

West Bengal 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
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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 West Bengal, Sikkim and Andaman & Nicobar from April, 2012 to June, 2012.

1. Executive summary

In the fourth quarter (April to June) of 2012, the survey was conducted in West Bengal (including Sikkim and Andaman & Nicobar) circle.

Only one service provider (BSNL) in the basic wire-line is present in West Bengal circle. The survey was conducted across nine (9) cities in West Bengal Circle and during the survey 1211 postpaid customers were covered.

In case of cellular mobile service, nine service providers (Aircel, Airtel, BSNL, Idea, MTS, Reliance Communications, Reliance Telecom, Tata, Uninor and Vodafone) present in West Bengal circle were covered. Across nine (9) cities in West Bengal Circle, 6,696 cellular mobile telephone customers were surveyed, out of which 6,288 were prepaid customers and 408 were postpaid customers.

In the survey, the only broadband service provider (BSNL) was covered, which was present in the West Bengal circle. Across the nine (9) cities of West Bengal circle, 1202 customers were covered. All these customers were postpaid customers.

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

1.1A.2 Satisfaction with Provision of Service

- In both urban and rural areas, BSNL was not able to meet the benchmark.

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 was not able to meet the benchmark set by TRAI in urban as well as 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:

- 58% of the basic telephone service customers were aware of the complaint centre number of their service provider for making complaints/queries.
- 57.4% of the basic telephone service customers came to know about the toll free customer care number from telephone bills.
- Only 14.7% of the basic telephone service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.
- 36.9% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 18.4% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 1% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 17.5% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints even on request.
- 26.2% of the basic telephone service customers said that the complaint centre refused to register their complaints.
- 59.2% 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.
- 50% 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.
- 59.2% of the basic telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- 42.1% 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 12 basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.
- As a whole, 33.3% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the newspaper as well as from display at complaint centres/ sales outlets.
- In all, only one customers of basic telephone service, who was aware of the contact details of the Appellate Authority, filed an appeal with the Appellate Authority in the last six (6) months.
- The customer of basic telephone service filed an appeal with the Appellate Authority through personal visit.
- The basic telephone service customer did not receive the unique appeal number within three (3) days from the Appellate Authority after filling an appeal with it.
- Appellate Authority did not take a decision upon his/ her appeal within thirty nine (39) days of filing it.

1.1A.10 Other Service Benchmark

- In total, only 29.7% of the basic telephone service customers said that they received the “Manual of Practice”.

1.1B CELLULAR MOBILE SERVICE:

1.1B.1 Satisfaction with Overall Service Quality

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

1.1B.2 Satisfaction with Provision of Service

- All service providers met the benchmark laid down by TRAI in urban and as well as rural areas.

1.1B.3 Satisfaction with Billing Performance - Postpaid

- In all, only MTS met the benchmark in urban as well as rural areas.
- Airtel, BSNL, Rel Com, Tata, Uninor and Vodafone met the benchmark only in rural areas.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- As a whole, none of the service providers met the benchmark laid down by TRAI.

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

- In both urban and rural areas, none of the service providers met 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 in urban as well as rural areas.

1.1B.7 Satisfaction with Maintainability

- In both urban and rural areas, none of the service providers met the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

- None of the service providers met the benchmark set by TRAI In both urban and rural areas.
- Performance of all the service providers was low on this parameter.

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

1.1B.9 Complaint Centre Number

On an overall basis:

- 67.5% of the cellular mobile telephone service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- 50.8 % of the cellular mobile telephone service customers came to know about the toll free customer care number from the SMS from their service provider.
- 27.2% of all 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.
- 54.6% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 21.8% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- 3.9% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.
- 11.5% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 8.3% of the cellular mobile telephone service customers, who had complained, said that customer care refused to register their complaints.
- 66.5% 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.
- 57% 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.
- 52.4% of the cellular mobile telephone service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- Only 40.8% 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 (4) weeks after they had lodged their complaint.

1.1B.11 Appellate Authority

- Out of 6696 cellular mobile telephone service customers only 30 were aware of the contact details of the Appellate Authority.
- As a whole, 40 % of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the newspaper.
- On the overall, 16.7% 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, 60% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority through e-mail.
- In all, 20% 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.
- On the overall, 20% 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.

1.1B.12 Other Service Benchmark

- In total, only 34.3% 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

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

1.1C.2 Satisfaction with Provision of Service

- On an overall basis, BSNL was not able to meet the benchmark laid down by TRAI but it met the benchmark in rural areas.

1.1C.3 Satisfaction with Billing Performance - Postpaid

- On an overall basis, BSNL met the benchmark laid down by TRAI, however it failed to meet the benchmark in rural areas.

1.1C.4 Satisfaction with Help Services including Customer Grievance Redressal

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

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

- BSNL failed to meet the benchmark laid down by TRAI in both urban and rural areas.

1.1C.6 Satisfaction with Maintainability:

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

1.1C.7 Satisfaction with Supplementary and Value Added Services

- Both in urban and rural areas, BSNL failed to meet the benchmark laid down by TRAI.

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

1.1C.8 Complaint Centre Number

On an overall basis:

- Only 54.3% of the broadband service customers said that they were aware of the complaint centre number of their service provider to make complaints/ queries.
- 66.3% of the broadband service customers came to know about the toll free customer care number from the internet bills.
- Only 14.7% of the broadband service customers claimed that they had complained in the last six (6) months to the toll free complaint centre/ customer care/ help-line telephone number.
- 30.2% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 22.9% of the broadband service customers, who had complained, said that they did not receive docket numbers for their complaints.
- 6.3% of the broadband service customers, who had complained, said that they received docket numbers on request.
- Only 49.3% 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.
- 37.3% 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.
- 44.8% of the broadband service customers, who had complained, said that the complaint centre resolved their complaints within three (3) days.
- Only 34.3% 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

- On the overall, less than 1% of the broadband service customers were aware of the contact details of the Appellate Authority.
- As a whole, 55.6 % of the broadband service customers came to know about the contact details of the Appellate Authority from the website of the service provider.
- None of broadband service customers appealed to the Appellate Authority.

1.1C.10 Other Service Benchmarks

- In total, 31.5% 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 20th 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 24 x 7 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 websites.
- 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 per cent) of the exchanges of each Basic Service Operators (BSOs) in the circle. The above stated 5% (five percent) exchanges were spread over 10% (ten percent) 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 West Bengal circle, there are 1302 exchanges and 74 SDCAs. During the survey, 66 exchanges and 9 SDCAs were covered. Out of 66 exchanges, 30 were urban exchanges while 36 were rural exchanges.

Note : During the survey, Reliance and Tata were not covered as they did not have retail subscriber base in West Bengal circle. Airtel is not present in this circle.

Service Provider	State	SDCAs covered	Sample Size	
			Proposed	Achieved
BSNL	West Bengal	Basirhat	1200	1211
		Bishnupur		
		Bolpur		
		Naya Bazar		
		Contai		
		Krishna Nagar		
		Ranaghat		
		Tamluk		
		Andaman		

3.5.2 Cellular Mobile Telephone Service (including FWP):

- In West Bengal circle, there are 26 district headquarters spread across West Bengal, Sikkim and Andaman & Nicobar. Nine (9) district headquarters/ cities were selected 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 nine (9) selected district headquarters/ cities, where the cellular mobile telephone services were commissioned. During the survey, 10 service providers were covered in the circle.

Geographical Coverage	District Headquarters/ Cities Covered
West Bengal/ Sikkim/ Andaman & Nicobar	Basirhat
	Bishnupur
	Bolpur
	Naya Bazar
	Contai
	Krishna Nagar
	Ranaghat
	Tamluk
	Andaman

Note : Videocon was 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	600	614
Airtel	600	642
BSNL	1200	1211
Idea	600	602
MTS	600	600
Reliance Communications	600	600
Reliance Telecom	600	623
Tata	600	600
Uninor	600	601
Vodafone	600	603
Total	6600	6696

3.5.3 Broadband Service:

- **BSNL:** In West Bengal circle, there are 1302 exchanges and 74 SDCAs. During the survey, 131 exchanges and 9 SDCAs were covered. Out of 131 exchanges, 32 were urban exchanges while 99 were rural exchanges.

Service Provider	State	SDCAs covered	Sample Size	
			Proposed	Achieved
BSNL	West Bengal	Basirhat	1200	1202
		Bishnupur		
		Bolpur		
		Naya Bazar		
		Contai		
		Krishna Nagar		
		Ranaghat		
		Tamluk		
		Andaman		

3.6 Service Providers Covered

- During the survey in West Bengal 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 West Bengal circle. Airtel is not present in this 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. Systema Shyam TeleServices Limited (Referred as MTS in the report)
6. Reliance Communications (Referred as Rel Com in the report)
7. Reliance Telecom Limited (Referred as Rel Tel in the report)
8. Tata Teleservices Limited (Referred as Tata in the report)
9. Uninor (Referred as Uninor in the report)
10. Vodafone Essar Mobile Services Limited (Referred as Vodafone in the report)

Note: Videocon was 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)

3.6 Mode of Interview & Sample Size Covered

3.6.1 Basic Telephone Service (Wire-line)

- For the survey of basic telephone service subscribers, 62% 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	751	460	1211
Overall	751	460	1211

3.6.2 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	407	207	614
Airtel	425	217	642
BSNL	736	475	1211
Idea	369	233	602
MTS	382	218	600
Rel Com	380	220	600
Rel Tel	404	219	623
Tata	379	221	600
Uninor	362	239	601
Vodafone	394	209	603
Overall	4238	2458	6696

3.6.3 Broadband Service

- For the survey of broadband service customer, 49.3% of the sample was covered through face-to-face interviews and up to 50.7% 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	593	609	1202
Overall	593	609	1202

3.7 Customer Profile by Payment Mode Used

3.7.1 Basic Telephone Service (Wire-line)

- In West Bengal circle, only BSNL was covered. Across 9 SDCAs in West Bengal circle, 1211 postpaid subscribers of basic telephone service (wire-line) were covered.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	1211	1211
Overall	0	1211	1211

3.7.2 Cellular Mobile Telephone Service (including FWP)

- Ten cellular mobile service providers present in West Bengal circle were covered. Across 9 district headquarters/ cities in West Bengal circle, 6696 cellular mobile service subscribers were covered. Of this sample, 6288 were prepaid subscribers and 408 were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	589	25	614
Airtel	605	37	642
BSNL	1094	117	1211
Idea	592	10	602
MTS	598	2	600
Reliance Com	590	10	600
Reliance Tel	621	2	623
Tata	594	6	600
Uninor	587	14	601
Vodafone	418	185	603
Overall	6288	408	6696

3.7.3 Broadband Service

- One broadband service providers present in West Bengal circle was covered. Across various exchanges /Points of Presence (PoPs) in West Bengal circle, 1202 broadband service subscribers were covered. All the respondents were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	1202	1202
Overall	0	1202	1202

3.8 Methodology for Calculating Percentage of Customer Satisfied

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

3.9 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

3.10 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.

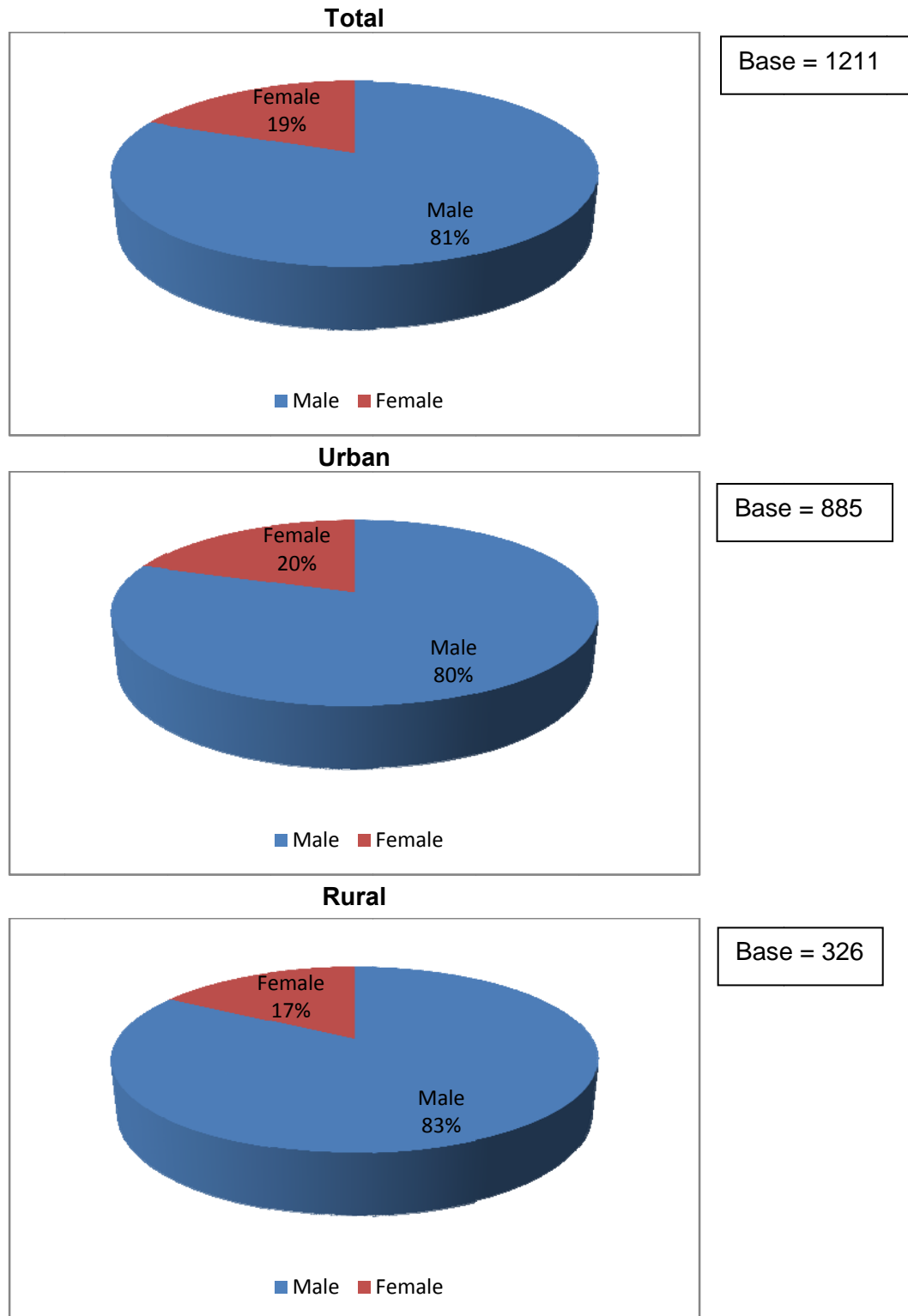
Consumer: means a consumer of a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1 and includes its customer and subscriber.

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

4. Demographic Profile

4.1 Basic Telephone Service (Wire-line)

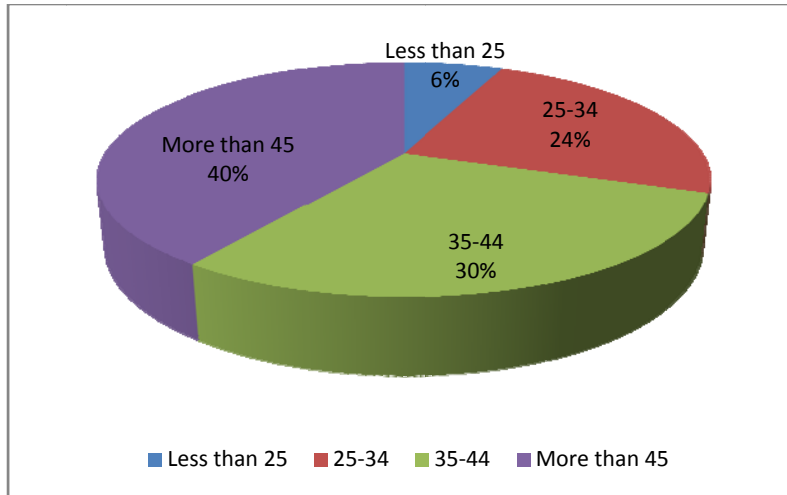
4.1.1 Gender Profile



- On an overall basis, 81% of the respondents were male.

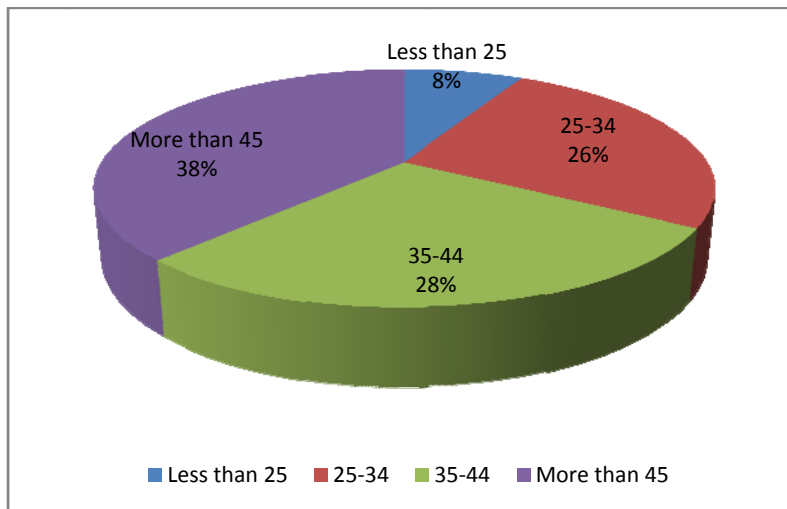
4.1.2 Age Profile

Total



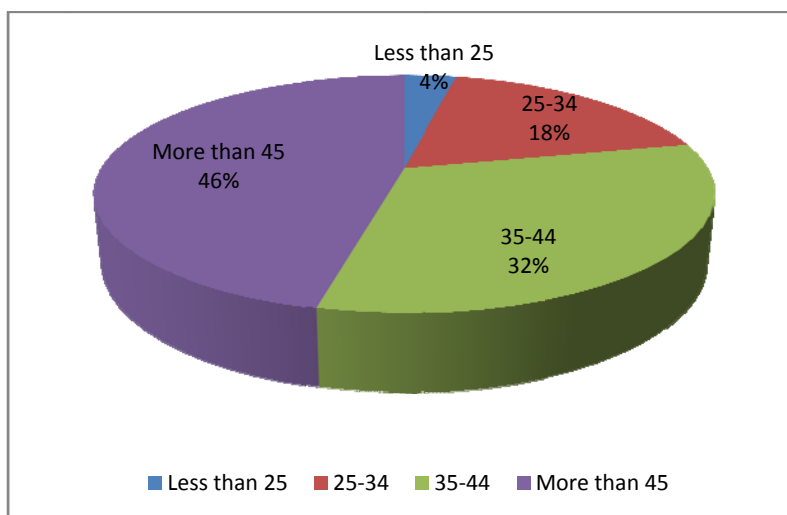
Base = 1211

Urban



Base = 885

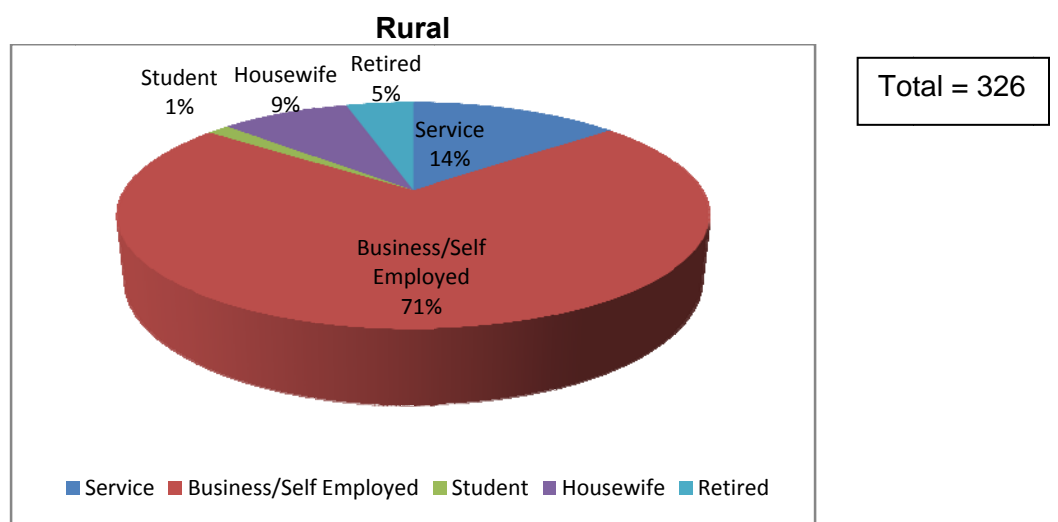
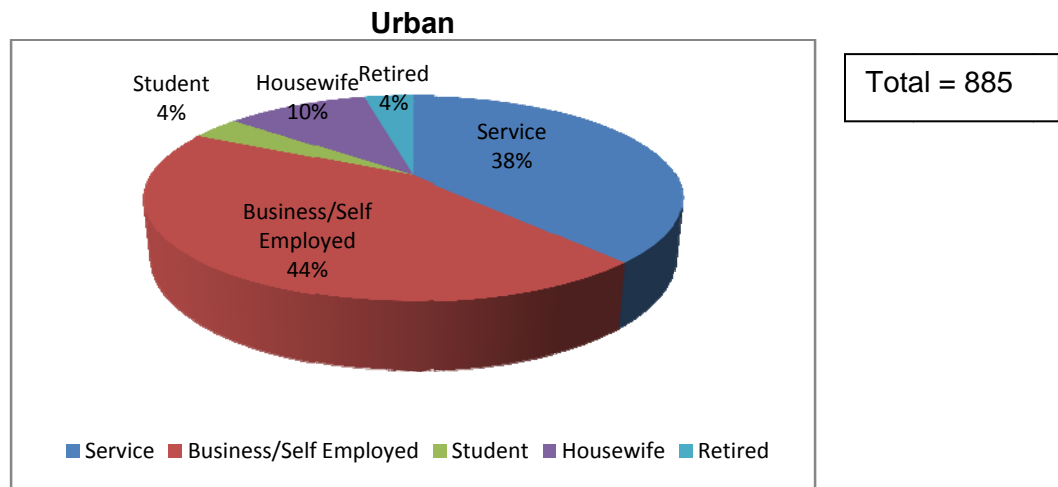
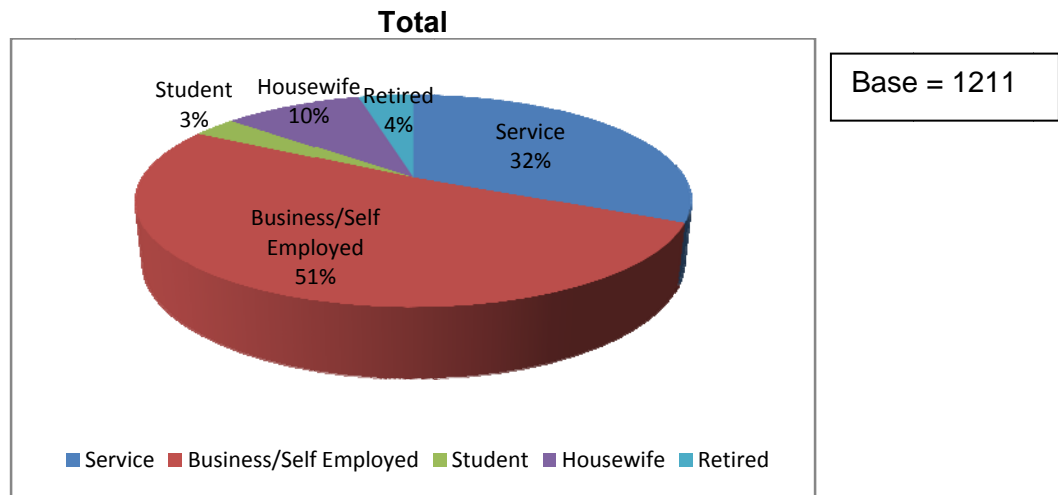
Rural



Base = 326

- In total, 70% of the respondents were above 34 years.

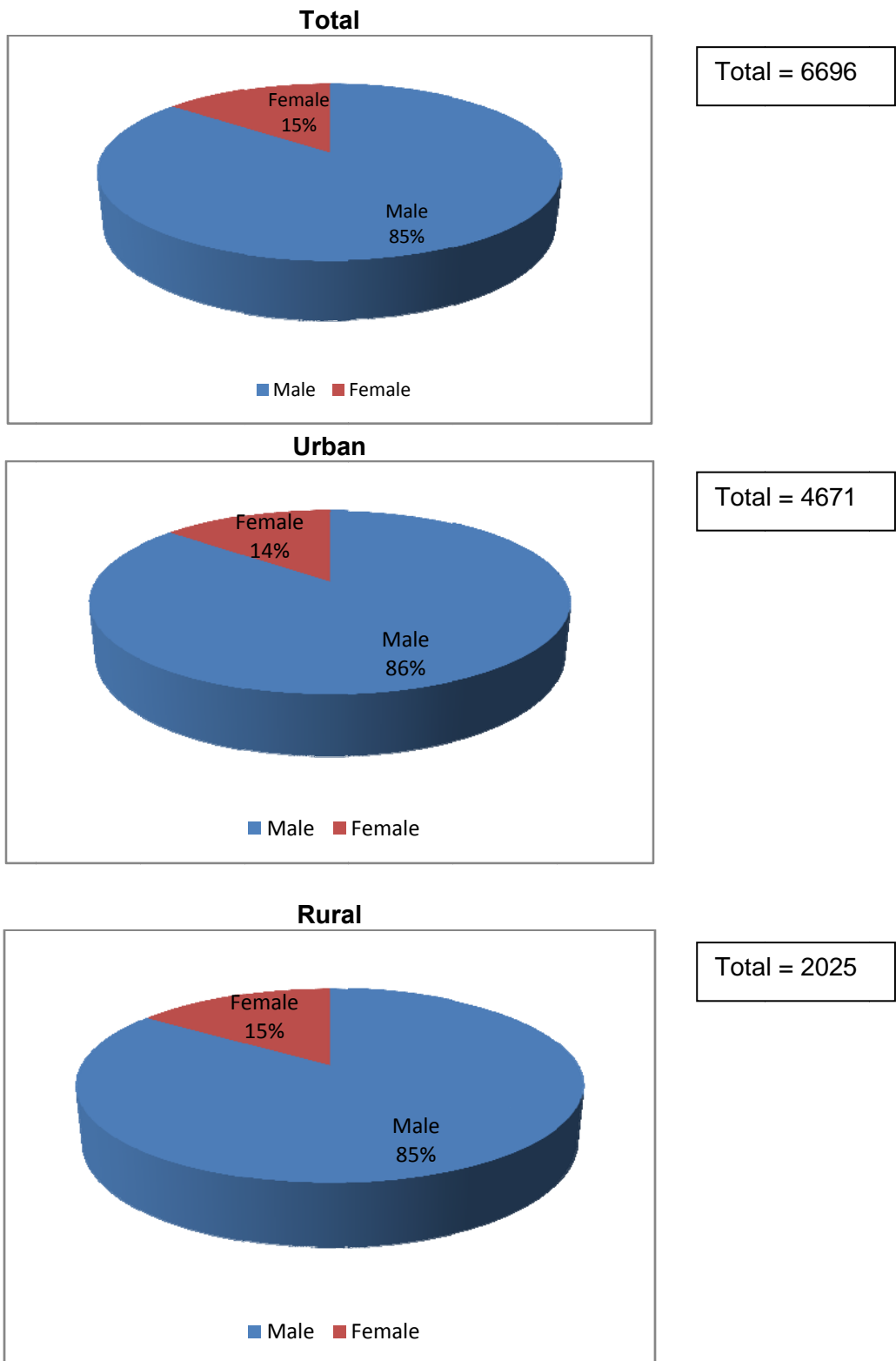
4.1.3 Occupation Profile



- On the whole, 83% of the respondents were either in service or self employed/ businessmen.

4.2 Cellular Mobile Service

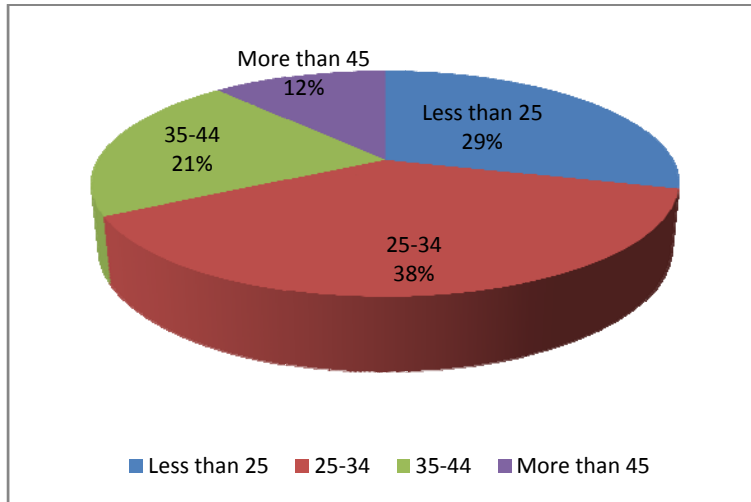
4.2.1 Gender Profile



- On an overall basis, 85% of the respondents were male.

