.7	100
Idea (Rural)	Count	75	3	72	38	2	115
	%	65.2	2.6	62.6	33.0	1.7	100
Rel Com (Total)	Count	316	4	312	65	4	385
	%	82	1.0	81.0	16.9	1.0	100
Rel Com (Urban)	Count	270	3	267	47	4	321
	%	84.1	0.9	83.2	14.6	1.2	100
Rel Com (Rural)	Count	46	1	45	18	0	64
	%	71.9	1.6	70.3	28.1	0.0	100
Rel Tel (Total)	Count	301	10	291	91	1	393
	%	76.5	2.5	74.0	23.2	0.3	100
Rel Tel (Urban)	Count	222	2	220	52	1	275
	%	80.7	0.7	80.0	18.9	0.4	100
Rel Tel (Rural)	Count	79	8	71	39	0	118
	%	67	6.8	60.2	33.1	0.0	100
TATA (Total)	Count	306	10	296	79	3	388
	%	78.9	2.6	76.3	20.4	0.8	100
TATA (Urban)	Count	208	4	204	63	0	271
	%	76.8	1.5	75.3	23.2	0.0	100
TATA (Rural)	Count	98	6	92	16	3	117
	%	83.7	5.1	78.6	13.7	2.6	100
Uninor (Total)	Count	302	6	296	80	5	387
	%	78.1	1.6	76.5	20.7	1.3	100
Uninor (Urban)	Count	258	4	254	58	3	319
	%	80.9	1.3	79.6	18.2	0.9	100
Uninor (Rural)	Count	44	2	42	22	2	68
	%	64.7	2.9	61.8	32.4	2.9	100

21. How satisfied are you with the availability of signal in your area?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	348	12	336	37	3	388
	%	89.7	3.1	86.6	9.5	0.8	100
Vodafone (Urban)	Count	240	1	239	26	1	267
	%	89.9	0.4	89.5	9.7	0.4	100
Vodafone (Rural)	Count	108	11	97	11	2	121
	%	89.3	9.1	80.2	9.1	1.7	100
<b>Overall</b>	<b>Count</b>	<b>2809</b>	<b>84</b>	<b>2725</b>	<b>662</b>	<b>28</b>	<b>3499</b>
	<b>%</b>	<b>80.3</b>	<b>2.4</b>	<b>77.9</b>	<b>18.9</b>	<b>0.8</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2076</b>	<b>33</b>	<b>2043</b>	<b>448</b>	<b>14</b>	<b>2538</b>
	<b>%</b>	<b>81.8</b>	<b>1.3</b>	<b>80.5</b>	<b>17.7</b>	<b>0.6</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>733</b>	<b>51</b>	<b>682</b>	<b>214</b>	<b>14</b>	<b>961</b>
	<b>%</b>	<b>76.3</b>	<b>5.3</b>	<b>71.0</b>	<b>22.3</b>	<b>1.5</b>	<b>100</b>

22. How satisfied are you with the restoration of network (signal) problems?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	325	7	318	63	3	391
	%	83.1	1.8	81.3	16.1	0.8	100
Aircel (Urban)	Count	237	1	236	35	1	273
	%	86.8	0.4	86.4	12.8	0.4	100
Aircel (Rural)	Count	88	6	82	28	2	118
	%	74.6	5.1	69.5	23.7	1.7	100
Airtel (Total)	Count	335	5	330	56	1	392
	%	85.5	1.3	84.2	14.3	0.3	100
Airtel (Urban)	Count	231	2	229	36	1	268
	%	86.1	0.7	85.4	13.4	0.4	100
Airtel (Rural)	Count	104	3	101	20	0	124
	%	83.9	2.4	81.5	16.1	0.0	100
BSNL (Total)	Count	296	16	280	86	8	390
	%	75.9	4.1	71.8	22.1	2.1	100
BSNL (Urban)	Count	212	8	204	58	4	274
	%	77.4	2.9	74.5	21.2	1.5	100
BSNL (Rural)	Count	84	8	76	28	4	116
	%	72.4	6.9	65.5	24.1	3.4	100
Idea (Total)	Count	284	6	278	98	3	385
	%	73.8	1.6	72.2	25.5	0.8	100
Idea (Urban)	Count	211	3	208	58	1	270
	%	78.1	1.1	77.0	21.5	0.4	100
Idea (Rural)	Count	73	3	70	40	2	115
	%	63.5	2.6	60.9	34.8	1.7	100
Rel Com (Total)	Count	307	4	303	74	4	385
	%	79.7	1.0	78.7	19.2	1.0	100
Rel Com (Urban)	Count	262	3	259	55	4	321
	%	81.6	0.9	80.7	17.1	1.2	100
Rel Com (Rural)	Count	45	1	44	19	0	64
	%	70.4	1.6	68.8	29.7	0.0	100
Rel Tel (Total)	Count	297	12	285	93	3	393
	%	75.6	3.1	72.5	23.7	0.8	100
Rel Tel (Urban)	Count	220	1	219	53	2	275
	%	80	0.4	79.6	19.3	0.7	100
Rel Tel (Rural)	Count	77	11	66	40	1	118
	%	65.2	9.3	55.9	33.9	0.8	100
TATA (Total)	Count	305	10	295	80	3	388
	%	78.6	2.6	76.0	20.6	0.8	100
TATA (Urban)	Count	206	3	203	64	1	271
	%	76	1.1	74.9	23.6	0.4	100
TATA (Rural)	Count	99	7	92	16	2	117
	%	84.6	6.0	78.6	13.7	1.7	100
Uninor (Total)	Count	302	8	294	82	3	387
	%	78.1	2.1	76.0	21.2	0.8	100
Uninor (Urban)	Count	259	6	253	58	2	319
	%	81.2	1.9	79.3	18.2	0.6	100
Uninor (Rural)	Count	43	2	41	24	1	68
	%	63.2	2.9	60.3	35.3	1.5	100



22. How satisfied are you with the restoration of network (signal) problems?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	339	8	331	46	3	388
	%	87.4	2.1	85.3	11.9	0.8	100
Vodafone (Urban)	Count	237	1	236	29	1	267
	%	88.8	0.4	88.4	10.9	0.4	100
Vodafone (Rural)	Count	102	7	95	17	2	121
	%	84.3	5.8	78.5	14.0	1.7	100
<b>Overall</b>	<b>Count</b>	<b>2790</b>	<b>76</b>	<b>2714</b>	<b>678</b>	<b>31</b>	<b>3499</b>
	<b>%</b>	<b>79.8</b>	<b>2.2</b>	<b>77.6</b>	<b>19.4</b>	<b>0.9</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2075</b>	<b>28</b>	<b>2047</b>	<b>446</b>	<b>17</b>	<b>2538</b>
	<b>%</b>	<b>81.8</b>	<b>1.1</b>	<b>80.7</b>	<b>17.6</b>	<b>0.7</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>715</b>	<b>48</b>	<b>667</b>	<b>232</b>	<b>14</b>	<b>961</b>
	<b>%</b>	<b>74.4</b>	<b>5</b>	<b>69.4</b>	<b>24.1</b>	<b>1.5</b>	<b>100</b>

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

Service Providers		Yes	No	Total
Aircel (Total)	Count	63	328	391
	%	16.1	83.9	100
Aircel (Urban)	Count	40	233	273
	%	14.7	85.3	100
Aircel (Rural)	Count	23	95	118
	%	19.5	80.5	100
Airtel (Total)	Count	48	344	392
	%	12.2	87.8	100
Airtel (Urban)	Count	24	244	268
	%	9	91	100
Airtel (Rural)	Count	24	100	124
	%	19.4	80.6	100
BSNL (Total)	Count	45	345	390
	%	11.5	88.5	100
BSNL (Urban)	Count	34	240	274
	%	12.4	87.6	100
BSNL (Rural)	Count	11	105	116
	%	9.5	90.5	100
Idea (Total)	Count	51	334	385
	%	13.2	86.8	100
Idea (Urban)	Count	36	234	270
	%	13.3	86.7	100
Idea (Rural)	Count	15	100	115
	%	13	87	100
Rel Com (Total)	Count	40	345	385
	%	10.4	89.6	100
Rel Com (Urban)	Count	30	291	321
	%	9.3	90.7	100
Rel Com (Rural)	Count	10	54	64
	%	15.6	84.4	100
Rel Tel (Total)	Count	46	347	393
	%	11.7	88.3	100
Rel Tel (Urban)	Count	31	244	275
	%	11.3	88.7	100
Rel Tel (Rural)	Count	15	103	118
	%	12.7	87.3	100
TATA (Total)	Count	63	325	388
	%	16.2	83.8	100
TATA (Urban)	Count	49	222	271
	%	18.1	81.9	100
TATA (Rural)	Count	14	103	117
	%	12	88	100
Uninor (Total)	Count	29	358	387
	%	7.5	92.5	100
Uninor (Urban)	Count	19	300	319
	%	6	94	100
Uninor (Rural)	Count	10	58	68
	%	14.7	85.3	100

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

Service Providers		Yes	No	Total
Vodafone (Total)	Count	37	351	388
	%	9.5	90.5	100
Vodafone (Urban)	Count	25	242	267
	%	9.4	90.6	100
Vodafone (Rural)	Count	12	109	121
	%	9.9	90.1	100
<b>Overall</b>	<b>Count</b>	<b>422</b>	<b>3077</b>	<b>3499</b>
	<b>%</b>	<b>12.1</b>	<b>87.9</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>288</b>	<b>2250</b>	<b>2538</b>
	<b>%</b>	<b>11.3</b>	<b>88.7</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>134</b>	<b>827</b>	<b>961</b>
	<b>%</b>	<b>13.9</b>	<b>86.1</b>	<b>100</b>

**24. How satisfied are you with the quality of the supplementary services / value added service provided?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	<b>51</b>	2	49	9	3	63
	%	<b>81.0</b>	3.2	77.8	14.3	4.8	100
Aircel (Urban)	Count	<b>34</b>	0	34	6	0	40
	%	<b>85.0</b>	0.0	85.0	15.0	0.0	100
Aircel (Rural)	Count	<b>17</b>	2	15	3	3	23
	%	<b>73.9</b>	8.7	65.2	13.0	13.0	100
Airtel (Total)	Count	<b>40</b>	0	40	7	1	48
	%	<b>83.3</b>	0.0	83.3	14.6	2.1	100
Airtel (Urban)	Count	<b>22</b>	0	22	2	0	24
	%	<b>91.7</b>	0.0	91.7	8.3	0.0	100
Airtel (Rural)	Count	<b>18</b>	0	18	5	1	24
	%	<b>75.0</b>	0.0	75.0	20.8	4.2	100
BSNL (Total)	Count	<b>38</b>	2	36	6	1	45
	%	<b>84.4</b>	4.4	80.0	13.3	2.2	100
BSNL (Urban)	Count	<b>29</b>	2	27	4	1	34
	%	<b>85.3</b>	5.9	79.4	11.8	2.9	100
BSNL (Rural)	Count	<b>9</b>	0	9	2	0	11
	%	<b>81.8</b>	0.0	81.8	18.2	0.0	100
Idea (Total)	Count	<b>44</b>	5	39	6	1	51
	%	<b>86.3</b>	9.8	76.5	11.8	2.0	100
Idea (Urban)	Count	<b>30</b>	2	28	5	1	36
	%	<b>83.4</b>	5.6	77.8	13.9	2.8	100
Idea (Rural)	Count	<b>14</b>	3	11	1	0	15
	%	<b>93.3</b>	20.0	73.3	6.7	0.0	100
Rel Com (Total)	Count	<b>34</b>	1	33	5	1	40
	%	<b>85.0</b>	2.5	82.5	12.5	2.5	100
Rel Com (Urban)	Count	<b>27</b>	1	26	2	1	30
	%	<b>90.0</b>	3.3	86.7	6.7	3.3	100
Rel Com (Rural)	Count	<b>7</b>	0	7	3	0	10
	%	<b>70.0</b>	0.0	70.0	30.0	0.0	100
Rel Tel (Total)	Count	<b>37</b>	0	37	8	1	46
	%	<b>80.4</b>	0.0	80.4	17.4	2.2	100
Rel Tel (Urban)	Count	<b>26</b>	0	26	5	0	31
	%	<b>83.9</b>	0.0	83.9	16.1	0.0	100
Rel Tel (Rural)	Count	<b>11</b>	0	11	3	1	15
	%	<b>73.3</b>	0.0	73.3	20.0	6.7	100
TATA (Total)	Count	<b>60</b>	1	59	2	1	63
	%	<b>95.3</b>	1.6	93.7	3.2	1.6	100
TATA (Urban)	Count	<b>46</b>	1	45	2	1	49
	%	<b>93.8</b>	2.0	91.8	4.1	2.0	100
TATA (Rural)	Count	<b>14</b>	0	14	0	0	14
	%	<b>100</b>	0.0	100	0.0	0.0	100
Uninor (Total)	Count	<b>21</b>	0	21	5	3	29
	%	<b>72.4</b>	0.0	72.4	17.2	10.3	100
Uninor (Urban)	Count	<b>13</b>	0	13	3	3	19
	%	<b>68.4</b>	0.0	68.4	15.8	15.8	100
Uninor (Rural)	Count	<b>8</b>	0	8	2	0	10
	%	<b>80.0</b>	0.0	80.0	20.0	0.0	100

24. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>30</b>	2	28	6	1	37
	%	<b>81.1</b>	5.4	75.7	16.2	2.7	100
Vodafone (Urban)	Count	<b>19</b>	2	17	6	0	25
	%	<b>76.0</b>	8.0	68.0	24.0	0.0	100
Vodafone (Rural)	Count	<b>11</b>	0	11	0	1	12
	%	<b>91.7</b>	0.0	91.7	0.0	8.3	100
<b>Overall</b>	<b>Count</b>	<b>355</b>	<b>13</b>	<b>342</b>	<b>54</b>	<b>13</b>	<b>422</b>
	<b>%</b>	<b>84.1</b>	<b>3.1</b>	<b>81.0</b>	<b>12.8</b>	<b>3.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>246</b>	<b>8</b>	<b>238</b>	<b>35</b>	<b>7</b>	<b>288</b>
	<b>%</b>	<b>85.4</b>	<b>2.8</b>	<b>82.6</b>	<b>12.2</b>	<b>2.4</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>109</b>	<b>5</b>	<b>104</b>	<b>19</b>	<b>6</b>	<b>134</b>
	<b>%</b>	<b>81.3</b>	<b>3.7</b>	<b>77.6</b>	<b>14.2</b>	<b>4.5</b>	<b>100</b>

<b>25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	<b>50</b>	1	49	12	1	63
	%	<b>79.4</b>	1.6	77.8	19.0	1.6	100
Aircel (Urban)	Count	<b>31</b>	0	31	8	1	40
	%	<b>77.5</b>	0.0	77.5	20.0	2.5	100
Aircel (Rural)	Count	<b>19</b>	1	18	4	0	23
	%	<b>82.6</b>	4.3	78.3	17.4	0.0	100
Airtel (Total)	Count	<b>41</b>	0	41	7	0	48
	%	<b>85.4</b>	0.0	85.4	14.6	0.0	100
Airtel (Urban)	Count	<b>23</b>	0	23	1	0	24
	%	<b>95.8</b>	0.0	95.8	4.2	0.0	100
Airtel (Rural)	Count	<b>18</b>	0	18	6	0	24
	%	<b>75</b>	0.0	75.0	25.0	0.0	100
BSNL (Total)	Count	<b>32</b>	0	32	12	1	45
	%	<b>71.1</b>	0.0	71.1	26.7	2.2	100
BSNL (Urban)	Count	<b>24</b>	0	24	9	1	34
	%	<b>70.6</b>	0.0	70.6	26.5	2.9	100
BSNL (Rural)	Count	<b>8</b>	0	8	3	0	11
	%	<b>72.7</b>	0.0	72.7	27.3	0.0	100
Idea (Total)	Count	<b>43</b>	7	36	7	1	51
	%	<b>84.3</b>	13.7	70.6	13.7	2.0	100
Idea (Urban)	Count	<b>30</b>	4	26	5	1	36
	%	<b>83.3</b>	11.1	72.2	13.9	2.8	100
Idea (Rural)	Count	<b>13</b>	3	10	2	0	15
	%	<b>86.7</b>	20.0	66.7	13.3	0.0	100
Rel Com (Total)	Count	<b>28</b>	4	24	12	0	40
	%	<b>70</b>	10.0	60.0	30.0	0.0	100
Rel Com (Urban)	Count	<b>20</b>	3	17	10	0	30
	%	<b>66.7</b>	10.0	56.7	33.3	0.0	100
Rel Com (Rural)	Count	<b>8</b>	1	7	2	0	10
	%	<b>80</b>	10.0	70.0	20.0	0.0	100
Rel Tel (Total)	Count	<b>36</b>	6	30	9	1	46
	%	<b>78.2</b>	13.0	65.2	19.6	2.2	100
Rel Tel (Urban)	Count	<b>24</b>	5	19	7	0	31
	%	<b>77.4</b>	16.1	61.3	22.6	0.0	100
Rel Tel (Rural)	Count	<b>12</b>	1	11	2	1	15
	%	<b>80</b>	6.7	73.3	13.3	6.7	100
TATA (Total)	Count	<b>51</b>	4	47	12	0	63
	%	<b>80.9</b>	6.3	74.6	19.0	0.0	100
TATA (Urban)	Count	<b>39</b>	2	37	10	0	49
	%	<b>79.6</b>	4.1	75.5	20.4	0.0	100
TATA (Rural)	Count	<b>12</b>	2	10	2	0	14
	%	<b>85.7</b>	14.3	71.4	14.3	0.0	100
Uninor (Total)	Count	<b>22</b>	0	22	7	0	29
	%	<b>75.9</b>	0.0	75.9	24.1	0.0	100
Uninor (Urban)	Count	<b>13</b>	0	13	6	0	19
	%	<b>68.4</b>	0.0	68.4	31.6	0.0	100
Uninor (Rural)	Count	<b>9</b>	0	9	1	0	10
	%	<b>90</b>	0.0	90.0	10.0	0.0	100

**25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	<b>28</b>	1	27	8	1	37
	%	<b>75.7</b>	2.7	73.0	21.6	2.7	100
Vodafone (Urban)	Count	<b>17</b>	1	16	8	0	25
	%	<b>68</b>	4.0	64.0	32.0	0.0	100
Vodafone (Rural)	Count	<b>11</b>	0	11	0	1	12
	%	<b>91.7</b>	0.0	91.7	0.0	8.3	100
<b>Overall</b>	<b>Count</b>	<b>331</b>	<b>23</b>	<b>308</b>	<b>86</b>	<b>5</b>	<b>422</b>
	<b>%</b>	<b>78.5</b>	<b>5.5</b>	<b>73.0</b>	<b>20.4</b>	<b>1.2</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>221</b>	<b>15</b>	<b>206</b>	<b>64</b>	<b>3</b>	<b>288</b>
	<b>%</b>	<b>76.7</b>	<b>5.2</b>	<b>71.5</b>	<b>22.2</b>	<b>1.0</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>110</b>	<b>8</b>	<b>102</b>	<b>22</b>	<b>2</b>	<b>134</b>
	<b>%</b>	<b>82.1</b>	<b>6.0</b>	<b>76.1</b>	<b>16.4</b>	<b>1.5</b>	<b>100</b>

25(b). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Aircel (Total)	Count	7	6	2	13	7
	%	53.8	46.2	15.4	100	53.8
Aircel (Urban)	Count	7	4	0	9	7
	%	77.8	44.4	0	100	77.8
Aircel (Rural)	Count	0	2	2	4	0
	%	0	50	50	100	0
Airtel (Total)	Count	7	6	2	0	13
	%	53.8	46.2	15.4	0.0	100
Airtel (Urban)	Count	7	4	0	0	9
	%	77.8	44.4	0.0	0.0	100
Airtel (Rural)	Count	0	2	2	0	4
	%	0.0	50.0	50.0	0.0	100
BSNL (Total)	Count	5	2	0	0	7
	%	71.4	28.6	0.0	0.0	100
BSNL (Urban)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
BSNL (Rural)	Count	4	2	0	0	6
	%	66.7	33.3	0.0	0.0	100
Idea (Total)	Count	5	2	6	0	13
	%	38.5	15.4	46.2	0.0	100
Idea (Urban)	Count	4	2	4	0	10
	%	40.0	20.0	40.0	0.0	100
Idea (Rural)	Count	1	0	2	0	3
	%	33.3	0.0	66.7	0.0	100
Rel Com (Total)	Count	2	3	3	0	8
	%	25.0	37.5	37.5	0.0	100
Rel Com (Urban)	Count	2	3	1	0	6
	%	33.3	50.0	16.7	0.0	100
Rel Com (Rural)	Count	0	0	2	0	2
	%	0.0	0.0	100	0.0	100
Rel Tel (Total)	Count	3	3	6	0	12
	%	25.0	25.0	50.0	0.0	100
Rel Tel (Urban)	Count	3	1	6	0	10
	%	30.0	10.0	60.0	0.0	100
Rel Tel (Rural)	Count	0	2	0	0	2
	%	0.0	100	0.0	0.0	100
TATA (Total)	Count	3	6	1	0	10
	%	30.0	60.0	10.0	0.0	100
TATA (Urban)	Count	3	4	0	0	7
	%	42.9	57.1	0.0	0.0	100
TATA (Rural)	Count	0	2	1	0	3
	%	0.0	66.7	33.3	0.0	100
Uninor (Total)	Count	5	2	5	0	12
	%	41.7	16.7	41.7	0.0	100
Uninor (Urban)	Count	4	2	4	0	10
	%	40.0	20.0	40.0	0.0	100
Uninor (Rural)	Count	1	0	1	0	2
	%	50.0	0.0	50.0	0.0	100



25(b). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
Vodafone (Total)	Count	0	3	4	0	7
	%	0.0	42.9	57.1	0.0	100
Vodafone (Urban)	Count	0	2	4	0	6
	%	0.0	33.3	66.7	0.0	100
Vodafone (Rural)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>37</b>	<b>31</b>	<b>28</b>	<b>0</b>	<b>91</b>
	<b>%</b>	<b>40.7</b>	<b>34.1</b>	<b>30.8</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>31</b>	<b>22</b>	<b>19</b>	<b>0</b>	<b>67</b>
	<b>%</b>	<b>46.3</b>	<b>32.8</b>	<b>28.4</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>24</b>
	<b>%</b>	<b>25</b>	<b>37.5</b>	<b>37.5</b>	<b>0.0</b>	<b>100</b>