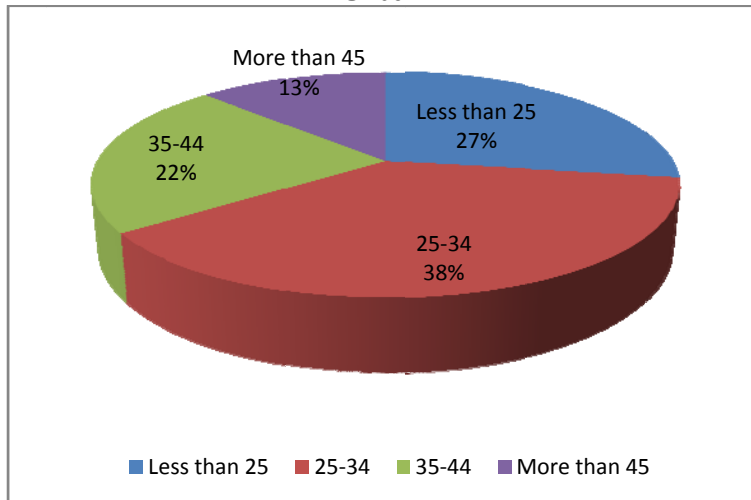
4.2.2 Age Profile

Total



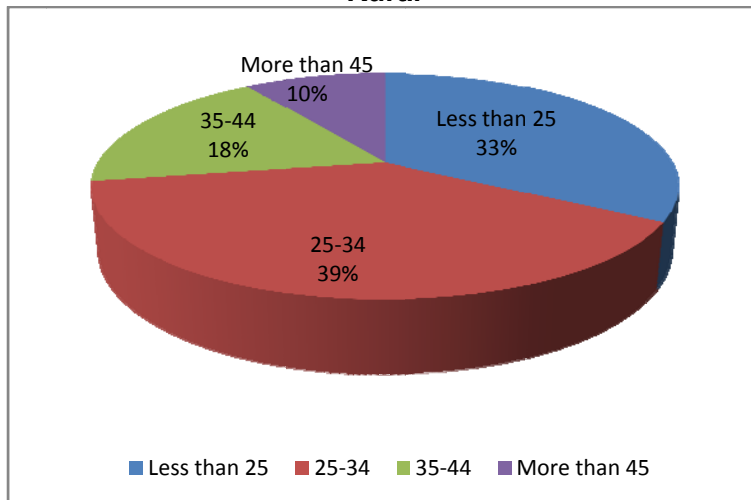
Total = 6696

Urban



Total = 4671

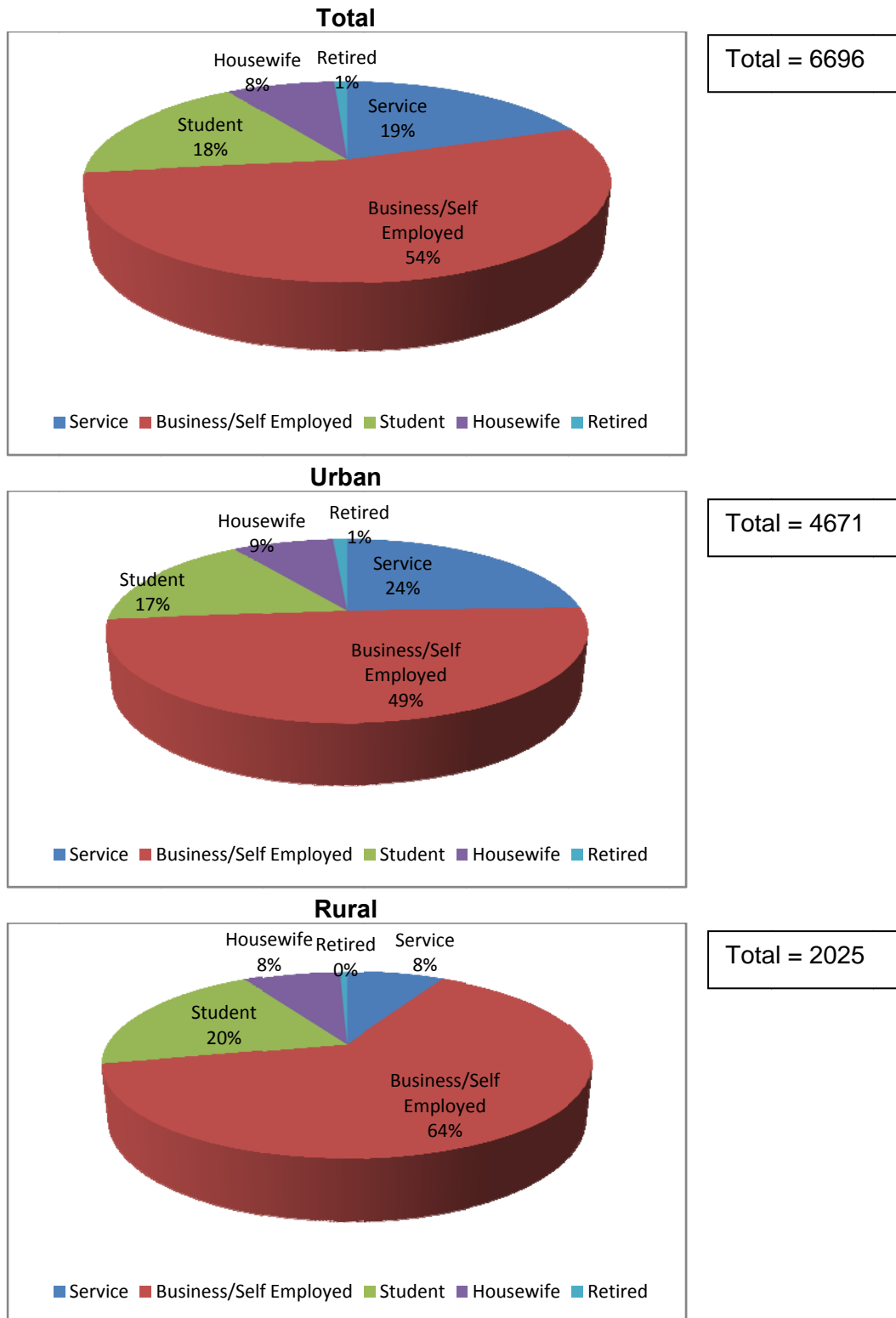
Rural



Total = 2025

- In all, 67% of the respondents were below 35 years.

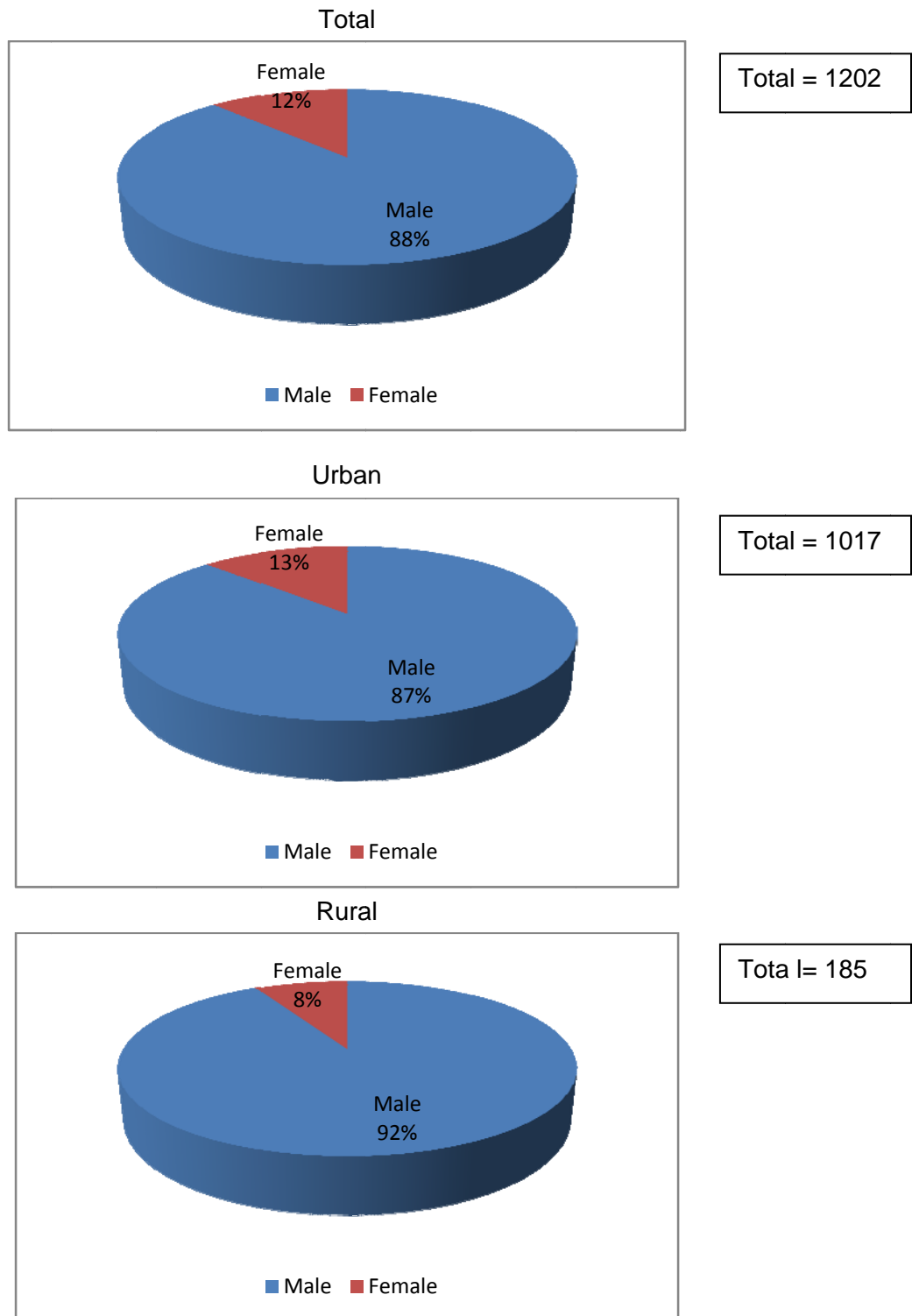
4.2.3 Occupation Profile



- As a whole, 54% of the respondents were self-employed/ businessmen.

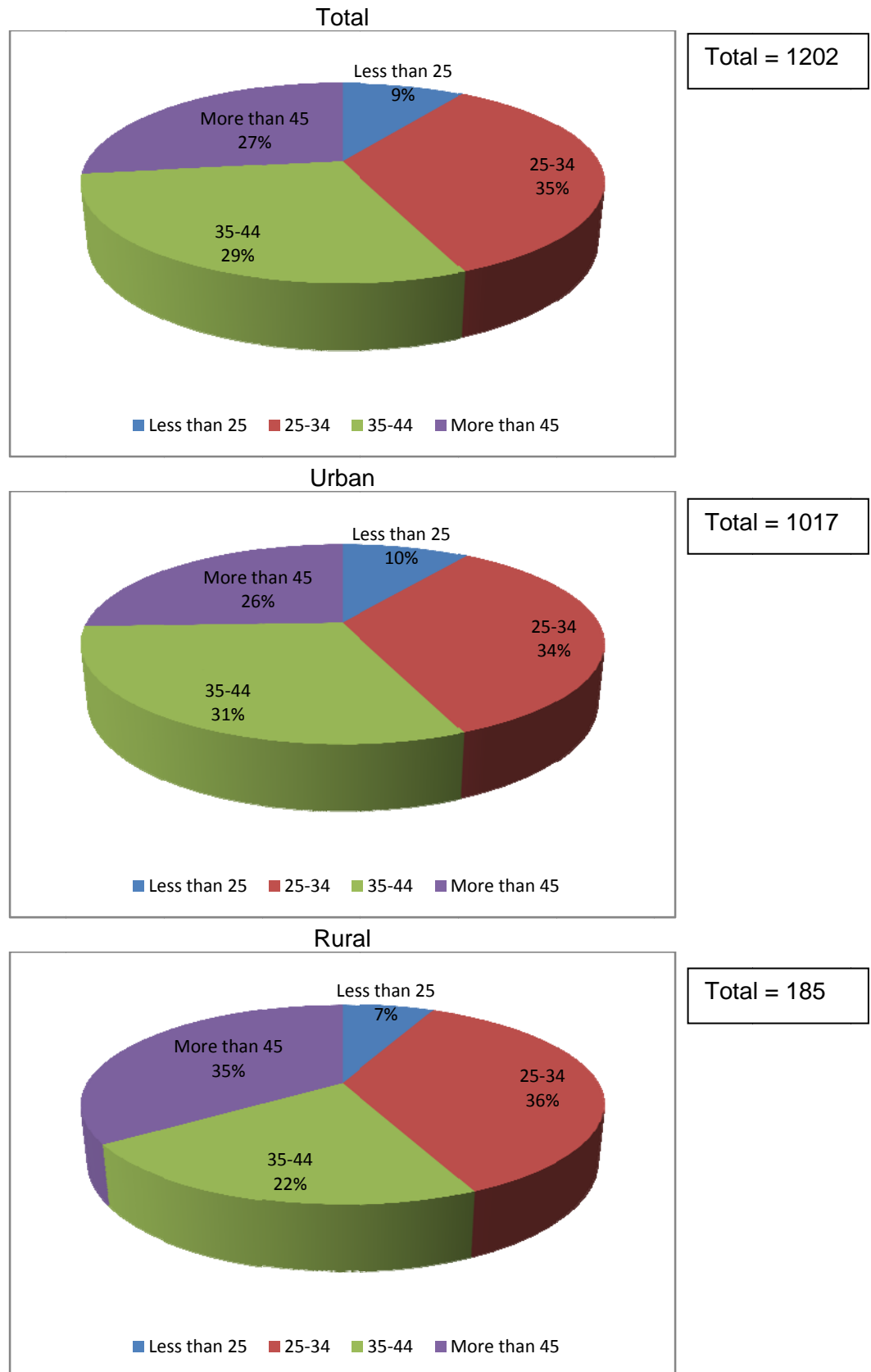
4.3 Broadband Service

4.3.1 Gender Profile



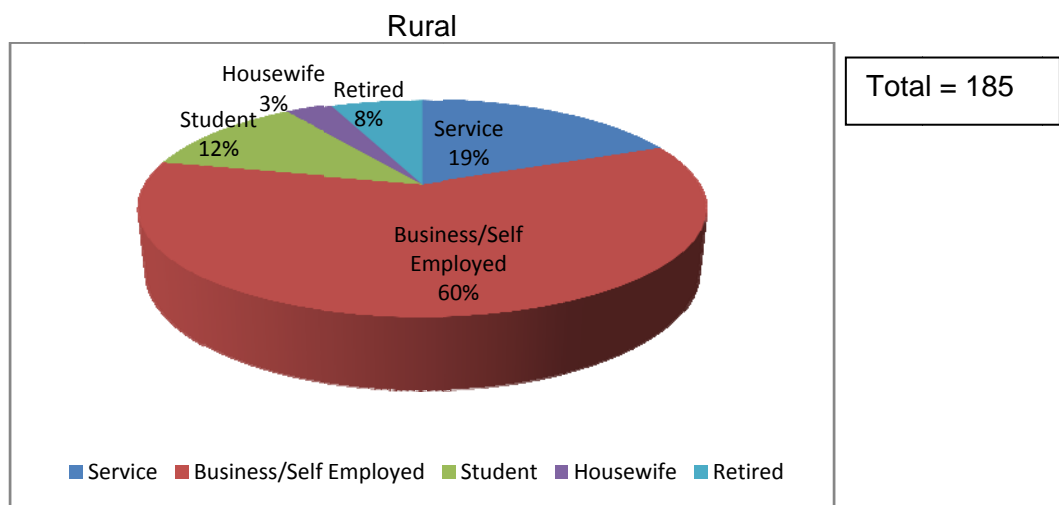
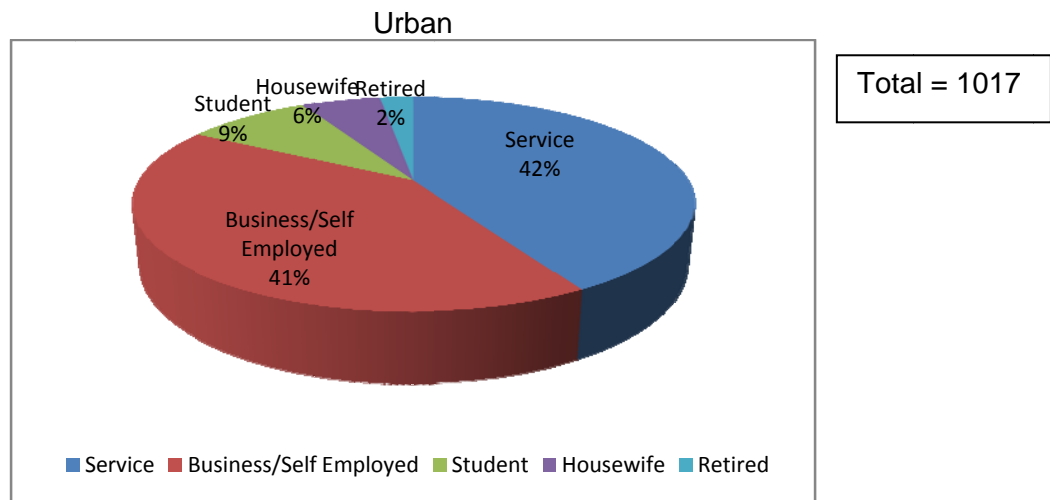
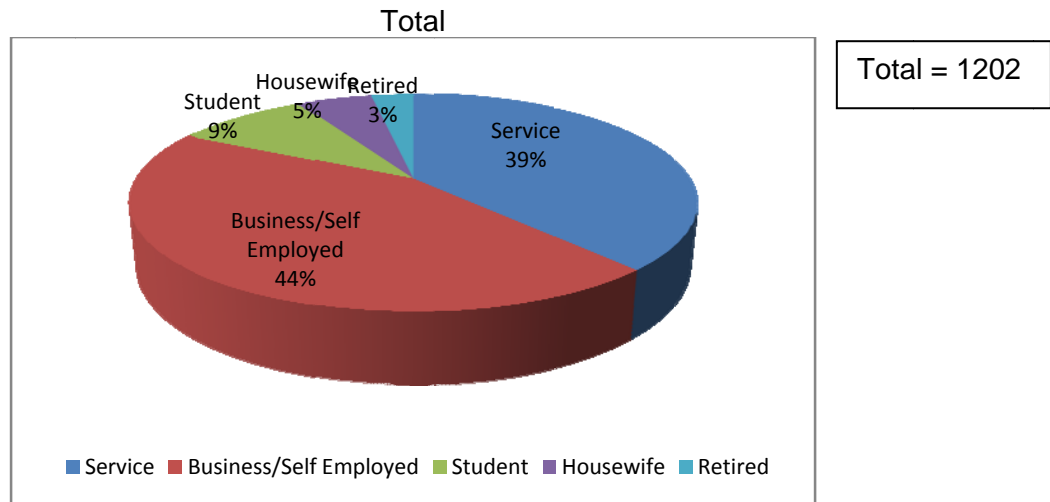
- As a whole, 88% of the respondents were male.

4.3.2 Age Profile



- On an overall, 64% of the respondents were in the age group of 25-44 years.

4.3.3 Occupation Profile



- On an overall basis, 83% of the respondents were 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 3.8. According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of 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					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
West Bengal circle									
BSNL (Total)	1211	65	91	NA	60	75	65	79	76
BSNL (Urban)	885	83	93	NA	63	77	70	81	78
BSNL (Rural)	326	42	86	NA	53	70	54	76	70

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

- On an overall, BSNL did not meet any of the benchmarks.
- Performance of BSNL was lowest with regard to help services.
- Performance of BSNL in rural areas was lower than the urban areas.

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
West Bengal circle		
BSNL (Total)	76	59.2
BSNL (Urban)	60	58.3
BSNL (Rural)	16	62.5

- In all, 59.2% 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
West Bengal circle		
BSNL (Total)	15	86.7
BSNL (Urban)	12	91.7
BSNL (Rural)	3	66.6

- On the overall, 86.7% 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
West Bengal circle		
BSNL (Total)	76	42.1
BSNL (Urban)	60	46.7
BSNL (Rural)	16	25.0

- In total, only 42.1% 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 Providers	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%
West Bengal circle									
Aircel (Total)	614	97	92	84	71	76	76	48	78
Aircel (Urban)	386	97	94	87	72	78	80	49	81
Aircel (Rural)	228	98	89	76	71	73	70	44	72
Airtel (Total)	642	99	91	92	69	83	84	45	83
Airtel (Urban)	448	99	92	92	68	83	85	48	84
Airtel (Rural)	194	98	89	100	71	83	84	31	79
BSNL (Total)	1211	99	94	87	64	77	78	62	85
BSNL (Urban)	876	100	95	87	62	76	78	58	87
BSNL (Rural)	335	99	92	96	70	78	77	78	83
Idea (Total)	602	98	93	80	73	77	79	48	79
Idea (Urban)	411	98	95	80	72	82	85	50	86
Idea (Rural)	191	99	89	-	76	64	64	17	64
MTS (Total)	600	99	90	100	74	83	84	31	85
MTS (Urban)	417	99	93	100	70	83	85	30	86
MTS (Rural)	183	98	84	100	80	83	82	32	82
Rel Com (Total)	600	97	89	87	75	74	75	39	77
Rel Com (Urban)	419	97	91	85	76	74	76	41	79
Rel Com (Rural)	181	96	86	100	71	73	73	20	72
Rel Tel (Total)	623	99	89	67	73	67	70	39	73
Rel Tel (Urban)	450	99	90	67	72	66	70	40	75
Rel Tel (Rural)	173	97	86	-	76	71	69	29	68
Tata (Total)	600	98	91	83	68	70	71	43	77
Tata (Urban)	426	98	92	75	64	71	73	46	82
Tata (Rural)	174	98	89	100	80	67	67	21	66
Uninor (Total)	601	98	93	90	64	72	73	42	74
Uninor (Urban)	439	98	94	88	67	76	77	45	79
Uninor (Rural)	162	98	89	100	57	61	62	11	59
Vodafone (Total)	603	99	91	88	71	88	89	45	87
Vodafone (Urban)	399	99	92	88	74	89	89	55	90
Vodafone (Rural)	204	99	91	100	67	86	87	26	81
Overall (Total)	6696	98	94	88	70	77	78	46	80
Overall (Urban)	4671	98	94	87	69	78	80	48	83
Overall (Rural)	2025	98	94	93	72	75	74	38	74

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

- On the overall, 80% of the cellular mobile telephone service customers were satisfied with the overall service quality of their service providers.
- All the service providers met the benchmark related to provision of service.
- BSNL and Idea met the benchmark related to prepaid billing only in urban areas.
- With regard to postpaid billing, only MTS met the benchmark in urban as well as in rural areas while Airtel, BSNL, Rel Com, Tata, Uninor and Vodafone met the benchmark only in rural areas.
- In total, none of the service providers met the benchmarks related to help service, network performance reliability & availability, maintainability, supplementary & value added services and overall service quality.
- In case of supplementary & value added services, performance of all the service providers was quite low.

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
West Bengal circle			
Aircel	Total	90	27.8
	Urban	49	20.4
	Rural	41	36.6
Airtel	Total	107	46.7
	Urban	72	48.6
	Rural	35	42.9
BSNL	Total	141	17.7
	Urban	115	14.8
	Rural	26	30.8
Idea	Total	73	56.2
	Urban	33	45.5
	Rural	40	65.0
MTS	Total	104	51.9
	Urban	62	56.5
	Rural	42	45.2
Rel Com	Total	136	60.3
	Urban	78	51.3
	Rural	58	72.4
Rel Tel	Total	151	52.3
	Urban	100	43.0
	Rural	51	70.6
Tata	Total	111	40.5
	Urban	75	30.7
	Rural	36	61.1
Uninor	Total	115	27.8
	Urban	77	33.8
	Rural	38	15.8
Vodafone	Total	100	27.0
	Urban	60	26.7
	Rural	40	27.5
Overall	Total	1128	40.8
	Urban	721	36.1
	Rural	407	49.1

- In total, only 40.8% 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 Provider	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%
West Bengal circle									
BSNL (Total)	1202	64	91	NA	52	57	47	47	67
BSNL (Urban)	1017	59	93	NA	56	61	57	33	69
BSNL (Rural)	185	92	83	NA	36	35	44	75	56

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

- In total, BSNL met the benchmark for billing performance (postpaid).
- Except billing performance, the overall performance of BSNL on other parameters was quite 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 Provider	Base	% customer	
		Benchmark: within 4 Weeks	
West Bengal circle			
BSNL	Total	67	34.3
	Urban	49	30.6
	Rural	18	44.4

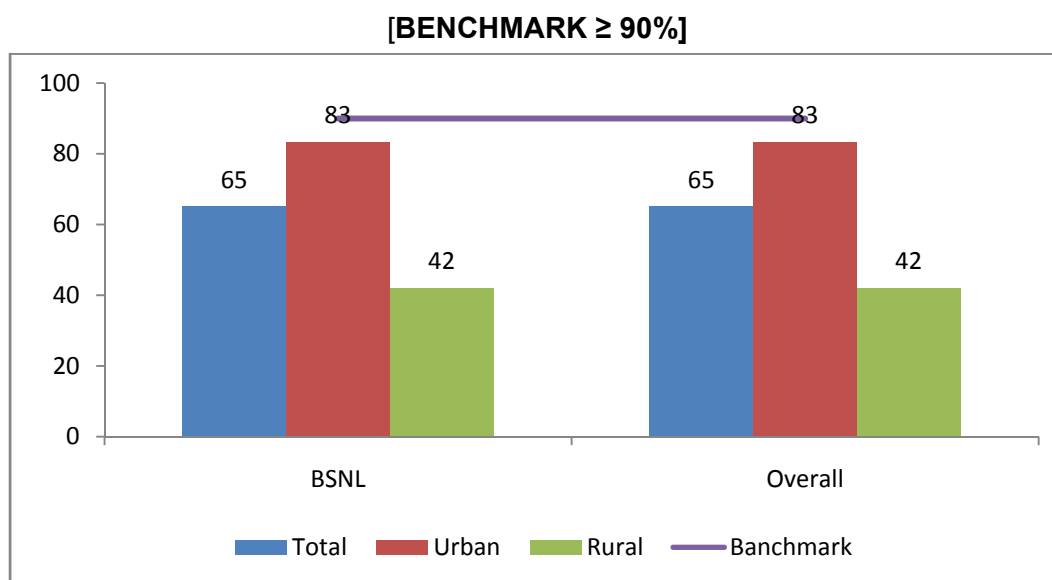
- In all, only 34.3% of the customers, who had made billing complaints, reported that the complaint centre resolved their billing complaints within four (4) weeks.

6 Detailed Report:

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

6A.1.1 Customer Satisfaction with Provision of Service

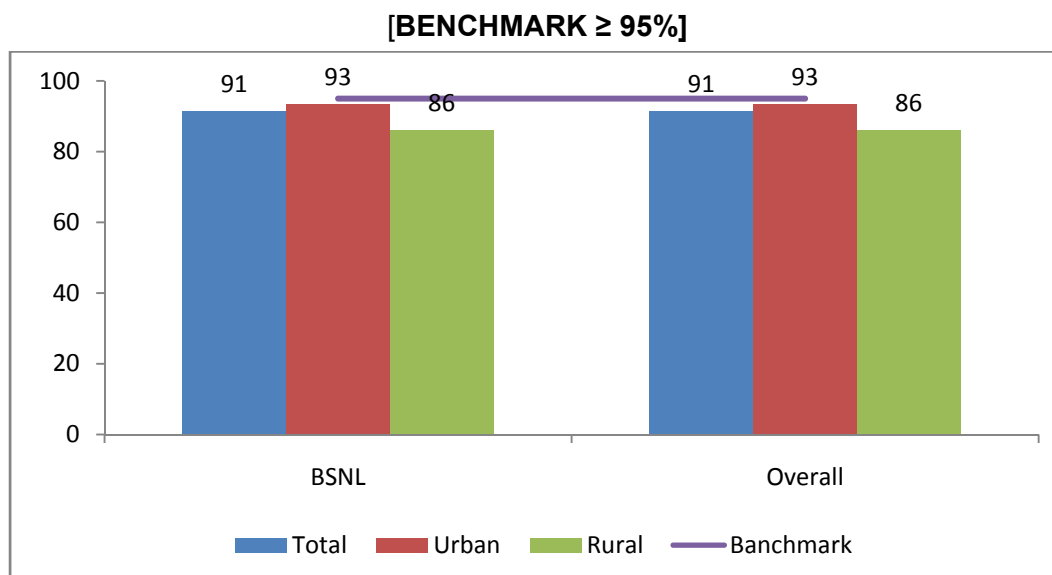
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- 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 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.

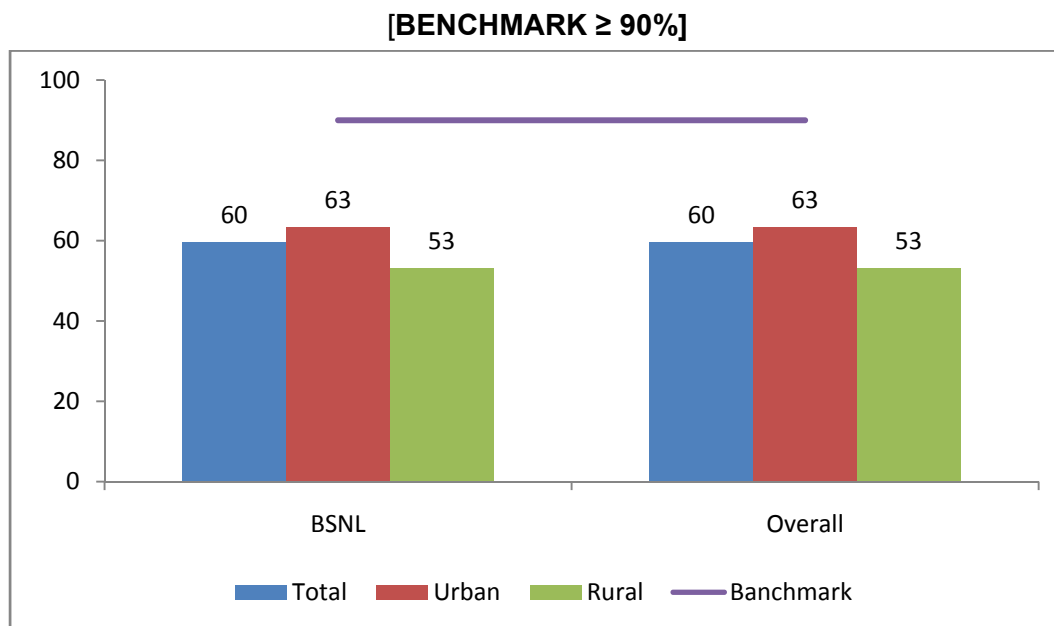
6A.1.2.2 The following table shows the percentage of satisfied customers with the sub-parameters of the billing performance.

Service Provider		% 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	89.9	93.8	47.6	93.5	1211
	Urban	90.8	96.3	54.1	95.8	885
	Rural	87.1	87.4	26.3	87.4	326

- In urban as well as rural areas, customers were less satisfied with the process of resolution of the billing complaints.
- Rural customers were less satisfied with all the sub-parameters of the billing performance.

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.

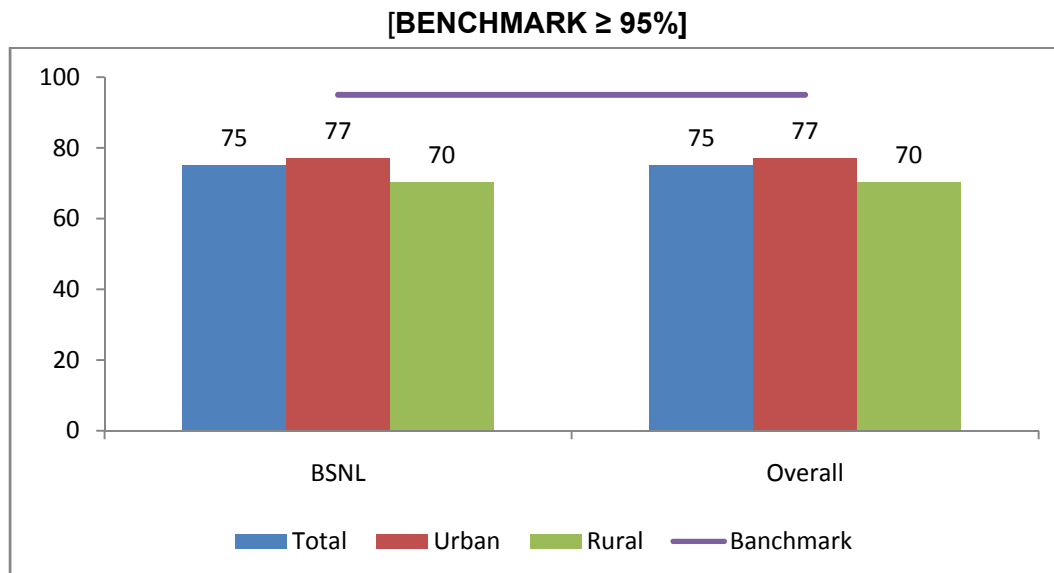
6A.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services including customer grievance redressal.

Service Provider		% 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	61.6	61.6	60.0	56.9	58.0	1211
	Urban	66.2	65.6	63.8	58.9	61.9	885
	Rural	53.3	54.3	53.3	53.3	51.1	326

- 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.

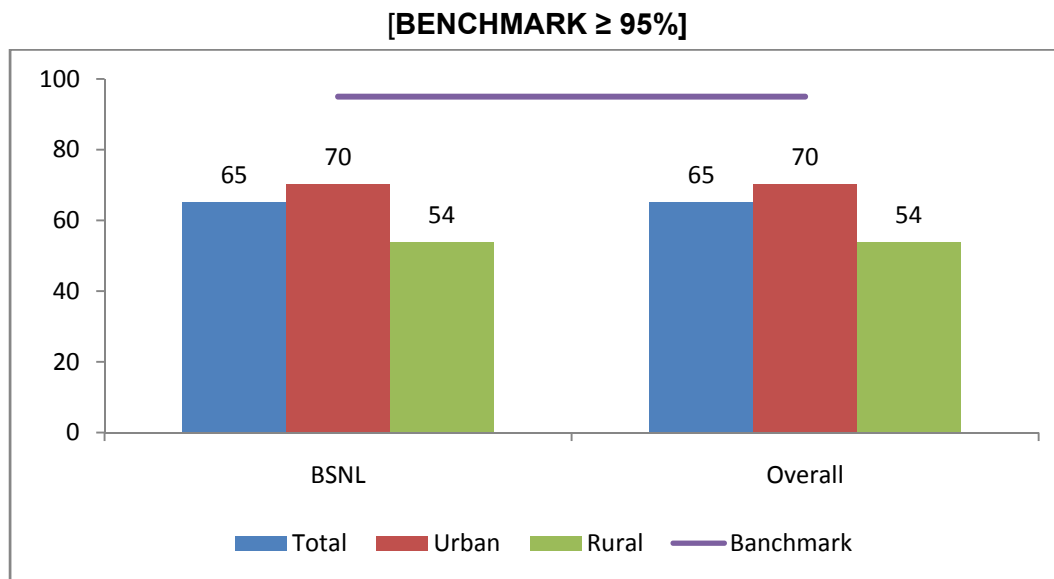
6A.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service Provider		% customers			Base
		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	
BSNL	Total	75.6	75.9	74.1	1211
	Urban	78.1	77.4	75.5	885
	Rural	69.0	71.8	70.3	326

- Performance of BSNL was low on all the sub-parameters of network performance, reliability & availability.

6A.1.5 Customer Satisfaction with Maintainability

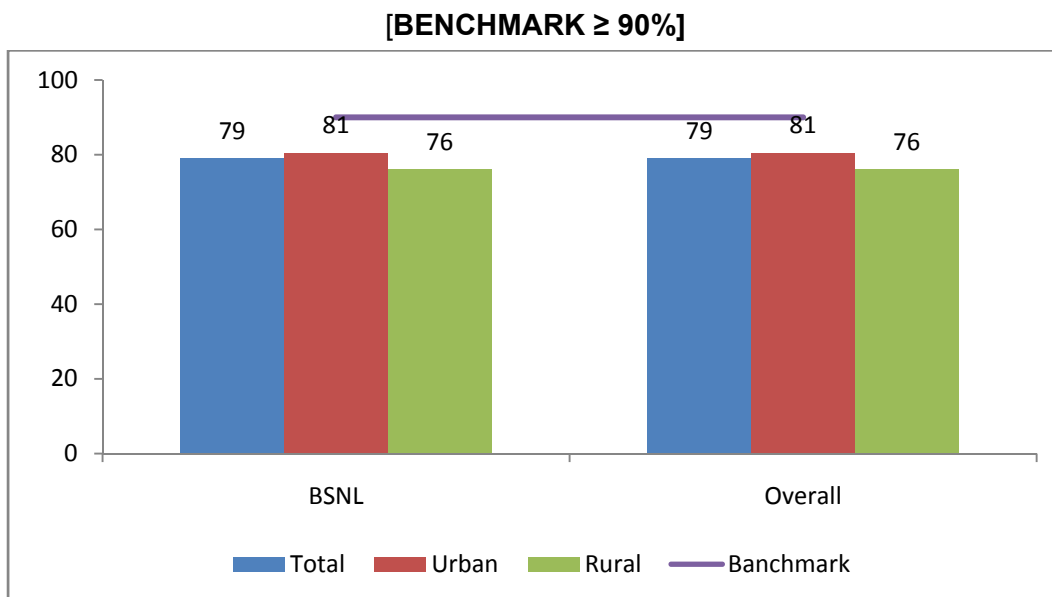
6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



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

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

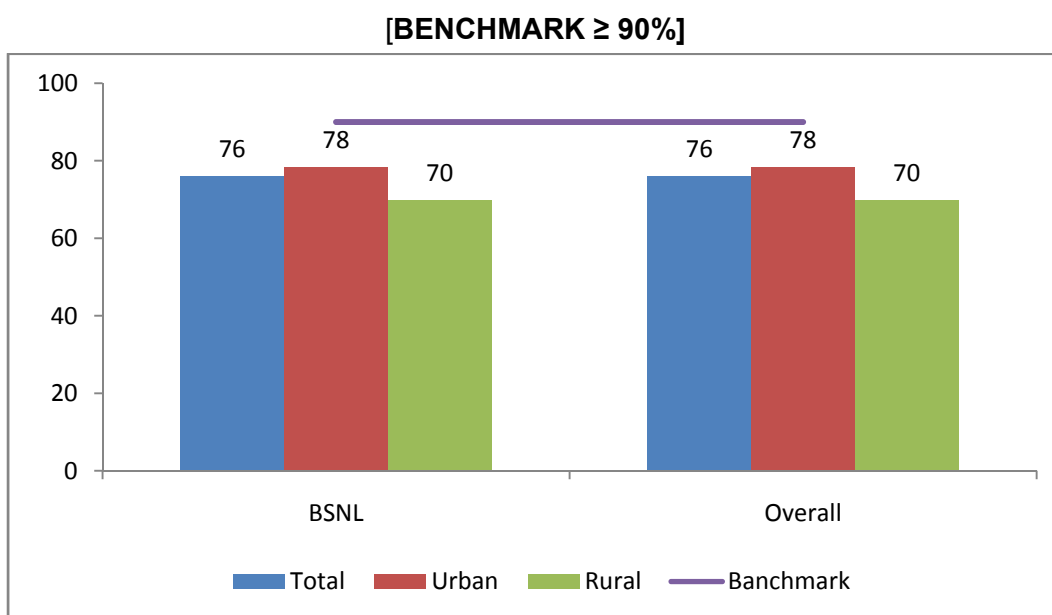
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



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

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	58.0	1211
	Urban	53.6	885
	Rural	69.9	326

- On the whole, 58% 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	3.1	19.9	26.8	11.5	57.4	0.7	702
	Urban	3.4	21.5	21.9	14.6	57.0	0.8	474
	Rural	2.6	16.7	36.8	5.3	58.3	0.4	228

- In total, 57.4% 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	14.7	702
	Urban	16.5	474
	Rural	11.0	228

- In all, only 14.7% 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	36.9	18.4	1.0	17.5	26.2	103
	Urban	38.5	19.2	0.0	19.2	23.1	78
	Rural	32.0	16.0	4.0	12.0	36.0	25

On an overall basis:

- 36.9% of the basic telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 18.4% of the basic telephone service customers, who had complained, said that they did not receive docket number for their complaints.
- 1% of the basic telephone service customers, who had complained, said that they received the docket number for their complaints on request.
- 17.5% of the basic telephone service customers, who had complained, said that they did not received docket number for their complaints even on request.
- 26.2% of the basic telephone service customers said that the complaint centre refused to register their complaints.

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	59.2	76
	Urban	60.0	60
	Rural	56.3	16

- As a whole, 59.2% 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	50.0	76
	Urban	50.0	60
	Rural	50.0	16

- In total, only 50% 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 Provider		% customers	Base
BSNL	Total	59.2	76
	Urban	58.3	60
	Rural	62.5	16

- In total, 59.2% 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	42.1	76
	Urban	46.7	60
	Rural	25.0	16

- In all, only 42.1% 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 Provider		% customers	Base
BSNL	Total	1.0	1211
	Urban	1.1	885
	Rural	0.6	326

- On the overall, only 1% of the basic telephone service customers were aware about the contact details of the Appellate Authority for filing an appeal.

6A.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 Provider		% customers					Base
		Newspaper	Website of the service provider	Display at complaint centres/ sales outlets	Telephone bills	Other	
BSNL	Total	33.3	16.7	33.3	0.0	16.7	12
	Urban	40.0	20.0	30.0	0.0	10.0	10
	Rural	0.0	0.0	50.0	0.0	50.0	2

- As a whole, 33.3% of the basic telephone service customers came to know about the contact details of the Appellate Authority from the newspaper as well as from the display at complaint centres/ sales outlets.

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	8.3	12
	Urban	10.0	10
	Rural	0.0	2

- Only one customers of basic telephone service, who was 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	0.0	100	0.0	1
	Urban	0.0	0.0	0.0	100	0.0	1
	Rural	0.0	0.0	0.0	0.0	0.0	0

- One rural customer of basic telephone service filed an appeal with the Appellate Authority 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	1
	Urban	0.0	1
	Rural	0.0	0

- The basic telephone service customers did not receive 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 the 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	0.0	1
	Urban	0.0	1
	Rural	0.0	0

- The customer said that Appellate Authority did not take a decision upon his/ her appeal within thirty nine (39) days of filing it.

6A.2.4 General Information

Table 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 details of Appellate Authority for complaint redressal while subscribing the new telephone connection.

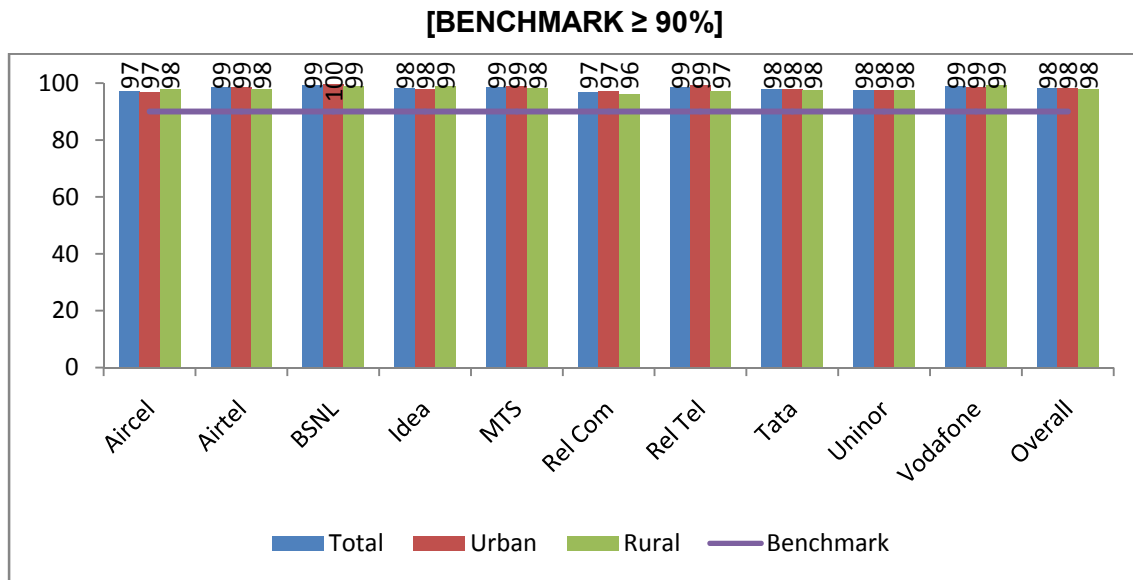
Service Provider		% customers	Base
BSNL	Total	27.9	1211
	Urban	26.3	885
	Rural	32.2	326

- In total, only 27.9% 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

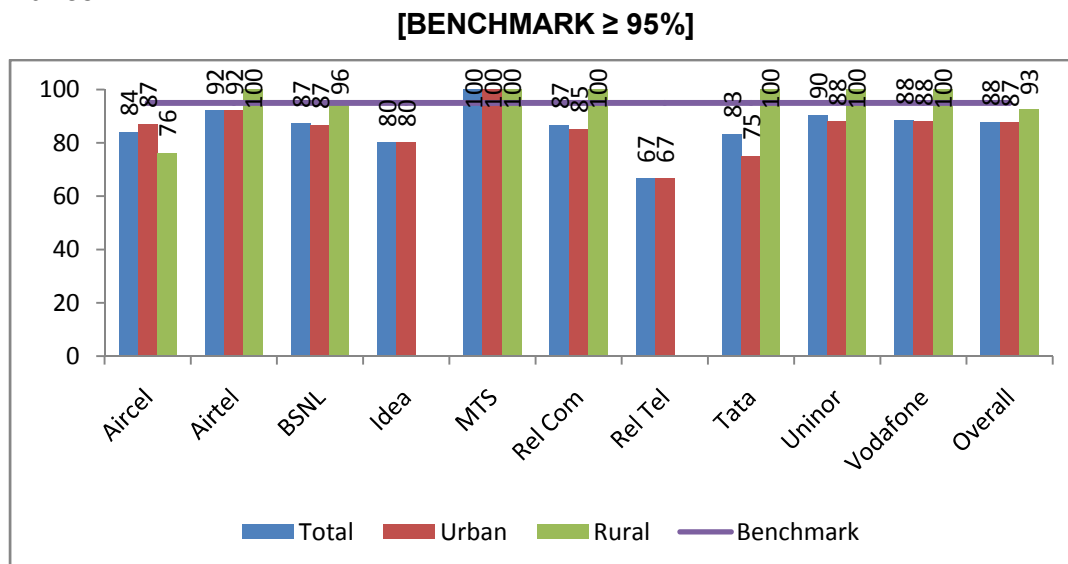
6B.1.1.1 The following graph shows the percentage of customers satisfied with provision of service.



- On the overall, 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 postpaid customers with billing performance.



- Only MTS was able to meet the benchmark laid down by TRAI in urban as well as rural areas.
- Airtel, BSNL, Rel Com, Tata, Uninor and Vodafone met the benchmark only in rural areas.

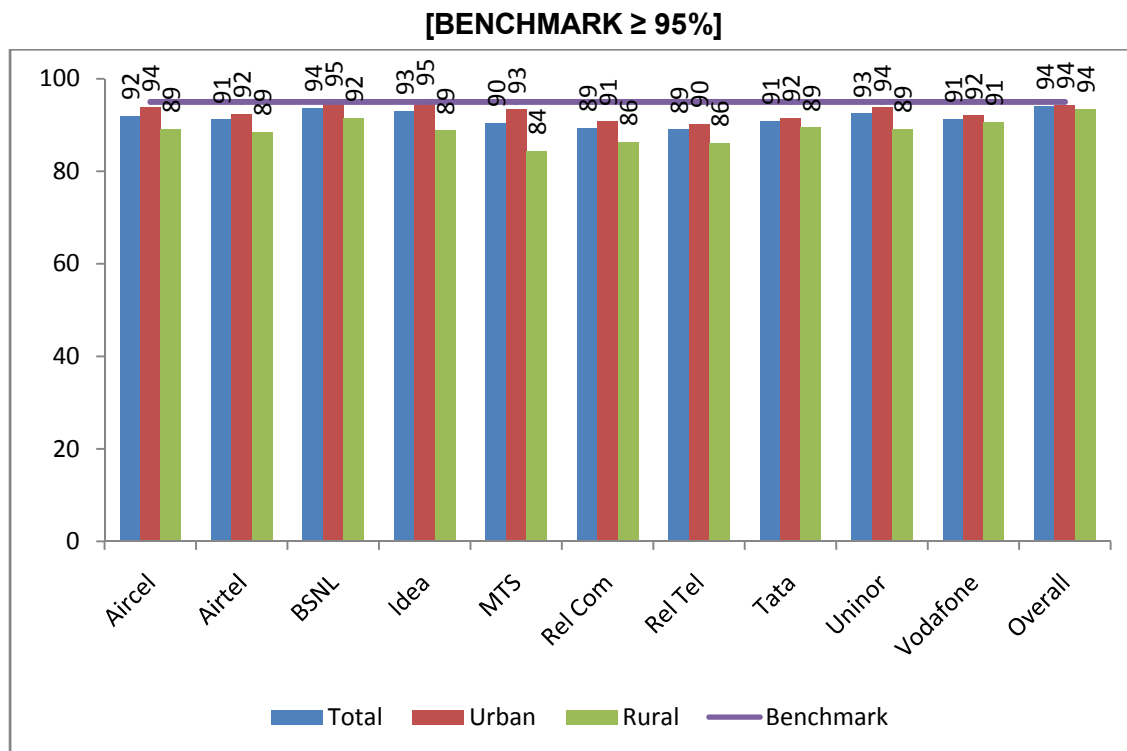
6B.1.2a.2 The following table shows the percentage of postpaid customers satisfied with the sub-parameters of billing performance.

Service Providers		% postpaid customers				Base
		Timely delivery of bills	Clarity of bills in terms of transparency and understandability	Accuracy of the bills	Processing of resolution of the billing complaints	
Aircel	Total	56.0	100.0	96.0	-	25
	Urban	66.7	100.0	94.5	-	18
	Rural	28.6	100.0	100.0	-	7
Airtel	Total	86.5	100.0	89.2	100.0	37
	Urban	86.2	100.0	88.9	100.0	36
	Rural	100.0	100.0	100.0	-	1
BSNL	Total	73.5	98.3	89.7	100.0	117
	Urban	71.6	99.1	89.0	100.0	109
	Rural	100.0	87.5	100.0	-	8
Idea	Total	60.0	90.0	90.0	-	10
	Urban	60.0	90.0	90.0	-	10
	Rural	-	-	-	-	-
MTS	Total	100.0	100.0	100.0	-	2
	Urban	100.0	100.0	100.0	-	1
	Rural	100.0	100.0	100.0	-	1
Rel Com	Total	80.0	90.0	90.0	-	10
	Urban	77.8	88.9	88.9	-	9
	Rural	100.0	100.0	100.0	-	1
Rel Tel	Total	0.0	100.0	100.0	-	2
	Urban	0.0	100.0	100.0	-	2
	Rural	-	-	-	-	-
Tata	Total	50.0	100.0	100.0	-	6
	Urban	25.0	100.0	100.0	-	4
	Rural	100.0	100.0	100.0	-	2
Uninor	Total	71.4	100.0	100.0	-	14
	Urban	63.6	100.0	100.0	-	11
	Rural	100.0	100.0	100.0	-	3
Vodafone	Total	88.1	95.6	86.5	51.9	185
	Urban	87.8	95.6	86.2	51.9	181
	Rural	100.0	100.0	100.0	-	4
Overall	Total	79.4	97.0	89.2	60.6	408
	Urban	79.3	97.1	88.4	60.6	381
	Rural	81.5	96.3	100.0	-	27

- Except clarity of bills in terms of transparency and understandability, cellular mobile service customers were less satisfied with other sub-parameters 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.



- On the overall, none of the service providers met the benchmark laid down by TRAI.
- BSNL and Idea were able to meet the benchmark only in urban areas.

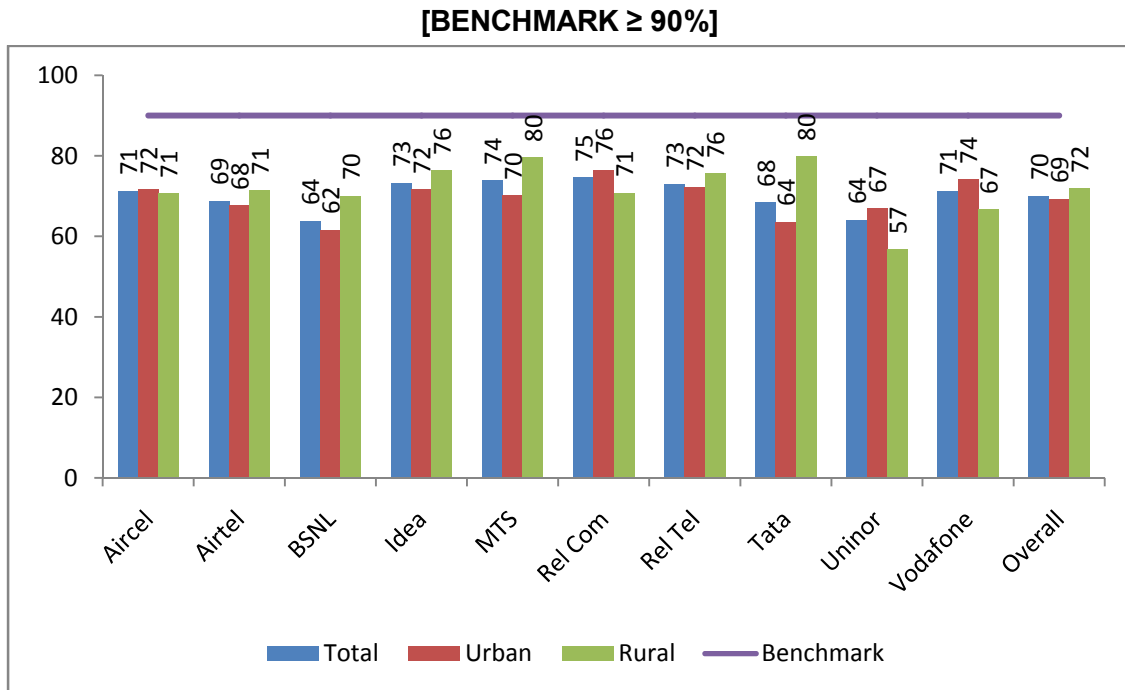
6B.1.2b.2 The following table shows the percentage of prepaid customers satisfied with the sub-parameters of billing performance.

Service Providers		% prepaid customers			Base
		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	
Aircel	Total	96.0	34.1	97.0	589
	Urban	97.3	28.9	97.0	368
	Rural	93.7	37.7	96.8	221
Airtel	Total	95.2	31.5	97.5	605
	Urban	95.4	34.9	98.3	412
	Rural	94.8	26.2	95.8	193
BSNL	Total	95.9	27.0	98.5	1094
	Urban	97.0	33.8	98.3	767
	Rural	93.6	14.6	99.1	327
Idea	Total	97.3	35.4	96.6	592
	Urban	97.5	57.1	96.0	401
	Rural	96.8	19.1	97.9	191
MTS	Total	95.1	33.1	96.6	598
	Urban	97.1	39.4	97.6	416
	Rural	90.7	25.5	94.5	182
Rel Com	Total	95.1	23.4	97.5	590
	Urban	93.6	31.8	97.0	410
	Rural	98.4	14.8	98.4	180
Rel Tel	Total	95.0	28.1	96.0	621
	Urban	94.6	32.5	95.8	448
	Rural	96.0	21.8	96.6	173
Tata	Total	94.8	36.4	96.1	594
	Urban	94.3	37.0	95.8	422
	Rural	95.9	35.5	97.1	172
Uninor	Total	96.4	42.3	97.5	587
	Urban	97.2	42.6	97.7	428
	Rural	94.3	41.9	96.9	159
Vodafone	Total	96.1	40.4	97.3	418
	Urban	96.8	45.2	96.3	218
	Rural	95.5	36.2	98.5	200
Overall	Total	95.7	66.2	97.2	6288
	Urban	96.1	60.7	97.1	4290
	Rural	94.8	72.6	97.3	1998

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

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.



- None of the service providers met the benchmark laid down by TRAI.

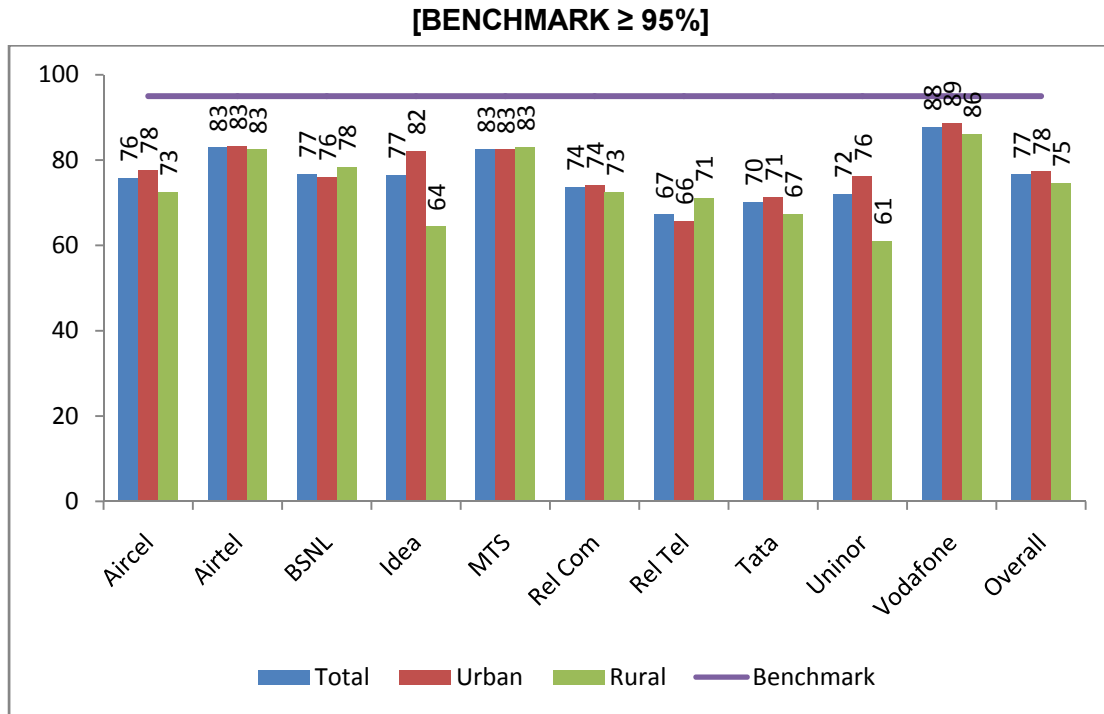
6B.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services including customer grievance redressal.

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	72.8	72.0	71.5	69.7	70.2	221
	Urban	71.9	73.5	71.9	69.7	71.2	132
	Rural	74.2	69.7	70.8	69.7	68.5	89
Airtel	Total	70.4	69.0	68.6	67.8	68.2	236
	Urban	69.4	66.9	67.5	66.9	67.5	160
	Rural	72.4	73.7	71.1	69.7	69.7	76
BSNL	Total	62.2	63.2	64.3	62.2	66.8	286
	Urban	60.4	60.4	61.8	59.4	66.0	212
	Rural	67.6	71.6	71.6	70.3	68.9	74
Idea	Total	74.6	74.1	73.0	72.5	71.9	189
	Urban	74.4	72.8	71.2	70.4	69.6	125
	Rural	75.0	76.6	76.6	76.6	76.6	64
MTS	Total	75.0	74.1	72.9	73.3	73.7	240
	Urban	73.1	70.4	68.3	69.0	69.7	145
	Rural	77.9	80.0	80.0	80.0	80.0	95
Rel Com	Total	77.1	75.4	74.2	73.3	73.3	240
	Urban	80.0	77.6	75.8	74.5	74.5	165
	Rural	70.7	70.7	70.7	70.7	70.7	75
Rel Tel	Total	74.3	74.2	72.0	72.3	72.3	264
	Urban	73.6	73.1	71.1	71.6	71.6	197
	Rural	76.1	77.6	74.6	74.6	74.6	67
Tata	Total	69.3	69.3	68.9	67.4	67.0	261
	Urban	64.4	64.5	63.9	62.9	62.3	183
	Rural	80.8	80.8	80.8	78.2	78.2	78
Uninor	Total	66.0	63.5	63.9	63.5	63.4	235
	Urban	69.1	65.5	66.7	66.7	66.7	168
	Rural	58.2	58.2	56.7	55.2	55.2	67
Vodafone	Total	72.7	70.7	71.7	70.7	70.3	212
	Urban	74.6	73.8	75.3	73.8	73.1	130
	Rural	69.5	65.8	65.9	65.9	65.9	82
Overall	Total	71.2	70.3	69.9	69.0	69.7	2384
	Urban	70.6	69.4	68.9	68.1	69.0	1617
	Rural	72.5	72.6	72.1	71.3	71.0	767

- In total, performance of all the service providers was low on all the sub-parameters of the help services help services including customer grievance redressal.

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

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



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

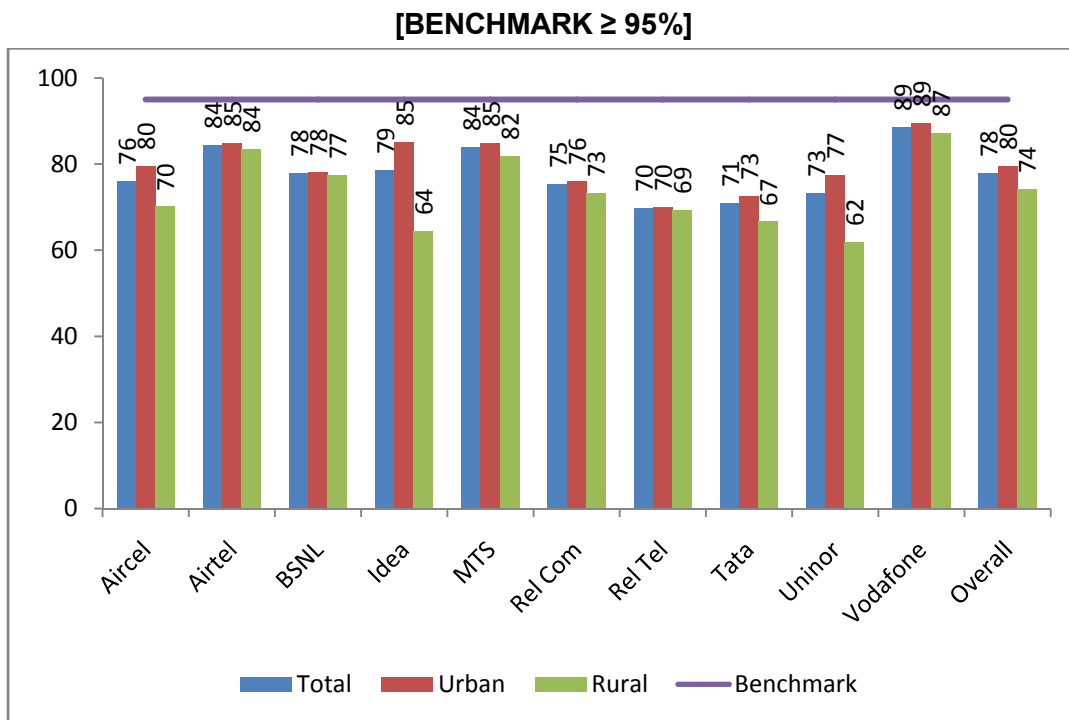
6B.1.4.2 The following table shows the percentage of customers satisfied with the sub-parameters of network performance, reliability & availability.

Service Providers		% customers			Base
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	
Aircel	Total	75.4	76.0	75.7	614
	Urban	77.0	78.3	77.8	386
	Rural	72.8	72.3	72.4	228
Airtel	Total	83.0	83.2	82.7	642
	Urban	83.1	83.5	83.0	448
	Rural	83.0	82.5	82.0	194
BSNL	Total	78.8	76.1	75.4	1211
	Urban	78.4	75.3	74.6	876
	Rural	79.7	78.2	77.0	335
Idea	Total	76.4	76.6	76.6	602
	Urban	82.0	82.2	82.2	411
	Rural	64.4	64.4	64.4	191
MTS	Total	82.6	82.7	82.7	600
	Urban	82.5	82.5	82.5	417
	Rural	83.0	83.0	83.0	183
Rel Com	Total	74.1	73.5	73.5	600
	Urban	74.7	74.0	74.0	419
	Rural	72.9	72.4	72.4	181
Rel. Tel	Total	68.0	67.1	66.6	623
	Urban	66.9	65.3	65.1	450
	Rural	71.1	71.7	70.5	173
Tata	Total	70.8	70.0	69.8	600
	Urban	71.8	71.2	71.2	426
	Rural	68.4	67.2	66.6	174
Uninor	Total	72.2	72.0	72.1	601
	Urban	76.3	76.1	76.0	439
	Rural	61.1	61.1	61.1	162
Vodafone	Total	87.4	88.0	87.8	603
	Urban	88.3	89.0	88.5	399
	Rural	85.7	86.3	86.2	204
Overall	Total	77.1	76.5	76.2	6696
	Urban	78.0	77.4	77.1	4671
	Rural	74.9	74.5	74.2	2025

- On an overall basis, cellular mobile service customers were less satisfied with all the sub-parameters of the network performance, reliability and availability.