**26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	83	308	391
	%	21.2	78.8	100
Aircel (Urban)	Count	66	207	273
	%	24.2	75.8	100
Aircel (Rural)	Count	17	101	118
	%	14.4	85.6	100
Airtel (Total)	Count	82	310	392
	%	20.9	79.1	100
Airtel (Urban)	Count	55	213	268
	%	20.5	79.5	100
Airtel (Rural)	Count	27	97	124
	%	21.8	78.2	100
BSNL (Total)	Count	41	349	390
	%	10.5	89.5	100
BSNL (Urban)	Count	33	241	274
	%	12	88	100
BSNL (Rural)	Count	8	108	116
	%	6.9	93.1	100
Idea (Total)	Count	99	286	385
	%	25.7	74.3	100
Idea (Urban)	Count	73	197	270
	%	27	73	100
Idea (Rural)	Count	26	89	115
	%	22.6	77.4	100
Rel Com (Total)	Count	66	319	385
	%	17.1	82.9	100
Rel Com (Urban)	Count	61	260	321
	%	19	81	100
Rel Com (Rural)	Count	5	59	64
	%	7.8	92.2	100
Rel Tel (Total)	Count	105	288	393
	%	26.7	73.3	100
Rel Tel (Urban)	Count	77	198	275
	%	28	72	100
Rel Tel (Rural)	Count	28	90	118
	%	23.7	76.3	100
TATA (Total)	Count	56	332	388
	%	14.4	85.6	100
TATA (Urban)	Count	41	230	271
	%	15.1	84.9	100
TATA (Rural)	Count	15	102	117
	%	12.8	87.2	100
Uninor (Total)	Count	41	346	387
	%	10.6	89.4	100
Uninor (Urban)	Count	33	286	319
	%	10.3	89.7	100
Uninor (Rural)	Count	8	60	68
	%	11.8	88.2	100

**26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	96	292	388
	%	24.7	75.3	100
Vodafone (Urban)	Count	69	198	267
	%	25.8	74.2	100
Vodafone (Rural)	Count	27	94	121
	%	22.3	77.7	100
<b>Overall</b>	<b>Count</b>	<b>669</b>	<b>2830</b>	<b>3499</b>
	<b>%</b>	<b>19.1</b>	<b>80.9</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>508</b>	<b>2030</b>	<b>2538</b>
	<b>%</b>	<b>20</b>	<b>80</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>161</b>	<b>800</b>	<b>961</b>
	<b>%</b>	<b>16.8</b>	<b>83.2</b>	<b>100</b>

**27. Have you complained to your service provider for deactivation of such services and refund of charges levied?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	59	24	83
	%	71.1	28.9	100
Aircel (Urban)	Count	45	21	66
	%	68.2	31.8	100
Aircel (Rural)	Count	14	3	17
	%	82.4	17.6	100
Airtel (Total)	Count	64	18	82
	%	78	22	100
Airtel (Urban)	Count	41	14	55
	%	74.5	25.5	100
Airtel (Rural)	Count	23	4	27
	%	85.2	14.8	100
BSNL (Total)	Count	25	16	41
	%	61	39	100
BSNL (Urban)	Count	18	15	33
	%	54.5	45.5	100
BSNL (Rural)	Count	7	1	8
	%	87.5	12.5	100
Idea (Total)	Count	78	21	99
	%	78.8	21.2	100
Idea (Urban)	Count	53	20	73
	%	72.6	27.4	100
Idea (Rural)	Count	25	1	26
	%	96.2	3.8	100
Rel Com (Total)	Count	40	26	66
	%	60.6	39.4	100
Rel Com (Urban)	Count	36	25	61
	%	59	41	100
Rel Com (Rural)	Count	4	1	5
	%	80	20	100
Rel Tel (Total)	Count	67	38	105
	%	63.8	36.2	100
Rel Tel (Urban)	Count	43	34	77
	%	55.8	44.2	100
Rel Tel (Rural)	Count	24	4	28
	%	85.7	14.3	100
TATA (Total)	Count	42	14	56
	%	75	25	100
TATA (Urban)	Count	31	10	41
	%	75.6	24.4	100
TATA (Rural)	Count	11	4	15
	%	73.3	26.7	100
Uninor (Total)	Count	30	11	41
	%	73.2	26.8	100
Uninor (Urban)	Count	23	10	33
	%	69.7	30.3	100
Uninor (Rural)	Count	7	1	8
	%	87.5	12.5	100

**27. Have you complained to your service provider for deactivation of such services and refund of charges levied?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	69	27	96
	%	71.9	28.1	100
Vodafone (Urban)	Count	48	21	69
	%	69.6	30.4	100
Vodafone (Rural)	Count	21	6	27
	%	77.8	22.2	100
<b>Overall</b>	<b>Count</b>	<b>474</b>	<b>195</b>	<b>669</b>
	<b>%</b>	<b>70.9</b>	<b>29.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>338</b>	<b>170</b>	<b>508</b>
	<b>%</b>	<b>66.5</b>	<b>33.5</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>136</b>	<b>25</b>	<b>161</b>
	<b>%</b>	<b>84.5</b>	<b>15.5</b>	<b>100</b>

**28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?**

Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
Aircel (Total)	Count	11	41	4	4	0	59
	%	18.6	69.5	6.8	6.8	0.0	100
Aircel (Urban)	Count	11	29	2	4	0	45
	%	24.4	64.4	4.4	8.9	0.0	100
Aircel (Rural)	Count	0	12	2	0	0	14
	%	0.0	85.7	14.3	0.0	0.0	100
Airtel (Total)	Count	10	48	5	1	1	64
	%	15.6	75.0	7.8	1.6	1.6	100
Airtel (Urban)	Count	7	29	3	1	1	41
	%	17.1	70.7	7.3	2.4	2.4	100
Airtel (Rural)	Count	3	19	2	0	0	23
	%	13.0	82.6	8.7	0.0	0.0	100
BSNL (Total)	Count	9	14	2	0	0	25
	%	36.0	56.0	8.0	0.0	0.0	100
BSNL (Urban)	Count	7	10	1	0	0	18
	%	38.9	55.6	5.6	0.0	0.0	100
BSNL (Rural)	Count	2	4	1	0	0	7
	%	28.6	57.1	14.3	0.0	0.0	100
Idea (Total)	Count	28	37	13	0	1	78
	%	35.9	47.4	16.7	0.0	1.3	100
Idea (Urban)	Count	22	22	8	0	1	53
	%	41.5	41.5	15.1	0.0	1.9	100
Idea (Rural)	Count	6	15	5	0	0	25
	%	24.0	60.0	20.0	0.0	0.0	100
Rel Com (Total)	Count	12	15	9	0	5	40
	%	30.0	37.5	22.5	0.0	12.5	100
Rel Com (Urban)	Count	12	12	9	0	4	36
	%	33.3	33.3	25.0	0.0	11.1	100
Rel Com (Rural)	Count	0	3	0	0	1	4
	%	0.0	75.0	0.0	0.0	25.0	100
Rel Tel (Total)	Count	20	39	7	0	1	67
	%	29.9	58.2	10.4	0.0	1.5	100
Rel Tel (Urban)	Count	18	20	4	0	1	43
	%	41.9	46.5	9.3	0.0	2.3	100
Rel Tel (Rural)	Count	2	19	3	0	0	24
	%	8.3	79.2	12.5	0.0	0.0	100
TATA (Total)	Count	12	21	6	0	3	42
	%	28.6	50.0	14.3	0.0	7.1	100
TATA (Urban)	Count	8	14	6	0	3	31
	%	25.8	45.2	19.4	0.0	9.7	100
TATA (Rural)	Count	4	7	0	0	0	11
	%	36.4	63.6	0.0	0.0	0.0	100
Uninor (Total)	Count	8	13	9	0	1	30
	%	26.7	43.3	30.0	0.0	3.3	100
Uninor (Urban)	Count	5	9	8	0	1	23
	%	21.7	39.1	34.8	0.0	4.3	100

28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?							
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Others	Total
Uninor (Rural)	Count	3	4	1	0	0	7
	%	42.9	57.1	14.3	0.0	0.0	100
Vodafone (Total)	Count	20	38	11	0	0	69
	%	29.0	55.1	15.9	0.0	0.0	100
Vodafone (Urban)	Count	17	24	7	0	0	48
	%	35.4	50.0	14.6	0.0	0.0	100
Vodafone (Rural)	Count	3	14	4	0	0	21
	%	14.3	66.7	19.0	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>130</b>	<b>266</b>	<b>66</b>	<b>12</b>	<b>5</b>	<b>474</b>
	<b>%</b>	<b>27.4</b>	<b>56.1</b>	<b>13.9</b>	<b>2.5</b>	<b>1.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>107</b>	<b>169</b>	<b>48</b>	<b>11</b>	<b>5</b>	<b>338</b>
	<b>%</b>	<b>31.7</b>	<b>50</b>	<b>14.2</b>	<b>3.3</b>	<b>1.5</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>23</b>	<b>97</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>136</b>
	<b>%</b>	<b>16.9</b>	<b>71.3</b>	<b>13.2</b>	<b>0.7</b>	<b>0.0</b>	<b>100</b>

28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	23	1	22	35	1	59
	%	39	1.7	37.3	59.3	1.7	100
Aircel (Urban)	Count	14	0	14	31	0	45
	%	31.1	0	31.1	68.9	0	100
Aircel (Rural)	Count	9	1	8	4	1	14
	%	64.2	7.1	57.1	28.6	7.1	100
Airtel (Total)	Count	34	0	34	27	3	64
	%	53.1	0	53.1	42.2	4.7	100
Airtel (Urban)	Count	19	0	19	19	3	41
	%	46.3	0	46.3	46.3	7.3	100
Airtel (Rural)	Count	15	0	15	8	0	23
	%	65.2	0	65.2	34.8	0	100
BSNL (Total)	Count	18	1	17	4	3	25
	%	72	4	68	16	12	100
BSNL (Urban)	Count	13	1	12	3	2	18
	%	72.3	5.6	66.7	16.7	11.1	100
BSNL (Rural)	Count	5	0	5	1	1	7
	%	71.4	0	71.4	14.3	14.3	100
Idea (Total)	Count	36	5	31	33	9	78
	%	46.1	6.4	39.7	42.3	11.5	100
Idea (Urban)	Count	24	4	20	21	8	53
	%	45.2	7.5	37.7	39.6	15.1	100
Idea (Rural)	Count	12	1	11	12	1	25
	%	48	4	44	48	4	100
Rel Com (Total)	Count	19	6	13	16	5	40
	%	47.5	15	32.5	40	12.5	100
Rel Com (Urban)	Count	18	6	12	14	4	36
	%	50	16.7	33.3	38.9	11.1	100
Rel Com (Rural)	Count	1	0	1	2	1	4
	%	25	0	25	50	25	100
Rel Tel (Total)	Count	39	12	27	21	7	67
	%	58.2	17.9	40.3	31.3	10.4	100
Rel Tel (Urban)	Count	26	10	16	11	6	43
	%	60.5	23.3	37.2	25.6	14	100
Rel Tel (Rural)	Count	13	2	11	10	1	24
	%	54.1	8.3	45.8	41.7	4.2	100
TATA (Total)	Count	30	7	23	11	1	42
	%	71.5	16.7	54.8	26.2	2.4	100
TATA (Urban)	Count	21	5	16	9	1	31
	%	67.7	16.1	51.6	29	3.2	100
TATA (Rural)	Count	9	2	7	2	0	11
	%	81.8	18.2	63.6	18.2	0	100
Uninor (Total)	Count	13	1	12	14	3	30
	%	43.3	3.3	40	46.7	10	100
Uninor (Urban)	Count	9	1	8	11	3	23
	%	39.1	4.3	34.8	47.8	13	100
Uninor (Rural)	Count	4	0	4	3	0	7
	%	57.1	0	57.1	42.9	0	100



**28(b). How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Vodafone (Total)	Count	39	2	37	23	7	69
	%	56.5	2.9	53.6	33.3	10.1	100
Vodafone (Urban)	Count	27	2	25	17	4	48
	%	56.3	4.2	52.1	35.4	8.3	100
Vodafone (Rural)	Count	12	0	12	6	3	21
	%	57.1	0.0	57.1	28.6	14.3	100
<b>Overall</b>	<b>Count</b>	<b>251</b>	<b>35</b>	<b>216</b>	<b>184</b>	<b>39</b>	<b>474</b>
	<b>%</b>	<b>53</b>	<b>7.4</b>	<b>45.6</b>	<b>38.8</b>	<b>8.2</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>171</b>	<b>29</b>	<b>142</b>	<b>136</b>	<b>31</b>	<b>338</b>
	<b>%</b>	<b>50.6</b>	<b>8.6</b>	<b>42</b>	<b>40.2</b>	<b>9.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>80</b>	<b>6</b>	<b>74</b>	<b>48</b>	<b>8</b>	<b>136</b>
	<b>%</b>	<b>58.8</b>	<b>4.4</b>	<b>54.4</b>	<b>35.3</b>	<b>5.9</b>	<b>100</b>

**OVERALL CUSTOMER SATISFACTION**

<b>29(a). How satisfied are you with the overall quality of your mobile service?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	344	20	324	44	3	391
	%	88	5.1	82.9	11.3	0.8	100
Aircel (Urban)	Count	245	9	236	27	1	273
	%	89.7	3.3	86.4	9.9	0.4	100
Aircel (Rural)	Count	99	11	88	17	2	118
	%	83.9	9.3	74.6	14.4	1.7	100
Airtel (Total)	Count	343	16	327	47	2	392
	%	87.5	4.1	83.4	12.0	0.5	100
Airtel (Urban)	Count	242	6	236	26	0	268
	%	90.3	2.2	88.1	9.7	0.0	100
Airtel (Rural)	Count	101	10	91	21	2	124
	%	81.5	8.1	73.4	16.9	1.6	100
BSNL (Total)	Count	337	19	318	51	2	390
	%	86.4	4.9	81.5	13.1	0.5	100
BSNL (Urban)	Count	248	10	238	25	1	274
	%	90.5	3.6	86.9	9.1	0.4	100
BSNL (Rural)	Count	89	9	80	26	1	116
	%	76.8	7.8	69.0	22.4	0.9	100
Idea (Total)	Count	311	20	291	71	3	385
	%	80.8	5.2	75.6	18.4	0.8	100
Idea (Urban)	Count	231	13	218	38	1	270
	%	85.5	4.8	80.7	14.1	0.4	100
Idea (Rural)	Count	80	7	73	33	2	115
	%	69.6	6.1	63.5	28.7	1.7	100
Rel Com (Total)	Count	350	11	339	35	0	385
	%	91	2.9	88.1	9.1	0.0	100
Rel Com (Urban)	Count	297	7	290	24	0	321
	%	92.5	2.2	90.3	7.5	0.0	100
Rel Com (Rural)	Count	53	4	49	11	0	64
	%	82.9	6.3	76.6	17.2	0.0	100
Rel Tel (Total)	Count	318	24	294	74	1	393
	%	80.9	6.1	74.8	18.8	0.3	100
Rel Tel (Urban)	Count	233	10	223	41	1	275
	%	84.7	3.6	81.1	14.9	0.4	100
Rel Tel (Rural)	Count	85	14	71	33	0	118
	%	72.1	11.9	60.2	28.0	0.0	100
TATA (Total)	Count	347	19	328	40	1	388
	%	89.4	4.9	84.5	10.3	0.3	100
TATA (Urban)	Count	246	10	236	25	0	271
	%	90.8	3.7	87.1	9.2	0.0	100
TATA (Rural)	Count	101	9	92	15	1	117
	%	86.3	7.7	78.6	12.8	0.9	100
Uninor (Total)	Count	334	12	322	52	1	387
	%	86.3	3.1	83.2	13.4	0.3	100
Uninor (Urban)	Count	288	9	279	30	1	319
	%	90.3	2.8	87.5	9.4	0.3	100

29(a). How satisfied are you with the overall quality of your mobile service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Rural)	Count	46	3	43	22	0	68
	%	67.6	4.4	63.2	32.4	0.0	100
Vodafone (Total)	Count	354	8	346	30	4	388
	%	91.3	2.1	89.2	7.7	1.0	100
Vodafone (Urban)	Count	252	4	248	14	1	267
	%	94.4	1.5	92.9	5.2	0.4	100
Vodafone (Rural)	Count	102	4	98	16	3	121
	%	84.3	3.3	81.0	13.2	2.5	100
<b>Overall</b>	<b>Count</b>	<b>3038</b>	<b>149</b>	<b>2889</b>	<b>444</b>	<b>17</b>	<b>3499</b>
	<b>%</b>	<b>86.9</b>	<b>4.3</b>	<b>82.6</b>	<b>12.7</b>	<b>0.5</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>2282</b>	<b>78</b>	<b>2204</b>	<b>250</b>	<b>6</b>	<b>2538</b>
	<b>%</b>	<b>89.9</b>	<b>3.1</b>	<b>86.8</b>	<b>9.9</b>	<b>0.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>756</b>	<b>71</b>	<b>685</b>	<b>194</b>	<b>11</b>	<b>961</b>
	<b>%</b>	<b>78.7</b>	<b>7.4</b>	<b>71.3</b>	<b>20.2</b>	<b>1.1</b>	<b>100</b>

**GENERAL INFORMATION**

<b>30. What kind of other services are you also taking from this service provider?</b>						
<b>Service Providers</b>		<b>Broadband</b>	<b>Wireline</b>	<b>Other</b>	<b>None</b>	<b>Total</b>
Aircel (Total)	Count	3	2	1	385	391
	%	0.8	0.5	0.3	98.5	100
Aircel (Urban)	Count	2	0	0	271	273
	%	0.7	0.0	0.0	99.3	100
Aircel (Rural)	Count	1	2	1	114	118
	%	0.8	1.7	0.8	96.6	100
Airtel (Total)	Count	1	0	2	389	392
	%	0.3	0.0	0.5	99.2	100
Airtel (Urban)	Count	0	0	1	267	268
	%	0.0	0.0	0.4	99.6	100
Airtel (Rural)	Count	1	0	1	122	124
	%	0.8	0.0	0.8	98.4	100
BSNL (Total)	Count	10	12	0	368	390
	%	2.6	3.1	0.0	94.4	100
BSNL (Urban)	Count	10	6	0	258	274
	%	3.6	2.2	0.0	94.2	100
BSNL (Rural)	Count	0	6	0	110	116
	%	0.0	5.2	0.0	94.8	100
Idea (Total)	Count	0	2	1	382	385
	%	0.0	0.5	0.3	99.2	100
Idea (Urban)	Count	0	1	1	268	270
	%	0.0	0.4	0.4	99.3	100
Idea (Rural)	Count	0	1	0	114	115
	%	0.0	0.9	0.0	99.1	100
Rel Com (Total)	Count	2	0	2	381	385
	%	0.5	0.0	0.5	99.0	100
Rel Com (Urban)	Count	1	0	2	318	321
	%	0.3	0.0	0.6	99.1	100
Rel Com (Rural)	Count	1	0	0	63	64
	%	1.6	0.0	0.0	98.4	100
Rel Tel (Total)	Count	4	0	1	388	393
	%	1.0	0.0	0.3	98.7	100
Rel Tel (Urban)	Count	2	0	1	272	275
	%	0.7	0.0	0.4	98.9	100
Rel Tel (Rural)	Count	2	0	0	116	118
	%	1.7	0.0	0.0	98.3	100
TATA (Total)	Count	1	0	1	386	388
	%	0.3	0.0	0.3	99.5	100
TATA (Urban)	Count	1	0	1	269	271
	%	0.4	0.0	0.4	99.3	100
TATA (Rural)	Count	0	0	0	117	117
	%	0.0	0.0	0.0	100	100
Uninor (Total)	Count	0	0	0	387	387
	%	0.0	0.0	0.0	100	100
Uninor (Urban)	Count	0	0	0	319	319
	%	0.0	0.0	0.0	100	100
Uninor (Rural)	Count	0	0	0	68	68
	%	0.0	0.0	0.0	100	100

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wireline	Other	None	Total
Vodafone (Total)	Count	2	0	2	384	388
	%	0.5	0.0	0.5	99.0	100
Vodafone (Urban)	Count	1	0	1	265	267
	%	0.4	0.0	0.4	99.3	100
Vodafone (Rural)	Count	1	0	1	119	121
	%	0.8	0.0	0.8	98.3	100
<b>Overall</b>	<b>Count</b>	<b>23</b>	<b>16</b>	<b>10</b>	<b>3450</b>	<b>3499</b>
	<b>%</b>	<b>0.7</b>	<b>0.5</b>	<b>0.3</b>	<b>98.6</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>17</b>	<b>7</b>	<b>7</b>	<b>2507</b>	<b>2538</b>
	<b>%</b>	<b>0.7</b>	<b>0.3</b>	<b>0.3</b>	<b>98.8</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>943</b>	<b>961</b>
	<b>%</b>	<b>0.6</b>	<b>0.9</b>	<b>0.3</b>	<b>98.1</b>	<b>100</b>

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

Service Providers		Yes	No	Total
Aircel (Total)	Count	89	302	391
	%	22.8	77.2	100
Aircel (Urban)	Count	69	204	273
	%	25.3	74.7	100
Aircel (Rural)	Count	20	98	118
	%	16.9	83.1	100
Airtel (Total)	Count	89	303	392
	%	22.7	77.3	100
Airtel (Urban)	Count	50	218	268
	%	18.7	81.3	100
Airtel (Rural)	Count	39	85	124
	%	31.5	68.5	100
BSNL (Total)	Count	126	264	390
	%	32.3	67.7	100
BSNL (Urban)	Count	97	177	274
	%	35.4	64.6	100
BSNL (Rural)	Count	29	87	116
	%	25	75	100
Idea (Total)	Count	149	236	385
	%	38.7	61.3	100
Idea (Urban)	Count	102	168	270
	%	37.8	62.2	100
Idea (Rural)	Count	47	68	115
	%	40.9	59.1	100
Rel Com (Total)	Count	123	262	385
	%	31.9	68.1	100
Rel Com (Urban)	Count	104	217	321
	%	32.4	67.6	100
Rel Com (Rural)	Count	19	45	64
	%	29.7	70.3	100
Rel Tel (Total)	Count	114	279	393
	%	29	71	100
Rel Tel (Urban)	Count	69	206	275
	%	25.1	74.9	100
Rel Tel (Rural)	Count	45	73	118
	%	38.1	61.9	100
TATA (Total)	Count	133	255	388
	%	34.3	65.7	100
TATA (Urban)	Count	90	181	271
	%	33.2	66.8	100
TATA (Rural)	Count	43	74	117
	%	36.8	63.2	100
Uninor (Total)	Count	76	311	387
	%	19.6	80.4	100
Uninor (Urban)	Count	61	258	319
	%	19.1	80.9	100
Uninor (Rural)	Count	15	53	68
	%	22.1	77.9	100