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.

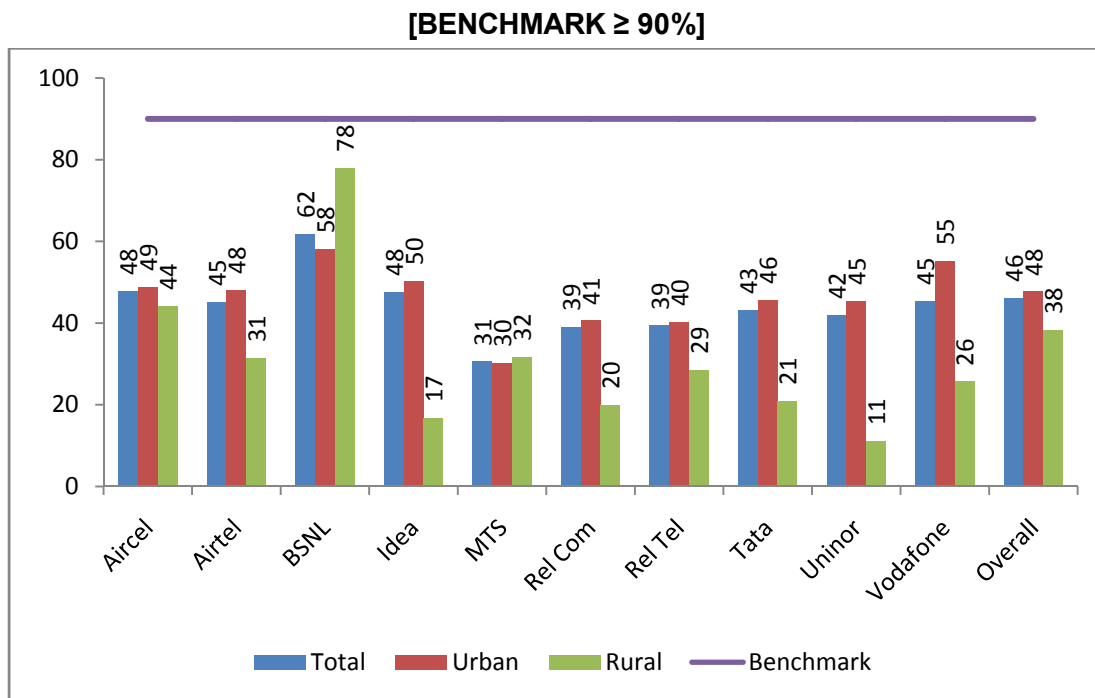
6B.1.5.2 The following table shows the percentage of customers satisfied with the sub-parameters of maintainability.

Service Providers		% postpaid customers		Base
		Availability of network (signal)	Restoration of network (signal) problem	
Aircel	Total	76.1	76.2	614
	Urban	79.5	79.8	386
	Rural	70.1	70.2	228
Airtel	Total	84.3	84.6	642
	Urban	84.6	85.0	448
	Rural	83.5	83.5	194
BSNL	Total	77.6	78.5	1211
	Urban	78.3	78.2	876
	Rural	75.8	79.1	335
Idea	Total	78.5	78.6	602
	Urban	84.9	85.2	411
	Rural	64.4	64.4	191
MTS	Total	83.8	84.0	600
	Urban	84.7	84.9	417
	Rural	81.9	81.9	183
Rel Com	Total	74.7	75.9	600
	Urban	75.2	77.1	419
	Rural	73.5	73.0	181
Rel. Tel	Total	69.8	69.8	623
	Urban	70.0	70.0	450
	Rural	69.4	69.4	173
Tata	Total	70.6	71.2	600
	Urban	72.1	73.2	426
	Rural	67.2	66.1	174
Uninor	Total	73.0	73.6	601
	Urban	77.2	77.6	439
	Rural	61.7	62.3	162
Vodafone	Total	88.5	88.9	603
	Urban	89.2	89.7	399
	Rural	87.3	87.3	204
Overall	Total	77.7	78.1	6696
	Urban	79.3	79.8	4671
	Rural	73.9	74.4	2025

- In all, cellular mobile service customers were less satisfied with all the sub-parameters 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.
- With regard to this parameter, performance of all the service providers was low.

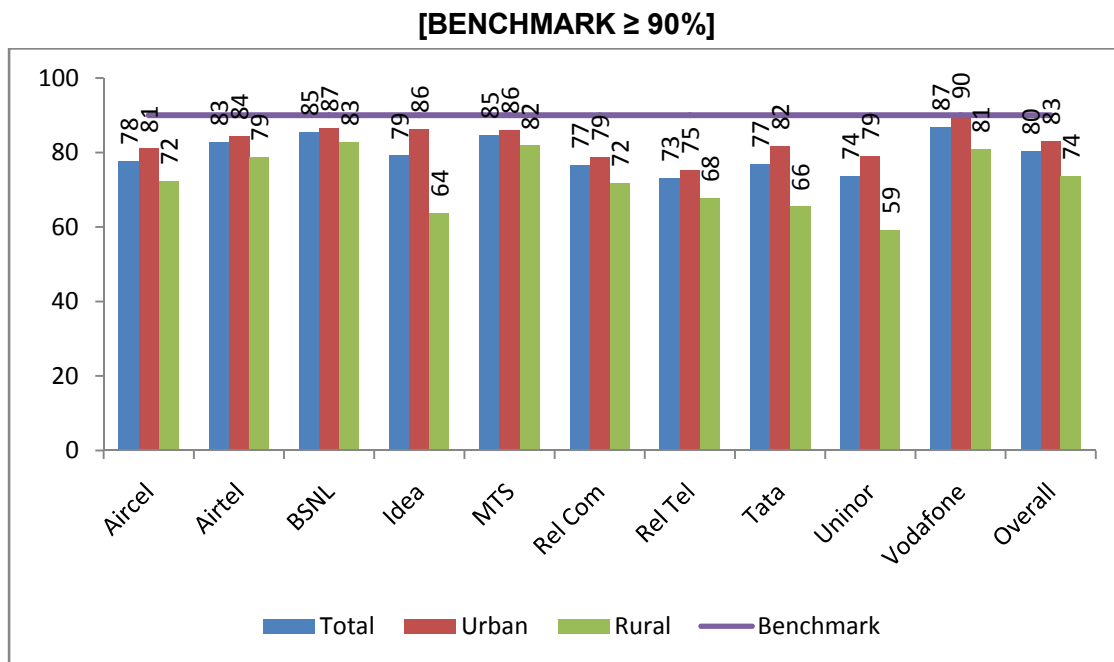
6B.1.6.2 The following table shows the percentage of customers satisfied with the sub-parameters of the supplementary and value added services.

Service Providers		% customers			Base
		Quality of supplementary services	Process of activating VAS or unsubscribing	Resolution of complaints	
Aircel	Total	57.4	62.3	22.4	61
	Urban	56.0	60.0	24.3	50
	Rural	63.6	72.7	19.1	11
Airtel	Total	49.2	52.3	33.8	65
	Urban	53.6	55.4	33.3	56
	Rural	22.2	33.3	35.3	9
BSNL	Total	69.4	67.6	45.6	111
	Urban	62.5	60.3	50.6	88
	Rural	95.6	95.7	15.4	23
Idea	Total	43.8	58.4	41.2	48
	Urban	45.7	60.9	44.2	46
	Rural	0.0	0.0	25.0	2
MTS	Total	25.8	32.3	33.3	31
	Urban	23.1	30.8	37.5	26
	Rural	40.0	40.0	25.0	5
Rel Com	Total	41.9	41.9	33.3	43
	Urban	42.5	42.5	36.8	40
	Rural	33.3	33.3	0.0	3
Rel. Tel	Total	35.2	38.9	42.6	54
	Urban	35.3	39.2	44.5	51
	Rural	33.3	33.3	25.0	3
Tata	Total	37.4	54.7	32.5	75
	Urban	38.6	57.2	35.5	70
	Rural	20.0	20.0	22.2	5
Uninor	Total	45.0	50.0	29.6	60
	Urban	49.1	54.5	30.4	55
	Rural	0.0	0.0	25.0	5
Vodafone	Total	50.7	52.1	32.3	69
	Urban	60.7	62.7	34.4	51
	Rural	22.2	22.2	30.0	18
Overall	Total	48.6	53.7	35.6	617
	Urban	48.7	54.2	38.9	533
	Rural	47.6	50.0	24.6	84

- 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 Satisfaction with Overall Service Quality

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



- On the overall, none of the service providers was able to meet the benchmark set by TRAI.
- Vodafone was able to meet the benchmark only in urban areas.

6B.2 Awareness of Complaint Redressal Mechanism & Experience among Cellular Mobile Telephone Service Customers

6B.2.1 Awareness and Experience - Complaint Centre

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	71.5	614
	Urban	69.9	386
	Rural	74.1	228
Airtel	Total	58.4	642
	Urban	59.2	448
	Rural	56.7	194
BSNL	Total	63.2	1211
	Urban	63.5	876
	Rural	62.4	335
Idea	Total	65.8	602
	Urban	67.2	411
	Rural	62.8	191
MTS	Total	65.7	600
	Urban	69.8	417
	Rural	56.3	183
Rel Com	Total	71.5	600
	Urban	69.9	419
	Rural	75.1	181
Rel. Tel	Total	74.3	623
	Urban	76.4	450
	Rural	68.8	173
Tata	Total	73.8	600
	Urban	74.6	426
	Rural	71.8	174
Uninor	Total	70.5	601
	Urban	71.1	439
	Rural	69.1	162
Vodafone	Total	65.5	603
	Urban	65.2	399
	Rural	66.2	204
Overall	Total	67.5	6696
	Urban	68.2	4671
	Rural	66.1	2025

- In total, 67.5% 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	0.9	14.4	47.4	18.2	22.6	3.9	439
	Urban	1.1	12.2	33.0	25.2	27.8	6.3	270
	Rural	0.6	17.8	70.4	7.1	14.2	0.0	169
Airtel	Total	0.5	11.2	54.9	26.9	15.7	1.9	375
	Urban	0.4	9.8	50.2	28.3	21.1	0.8	265
	Rural	0.9	14.5	66.4	23.6	2.7	4.5	110
BSNL	Total	3.9	5.5	53.3	18.3	27.5	3.7	765
	Urban	2.9	3.1	43.9	18.2	36.2	3.8	556
	Rural	6.7	12.0	78.5	18.7	4.3	3.3	209
Idea	Total	3.3	13.4	55.8	17.9	16.9	3.3	396
	Urban	4.7	9.1	50.4	16.7	22.8	4.3	276
	Rural	0.0	23.3	68.3	20.8	3.3	0.8	120
MTS	Total	1.5	12.9	41.4	28.4	22.6	0.8	394
	Urban	2.1	10.7	33.7	29.6	29.9	0.7	291
	Rural	0.0	19.4	63.1	25.2	1.9	1.0	103
Rel Com	Total	2.1	20.0	45.9	26.6	18.4	1.2	429
	Urban	3.1	14.3	36.5	34.1	26.6	1.0	293
	Rural	0.0	32.4	66.2	10.3	0.7	1.5	136
Rel. Tel	Total	2.2	17.9	47.1	21.2	25.1	0.9	463
	Urban	2.6	14.2	41.9	22.7	33.7	0.3	344
	Rural	0.8	28.6	62.2	16.8	0.0	2.5	119
Tata	Total	5.2	15.8	56.9	20.3	16.3	2.7	443
	Urban	6.9	10.1	51.3	19.8	22.0	3.5	318
	Rural	0.8	30.4	71.2	21.6	1.6	0.8	125
Uninor	Total	3.5	8.5	50.7	27.8	19.1	3.5	424
	Urban	4.8	8.3	41.3	25.3	26.0	3.5	312
	Rural	0.0	8.9	76.8	34.8	0.0	3.6	112
Vodafone	Total	1.0	10.4	53.4	25.1	19.7	1.5	395
	Urban	1.2	6.2	48.1	21.2	28.8	1.5	260
	Rural	0.7	18.5	63.7	32.6	2.2	1.5	135
Overall	Total	2.6	12.5	50.8	22.6	21.0	2.4	4523
	Urban	3.0	9.3	43.0	23.6	28.3	2.6	3185
	Rural	1.4	20.2	69.4	20.3	3.6	1.9	1338

- In all, 50.8 % of the cellular mobile telephone service customers came to know about the toll free customer care number from the SMS of their 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	23.7	439
	Urban	21.1	270
	Rural	27.8	169
Airtel	Total	32.0	375
	Urban	31.3	265
	Rural	33.6	110
BSNL	Total	19.5	765
	Urban	21.2	556
	Rural	14.8	209
Idea	Total	20.7	396
	Urban	14.5	276
	Rural	35.0	120
MTS	Total	27.7	394
	Urban	22.0	291
	Rural	43.7	103
Rel Com	Total	34.0	429
	Urban	28.7	293
	Rural	45.6	136
Rel. Tel	Total	34.8	463
	Urban	31.1	344
	Rural	45.4	119
Tata	Total	28.2	443
	Urban	26.4	318
	Rural	32.8	125
Uninor	Total	29.2	424
	Urban	26.0	312
	Rural	38.4	112
Vodafone	Total	27.8	395
	Urban	24.6	260
	Rural	34.1	135
Overall	Total	27.2	4523
	Urban	24.6	3185
	Rural	33.5	1338

- As a whole, 27.2% of all 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	49.0	18.3	2.9	16.3	13.5	104
	Urban	49.1	15.8	3.5	17.5	14.0	57
	Rural	48.9	21.3	2.1	14.9	12.8	47
Airtel	Total	55.8	17.5	5.0	10.8	10.8	120
	Urban	51.8	16.9	4.8	13.3	13.3	83
	Rural	64.9	18.9	5.4	5.4	5.4	37
BSNL	Total	39.6	47.0	2.0	6.0	5.4	149
	Urban	39.8	50.8	0.8	5.9	2.5	118
	Rural	38.7	32.3	6.5	6.5	16.1	31
Idea	Total	58.5	14.6	1.2	14.6	11.0	82
	Urban	47.5	22.5	0.0	12.5	17.5	40
	Rural	69.0	7.1	2.4	16.7	4.8	42
MTS	Total	63.3	22.0	2.8	7.3	4.6	109
	Urban	64.1	17.2	3.1	12.5	3.1	64
	Rural	62.2	28.9	2.2	0.0	6.7	45
Rel Com	Total	64.4	15.1	7.5	6.2	6.8	146
	Urban	64.3	15.5	3.6	9.5	7.1	84
	Rural	64.5	14.5	12.9	1.6	6.5	62
Rel. Tel	Total	64.6	16.8	4.3	8.1	6.2	161
	Urban	65.4	11.2	5.6	11.2	6.5	107
	Rural	63.0	27.8	1.9	1.9	5.6	54
Tata	Total	47.2	16.0	6.4	19.2	11.2	125
	Urban	48.8	15.5	3.6	21.4	10.7	84
	Rural	43.9	17.1	12.2	14.6	12.2	41
Uninor	Total	46.0	25.8	1.6	19.4	7.3	124
	Urban	55.6	23.5	1.2	14.8	4.9	81
	Rural	27.9	30.2	2.3	27.9	11.6	43

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	
Vodafone	Total	57.3	19.1	3.6	10.9	9.1	110
	Urban	71.9	9.4	3.1	9.4	6.3	64
	Rural	37.0	32.6	4.3	13.0	13.0	46
Overall	Total	54.6	21.8	3.9	11.5	8.3	1230
	Urban	55.5	21.2	3.1	12.4	7.8	782
	Rural	52.9	22.8	5.4	9.8	9.2	448

On an overall basis:

- 54.6% of the cellular mobile telephone service customers, who had complained, said that they had received a docket number for their complaints.
- 21.8% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for most of their complaints.
- 3.9% of the cellular mobile telephone service customers, who had complained, said that they received docket numbers for their complaints on request.
- 11.5% of the cellular mobile telephone service customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 8.3% 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	65.6	90
	Urban	67.3	49
	Rural	63.4	41
Airtel	Total	70.1	107
	Urban	66.7	72
	Rural	77.1	35
BSNL	Total	40.4	141
	Urban	38.3	115
	Rural	50.0	26
Idea	Total	68.5	73
	Urban	60.6	33
	Rural	75.0	40
MTS	Total	71.2	104
	Urban	69.4	62
	Rural	73.8	42
Rel Com	Total	79.4	136
	Urban	78.2	78
	Rural	81.0	58
Rel. Tel	Total	73.5	151
	Urban	75.0	100
	Rural	70.6	51
Tata	Total	64.9	111
	Urban	62.7	75
	Rural	69.4	36
Uninor	Total	66.1	115
	Urban	67.5	77
	Rural	63.2	38
Vodafone	Total	68.0	100
	Urban	75.0	60
	Rural	57.5	40
Overall	Total	66.5	1,128
	Urban	64.9	721
	Rural	69.3	407

- On the whole, 66.5% 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	51.1	90
	Urban	44.9	49
	Rural	58.5	41
Airtel	Total	57.9	107
	Urban	58.3	72
	Rural	57.1	35
BSNL	Total	37.6	141
	Urban	37.4	115
	Rural	38.5	26
Idea	Total	61.6	73
	Urban	51.5	33
	Rural	70.0	40
MTS	Total	65.4	104
	Urban	62.9	62
	Rural	69.0	42
Rel Com	Total	75.0	136
	Urban	73.1	78
	Rural	77.6	58
Rel. Tel	Total	68.2	151
	Urban	67.0	100
	Rural	70.6	51
Tata	Total	54.1	111
	Urban	49.3	75
	Rural	63.9	36
Uninor	Total	45.2	115
	Urban	50.6	77
	Rural	34.2	38
Vodafone	Total	52.0	100
	Urban	61.7	60
	Rural	37.5	40
Overall	Total	57.0	1128
	Urban	55.5	721
	Rural	59.7	407

- In total, 57% 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.

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	43.3	90
	Urban	40.8	49
	Rural	46.3	41
Airtel	Total	56.1	107
	Urban	58.3	72
	Rural	51.4	35
BSNL	Total	42.6	141
	Urban	45.2	115
	Rural	30.8	26
Idea	Total	57.5	73
	Urban	48.5	33
	Rural	65.0	40
MTS	Total	55.8	104
	Urban	58.1	62
	Rural	52.4	42
Rel Com	Total	73.5	136
	Urban	65.4	78
	Rural	84.5	58
Rel. Tel	Total	64.2	151
	Urban	58.0	100
	Rural	76.5	51
Tata	Total	47.7	111
	Urban	37.3	75
	Rural	69.4	36
Uninor	Total	37.4	115
	Urban	44.2	77
	Rural	23.7	38
Vodafone	Total	39.0	100
	Urban	48.3	60
	Rural	25.0	40
Overall	Total	52.4	1128
	Urban	50.8	721
	Rural	55.3	407

- In total, 52.4% 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 (4) weeks.

Service Providers		% customers	Base
Aircel	Total	27.8	90
	Urban	20.4	49
	Rural	36.6	41
Airtel	Total	46.7	107
	Urban	48.6	72
	Rural	42.9	35
BSNL	Total	17.7	141
	Urban	14.8	115
	Rural	30.8	26
Idea	Total	56.2	73
	Urban	45.5	33
	Rural	65.0	40
MTS	Total	51.9	104
	Urban	56.5	62
	Rural	45.2	42
Rel Com	Total	60.3	136
	Urban	51.3	78
	Rural	72.4	58
Rel. Tel	Total	52.3	151
	Urban	43.0	100
	Rural	70.6	51
Tata	Total	40.5	111
	Urban	30.7	75
	Rural	61.1	36
Uninor	Total	27.8	115
	Urban	33.8	77
	Rural	15.8	38
Vodafone	Total	27.0	100
	Urban	26.7	60
	Rural	27.5	40
Overall	Total	40.8	1128
	Urban	36.1	721
	Rural	49.1	407

- In all, only 40.8% 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 (4) 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	0.0	614
	Urban	0.0	386
	Rural	0.0	228
Airtel	Total	0.5	642
	Urban	0.7	448
	Rural	0.0	194
BSNL	Total	0.8	1211
	Urban	1.0	876
	Rural	0.3	335
Idea	Total	0.8	602
	Urban	1.2	411
	Rural	0.0	191
MTS	Total	0.2	600
	Urban	0.2	417
	Rural	0.0	183
Rel Com	Total	0.7	600
	Urban	1.0	419
	Rural	0.0	181
Rel. Tel	Total	0.2	623
	Urban	0.2	450
	Rural	0.0	173
Tata	Total	0.7	600
	Urban	0.9	426
	Rural	0.0	174
Uninor	Total	0.0	601
	Urban	0.0	439
	Rural	0.0	162
Vodafone	Total	0.3	603
	Urban	0.5	399
	Rural	0.0	204
Overall	Total	0.4	6696
	Urban	0.6	4671
	Rural	0.0	2025

- On the overall, less than 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	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Airtel	Total	33.3	0.0	33.3	0.0	33.3	3
	Urban	33.3	0.0	33.3	0.0	33.3	3
	Rural	-	-	-	-	-	-
BSNL	Total	10.0	40.0	40.0	0.0	10.0	10
	Urban	11.1	44.4	44.4	0.0	0.0	9
	Rural	0.0	0.0	0.0	0.0	100.0	1
Idea	Total	60.0	20.0	40.0	0.0	0.0	5
	Urban	60.0	20.0	40.0	0.0	0.0	5
	Rural	-	-	-	-	-	-
MTS	Total	0.0	0.0	0.0	0.0	100.0	1
	Urban	0.0	0.0	0.0	0.0	100.0	1
	Rural	-	-	-	-	-	-
Rel Com	Total	75.0	0.0	0.0	0.0	25.0	4
	Urban	75.0	0.0	0.0	0.0	25.0	4
	Rural	-	-	-	-	-	-
Rel. Tel	Total	0.0	0.0	100.0	0.0	0.0	1
	Urban	0.0	0.0	100.0	0.0	0.0	1
	Rural	-	-	-	-	-	-
Tata	Total	75.0	0.0	0.0	0.0	25.0	4
	Urban	75.0	0.0	0.0	0.0	25.0	4
	Rural	-	-	-	-	-	-
Uninor	Total	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Vodafone	Total	50.0	50.0	0.0	0.0	0.0	2
	Urban	50.0	50.0	0.0	0.0	0.0	2
	Rural	-	-	-	-	-	-
Overall	Total	40.0	20.0	26.7	0.0	16.7	30
	Urban	41.4	20.7	27.6	0.0	13.8	29
	Rural	0.0	0.0	0.0	0.0	100.0	1

- As a whole, 40% of the cellular mobile telephone service customers came to know about the contact details of the Appellate Authority from the newspaper.

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

Service Providers		% customers	Base
Aircel	Total	-	-
	Urban	-	-
	Rural	-	-
Airtel	Total	0.0	3
	Urban	0.0	3
	Rural	-	-
BSNL	Total	30.0	10
	Urban	22.2	9
	Rural	100.0	1
Idea	Total	20.0	5
	Urban	20.0	5
	Rural	-	-
MTS	Total	0.0	1
	Urban	0.0	1
	Rural	-	-
Rel Com	Total	0.0	4
	Urban	0.0	4
	Rural	-	-
Rel. Tel	Total	100.0	1
	Urban	100.0	1
	Rural	-	-
Tata	Total	0.0	4
	Urban	0.0	4
	Rural	-	-
Uninor	Total	-	-
	Urban	-	-
	Rural	-	-
Vodafone	Total	0.0	2
	Urban	0.0	2
	Rural	-	-
Overall	Total	16.7	30
	Urban	13.8	29
	Rural	100.0	1

- On the overall, 16.7% 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	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Airtel	Total	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
BSNL	Total	66.7	0.0	0.0	33.3	0.0	3
	Urban	50.0	0.0	0.0	50.0	0.0	2
	Rural	100.0	0.0	0.0	0.0	0.0	1
Idea	Total	100.0	0.0	0.0	0.0	0.0	1
	Urban	100.0	0.0	0.0	0.0	0.0	1
	Rural	-	-	-	-	-	-
MTS	Total	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Rel Com	Total	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Rel. Tel	Total	0.0	0.0	0.0	100.0	0.0	1
	Urban	0.0	0.0	0.0	100.0	0.0	1
	Rural	-	-	-	-	-	-
Tata	Total	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Uninor	Total	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Vodafone	Total	-	-	-	-	-	-
	Urban	-	-	-	-	-	-
	Rural	-	-	-	-	-	-
Overall	Total	60.0	0.0	0.0	40.0	0.0	5
	Urban	50.0	0.0	0.0	50.0	0.0	4
	Rural	100.0	0.0	0.0	0.0	0.0	1

- In total, 60% of the cellular mobile telephone service customers filed an appeal with the Appellate Authority through e-mail.

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	-	-
	Urban	-	-
	Rural	-	-
Airtel	Total	-	-
	Urban	-	-
	Rural	-	-
BSNL	Total	33.3	3
	Urban	50.0	2
	Rural	0.0	1
Idea	Total	0.0	1
	Urban	0.0	1
	Rural	-	-
MTS	Total	-	-
	Urban	-	-
	Rural	-	-
Rel Com	Total	-	-
	Urban	-	-
	Rural	-	-
Rel. Tel	Total	0.0	1
	Urban	0.0	1
	Rural	-	-
Tata	Total	-	-
	Urban	-	-
	Rural	-	-
Uninor	Total	-	-
	Urban	-	-
	Rural	-	-
Vodafone	Total	-	-
	Urban	-	-
	Rural	-	-
Overall	Total	20.0	5
	Urban	25.0	4
	Rural	0.0	1

- In all, 20% 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	-	-
	Urban	-	-
	Rural	-	-
Airtel	Total	-	-
	Urban	-	-
	Rural	-	-
BSNL	Total	33.3	3
	Urban	50.0	2
	Rural	0.0	1
Idea	Total	0.0	1
	Urban	0.0	1
	Rural	-	-
MTS	Total	-	-
	Urban	-	-
	Rural	-	-
Rel Com	Total	-	-
	Urban	-	-
	Rural	-	-
Rel. Tel	Total	0.0	1
	Urban	0.0	1
	Rural	-	-
Tata	Total	-	-
	Urban	-	-
	Rural	-	-
Uninor	Total	-	-
	Urban	-	-
	Rural	-	-
Vodafone	Total	-	-
	Urban	-	-
	Rural	-	-
Overall	Total	20.0	5
	Urban	25.0	4
	Rural	0.0	1

- On the overall, 20% 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.2.4 General Information

6B.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 cellular mobile telephone connection.

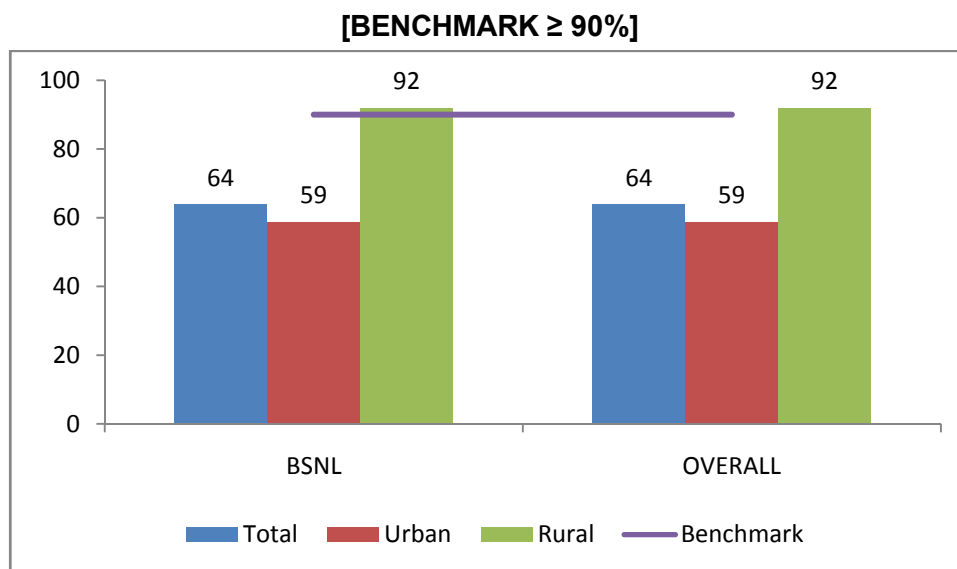
Service Providers		% customers	Base
Aircel	Total	31.6	614
	Urban	26.9	386
	Rural	39.5	228
Airtel	Total	40.8	642
	Urban	40.2	448
	Rural	42.3	194
BSNL	Total	35.0	1211
	Urban	33.3	876
	Rural	39.4	335
Idea	Total	39.5	602
	Urban	39.9	411
	Rural	38.7	191
MTS	Total	36.8	600
	Urban	41.5	417
	Rural	26.2	183
Rel Com	Total	29.3	600
	Urban	31.0	419
	Rural	25.4	181
Rel. Tel	Total	34.3	623
	Urban	37.3	450
	Rural	26.6	173
Tata	Total	30.2	600
	Urban	32.2	426
	Rural	25.3	174
Uninor	Total	29.1	601
	Urban	30.8	439
	Rural	24.7	162
Vodafone	Total	34.7	603
	Urban	36.3	399
	Rural	31.4	204
Overall	Total	34.3	6696
	Urban	34.9	4671
	Rural	32.9	2025

- In total, only 34.3% 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

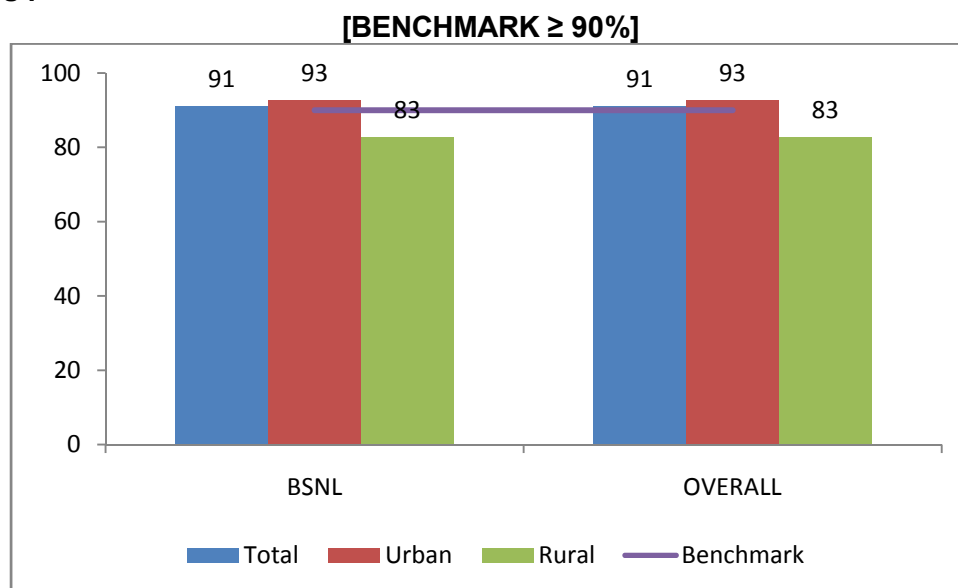
6C.1.1.1 The following graph shows the percentage of satisfied customers with provision of service.