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

Service Providers		Yes	No	Total
Vodafone (Total)	Count	116	272	388
	%	29.9	70.1	100
Vodafone (Urban)	Count	86	181	267
	%	32.2	67.8	100
Vodafone (Rural)	Count	30	91	121
	%	24.8	75.2	100
<b>Overall</b>	<b>Count</b>	<b>1015</b>	<b>2484</b>	<b>3499</b>
	<b>%</b>	<b>29</b>	<b>71</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>728</b>	<b>1810</b>	<b>2538</b>
	<b>%</b>	<b>28.7</b>	<b>71.3</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>287</b>	<b>674</b>	<b>961</b>
	<b>%</b>	<b>29.9</b>	<b>70.1</b>	<b>100</b>

<b>32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	21	68	89
	%	23.6	76.4	100
Aircel (Urban)	Count	15	54	69
	%	21.7	78.3	100
Aircel (Rural)	Count	6	14	20
	%	30	70	100
Airtel (Total)	Count	17	72	89
	%	19.1	80.9	100
Airtel (Urban)	Count	9	41	50
	%	18	82	100
Airtel (Rural)	Count	8	31	39
	%	20.5	79.5	100
BSNL (Total)	Count	38	88	126
	%	30.2	69.8	100
BSNL (Urban)	Count	33	64	97
	%	34	66	100
BSNL (Rural)	Count	5	24	29
	%	17.2	82.8	100
Idea (Total)	Count	42	107	149
	%	28.2	71.8	100
Idea (Urban)	Count	34	68	102
	%	33.3	66.7	100
Idea (Rural)	Count	8	39	47
	%	17	83	100
Rel Com (Total)	Count	37	86	123
	%	30.1	69.9	100
Rel Com (Urban)	Count	31	73	104
	%	29.8	70.2	100
Rel Com (Rural)	Count	6	13	19
	%	31.6	68.4	100
Rel Tel (Total)	Count	33	81	114
	%	28.9	71.1	100
Rel Tel (Urban)	Count	27	42	69
	%	39.1	60.9	100
Rel Tel (Rural)	Count	6	39	45
	%	13.3	86.7	100
TATA (Total)	Count	39	94	133
	%	29.3	70.7	100
TATA (Urban)	Count	33	57	90
	%	36.7	63.3	100
TATA (Rural)	Count	6	37	43
	%	14	86	100
Uninor (Total)	Count	18	58	76
	%	23.7	76.3	100
Uninor (Urban)	Count	16	45	61
	%	26.2	73.8	100
Uninor (Rural)	Count	2	13	15
	%	13.3	86.7	100



**32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	41	75	116
	%	35.3	64.7	100
Vodafone (Urban)	Count	35	51	86
	%	40.7	59.3	100
Vodafone (Rural)	Count	6	24	30
	%	20	80	100
<b>Overall</b>	<b>Count</b>	<b>286</b>	<b>729</b>	<b>1015</b>
	<b>%</b>	<b>28.2</b>	<b>71.8</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>233</b>	<b>495</b>	<b>728</b>
	<b>%</b>	<b>32</b>	<b>68</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>53</b>	<b>234</b>	<b>287</b>
	<b>%</b>	<b>18.5</b>	<b>81.5</b>	<b>100</b>

<b>33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</b>						
<b>Service Providers</b>		<b>No change</b>	<b>Slight decrease</b>	<b>Considerable decrease</b>	<b>Stopped receiving</b>	<b>Total</b>
Aircel (Total)	Count	3	4	4	10	21
	%	14.3	19.0	19.0	47.6	100
Aircel (Urban)	Count	2	3	3	7	15
	%	13.3	20.0	20.0	46.7	100
Aircel (Rural)	Count	1	1	1	3	6
	%	16.7	16.7	16.7	50.0	100
Airtel (Total)	Count	0	1	4	12	17
	%	0.0	5.9	23.5	70.6	100
Airtel (Urban)	Count	0	1	2	6	9
	%	0.0	11.1	22.2	66.7	100
Airtel (Rural)	Count	0	0	2	6	8
	%	0.0	0.0	25.0	75.0	100
BSNL (Total)	Count	10	3	7	18	38
	%	26.3	7.9	18.4	47.4	100
BSNL (Urban)	Count	10	2	7	14	33
	%	30.3	6.1	21.2	42.4	100
BSNL (Rural)	Count	0	1	0	4	5
	%	0.0	20.0	0.0	80.0	100
Idea (Total)	Count	4	4	5	29	42
	%	9.5	9.5	11.9	69.0	100
Idea (Urban)	Count	4	1	4	25	34
	%	11.8	2.9	11.8	73.5	100
Idea (Rural)	Count	0	3	1	4	8
	%	0.0	37.5	12.5	50.0	100
Rel Com (Total)	Count	1	6	13	17	37
	%	2.7	16.2	35.1	45.9	100
Rel Com (Urban)	Count	1	6	10	14	31
	%	3.2	19.4	32.3	45.2	100
Rel Com (Rural)	Count	0	0	3	3	6
	%	0.0	0.0	50.0	50.0	100
Rel Tel (Total)	Count	3	11	7	12	33
	%	9.1	33.3	21.2	36.4	100
Rel Tel (Urban)	Count	2	9	6	10	27
	%	7.4	33.3	22.2	37.0	100
Rel Tel (Rural)	Count	1	2	1	2	6
	%	16.7	33.3	16.7	33.3	100
TATA (Total)	Count	2	4	6	27	39
	%	5.1	10.3	15.4	69.2	100
TATA (Urban)	Count	1	2	5	25	33
	%	3.0	6.1	15.2	75.8	100
TATA (Rural)	Count	1	2	1	2	6
	%	16.7	33.3	16.7	33.3	100
Uninor (Total)	Count	1	2	3	12	18
	%	5.6	11.1	16.7	66.7	100
Uninor (Urban)	Count	0	2	3	11	16
	%	0.0	12.5	18.8	68.8	100
Uninor (Rural)	Count	1	0	0	1	2
	%	50.0	0.0	0.0	50.0	100

<b>33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</b>						
<b>Service Providers</b>		<b>No change</b>	<b>Slight decrease</b>	<b>Considerable decrease</b>	<b>Stopped receiving</b>	<b>Total</b>
Vodafone (Total)	Count	4	4	6	27	41
	%	9.8	9.8	14.6	65.9	100
Vodafone (Urban)	Count	4	2	6	23	35
	%	11.4	5.7	17.1	65.7	100
Vodafone (Rural)	Count	0	2	0	4	6
	%	0.0	33.3	0.0	66.7	100
<b>Overall</b>	<b>Count</b>	<b>28</b>	<b>39</b>	<b>55</b>	<b>164</b>	<b>286</b>
	<b>%</b>	<b>9.8</b>	<b>13.6</b>	<b>19.2</b>	<b>57.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>24</b>	<b>28</b>	<b>46</b>	<b>135</b>	<b>233</b>
	<b>%</b>	<b>10.3</b>	<b>12</b>	<b>19.7</b>	<b>57.9</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>4</b>	<b>11</b>	<b>9</b>	<b>29</b>	<b>53</b>
	<b>%</b>	<b>7.5</b>	<b>20.8</b>	<b>17</b>	<b>54.7</b>	<b>100</b>

<b>33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	3	18	21
	%	14.3	85.7	100
Aircel (Urban)	Count	2	13	15
	%	13.3	86.7	100
Aircel (Rural)	Count	1	5	6
	%	16.7	83.3	100
Airtel (Total)	Count	0	17	17
	%	0.0	100	100
Airtel (Urban)	Count	0	9	9
	%	0.0	100	100
Airtel (Rural)	Count	0	8	8
	%	0.0	100	100
BSNL (Total)	Count	3	35	38
	%	7.9	92.1	100
BSNL (Urban)	Count	3	30	33
	%	9.1	90.9	100
BSNL (Rural)	Count	0	5	5
	%	0.0	100	100
Idea (Total)	Count	5	37	42
	%	11.9	88.1	100
Idea (Urban)	Count	2	32	34
	%	5.9	94.1	100
Idea (Rural)	Count	3	5	8
	%	37.5	62.5	100
Rel Com (Total)	Count	7	30	37
	%	18.9	81.1	100
Rel Com (Urban)	Count	7	24	31
	%	22.6	77.4	100
Rel Com (Rural)	Count	0	6	6
	%	0.0	100	100
Rel Tel (Total)	Count	14	19	33
	%	42.4	57.6	100
Rel Tel (Urban)	Count	10	17	27
	%	37.0	63.0	100
Rel Tel (Rural)	Count	4	2	6
	%	66.7	33.3	100
TATA (Total)	Count	8	31	39
	%	20.5	79.5	100
TATA (Urban)	Count	5	28	33
	%	15.2	84.8	100
TATA (Rural)	Count	3	3	6
	%	50.0	50.0	100
Uninor (Total)	Count	3	15	18
	%	16.7	83.3	100
Uninor (Urban)	Count	2	14	16
	%	12.5	87.5	100
Uninor (Rural)	Count	1	1	2
	%	50.0	50.0	100

**33(b). Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	1	40	41
	%	2.4	97.6	100
Vodafone (Urban)	Count	1	34	35
	%	2.9	97.1	100
Vodafone (Rural)	Count	0	6	6
	%	0.0	100	100
<b>Overall</b>	<b>Count</b>	<b>44</b>	<b>242</b>	<b>286</b>
	<b>%</b>	<b>15.4</b>	<b>84.6</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>32</b>	<b>201</b>	<b>233</b>
	<b>%</b>	<b>13.7</b>	<b>86.3</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>12</b>	<b>41</b>	<b>53</b>
	<b>%</b>	<b>22.6</b>	<b>77.4</b>	<b>100</b>

33(c). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Aircel (Total)	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100
Aircel (Urban)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Aircel (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Airtel (Total)	Count	-	-	-	-	-
	%	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-
	%	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
BSNL (Total)	Count	1	2	0	0	3
	%	33.3	66.7	0.0	0.0	100
BSNL (Urban)	Count	1	2	0	0	3
	%	33.3	66.7	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	1	4	0	5
	%	0.0	20.0	80.0	0.0	100
Idea (Urban)	Count	0	1	1	0	2
	%	0.0	50.0	50.0	0.0	100
Idea (Rural)	Count	0	0	3	0	3
	%	0.0	0.0	100	0.0	100
Rel Com (Total)	Count	1	1	5	0	7
	%	14.3	14.3	71.4	0	100
Rel Com (Urban)	Count	1	1	5	0	7
	%	14.3	14.3	71.4	0	100
Rel Com (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	0	6	8	0	14
	%	0.0	42.9	57.1	0.0	100
Rel Tel (Urban)	Count	0	4	6	0	10
	%	0.0	40.0	60.0	0.0	100
Rel Tel (Rural)	Count	0	2	2	0	4
	%	0.0	50.0	50.0	0.0	100
TATA (Total)	Count	0	3	4	1	8
	%	0.0	37.5	50.0	12.5	100
TATA (Urban)	Count	0	2	2	1	5
	%	0.0	40.0	40.0	20.0	100
TATA (Rural)	Count	0	1	2	0	3
	%	0.0	33.3	66.7	0.0	100
Uninor (Total)	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100

33(c). If Yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and informed about the action taken on the complaint	Complaint was registered by the service provider and did not inform about the action taken on the complaint	Service Provider refused to register the complaint	Difficult to lodge the complaint	Total
Uninor (Urban)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Uninor (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Vodafone (Total)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
Vodafone (Urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
Vodafone (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
<b>Overall</b>	<b>Count</b>	<b>6</b>	<b>16</b>	<b>21</b>	<b>1</b>	<b>44</b>
	<b>%</b>	<b>13.6</b>	<b>36.4</b>	<b>47.7</b>	<b>2.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>4</b>	<b>13</b>	<b>14</b>	<b>1</b>	<b>32</b>
	<b>%</b>	<b>12.5</b>	<b>40.6</b>	<b>43.8</b>	<b>3.1</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>12</b>
	<b>%</b>	<b>16.7</b>	<b>25</b>	<b>58.3</b>	<b>0.0</b>	<b>100</b>

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

Service Providers		Yes	No	Total
Aircel (Total)	Count	193	198	391
	%	49.4	50.6	100
Aircel (Urban)	Count	123	150	273
	%	45.1	54.9	100
Aircel (Rural)	Count	70	48	118
	%	59.3	40.7	100
Airtel (Total)	Count	161	231	392
	%	41.1	58.9	100
Airtel (Urban)	Count	93	175	268
	%	34.7	65.3	100
Airtel (Rural)	Count	68	56	124
	%	54.8	45.2	100
BSNL (Total)	Count	201	189	390
	%	51.5	48.5	100
BSNL (Urban)	Count	123	151	274
	%	44.9	55.1	100
BSNL (Rural)	Count	78	38	116
	%	67.2	32.8	100
Idea (Total)	Count	204	181	385
	%	53	47	100
Idea (Urban)	Count	130	140	270
	%	48.1	51.9	100
Idea (Rural)	Count	74	41	115
	%	64.3	35.7	100
Rel Com (Total)	Count	147	238	385
	%	38.2	61.8	100
Rel Com (Urban)	Count	109	212	321
	%	34	66	100
Rel Com (Rural)	Count	38	26	64
	%	59.4	40.6	100
Rel Tel (Total)	Count	185	208	393
	%	47.1	52.9	100
Rel Tel (Urban)	Count	111	164	275
	%	40.4	59.6	100
Rel Tel (Rural)	Count	74	44	118
	%	62.7	37.3	100
TATA (Total)	Count	205	183	388
	%	52.8	47.2	100
TATA (Urban)	Count	127	144	271
	%	46.9	53.1	100
TATA (Rural)	Count	78	39	117
	%	66.7	33.3	100
Uninor (Total)	Count	137	250	387
	%	35.4	64.6	100
Uninor (Urban)	Count	97	222	319
	%	30.4	69.6	100
Uninor (Rural)	Count	40	28	68
	%	58.8	41.2	100



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

Service Providers		Yes	No	Total
Vodafone (Total)	Count	195	193	388
	%	50.3	49.7	100
Vodafone (Urban)	Count	132	135	267
	%	49.4	50.6	100
Vodafone (Rural)	Count	63	58	121
	%	52.1	47.9	100
<b>Overall</b>	<b>Count</b>	<b>1628</b>	<b>1871</b>	<b>3499</b>
	<b>%</b>	<b>46.5</b>	<b>53.5</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>1045</b>	<b>1493</b>	<b>2538</b>
	<b>%</b>	<b>41.2</b>	<b>58.8</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>583</b>	<b>378</b>	<b>961</b>
	<b>%</b>	<b>60.7</b>	<b>39.3</b>	<b>100</b>

<b>34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	15	178	193
	%	7.8	92.2	100
Aircel (Urban)	Count	8	115	123
	%	6.5	93.5	100
Aircel (Rural)	Count	7	63	70
	%	10	90	100
Airtel (Total)	Count	11	150	161
	%	6.8	93.2	100
Airtel (Urban)	Count	6	87	93
	%	6.5	93.5	100
Airtel (Rural)	Count	5	63	68
	%	7.4	92.6	100
BSNL (Total)	Count	6	195	201
	%	3	97	100
BSNL (Urban)	Count	3	120	123
	%	2.4	97.6	100
BSNL (Rural)	Count	3	75	78
	%	3.8	96.2	100
Idea (Total)	Count	12	192	204
	%	5.9	94.1	100
Idea (Urban)	Count	6	124	130
	%	4.6	95.4	100
Idea (Rural)	Count	6	68	74
	%	8.1	91.9	100
Rel Com (Total)	Count	14	133	147
	%	9.5	90.5	100
Rel Com (Urban)	Count	9	100	109
	%	8.3	91.7	100
Rel Com (Rural)	Count	5	33	38
	%	13.2	86.8	100
Rel Tel (Total)	Count	16	169	185
	%	8.6	91.4	100
Rel Tel (Urban)	Count	10	101	111
	%	9	91	100
Rel Tel (Rural)	Count	6	68	74
	%	8.1	91.9	100
TATA (Total)	Count	23	182	205
	%	11.2	88.8	100
TATA (Urban)	Count	15	112	127
	%	11.8	88.2	100
TATA (Rural)	Count	8	70	78
	%	10.3	89.7	100
Uninor (Total)	Count	14	123	137
	%	10.2	89.8	100
Uninor (Urban)	Count	9	88	97
	%	9.3	90.7	100
Uninor (Rural)	Count	5	35	40
	%	12.5	87.5	100

**34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	14	181	195
	%	7.2	92.8	100
Vodafone (Urban)	Count	10	122	132
	%	7.6	92.4	100
Vodafone (Rural)	Count	4	59	63
	%	6.3	93.7	100
<b>Overall</b>	<b>Count</b>	<b>125</b>	<b>1503</b>	<b>1628</b>
	<b>%</b>	<b>7.7</b>	<b>92.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>76</b>	<b>969</b>	<b>1045</b>
	<b>%</b>	<b>7.3</b>	<b>92.7</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>49</b>	<b>534</b>	<b>583</b>
	<b>%</b>	<b>8.4</b>	<b>91.6</b>	<b>100</b>

<b>34(c). When did you get 'Unique Porting Code' from your existing service provider?</b>						
<b>Service Providers</b>		<b>Within 5 min</b>	<b>After 5 to 10 min</b>	<b>After 10 min</b>	<b>Never</b>	<b>Total</b>
Aircel (Total)	Count	8	4	1	2	15
	%	53.3	26.7	6.7	13.3	100
Aircel (Urban)	Count	4	3	0	1	8
	%	50.0	37.5	0.0	12.5	100
Aircel (Rural)	Count	4	1	1	1	7
	%	57.1	14.3	14.3	14.3	100
Airtel (Total)	Count	6	1	3	1	11
	%	54.5	9.1	27.3	9.1	100
Airtel (Urban)	Count	3	0	2	1	6
	%	50.0	0.0	33.3	16.7	100
Airtel (Rural)	Count	3	1	1	0	5
	%	60.0	20.0	20.0	0.0	100
BSNL (Total)	Count	4	1	1	0	6
	%	66.7	16.7	16.7	0.0	100
BSNL (Urban)	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100
BSNL (Rural)	Count	2	0	1	0	3
	%	66.7	0.0	33.3	0.0	100
Idea (Total)	Count	2	4	2	4	12
	%	16.7	33.3	16.7	33.3	100
Idea (Urban)	Count	2	2	1	1	6
	%	33.3	33.3	16.7	16.7	100
Idea (Rural)	Count	0	2	1	3	6
	%	0.0	33.3	16.7	50.0	100
Rel Com (Total)	Count	1	8	2	3	14
	%	7.1	57.1	14.3	21.4	100
Rel Com (Urban)	Count	0	5	1	3	9
	%	0.0	55.6	11.1	33.3	100
Rel Com (Rural)	Count	1	3	1	0	5
	%	20.0	60.0	20.0	0.0	100
Rel Tel (Total)	Count	3	3	3	7	16
	%	18.8	18.8	18.8	43.8	100
Rel Tel (Urban)	Count	2	2	1	5	10
	%	20.0	20.0	10.0	50.0	100
Rel Tel (Rural)	Count	1	1	2	2	6
	%	16.7	16.7	33.3	33.3	100
TATA (Total)	Count	10	4	1	8	23
	%	43.5	17.4	4.3	34.8	100
TATA (Urban)	Count	4	4	1	6	15
	%	26.7	26.7	6.7	40.0	100
TATA (Rural)	Count	6	0	0	2	8
	%	75.0	0.0	0.0	25.0	100
Uninor (Total)	Count	6	5	3	0	14
	%	42.9	35.7	21.4	0.0	100
Uninor (Urban)	Count	3	4	2	0	9
	%	33.3	44.4	22.2	0.0	100
Uninor (Rural)	Count	3	1	1	0	5
	%	60.0	20.0	20.0	0.0	100

<b>34(c). When did you get 'Unique Porting Code' from your existing service provider?</b>						
<b>Service Providers</b>		<b>Within 5 min</b>	<b>After 5 to 10 min</b>	<b>After 10 min</b>	<b>Never</b>	<b>Total</b>
Vodafone (Total)	Count	7	5	2	0	14
	%	50.0	35.7	14.3	0.0	100
Vodafone (Urban)	Count	7	2	1	0	10
	%	70.0	20.0	10.0	0.0	100
Vodafone (Rural)	Count	0	3	1	0	4
	%	0.0	75.0	25.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>47</b>	<b>35</b>	<b>18</b>	<b>25</b>	<b>125</b>
	<b>%</b>	<b>37.6</b>	<b>28</b>	<b>14.4</b>	<b>20</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>27</b>	<b>23</b>	<b>9</b>	<b>17</b>	<b>76</b>
	<b>%</b>	<b>35.5</b>	<b>30.3</b>	<b>11.8</b>	<b>22.4</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>20</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>49</b>
	<b>%</b>	<b>40.8</b>	<b>24.5</b>	<b>18.4</b>	<b>16.3</b>	<b>100</b>

<b>34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?</b>							
<b>Service Providers</b>		<b>Overall satisfied=(A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
Aircel (Total)	Count	13	3	10	1	1	15
	%	86.7	20.0	66.7	6.7	6.7	100
Aircel (Urban)	Count	7	2	5	1	0	8
	%	87.5	25.0	62.5	12.5	0.0	100
Aircel (Rural)	Count	6	1	5	0	1	7
	%	85.7	14.3	71.4	0.0	14.3	100
Airtel (Total)	Count	9	5	4	2	0	11
	%	81.9	45.5	36.4	18.2	0.0	100
Airtel (Urban)	Count	5	2	3	1	0	6
	%	83.3	33.3	50.0	16.7	0.0	100
Airtel (Rural)	Count	4	3	1	1	0	5
	%	80	60.0	20.0	20.0	0.0	100
BSNL (Total)	Count	5	0	5	0	1	6
	%	83.3	0.0	83.3	0.0	16.7	100
BSNL (Urban)	Count	2	0	2	0	1	3
	%	66.7	0.0	66.7	0.0	33.3	100
BSNL (Rural)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	11	3	8	1	0	12
	%	91.7	25.0	66.7	8.3	0.0	100
Idea (Urban)	Count	5	3	2	1	0	6
	%	83.3	50.0	33.3	16.7	0.0	100
Idea (Rural)	Count	6	0	6	0	0	6
	%	100	0.0	100	0.0	0.0	100
Rel Com (Total)	Count	13	6	7	1	0	14
	%	92.9	42.9	50.0	7.1	0.0	100
Rel Com (Urban)	Count	8	3	5	1	0	9
	%	88.9	33.3	55.6	11.1	0.0	100
Rel Com (Rural)	Count	5	3	2	0	0	5
	%	100	60.0	40.0	0.0	0.0	100
Rel Tel (Total)	Count	14	3	11	2	0	16
	%	87.6	18.8	68.8	12.5	0.0	100
Rel Tel (Urban)	Count	9	2	7	1	0	10
	%	90	20.0	70.0	10.0	0.0	100
Rel Tel (Rural)	Count	5	1	4	1	0	6
	%	83.4	16.7	66.7	16.7	0.0	100
TATA (Total)	Count	20	5	15	3	0	23
	%	86.9	21.7	65.2	13.0	0.0	100
TATA (Urban)	Count	14	3	11	1	0	15
	%	93.3	20.0	73.3	6.7	0.0	100
TATA (Rural)	Count	6	2	4	2	0	8
	%	75	25.0	50.0	25.0	0.0	100
Uninor (Total)	Count	13	3	10	1	0	14
	%	92.8	21.4	71.4	7.1	0.0	100
Uninor (Urban)	Count	9	3	6	0	0	9
	%	100	33.3	66.7	0.0	0.0	100