- BSNL was not able to meet the benchmark on an overall basis, however; it met the benchmark in rural areas.

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.



- In total, BSNL met the benchmark laid down by TRAI but it failed to meet it in rural areas.

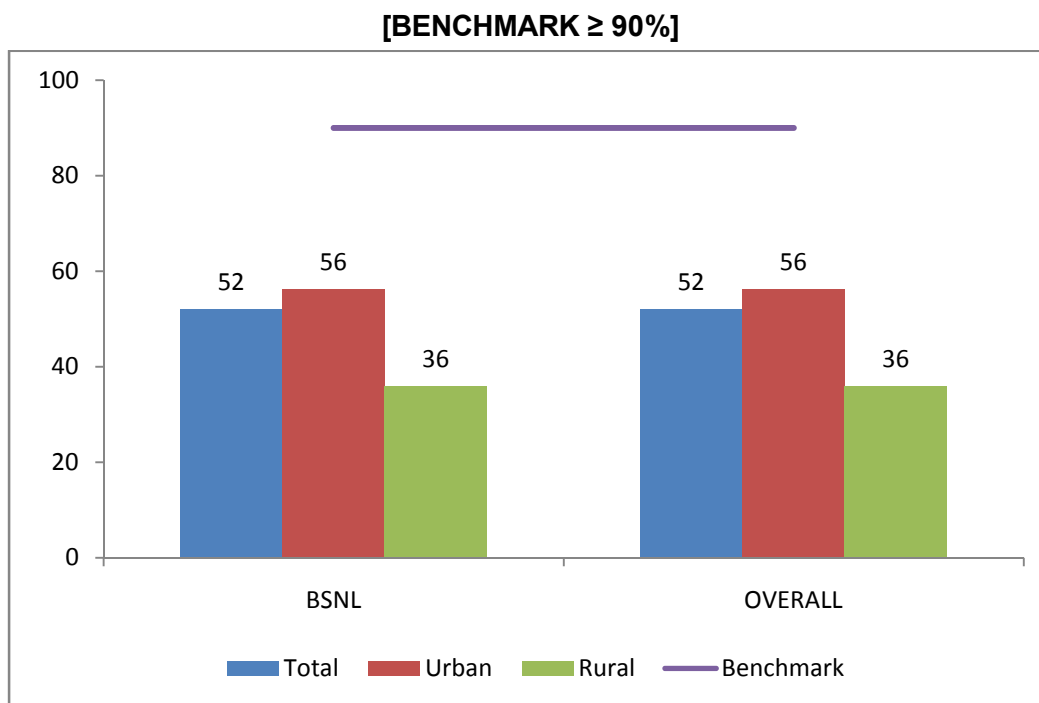
6C.1.2.2 The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Service provider		% 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	83.8	95.3	96.2	71.1	1202
	Urban	86.9	95.9	96.8	75.9	1017
	Rural	66.4	92.5	92.5	43.8	185

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

6C.1.3 Customer Satisfaction with Help Services

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



- BSNL failed to meet the benchmark laid down by TRAI.
- Performance of BSNL was quite low on this parameter.

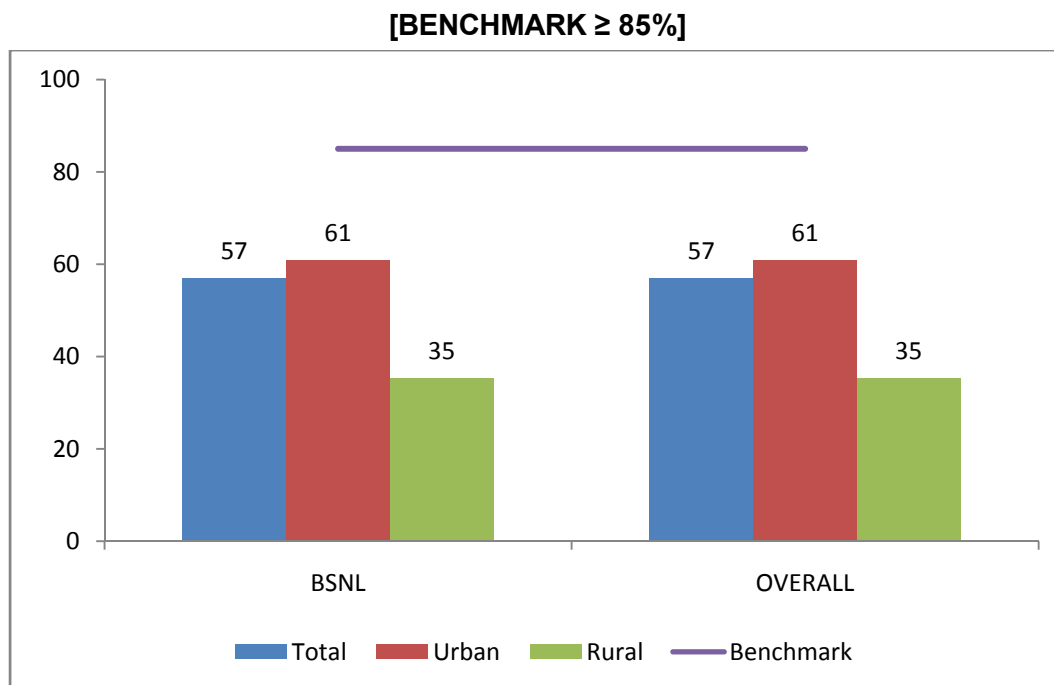
6C.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services.

Service Provider		% 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	51.3	52.5	53.1	51.7	51.9	341
	Urban	55.5	56.3	56.7	56.2	56.3	272
	Rural	34.8	37.7	39.1	33.3	34.7	69

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



- BSNL failed to meet the benchmark in both urban and rural areas.

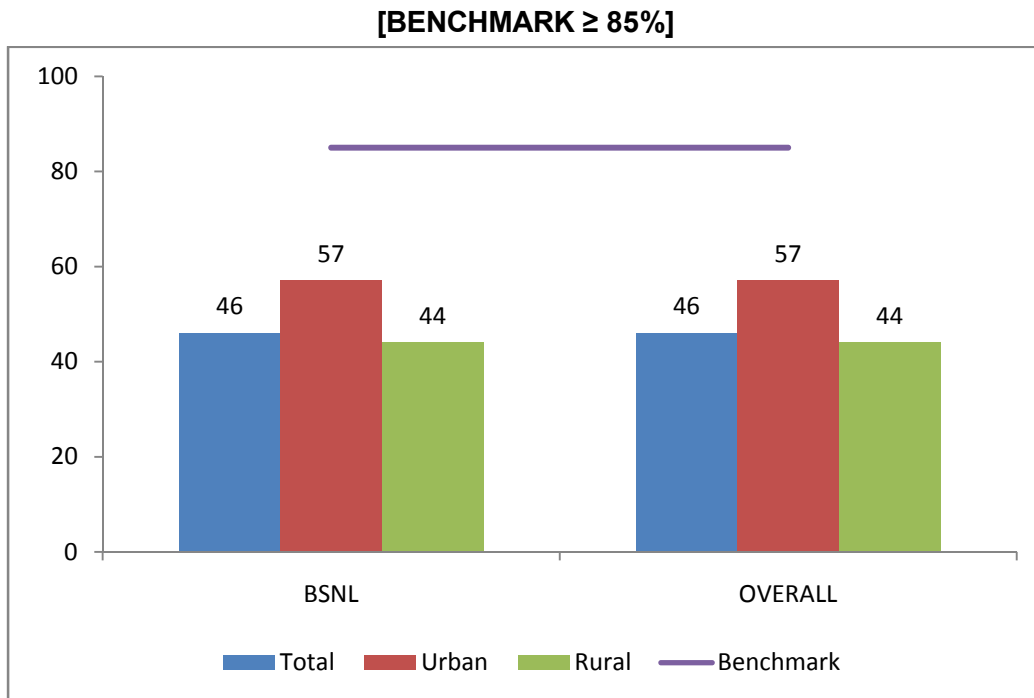
6C.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Service Provider		% customers		Base
		Speed of broadband connection	Amount of time for which the service is up and working	
BSNL	Total	54.8	59.3	1202
	Urban	60.0	61.9	1017
	Rural	26.4	44.3	185

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

6C.1.5 Customer Satisfaction with Maintainability

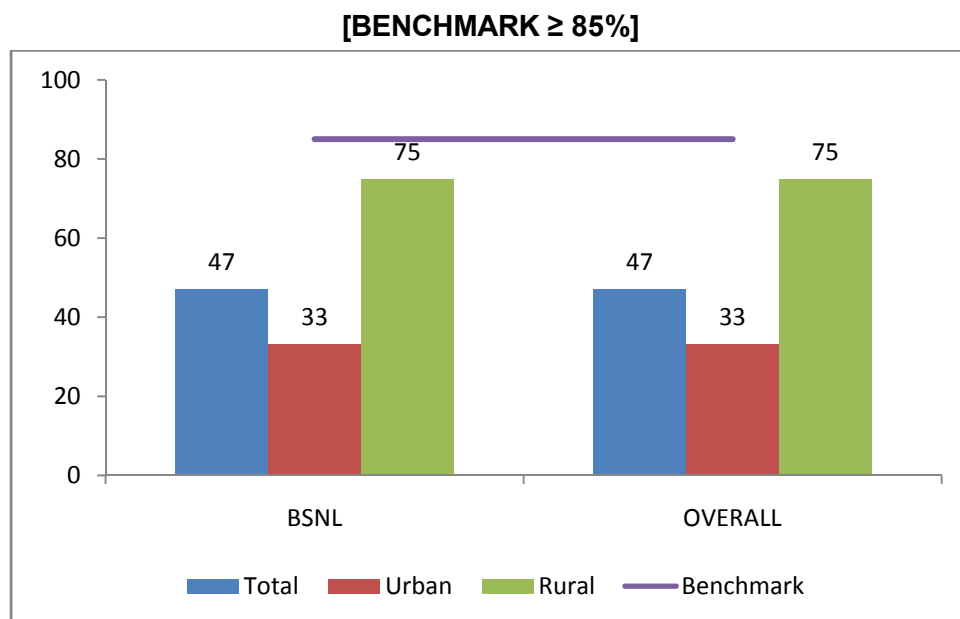
6C.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- BSNL failed to meet the benchmark laid down by TRAI.
- Performance of BSNL was quite low on this parameter.

6C.1.6 Customer Satisfaction with Supplementary and Value Added Services

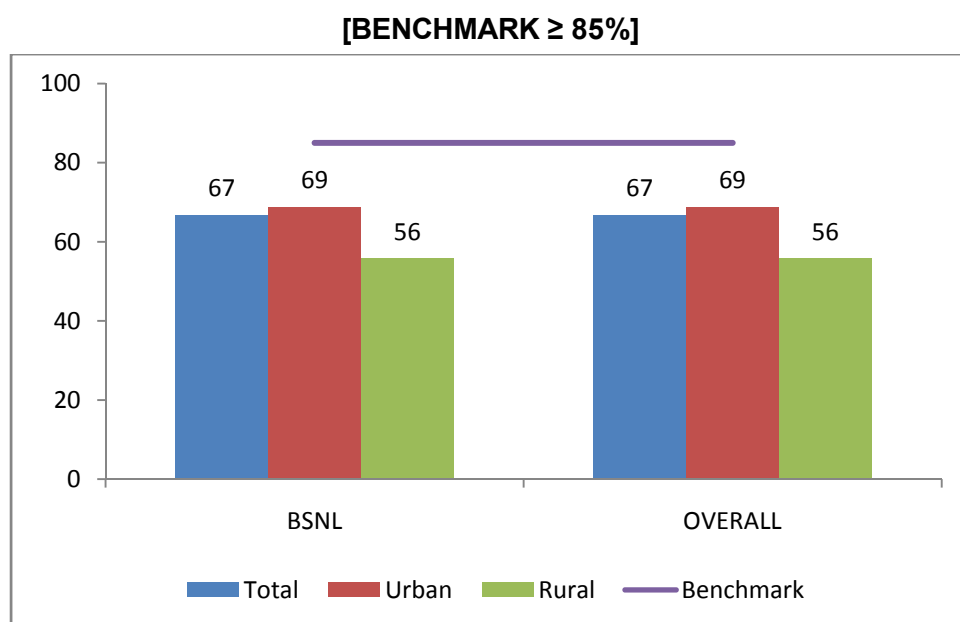
6C.1.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- BSNL was 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.



- BSNL did not 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 Provider		% customers	Base
BSNL	Total	54.3	1202
	Urban	49.1	1017
	Rural	83.2	185

- In total, only 54.3% 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 Provider		% customers						Base
		Newspaper	Website of the service provider	SMS from service provider	Display at complaint centres/ sales outlets	Internet bills	Other	
BSNL	Total	1.8	20.5	19.4	4.9	66.3	2.1	653
	Urban	1.6	20.2	16.8	4.2	67.7	2.2	499
	Rural	2.6	21.4	27.9	7.1	61.7	1.9	154

- In total, 66.3% of the broadband service customers came to know about the toll free customer care number from the internet bills.

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

Service Provider		% customers	Base
BSNL	Total	14.7	653
	Urban	13.8	499
	Rural	17.5	154

- In all, only 14.7% of the broadband service customers claimed that they had complained in the last six (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 Provider		% 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	30.2	22.9	6.3	10.4	30.2	96
	Urban	33.3	21.7	5.8	10.1	29	69
	Rural	22.2	25.9	7.4	11.1	33.3	27

On an overall basis:

- 30.2% of the broadband service customers, who had complained, claimed that they received a docket number for their complaints.
- 22.9% of the broadband service customers, who had complained, said that they did not receive docket numbers for their complaints.
- 6.3% of the broadband service customers, who had complained, said that they received docket numbers on request.
- 10.4% of the broadband service customers, who had complained, said that they did not receive docket numbers even on request.
- 30.2% 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 Provider		% customers	Base
BSNL	Total	49.3	67
	Urban	55.1	49
	Rural	33.3	18

- As a whole, only 49.3% 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 Provider		% customers	Base
BSNL	Total	37.3	67
	Urban	44.9	49
	Rural	16.7	18

- In total, 37.3% 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 Provider		% customers	Base
BSNL	Total	44.8	67
	Urban	44.9	49
	Rural	44.4	18

- In total, 44.8% 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 Provider		% customers	Base
BSNL	Total	34.3	67
	Urban	30.6	49
	Rural	44.4	18

- In all, only 34.3% 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 - 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 Provider		% customers	Base
BSNL	Total	0.7	1202
	Urban	0.5	1017
	Rural	2.2	185

- On the overall, less than 1% 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 Provider		% customers					Base
		Newspaper	Website of the service provider	SMS from Service Provider	Display at complaint centres/ sales outlets	Internet bills	
BSNL	Total	44.4	55.6	0.0	0.0	0.0	9
	Urban	80.0	20.0	0.0	0.0	0.0	5
	Rural	0.0	100.0	0.0	0.0	0.0	4

- As a whole, 55.6 % 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 Provider		% customers	Base
BSNL	Total	0.0	9
	Urban	0.0	5
	Rural	0.0	4

- None of broadband service customers appealed to the Appellate Authority.

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 Provider		% customers	Base
BSNL	Total	31.5	1202
	Urban	31.9	1017
	Rural	29.7	185

- In total, 31.5% 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 76% of the basic telephone service customers were satisfied.

7.1.2 Provision of Service:

- On an overall basis, 65% of the basic telephone service customers of BSNL were satisfied with the provision of service.

7.1.3 Billing Performance

- BSNL failed to meet the benchmark laid down by TRAI as on the overall 91% of the basic telephone service 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 60% 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 and Availability

- BSNL's 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 65% of the basic telephone service customers were satisfied.

7.1.7 Supplementary and Value Added Services

- On an overall basis, 79% of the basic telephone service customers were satisfied with the supplementary and value added services

7.1.8 Grievance Redressal

- On an overall basis, 58% 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 1211 basic telephone service customers, only 12 customers were aware of the contact details of the Appellate Authority.

7.2 Cellular Mobile Telephone Service

7.2.1 Overall Service Quality

- On an overall basis, 80% of the cellular mobile telephone service customers were satisfied with the overall quality of service.

7.2.2 Provision of Service

- In total, 98% of the cellular mobile telephone service customers are satisfied with the provision of services.

7.2.3 Billing Performance

- In postpaid category, in total, 88% of the cellular mobile telephone service customers were satisfied with the billing performance.
- In prepaid category, in all, 94% of the cellular mobile telephone service customers were satisfied with the billing performance.

7.2.4 Help Services including Customer Grievance Redressal

- As a whole, 70% of the cellular mobile telephone service customers were satisfied with the help services including customer grievance redressal.

7.2.5 Network Performance, Reliability and Availability

- In total, 77% of the cellular mobile telephone service customers were satisfied with the network performance, reliability and availability.

7.2.6 Maintainability

- In all, 78% of the cellular mobile telephone service customers were satisfied with the maintainability.

7.2.7 Supplementary and Value Added Services

- Cellular mobile telephone service customers of all the service providers were least satisfied with the supplementary and value added services as on the overall only 46% of the customers were satisfied with it.

7.2.8 Grievance Redressal Mechanism

- On an overall basis, only 67.5% of the cellular mobile telephone service customers were aware of the complaint centre number of their service provider.
- Out of 6696 cellular mobile telephone service customers, only 30 customers were aware of the contact details of the Appellate Authority.

7.3 Broadband Services

7.3.1 Overall Service Quality

- On an overall basis, 67% of the broadband service customers of BSNL were satisfied with the overall service quality.

7.3.2 Provision of Service

- In all, 64% of the broadband service customers of BSNL were satisfied with the provision of service.

7.3.3 Billing Performance

- On the overall, 91% of the broadband service customers of BSNL were satisfied with the billing performance.

7.3.4 Help Services

- In total, performance of BSNL on this parameter was low as only 52% of the broadband service customers were satisfied.

7.3.5 Network Performance, Reliability and Availability

- As a whole, 57% of the broadband service customers of BSNL were satisfied with the network performance, reliability and availability. .

7.3.6 Maintainability

- On the overall, only 47% of the broadband service customers of BSNL were satisfied with the maintainability.

7.3.7 Supplementary and Value Added Services

- On an overall basis, only 47% of the broadband service customers of BSNL were satisfied with the supplementary and value added services.

7.3.8 Grievance Redressal Mechanism

- On the overall, 54.3% of the broadband service customers were aware about the complaint centre number of their service provider to make complaints/ queries.
- Out of 1202 broadband service customers, only 9 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 improve its performance in urban as well as rural areas.

8.1.2 Billing Performance

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

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 rural areas.

8.1.6 Supplementary Services and Value Added Services

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

8.1.7 Grievance Redressal Mechanism

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

8.2 Cellular Mobile

8.2.1 Provision of Service

- All the service providers need to maintain their performance for the provision of service.

8.2.2 Billing Performance

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

8.2.3 Help Services including Customer Grievance Redressal

- All the service providers need to improve their performance on this parameter.

8.2.4 Network Performance, Reliability and Availability

- All the service providers need to improve their performance on this parameter.

8.2.5 Maintainability

- All the service providers need to improve their performance on this parameter.

8.2.6 Supplementary and Value Added Services

- There is a strong need for all the service providers to improve their performance on this parameter.

8.2.7 Grievance Redressal Mechanism

- All the service providers need to 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

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

8.3.2 Billing Performance

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

8.3.3 Help Services

- BSNL needs to improve their performance on this parameter.

8.3.4. Network Performance, Reliability and Availability

- On this parameter, BSNL needs to improve its performance.

8.3.5 Maintainability

- BSNL needs to improve its performance on this parameter.

8.3.6 Supplementary Services and Value Added Services

- On this parameter, BSNL needs to improve its performance.

8.3.7 Grievance Redressal Mechanism

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

Annexure

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	70	1141	1211
	%	5.8	94.2	100.0
BSNL (Urban)	Count	39	846	885
	%	4.4	95.6	100.0
BSNL (Rural)	Count	31	295	326
	%	9.5	90.5	100.0

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	43	2	41	23	4	70
	%	61.5	2.9	58.6	32.9	5.7	100.0
BSNL (Urban)	Count	30	1	29	7	2	39
	%	77.0	2.6	74.4	17.9	5.1	100.0
BSNL (Rural)	Count	13	1	12	16	2	31
	%	41.9	3.2	38.7	51.6	6.5	100.0

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	52	18	70
	%	74.3	25.7	100.0
BSNL (Urban)	Count	30	9	39
	%	76.9	23.1	100.0
BSNL (Rural)	Count	22	9	31
	%	71.0	29.0	100.0

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	48	0	48	21	1	70
	%	68.6	0.0	68.6	30.0	1.4	100.0
BSNL (Urban)	Count	35	0	35	4	0	39
	%	89.7	0.0	89.7	10.3	0.0	100.0
BSNL (Rural)	Count	13	0	13	17	1	31
	%	41.9	0.0	41.9	54.8	3.2	100.0

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	1088	12	1076	97	26	1211
	%	89.9	1.0	88.9	8.0	2.1	100.0
BSNL (Urban)	Count	804	10	794	67	14	885
	%	90.8	1.1	89.7	7.6	1.6	100.0
BSNL (Rural)	Count	284	2	282	30	12	326
	%	87.1	0.6	86.5	9.2	3.7	100.0

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	1137	26	1111	55	19	1211
	%	93.8	2.1	91.7	4.5	1.6	100.0
BSNL (Urban)	Count	852	22	830	26	7	885
	%	96.3	2.5	93.8	2.9	0.8	100.0
BSNL (Rural)	Count	285	4	281	29	12	326
	%	87.4	1.2	86.2	8.9	3.7	100.0

5(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		Charge s not as per tariff plan subscribed	Tariff plan changed without information	Charge d for value added services not subscribed	Charge d for calls/se rvices not made/u sed	Details like item-wise charges are not provided	Calculat ions are not clear	Others	Total
BSNL (Total)	Count	13	8	8	10	8	31	2	74
	%	17.6	10.8	10.8	13.5	10.8	41.9	2.7	100.0
BSNL (Urban)	Count	13	3	5	6	1	7	1	33
	%	39.4	9.1	15.2	18.2	3.0	21.2	3.0	100.0
BSNL (Rural)	Count	0	5	3	4	7	24	1	41
	%	0.0	12.2	7.3	9.8	17.1	58.5	2.4	100.0

6. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	80	1131	1211
	%	6.6	93.4	100.0
BSNL (Urban)	Count	61	824	885
	%	6.9	93.1	100.0
BSNL (Rural)	Count	19	307	326
	%	5.8	94.2	100.0

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	38	1	37	39	3	80
	%	47.6	1.3	46.3	48.8	3.8	100.0
BSNL (Urban)	Count	33	1	32	26	2	61
	%	54.1	1.6	52.5	42.6	3.3	100.0
BSNL (Rural)	Count	5	0	5	13	1	19
	%	26.3	0.0	26.3	68.4	5.3	100.0

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	1133	22	1111	72	6	1211
	%	93.5	1.8	91.7	5.9	0.5	100.0
BSNL (Urban)	Count	848	19	829	34	3	885
	%	95.8	2.1	93.7	3.8	0.3	100.0
BSNL (Rural)	Count	285	3	282	38	3	326
	%	87.4	0.9	86.5	11.7	0.9	100.0

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	11	9	38	15	5	78
	%	14.1	11.5	48.7	19.2	6.4	100.0
BSNL (Urban)	Count	10	2	15	7	3	37
	%	27.0	5.4	40.5	18.9	8.1	100.0
BSNL (Rural)	Count	1	7	23	8	2	41
	%	2.4	17.1	56.1	19.5	4.9	100.0

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	255	956	1211
	%	21.1	78.9	100.0
BSNL (Urban)	Count	163	722	885
	%	18.4	81.6	100.0
BSNL (Rural)	Count	92	234	326
	%	28.2	71.8	100.0

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	157	1	156	91	7	255
	%	61.6	0.4	61.2	35.7	2.7	100.0
BSNL (Urban)	Count	108	1	107	52	3	163
	%	66.2	0.6	65.6	31.9	1.8	100.0
BSNL (Rural)	Count	49	0	49	39	4	92
	%	53.3	0.0	53.3	42.4	4.3	100.0

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	157	1	156	92	6	255
	%	61.6	0.4	61.2	36.1	2.4	100.0
BSNL (Urban)	Count	107	1	106	53	3	163
	%	65.6	0.6	65.0	32.5	1.8	100.0
BSNL (Rural)	Count	50	0	50	39	3	92
	%	54.3	0.0	54.3	42.4	3.3	100.0

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	153	1	152	96	6	255
	%	60.0	0.4	59.6	37.6	2.4	100.0
BSNL (Urban)	Count	104	1	103	57	2	163
	%	63.8	0.6	63.2	35.0	1.2	100.0
BSNL (Rural)	Count	49	0	49	39	4	92
	%	53.3	0.0	53.3	42.4	4.3	100.0

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	145	1	144	102	8	255
	%	56.9	0.4	56.5	40.0	3.1	100.0
BSNL (Urban)	Count	96	1	95	63	4	163
	%	58.9	0.6	58.3	38.7	2.5	100.0
BSNL (Rural)	Count	49	0	49	39	4	92
	%	53.3	0.0	53.3	42.4	4.3	100.0

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	148	1	147	99	8	255
	%	58.0	0.4	57.6	38.8	3.1	100.0
BSNL (Urban)	Count	101	1	100	59	3	163
	%	61.9	0.6	61.3	36.2	1.8	100.0
BSNL (Rural)	Count	47	0	47	40	5	92
	%	51.1	0.0	51.1	43.5	5.4	100.0

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	916	16	900	254	41	1211
	%	75.6	1.3	74.3	21.0	3.4	100.0
BSNL (Urban)	Count	691	14	677	162	32	885
	%	78.1	1.6	76.5	18.3	3.6	100.0
BSNL (Rural)	Count	225	2	223	92	9	326
	%	69.0	0.6	68.4	28.2	2.8	100.0

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	919	20	899	259	33	1211
	%	75.9	1.7	74.2	21.4	2.7	100.0
BSNL (Urban)	Count	685	18	667	173	27	885
	%	77.4	2.0	75.4	19.5	3.1	100.0
BSNL (Rural)	Count	234	2	232	86	6	326
	%	71.8	0.6	71.2	26.4	1.8	100.0

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	897	31	866	275	39	1211
	%	74.1	2.6	71.5	22.7	3.2	100.0
BSNL (Urban)	Count	668	22	646	188	29	885
	%	75.5	2.5	73.0	21.2	3.3	100.0
BSNL (Rural)	Count	229	9	220	87	10	326
	%	70.3	2.8	67.5	26.7	3.1	100.0

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	712	233	175	91	1211
	%	58.8	19.2	14.5	7.5	100.0
BSNL (Urban)	Count	542	163	122	58	885
	%	61.2	18.4	13.8	6.6	100.0
BSNL (Rural)	Count	170	70	53	33	326
	%	52.1	21.5	16.3	10.1	100.0

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	136	207	102	54	499
	%	27.3	41.5	20.4	10.8	100.0
BSNL (Urban)	Count	101	138	74	30	343
	%	29.4	40.2	21.6	8.7	100.0
BSNL (Rural)	Count	35	69	28	24	156
	%	22.4	44.2	17.9	15.4	100.0

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	325	4	321	163	11	499
	%	65.1	0.8	64.3	32.7	2.2	100.0
BSNL (Urban)	Count	241	3	238	96	6	343
	%	70.3	0.9	69.4	28.0	1.7	100.0
BSNL (Rural)	Count	84	1	83	67	5	156
	%	53.8	0.6	53.2	42.9	3.2	100.0

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	18	1193	1211
	%	1.5	98.5	100.0
BSNL (Urban)	Count	11	874	885
	%	1.2	98.8	100.0
BSNL (Rural)	Count	7	319	326
	%	2.1	97.9	100.0

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	14	1	13	2	2	18
	%	77.8	5.6	72.2	11.1	11.1	100.0
BSNL (Urban)	Count	9	1	8	2	0	11
	%	81.8	9.1	72.7	18.2	0.0	100.0
BSNL (Rural)	Count	5	0	5	0	2	7
	%	71.4	0.0	71.4	0.0	28.6	100.0

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	14	1	13	3	1	18
	%	77.8	5.6	72.2	16.7	5.6	100.0
BSNL (Urban)	Count	9	1	8	2	0	11
	%	81.8	9.1	72.7	18.2	0.0	100.0
BSNL (Rural)	Count	5	0	5	1	1	7
	%	71.4	0.0	71.4	14.3	14.3	100.0

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	Total
BSNL (Total)	Count	2	0	2	4
	%	50.0	0.0	50.0	100
BSNL (Urban)	Count	2	0	0	2
	%	100	0.0	0.0	100
BSNL (Rural)	Count	0	0	2	2
	%	0.0	0.0	100	100

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	21	1190	1211
	%	1.7	98.3	100.0
BSNL (Urban)	Count	14	871	885
	%	1.6	98.4	100.0
BSNL (Rural)	Count	7	319	326
	%	2.1	97.9	100.0

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	17	0	17	4	0	21
	%	81.0	0.0	81.0	19.0	0.0	100.0
BSNL (Urban)	Count	11	0	11	3	0	14
	%	78.6	0.0	78.6	21.4	0.0	100.0
BSNL (Rural)	Count	6	0	6	1	0	7
	%	85.7	0.0	85.7	14.3	0.0	100.0

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	921	25	896	261	29	1211
	%	76.1	2.1	74.0	21.6	2.4	100.0
BSNL (Urban)	Count	693	24	669	171	21	885
	%	78.3	2.7	75.6	19.3	2.4	100.0
BSNL (Rural)	Count	228	1	227	90	8	326
	%	69.9	0.3	69.6	27.6	2.5	100.0

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	522	230	1	499	1211
	%	43.1	19.0	0.1	41.2	100.0
BSNL (Urban)	Count	503	123	0	292	885
	%	56.8	13.9	0.0	33.0	100.0
BSNL (Rural)	Count	19	107	1	207	326
	%	5.8	32.8	0.3	63.5	100.0

28(a). Have you terminated a telephone connection that you had in the last 6 month?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	15	1196	1211
	%	1.2	98.8	100.0
BSNL (Urban)	Count	12	873	885
	%	1.4	98.6	100.0
BSNL (Rural)	Count	3	323	326
	%	0.9	99.1	100.0

28(b). If Yes, Please name your service provider?						
Service Providers		Airtel	BSNL	Reliance	Tata	Total
BSNL (Total)	Count	1	14	0	0	15
	%	6.7	93.3	0.0	0.0	100.0
BSNL (Urban)	Count	0	12	0	0	12
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Rural)	Count	1	2	0	0	3
	%	33.3	66.7	0.0	0.0	100.0

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	4	9	0	2	15
	%	26.7	60.0	0.0	13.3	100.0
BSNL (Urban)	Count	3	8	0	1	12
	%	25.0	66.7	0.0	8.3	100.0
BSNL (Rural)	Count	1	1	0	1	3
	%	33.3	33.3	0.0	33.3	100.0

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	120	1091	1211
	%	9.9	90.1	100.0
BSNL (Urban)	Count	113	772	885
	%	12.8	87.2	100.0
BSNL (Rural)	Count	7	319	326
	%	2.1	97.9	100.0