34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Rural)	Count	4	0	4	1	0	5
	%	80	0.0	80.0	20.0	0.0	100
Vodafone (Total)	Count	10	2	8	4	0	14
	%	71.4	14.3	57.1	28.6	0.0	100
Vodafone (Urban)	Count	6	1	5	4	0	10
	%	60	10.0	50.0	40.0	0.0	100
Vodafone (Rural)	Count	4	1	3	0	0	4
	%	100	25.0	75.0	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>108</b>	<b>30</b>	<b>78</b>	<b>15</b>	<b>2</b>	<b>125</b>
	<b>%</b>	<b>86.4</b>	<b>24</b>	<b>62.4</b>	<b>12</b>	<b>1.6</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>65</b>	<b>19</b>	<b>46</b>	<b>10</b>	<b>1</b>	<b>76</b>
	<b>%</b>	<b>85.5</b>	<b>25</b>	<b>60.5</b>	<b>13.2</b>	<b>1.3</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>43</b>	<b>11</b>	<b>32</b>	<b>5</b>	<b>1</b>	<b>49</b>
	<b>%</b>	<b>87.7</b>	<b>22.4</b>	<b>65.3</b>	<b>10.2</b>	<b>2.1</b>	<b>100</b>

<b>35. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?</b>												
<b>Service Providers</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>Total</b>
Aircel (Total)	Count	4	4	5	6	32	62	104	116	30	28	391
	%	1.0	1.0	1.3	1.5	8.2	15.9	26.6	29.7	7.7	7.2	100
Aircel (Urban)	Count	1	0	4	6	23	39	71	82	22	25	273
	%	0.4	0.0	1.5	2.2	8.4	14.3	26.0	30.0	8.1	9.2	100
Aircel (Rural)	Count	3	4	1	0	9	23	33	34	8	3	118
	%	2.5	3.4	0.8	0.0	7.6	19.5	28.0	28.8	6.8	2.5	100
Airtel (Total)	Count	2	2	3	9	29	65	93	119	38	32	392
	%	0.5	0.5	0.8	2.3	7.4	16.6	23.7	30.4	9.7	8.2	100
Airtel (Urban)	Count	2	2	3	6	23	40	63	87	24	18	268
	%	0.7	0.7	1.1	2.2	8.6	14.9	23.5	32.5	9.0	6.7	100
Airtel (Rural)	Count	0	0	0	3	6	25	30	32	14	14	124
	%	0.0	0.0	0.0	2.4	4.8	20.2	24.2	25.8	11.3	11.3	100
BSNL (Total)	Count	3	0	1	16	48	70	71	115	47	19	390
	%	0.8	0.0	0.3	4.1	12.3	17.9	18.2	29.5	12.1	4.9	100
BSNL (Urban)	Count	1	0	0	8	39	39	50	93	30	14	274
	%	0.4	0.0	0.0	2.9	14.2	14.2	18.2	33.9	10.9	5.1	100
BSNL (Rural)	Count	2	0	1	8	9	31	21	22	17	5	116
	%	1.7	0.0	0.9	6.9	7.8	26.7	18.1	19.0	14.7	4.3	100
Idea (Total)	Count	3	2	2	24	49	61	77	106	25	36	385
	%	0.8	0.5	0.5	6.2	12.7	15.8	20.0	27.5	6.5	9.4	100
Idea (Urban)	Count	3	1	1	13	35	44	45	77	17	34	270
	%	1.1	0.4	0.4	4.8	13.0	16.3	16.7	28.5	6.3	12.6	100
Idea (Rural)	Count	0	1	1	11	14	17	32	29	8	2	115
	%	0.0	0.9	0.9	9.6	12.2	14.8	27.8	25.2	7.0	1.7	100
Rel Com (Total)	Count	3	0	2	16	34	57	87	98	41	47	385
	%	0.8	0.0	0.5	4.2	8.8	14.8	22.6	25.5	10.6	12.2	100
Rel Com (Urban)	Count	3	0	0	8	23	42	76	86	38	45	321
	%	0.9	0.0	0.0	2.5	7.2	13.1	23.7	26.8	11.8	14.0	100
Rel Com (Rural)	Count	0	0	2	8	11	15	11	12	3	2	64
	%	0.0	0.0	3.1	12.5	17.2	23.4	17.2	18.8	4.7	3.1	100
Rel Tel (Total)	Count	2	1	4	12	39	65	83	113	37	37	393
	%	0.5	0.3	1.0	3.1	9.9	16.5	21.1	28.8	9.4	9.4	100
Rel Tel (Urban)	Count	1	0	2	10	24	36	61	85	28	28	275
	%	0.4	0.0	0.7	3.6	8.7	13.1	22.2	30.9	10.2	10.2	100
Rel Tel (Rural)	Count	1	1	2	2	15	29	22	28	9	9	118
	%	0.8	0.8	1.7	1.7	12.7	24.6	18.6	23.7	7.6	7.6	100
TATA (Total)	Count	2	2	1	6	28	85	104	97	30	33	388
	%	0.5	0.5	0.3	1.5	7.2	21.9	26.8	25.0	7.7	8.5	100
TATA (Urban)	Count	1	0	1	5	22	64	74	56	22	26	271
	%	0.4	0.0	0.4	1.8	8.1	23.6	27.3	20.7	8.1	9.6	100
TATA (Rural)	Count	1	2	0	1	6	21	30	41	8	7	117
	%	0.9	1.7	0.0	0.9	5.1	17.9	25.6	35.0	6.8	6.0	100
Uninor (Total)	Count	0	4	5	29	52	75	84	103	7	28	387
	%	0.0	1.0	1.3	7.5	13.4	19.4	21.7	26.6	1.8	7.2	100
Uninor (Urban)	Count	0	2	2	22	46	62	67	89	2	27	319
	%	0.0	0.6	0.6	6.9	14.4	19.4	21.0	27.9	0.6	8.5	100
Uninor (Rural)	Count	0	2	3	7	6	13	17	14	5	1	68
	%	0.0	2.9	4.4	10.3	8.8	19.1	25.0	20.6	7.4	1.5	100



**35. On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?**

Service Providers		1	2	3	4	5	6	7	8	9	10	Total
Vodafone (Total)	Count	3	0	5	5	26	57	107	126	51	8	388
	%	0.8	0.0	1.3	1.3	6.7	14.7	27.6	32.5	13.1	2.1	100
Vodafone (Urban)	Count	1	0	3	4	13	42	73	83	43	5	267
	%	0.4	0.0	1.1	1.5	4.9	15.7	27.3	31.1	16.1	1.9	100
Vodafone (Rural)	Count	2	0	2	1	13	15	34	43	8	3	121
	%	1.7	0.0	1.7	0.8	10.7	12.4	28.1	35.5	6.6	2.5	100
Overall	Count	22	15	28	123	337	597	810	993	306	268	3499
	%	0.6	0.4	0.8	3.5	9.6	17.1	23.1	28.4	8.7	7.7	100
Overall (Urban)	Count	13	5	16	82	248	408	580	738	226	222	2538
	%	0.5	0.2	0.6	3.2	9.8	16.1	22.9	29.1	8.9	8.7	100
Overall (Rural)	Count	9	10	12	41	89	189	230	255	80	46	961
	%	0.9	1	1.2	4.3	9.3	19.7	23.9	26.5	8.3	4.8	100

**QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCE REGULATION, 2007**

<b>36. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	236	155	391
	%	60.4	39.6	100
Aircel (Urban)	Count	175	98	273
	%	64.1	35.9	100
Aircel (Rural)	Count	61	57	118
	%	51.7	48.3	100
Airtel (Total)	Count	250	142	392
	%	63.8	36.2	100
Airtel (Urban)	Count	163	105	268
	%	60.8	39.2	100
Airtel (Rural)	Count	87	37	124
	%	70.2	29.8	100
BSNL (Total)	Count	234	156	390
	%	60	40	100
BSNL (Urban)	Count	178	96	274
	%	65	35	100
BSNL (Rural)	Count	56	60	116
	%	48.3	51.7	100
Idea (Total)	Count	259	126	385
	%	67.3	32.7	100
Idea (Urban)	Count	187	83	270
	%	69.3	30.7	100
Idea (Rural)	Count	72	43	115
	%	62.6	37.4	100
Rel Com (Total)	Count	205	180	385
	%	53.2	46.8	100
Rel Com (Urban)	Count	179	142	321
	%	55.8	44.2	100
Rel Com (Rural)	Count	26	38	64
	%	40.6	59.4	100
Rel Tel (Total)	Count	232	161	393
	%	59	41	100
Rel Tel (Urban)	Count	165	110	275
	%	60	40	100
Rel Tel (Rural)	Count	67	51	118
	%	56.8	43.2	100
TATA (Total)	Count	263	125	388
	%	67.8	32.2	100
TATA (Urban)	Count	190	81	271
	%	70.1	29.9	100
TATA (Rural)	Count	73	44	117
	%	62.4	37.6	100
Uninor (Total)	Count	190	197	387
	%	49.1	50.9	100
Uninor (Urban)	Count	150	169	319
	%	47	53	100

**36. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?**

Service Providers		Yes	No	Total
Uninor (Rural)	Count	40	28	68
	%	58.8	41.2	100
Vodafone (Total)	Count	226	162	388
	%	58.2	41.8	100
Vodafone (Urban)	Count	156	111	267
	%	58.4	41.6	100
Vodafone (Rural)	Count	70	51	121
	%	57.9	42.1	100
<b>Overall</b>	<b>Count</b>	<b>2095</b>	<b>1404</b>	<b>3499</b>
	<b>%</b>	<b>59.9</b>	<b>40.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>1543</b>	<b>995</b>	<b>2538</b>
	<b>%</b>	<b>60.8</b>	<b>39.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>552</b>	<b>409</b>	<b>961</b>
	<b>%</b>	<b>57.4</b>	<b>42.6</b>	<b>100</b>

37. From where, you got to know about the toll free customer care number?								
Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Aircel (Total)	Count	10	24	79	106	55	0	236
	%	4.2	10.2	33.5	44.9	23.3	0.0	100
Aircel (Urban)	Count	6	22	48	82	45	0	175
	%	3.4	12.6	27.4	46.9	25.7	0.0	100
Aircel (Rural)	Count	4	2	31	24	10	0	61
	%	6.6	3.3	50.8	39.3	16.4	0.0	100
Airtel (Total)	Count	7	19	89	128	48	2	250
	%	2.8	7.6	35.6	51.2	19.2	0.8	100
Airtel (Urban)	Count	3	10	52	81	36	1	163
	%	1.8	6.1	31.9	49.7	22.1	0.6	100
Airtel (Rural)	Count	4	9	37	47	12	1	87
	%	4.6	10.3	42.5	54.0	13.8	1.1	100
BSNL (Total)	Count	8	10	73	123	60	5	234
	%	3.4	4.3	31.2	52.6	25.6	2.1	100
BSNL (Urban)	Count	2	8	49	99	53	3	178
	%	1.1	4.5	27.5	55.6	29.8	1.7	100
BSNL (Rural)	Count	6	2	24	24	7	2	56
	%	10.7	3.6	42.9	42.9	12.5	3.6	100
Idea (Total)	Count	12	11	64	139	75	2	259
	%	4.6	4.2	24.7	53.7	29.0	0.8	100
Idea (Urban)	Count	10	10	32	92	71	2	187
	%	5.3	5.3	17.1	49.2	38.0	1.1	100
Idea (Rural)	Count	2	1	32	47	4	0	72
	%	2.8	1.4	44.4	65.3	5.6	0.0	100
Rel Com (Total)	Count	11	2	45	103	63	0	205
	%	5.4	1.0	22.0	50.2	30.7	0.0	100
Rel Com (Urban)	Count	9	2	37	85	62	0	179
	%	5.0	1.1	20.7	47.5	34.6	0.0	100
Rel Com (Rural)	Count	2	0	8	18	1	0	26
	%	7.7	0.0	30.8	69.2	3.8	0.0	100
Rel Tel (Total)	Count	15	9	79	113	67	0	232
	%	6.5	3.9	34.1	48.7	28.9	0.0	100
Rel Tel (Urban)	Count	10	8	40	76	61	0	165
	%	6.1	4.8	24.2	46.1	37.0	0.0	100
Rel Tel (Rural)	Count	5	1	39	37	6	0	67
	%	7.5	1.5	58.2	55.2	9.0	0.0	100
TATA (Total)	Count	2	11	78	134	76	1	263
	%	0.8	4.2	29.7	51.0	28.9	0.4	100
TATA (Urban)	Count	2	7	42	96	61	0	190
	%	1.1	3.7	22.1	50.5	32.1	0.0	100
TATA (Rural)	Count	0	4	36	38	15	1	73
	%	0.0	5.5	49.3	52.1	20.5	1.4	100
Uninor (Total)	Count	7	10	54	88	49	3	190
	%	3.7	5.3	28.4	46.3	25.8	1.6	100

37. From where, you got to know about the toll free customer care number?								
Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
Uninor (Urban)	Count	5	10	36	60	47	2	150
	%	3.3	6.7	24.0	40.0	31.3	1.3	100
Uninor (Rural)	Count	2	0	18	28	2	1	40
	%	5.0	0.0	45.0	70.0	5.0	2.5	100
Vodafone (Total)	Count	9	10	73	112	69	0	226
	%	4.0	4.4	32.3	49.6	30.5	0.0	100
Vodafone (Urban)	Count	5	7	41	73	61	0	156
	%	3.2	4.5	26.3	46.8	39.1	0.0	100
Vodafone (Rural)	Count	4	3	32	39	8	0	70
	%	5.7	4.3	45.7	55.7	11.4	0.0	100
<b>Overall</b>	<b>Count</b>	<b>81</b>	<b>106</b>	<b>634</b>	<b>1046</b>	<b>13</b>	<b>562</b>	<b>2095</b>
	<b>%</b>	<b>3.9</b>	<b>5.1</b>	<b>30.3</b>	<b>49.9</b>	<b>0.6</b>	<b>26.8</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>52</b>	<b>84</b>	<b>377</b>	<b>744</b>	<b>8</b>	<b>497</b>	<b>1543</b>
	<b>%</b>	<b>3.4</b>	<b>5.4</b>	<b>24.4</b>	<b>48.2</b>	<b>0.5</b>	<b>32.2</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>29</b>	<b>22</b>	<b>257</b>	<b>302</b>	<b>5</b>	<b>65</b>	<b>552</b>
	<b>%</b>	<b>5.3</b>	<b>4</b>	<b>46.6</b>	<b>54.7</b>	<b>0.9</b>	<b>11.8</b>	<b>100</b>

**38. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	117	119	236
	%	49.6	50.4	100
Aircel (Urban)	Count	90	85	175
	%	51.4	48.6	100
Aircel (Rural)	Count	27	34	61
	%	44.3	55.7	100
Airtel (Total)	Count	127	123	250
	%	50.8	49.2	100
Airtel (Urban)	Count	83	80	163
	%	50.9	49.1	100
Airtel (Rural)	Count	44	43	87
	%	50.6	49.4	100
BSNL (Total)	Count	123	111	234
	%	52.6	47.4	100
BSNL (Urban)	Count	104	74	178
	%	58.4	41.6	100
BSNL (Rural)	Count	19	37	56
	%	33.9	66.1	100
Idea (Total)	Count	141	118	259
	%	54.4	45.6	100
Idea (Urban)	Count	109	78	187
	%	58.3	41.7	100
Idea (Rural)	Count	32	40	72
	%	44.4	55.6	100
Rel Com (Total)	Count	108	97	205
	%	52.7	47.3	100
Rel Com (Urban)	Count	99	80	179
	%	55.3	44.7	100
Rel Com (Rural)	Count	9	17	26
	%	34.6	65.4	100
Rel Tel (Total)	Count	110	122	232
	%	47.4	52.6	100
Rel Tel (Urban)	Count	85	80	165
	%	51.5	48.5	100
Rel Tel (Rural)	Count	25	42	67
	%	37.3	62.7	100
TATA (Total)	Count	138	125	263
	%	52.5	47.5	100
TATA (Urban)	Count	114	76	190
	%	60	40	100
TATA (Rural)	Count	24	49	73
	%	32.9	67.1	100
Uninor (Total)	Count	94	96	190
	%	49.5	50.5	100
Uninor (Urban)	Count	76	74	150
	%	50.7	49.3	100
Uninor (Rural)	Count	18	22	40
	%	45	55	100

**38. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	108	118	226
	%	47.8	52.2	100
Vodafone (Urban)	Count	83	73	156
	%	53.2	46.8	100
Vodafone (Rural)	Count	25	45	70
	%	35.7	64.3	100
<b>Overall</b>	<b>Count</b>	<b>1066</b>	<b>1029</b>	<b>2095</b>
	<b>%</b>	<b>50.9</b>	<b>49.1</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>843</b>	<b>700</b>	<b>1543</b>
	<b>%</b>	<b>54.6</b>	<b>45.4</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>223</b>	<b>329</b>	<b>552</b>
	<b>%</b>	<b>40.4</b>	<b>59.6</b>	<b>100</b>

<b>39. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?</b>							
<b>Service Providers</b>		<b>Complaint was registered and docket number received</b>	<b>Complaint was registered and docket number not received</b>	<b>Complaint was registered and docket number provided on request</b>	<b>Complaint was registered and docket number not provided even on request</b>	<b>Refused to register the complaint</b>	<b>Total</b>
Aircel (Total)	Count	28	75	6	5	3	117
	%	23.9	64.1	5.1	4.3	2.6	100
Aircel (Urban)	Count	15	67	3	2	3	90
	%	16.7	74.4	3.3	2.2	3.3	100
Aircel (Rural)	Count	13	8	3	3	0	27
	%	48.1	29.6	11.1	11.1	0.0	100
Airtel (Total)	Count	40	75	6	4	2	127
	%	31.5	59.1	4.7	3.1	1.6	100
Airtel (Urban)	Count	18	60	4	0	1	83
	%	21.7	72.3	4.8	0.0	1.2	100
Airtel (Rural)	Count	22	15	2	4	1	44
	%	50.0	34.1	4.5	9.1	2.3	100
BSNL (Total)	Count	28	82	6	4	3	123
	%	22.8	66.7	4.9	3.3	2.4	100
BSNL (Urban)	Count	19	76	5	2	2	104
	%	18.3	73.1	4.8	1.9	1.9	100
BSNL (Rural)	Count	9	6	1	2	1	19
	%	47.4	31.6	5.3	10.5	5.3	100
Idea (Total)	Count	37	90	4	5	5	141
	%	26.2	63.8	2.8	3.5	3.5	100
Idea (Urban)	Count	24	79	1	1	4	109
	%	22.0	72.5	0.9	0.9	3.7	100
Idea (Rural)	Count	13	11	3	4	1	32
	%	40.6	34.4	9.4	12.5	3.1	100
Rel Com (Total)	Count	22	69	10	4	3	108
	%	20.4	63.9	9.3	3.7	2.8	100
Rel Com (Urban)	Count	18	65	9	4	3	99
	%	18.2	65.7	9.1	4.0	3.0	100
Rel Com (Rural)	Count	4	4	1	0	0	9
	%	44.4	44.4	11.1	0.0	0.0	100
Rel Tel (Total)	Count	26	66	8	2	8	110
	%	23.6	60.0	7.3	1.8	7.3	100
Rel Tel (Urban)	Count	15	58	6	0	6	85
	%	17.6	68.2	7.1	0.0	7.1	100
Rel Tel (Rural)	Count	11	8	2	2	2	25
	%	44.0	32.0	8.0	8.0	8.0	100
TATA (Total)	Count	34	81	11	7	5	138
	%	24.6	58.7	8.0	5.1	3.6	100
TATA (Urban)	Count	23	75	9	4	3	114
	%	20.2	65.8	7.9	3.5	2.6	100
TATA (Rural)	Count	11	6	2	3	2	24
	%	45.8	25.0	8.3	12.5	8.3	100



**39. With respect to the complaint made by you to the complaint centre, please specify which of these was most applicable to you?**

Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
Uninor (Total)	Count	22	67	3	2	0	94
	%	23.4	71.3	3.2	2.1	0.0	100
Uninor (Urban)	Count	15	57	2	2	0	76
	%	19.7	75.0	2.6	2.6	0.0	100
Uninor (Rural)	Count	7	10	1	0	0	18
	%	38.9	55.6	5.6	0.0	0.0	100
Vodafone (Total)	Count	35	64	1	5	3	108
	%	32.4	59.3	0.9	4.6	2.8	100
Vodafone (Urban)	Count	16	59	1	5	2	83
	%	19.3	71.1	1.2	6.0	2.4	100
Vodafone (Rural)	Count	19	5	0	0	1	25
	%	76.0	20.0	0.0	0.0	4.0	100
<b>Overall</b>	<b>Count</b>	<b>272</b>	<b>669</b>	<b>55</b>	<b>38</b>	<b>32</b>	<b>1066</b>
	<b>%</b>	<b>25.5</b>	<b>62.8</b>	<b>5.2</b>	<b>3.6</b>	<b>3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>163</b>	<b>596</b>	<b>40</b>	<b>20</b>	<b>24</b>	<b>843</b>
	<b>%</b>	<b>19.3</b>	<b>70.7</b>	<b>4.7</b>	<b>2.4</b>	<b>2.8</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>109</b>	<b>73</b>	<b>15</b>	<b>18</b>	<b>8</b>	<b>223</b>
	<b>%</b>	<b>48.9</b>	<b>32.7</b>	<b>6.7</b>	<b>8.1</b>	<b>3.6</b>	<b>100</b>