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	116	1095	1211
	%	9.6	90.4	100.0
BSNL (Urban)	Count	102	783	885
	%	11.5	88.5	100.0
BSNL (Rural)	Count	14	312	326
	%	4.3	95.7	100.0

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	23	93	116
	%	19.8	80.2	100.0
BSNL (Urban)	Count	18	84	102
	%	17.6	82.4	100.0
BSNL (Rural)	Count	5	9	14
	%	35.7	64.3	100.0

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	2	2	9	10	23
	%	8.7	8.7	39.1	43.5	100.0
BSNL (Urban)	Count	1	2	9	6	18
	%	5.6	11.1	50.0	33.3	100.0
BSNL (Rural)	Count	1	0	0	4	5
	%	20.0	0.0	0.0	80.0	100.0

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	2	19	21
	%	9.5	90.5	100.0
BSNL (Urban)	Count	0	17	17
	%	0.0	100.0	100.0
BSNL (Rural)	Count	2	2	4
	%	50.0	50.0	100.0

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	0	0	2	0	2
	%	0.0	0.0	100.0	0.0	100.0
BSNL (Urban)	Count	-	-	-	-	-
	%	-	-	-	-	-
BSNL (Rural)	Count	0	0	2	0	2
	%	0.0	0.0	100.0	0.0	100.0

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	6	35	35	91	166	118	272	315	161	12	1211
	%	0.5	2.9	2.9	7.5	13.7	9.7	22.5	26.0	13.3	1.0	100.0
BSNL (Urban)	Count	4	21	23	61	113	70	209	243	136	5	885
	%	0.5	2.4	2.6	6.9	12.8	7.9	23.6	27.5	15.4	0.6	100.0
BSNL (Rural)	Count	2	14	12	30	53	48	63	72	25	7	326
	%	0.6	4.3	3.7	9.2	16.3	14.7	19.3	22.1	7.7	2.1	100.0

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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	702	509	1211
	%	58.0	42.0	100.0
BSNL (Urban)	Count	474	411	885
	%	53.6	46.4	100.0
BSNL (Rural)	Count	228	98	326
	%	69.9	30.1	100.0

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	22	140	188	81	403	5	702
	%	3.1	19.9	26.8	11.5	57.4	0.7	100.0
BSNL (Urban)	Count	16	102	104	69	270	4	474
	%	3.4	21.5	21.9	14.6	57.0	0.8	100.0
BSNL (Rural)	Count	6	38	84	12	133	1	228
	%	2.6	16.7	36.8	5.3	58.3	0.4	100.0

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	103	599	702
	%	14.7	85.3	100.0
BSNL (Urban)	Count	78	396	474
	%	16.5	83.5	100.0
BSNL (Rural)	Count	25	203	228
	%	11.0	89.0	100.0

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	38	19	1	18	27	103
	%	36.9	18.4	1.0	17.5	26.2	100.0
BSNL (Urban)	Count	30	15	0	15	18	78
	%	38.5	19.2	0.0	19.2	23.1	100.0
BSNL (Rural)	Count	8	4	1	3	9	25
	%	32.0	16.0	4.0	12.0	36.0	100.0

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	45	31	76
	%	59.2	40.8	100.0
BSNL (Urban)	Count	36	24	60
	%	60.0	40.0	100.0
BSNL (Rural)	Count	9	7	16
	%	56.3	43.8	100.0

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	38	38	76
	%	50.0	50.0	100.0
BSNL (Urban)	Count	30	30	60
	%	50.0	50.0	100.0
BSNL (Rural)	Count	8	8	16
	%	50.0	50.0	100.0

40. Was your complaint resolved by the complaint centre within three (3) days?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	45	31	76
	%	59.2	40.8	100.0
BSNL (Urban)	Count	35	25	60
	%	58.3	41.7	100.0
BSNL (Rural)	Count	10	6	16
	%	62.5	37.5	100.0

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	32	44	0	76
	%	42.1	57.9	0.0	100.0
BSNL (Urban)	Count	28	32	0	60
	%	46.7	53.3	0.0	100.0
BSNL (Rural)	Count	4	12	0	16
	%	25.0	75.0	0.0	100.0

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	12	1199	1211
	%	1.0	99.0	100.0
BSNL (Urban)	Count	10	875	885
	%	1.1	98.9	100.0
BSNL (Rural)	Count	2	324	326
	%	0.6	99.4	100.0

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	4	0	2	4	2	12
	%	33.3	0.0	16.7	33.3	16.7	100.0
BSNL (Urban)	Count	4	0	2	3	1	10
	%	40.0	0.0	20.0	30.0	10.0	100.0
BSNL (Rural)	Count	0	0	0	1	1	2
	%	0.0	0.0	0.0	50.0	50.0	100.0

44. Have you filed any appeal in last six (6) months?

Service Providers		Yes	No	Total
BSNL (Total)	Count	1	11	12
	%	8.3	91.7	100.0
BSNL (Urban)	Count	1	9	10
	%	10.0	90.0	100.0
BSNL (Rural)	Count	0	2	2
	%	0.0	100.0	100.0

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	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100.0
BSNL (Urban)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100.0
BSNL (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-

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	1	1
	%	0.0	100.0	100.0
BSNL (Urban)	Count	0	1	1
	%	0.0	100.0	100.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

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 recently	Total
BSNL (Total)	Count	0	1	0	1
	%	0.0	100.0	0.0	100.0
BSNL (Urban)	Count	0	1	0	1
	%	0.0	100.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

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	338	259	614	1211
	%	27.9	21.4	50.7	100.0
BSNL (Urban)	Count	233	191	461	885
	%	26.3	21.6	52.1	100.0
BSNL (Rural)	Count	105	68	153	326
	%	32.2	20.9	46.9	100.0

ANNEXURE - CELLULAR MOBILE TELEPHONE 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	601	55	546	6	7	614
	%	97.9	9.0	88.9	1.0	1.1	100
Aircel (Urban)	Count	374	48	326	6	6	386
	%	96.9	12.4	84.5	1.6	1.6	100
Aircel (Rural)	Count	227	7	220	0	1	228
	%	99.6	3.1	96.5	0.0	0.4	100
Airtel (Total)	Count	635	91	544	5	2	642
	%	98.9	14.2	84.7	0.8	0.3	100
Airtel (Urban)	Count	442	66	376	4	2	448
	%	98.6	14.7	83.9	0.9	0.4	100
Airtel (Rural)	Count	193	25	168	1	0	194
	%	99.5	12.9	86.6	0.5	0.0	100
BSNL (Total)	Count	1205	110	1095	3	3	1211
	%	99.5	9.1	90.4	0.2	0.2	100
BSNL (Urban)	Count	873	64	809	1	2	876
	%	99.7	7.3	92.4	0.1	0.2	100
BSNL (Rural)	Count	332	46	286	2	1	335
	%	99.1	13.7	85.4	0.6	0.3	100
Idea (Total)	Count	596	55	541	6	0	602
	%	99.0	9.1	89.9	1.0	0.0	100
Idea (Urban)	Count	405	45	360	6	0	411
	%	98.5	10.9	87.6	1.5	0.0	100
Idea (Rural)	Count	191	10	181	0	0	191
	%	100.0	5.2	94.8	0.0	0.0	100
MTS (Total)	Count	595	30	565	5	0	600
	%	99.2	5.0	94.2	0.8	0.0	100
MTS (Urban)	Count	413	14	399	4	0	417
	%	99.1	3.4	95.7	1.0	0.0	100
MTS (Rural)	Count	182	16	166	1	0	183
	%	99.4	8.7	90.7	0.5	0.0	100
Rel Com (Total)	Count	592	26	566	6	2	600
	%	98.6	4.3	94.3	1.0	0.3	100
Rel Com (Urban)	Count	414	18	396	5	0	419
	%	98.8	4.3	94.5	1.2	0.0	100
Rel Com (Rural)	Count	178	8	170	1	2	181
	%	98.3	4.4	93.9	0.6	1.1	100
Rel Tel (Total)	Count	621	22	599	1	1	623
	%	99.6	3.5	96.1	0.2	0.2	100
Rel Tel (Urban)	Count	449	10	439	0	1	450
	%	99.8	2.2	97.6	0.0	0.2	100
Rel Tel (Rural)	Count	172	12	160	1	0	173
	%	99.4	6.9	92.5	0.6	0.0	100
Tata (Total)	Count	595	43	552	5	0	600
	%	99.2	7.2	92.0	0.8	0.0	100
Tata (Urban)	Count	421	27	394	5	0	426
	%	98.8	6.3	92.5	1.2	0.0	100
Tata (Rural)	Count	174	16	158	0	0	174
	%	100.0	9.2	90.8	0.0	0.0	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	589	38	551	11	1	601
	%	98.0	6.3	91.7	1.8	0.2	100
Uninor (Urban)	Count	429	30	399	9	1	439
	%	97.7	6.8	90.9	2.1	0.2	100
Uninor (Rural)	Count	160	8	152	2	0	162
	%	98.7	4.9	93.8	1.2	0.0	100
Vodafone (Total)	Count	598	93	505	4	1	603
	%	99.1	15.4	83.7	0.7	0.2	100
Vodafone (Urban)	Count	395	66	329	4	0	399
	%	99.0	16.5	82.5	1.0	0.0	100
Vodafone (Rural)	Count	203	27	176	0	1	204
	%	99.5	13.2	86.3	0.0	0.5	100
Overall	Count	6627	563	6064	52	17	6696
	%	99.0	8.4	90.6	0.8	0.3	100
Overall (Urban)	Count	4615	388	4227	44	12	4671
	%	98.8	8.3	90.5	0.9	0.3	100
Overall (Rural)	Count	2012	175	1837	8	5	2025
	%	99.3	8.6	90.7	0.4	0.2	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
Aircel (Total)	Count	533	81	614
	%	86.8	13.2	100
Aircel (Urban)	Count	320	66	386
	%	82.9	17.1	100
Aircel (Rural)	Count	213	15	228
	%	93.4	6.6	100
Airtel (Total)	Count	560	82	642
	%	87.2	12.8	100
Airtel (Urban)	Count	377	71	448
	%	84.2	15.8	100
Airtel (Rural)	Count	183	11	194
	%	94.3	5.7	100
BSNL (Total)	Count	902	309	1211
	%	74.5	25.5	100
BSNL (Urban)	Count	629	247	876
	%	71.8	28.2	100
BSNL (Rural)	Count	273	62	335
	%	81.5	18.5	100
Idea (Total)	Count	539	63	602
	%	89.5	10.5	100
Idea (Urban)	Count	351	60	411
	%	85.4	14.6	100
Idea (Rural)	Count	188	3	191
	%	98.4	1.6	100
MTS (Total)	Count	515	85	600
	%	85.8	14.2	100
MTS (Urban)	Count	335	82	417
	%	80.3	19.7	100
MTS (Rural)	Count	180	3	183
	%	98.4	1.6	100
Rel Com (Total)	Count	522	78	600
	%	87.0	13.0	100
Rel Com (Urban)	Count	349	70	419
	%	83.3	16.7	100
Rel Com (Rural)	Count	173	8	181
	%	95.6	4.4	100
Rel Tel (Total)	Count	580	43	623
	%	93.1	6.9	100
Rel Tel (Urban)	Count	410	40	450
	%	91.1	8.9	100
Rel Tel (Rural)	Count	170	3	173
	%	98.3	1.7	100
Tata (Total)	Count	525	75	600
	%	87.5	12.5	100
Tata (Urban)	Count	359	67	426
	%	84.3	15.7	100
Tata (Rural)	Count	166	8	174
	%	95.4	4.6	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
Uninor (Total)	Count	526	75	601
	%	87.5	12.5	100
Uninor (Urban)	Count	370	69	439
	%	84.3	15.7	100
Uninor (Rural)	Count	156	6	162
	%	96.3	3.7	100
Vodafone (Total)	Count	542	61	603
	%	89.9	10.1	100
Vodafone (Urban)	Count	340	59	399
	%	85.2	14.8	100
Vodafone (Rural)	Count	202	2	204
	%	99.0	1.0	100
Overall	Count	5744	952	6696
	%	85.8	14.2	100
Overall (Urban)	Count	3840	831	4671
	%	82.2	17.8	100
Overall (Rural)	Count	1904	121	2025
	%	94.0	6.0	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
Aircel (Total)	Count	594	41	553	17	3	614
	%	96.8	6.7	90.1	2.8	0.5	100
Aircel (Urban)	Count	374	39	335	10	2	386
	%	96.9	10.1	86.8	2.6	0.5	100
Aircel (Rural)	Count	220	2	218	7	1	228
	%	96.5	0.9	95.6	3.1	0.4	100
Airtel (Total)	Count	630	70	560	12	0	642
	%	98.1	10.9	87.2	1.9	0.0	100
Airtel (Urban)	Count	443	56	387	5	0	448
	%	98.9	12.5	86.4	1.1	0.0	100
Airtel (Rural)	Count	187	14	173	7	0	194
	%	96.4	7.2	89.2	3.6	0.0	100
BSNL (Total)	Count	1203	66	1137	7	1	1211
	%	99.4	5.5	93.9	0.6	0.1	100
BSNL (Urban)	Count	872	47	825	3	1	876
	%	99.6	5.4	94.2	0.3	0.1	100
BSNL (Rural)	Count	331	19	312	4	0	335
	%	98.8	5.7	93.1	1.2	0.0	100
Idea (Total)	Count	586	41	545	14	2	602
	%	97.3	6.8	90.5	2.3	0.3	100
Idea (Urban)	Count	399	31	368	11	1	411
	%	97.0	7.5	89.5	2.7	0.2	100
Idea (Rural)	Count	187	10	177	3	1	191
	%	97.9	5.2	92.7	1.6	0.5	100
MTS (Total)	Count	589	28	561	11	0	600
	%	98.2	4.7	93.5	1.8	0.0	100
MTS (Urban)	Count	411	17	394	6	0	417
	%	98.6	4.1	94.5	1.4	0.0	100
MTS (Rural)	Count	178	11	167	5	0	183
	%	97.3	6.0	91.3	2.7	0.0	100
Rel Com (Total)	Count	569	20	549	28	3	600
	%	94.8	3.3	91.5	4.7	0.5	100
Rel Com (Urban)	Count	399	12	387	19	1	419
	%	95.3	2.9	92.4	4.5	0.2	100
Rel Com (Rural)	Count	170	8	162	9	2	181
	%	93.9	4.4	89.5	5.0	1.1	100
Rel Tel (Total)	Count	607	18	589	14	2	623
	%	97.4	2.9	94.5	2.2	0.3	100
Rel Tel (Urban)	Count	443	12	431	6	1	450
	%	98.5	2.7	95.8	1.3	0.2	100
Rel Tel (Rural)	Count	164	6	158	8	1	173
	%	94.8	3.5	91.3	4.6	0.6	100
Tata (Total)	Count	580	24	556	19	1	600
	%	96.7	4.0	92.7	3.2	0.2	100
Tata (Urban)	Count	414	17	397	11	1	426
	%	97.2	4.0	93.2	2.6	0.2	100
Tata (Rural)	Count	166	7	159	8	0	174
	%	95.4	4.0	91.4	4.6	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	585	32	553	15	1	601
	%	97.3	5.3	92.0	2.5	0.2	100
Uninor (Urban)	Count	429	29	400	9	1	439
	%	97.7	6.6	91.1	2.1	0.2	100
Uninor (Rural)	Count	156	3	153	6	0	162
	%	96.3	1.9	94.4	3.7	0.0	100
Vodafone (Total)	Count	594	76	518	8	1	603
	%	98.5	12.6	85.9	1.3	0.2	100
Vodafone(Urban)	Count	392	50	342	6	1	399
	%	98.2	12.5	85.7	1.5	0.3	100
Vodafone (Rural)	Count	202	26	176	2	0	204
	%	99.0	12.7	86.3	1.0	0.0	100
Overall	Count	6537	416	6121	145	14	6696
	%	97.6	6.2	91.4	2.2	0.2	100
Overall (Urban)	Count	4576	310	4266	86	9	4671
	%	97.9	6.6	91.3	1.8	0.2	100
Overall (Rural)	Count	1961	106	1855	59	5	2025
	%	96.8	5.2	91.6	2.9	0.2	100

BILLING RELATED- PREPAID CUSTOMERS

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
Aircel (Total)	Count	565	34	531	23	1	589
	%	96.0	5.8	90.2	3.9	0.2	100
Aircel (Urban)	Count	358	31	327	9	1	368
	%	97.3	8.4	88.9	2.4	0.3	100
Aircel (Rural)	Count	207	3	204	14	0	221
	%	93.7	1.4	92.3	6.3	0.0	100
Airtel (Total)	Count	576	55	521	27	2	605
	%	95.2	9.1	86.1	4.5	0.3	100
Airtel (Urban)	Count	393	37	356	19	0	412
	%	95.4	9.0	86.4	4.6	0.0	100
Airtel (Rural)	Count	183	18	165	8	2	193
	%	94.8	9.3	85.5	4.1	1.0	100
BSNL (Total)	Count	1050	54	996	41	3	1094
	%	95.9	4.9	91.0	3.7	0.3	100
BSNL (Urban)	Count	744	39	705	21	2	767
	%	97.0	5.1	91.9	2.7	0.3	100
BSNL (Rural)	Count	306	15	291	20	1	327
	%	93.6	4.6	89.0	6.1	0.3	100
Idea (Total)	Count	576	33	543	15	1	592
	%	97.3	5.6	91.7	2.5	0.2	100
Idea (Urban)	Count	391	23	368	9	1	401
	%	97.5	5.7	91.8	2.2	0.2	100
Idea (Rural)	Count	185	10	175	6	0	191
	%	96.8	5.2	91.6	3.1	0.0	100
MTS (Total)	Count	569	20	549	28	1	598
	%	95.1	3.3	91.8	4.7	0.2	100
MTS (Urban)	Count	404	12	392	12	0	416
	%	97.1	2.9	94.2	2.9	0.0	100
MTS (Rural)	Count	165	8	157	16	1	182
	%	90.7	4.4	86.3	8.8	0.5	100
Rel Com (Total)	Count	561	10	551	28	1	590
	%	95.1	1.7	93.4	4.7	0.2	100
Rel Com (Urban)	Count	384	5	379	26	0	410
	%	93.6	1.2	92.4	6.3	0.0	100
Rel Com (Rural)	Count	177	5	172	2	1	180
	%	98.4	2.8	95.6	1.1	0.6	100
Rel Tel (Total)	Count	590	15	575	31	0	621
	%	95.0	2.4	92.6	5.0	0.0	100
Rel Tel (Urban)	Count	424	10	414	24	0	448
	%	94.6	2.2	92.4	5.4	0.0	100
Rel Tel (Rural)	Count	166	5	161	7	0	173
	%	96.0	2.9	93.1	4.0	0.0	100
Tata (Total)	Count	563	26	537	30	1	594
	%	94.8	4.4	90.4	5.1	0.2	100
Tata (Urban)	Count	398	17	381	23	1	422
	%	94.3	4.0	90.3	5.5	0.2	100
Tata (Rural)	Count	165	9	156	7	0	172
	%	95.9	5.2	90.7	4.1	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	566	33	533	20	1	587
	%	96.4	5.6	90.8	3.4	0.2	100
Uninor (Urban)	Count	416	25	391	11	1	428
	%	97.2	5.8	91.4	2.6	0.2	100
Uninor (Rural)	Count	150	8	142	9	0	159
	%	94.3	5.0	89.3	5.7	0.0	100
Vodafone (Total)	Count	402	49	353	14	2	418
	%	96.1	11.7	84.4	3.3	0.5	100
Vodafone (Urban)	Count	211	26	185	5	2	218
	%	96.8	11.9	84.9	2.3	0.9	100
Vodafone (Rural)	Count	191	23	168	9	0	200
	%	95.5	11.5	84.0	4.5	0.0	100
Overall	Count	6018	329	5689	257	13	6288
	%	95.7	5.2	90.5	4.1	0.2	100
Overall (Urban)	Count	4123	225	3898	159	8	4290
	%	96.1	5.2	90.9	3.7	0.2	100
Overall (Rural)	Count	1895	104	1791	98	5	1998
	%	94.8	5.2	89.6	4.9	0.3	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
Aircel (Total)	Count	5	7	9	3	0	24
	%	20.8	29.2	37.5	12.5	0.0	100.0
Aircel (Urban)	Count	1	3	5	1	0	10
	%	10.0	30.0	50.0	10.0	0.0	100.0
Aircel (Rural)	Count	4	4	4	2	0	14
	%	28.6	28.6	28.6	14.3	0.0	100.0
Airtel (Total)	Count	9	6	13	0	2	29
	%	31.0	20.7	44.8	0.0	6.9	100.0
Airtel (Urban)	Count	7	1	9	0	2	19
	%	36.8	5.3	47.4	0.0	10.5	100.0
Airtel (Rural)	Count	2	5	4	0	0	10
	%	20.0	50.0	40.0	0.0	0.0	100.0
BSNL (Total)	Count	12	7	22	8	3	44
	%	27.3	15.9	50.0	18.2	6.8	100.0
BSNL (Urban)	Count	10	3	8	3	2	23
	%	43.5	13.0	34.8	13.0	8.7	100.0
BSNL (Rural)	Count	2	4	14	5	1	21
	%	9.5	19.0	66.7	23.8	4.8	100.0
Idea (Total)	Count	6	4	5	3	0	16
	%	37.5	25.0	31.3	18.8	0.0	100.0
Idea (Urban)	Count	6	2	2	0	0	10
	%	60.0	20.0	20.0	0.0	0.0	100.0
Idea (Rural)	Count	0	2	3	3	0	6
	%	0.0	33.3	50.0	50.0	0.0	100.0
MTS (Total)	Count	2	1	21	7	0	29
	%	6.9	3.4	72.4	24.1	0.0	100.0
MTS (Urban)	Count	2	1	6	3	0	12
	%	16.7	8.3	50.0	25.0	0.0	100.0
MTS (Rural)	Count	0	0	15	4	0	17
	%	0.0	0.0	88.2	23.5	0.0	100.0
Rel Com (Total)	Count	7	4	17	7	0	29
	%	24.1	13.8	58.6	24.1	0.0	100.0
Rel Com (Urban)	Count	7	4	16	5	0	26
	%	26.9	15.4	61.5	19.2	0.0	100.0
Rel Com (Rural)	Count	0	0	1	2	0	3
	%	0.0	0.0	33.3	66.7	0.0	100.0
Rel Tel (Total)	Count	4	7	20	3	0	31
	%	12.9	22.6	64.5	9.7	0.0	100.0
Rel Tel (Urban)	Count	4	6	16	1	0	24
	%	16.7	25.0	66.7	4.2	0.0	100.0
Rel Tel (Rural)	Count	0	1	4	2	0	7
	%	0.0	14.3	57.1	28.6	0.0	100.0
Tata (Total)	Count	10	1	17	5	1	31
	%	32.3	3.2	54.8	16.1	3.2	100.0
Tata (Urban)	Count	10	1	10	4	1	24
	%	41.7	4.2	41.7	16.7	4.2	100.0
Tata (Rural)	Count	0	0	7	1	0	7
	%	0.0	0.0	100.0	14.3	0.0	100.0

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	7	2	12	2	0	21
	%	33.3	9.5	57.1	9.5	0.0	100.0
Uninor (Urban)	Count	4	0	8	0	0	12
	%	33.3	0.0	66.7	0.0	0.0	100.0
Uninor (Rural)	Count	3	2	4	2	0	9
	%	33.3	22.2	44.4	22.2	0.0	100.0
Vodafone (Total)	Count	1	2	10	3	0	16
	%	6.3	12.5	62.5	18.8	0.0	100.0
Vodafone (Urban)	Count	1	1	3	2	0	7
	%	14.3	14.3	42.9	28.6	0.0	100.0
Vodafone (Rural)	Count	0	1	7	1	0	9
	%	0.0	11.1	77.8	11.1	0.0	100.0
Overall	Count	63	41	146	41	6	270
	%	23.3	15.2	54.1	15.2	2.2	100.0
Overall (Urban)	Count	52	22	83	19	5	167
	%	31.1	13.2	49.7	11.4	3.0	100.0
Overall (Rural)	Count	11	19	63	22	1	103
	%	10.7	18.4	61.2	21.4	1.0	100.0

5(a). Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	91	498	589
	%	15.4	84.6	100
Aircel (Urban)	Count	38	330	368
	%	10.3	89.7	100
Aircel (Rural)	Count	53	168	221
	%	24.0	76.0	100
Airtel (Total)	Count	105	500	605
	%	17.4	82.6	100
Airtel (Urban)	Count	63	349	412
	%	15.3	84.7	100
Airtel (Rural)	Count	42	151	193
	%	21.8	78.2	100
BSNL (Total)	Count	115	979	1094
	%	10.5	89.5	100
BSNL (Urban)	Count	74	693	767
	%	9.6	90.4	100
BSNL (Rural)	Count	41	286	327
	%	12.5	87.5	100
Idea (Total)	Count	82	510	592
	%	13.9	86.1	100
Idea (Urban)	Count	35	366	401
	%	8.7	91.3	100
Idea (Rural)	Count	47	144	191
	%	24.6	75.4	100
MTS (Total)	Count	112	486	598
	%	18.7	81.3	100
MTS (Urban)	Count	61	355	416
	%	14.7	85.3	100
MTS (Rural)	Count	51	131	182
	%	28.0	72.0	100
Rel Com (Total)	Count	124	466	590
	%	21.0	79.0	100
Rel Com (Urban)	Count	63	347	410
	%	15.4	84.6	100
Rel Com (Rural)	Count	61	119	180
	%	33.9	66.1	100
Rel Tel (Total)	Count	132	489	621
	%	21.3	78.7	100
Rel Tel (Urban)	Count	77	371	448
	%	17.2	82.8	100
Rel Tel (Rural)	Count	55	118	173
	%	31.8	68.2	100
Tata (Total)	Count	99	495	594
	%	16.7	83.3	100
Tata (Urban)	Count	54	368	422
	%	12.8	87.2	100
Tata (Rural)	Count	45	127	172
	%	26.2	73.8	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 (Total)	Count	104	483	587
	%	17.7	82.3	100
Uninor (Urban)	Count	61	367	428
	%	14.3	85.7	100
Uninor (Rural)	Count	43	116	159
	%	27.0	73.0	100
Vodafone (Total)	Count	89	329	418
	%	21.3	78.7	100
Vodafone (Urban)	Count	42	176	218
	%	19.3	80.7	100
Vodafone (Rural)	Count	47	153	200
	%	23.5	76.5	100
Overall	Count	1053	5235	6288
	%	16.7	83.3	100
Overall (Urban)	Count	568	3722	4290
	%	13.2	86.8	100
Overall (Rural)	Count	485	1513	1998
	%	24.3	75.7	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
Aircel (Total)	Count	31	0	31	60	0	91
	%	34.1	0.0	34.1	65.9	0.0	100
Aircel (Urban)	Count	11	0	11	27	0	38
	%	28.9	0.0	28.9	71.1	0.0	100
Aircel (Rural)	Count	20	0	20	33	0	53
	%	37.7	0.0	37.7	62.3	0.0	100
Airtel (Total)	Count	33	1	32	70	2	105
	%	31.5	1.0	30.5	66.7	1.9	100
Airtel (Urban)	Count	22	1	21	40	1	63
	%	34.9	1.6	33.3	63.5	1.6	100
Airtel (Rural)	Count	11	0	11	30	1	42
	%	26.2	0.0	26.2	71.4	2.4	100
BSNL (Total)	Count	31	1	30	79	5	115
	%	27.0	0.9	26.1	68.7	4.3	100
BSNL (Urban)	Count	25	0	25	45	4	74
	%	33.8	0.0	33.8	60.8	5.4	100
BSNL (Rural)	Count	6	1	5	34	1	41
	%	14.6	2.4	12.2	82.9	2.4	100
Idea (Total)	Count	29	0	29	50	3	82
	%	35.4	0.0	35.4	61.0	3.7	100
Idea (Urban)	Count	20	0	20	14	1	35
	%	57.1	0.0	57.1	40.0	2.9	100
Idea (Rural)	Count	9	0	9	36	2	47
	%	19.1	0.0	19.1	76.6	4.3	100
MTS (Total)	Count	37	2	35	74	1	112
	%	33.1	1.8	31.3	66.1	0.9	100
MTS (Urban)	Count	24	2	22	36	1	61
	%	39.4	3.3	36.1	59.0	1.6	100
MTS (Rural)	Count	13	0	13	38	0	51
	%	25.5	0.0	25.5	74.5	0.0	100
Rel Com (Total)	Count	29	1	28	93	2	124
	%	23.4	0.8	22.6	75.0	1.6	100
Rel Com (Urban)	Count	20	1	19	41	2	63
	%	31.8	1.6	30.2	65.1	3.2	100
Rel Com (Rural)	Count	9	0	9	52	0	61
	%	14.8	0.0	14.8	85.2	0.0	100
Rel Tel (Total)	Count	37	1	36	92	3	132
	%	28.1	0.8	27.3	69.7	2.3	100
Rel Tel (Urban)	Count	25	0	25	49	3	77
	%	32.5	0.0	32.5	63.6	3.9	100
Rel Tel (Rural)	Count	12	1	11	43	0	55
	%	21.8	1.8	20.0	78.2	0.0	100
Tata (Total)	Count	36	1	35	62	1	99
	%	36.4	1.0	35.4	62.6	1.0	100
Tata (Urban)	Count	20	0	20	33	1	54
	%	37.0	0.0	37.0	61.1	1.9	100
Tata (Rural)	Count	16	1	15	29	0	45
	%	35.5	2.2	33.3	64.4	0.0	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	44	0	44	59	1	104
	%	42.3	0.0	42.3	56.7	1.0	100
Uninor (Urban)	Count	26	0	26	34	1	61
	%	42.6	0.0	42.6	55.7	1.6	100
Uninor (Rural)	Count	18	0	18	25	0	43
	%	41.9	0.0	41.9	58.1	0.0	100
Vodafone (Total)	Count	36	0	36	51	2	89
	%	40.4	0.0	40.4	57.3	2.2	100
Vodafone (Urban)	Count	19	0	19	22	1	42
	%	45.2	0.0	45.2	52.4	2.4	100
Vodafone (Rural)	Count	17	0	17	29	1	47
	%	36.2	0.0	36.2	61.7	2.1	100
Overall	Count	697	7	690	336	20	1053
	%	66.2	0.7	65.5	31.9	1.9	100
Overall (Urban)	Count	345	4	341	208	15	568
	%	60.7	0.7	60.0	36.6	2.6	100
Overall (Rural)	Count	352	3	349	128	5	485
	%	72.6	0.6	72.0	26.4	1.0	100

5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	571	14	557	17	1	589
	%	97.0	2.4	94.6	2.9	0.2	100
Aircel (Urban)	Count	357	14	343	10	1	368
	%	97.0	3.8	93.2	2.7	0.3	100
Aircel (Rural)	Count	214	0	214	7	0	221
	%	96.8	0.0	96.8	3.2	0.0	100
Airtel (Total)	Count	590	21	569	15	0	605
	%	97.5	3.5	94.0	2.5	0.0	100
Airtel (Urban)	Count	405	8	397	7	0	412
	%	98.3	1.9	96.4	1.7	0.0	100
Airtel (Rural)	Count	185	13	172	8	0	193
	%	95.8	6.7	89.1	4.1	0.0	100
BSNL (Total)	Count	1078	22	1056	15	1	1094
	%	98.5	2.0	96.5	1.4	0.1	100
BSNL (Urban)	Count	754	12	742	12	1	767
	%	98.3	1.6	96.7	1.6	0.1	100
BSNL (Rural)	Count	324	10	314	3	0	327
	%	99.1	3.1	96.0	0.9	0.0	100
Idea (Total)	Count	572	10	562	17	3	592
	%	96.6	1.7	94.9	2.9	0.5	100
Idea (Urban)	Count	385	3	382	14	2	401
	%	96.0	0.7	95.3	3.5	0.5	100
Idea (Rural)	Count	187	7	180	3	1	191
	%	97.9	3.7	94.2	1.6	0.5	100
MTS (Total)	Count	578	11	567	20	0	598
	%	96.6	1.8	94.8	3.3	0.0	100
MTS (Urban)	Count	406	6	400	10	0	416
	%	97.6	1.4	96.2	2.4	0.0	100
MTS (Rural)	Count	172	5	167	10	0	182
	%	94.5	2.7	91.8	5.5	0.0	100
Rel Com (Total)	Count	575	4	571	15	0	590
	%	97.5	0.7	96.8	2.5	0.0	100
Rel Com (Urban)	Count	398	1	397	12	0	410
	%	97.0	0.2	96.8	2.9	0.0	100
Rel Com (Rural)	Count	177	3	174	3	0	180
	%	98.4	1.7	96.7	1.7	0.0	100
Rel Tel (Total)	Count	596	6	590	24	1	621
	%	96.0	1.0	95.0	3.9	0.2	100
Rel Tel (Urban)	Count	429	4	425	18	1	448
	%	95.8	0.9	94.9	4.0	0.2	100
Rel Tel (Rural)	Count	167	2	165	6	0	173
	%	96.6	1.2	95.4	3.5	0.0	100
Tata (Total)	Count	571	8	563	22	1	594
	%	96.1	1.3	94.8	3.7	0.2	100
Tata (Urban)	Count	404	2	402	17	1	422
	%	95.8	0.5	95.3	4.0	0.2	100
Tata (Rural)	Count	167	6	161	5	0	172
	%	97.1	3.5	93.6	2.9	0.0	100

5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (Total)	Count	572	8	564	14	1	587
	%	97.5	1.4	96.1	2.4	0.2	100
Uninor (Urban)	Count	418	5	413	9	1	428
	%	97.7	1.2	96.5	2.1	0.2	100
Uninor (Rural)	Count	154	3	151	5	0	159
	%	96.9	1.9	95.0	3.1	0.0	100
Vodafone (Total)	Count	407	14	393	10	1	418
	%	97.3	3.3	94.0	2.4	0.2	100
Vodafone (Urban)	Count	210	2	208	7	1	218
	%	96.3	0.9	95.4	3.2	0.5	100
Vodafone (Rural)	Count	197	12	185	3	0	200
	%	98.5	6.0	92.5	1.5	0.0	100
Overall	Count	6110	118	5992	169	9	6288
	%	97.2	1.9	95.3	2.7	0.1	100
Overall (Urban)	Count	4166	57	4109	116	8	4290
	%	97.1	1.3	95.8	2.7	0.2	100
Overall (Rural)	Count	1944	61	1883	53	1	1998
	%	97.3	3.1	94.2	2.7	0.1	100

5(d). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Lack of complete information about the offer	Charges/Ser vices not as per the offer	Delay in activation of recharge	Non availability of all denomination recharge coupon	Others	Total
Aircel (Total)	Count	6	6	2	4	0	18
	%	33.3	33.3	11.1	22.2	0.0	100
Aircel (Urban)	Count	6	2	0	3	0	11
	%	54.5	18.2	0.0	27.3	0.0	100
Aircel (Rural)	Count	0	4	2	1	0	7
	%	0.0	57.1	28.6	14.3	0.0	100
Airtel (Total)	Count	11	1	0	3	0	15
	%	73.3	6.7	0.0	20.0	0.0	100
Airtel (Urban)	Count	5	1	0	1	0	7
	%	71.4	14.3	0.0	14.3	0.0	100
Airtel (Rural)	Count	6	0	0	2	0	8
	%	75.0	0.0	0.0	25.0	0.0	100
BSNL (Total)	Count	6	4	3	5	2	16
	%	37.5	25.0	18.8	31.3	12.5	100
BSNL (Urban)	Count	5	3	3	4	2	13
	%	38.5	23.1	23.1	30.8	15.4	100
BSNL (Rural)	Count	1	1	0	1	0	3
	%	33.3	33.3	0.0	33.3	0.0	100
Idea (Total)	Count	7	3	5	3	2	20
	%	35.0	15.0	25.0	15.0	10.0	100
Idea (Urban)	Count	5	2	5	2	2	16
	%	31.3	12.5	31.3	12.5	12.5	100
Idea (Rural)	Count	2	1	0	1	0	4
	%	50.0	25.0	0.0	25.0	0.0	100
MTS (Total)	Count	7	4	3	4	2	20
	%	35.0	20.0	15.0	20.0	10.0	100
MTS (Urban)	Count	5	3	0	0	2	10
	%	50.0	30.0	0.0	0.0	20.0	100
MTS (Rural)	Count	2	1	3	4	0	10
	%	20.0	10.0	30.0	40.0	0.0	100
Rel Com (Total)	Count	8	2	0	1	4	15
	%	53.3	13.3	0.0	6.7	26.7	100
Rel Com (Urban)	Count	6	2	0	0	4	12
	%	50.0	16.7	0.0	0.0	33.3	100
Rel Com (Rural)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
Rel Tel (Total)	Count	7	4	6	8	3	25
	%	28.0	16.0	24.0	32.0	12.0	100
Rel Tel (Urban)	Count	6	3	4	6	3	19
	%	31.6	15.8	21.1	31.6	15.8	100
Rel Tel (Rural)	Count	1	1	2	2	0	6
	%	16.7	16.7	33.3	33.3	0.0	100
Tata (Total)	Count	10	4	3	4	2	23
	%	43.5	17.4	13.0	17.4	8.7	100
Tata (Urban)	Count	9	3	1	4	1	18
	%	50.0	16.7	5.6	22.2	5.6	100
Tata (Rural)	Count	1	1	2	0	1	5
	%	20.0	20.0	40.0	0.0	20.0	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	6	1	1	7	0	15
	%	40.0	6.7	6.7	46.7	0.0	100
Uninor (Urban)	Count	4	1	1	4	0	10
	%	40.0	10.0	10.0	40.0	0.0	100
Uninor (Rural)	Count	2	0	0	3	0	5
	%	40.0	0.0	0.0	60.0	0.0	100
Vodafone (Total)	Count	2	3	4	3	1	11
	%	18.2	27.3	36.4	27.3	9.1	100
Vodafone (Urban)	Count	2	2	2	1	1	8
	%	25.0	25.0	25.0	12.5	12.5	100
Vodafone (Rural)	Count	0	1	2	2	0	3
	%	0.0	33.3	66.7	66.7	0.0	100
Overall	Count	70	32	27	42	16	178
	%	39.3	18.0	15.2	23.6	9.0	100
Overall (Urban)	Count	53	22	16	25	15	124
	%	42.7	17.7	12.9	20.2	12.1	100
Overall (Rural)	Count	17	10	11	17	1	54
	%	31.5	18.5	20.4	31.5	1.9	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
Aircel (Total)	Count	552	37	589
	%	93.7	6.3	100
Aircel (Urban)	Count	342	26	368
	%	92.9	7.1	100
Aircel (Rural)	Count	210	11	221
	%	95.0	5.0	100
Airtel (Total)	Count	581	24	605
	%	96.0	4.0	100
Airtel (Urban)	Count	394	18	412
	%	95.6	4.4	100
Airtel (Rural)	Count	187	6	193
	%	96.9	3.1	100
BSNL (Total)	Count	953	141	1094
	%	87.1	12.9	100
BSNL (Urban)	Count	660	107	767
	%	86.0	14.0	100
BSNL (Rural)	Count	293	34	327
	%	89.6	10.4	100
Idea (Total)	Count	558	34	592
	%	94.3	5.7	100
Idea (Urban)	Count	368	33	401
	%	91.8	8.2	100
Idea (Rural)	Count	190	1	191
	%	99.5	0.5	100
MTS (Total)	Count	538	60	598
	%	90.0	10.0	100
MTS (Urban)	Count	359	57	416
	%	86.3	13.7	100
MTS (Rural)	Count	179	3	182
	%	98.4	1.6	100
Rel Com (Total)	Count	520	70	590
	%	88.1	11.9	100
Rel Com (Urban)	Count	349	61	410
	%	85.1	14.9	100
Rel Com (Rural)	Count	171	9	180
	%	95.0	5.0	100
Rel Tel (Total)	Count	594	27	621
	%	95.7	4.3	100
Rel Tel (Urban)	Count	421	27	448
	%	94.0	6.0	100
Rel Tel (Rural)	Count	173	0	173
	%	100.0	0.0	100
Tata (Total)	Count	550	44	594
	%	92.6	7.4	100
Tata (Urban)	Count	378	44	422
	%	89.6	10.4	100
Tata (Rural)	Count	172	0	172
	%	100.0	0.0	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
Uninor (Total)	Count	547	40	587
	%	93.2	6.8	100
Uninor (Urban)	Count	389	39	428
	%	90.9	9.1	100
Uninor (Rural)	Count	158	1	159
	%	99.4	0.6	100
Vodafone (Total)	Count	407	11	418
	%	97.4	2.6	100
Vodafone (Urban)	Count	208	10	218
	%	95.4	4.6	100
Vodafone (Rural)	Count	199	1	200
	%	99.5	0.5	100
Overall	Count	5800	488	6288
	%	92.2	7.8	100
Overall (Urban)	Count	3868	422	4290
	%	90.2	9.8	100
Overall (Rural)	Count	1932	66	1998
	%	96.7	3.3	100

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	14	1	13	11	0	25
	%	56.0	4.0	52.0	44.0	0.0	100
Aircel (Urban)	Count	12	1	11	6	0	18
	%	66.7	5.6	61.1	33.3	0.0	100
Aircel (Rural)	Count	2	0	2	5	0	7
	%	28.6	0.0	28.6	71.4	0.0	100
Airtel (Total)	Count	32	2	30	5	0	37
	%	86.5	5.4	81.1	13.5	0.0	100
Airtel (Urban)	Count	31	2	29	5	0	36
	%	86.2	5.6	80.6	13.9	0.0	100
Airtel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	86	0	86	31	0	117
	%	73.5	0.0	73.5	26.5	0.0	100
BSNL (Urban)	Count	78	0	78	31	0	109
	%	71.6	0.0	71.6	28.4	0.0	100
BSNL (Rural)	Count	8	0	8	0	0	8
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	6	0	6	4	0	10
	%	60.0	0.0	60.0	40.0	0.0	100
Idea (Urban)	Count	6	0	6	4	0	10
	%	60.0	0.0	60.0	40.0	0.0	100
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Com (Total)	Count	8	0	8	2	0	10
	%	80.0	0.0	80.0	20.0	0.0	100
Rel Com (Urban)	Count	7	0	7	2	0	9
	%	77.8	0.0	77.8	22.2	0.0	100
Rel Com (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Tel (Total)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100
Rel Tel (Urban)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100
Rel Tel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Tata (Total)	Count	3	0	3	3	0	6
	%	50.0	0.0	50.0	50.0	0.0	100
Tata (Urban)	Count	1	0	1	3	0	4
	%	25.0	0.0	25.0	75.0	0.0	100
Tata (Rural)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	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	10	0	10	4	0	14
	%	71.4	0.0	71.4	28.6	0.0	100
Uninor (Urban)	Count	7	0	7	4	0	11
	%	63.6	0.0	63.6	36.4	0.0	100
Uninor (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (Total)	Count	163	14	149	17	5	185
	%	88.1	7.6	80.5	9.2	2.7	100
Vodafone (Urban)	Count	159	14	145	17	5	181
	%	87.8	7.7	80.1	9.4	2.8	100
Vodafone (Rural)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100
Overall	Count	324	17	307	79	5	408
	%	79.4	4.2	75.2	19.4	1.2	100
Overall (Urban)	Count	302	17	285	74	5	381
	%	79.3	4.5	74.8	19.4	1.3	100
Overall (Rural)	Count	22	0	22	5	0	27
	%	81.5	0.0	81.5	18.5	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
Aircel (Total)	Count	25	1	24	0	0	25
	%	100.0	4.0	96.0	0.0	0.0	100
Aircel (Urban)	Count	18	1	17	0	0	18
	%	100.0	5.6	94.4	0.0	0.0	100
Aircel (Rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	37	2	35	0	0	37
	%	100.0	5.4	94.6	0.0	0.0	100
Airtel (Urban)	Count	36	2	34	0	0	36
	%	100.0	5.6	94.4	0.0	0.0	100
Airtel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	115	0	115	2	0	117
	%	98.3	0.0	98.3	1.7	0.0	100
BSNL (Urban)	Count	108	0	108	1	0	109
	%	99.1	0.0	99.1	0.9	0.0	100
BSNL (Rural)	Count	7	0	7	1	0	8
	%	87.5	0.0	87.5	12.5	0.0	100
Idea (Total)	Count	9	0	9	1	0	10
	%	90.0	0.0	90.0	10.0	0.0	100
Idea (Urban)	Count	9	0	9	1	0	10
	%	90.0	0.0	90.0	10.0	0.0	100
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Com (Total)	Count	9	0	9	1	0	10
	%	90.0	0.0	90.0	10.0	0.0	100
Rel Com (Urban)	Count	8	0	8	1	0	9
	%	88.9	0.0	88.9	11.1	0.0	100
Rel Com (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Tel (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Tel (Urban)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Tel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Tata (Total)	Count	6	0	6	0	0	6
	%	100.0	0.0	100.0	0.0	0.0	100
Tata (Urban)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100
Tata (Rural)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	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	14	0	14	0	0	14
	%	100.0	0.0	100.0	0.0	0.0	100
Uninor (Urban)	Count	11	0	11	0	0	11
	%	100.0	0.0	100.0	0.0	0.0	100
Uninor (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (Total)	Count	177	13	164	7	1	185
	%	95.6	7.0	88.6	3.8	0.5	100
Vodafone (Urban)	Count	173	12	161	7	1	181
	%	95.6	6.6	89.0	3.9	0.6	100
Vodafone (Rural)	Count	4	1	3	0	0	4
	%	100.0	25.0	75.0	0.0	0.0	100
Overall	Count	396	16	380	11	1	408
	%	97.0	3.9	93.1	2.7	0.2	100
Overall (Urban)	Count	370	15	355	10	1	381
	%	97.1	3.9	93.2	2.6	0.3	100
Overall (Rural)	Count	26	1	25	1	0	27
	%	96.3	3.7	92.6	3.7	0.0	100

7(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to read the bill	Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Other	Total
Aircel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100	100
Airtel (Urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100	100
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	2	0	1	0	1	4
	%	66.7	0.0	100	0.0	33.3	100
BSNL (Urban)	Count	2	0	0	0	1	3
	%	66.7	0.0	0.0	0.0	33.3	100
BSNL (Rural)	Count	0	0	1	0	0	1
	%	0.0	0.0	100	0.0	0.0	100
Idea (Total)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Total)	Count	0	0	1	0	0	1
	%	0.0	0.0	100	0.0	0.0	100
Rel Tel (Urban)	Count	0	0	1	0	0	1
	%	0.0	0.0	100	0.0	0.0	100
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 bill	Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls not given	Other	Total
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Total)	Count	8	0	0	0	2	10
	%	80.0	0.0	0.0	0.0	20.0	100
Vodafone (Urban)	Count	8	0	0	0	2	10
	%	80.0	0.0	0.0	0.0	20.0	100
Vodafone (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Overall	Count	11	0	2	0	4	17
	%	64.7	0.0	11.8	0.0	23.5	100
Overall (Urban)	Count	11	0	1	0	4	16
	%	68.8	0.0	6.3	0.0	25.0	100
Overall (Rural)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100

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	24	1	23	1	0	25
	%	96.0	4.0	92.0	4.0	0.0	100
Aircel (Urban)	Count	17	1	16	1	0	18
	%	94.5	5.6	88.9	5.6	0.0	100
Aircel (Rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	33	3	30	4	0	37
	%	89.2	8.1	81.1	10.8	0.0	100
Airtel (Urban)	Count	32	3	29	4	0	36
	%	88.9	8.3	80.6	11.1	0.0	100
Airtel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	105	0	105	12	0	117
	%	89.7	0.0	89.7	10.3	0.0	100
BSNL (Urban)	Count	97	0	97	12	0	109
	%	89.0	0.0	89.0	11.0	0.0	100
BSNL (Rural)	Count	8	0	8	0	0	8
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	9	0	9	1	0	10
	%	90.0	0.0	90.0	10.0	0.0	100
Idea (Urban)	Count	9	0	9	1	0	10
	%	90.0	0.0	90.0	10.0	0.0	100
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Com (Total)	Count	9	0	9	0	1	10
	%	90.0	0.0	90.0	0.0	10.0	100
Rel Com (Urban)	Count	8	0	8	0	1	9
	%	88.9	0.0	88.9	0.0	11.1	100
Rel Com (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Tel (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Tel (Urban)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Tel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Tata (Total)	Count	6	0	6	0	0	6
	%	100.0	0.0	100.0	0.0	0.0	100
Tata (Urban)	Count	4	0	4	0	0	4
	%	100.0	0.0	100.0	0.0	0.0	100
Tata (Rural)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100

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
Uninor (Total)	Count	14	0	14	0	0	14
	%	100.0	0.0	100.0	0.0	0.0	100
Uninor (Urban)	Count	11	0	11	0	0	11
	%	100.0	0.0	100.0	0.0	0.0	100
Uninor (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	100
Vodafone (Total)	Count	160	31	129	22	3	185
	%	86.5	16.8	69.7	11.9	1.6	100
Vodafone (Urban)	Count	156	30	126	22	3	181
	%	86.2	16.6	69.6	12.2	1.7	100
Vodafone (Rural)	Count	4	1	3	0	0	4
	%	100.0	25.0	75.0	0.0	0.0	100
Overall	Count	364	35	329	40	4	408
	%	89.2	8.6	80.6	9.8	1.0	100
Overall (Urban)	Count	337	34	303	40	4	381
	%	88.4	8.9	79.5	10.5	1.0	100
Overall (Rural)	Count	27	1	26	0	0	27
	%	100.0	3.7	96.3	0.0	0.0	100

8(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	Calculations are not clear	Others	Total
Aircel (Total)	Count	0	0	1	0	0	0	1
	%	0.0	0.0	100	0.0	0.0	0.0	100
Aircel (Urban)	Count	0	0	1	0	0	0	1
	%	0.0	0.0	100	0.0	0.0	0.0	100
Aircel (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Airtel (Total)	Count	1	0	3	0	0	0	4
	%	25.0	0.0	75.0	0.0	0.0	0.0	100
Airtel (Urban)	Count	1	0	3	0	0	0	4
	%	25.0	0.0	75.0	0.0	0.0	0.0	100
Airtel (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
BSNL (Total)	Count	4	1	7	0	0	0	12
	%	33.3	8.3	58.3	0.0	0.0	0.0	100
BSNL (Urban)	Count	4	1	7	0	0	0	12
	%	33.3	8.3	58.3	0.0	0.0	0.0	100
BSNL (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Idea (Total)	Count	1	0	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
MTS (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
MTS (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
MTS (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Rel Com (Total)	Count	0	0	1	0	0	0	1
	%	0.0	0.0	100	0.0	0.0	0.0	100
Rel Com (Urban)	Count	0	0	1	0	0	0	1
	%	0.0	0.0	100	0.0	0.0	0.0	100
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	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Calculations are not clear	Others	Total
Uninor (Total)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Vodafone (Total)	Count	19	0	5	1	0	0	25
	%	76.0	0.0	20.0	4.0	0.0	0.0	100
Vodafone (Urban)	Count	19	0	5	1	0	0	25
	%	76.0	0.0	20.0	4.0	0.0	0.0	100
Vodafone (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-
Overall	Count	25	1	17	1	0	0	44
	%	56.8	2.3	38.6	2.3	0.0	0.0	100
Overall (Urban)	Count	25	1	17	1	0	0	44
	%	56.8	2.3	38.6	2.3	0.0	0.0	100
Overall (Rural)	Count	-	-	-	-	-	-	-
	%	-	-	-	-	-	-	-

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	0	25	25
	%	0.0	100.0	100
Aircel (Urban)	Count	0	18	18
	%	0.0	100.0	100
Aircel (Rural)	Count	0	7	7
	%	0.0	100.0	100
Airtel (Total)	Count	5	32	37
	%	13.5	86.5	100
Airtel (Urban)	Count	5	31	36
	%	13.9	86.1	100
Airtel (Rural)	Count	0	1	1
	%	0.0	100.0	100
BSNL (Total)	Count	1	116	117
	%	0.9	99.1	100
BSNL (Urban)	Count	1	108	109
	%	0.9	99.1	100
BSNL (Rural)	Count	0	8	8
	%	0.0	100.0	100
Idea (Total)	Count	0	10	10
	%	0.0	100.0	100
Idea (Urban)	Count	0	10	10
	%	0.0	100.0	100
Idea (Rural)	Count	-	-	-
	%	-	-	-
MTS (Total)	Count	0	2	2
	%	0.0	100.0	100
MTS (Urban)	Count	0	1	1
	%	0.0	100.0	100
MTS (Rural)	Count	0	1	1
	%	0.0	100.0	100
Rel Com (Total)	Count	0	10	10
	%	0.0	100.0	100
Rel Com (Urban)	Count	0	9	9
	%	0.0	100.0	100
Rel Com (Rural)	Count	0	1	1
	%	0.0	100.0	100
Rel Tel (Total)	Count	0	2	2
	%	0.0	100.0	100
Rel Tel (Urban)	Count	0	2	2
	%	0.0	100.0	100
Rel Tel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Tata (Total)	Count	0	6	6
	%	0.0	100.0	100
Tata (Urban)	Count	0	4	4
	%	0.0	100.0	100
Tata (Rural)	Count	0	2	2
	%	0.0	100.0	100

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Uninor (Total)	Count	0	14	14
	%	0.0	100.0	100
Uninor (Urban)	Count	0	11	11
	%	0.0	100.0	100
Uninor (Rural)	Count	0	3	3
	%	0.0	100.0	100
Vodafone (Total)	Count	27	158	185
	%	14.6	85.4	100
Vodafone (Urban)	Count	27	154	181
	%	14.9	85.1	100
Vodafone (Rural)	Count	0	4	4
	%	0.0	100.0	100
Overall	Count	33	375	408
	%	8.1	91.9	100
Overall (Urban)	Count	33	348	381
	%	8.7	91.3	100
Overall (Rural)	Count	0	27	27
	%	0.0	100	100

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	5	0	5	0	0	5
	%	100.0	0.0	100.0	0.0	0.0	100.0
Airtel (Urban)	Count	5	0	5	0	0	5
	%	100.0	0.0	100.0	0.0	0.0	100.0
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100.0
BSNL (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100.0
BSNL (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (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	-	-	-	-	-	-
	%	-	-	-	-	-	-