**40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	38	76	114
	%	33.3	66.7	100
Aircel (Urban)	Count	20	67	87
	%	23	77	100
Aircel (Rural)	Count	18	9	27
	%	66.7	33.3	100
Airtel (Total)	Count	41	84	125
	%	32.8	67.2	100
Airtel (Urban)	Count	22	60	82
	%	26.8	73.2	100
Airtel (Rural)	Count	19	24	43
	%	44.2	55.8	100
BSNL (Total)	Count	21	99	120
	%	17.5	82.5	100
BSNL (Urban)	Count	13	89	102
	%	12.7	87.3	100
BSNL (Rural)	Count	8	10	18
	%	44.4	55.6	100
Idea (Total)	Count	33	103	136
	%	24.3	75.7	100
Idea (Urban)	Count	11	94	105
	%	10.5	89.5	100
Idea (Rural)	Count	22	9	31
	%	71	29	100
Rel Com (Total)	Count	14	91	105
	%	13.3	86.7	100
Rel Com (Urban)	Count	11	85	96
	%	11.5	88.5	100
Rel Com (Rural)	Count	3	6	9
	%	33.3	66.7	100
Rel Tel (Total)	Count	20	82	102
	%	19.6	80.4	100
Rel Tel (Urban)	Count	9	70	79
	%	11.4	88.6	100
Rel Tel (Rural)	Count	11	12	23
	%	47.8	52.2	100
TATA (Total)	Count	35	98	133
	%	26.3	73.7	100
TATA (Urban)	Count	21	90	111
	%	18.9	81.1	100
TATA (Rural)	Count	14	8	22
	%	63.6	36.4	100
Uninor (Total)	Count	15	79	94
	%	16	84	100
Uninor (Urban)	Count	11	65	76
	%	14.5	85.5	100
Uninor (Rural)	Count	4	14	18
	%	22.2	77.8	100

**40. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	21	84	105
	%	20	80	100
Vodafone (Urban)	Count	8	73	81
	%	9.9	90.1	100
Vodafone (Rural)	Count	13	11	24
	%	54.2	45.8	100
<b>Overall</b>	<b>Count</b>	<b>238</b>	<b>796</b>	<b>1034</b>
	<b>%</b>	<b>23</b>	<b>77</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>126</b>	<b>693</b>	<b>819</b>
	<b>%</b>	<b>15.4</b>	<b>84.6</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>112</b>	<b>103</b>	<b>215</b>
	<b>%</b>	<b>52.1</b>	<b>47.9</b>	<b>100</b>

<b>41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	45	72	117
	%	38.5	61.5	100
Aircel (Urban)	Count	29	61	90
	%	32.2	67.8	100
Aircel (Rural)	Count	16	11	27
	%	59.3	40.7	100
Airtel (Total)	Count	51	76	127
	%	40.2	59.8	100
Airtel (Urban)	Count	33	50	83
	%	39.8	60.2	100
Airtel (Rural)	Count	18	26	44
	%	40.9	59.1	100
BSNL (Total)	Count	46	77	123
	%	37.4	62.6	100
BSNL (Urban)	Count	37	67	104
	%	35.6	64.4	100
BSNL (Rural)	Count	9	10	19
	%	47.4	52.6	100
Idea (Total)	Count	64	77	141
	%	45.4	54.6	100
Idea (Urban)	Count	47	62	109
	%	43.1	56.9	100
Idea (Rural)	Count	17	15	32
	%	53.1	46.9	100
Rel Com (Total)	Count	46	62	108
	%	42.6	57.4	100
Rel Com (Urban)	Count	43	56	99
	%	43.4	56.6	100
Rel Com (Rural)	Count	3	6	9
	%	33.3	66.7	100
Rel Tel (Total)	Count	44	66	110
	%	40.0	60.0	100
Rel Tel (Urban)	Count	30	55	85
	%	35.3	64.7	100
Rel Tel (Rural)	Count	14	11	25
	%	56.0	44.0	100
TATA (Total)	Count	60	78	138
	%	43.5	56.5	100
TATA (Urban)	Count	44	70	114
	%	38.6	61.4	100
TATA (Rural)	Count	16	8	24
	%	66.7	33.3	100
Uninor (Total)	Count	25	69	94
	%	26.6	73.4	100
Uninor (Urban)	Count	19	57	76
	%	25.0	75.0	100
Uninor (Rural)	Count	6	12	18
	%	33.3	66.7	100

<b>41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Vodafone (Total)	Count	42	66	108
	%	38.9	61.1	100
Vodafone (Urban)	Count	25	58	83
	%	30.1	69.9	100
Vodafone (Rural)	Count	17	8	25
	%	68.0	32.0	100
<b>Overall</b>	<b>Count</b>	<b>423</b>	<b>643</b>	<b>1066</b>
	<b>%</b>	<b>39.7</b>	<b>60.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>307</b>	<b>536</b>	<b>843</b>
	<b>%</b>	<b>36.4</b>	<b>63.6</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>116</b>	<b>107</b>	<b>223</b>
	<b>%</b>	<b>52</b>	<b>48</b>	<b>100</b>

<b>42. Was your complaint resolved by the complaint centre within three (3) days?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	70	47	117
	%	59.8	40.2	100
Aircel (Urban)	Count	49	41	90
	%	54.4	45.6	100
Aircel (Rural)	Count	21	6	27
	%	77.8	22.2	100
Airtel (Total)	Count	65	62	127
	%	51.2	48.8	100
Airtel (Urban)	Count	38	45	83
	%	45.8	54.2	100
Airtel (Rural)	Count	27	17	44
	%	61.4	38.6	100
BSNL (Total)	Count	52	71	123
	%	42.3	57.7	100
BSNL (Urban)	Count	45	59	104
	%	43.3	56.7	100
BSNL (Rural)	Count	7	12	19
	%	36.8	63.2	100
Idea (Total)	Count	83	58	141
	%	58.9	41.1	100
Idea (Urban)	Count	57	52	109
	%	52.3	47.7	100
Idea (Rural)	Count	26	6	32
	%	81.3	18.8	100
Rel Com (Total)	Count	51	57	108
	%	47.2	52.8	100
Rel Com (Urban)	Count	46	53	99
	%	46.5	53.5	100
Rel Com (Rural)	Count	5	4	9
	%	55.6	44.4	100
Rel Tel (Total)	Count	59	51	110
	%	53.6	46.4	100
Rel Tel (Urban)	Count	45	40	85
	%	52.9	47.1	100
Rel Tel (Rural)	Count	14	11	25
	%	56.0	44.0	100
TATA (Total)	Count	63	75	138
	%	45.7	54.3	100
TATA (Urban)	Count	47	67	114
	%	41.2	58.8	100
TATA (Rural)	Count	16	8	24
	%	66.7	33.3	100
Uninor (Total)	Count	38	56	94
	%	40.4	59.6	100
Uninor (Urban)	Count	29	47	76
	%	38.2	61.8	100
Uninor (Rural)	Count	9	9	18
	%	50.0	50.0	100

<b>42. Was your complaint resolved by the complaint centre within three (3) days?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Vodafone (Total)	Count	54	54	108
	%	50.0	50.0	100
Vodafone (Urban)	Count	35	48	83
	%	42.2	57.8	100
Vodafone (Rural)	Count	19	6	25
	%	76.0	24.0	100
<b>Overall</b>	<b>Count</b>	<b>535</b>	<b>531</b>	<b>1066</b>
	<b>%</b>	<b>50.2</b>	<b>49.8</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>391</b>	<b>452</b>	<b>843</b>
	<b>%</b>	<b>46.4</b>	<b>53.6</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>144</b>	<b>79</b>	<b>223</b>
	<b>%</b>	<b>64.6</b>	<b>35.4</b>	<b>100</b>

**43. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?**

Service Providers		Yes	No	Not Applicable	Total
Aircel (Total)	Count	26	10	81	117
	%	22.2	8.5	69.2	100
Aircel (Urban)	Count	13	6	71	90
	%	14.4	6.7	78.9	100
Aircel (Rural)	Count	13	4	10	27
	%	48.1	14.8	37.0	100
Airtel (Total)	Count	39	15	73	127
	%	30.7	11.8	57.5	100
Airtel (Urban)	Count	18	5	60	83
	%	21.7	6.0	72.3	100
Airtel (Rural)	Count	21	10	13	44
	%	47.7	22.7	29.5	100
BSNL (Total)	Count	17	12	94	123
	%	13.8	9.8	76.4	100
BSNL (Urban)	Count	10	7	87	104
	%	9.6	6.7	83.7	100
BSNL (Rural)	Count	7	5	7	19
	%	36.8	26.3	36.8	100
Idea (Total)	Count	30	7	104	141
	%	21.3	5.0	73.8	100
Idea (Urban)	Count	12	2	95	109
	%	11.0	1.8	87.2	100
Idea (Rural)	Count	18	5	9	32
	%	56.3	15.6	28.1	100
Rel Com (Total)	Count	9	12	87	108
	%	8.3	11.1	80.6	100
Rel Com (Urban)	Count	7	9	83	99
	%	7.1	9.1	83.8	100
Rel Com (Rural)	Count	2	3	4	9
	%	22.2	33.3	44.4	100
Rel Tel (Total)	Count	21	14	75	110
	%	19.1	12.7	68.2	100
Rel Tel (Urban)	Count	11	4	70	85
	%	12.9	4.7	82.4	100
Rel Tel (Rural)	Count	10	10	5	25
	%	40.0	40.0	20.0	100
TATA (Total)	Count	26	12	100	138
	%	18.8	8.7	72.5	100
TATA (Urban)	Count	13	9	92	114
	%	11.4	7.9	80.7	100
TATA (Rural)	Count	13	3	8	24
	%	54.2	12.5	33.3	100
Uninor (Total)	Count	14	14	66	94
	%	14.9	14.9	70.2	100
Uninor (Urban)	Count	7	5	64	76
	%	9.2	6.6	84.2	100
Uninor (Rural)	Count	7	9	2	18
	%	38.9	50.0	11.1	100



**43. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?**

Service Providers		Yes	No	Not Applicable	Total
Vodafone (Total)	Count	24	7	77	108
	%	22.2	6.5	71.3	100
Vodafone (Urban)	Count	13	5	65	83
	%	15.7	6.0	78.3	100
Vodafone (Rural)	Count	11	2	12	25
	%	44.0	8.0	48.0	100
<b>Overall</b>	<b>Count</b>	<b>206</b>	<b>103</b>	<b>757</b>	<b>1066</b>
	<b>%</b>	<b>19.3</b>	<b>9.7</b>	<b>71</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>104</b>	<b>52</b>	<b>687</b>	<b>843</b>
	<b>%</b>	<b>12.3</b>	<b>6.2</b>	<b>81.5</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>102</b>	<b>51</b>	<b>70</b>	<b>223</b>
	<b>%</b>	<b>45.7</b>	<b>22.9</b>	<b>31.4</b>	<b>100</b>

**44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	5	386	391
	%	1.3	98.7	100
Aircel (Urban)	Count	3	270	273
	%	1.1	98.9	100
Aircel (Rural)	Count	2	116	118
	%	1.7	98.3	100
Airtel (Total)	Count	6	386	392
	%	1.5	98.5	100
Airtel (Urban)	Count	4	264	268
	%	1.5	98.5	100
Airtel (Rural)	Count	2	122	124
	%	1.6	98.4	100
BSNL (Total)	Count	21	369	390
	%	5.4	94.6	100
BSNL (Urban)	Count	8	266	274
	%	2.9	97.1	100
BSNL (Rural)	Count	13	103	116
	%	11.2	88.8	100
Idea (Total)	Count	15	370	385
	%	3.9	96.1	100
Idea (Urban)	Count	8	262	270
	%	3.0	97.0	100
Idea (Rural)	Count	7	108	115
	%	6.1	93.9	100
Rel Com (Total)	Count	9	376	385
	%	2.3	97.7	100
Rel Com (Urban)	Count	9	312	321
	%	2.8	97.2	100
Rel Com (Rural)	Count	0	64	64
	%	0.0	100.0	100
Rel Tel (Total)	Count	10	383	393
	%	2.5	97.5	100
Rel Tel (Urban)	Count	5	270	275
	%	1.8	98.2	100
Rel Tel (Rural)	Count	5	113	118
	%	4.2	95.8	100
TATA (Total)	Count	17	371	388
	%	4.4	95.6	100
TATA (Urban)	Count	8	263	271
	%	3.0	97.0	100
TATA (Rural)	Count	9	108	117
	%	7.7	92.3	100
Uninor (Total)	Count	11	376	387
	%	2.8	97.2	100
Uninor (Urban)	Count	9	310	319
	%	2.8	97.2	100
Uninor (Rural)	Count	2	66	68
	%	2.9	97.1	100

**44. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	14	374	388
	%	3.6	96.4	100
Vodafone (Urban)	Count	5	262	267
	%	1.9	98.1	100
Vodafone (Rural)	Count	9	112	121
	%	7.4	92.6	100
<b>Overall</b>	<b>Count</b>	<b>108</b>	<b>3391</b>	<b>3499</b>
	<b>%</b>	<b>3.1</b>	<b>96.9</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>59</b>	<b>2479</b>	<b>2538</b>
	<b>%</b>	<b>2.3</b>	<b>97.7</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>49</b>	<b>912</b>	<b>961</b>
	<b>%</b>	<b>5.1</b>	<b>94.9</b>	<b>100</b>

45. From where, you got to know about the contact details of the appellate authority?							
Service Providers		Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	Total
Aircel (Total)	Count	2	2	1	1	0	5
	%	40	40	20	20	0	100
Aircel (Urban)	Count	1	0	1	1	0	3
	%	33.3	0	33.3	33.3	0	100
Aircel (Rural)	Count	1	2	0	0	0	2
	%	50	100	0	0	0	100
Airtel (Total)	Count	1	3	0	1	2	6
	%	16.7	50	0	16.7	33.3	100
Airtel (Urban)	Count	0	3	0	1	1	4
	%	0	75	0	25	25	100
Airtel (Rural)	Count	1	0	0	0	1	2
	%	50	0	0	0	50	100
BSNL (Total)	Count	0	13	5	0	4	21
	%	0	61.9	23.8	0	19	100
BSNL (Urban)	Count	0	5	1	0	3	8
	%	0	62.5	12.5	0	37.5	100
BSNL (Rural)	Count	0	8	4	0	1	13
	%	0	61.5	30.8	0	7.7	100
Idea (Total)	Count	2	6	2	2	10	15
	%	13.3	40	13.3	13.3	66.7	100
Idea (Urban)	Count	2	3	2	1	7	8
	%	25	37.5	25	12.5	87.5	100
Idea (Rural)	Count	0	3	0	1	3	7
	%	0	42.9	0	14.3	42.9	100
Rel Com (Total)	Count	2	2	1	0	6	9
	%	22.2	22.2	11.1	0	66.7	100
Rel Com (Urban)	Count	2	2	1	0	6	9
	%	22.2	22.2	11.1	0.0	66.7	100
Rel Com (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	0	8	2	0	0	10
	%	0.0	80.0	20.0	0.0	0.0	100
Rel Tel (Urban)	Count	0	5	0	0	0	5
	%	0.0	100.0	0.0	0.0	0.0	100
Rel Tel (Rural)	Count	0	3	2	0	0	5
	%	0.0	60.0	40.0	0.0	0.0	100
TATA (Total)	Count	1	8	9	0	0	17
	%	5.9	47.1	52.9	0.0	0.0	100
TATA (Urban)	Count	1	5	3	0	0	8
	%	12.5	62.5	37.5	0.0	0.0	100
TATA (Rural)	Count	0	3	6	0	0	9
	%	0.0	33.3	66.7	0.0	0.0	100
Uninor (Total)	Count	3	4	3	0	1	11
	%	27.3	36.4	27.3	0.0	9.1	100
Uninor (Urban)	Count	3	4	1	0	1	9
	%	33.3	44.4	11.1	0.0	11.1	100

45. From where, you got to know about the contact details of the appellate authority?							
Service Providers		Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	Total
Uninor (Rural)	Count	0	0	2	0	0	2
	%	0.0	0.0	100.0	0.0	0.0	100
Vodafone (Total)	Count	1	1	12	0	1	14
	%	7.1	7.1	85.7	0.0	7.1	100
Vodafone (Urban)	Count	0	0	5	0	0	5
	%	0.0	0.0	100.0	0.0	0.0	100
Vodafone (Rural)	Count	1	1	7	0	1	9
	%	11.1	11.1	77.8	0.0	11.1	100
Overall	Count	9	31	22	5	4	59
	%	15.3	52.5	37.3	8.5	6.8	100
Overall (Urban)	Count	3	12	30	4	2	49
	%	6.1	24.5	61.2	8.2	4.1	100
Overall (Rural)	Count	12	43	52	9	6	108
	%	11.1	39.8	48.1	8.3	5.6	100

<b>46. Have you filed any appeal in last six (6) months?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	2	3	5
	%	40.0	60.0	100
Aircel (Urban)	Count	1	2	3
	%	33.3	66.7	100
Aircel (Rural)	Count	1	1	2
	%	50.0	50.0	100
Airtel (Total)	Count	2	4	6
	%	33.3	66.7	100
Airtel (Urban)	Count	1	3	4
	%	25.0	75.0	100
Airtel (Rural)	Count	1	1	2
	%	50.0	50.0	100
BSNL (Total)	Count	1	20	21
	%	4.8	95.2	100
BSNL (Urban)	Count	0	8	8
	%	0.0	100	100
BSNL (Rural)	Count	1	12	13
	%	7.7	92.3	100
Idea (Total)	Count	6	9	15
	%	40.0	60.0	100
Idea (Urban)	Count	3	5	8
	%	37.5	62.5	100
Idea (Rural)	Count	3	4	7
	%	42.9	57.1	100
Rel Com (Total)	Count	8	1	9
	%	88.9	11.1	100
Rel Com (Urban)	Count	8	1	9
	%	88.9	11.1	100
Rel Com (Rural)	Count	0	0	0
	%	0	0	0
Rel Tel (Total)	Count	7	3	10
	%	70.0	30.0	100
Rel Tel (Urban)	Count	5	0	5
	%	100	0.0	100
Rel Tel (Rural)	Count	2	3	5
	%	40.0	60.0	100
TATA (Total)	Count	8	9	17
	%	47.1	52.9	100
TATA (Urban)	Count	6	2	8
	%	75.0	25.0	100
TATA (Rural)	Count	2	7	9
	%	22.2	77.8	100
Uninor (Total)	Count	4	7	11
	%	36.4	63.6	100
Uninor (Urban)	Count	4	5	9
	%	44.4	55.6	100
Uninor (Rural)	Count	0	2	2
	%	0.0	100	100
Vodafone (Total)	Count	1	13	14
	%	7.1	92.9	100

<b>46. Have you filed any appeal in last six (6) months?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Vodafone (Urban)	Count	0	5	5
	%	0.0	100	100
Vodafone (Rural)	Count	1	8	9
	%	11.1	88.9	100
<b>Overall</b>	<b>Count</b>	<b>39</b>	<b>69</b>	<b>108</b>
	<b>%</b>	<b>36.1</b>	<b>63.9</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>28</b>	<b>31</b>	<b>59</b>
	<b>%</b>	<b>47.5</b>	<b>52.5</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>11</b>	<b>38</b>	<b>49</b>
	<b>%</b>	<b>22.4</b>	<b>77.6</b>	<b>100</b>

47. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter (post/courier)	In person (self)	Other	Total
Aircel (Total)	Count	1	0	0	1	0	2
	%	50.0	0.0	0.0	50.0	0.0	100
Aircel (Urban)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
Aircel (Rural)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Airtel (Total)	Count	1	0	0	0	1	2
	%	50.0	0.0	0.0	0.0	50.0	100
Airtel (Urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100	100
Airtel (Rural)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
BSNL (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100	100
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100	100
Idea (Total)	Count	5	0	0	1	0	6
	%	83.3	0.0	0.0	16.7	0.0	100
Idea (Urban)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
Idea (Rural)	Count	3	0	0	0	0	3
	%	100	0.0	0.0	0.0	0.0	100
Rel Com (Total)	Count	7	0	0	1	0	8
	%	87.5	0.0	0.0	12.5	0.0	100
Rel Com (Urban)	Count	7	0	0	1	0	8
	%	87.5	0.0	0.0	12.5	0.0	100
Rel Com (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	7	0	0	0	0	7
	%	100	0.0	0.0	0.0	0.0	100
Rel Tel (Urban)	Count	5	0	0	0	0	5
	%	100	0.0	0.0	0.0	0.0	100
Rel Tel (Rural)	Count	2	0	0	0	0	2
	%	100	0.0	0.0	0.0	0.0	100
TATA (Total)	Count	8	0	0	0	0	8
	%	100	0.0	0.0	0.0	0.0	100
TATA (Urban)	Count	6	0	0	0	0	6
	%	100	0.0	0.0	0.0	0.0	100
TATA (Rural)	Count	2	0	0	0	0	2
	%	100	0.0	0.0	0.0	0.0	100
Uninor (Total)	Count	2	0	0	1	1	4
	%	50.0	0.0	0.0	25.0	25.0	100
Uninor (Urban)	Count	2	0	0	1	1	4
	%	50.0	0.0	0.0	25.0	25.0	100
Uninor (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0



47. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter (post/courier)	In person (self)	Other	Total
Vodafone (Total)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Vodafone (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (Rural)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>39</b>
	<b>%</b>	<b>82.1</b>	<b>0.0</b>	<b>0.0</b>	<b>10.3</b>	<b>7.7</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>28</b>
	<b>%</b>	<b>78.6</b>	<b>0.0</b>	<b>0.0</b>	<b>14.3</b>	<b>7.1</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>11</b>
	<b>%</b>	<b>90.9</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>9.1</b>	<b>100</b>

**48. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	1	1	2
	%	50.0	50.0	100
Aircel (Urban)	Count	1	0	1
	%	100	0.0	100
Aircel (Rural)	Count	0	1	1
	%	0.0	100	100
Airtel (Total)	Count	2	0	2
	%	100	0.0	100
Airtel (Urban)	Count	1	0	1
	%	100	0.0	100
Airtel (Rural)	Count	1	0	1
	%	100	0.0	100
BSNL (Total)	Count	1	0	1
	%	100	0.0	100
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	1	0	1
	%	100	0.0	100
Idea (Total)	Count	6	0	6
	%	100	0.0	100
Idea (Urban)	Count	3	0	3
	%	100	0.0	100
Idea (Rural)	Count	3	0	3
	%	100	0.0	100
Rel Com (Total)	Count	6	2	8
	%	75.0	25.0	100
Rel Com (Urban)	Count	6	2	8
	%	75.0	25.0	100
Rel Com (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Rel Tel (Total)	Count	7	0	7
	%	100	0.0	100
Rel Tel (Urban)	Count	5	0	5
	%	100	0.0	100
Rel Tel (Rural)	Count	2	0	2
	%	100	0.0	100
TATA (Total)	Count	7	1	8
	%	87.5	12.5	100
TATA (Urban)	Count	5	1	6
	%	83.3	16.7	100
TATA (Rural)	Count	2	0	2
	%	100	0.0	100
Uninor (Total)	Count	4	0	4
	%	100	0.0	100
Uninor (Urban)	Count	4	0	4
	%	100	0.0	100
Uninor (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

**48. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	1	0	1
	%	100	0.0	100
Vodafone (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Vodafone (Rural)	Count	1	0	1
	%	100	0.0	100
<b>Overall</b>	<b>Count</b>	<b>35</b>	<b>4</b>	<b>39</b>
	<b>%</b>	<b>89.7</b>	<b>10.3</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>25</b>	<b>3</b>	<b>28</b>
	<b>%</b>	<b>89.3</b>	<b>10.7</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>10</b>	<b>1</b>	<b>11</b>
	<b>%</b>	<b>90.9</b>	<b>9.1</b>	<b>100</b>

<b>49. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?</b>					
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Appeal filed only recently</b>	<b>Total</b>
Aircel (Total)	Count	1	0	1	2
	%	50.0	0.0	50.0	100
Aircel (Urban)	Count	1	0	0	1
	%	100	0.0	0.0	100
Aircel (Rural)	Count	0	0	1	1
	%	0.0	0.0	100	100
Airtel (Total)	Count	2	0	0	2
	%	100	0.0	0.0	100
Airtel (Urban)	Count	1	0	0	1
	%	100	0.0	0.0	100
Airtel (Rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
BSNL (Total)	Count	1	0	0	1
	%	100	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
BSNL (Rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
Idea (Total)	Count	6	0	0	6
	%	100	0.0	0.0	100
Idea (Urban)	Count	3	0	0	3
	%	100	0.0	0.0	100
Idea (Rural)	Count	3	0	0	3
	%	100	0.0	0.0	100
Rel Com (Total)	Count	4	4	0	8
	%	50.0	50.0	0.0	100
Rel Com (Urban)	Count	4	4	0	8
	%	50.0	50.0	0.0	100
Rel Com (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Rel Tel (Total)	Count	7	0	0	7
	%	100	0.0	0.0	100
Rel Tel (Urban)	Count	5	0	0	5
	%	100	0.0	0.0	100
Rel Tel (Rural)	Count	2	0	0	2
	%	100	0.0	0.0	100
TATA (Total)	Count	8	0	0	8
	%	100	0.0	0.0	100
TATA (Urban)	Count	6	0	0	6
	%	100	0.0	0.0	100
TATA (Rural)	Count	2	0	0	2
	%	100	0.0	0.0	100
Uninor (Total)	Count	3	1	0	4
	%	75.0	25.0	0.0	100
Uninor (Urban)	Count	3	1	0	4
	%	75.0	25.0	0.0	100
Uninor (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0

49. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?					
Service Providers		Yes	No	Appeal filed only recently	Total
Vodafone (Total)	Count	1	0	0	1
	%	100	0.0	0.0	100
Vodafone (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0
Vodafone (Rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>33</b>	<b>5</b>	<b>1</b>	<b>39</b>
	<b>%</b>	<b>84.6</b>	<b>12.8</b>	<b>2.6</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>23</b>	<b>5</b>	<b>0</b>	<b>28</b>
	<b>%</b>	<b>82.1</b>	<b>17.9</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>11</b>
	<b>%</b>	<b>90.9</b>	<b>0.0</b>	<b>9.1</b>	<b>100</b>

<b>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Aircel (Total)	Count	58	333	391
	%	14.8	85.2	100
Aircel (Urban)	Count	37	236	273
	%	13.6	86.4	100
Aircel (Rural)	Count	21	97	118
	%	17.8	82.2	100
Airtel (Total)	Count	60	332	392
	%	15.3	84.7	100
Airtel (Urban)	Count	32	236	268
	%	11.9	88.1	100
Airtel (Rural)	Count	28	96	124
	%	22.6	77.4	100
BSNL (Total)	Count	54	333	387
	%	14.0	86.0	100
BSNL (Urban)	Count	35	237	272
	%	12.9	87.1	100
BSNL (Rural)	Count	19	96	115
	%	16.5	83.5	100
Idea (Total)	Count	74	310	384
	%	19.3	80.7	100
Idea (Urban)	Count	32	237	269
	%	11.9	88.1	100
Idea (Rural)	Count	42	73	115
	%	36.5	63.5	100
Rel Com (Total)	Count	44	338	382
	%	11.5	88.5	100
Rel Com (Urban)	Count	29	291	320
	%	9.1	90.9	100
Rel Com (Rural)	Count	15	47	62
	%	24.2	75.8	100
Rel Tel (Total)	Count	70	320	390
	%	17.9	82.1	100
Rel Tel (Urban)	Count	32	241	273
	%	11.7	88.3	100
Rel Tel (Rural)	Count	38	79	117
	%	32.5	67.5	100
TATA (Total)	Count	73	314	387
	%	18.9	81.1	100
TATA (Urban)	Count	39	232	271
	%	14.4	85.6	100
TATA (Rural)	Count	34	82	116
	%	29.3	70.7	100
Uninor (Total)	Count	57	330	387
	%	14.7	85.3	100
Uninor (Urban)	Count	34	285	319
	%	10.7	89.3	100
Uninor (Rural)	Count	23	45	68
	%	33.8	66.2	100

<b>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
Vodafone (Total)	Count	53	334	387
	%	13.7	86.3	100
Vodafone (Urban)	Count	30	236	266
	%	11.3	88.7	100
Vodafone (Rural)	Count	23	98	121
	%	19.0	81.0	100
<b>Overall</b>	<b>Count</b>	<b>543</b>	<b>2944</b>	<b>3487</b>
	<b>%</b>	<b>15.6</b>	<b>84.4</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>300</b>	<b>2231</b>	<b>2531</b>
	<b>%</b>	<b>11.9</b>	<b>88.1</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>243</b>	<b>713</b>	<b>956</b>
	<b>%</b>	<b>25.4</b>	<b>74.6</b>	<b>100</b>

**51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?**

Service Providers		Yes	No	Total
Aircel (Total)	Count	2	56	58
	%	3.4	96.6	100
Aircel (Urban)	Count	1	36	37
	%	2.7	97.3	100
Aircel (Rural)	Count	1	20	21
	%	4.8	95.2	100
Airtel (Total)	Count	2	58	60
	%	3.3	96.7	100
Airtel (Urban)	Count	1	31	32
	%	3.1	96.9	100
Airtel (Rural)	Count	1	27	28
	%	3.6	96.4	100
BSNL (Total)	Count	2	52	54
	%	3.7	96.3	100
BSNL (Urban)	Count	1	34	35
	%	2.9	97.1	100
BSNL (Rural)	Count	1	18	19
	%	5.3	94.7	100
Idea (Total)	Count	10	64	74
	%	13.5	86.5	100
Idea (Urban)	Count	3	29	32
	%	9.4	90.6	100
Idea (Rural)	Count	7	35	42
	%	16.7	83.3	100
Rel Com (Total)	Count	6	38	44
	%	13.6	86.4	100
Rel Com (Urban)	Count	5	24	29
	%	17.2	82.8	100
Rel Com (Rural)	Count	1	14	15
	%	6.7	93.3	100
Rel Tel (Total)	Count	10	60	70
	%	14.3	85.7	100
Rel Tel (Urban)	Count	7	25	32
	%	21.9	78.1	100
Rel Tel (Rural)	Count	3	35	38
	%	7.9	92.1	100
TATA (Total)	Count	9	64	73
	%	12.3	87.7	100
TATA (Urban)	Count	4	35	39
	%	10.3	89.7	100
TATA (Rural)	Count	5	29	34
	%	14.7	85.3	100
Uninor (Total)	Count	6	51	57
	%	10.5	89.5	100
Uninor (Urban)	Count	4	30	34
	%	11.8	88.2	100
Uninor (Rural)	Count	2	21	23
	%	8.7	91.3	100



**51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?**

Service Providers		Yes	No	Total
Vodafone (Total)	Count	1	52	53
	%	1.9	98.1	100
Vodafone (Urban)	Count	0	30	30
	%	0.0	100	100
Vodafone (Rural)	Count	1	22	23
	%	4.3	95.7	100
<b>Overall</b>	<b>Count</b>	<b>48</b>	<b>495</b>	<b>543</b>
	<b>%</b>	<b>8.8</b>	<b>91.2</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>26</b>	<b>274</b>	<b>300</b>
	<b>%</b>	<b>8.7</b>	<b>91.3</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>22</b>	<b>221</b>	<b>243</b>
	<b>%</b>	<b>9.1</b>	<b>90.9</b>	<b>100</b>

52. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Aircel (Total)	Count	0	2	0	2
	%	0.0	100	0.0	100
Aircel (Urban)	Count	0	1	0	1
	%	0.0	100	0.0	100
Aircel (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100
Airtel (Total)	Count	0	2	0	2
	%	0.0	100	0.0	100
Airtel (Urban)	Count	0	1	0	1
	%	0.0	100	0.0	100
Airtel (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100
BSNL (Total)	Count	0	2	0	2
	%	0.0	100	0.0	100
BSNL (Urban)	Count	0	1	0	1
	%	0.0	100	0.0	100
BSNL (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100
Idea (Total)	Count	0	10	0	10
	%	0.0	100	0.0	100
Idea (Urban)	Count	0	3	0	3
	%	0.0	100	0.0	100
Idea (Rural)	Count	0	7	0	7
	%	0.0	100	0.0	100
Rel Com (Total)	Count	0	6	0	6
	%	0.0	100	0.0	100
Rel Com (Urban)	Count	0	5	0	5
	%	0.0	100	0.0	100
Rel Com (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100
Rel Tel (Total)	Count	0	10	0	10
	%	0.0	100	0.0	100
Rel Tel (Urban)	Count	0	7	0	7
	%	0.0	100	0.0	100
Rel Tel (Rural)	Count	0	3	0	3
	%	0.0	100	0.0	100
TATA (Total)	Count	1	8	0	9
	%	11.1	88.9	0.0	100
TATA (Urban)	Count	0	4	0	4
	%	0.0	100	0.0	100
TATA (Rural)	Count	1	4	0	5
	%	20.0	80.0	0.0	100
Uninor (Total)	Count	3	3	0	6
	%	50.0	50.0	0.0	100
Uninor (Urban)	Count	1	3	0	4
	%	25.0	75.0	0.0	100
Uninor (Rural)	Count	2	0	0	2
	%	100.0	0.0	0.0	100

<b>52. What were the reason(s) for denying your request?</b>					
<b>Service Providers</b>		<b>No reasons given</b>	<b>Technical problem</b>	<b>Others</b>	<b>Total</b>
Vodafone (Total)	Count	1	0	0	1
	%	100	0.0	0.0	100
Vodafone (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (Rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
<b>Overall</b>	<b>Count</b>	<b>5</b>	<b>43</b>	<b>0</b>	<b>48</b>
	<b>%</b>	<b>10.4</b>	<b>89.6</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>1</b>	<b>25</b>	<b>0</b>	<b>26</b>
	<b>%</b>	<b>3.8</b>	<b>96.2</b>	<b>0.0</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>4</b>	<b>18</b>	<b>0</b>	<b>22</b>
	<b>%</b>	<b>18.2</b>	<b>81.8</b>	<b>0.0</b>	<b>100</b>

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

Service Providers		Yes	No	Do not remember	Total
Aircel (Total)	Count	145	154	92	391
	%	37.1	39.4	23.5	100
Aircel (Urban)	Count	94	115	64	273
	%	34.4	42.1	23.4	100
Aircel (Rural)	Count	51	39	28	118
	%	43.2	33.1	23.7	100
Airtel (Total)	Count	150	168	74	392
	%	38.3	42.9	18.9	100
Airtel (Urban)	Count	79	140	49	268
	%	29.5	52.2	18.3	100
Airtel (Rural)	Count	71	28	25	124
	%	57.3	22.6	20.2	100
BSNL (Total)	Count	162	156	69	387
	%	41.9	40.3	17.8	100
BSNL (Urban)	Count	103	120	49	272
	%	37.9	44.1	18	100
BSNL (Rural)	Count	59	36	20	115
	%	51.3	31.3	17.4	100
Idea (Total)	Count	170	141	73	384
	%	44.3	36.7	19	100
Idea (Urban)	Count	115	114	40	269
	%	42.8	42.4	14.9	100
Idea (Rural)	Count	55	27	33	115
	%	47.8	23.5	28.7	100
Rel Com (Total)	Count	102	224	56	382
	%	26.7	58.6	14.7	100
Rel Com (Urban)	Count	88	192	40	320
	%	27.5	60	12.5	100
Rel Com (Rural)	Count	14	32	16	62
	%	22.6	51.6	25.8	100
Rel Tel (Total)	Count	167	162	61	390
	%	42.8	41.5	15.6	100
Rel Tel (Urban)	Count	107	139	27	273
	%	39.2	50.9	9.9	100
Rel Tel (Rural)	Count	60	23	34	117
	%	51.3	19.7	29.1	100
TATA (Total)	Count	170	141	76	387
	%	43.9	36.4	19.6	100
TATA (Urban)	Count	117	112	42	271
	%	43.2	41.3	15.5	100
TATA (Rural)	Count	53	29	34	116
	%	45.7	25	29.3	100
Uninor (Total)	Count	155	172	60	387
	%	40.1	44.4	15.5	100
Uninor (Urban)	Count	118	160	41	319
	%	37	50.2	12.9	100

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

Service Providers		Yes	No	Do not remember	Total
Uninor (Rural)	Count	37	12	19	68
	%	54.4	17.6	27.9	100
Vodafone (Total)	Count	168	161	58	387
	%	43.4	41.6	15	100
Vodafone (Urban)	Count	110	128	28	266
	%	41.4	48.1	10.5	100
Vodafone (Rural)	Count	58	33	30	121
	%	47.9	27.3	24.8	100
<b>Overall</b>	<b>Count</b>	<b>1389</b>	<b>1479</b>	<b>619</b>	<b>3487</b>
	<b>%</b>	<b>39.8</b>	<b>42.4</b>	<b>17.8</b>	<b>100</b>
<b>Overall (Urban)</b>	<b>Count</b>	<b>931</b>	<b>1220</b>	<b>380</b>	<b>2531</b>
	<b>%</b>	<b>36.8</b>	<b>48.2</b>	<b>15</b>	<b>100</b>
<b>Overall (Rural)</b>	<b>Count</b>	<b>458</b>	<b>259</b>	<b>239</b>	<b>956</b>
	<b>%</b>	<b>47.9</b>	<b>27.1</b>	<b>25</b>	<b>100</b>

## BROADBAND SERVICES

1(a) When did you last apply for a broadband connection?					
Service Providers		More than 7 to 15 days ago	More than 15 to 30 days ago	More than 30 days ago	Total
BSNL (Total)	Count	11	12	363	386
	%	2.8	3.1	94.0	100
BSNL (Urban)	Count	5	7	272	284
	%	1.8	2.5	95.8	100
BSNL (Rural)	Count	6	5	91	102
	%	5.9	4.9	89.2	100
Ortel (Total)	Count	8	6	370	384
	%	2.1	1.6	96.4	100
Ortel (Urban)	Count	8	6	370	384
	%	2.1	1.6	96.4	100
Ortel (Rural)	Count	-	-	-	-
	%	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>19</b>	<b>18</b>	<b>733</b>	<b>770</b>
	<b>%</b>	<b>2.5</b>	<b>2.3</b>	<b>95.2</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>13</b>	<b>13</b>	<b>642</b>	<b>668</b>
	<b>%</b>	<b>1.9</b>	<b>1.9</b>	<b>96.1</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>6</b>	<b>5</b>	<b>91</b>	<b>102</b>
	<b>%</b>	<b>5.9</b>	<b>4.9</b>	<b>89.2</b>	<b>100</b>

(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?				
Service Providers		Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	223	163	386
	%	57.8	42.2	100
BSNL (Urban)	Count	170	114	284
	%	59.9	40.1	100
BSNL (Rural)	Count	53	49	102
	%	52.0	48.0	100
Ortel (Total)	Count	273	111	384
	%	71.1	28.9	100
Ortel (Urban)	Count	273	111	384
	%	71.1	28.9	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>496</b>	<b>274</b>	<b>770</b>
	<b>%</b>	<b>64.4</b>	<b>35.6</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>443</b>	<b>225</b>	<b>668</b>
	<b>%</b>	<b>66.3</b>	<b>33.7</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>53</b>	<b>49</b>	<b>102</b>
	<b>%</b>	<b>52.0</b>	<b>48.0</b>	<b>100</b>

**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		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	342	11	331	39	5	386
	%	88.6	2.8	85.8	10.1	1.3	100
BSNL (Urban)	Count	253	6	247	29	2	284
	%	89.1	2.1	87.0	10.2	0.7	100
BSNL (Rural)	Count	89	5	84	10	3	102
	%	87.3	4.9	82.4	9.8	2.9	100
Ortel (Total)	Count	350	20	330	25	9	384
	%	91.1	5.2	85.9	6.5	2.3	100
Ortel (Urban)	Count	350	20	330	25	9	384
	%	91.1	5.2	85.9	6.5	2.3	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	692	31	661	64	14	770
	%	89.8	4.0	85.8	8.3	1.8	100
Total (Urban)	Count	603	26	577	54	11	668
	%	90.3	3.9	86.4	8.1	1.6	100
Total (Rural)	Count	89	5	84	10	3	102
	%	87.3	4.9	82.4	9.8	2.9	100

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

Service Providers		Within 24 hrs	2-3 days	4-7 days	more than 7 days	Not Applicable	Total
BSNL (Total)	Count	48	65	26	12	235	386
	%	12.4	16.8	6.7	3.1	60.9	100
BSNL (Urban)	Count	24	36	11	11	202	284
	%	8.5	12.7	3.9	3.9	71.1	100
BSNL (Rural)	Count	24	29	15	1	33	102
	%	23.5	28.4	14.7	1.0	32.4	100
Ortel (Total)	Count	42	21	13	7	301	384
	%	10.9	5.5	3.4	1.8	78.4	100
Ortel (Urban)	Count	42	21	13	7	301	384
	%	10.9	5.5	3.4	1.8	78.4	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	90	86	39	19	536	770
	%	11.7	11.2	5.1	2.5	69.6	100
Total (Urban)	Count	66	57	24	18	503	668
	%	9.9	8.5	3.6	2.7	75.3	100
Total (Rural)	Count	24	29	15	1	33	102
	%	23.5	28.4	14.7	1.0	32.4	100

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

4. How satisfied are you with the timely delivery of bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	320	6	314	55	11	386
	%	82.9	1.6	81.3	14.2	2.8	100
BSNL (Urban)	Count	229	3	226	47	8	284
	%	80.7	1.1	79.6	16.5	2.8	100
BSNL (Rural)	Count	91	3	88	8	3	102
	%	89.2	2.9	86.3	7.8	2.9	100
Ortel (Total)	Count	354	19	335	27	3	384
	%	92.1	4.9	87.2	7.0	0.8	100
Ortel (Urban)	Count	354	19	335	27	3	384
	%	92.1	4.9	87.2	7.0	0.8	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	674	25	649	82	14	770
	%	87.5	3.2	84.3	10.6	1.8	100
Total (Urban)	Count	583	22	561	74	11	668
	%	87.3	3.3	84.0	11.1	1.6	100
Total (Rural)	Count	91	3	88	8	3	102
	%	89.2	2.9	86.3	7.8	2.9	100

5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	363	5	358	19	4	386
	%	94	1.3	92.7	4.9	1.0	100
BSNL (Urban)	Count	265	3	262	16	3	284
	%	93.4	1.1	92.3	5.6	1.1	100
BSNL (Rural)	Count	98	2	96	3	1	102
	%	96.1	2.0	94.1	2.9	1.0	100
Ortel (Total)	Count	381	11	370	3	0	384
	%	99.3	2.9	96.4	0.8	0.0	100
Ortel (Urban)	Count	381	11	370	3	0	384
	%	99.3	2.9	96.4	0.8	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	744	16	728	22	4	770
	%	96.6	2.1	94.5	2.9	0.5	100
Total (Urban)	Count	646	14	632	19	3	668
	%	96.7	2.1	94.6	2.8	0.4	100
Total (Rural)	Count	98	2	96	3	1	102
	%	96.1	2.0	94.1	2.9	1.0	100



5(b). Please specify the reason(s) for your dissatisfaction.								
Service Providers		Difficult to read the bills	Difficult to understand the language	Calculations not clear	Item-wise charges like total minutes of usage not given	Others	Bill is not coming regularly	Total
BSNL (Total)	Count	1	3	11	6	3	1	23
	%	4.3	13.0	47.8	26.1	13.0	4.3	100
BSNL (Urban)	Count	1	2	10	6	2	0	19
	%	5.3	10.5	52.6	31.6	10.5	0.0	100
BSNL (Rural)	Count	0	1	1	0	1	1	4
	%	0.0	25.0	25.0	0.0	25.0	25.0	100
Ortel (Total)	Count	1	1	1	0	1	0	3
	%	33.3	33.3	33.3	0.0	33.3	0.0	100
Ortel (Urban)	Count	1	1	1	0	1	0	3
	%	33.3	33.3	33.3	0.0	33.3	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Total (Total)	Count	2	4	12	6	4	1	26
	%	7.7	15.4	46.2	23.1	15.4	3.8	100
Total (Urban)	Count	2	3	11	6	3	0	22
	%	9.1	13.6	50.0	27.3	13.6	0.0	100
Total (Rural)	Count	0	1	1	0	1	1	4
	%	0.0	25.0	25.0	0.0	25.0	25.0	100

6(a). How satisfied are you with the accuracy & completeness of the bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	351	5	346	31	4	386
	%	90.9	1.3	89.6	8.0	1.0	100
BSNL (Urban)	Count	256	3	253	26	2	284
	%	90.2	1.1	89.1	9.2	0.7	100
BSNL (Rural)	Count	95	2	93	5	2	102
	%	93.2	2.0	91.2	4.9	2.0	100
Ortel (Total)	Count	373	15	358	10	1	384
	%	97.1	3.9	93.2	2.6	0.3	100
Ortel (Urban)	Count	373	15	358	10	1	384
	%	97.1	3.9	93.2	2.6	0.3	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	724	20	704	41	5	770
	%	94	2.6	91.4	5.3	0.6	100
Total (Urban)	Count	629	18	611	36	3	668
	%	94.2	2.7	91.5	5.4	0.4	100
Total (Rural)	Count	95	2	93	5	2	102
	%	93.2	2.0	91.2	4.9	2.0	100

6(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for services not used	Others	Total
BSNL (Total)	Count	10	6	15	7	2	35
	%	28.6	17.1	42.9	20.0	5.7	100
BSNL (Urban)	Count	9	6	12	4	1	28
	%	32.1	21.4	42.9	14.3	3.6	100
BSNL (Rural)	Count	1	0	3	3	1	7
	%	14.3	0.0	42.9	42.9	14.3	100
Ortel (Total)	Count	6	0	0	4	1	11
	%	54.5	0.0	0.0	36.4	9.1	100
Ortel (Urban)	Count	6	0	0	4	1	11
	%	54.5	0.0	0.0	36.4	9.1	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>16</b>	<b>6</b>	<b>15</b>	<b>11</b>	<b>3</b>	<b>46</b>
	<b>%</b>	<b>34.8</b>	<b>13.0</b>	<b>32.6</b>	<b>23.9</b>	<b>6.5</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>15</b>	<b>6</b>	<b>12</b>	<b>8</b>	<b>2</b>	<b>39</b>
	<b>%</b>	<b>38.5</b>	<b>15.4</b>	<b>30.8</b>	<b>20.5</b>	<b>5.1</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>7</b>
	<b>%</b>	<b>14.3</b>	<b>0.0</b>	<b>42.9</b>	<b>42.9</b>	<b>14.3</b>	<b>100</b>

7. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	51	335	386
	%	13.2	86.8	100
BSNL (Urban)	Count	35	249	284
	%	12.3	87.7	100
BSNL (Rural)	Count	16	86	102
	%	15.7	84.3	100
Ortel (Total)	Count	9	375	384
	%	2.3	97.7	100
Ortel (Urban)	Count	9	375	384
	%	2.3	97.7	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>60</b>	<b>710</b>	<b>770</b>
	<b>%</b>	<b>7.8</b>	<b>92.2</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>44</b>	<b>624</b>	<b>668</b>
	<b>%</b>	<b>6.6</b>	<b>93.4</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>16</b>	<b>86</b>	<b>102</b>
	<b>%</b>	<b>15.7</b>	<b>84.3</b>	<b>100</b>

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

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	26	0	26	20	5	51
	%	51.0	0.0	51.0	39.2	9.8	100
BSNL (Urban)	Count	16	0	16	17	2	35
	%	45.7	0.0	45.7	48.6	5.7	100
BSNL (Rural)	Count	10	0	10	3	3	16
	%	62.5	0.0	62.5	18.8	18.8	100
Ortel (Total)	Count	6	0	6	2	1	9
	%	66.7	0.0	66.7	22.2	11.1	100
Ortel (Urban)	Count	6	0	6	2	1	9
	%	66.7	0.0	66.7	22.2	11.1	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>32</b>	<b>0</b>	<b>32</b>	<b>22</b>	<b>6</b>	<b>60</b>
	<b>%</b>	<b>53.3</b>	<b>0.0</b>	<b>53.3</b>	<b>36.7</b>	<b>10.0</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>22</b>	<b>0</b>	<b>22</b>	<b>19</b>	<b>3</b>	<b>44</b>
	<b>%</b>	<b>50.0</b>	<b>0.0</b>	<b>50.0</b>	<b>43.2</b>	<b>6.8</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>16</b>
	<b>%</b>	<b>62.5</b>	<b>0.0</b>	<b>62.5</b>	<b>18.8</b>	<b>18.8</b>	<b>100</b>

**HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL**

<b>10. In the last 6 months, have you contacted customer care/ helpline/ complaint centre of your service provider?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
BSNL (Total)	Count	185	201	386
	%	47.9	52.1	100
BSNL (Urban)	Count	140	144	284
	%	49.3	50.7	100
BSNL (Rural)	Count	45	57	102
	%	44.1	55.9	100
Ortel (Total)	Count	227	157	384
	%	59.1	40.9	100
Ortel (Urban)	Count	227	157	384
	%	59.1	40.9	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>412</b>	<b>358</b>	<b>770</b>
	<b>%</b>	<b>53.5</b>	<b>46.5</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>367</b>	<b>301</b>	<b>668</b>
	<b>%</b>	<b>54.9</b>	<b>45.1</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>45</b>	<b>57</b>	<b>102</b>
	<b>%</b>	<b>44.1</b>	<b>55.9</b>	<b>100</b>

<b>11(a). How satisfied are you with the ease of access of complaint centre/customer care or helpline?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
BSNL (Total)	Count	<b>126</b>	3	123	53	6	185
	%	<b>68.1</b>	1.6	66.5	28.6	3.2	100
BSNL (Urban)	Count	<b>93</b>	1	92	44	3	140
	%	<b>66.4</b>	0.7	65.7	31.4	2.1	100
BSNL (Rural)	Count	<b>33</b>	2	31	9	3	45
	%	<b>73.3</b>	4.4	68.9	20.0	6.7	100
Ortel (Total)	Count	<b>188</b>	6	182	38	1	227
	%	<b>82.8</b>	2.6	80.2	16.7	0.4	100
Ortel (Urban)	Count	<b>188</b>	6	182	38	1	227
	%	<b>82.8</b>	2.6	80.2	16.7	0.4	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>314</b>	<b>9</b>	<b>305</b>	<b>91</b>	<b>7</b>	<b>412</b>
	<b>%</b>	<b>76.2</b>	<b>2.2</b>	<b>74.0</b>	<b>22.1</b>	<b>1.7</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>281</b>	<b>7</b>	<b>274</b>	<b>82</b>	<b>4</b>	<b>367</b>
	<b>%</b>	<b>76.6</b>	<b>1.9</b>	<b>74.7</b>	<b>22.3</b>	<b>1.1</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>33</b>	<b>2</b>	<b>31</b>	<b>9</b>	<b>3</b>	<b>45</b>
	<b>%</b>	<b>73.3</b>	<b>4.4</b>	<b>68.9</b>	<b>20.0</b>	<b>6.7</b>	<b>100</b>

**11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	130	2	128	48	7	185
	%	70.3	1.1	69.2	25.9	3.8	100
BSNL (Urban)	Count	98		98	38	4	140
	%	70		70.0	27.1	2.9	100
BSNL (Rural)	Count	32	2	30	10	3	45
	%	71.1	4.4	66.7	22.2	6.7	100
Ortel (Total)	Count	189	5	184	35	3	227
	%	83.3	2.2	81.1	15.4	1.3	100
Ortel (Urban)	Count	189	5	184	35	3	227
	%	83.3	2.2	81.1	15.4	1.3	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	319	7	312	83	10	412
	%	77.4	1.7	75.7	20.1	2.4	100
Total (Urban)	Count	287	5	282	73	7	367
	%	78.2	1.4	76.8	19.9	1.9	100
Total (Rural)	Count	32	2	30	10	3	45
	%	71.1	4.4	66.7	22.2	6.7	100

**12. How satisfied are you with the response time taken to answer your call by a customer care executive?**

Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	141	3	138	35	9	185
	%	76.2	1.6	74.6	18.9	4.9	100
BSNL (Urban)	Count	109	1	108	25	6	140
	%	77.8	0.7	77.1	17.9	4.3	100
BSNL (Rural)	Count	32	2	30	10	3	45
	%	71.1	4.4	66.7	22.2	6.7	100
Ortel (Total)	Count	204	4	200	22	1	227
	%	89.9	1.8	88.1	9.7	0.4	100
Ortel (Urban)	Count	204	4	200	22	1	227
	%	89.9	1.8	88.1	9.7	0.4	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	345	7	338	57	10	412
	%	83.7	1.7	82.0	13.8	2.4	100
Total (Urban)	Count	313	5	308	47	7	367
	%	85.3	1.4	83.9	12.8	1.9	100
Total (Rural)	Count	32	2	30	10	3	45
	%	71.1	4.4	66.7	22.2	6.7	100



13. How satisfied are you with the problem solving ability of the customer care executive(s)?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	122	2	120	52	11	185
	%	66	1.1	64.9	28.1	5.9	100
BSNL (Urban)	Count	97	0	97	37	6	140
	%	69.3	0.0	69.3	26.4	4.3	100
BSNL (Rural)	Count	25	2	23	15	5	45
	%	55.5	4.4	51.1	33.3	11.1	100
Ortel (Total)	Count	203	4	199	20	4	227
	%	89.5	1.8	87.7	8.8	1.8	100
Ortel (Urban)	Count	203	4	199	20	4	227
	%	89.5	1.8	87.7	8.8	1.8	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	325	6	319	72	15	412
	%	78.9	1.5	77.4	17.5	3.6	100
Total (Urban)	Count	300	4	296	57	10	367
	%	81.8	1.1	80.7	15.5	2.7	100
Total (Rural)	Count	25	2	23	15	5	45
	%	55.5	4.4	51.1	33.3	11.1	100

14. How satisfied are you with the time taken by complaint centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	117	1	116	56	12	185
	%	63.2	0.5	62.7	30.3	6.5	100
BSNL (Urban)	Count	92	0	92	42	6	140
	%	65.7	0.0	65.7	30.0	4.3	100
BSNL (Rural)	Count	25	1	24	14	6	45
	%	55.5	2.2	53.3	31.1	13.3	100
Ortel (Total)	Count	180	4	176	40	7	227
	%	79.3	1.8	77.5	17.6	3.1	100
Ortel (Urban)	Count	180	4	176	40	7	227
	%	79.3	1.8	77.5	17.6	3.1	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Total (Total)	Count	297	5	292	96	19	412
	%	72.1	1.2	70.9	23.3	4.6	100
Total (Urban)	Count	272	4	268	82	13	367
	%	74.1	1.1	73.0	22.3	3.5	100
Total (Rural)	Count	25	1	24	14	6	45
	%	55.5	2.2	53.3	31.1	13.3	100

**NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY**

<b>15. How satisfied are you with the speed of Broadband connection?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
BSNL (Total)	Count	<b>202</b>	8	194	169	15	386
	%	<b>52.4</b>	2.1	50.3	43.8	3.9	100
BSNL (Urban)	Count	<b>152</b>	6	146	121	11	284
	%	<b>53.5</b>	2.1	51.4	42.6	3.9	100
BSNL (Rural)	Count	<b>50</b>	2	48	48	4	102
	%	<b>49.1</b>	2.0	47.1	47.1	3.9	100
Ortel (Total)	Count	<b>306</b>	23	283	75	3	384
	%	<b>79.7</b>	6.0	73.7	19.5	0.8	100
Ortel (Urban)	Count	<b>306</b>	23	283	75	3	384
	%	<b>79.7</b>	6.0	73.7	19.5	0.8	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>508</b>	<b>31</b>	<b>477</b>	<b>244</b>	<b>18</b>	<b>770</b>
	<b>%</b>	<b>65.9</b>	<b>4.0</b>	<b>61.9</b>	<b>31.7</b>	<b>2.3</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>458</b>	<b>29</b>	<b>429</b>	<b>196</b>	<b>14</b>	<b>668</b>
	<b>%</b>	<b>68.5</b>	<b>4.3</b>	<b>64.2</b>	<b>29.3</b>	<b>2.1</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>50</b>	<b>2</b>	<b>48</b>	<b>48</b>	<b>4</b>	<b>102</b>
	<b>%</b>	<b>49.1</b>	<b>2.0</b>	<b>47.1</b>	<b>47.1</b>	<b>3.9</b>	<b>100</b>

<b>16. How satisfied are you with the amount of time for which service is up and working?</b>							
<b>Service Providers</b>		<b>Overall satisfied= (A+B)</b>	<b>A-Very Satisfied</b>	<b>B-Satisfied</b>	<b>C-Dissatisfied</b>	<b>D-Very Dissatisfied</b>	<b>Total</b>
BSNL (Total)	Count	<b>186</b>	4	182	189	11	386
	%	<b>48.2</b>	1.0	47.2	49.0	2.8	100
BSNL (Urban)	Count	<b>129</b>	0	129	145	10	284
	%	<b>45.4</b>	0.0	45.4	51.1	3.5	100
BSNL (Rural)	Count	<b>57</b>	4	53	44	1	102
	%	<b>55.9</b>	3.9	52.0	43.1	1.0	100
Ortel (Total)	Count	<b>350</b>	20	330	34	0	384
	%	<b>91.1</b>	5.2	85.9	8.9	0.0	100
Ortel (Urban)	Count	<b>350</b>	20	330	34	0	384
	%	<b>91.1</b>	5.2	85.9	8.9	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>536</b>	<b>24</b>	<b>512</b>	<b>223</b>	<b>11</b>	<b>770</b>
	<b>%</b>	<b>69.6</b>	<b>3.1</b>	<b>66.5</b>	<b>29.0</b>	<b>1.4</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>479</b>	<b>20</b>	<b>459</b>	<b>179</b>	<b>10</b>	<b>668</b>
	<b>%</b>	<b>71.7</b>	<b>3.0</b>	<b>68.7</b>	<b>26.8</b>	<b>1.5</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>57</b>	<b>4</b>	<b>53</b>	<b>44</b>	<b>1</b>	<b>102</b>
	<b>%</b>	<b>55.9</b>	<b>3.9</b>	<b>52.0</b>	<b>43.1</b>	<b>1.0</b>	<b>100</b>

**MAINTAINABILITY (FAULT REPAIR)**

17. How often do you face a problem with your Broadband connection?						
Service Providers		Never	Occasionally	Frequently	Very frequently	Total
BSNL (Total)	Count	56	226	89	15	386
	%	14.5	58.5	23.1	3.9	100
BSNL (Urban)	Count	42	180	51	11	284
	%	14.8	63.4	18.0	3.9	100
BSNL (Rural)	Count	14	46	38	4	102
	%	13.7	45.1	37.3	3.9	100
Ortel (Total)	Count	68	259	54	3	384
	%	17.7	67.4	14.1	0.8	100
Ortel (Urban)	Count	68	259	54	3	384
	%	17.7	67.4	14.1	0.8	100
Ortel (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>124</b>	<b>485</b>	<b>143</b>	<b>18</b>	<b>770</b>
	<b>%</b>	<b>16.1</b>	<b>63.0</b>	<b>18.6</b>	<b>2.3</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>110</b>	<b>439</b>	<b>105</b>	<b>14</b>	<b>668</b>
	<b>%</b>	<b>16.5</b>	<b>65.7</b>	<b>15.7</b>	<b>2.1</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>14</b>	<b>46</b>	<b>38</b>	<b>4</b>	<b>102</b>
	<b>%</b>	<b>13.7</b>	<b>45.1</b>	<b>37.3</b>	<b>3.9</b>	<b>100</b>

18. What was the broadband connection problem faced by you in last 6 months related to, please specify?				
Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection & modem provided by service provider	Total
BSNL (Total)	Count	9	95	104
	%	8.7	91.3	100
BSNL (Urban)	Count	3	59	62
	%	4.8	95.2	100
BSNL (Rural)	Count	6	36	42
	%	14.3	85.7	100
Ortel (Total)	Count	6	51	57
	%	10.5	89.5	100
Ortel (Urban)	Count	6	51	57
	%	10.5	89.5	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>15</b>	<b>146</b>	<b>161</b>
	<b>%</b>	<b>9.3</b>	<b>90.7</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>9</b>	<b>110</b>	<b>119</b>
	<b>%</b>	<b>7.6</b>	<b>92.4</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>6</b>	<b>36</b>	<b>42</b>
	<b>%</b>	<b>14.3</b>	<b>85.7</b>	<b>100</b>



**19. How satisfied are you with the time taken for restoration of broadband connection?**

Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	16	0	16	76	12	104
	%	15.4	0.0	15.4	73.1	11.5	100
BSNL (Urban)	Count	10	0	10	44	8	62
	%	16.1	0.0	16.1	71	12.9	100
BSNL (Rural)	Count	6	0	6	32	4	42
	%	14.3	0.0	14.3	76.2	9.5	100
Ortel (Total)	Count	24	0	24	28	5	57
	%	42.1	0.0	42.1	49.1	8.8	100
Ortel (Urban)	Count	24	0	24	28	5	57
	%	42.1	0.0	42.1	49.1	8.8	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>40</b>	<b>0</b>	<b>40</b>	<b>104</b>	<b>17</b>	<b>161</b>
	<b>%</b>	<b>24.8</b>	<b>0.0</b>	<b>24.8</b>	<b>64.6</b>	<b>10.6</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>34</b>	<b>0</b>	<b>34</b>	<b>72</b>	<b>13</b>	<b>119</b>
	<b>%</b>	<b>28.6</b>	<b>0.0</b>	<b>28.6</b>	<b>60.5</b>	<b>10.9</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>32</b>	<b>4</b>	<b>42</b>
	<b>%</b>	<b>14.3</b>	<b>0.0</b>	<b>14.3</b>	<b>76.2</b>	<b>9.5</b>	<b>100</b>

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

Service Providers		Yes	No	Total
BSNL (Total)	Count	59	327	386
	%	15.3	84.7	100
BSNL (Urban)	Count	33	251	284
	%	11.6	88.4	100
BSNL (Rural)	Count	26	76	102
	%	25.5	74.5	100
Ortel (Total)	Count	13	371	384
	%	3.4	96.6	100
Ortel (Urban)	Count	13	371	384
	%	3.4	96.6	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>72</b>	<b>698</b>	<b>770</b>
	<b>%</b>	<b>9.4</b>	<b>90.6</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>46</b>	<b>622</b>	<b>668</b>
	<b>%</b>	<b>6.9</b>	<b>93.1</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>26</b>	<b>76</b>	<b>102</b>
	<b>%</b>	<b>25.5</b>	<b>74.5</b>	<b>100</b>

20(b). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	48	1	47	9	2	59
	%	81.4	1.7	79.7	15.3	3.4	100.0
BSNL (Urban)	Count	27	0	27	6	0	33
	%	81.8	0.0	81.8	18.2	0.0	100.0
BSNL (Rural)	Count	21	1	20	3	2	26
	%	80.7	3.8	76.9	11.5	7.7	100.0
Ortel (Total)	Count	11	0	11	2	0	13
	%	84.6	0.0	84.6	15.4	0.0	100.0
Ortel (Urban)	Count	11	0	11	2	0	13
	%	84.6	0.0	84.6	15.4	0.0	100.0
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>59</b>	<b>1</b>	<b>58</b>	<b>11</b>	<b>2</b>	<b>72</b>
	<b>%</b>	<b>82.0</b>	<b>1.4</b>	<b>80.6</b>	<b>15.3</b>	<b>2.8</b>	<b>100.0</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>38</b>	<b>0</b>	<b>38</b>	<b>8</b>	<b>0</b>	<b>46</b>
	<b>%</b>	<b>82.6</b>	<b>0.0</b>	<b>82.6</b>	<b>17.4</b>	<b>0.0</b>	<b>100.0</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>21</b>	<b>1</b>	<b>20</b>	<b>3</b>	<b>2</b>	<b>26</b>
	<b>%</b>	<b>80.7</b>	<b>3.8</b>	<b>76.9</b>	<b>11.5</b>	<b>7.7</b>	<b>100.0</b>

20(c). Please tell me the reasons for your dissatisfaction.						
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Others	Total
BSNL (Total)	Count	5	3	4	0	6
	%	45.5	27.3	36.4	0.0	100
BSNL (Urban)	Count	2	2	3	0	5
	%	33.3	33.3	50.0	0.0	100
BSNL (Rural)	Count	3	1	1	0	11
	%	60.0	20.0	20.0	0.0	100
Ortel (Total)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Ortel (Urban)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Ortel (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>13</b>
	<b>%</b>	<b>46.2</b>	<b>30.8</b>	<b>30.8</b>	<b>0.0</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>8</b>
	<b>%</b>	<b>37.5</b>	<b>37.5</b>	<b>37.5</b>	<b>0.0</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>
	<b>%</b>	<b>60.0</b>	<b>20.0</b>	<b>20.0</b>	<b>0.0</b>	<b>100</b>

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

Service Providers		Yes	No	Total
BSNL (Total)	Count	6	380	386
	%	1.6	98.4	100
BSNL (Urban)	Count	3	281	284
	%	1.1	98.9	100
BSNL (Rural)	Count	3	99	102
	%	2.9	97.1	100
Ortel (Total)	Count	5	379	384
	%	1.3	98.7	100
Ortel (Urban)	Count	5	379	384
	%	1.3	98.7	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>11</b>	<b>759</b>	<b>770</b>
	<b>%</b>	<b>1.4</b>	<b>98.6</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>8</b>	<b>660</b>	<b>668</b>
	<b>%</b>	<b>1.2</b>	<b>98.8</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>3</b>	<b>99</b>	<b>102</b>
	<b>%</b>	<b>2.9</b>	<b>97.1</b>	<b>100</b>

**21(b). Have you complained to your service provider for deactivation of such services and refund of charges levied?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	4	2	6
	%	66.7	33.3	100
BSNL (Urban)	Count	2	1	3
	%	66.7	33.3	100
BSNL (Rural)	Count	2	1	3
	%	66.7	33.3	100
Ortel (Total)	Count	1	4	5
	%	20.0	80.0	100
Ortel (Urban)	Count	1	4	5
	%	20.0	80.0	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>5</b>	<b>6</b>	<b>11</b>
	<b>%</b>	<b>45.5</b>	<b>54.5</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>3</b>	<b>5</b>	<b>8</b>
	<b>%</b>	<b>37.5</b>	<b>62.5</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>2</b>	<b>1</b>	<b>3</b>
	<b>%</b>	<b>66.7</b>	<b>33.3</b>	<b>100</b>

21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?						
Service Providers		None	Delay in deactivation resulting in repeat complaints	Customer care refused to register the complaint	Not aware of whom to contact	Total
BSNL (Total)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
BSNL (Urban)	Count	0	2	0	0	2
	%	0.0	100	0	0.0	100
BSNL (Rural)	Count	2	2	0.0	0	4
	%	50.0	50.0	0	0.0	100
Ortel (Total)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
Ortel (Urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
Ortel (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>
	<b>%</b>	<b>40.0</b>	<b>60.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>
	<b>%</b>	<b>66.7</b>	<b>33.3</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
	<b>%</b>	<b>0.0</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0</b>

22. How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	2	2	0	2	0	4
	%	50.0	50.0	0.0	50.0	0.0	100
BSNL (Urban)	Count	2	2	0	0	0	2
	%	100	100	0.0	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100	0.0	100
Ortel (Total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
Ortel (Urban)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>5</b>
	<b>%</b>	<b>40.0</b>	<b>40.0</b>	<b>0.0</b>	<b>60.0</b>	<b>0.0</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>
	<b>%</b>	<b>66.7</b>	<b>66.7</b>	<b>0.0</b>	<b>33.3</b>	<b>0.0</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
	<b>%</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>	<b>0.0</b>	<b>100</b>

**OVERALL CUSTOMER SATISFACTION**

23(a). How satisfied are you with the overall quality of your Broadband service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	290	10	280	92	4	386
	%	75.1	2.6	72.5	23.8	1.0	100
BSNL (Urban)	Count	226	9	217	55	3	284
	%	79.6	3.2	76.4	19.4	1.1	100
BSNL (Rural)	Count	64	1	63	37	1	102
	%	62.8	1.0	61.8	36.3	1.0	100
Ortel (Total)	Count	352	21	331	32	0	384
	%	91.7	5.5	86.2	8.3	0.0	100
Ortel (Urban)	Count	352	21	331	32	0	384
	%	91.7	5.5	86.2	8.3	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>642</b>	<b>31</b>	<b>611</b>	<b>124</b>	<b>4</b>	<b>770</b>
	<b>%</b>	<b>83.4</b>	<b>4.0</b>	<b>79.4</b>	<b>16.1</b>	<b>0.5</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>578</b>	<b>30</b>	<b>548</b>	<b>87</b>	<b>3</b>	<b>668</b>
	<b>%</b>	<b>86.5</b>	<b>4.5</b>	<b>82.0</b>	<b>13.0</b>	<b>0.4</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>64</b>	<b>1</b>	<b>63</b>	<b>37</b>	<b>1</b>	<b>102</b>
	<b>%</b>	<b>62.8</b>	<b>1.0</b>	<b>61.8</b>	<b>36.3</b>	<b>1.0</b>	<b>100</b>

24. How many persons in your house/ organization are using this Broadband connection?						
Service Providers		1	2	3	4	Total
BSNL (Total)	Count	225	83	47	31	386
	%	0.6	0.2	0.1	0.1	100
BSNL (Urban)	Count	149	58	46	31	284
	%	52.5	20.4	16.2	10.9	100
BSNL (Rural)	Count	76	25	1	0	102
	%	74.5	24.5	1.0	0.0	100
Ortel (Total)	Count	199	39	111	35	384
	%	51.8	10.2	28.9	9.1	100
Ortel (Urban)	Count	199	39	111	35	384
	%	51.8	10.2	28.9	9.1	100
Ortel (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>424</b>	<b>122</b>	<b>158</b>	<b>66</b>	<b>770</b>
	<b>%</b>	<b>55.1</b>	<b>15.8</b>	<b>20.5</b>	<b>8.6</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>348</b>	<b>97</b>	<b>157</b>	<b>66</b>	<b>668</b>
	<b>%</b>	<b>52.1</b>	<b>14.5</b>	<b>23.5</b>	<b>9.9</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>76</b>	<b>25</b>	<b>1</b>	<b>0</b>	<b>102</b>
	<b>%</b>	<b>74.5</b>	<b>24.5</b>	<b>1.0</b>	<b>0.0</b>	<b>100</b>

24(a). What kind of other services are you also taking from this service provider?						
Service Providers		Wire-line	Mobile	Other	None	Total
BSNL (Total)	Count	262	61	1	62	386
	%	67.9	15.8	0.3	16.1	100
BSNL (Urban)	Count	206	43	0	35	284
	%	72.5	15.1	0.0	12.3	100
BSNL (Rural)	Count	56	18	1	27	102
	%	54.9	17.6	1.0	26.5	100
Ortel (Total)	Count	7	10	32	335	384
	%	1.8	2.6	8.3	87.2	100
Ortel (Urban)	Count	7	10	32	335	384
	%	1.8	2.6	8.3	87.2	100
Ortel (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>269</b>	<b>71</b>	<b>33</b>	<b>397</b>	<b>770</b>
	<b>%</b>	<b>34.9</b>	<b>9.2</b>	<b>4.3</b>	<b>51.6</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>213</b>	<b>53</b>	<b>32</b>	<b>370</b>	<b>668</b>
	<b>%</b>	<b>31.9</b>	<b>7.9</b>	<b>4.8</b>	<b>55.4</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>56</b>	<b>18</b>	<b>1</b>	<b>27</b>	<b>102</b>
	<b>%</b>	<b>54.9</b>	<b>17.6</b>	<b>1.0</b>	<b>26.5</b>	<b>100</b>

25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?				
Service providers		Yes	No	Total
BSNL (Total)	Count	123	263	386
	%	31.9	68.1	100
BSNL (Urban)	Count	82	202	284
	%	28.9	71.1	100
BSNL (Rural)	Count	41	61	102
	%	40.2	59.8	100
Ortel (Total)	Count	189	195	384
	%	49.2	50.8	100
Ortel (Urban)	Count	189	195	384
	%	49.2	50.8	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>312</b>	<b>458</b>	<b>770</b>
	<b>%</b>	<b>40.5</b>	<b>59.5</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>271</b>	<b>397</b>	<b>668</b>
	<b>%</b>	<b>40.6</b>	<b>59.4</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>41</b>	<b>61</b>	<b>102</b>
	<b>%</b>	<b>40.2</b>	<b>59.8</b>	<b>100</b>

**26. On a scale of 1-10 where "10" is "Very Good" and "1" is "Very Poor", how do you rate your service provider?**

Service Providers		1	2	3	4	5	6	7	8	9	10	Total
BSNL (Total)	Count	1	27	35	36	51	52	43	128	9	4	386
	%	0.3	7.0	9.1	9.3	13.2	13.5	11.1	33.2	2.3	1.0	100
BSNL (Urban)	Count	1	19	19	22	45	31	27	109	8	3	284
	%	0.4	6.7	6.7	7.7	15.8	10.9	9.5	38.4	2.8	1.1	100
BSNL (Rural)	Count	0	8	16	14	6	21	16	19	1	1	102
	%	0.0	7.8	15.7	13.7	5.9	20.6	15.7	18.6	1.0	1.0	100
Ortel (Total)	Count	1	15	13	3	63	62	58	144	17	8	384
	%	0.3	3.9	3.4	0.8	16.4	16.1	15.1	37.5	4.4	2.1	100
Ortel (Urban)	Count	1	15	13	3	63	62	58	144	17	8	384
	%	0.3	3.9	3.4	0.8	16.4	16.1	15.1	37.5	4.4	2.1	100
Ortel (Rural)	Count	-	-	-	-	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>2</b>	<b>42</b>	<b>48</b>	<b>39</b>	<b>114</b>	<b>114</b>	<b>101</b>	<b>272</b>	<b>26</b>	<b>12</b>	<b>770</b>
	<b>%</b>	<b>0.3</b>	<b>5.5</b>	<b>6.2</b>	<b>5.1</b>	<b>14.8</b>	<b>14.8</b>	<b>13.1</b>	<b>35.3</b>	<b>3.4</b>	<b>1.6</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>2</b>	<b>34</b>	<b>32</b>	<b>25</b>	<b>108</b>	<b>93</b>	<b>85</b>	<b>253</b>	<b>25</b>	<b>11</b>	<b>668</b>
	<b>%</b>	<b>0.3</b>	<b>5.1</b>	<b>4.8</b>	<b>3.7</b>	<b>16.2</b>	<b>13.9</b>	<b>12.7</b>	<b>37.9</b>	<b>3.7</b>	<b>1.6</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>0</b>	<b>8</b>	<b>16</b>	<b>14</b>	<b>6</b>	<b>21</b>	<b>16</b>	<b>19</b>	<b>1</b>	<b>1</b>	<b>102</b>
	<b>%</b>	<b>0.0</b>	<b>7.8</b>	<b>15.7</b>	<b>13.7</b>	<b>5.9</b>	<b>20.6</b>	<b>15.7</b>	<b>18.6</b>	<b>1.0</b>	<b>1.0</b>	<b>100</b>

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

27. Are you aware of the toll free customer care number of the complaint centre of your telecom service provider for making complaints/ queries?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	300	86	386
	%	77.7	22.3	100
BSNL (Urban)	Count	240	44	284
	%	84.5	15.5	100
BSNL (Rural)	Count	60	42	102
	%	58.8	41.2	100
Ortel (Total)	Count	361	23	384
	%	94.0	6.0	100
Ortel (Urban)	Count	361	23	384
	%	94.0	6.0	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>661</b>	<b>109</b>	<b>770</b>
	<b>%</b>	<b>85.8</b>	<b>14.2</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>601</b>	<b>67</b>	<b>668</b>
	<b>%</b>	<b>90.0</b>	<b>10.0</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>60</b>	<b>42</b>	<b>102</b>
	<b>%</b>	<b>58.8</b>	<b>41.2</b>	<b>100</b>

28. From where, you got to know about the toll free customer care number?								
Service Providers		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Other	Total
BSNL (Total)	Count	8	123	46	58	120	15	300
	%	2.7	41.0	15.3	19.3	40.0	5.0	100
BSNL (Urban)	Count	4	87	27	51	104	10	240
	%	1.7	36.3	11.3	21.3	43.3	4.2	100
BSNL (Rural)	Count	4	36	19	7	16	5	60
	%	6.7	60.0	31.7	11.7	26.7	8.3	100
Ortel (Total)	Count	15	141	40	80	91	73	361
	%	4.2	39.1	11.1	22.2	25.2	20.2	100
Ortel (Urban)	Count	15	141	40	80	91	73	361
	%	4.2	39.1	11.1	22.2	25.2	20.2	100
Ortel (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>23</b>	<b>264</b>	<b>86</b>	<b>138</b>	<b>211</b>	<b>88</b>	<b>661</b>
	<b>%</b>	<b>3.5</b>	<b>39.9</b>	<b>13.0</b>	<b>20.9</b>	<b>31.9</b>	<b>13.3</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>19</b>	<b>228</b>	<b>67</b>	<b>131</b>	<b>195</b>	<b>83</b>	<b>601</b>
	<b>%</b>	<b>3.2</b>	<b>37.9</b>	<b>11.1</b>	<b>21.8</b>	<b>32.4</b>	<b>13.8</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>4</b>	<b>36</b>	<b>19</b>	<b>7</b>	<b>16</b>	<b>5</b>	<b>60</b>
	<b>%</b>	<b>6.7</b>	<b>60.0</b>	<b>31.7</b>	<b>11.7</b>	<b>26.7</b>	<b>8.3</b>	<b>100</b>



29. Have you made any complaint in the last six (6) months to the toll free complaint centre/ customer care/ helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	141	159	300
	%	47.0	53.0	100
BSNL (Urban)	Count	114	126	240
	%	47.5	52.5	100
BSNL (Rural)	Count	27	33	60
	%	45.0	55.0	100
Ortel (Total)	Count	221	140	361
	%	61.2	38.8	100
Ortel (Urban)	Count	221	140	361
	%	61.2	38.8	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>362</b>	<b>299</b>	<b>661</b>
	<b>%</b>	<b>54.8</b>	<b>45.2</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>335</b>	<b>266</b>	<b>601</b>
	<b>%</b>	<b>55.7</b>	<b>44.3</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>27</b>	<b>33</b>	<b>60</b>
	<b>%</b>	<b>45.0</b>	<b>55.0</b>	<b>100</b>

30. With respect to complaint made by you to the complaint centre, please specify which of these was most applicable to you?							
Service Providers		Complaint was registered and docket number received	Complaint was registered and docket number not Received	Complaint was registered and docket number provided on request	Complaint was registered and docket number not provided even on request	Refused to register the complaint	Total
BSNL (Total)	Count	37	81	14	6	3	141
	%	26.2	57.4	9.9	4.3	2.1	100
BSNL (Urban)	Count	22	74	11	4	3	114
	%	19.3	64.9	9.6	3.5	2.6	100
BSNL (Rural)	Count	15	7	3	2	0	27
	%	55.6	25.9	11.1	7.4	0.0	100
Ortel (Total)	Count	165	40	13	3	0	221
	%	74.7	18.1	5.9	1.4	0.0	100
Ortel (Urban)	Count	165	40	13	3	0	221
	%	74.7	18.1	5.9	1.4	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>202</b>	<b>121</b>	<b>27</b>	<b>9</b>	<b>3</b>	<b>362</b>
	<b>%</b>	<b>55.8</b>	<b>33.4</b>	<b>7.5</b>	<b>2.5</b>	<b>0.8</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>187</b>	<b>114</b>	<b>24</b>	<b>7</b>	<b>3</b>	<b>335</b>
	<b>%</b>	<b>55.8</b>	<b>34.0</b>	<b>7.2</b>	<b>2.1</b>	<b>0.9</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>15</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>27</b>
	<b>%</b>	<b>55.6</b>	<b>25.9</b>	<b>11.1</b>	<b>7.4</b>	<b>0.0</b>	<b>100</b>

**31. Did the complaint centre inform you through SMS about the docket number, date of complaint registration, time of complaint registration and the time within which your complaint will be resolved?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	26	112	138
	%	18.8	81.2	100
BSNL (Urban)	Count	16	95	111
	%	14.4	85.6	100
BSNL (Rural)	Count	10	17	27
	%	37.0	63.0	100
Ortel (Total)	Count	62	159	221
	%	28.1	71.9	100
Ortel (Urban)	Count	62	159	221
	%	28.1	71.9	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>88</b>	<b>271</b>	<b>359</b>
	<b>%</b>	<b>24.5</b>	<b>75.5</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>78</b>	<b>254</b>	<b>332</b>
	<b>%</b>	<b>23.5</b>	<b>76.5</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>10</b>	<b>17</b>	<b>27</b>
	<b>%</b>	<b>37.0</b>	<b>63.0</b>	<b>100</b>

**32. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	54	84	138
	%	39.1	60.9	100
BSNL (Urban)	Count	41	70	111
	%	36.9	63.1	100
BSNL (Rural)	Count	13	14	27
	%	48.1	51.9	100
Ortel (Total)	Count	126	95	221
	%	57.0	43.0	100
Ortel (Urban)	Count	126	95	221
	%	57.0	43.0	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>180</b>	<b>179</b>	<b>359</b>
	<b>%</b>	<b>50.1</b>	<b>49.9</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>167</b>	<b>165</b>	<b>332</b>
	<b>%</b>	<b>50.3</b>	<b>49.7</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>13</b>	<b>14</b>	<b>27</b>
	<b>%</b>	<b>48.1</b>	<b>51.9</b>	<b>100</b>

<b>33. Was your complaint resolved by the complaint centre within three (3) days?</b>					
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>	
BSNL (Total)	Count	97	41	138	
	%	70.3	29.7	100	
BSNL (Urban)	Count	82	29	111	
	%	73.9	26.1	100	
BSNL (Rural)	Count	15	12	27	
	%	55.6	44.4	100	
Ortel (Total)	Count	187	34	221	
	%	84.6	15.4	100	
Ortel (Urban)	Count	187	34	221	
	%	84.6	15.4	100	
Ortel (Rural)	Count	-	-	-	
	%	-	-	-	
Total (Total)	Count	284	75	359	
	%	79.1	20.9	100	
Total (Urban)	Count	269	63	332	
	%	81.0	19.0	100	
Total (Rural)	Count	15	12	27	
	%	55.6	44.4	100	

<b>34. Was your billing/ charging complaint resolved satisfactorily by the complaint centre/ customer care within four (4) weeks after you lodge the complaint?</b>						
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Not applicable</b>	<b>Total</b>	
BSNL (Total)	Count	26	24	88	138	
	%	18.8	17.4	63.8	100	
BSNL (Urban)	Count	16	15	80	111	
	%	14.4	13.5	72.1	100	
BSNL (Rural)	Count	10	9	8	27	
	%	37.0	33.3	29.6	100	
Ortel (Total)	Count	11	9	201	221	
	%	5.0	4.1	91.0	100	
Ortel (Urban)	Count	11	9	201	221	
	%	5.0	4.1	91.0	100	
Ortel (Rural)	Count	-	-	-	-	
	%	-	-	-	-	
Total (Total)	Count	37	33	289	359	
	%	10.3	9.2	80.5	100	
Total (Urban)	Count	27	24	281	332	
	%	8.1	7.2	84.6	100	
Total (Rural)	Count	10	9	8	27	
	%	37.0	33.3	29.6	100	

**35. In case the complaint has not been resolved by the complaint centre or you are not satisfied with the decision taken by the complaint centre, you can file an appeal to the appellate authority of your telecom service provider. Are you aware of the contact details of the Appellate Authority for filing an appeal?**

Service Providers		Yes	No	Total
BSNL (Total)	Count	44	342	386
	%	11.4	88.6	100
BSNL (Urban)	Count	27	257	284
	%	9.5	90.5	100
BSNL (Rural)	Count	17	85	102
	%	16.7	83.3	100
Ortel (Total)	Count	48	336	384
	%	12.5	87.5	100
Ortel (Urban)	Count	48	336	384
	%	12.5	87.5	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>92</b>	<b>678</b>	<b>770</b>
	<b>%</b>	<b>11.9</b>	<b>88.1</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>75</b>	<b>593</b>	<b>668</b>
	<b>%</b>	<b>11.2</b>	<b>88.8</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>17</b>	<b>85</b>	<b>102</b>
	<b>%</b>	<b>16.7</b>	<b>83.3</b>	<b>100</b>

**36. From where, you got to know about the contact details of the appellate authority?**

Service Providers		Website of the service provider	SMS from service provider	Display at complaint centers/ sales outlets	Telephone bills	Newspaper	Total
BSNL (Total)	Count	32	10	13	6	0	44
	%	72.7	22.7	29.5	13.6	0.0	100
BSNL (Urban)	Count	18	8	7	2	0	27
	%	66.7	29.6	25.9	7.4	0.0	100
BSNL (Rural)	Count	14	2	6	4	0	17
	%	82.4	11.8	35.3	23.5	0.0	100
Ortel (Total)	Count	35	1	14	4	2	48
	%	72.9	2.1	29.2	8.3	4.2	100
Ortel (Urban)	Count	35	1	14	4	2	48
	%	72.9	2.1	29.2	8.3	4.2	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>2</b>	<b>67</b>	<b>11</b>	<b>27</b>	<b>10</b>	<b>92</b>
	<b>%</b>	<b>2.2</b>	<b>72.8</b>	<b>12.0</b>	<b>29.3</b>	<b>10.9</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>2</b>	<b>53</b>	<b>9</b>	<b>21</b>	<b>6</b>	<b>75</b>
	<b>%</b>	<b>2.7</b>	<b>70.7</b>	<b>12.0</b>	<b>28.0</b>	<b>8.0</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>0</b>	<b>14</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>17</b>
	<b>%</b>	<b>0.0</b>	<b>82.4</b>	<b>11.8</b>	<b>35.3</b>	<b>23.5</b>	<b>100</b>

37. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	12	32	44
	%	27.3	72.7	100
BSNL (Urban)	Count	9	18	27
	%	33.3	66.7	100
BSNL (Rural)	Count	3	14	17
	%	17.6	82.4	100
Ortel (Total)	Count	10	38	48
	%	20.8	79.2	100
Ortel (Urban)	Count	10	38	48
	%	20.8	79.2	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>22</b>	<b>70</b>	<b>92</b>
	<b>%</b>	<b>23.9</b>	<b>76.1</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>19</b>	<b>56</b>	<b>75</b>
	<b>%</b>	<b>25.3</b>	<b>74.7</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>3</b>	<b>14</b>	<b>17</b>
	<b>%</b>	<b>17.6</b>	<b>82.4</b>	<b>100</b>

38. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter(post/ courier)	In person(self)	Others	Total
BSNL (Total)	Count	5	2	3	2	0	12
	%	41.7	16.7	25.0	16.7	0.0	100
BSNL (Urban)	Count	4	2	1	2	0	9
	%	44.4	22.2	11.1	22.2	0.0	100
BSNL (Rural)	Count	1	0	2	0	0	3
	%	33.3	0.0	66.7	0.0	0.0	100
Ortel (Total)	Count	3	0	4	3	0	10
	%	30.0	0.0	40.0	30.0	0.0	100
Ortel (Urban)	Count	3	0	4	3	0	10
	%	30.0	0.0	40.0	30.0	0.0	100
Ortel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>8</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>22</b>
	<b>%</b>	<b>36.4</b>	<b>9.1</b>	<b>31.8</b>	<b>22.7</b>	<b>0.0</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>19</b>
	<b>%</b>	<b>36.8</b>	<b>10.5</b>	<b>26.3</b>	<b>26.3</b>	<b>0.0</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
	<b>%</b>	<b>33.3</b>	<b>0.0</b>	<b>66.7</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>

<b>39. Did you receive the unique appeal number within three (3) days from the appellate authority after you filed an appeal with it?</b>				
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Total</b>
BSNL (Total)	Count	8	4	12
	%	66.7	33.3	100
BSNL (Urban)	Count	7	2	9
	%	77.8	22.2	100
BSNL (Rural)	Count	1	2	3
	%	33.3	66.7	100
Ortel (Total)	Count	5	5	10
	%	50.0	50.0	100
Ortel (Urban)	Count	5	5	10
	%	50.0	50.0	100
Ortel (Rural)	Count	-	-	-
	%	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>13</b>	<b>9</b>	<b>22</b>
	<b>%</b>	<b>59.1</b>	<b>40.9</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>12</b>	<b>7</b>	<b>19</b>
	<b>%</b>	<b>63.2</b>	<b>36.8</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>1</b>	<b>2</b>	<b>3</b>
	<b>%</b>	<b>33.3</b>	<b>66.7</b>	<b>100</b>

<b>40. Did the appellate authority take a decision upon your appeal within thirty nine (39) days of filing the appeal?</b>					
<b>Service Providers</b>		<b>Yes</b>	<b>No</b>	<b>Appeal filed only recently</b>	<b>Total</b>
BSNL (Total)	Count	9	3	0	12
	%	75.0	25.0	0.0	100
BSNL (Urban)	Count	6	3	0	9
	%	66.7	33.3	0.0	100
BSNL (Rural)	Count	3	0	0	3
	%	100.0	0.0	0.0	100
Ortel (Total)	Count	7	3	0	10
	%	70.0	30.0	0.0	100
Ortel (Urban)	Count	7	3	0	10
	%	70.0	30.0	0.0	100
Ortel (Rural)	Count	-	-	-	-
	%	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>16</b>	<b>6</b>	<b>0</b>	<b>22</b>
	<b>%</b>	<b>72.7</b>	<b>27.3</b>	<b>0.0</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>13</b>	<b>6</b>	<b>0</b>	<b>19</b>
	<b>%</b>	<b>68.4</b>	<b>31.6</b>	<b>0.0</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
	<b>%</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100</b>

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

Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	241	102	43	386
	%	62.4	26.4	11.1	100
BSNL (Urban)	Count	178	77	29	284
	%	62.7	27.1	10.2	100
BSNL (Rural)	Count	63	25	14	102
	%	61.8	24.5	13.7	100
Ortel (Total)	Count	337	20	27	384
	%	87.8	5.2	7.0	100
Ortel (Urban)	Count	337	20	27	384
	%	87.8	5.2	7.0	100
Ortel (Rural)	Count	-	-	-	-
	%	-	-	-	-
<b>Total (Total)</b>	<b>Count</b>	<b>578</b>	<b>122</b>	<b>70</b>	<b>770</b>
	<b>%</b>	<b>75.1</b>	<b>15.8</b>	<b>9.1</b>	<b>100</b>
<b>Total (Urban)</b>	<b>Count</b>	<b>515</b>	<b>97</b>	<b>56</b>	<b>668</b>
	<b>%</b>	<b>77.1</b>	<b>14.5</b>	<b>8.4</b>	<b>100</b>
<b>Total (Rural)</b>	<b>Count</b>	<b>63</b>	<b>25</b>	<b>14</b>	<b>102</b>
	<b>%</b>	<b>61.8</b>	<b>24.5</b>	<b>13.7</b>	<b>100</b>