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
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Total)	Count	14	0	14	10	3	27
	%	51.9	0.0	51.9	37.0	11.1	100.0
Vodafone (Urban)	Count	14	0	14	10	3	27
	%	51.9	0.0	51.9	37.0	11.1	100.0
Vodafone (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Overall	Count	20	0	20	10	3	33
	%	60.6	0.0	60.6	30.3	9.1	100
Overall (Urban)	Count	20	0	20	10	3	33
	%	60.6	0.0	60.6	30.3	9.1	100
Overall (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/complaint centre of your service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	221	393	614
	%	36.0	64.0	100
Aircel (Urban)	Count	132	254	386
	%	34.2	65.8	100
Aircel (Rural)	Count	89	139	228
	%	39.0	61.0	100
Airtel (Total)	Count	236	406	642
	%	36.8	63.2	100
Airtel (Urban)	Count	160	288	448
	%	35.7	64.3	100
Airtel (Rural)	Count	76	118	194
	%	39.2	60.8	100
BSNL (Total)	Count	286	925	1211
	%	23.6	76.4	100
BSNL (Urban)	Count	212	664	876
	%	24.2	75.8	100
BSNL (Rural)	Count	74	261	335
	%	22.1	77.9	100
Idea (Total)	Count	189	413	602
	%	31.4	68.6	100
Idea (Urban)	Count	125	286	411
	%	30.4	69.6	100
Idea (Rural)	Count	64	127	191
	%	33.5	66.5	100
MTS (Total)	Count	240	360	600
	%	40.0	60.0	100
MTS (Urban)	Count	145	272	417
	%	34.8	65.2	100
MTS (Rural)	Count	95	88	183
	%	51.9	48.1	100
Rel Com (Total)	Count	240	360	600
	%	40.0	60.0	100
Rel Com (Urban)	Count	165	254	419
	%	39.4	60.6	100
Rel Com (Rural)	Count	75	106	181
	%	41.4	58.6	100
Rel Tel (Total)	Count	264	359	623
	%	42.4	57.6	100
Rel Tel (Urban)	Count	197	253	450
	%	43.8	56.2	100
Rel Tel (Rural)	Count	67	106	173
	%	38.7	61.3	100
Tata (Total)	Count	261	339	600
	%	43.5	56.5	100
Tata (Urban)	Count	183	243	426
	%	43.0	57.0	100
Tata (Rural)	Count	78	96	174
	%	44.8	55.2	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	235	366	601
	%	39.1	60.9	100
Uninor (Urban)	Count	168	271	439
	%	38.3	61.7	100
Uninor (Rural)	Count	67	95	162
	%	41.4	58.6	100
Vodafone (Total)	Count	212	391	603
	%	35.2	64.8	100
Vodafone (Urban)	Count	130	269	399
	%	32.6	67.4	100
Vodafone (Rural)	Count	82	122	204
	%	40.2	59.8	100
Overall	Count	2384	4312	6696
	%	35.6	64.4	100
Overall (Urban)	Count	1617	3054	4671
	%	34.6	65.4	100
Overall (Rural)	Count	767	1258	2025
	%	37.9	62.1	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
Aircel (Total)	Count	161	4	157	55	5	221
	%	72.8	1.8	71.0	24.9	2.3	100
Aircel (Urban)	Count	95	4	91	33	4	132
	%	71.9	3.0	68.9	25.0	3.0	100
Aircel (Rural)	Count	66	0	66	22	1	89
	%	74.2	0.0	74.2	24.7	1.1	100
Airtel (Total)	Count	166	3	163	63	7	236
	%	70.4	1.3	69.1	26.7	3.0	100
Airtel (Urban)	Count	111	2	109	44	5	160
	%	69.4	1.3	68.1	27.5	3.1	100
Airtel (Rural)	Count	55	1	54	19	2	76
	%	72.4	1.3	71.1	25.0	2.6	100
BSNL (Total)	Count	178	4	174	101	7	286
	%	62.2	1.4	60.8	35.3	2.4	100
BSNL (Urban)	Count	128	1	127	79	5	212
	%	60.4	0.5	59.9	37.3	2.4	100
BSNL (Rural)	Count	50	3	47	22	2	74
	%	67.6	4.1	63.5	29.7	2.7	100
Idea (Total)	Count	141	1	140	48	0	189
	%	74.6	0.5	74.1	25.4	0.0	100
Idea (Urban)	Count	93	1	92	32	0	125
	%	74.4	0.8	73.6	25.6	0.0	100
Idea (Rural)	Count	48	0	48	16	0	64
	%	75.0	0.0	75.0	25.0	0.0	100
MTS (Total)	Count	180	2	178	52	8	240
	%	75.0	0.8	74.2	21.7	3.3	100
MTS (Urban)	Count	106	2	104	35	4	145
	%	73.1	1.4	71.7	24.1	2.8	100
MTS (Rural)	Count	74	0	74	17	4	95
	%	77.9	0.0	77.9	17.9	4.2	100
Rel Com (Total)	Count	185	1	184	51	4	240
	%	77.1	0.4	76.7	21.3	1.7	100
Rel Com (Urban)	Count	132	1	131	29	4	165
	%	80.0	0.6	79.4	17.6	2.4	100
Rel Com (Rural)	Count	53	0	53	22	0	75
	%	70.7	0.0	70.7	29.3	0.0	100
Rel Tel (Total)	Count	196	1	195	63	5	264
	%	74.3	0.4	73.9	23.9	1.9	100
Rel Tel (Urban)	Count	145	0	145	47	5	197
	%	73.6	0.0	73.6	23.9	2.5	100
Rel Tel (Rural)	Count	51	1	50	16	0	67
	%	76.1	1.5	74.6	23.9	0.0	100
Tata (Total)	Count	181	6	175	73	7	261
	%	69.3	2.3	67.0	28.0	2.7	100
Tata (Urban)	Count	118	5	113	59	6	183
	%	64.4	2.7	61.7	32.2	3.3	100
Tata (Rural)	Count	63	1	62	14	1	78
	%	80.8	1.3	79.5	17.9	1.3	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
Uninor (Total)	Count	155	2	153	78	2	235
	%	66.0	0.9	65.1	33.2	0.9	100
Uninor (Urban)	Count	116	2	114	51	1	168
	%	69.1	1.2	67.9	30.4	0.6	100
Uninor (Rural)	Count	39	0	39	27	1	67
	%	58.2	0.0	58.2	40.3	1.5	100
Vodafone (Total)	Count	154	5	149	49	9	212
	%	72.7	2.4	70.3	23.1	4.2	100
Vodafone (Urban)	Count	97	4	93	25	8	130
	%	74.6	3.1	71.5	19.2	6.2	100
Vodafone (Rural)	Count	57	1	56	24	1	82
	%	69.5	1.2	68.3	29.3	1.2	100
Overall	Count	1697	29	1668	633	54	2384
	%	71.2	1.2	70.0	26.6	2.3	100
Overall (Urban)	Count	1141	22	1119	434	42	1617
	%	70.6	1.4	69.2	26.8	2.6	100
Overall (Rural)	Count	556	7	549	199	12	767
	%	72.5	0.9	71.6	25.9	1.6	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
Aircel (Total)	Count	159	5	154	58	4	221
	%	72.0	2.3	69.7	26.2	1.8	100
Aircel (Urban)	Count	97	5	92	32	3	132
	%	73.5	3.8	69.7	24.2	2.3	100
Aircel (Rural)	Count	62	0	62	26	1	89
	%	69.7	0.0	69.7	29.2	1.1	100
Airtel (Total)	Count	163	1	162	70	3	236
	%	69.0	0.4	68.6	29.7	1.3	100
Airtel (Urban)	Count	107	1	106	50	3	160
	%	66.9	0.6	66.3	31.3	1.9	100
Airtel (Rural)	Count	56	0	56	20	0	76
	%	73.7	0.0	73.7	26.3	0.0	100
BSNL (Total)	Count	181	3	178	94	11	286
	%	63.2	1.0	62.2	32.9	3.8	100
BSNL (Urban)	Count	128	1	127	78	6	212
	%	60.4	0.5	59.9	36.8	2.8	100
BSNL (Rural)	Count	53	2	51	16	5	74
	%	71.6	2.7	68.9	21.6	6.8	100
Idea (Total)	Count	140	0	140	48	1	189
	%	74.1	0.0	74.1	25.4	0.5	100
Idea (Urban)	Count	91	0	91	33	1	125
	%	72.8	0.0	72.8	26.4	0.8	100
Idea (Rural)	Count	49	0	49	15	0	64
	%	76.6	0.0	76.6	23.4	0.0	100
MTS (Total)	Count	178	2	176	58	4	240
	%	74.1	0.8	73.3	24.2	1.7	100
MTS (Urban)	Count	102	2	100	40	3	145
	%	70.4	1.4	69.0	27.6	2.1	100
MTS (Rural)	Count	76	0	76	18	1	95
	%	80.0	0.0	80.0	18.9	1.1	100
Rel Com (Total)	Count	181	0	181	53	6	240
	%	75.4	0.0	75.4	22.1	2.5	100
Rel Com (Urban)	Count	128	0	128	31	6	165
	%	77.6	0.0	77.6	18.8	3.6	100
Rel Com (Rural)	Count	53	0	53	22	0	75
	%	70.7	0.0	70.7	29.3	0.0	100
Rel Tel (Total)	Count	196	0	196	64	4	264
	%	74.2	0.0	74.2	24.2	1.5	100
Rel Tel (Urban)	Count	144	0	144	49	4	197
	%	73.1	0.0	73.1	24.9	2.0	100
Rel Tel (Rural)	Count	52	0	52	15	0	67
	%	77.6	0.0	77.6	22.4	0.0	100
Tata (Total)	Count	181	4	177	72	8	261
	%	69.3	1.5	67.8	27.6	3.1	100
Tata (Urban)	Count	118	4	114	58	7	183
	%	64.5	2.2	62.3	31.7	3.8	100
Tata (Rural)	Count	63	0	63	14	1	78
	%	80.8	0.0	80.8	17.9	1.3	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
Uninor (Total)	Count	149	2	147	84	2	235
	%	63.5	0.9	62.6	35.7	0.9	100
Uninor (Urban)	Count	110	2	108	57	1	168
	%	65.5	1.2	64.3	33.9	0.6	100
Uninor (Rural)	Count	39	0	39	27	1	67
	%	58.2	0.0	58.2	40.3	1.5	100
Vodafone (Total)	Count	150	3	147	57	5	212
	%	70.7	1.4	69.3	26.9	2.4	100
Vodafone (Urban)	Count	96	2	94	30	4	130
	%	73.8	1.5	72.3	23.1	3.1	100
Vodafone (Rural)	Count	54	1	53	27	1	82
	%	65.8	1.2	64.6	32.9	1.2	100
Overall	Count	1678	20	1658	658	48	2384
	%	70.3	0.8	69.5	27.6	2.0	100
Overall (Urban)	Count	1121	17	1104	458	38	1617
	%	69.4	1.1	68.3	28.3	2.4	100
Overall (Rural)	Count	557	3	554	200	10	767
	%	72.6	0.4	72.2	26.1	1.3	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
Aircel (Total)	Count	158	5	153	59	4	221
	%	71.5	2.3	69.2	26.7	1.8	100
Aircel (Urban)	Count	95	4	91	34	3	132
	%	71.9	3.0	68.9	25.8	2.3	100
Aircel (Rural)	Count	63	1	62	25	1	89
	%	70.8	1.1	69.7	28.1	1.1	100
Airtel (Total)	Count	162	1	161	71	3	236
	%	68.6	0.4	68.2	30.1	1.3	100
Airtel (Urban)	Count	108	1	107	49	3	160
	%	67.5	0.6	66.9	30.6	1.9	100
Airtel (Rural)	Count	54	0	54	22	0	76
	%	71.1	0.0	71.1	28.9	0.0	100
BSNL (Total)	Count	184	3	181	89	13	286
	%	64.3	1.0	63.3	31.1	4.5	100
BSNL (Urban)	Count	131	1	130	73	8	212
	%	61.8	0.5	61.3	34.4	3.8	100
BSNL (Rural)	Count	53	2	51	16	5	74
	%	71.6	2.7	68.9	21.6	6.8	100
Idea (Total)	Count	138	0	138	50	1	189
	%	73.0	0.0	73.0	26.5	0.5	100
Idea (Urban)	Count	89	0	89	36	0	125
	%	71.2	0.0	71.2	28.8	0.0	100
Idea (Rural)	Count	49	0	49	14	1	64
	%	76.6	0.0	76.6	21.9	1.6	100
MTS (Total)	Count	175	2	173	60	5	240
	%	72.9	0.8	72.1	25.0	2.1	100
MTS (Urban)	Count	99	2	97	43	3	145
	%	68.3	1.4	66.9	29.7	2.1	100
MTS (Rural)	Count	76	0	76	17	2	95
	%	80.0	0.0	80.0	17.9	2.1	100
Rel Com (Total)	Count	178	0	178	56	6	240
	%	74.2	0.0	74.2	23.3	2.5	100
Rel Com (Urban)	Count	125	0	125	34	6	165
	%	75.8	0.0	75.8	20.6	3.6	100
Rel Com (Rural)	Count	53	0	53	22	0	75
	%	70.7	0.0	70.7	29.3	0.0	100
Rel Tel (Total)	Count	190	0	190	70	4	264
	%	72.0	0.0	72.0	26.5	1.5	100
Rel Tel (Urban)	Count	140	0	140	53	4	197
	%	71.1	0.0	71.1	26.9	2.0	100
Rel Tel (Rural)	Count	50	0	50	17	0	67
	%	74.6	0.0	74.6	25.4	0.0	100
Tata (Total)	Count	180	4	176	73	8	261
	%	68.9	1.5	67.4	28.0	3.1	100
Tata (Urban)	Count	117	4	113	59	7	183
	%	63.9	2.2	61.7	32.2	3.8	100
Tata (Rural)	Count	63	0	63	14	1	78
	%	80.8	0.0	80.8	17.9	1.3	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
Uninor (Total)	Count	150	3	147	82	3	235
	%	63.9	1.3	62.6	34.9	1.3	100
Uninor (Urban)	Count	112	2	110	54	2	168
	%	66.7	1.2	65.5	32.1	1.2	100
Uninor (Rural)	Count	38	1	37	28	1	67
	%	56.7	1.5	55.2	41.8	1.5	100
Vodafone (Total)	Count	152	2	150	56	4	212
	%	71.7	0.9	70.8	26.4	1.9	100
Vodafone (Urban)	Count	98	2	96	29	3	130
	%	75.3	1.5	73.8	22.3	2.3	100
Vodafone (Rural)	Count	54	0	54	27	1	82
	%	65.9	0.0	65.9	32.9	1.2	100
Overall	Count	1667	20	1647	666	51	2384
	%	69.9	0.8	69.1	27.9	2.1	100
Overall (Urban)	Count	1114	16	1098	464	39	1617
	%	68.9	1.0	67.9	28.7	2.4	100
Overall (Rural)	Count	553	4	549	202	12	767
	%	72.1	0.5	71.6	26.3	1.6	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
Aircel (Total)	Count	154	3	151	61	6	221
	%	69.7	1.4	68.3	27.6	2.7	100
Aircel (Urban)	Count	92	3	89	36	4	132
	%	69.7	2.3	67.4	27.3	3.0	100
Aircel (Rural)	Count	62	0	62	25	2	89
	%	69.7	0.0	69.7	28.1	2.2	100
Airtel (Total)	Count	160	1	159	72	4	236
	%	67.8	0.4	67.4	30.5	1.7	100
Airtel (Urban)	Count	107	1	106	50	3	160
	%	66.9	0.6	66.3	31.3	1.9	100
Airtel (Rural)	Count	53	0	53	22	1	76
	%	69.7	0.0	69.7	28.9	1.3	100
BSNL (Total)	Count	178	10	168	98	10	286
	%	62.2	3.5	58.7	34.3	3.5	100
BSNL (Urban)	Count	126	7	119	80	6	212
	%	59.4	3.3	56.1	37.7	2.8	100
BSNL (Rural)	Count	52	3	49	18	4	74
	%	70.3	4.1	66.2	24.3	5.4	100
Idea (Total)	Count	137	1	136	52	0	189
	%	72.5	0.5	72.0	27.5	0.0	100
Idea (Urban)	Count	88	1	87	37	0	125
	%	70.4	0.8	69.6	29.6	0.0	100
Idea (Rural)	Count	49	0	49	15	0	64
	%	76.6	0.0	76.6	23.4	0.0	100
MTS (Total)	Count	176	2	174	59	5	240
	%	73.3	0.8	72.5	24.6	2.1	100
MTS (Urban)	Count	100	2	98	43	2	145
	%	69.0	1.4	67.6	29.7	1.4	100
MTS (Rural)	Count	76	0	76	16	3	95
	%	80.0	0.0	80.0	16.8	3.2	100
Rel Com (Total)	Count	176	0	176	59	5	240
	%	73.3	0.0	73.3	24.6	2.1	100
Rel Com (Urban)	Count	123	0	123	37	5	165
	%	74.5	0.0	74.5	22.4	3.0	100
Rel Com (Rural)	Count	53	0	53	22	0	75
	%	70.7	0.0	70.7	29.3	0.0	100
Rel Tel (Total)	Count	191	0	191	70	3	264
	%	72.3	0.0	72.3	26.5	1.1	100
Rel Tel (Urban)	Count	141	0	141	53	3	197
	%	71.6	0.0	71.6	26.9	1.5	100
Rel Tel (Rural)	Count	50	0	50	17	0	67
	%	74.6	0.0	74.6	25.4	0.0	100
Tata (Total)	Count	176	4	172	77	8	261
	%	67.4	1.5	65.9	29.5	3.1	100
Tata (Urban)	Count	115	4	111	61	7	183
	%	62.9	2.2	60.7	33.3	3.8	100
Tata (Rural)	Count	61	0	61	16	1	78
	%	78.2	0.0	78.2	20.5	1.3	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
Uninor (Total)	Count	149	2	147	83	3	235
	%	63.5	0.9	62.6	35.3	1.3	100
Uninor (Urban)	Count	112	2	110	54	2	168
	%	66.7	1.2	65.5	32.1	1.2	100
Uninor (Rural)	Count	37	0	37	29	1	67
	%	55.2	0.0	55.2	43.3	1.5	100
Vodafone (Total)	Count	150	2	148	56	6	212
	%	70.7	0.9	69.8	26.4	2.8	100
Vodafone (Urban)	Count	96	2	94	29	5	130
	%	73.8	1.5	72.3	22.3	3.8	100
Vodafone (Rural)	Count	54	0	54	27	1	82
	%	65.9	0.0	65.9	32.9	1.2	100
Overall	Count	1647	25	1622	687	50	2384
	%	69.0	1.0	68.0	28.8	2.1	100
Overall (Urban)	Count	1100	22	1078	480	37	1617
	%	68.1	1.4	66.7	29.7	2.3	100
Overall (Rural)	Count	547	3	544	207	13	767
	%	71.3	0.4	70.9	27.0	1.7	100

15. How satisfied are you with the time taken by complaintcentre/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	155	5	150	63	3	221
	%	70.2	2.3	67.9	28.5	1.4	100
Aircel (Urban)	Count	94	4	90	36	2	132
	%	71.2	3.0	68.2	27.3	1.5	100
Aircel (Rural)	Count	61	1	60	27	1	89
	%	68.5	1.1	67.4	30.3	1.1	100
Airtel (Total)	Count	161	1	160	71	4	236
	%	68.2	0.4	67.8	30.1	1.7	100
Airtel (Urban)	Count	108	1	107	48	4	160
	%	67.5	0.6	66.9	30.0	2.5	100
Airtel (Rural)	Count	53	0	53	23	0	76
	%	69.7	0.0	69.7	30.3	0.0	100
BSNL (Total)	Count	191	4	187	82	13	286
	%	66.8	1.4	65.4	28.7	4.5	100
BSNL (Urban)	Count	140	2	138	63	9	212
	%	66.0	0.9	65.1	29.7	4.2	100
BSNL (Rural)	Count	51	2	49	19	4	74
	%	68.9	2.7	66.2	25.7	5.4	100
Idea (Total)	Count	136	4	132	53	0	189
	%	71.9	2.1	69.8	28.0	0.0	100
Idea (Urban)	Count	87	4	83	38	0	125
	%	69.6	3.2	66.4	30.4	0.0	100
Idea (Rural)	Count	49	0	49	15	0	64
	%	76.6	0.0	76.6	23.4	0.0	100
MTS (Total)	Count	177	2	175	58	5	240
	%	73.7	0.8	72.9	24.2	2.1	100
MTS (Urban)	Count	101	2	99	41	3	145
	%	69.7	1.4	68.3	28.3	2.1	100
MTS (Rural)	Count	76	0	76	17	2	95
	%	80.0	0.0	80.0	17.9	2.1	100
Rel Com (Total)	Count	176	1	175	60	4	240
	%	73.3	0.4	72.9	25.0	1.7	100
Rel Com (Urban)	Count	123	1	122	38	4	165
	%	74.5	0.6	73.9	23.0	2.4	100
Rel Com (Rural)	Count	53	0	53	22	0	75
	%	70.7	0.0	70.7	29.3	0.0	100
Rel Tel (Total)	Count	191	0	191	69	4	264
	%	72.3	0.0	72.3	26.1	1.5	100
Rel Tel (Urban)	Count	141	0	141	52	4	197
	%	71.6	0.0	71.6	26.4	2.0	100
Rel Tel (Rural)	Count	50	0	50	17	0	67
	%	74.6	0.0	74.6	25.4	0.0	100

15. How satisfied are you with the time taken by complaintcentre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Tata (Total)	Count	175	5	170	77	9	261
	%	67.0	1.9	65.1	29.5	3.4	100
Tata (Urban)	Count	114	4	110	61	8	183
	%	62.3	2.2	60.1	33.3	4.4	100
Tata (Rural)	Count	61	1	60	16	1	78
	%	78.2	1.3	76.9	20.5	1.3	100
Uninor (Total)	Count	149	3	146	82	4	235
	%	63.4	1.3	62.1	34.9	1.7	100
Uninor (Urban)	Count	112	3	109	53	3	168
	%	66.7	1.8	64.9	31.5	1.8	100
Uninor (Rural)	Count	37	0	37	29	1	67
	%	55.2	0.0	55.2	43.3	1.5	100
Vodafone (Total)	Count	149	3	146	58	5	212
	%	70.3	1.4	68.9	27.4	2.4	100
Vodafone (Urban)	Count	95	3	92	31	4	130
	%	73.1	2.3	70.8	23.8	3.1	100
Vodafone (Rural)	Count	54	0	54	27	1	82
	%	65.9	0.0	65.9	32.9	1.2	100
Overall	Count	1660	28	1632	673	51	2384
	%	69.7	1.2	68.5	28.2	2.1	100
Overall (Urban)	Count	1115	24	1091	461	41	1617
	%	69.0	1.5	67.5	28.5	2.5	100
Overall (Rural)	Count	545	4	541	212	10	767
	%	71.0	0.5	70.5	27.6	1.3	100

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

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
Aircel (Total)	Count	463	28	435	143	8	614
	%	75.4	4.6	70.8	23.3	1.3	100
Aircel (Urban)	Count	297	20	277	85	4	386
	%	77.0	5.2	71.8	22.0	1.0	100
Aircel (Rural)	Count	166	8	158	58	4	228
	%	72.8	3.5	69.3	25.4	1.8	100
Airtel (Total)	Count	533	26	507	103	6	642
	%	83.0	4.0	79.0	16.0	0.9	100
Airtel (Urban)	Count	372	25	347	72	4	448
	%	83.1	5.6	77.5	16.1	0.9	100
Airtel (Rural)	Count	161	1	160	31	2	194
	%	83.0	0.5	82.5	16.0	1.0	100
BSNL (Total)	Count	954	30	924	240	17	1211
	%	78.8	2.5	76.3	19.8	1.4	100
BSNL (Urban)	Count	687	22	665	176	13	876
	%	78.4	2.5	75.9	20.1	1.5	100
BSNL (Rural)	Count	267	8	259	64	4	335
	%	79.7	2.4	77.3	19.1	1.2	100
Idea (Total)	Count	460	8	452	138	4	602
	%	76.4	1.3	75.1	22.9	0.7	100
Idea (Urban)	Count	337	5	332	70	4	411
	%	82.0	1.2	80.8	17.0	1.0	100
Idea (Rural)	Count	123	3	120	68	0	191
	%	64.4	1.6	62.8	35.6	0.0	100
MTS (Total)	Count	496	14	482	99	5	600
	%	82.6	2.3	80.3	16.5	0.8	100
MTS (Urban)	Count	344	13	331	69	4	417
	%	82.5	3.1	79.4	16.5	1.0	100
MTS (Rural)	Count	152	1	151	30	1	183
	%	83.0	0.5	82.5	16.4	0.5	100
Rel Com (Total)	Count	445	8	437	146	9	600
	%	74.1	1.3	72.8	24.3	1.5	100
Rel Com (Urban)	Count	313	8	305	98	8	419
	%	74.7	1.9	72.8	23.4	1.9	100
Rel Com (Rural)	Count	132	0	132	48	1	181
	%	72.9	0.0	72.9	26.5	0.6	100
Rel Tel (Total)	Count	424	7	417	189	10	623
	%	68.0	1.1	66.9	30.3	1.6	100
Rel Tel (Urban)	Count	301	5	296	140	9	450
	%	66.9	1.1	65.8	31.1	2.0	100
Rel Tel (Rural)	Count	123	2	121	49	1	173
	%	71.1	1.2	69.9	28.3	0.6	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
Tata (Total)	Count	425	11	414	164	11	600
	%	70.8	1.8	69.0	27.3	1.8	100
Tata (Urban)	Count	306	10	296	113	7	426
	%	71.8	2.3	69.5	26.5	1.6	100
Tata (Rural)	Count	119	1	118	51	4	174
	%	68.4	0.6	67.8	29.3	2.3	100
Uninor (Total)	Count	434	12	422	149	18	601
	%	72.2	2.0	70.2	24.8	3.0	100
Uninor (Urban)	Count	335	12	323	89	15	439
	%	76.3	2.7	73.6	20.3	3.4	100
Uninor (Rural)	Count	99	0	99	60	3	162
	%	61.1	0.0	61.1	37.0	1.9	100
Vodafone (Total)	Count	527	37	490	71	5	603
	%	87.4	6.1	81.3	11.8	0.8	100
Vodafone (Urban)	Count	352	31	321	46	1	399
	%	88.3	7.8	80.5	11.5	0.3	100
Vodafone (Rural)	Count	175	6	169	25	4	204
	%	85.7	2.9	82.8	12.3	2.0	100
Overall	Count	5161	181	4980	1442	93	6696
	%	77.1	2.7	74.4	21.5	1.4	100
Overall (Urban)	Count	3644	151	3493	958	69	4671
	%	78.0	3.2	74.8	20.5	1.5	100
Overall (Rural)	Count	1517	30	1487	484	24	2025
	%	74.9	1.5	73.4	23.9	1.2	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
Aircel (Total)	Count	467	26	441	140	7	614
	%	76.0	4.2	71.8	22.8	1.1	100
Aircel (Urban)	Count	302	20	282	81	3	386
	%	78.3	5.2	73.1	21.0	0.8	100
Aircel (Rural)	Count	165	6	159	59	4	228
	%	72.3	2.6	69.7	25.9	1.8	100
Airtel (Total)	Count	534	22	512	103	5	642
	%	83.2	3.4	79.8	16.0	0.8	100
Airtel (Urban)	Count	374	16	358	70	4	448
	%	83.5	3.6	79.9	15.6	0.9	100
Airtel (Rural)	Count	160	6	154	33	1	194
	%	82.5	3.1	79.4	17.0	0.5	100
BSNL (Total)	Count	922	35	887	275	14	1211
	%	76.1	2.9	73.2	22.7	1.2	100
BSNL (Urban)	Count	660	22	638	204	12	876
	%	75.3	2.5	72.8	23.3	1.4	100
BSNL (Rural)	Count	262	13	249	71	2	335
	%	78.2	3.9	74.3	21.2	0.6	100
Idea (Total)	Count	461	12	449	137	4	602
	%	76.6	2.0	74.6	22.8	0.7	100
Idea (Urban)	Count	338	8	330	69	4	411
	%	82.2	1.9	80.3	16.8	1.0	100
Idea (Rural)	Count	123	4	119	68	0	191
	%	64.4	2.1	62.3	35.6	0.0	100
MTS (Total)	Count	496	12	484	100	4	600
	%	82.7	2.0	80.7	16.7	0.7	100
MTS (Urban)	Count	344	11	333	69	4	417
	%	82.5	2.6	79.9	16.5	1.0	100
MTS (Rural)	Count	152	1	151	31	0	183
	%	83.0	0.5	82.5	16.9	0.0	100
Rel Com (Total)	Count	441	3	438	150	9	600
	%	73.5	0.5	73.0	25.0	1.5	100
Rel Com (Urban)	Count	310	3	307	101	8	419
	%	74.0	0.7	73.3	24.1	1.9	100
Rel Com (Rural)	Count	131	0	131	49	1	181
	%	72.4	0.0	72.4	27.1	0.6	100
Rel Tel (Total)	Count	418	6	412	197	8	623
	%	67.1	1.0	66.1	31.6	1.3	100
Rel Tel (Urban)	Count	294	4	290	149	7	450
	%	65.3	0.9	64.4	33.1	1.6	100
Rel Tel (Rural)	Count	124	2	122	48	1	173
	%	71.7	1.2	70.5	27.7	0.6	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
Tata (Total)	Count	420	7	413	168	12	600
	%	70.0	1.2	68.8	28.0	2.0	100
Tata (Urban)	Count	303	5	298	114	9	426
	%	71.2	1.2	70.0	26.8	2.1	100
Tata (Rural)	Count	117	2	115	54	3	174
	%	67.2	1.1	66.1	31.0	1.7	100
Uninor (Total)	Count	433	14	419	153	15	601
	%	72.0	2.3	69.7	25.5	2.5	100
Uninor (Urban)	Count	334	14	320	92	13	439
	%	76.1	3.2	72.9	21.0	3.0	100
Uninor (Rural)	Count	99	0	99	61	2	162
	%	61.1	0.0	61.1	37.7	1.2	100
Vodafone (Total)	Count	531	25	506	69	3	603
	%	88.0	4.1	83.9	11.4	0.5	100
Vodafone (Urban)	Count	355	21	334	44	0	399
	%	89.0	5.3	83.7	11.0	0.0	100
Vodafone (Rural)	Count	176	4	172	25	3	204
	%	86.3	2.0	84.3	12.3	1.5	100
Overall	Count	5123	162	4961	1492	81	6696
	%	76.5	2.4	74.1	22.3	1.2	100
Overall (Urban)	Count	3614	124	3490	993	64	4671
	%	77.4	2.7	74.7	21.3	1.4	100
Overall (Rural)	Count	1509	38	1471	499	17	2025
	%	74.5	1.9	72.6	24.6	0.8	100

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	5	117	394	98	614
	%	0.8	19.1	64.2	16.0	100
Aircel (Urban)	Count	2	67	239	78	386
	%	0.5	17.4	61.9	20.2	100
Aircel (Rural)	Count	3	50	155	20	228
	%	1.3	21.9	68.0	8.8	100
Airtel (Total)	Count	6	82	400	154	642
	%	0.9	12.8	62.3	24.0	100
Airtel (Urban)	Count	5	56	267	120	448
	%	1.1	12.5	59.6	26.8	100
Airtel (Rural)	Count	1	26	133	34	194
	%	0.5	13.4	68.6	17.5	100
BSNL (Total)	Count	14	176	763	258	1211
	%	1.2	14.5	63.0	21.3	100
BSNL (Urban)	Count	10	140	527	199	876
	%	1.1	16.0	60.2	22.7	100
BSNL (Rural)	Count	4	36	236	59	335
	%	1.2	10.7	70.4	17.6	100
Idea (Total)	Count	4	124	317	157	602
	%	0.7	20.6	52.7	26.1	100
Idea (Urban)	Count	4	61	216	130	411
	%	1.0	14.8	52.6	31.6	100
Idea (Rural)	Count	0	63	101	27	191
	%	0.0	33.0	52.9	14.1	100
MTS (Total)	Count	4	87	377	132	600
	%	0.7	14.5	62.8	22.0	100
MTS (Urban)	Count	4	56	243	114	417
	%	1.0	13.4	58.3	27.3	100
MTS (Rural)	Count	0	31	134	18	183
	%	0.0	16.9	73.2	9.8	100
Rel Com (Total)	Count	6	128	389	77	600
	%	1.0	21.3	64.8	12.8	100
Rel Com (Urban)	Count	5	83	262	69	419
	%	1.2	19.8	62.5	16.5	100
Rel Com (Rural)	Count	1	45	127	8	181
	%	0.6	24.9	70.2	4.4	100
Rel Tel (Total)	Count	8	170	381	64	623
	%	1.3	27.3	61.2	10.3	100
Rel Tel (Urban)	Count	8	121	265	56	450
	%	1.8	26.9	58.9	12.4	100
Rel Tel (Rural)	Count	0	49	116	8	173
	%	0.0	28.3	67.1	4.6	100

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Tata (Total)	Count	9	154	378	59	600
	%	1.5	25.7	63.0	9.8	100
Tata (Urban)	Count	7	110	260	49	426
	%	1.6	25.8	61.0	11.5	100
Tata (Rural)	Count	2	44	118	10	174
	%	1.1	25.3	67.8	5.7	100
Uninor (Total)	Count	16	130	376	79	601
	%	2.7	21.6	62.6	13.1	100
Uninor (Urban)	Count	15	74	277	73	439
	%	3.4	16.9	63.1	16.6	100
Uninor (Rural)	Count	1	56	99	6	162
	%	0.6	34.6	61.1	3.7	100
Vodafone (Total)	Count	2	61	395	145	603
	%	0.3	10.1	65.5	24.0	100
Vodafone (Urban)	Count	0	38	239	122	399
	%	0.0	9.5	59.9	30.6	100
Vodafone (Rural)	Count	2	23	156	23	204
	%	1.0	11.3	76.5	11.3	100
Overall	Count	74	1229	4170	1223	6696
	%	1.1	18.4	62.3	18.3	100
Overall (Urban)	Count	60	806	2795	1010	4671
	%	1.3	17.3	59.8	21.6	100
Overall (Rural)	Count	14	423	1375	213	2025
	%	0.7	20.9	67.9	10.5	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
Aircel (Total)	Count	465	21	444	144	5	614
	%	75.7	3.4	72.3	23.5	0.8	100
Aircel (Urban)	Count	300	18	282	83	3	386
	%	77.8	4.7	73.1	21.5	0.8	100
Aircel (Rural)	Count	165	3	162	61	2	228
	%	72.4	1.3	71.1	26.8	0.9	100
Airtel (Total)	Count	531	25	506	105	6	642
	%	82.7	3.9	78.8	16.4	0.9	100
Airtel (Urban)	Count	372	19	353	71	5	448
	%	83.0	4.2	78.8	15.8	1.1	100
Airtel (Rural)	Count	159	6	153	34	1	194
	%	82.0	3.1	78.9	17.5	0.5	100
BSNL (Total)	Count	912	43	869	283	16	1211
	%	75.4	3.6	71.8	23.4	1.3	100
BSNL (Urban)	Count	654	23	631	211	11	876
	%	74.6	2.6	72.0	24.1	1.3	100
BSNL (Rural)	Count	258	20	238	72	5	335
	%	77.0	6.0	71.0	21.5	1.5	100
Idea (Total)	Count	461	11	450	138	3	602
	%	76.6	1.8	74.8	22.9	0.5	100
Idea (Urban)	Count	338	8	330	70	3	411
	%	82.2	1.9	80.3	17.0	0.7	100
Idea (Rural)	Count	123	3	120	68	0	191
	%	64.4	1.6	62.8	35.6	0.0	100
MTS (Total)	Count	496	13	483	99	5	600
	%	82.7	2.2	80.5	16.5	0.8	100
MTS (Urban)	Count	344	10	334	69	4	417
	%	82.5	2.4	80.1	16.5	1.0	100
MTS (Rural)	Count	152	3	149	30	1	183
	%	83.0	1.6	81.4	16.4	0.5	100
Rel Com (Total)	Count	441	6	435	153	6	600
	%	73.5	1.0	72.5	25.5	1.0	100
Rel Com (Urban)	Count	310	4	306	104	5	419
	%	74.0	1.0	73.0	24.8	1.2	100
Rel Com (Rural)	Count	131	2	129	49	1	181
	%	72.4	1.1	71.3	27.1	0.6	100
Rel Tel (Total)	Count	415	7	408	203	5	623
	%	66.6	1.1	65.5	32.6	0.8	100
Rel Tel (Urban)	Count	293	4	289	152	5	450
	%	65.1	0.9	64.2	33.8	1.1	100
Rel Tel (Rural)	Count	122	3	119	51	0	173
	%	70.5	1.7	68.8	29.5	0.0	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
Tata (Total)	Count	419	8	411	170	11	600
	%	69.8	1.3	68.5	28.3	1.8	100
Tata (Urban)	Count	303	5	298	115	8	426
	%	71.2	1.2	70.0	27.0	1.9	100
Tata (Rural)	Count	116	3	113	55	3	174
	%	66.6	1.7	64.9	31.6	1.7	100
Uninor (Total)	Count	433	16	417	154	14	601
	%	72.1	2.7	69.4	25.6	2.3	100
Uninor (Urban)	Count	334	16	318	92	13	439
	%	76.0	3.6	72.4	21.0	3.0	100
Uninor (Rural)	Count	99	0	99	62	1	162
	%	61.1	0.0	61.1	38.3	0.6	100
Vodafone (Total)	Count	529	27	502	72	2	603
	%	87.8	4.5	83.3	11.9	0.3	100
Vodafone (Urban)	Count	353	20	333	46	0	399
	%	88.5	5.0	83.5	11.5	0.0	100
Vodafone (Rural)	Count	176	7	169	26	2	204
	%	86.2	3.4	82.8	12.7	1.0	100
Overall	Count	5102	177	4925	1521	73	6696
	%	76.2	2.6	73.6	22.7	1.1	100
Overall (Urban)	Count	3601	127	3474	1013	57	4671
	%	77.1	2.7	74.4	21.7	1.2	100
Overall (Rural)	Count	1501	50	1451	508	16	2025
	%	74.2	2.5	71.7	25.1	0.8	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	5	122	395	92	614
	%	0.8	19.9	64.3	15.0	100
Aircel (Urban)	Count	3	65	245	73	386
	%	0.8	16.8	63.5	18.9	100
Aircel (Rural)	Count	2	57	150	19	228
	%	0.9	25.0	65.8	8.3	100
Airtel (Total)	Count	7	84	407	144	642
	%	1.1	13.1	63.4	22.4	100
Airtel (Urban)	Count	6	56	279	107	448
	%	1.3	12.5	62.3	23.9	100
Airtel (Rural)	Count	1	28	128	37	194
	%	0.5	14.4	66.0	19.1	100
BSNL (Total)	Count	18	182	646	365	1211
	%	1.5	15.0	53.3	30.1	100
BSNL (Urban)	Count	13	142	450	271	876
	%	1.5	16.2	51.4	30.9	100
BSNL (Rural)	Count	5	40	196	94	335
	%	1.5	11.9	58.5	28.1	100
Idea (Total)	Count	7	120	323	152	602
	%	1.2	19.9	53.7	25.2	100
Idea (Urban)	Count	6	57	224	124	411
	%	1.5	13.9	54.5	30.2	100
Idea (Rural)	Count	1	63	99	28	191
	%	0.5	33.0	51.8	14.7	100
MTS (Total)	Count	3	86	384	127	600
	%	0.5	14.3	64.0	21.2	100
MTS (Urban)	Count	3	54	250	110	417
	%	0.7	12.9	60.0	26.4	100
MTS (Rural)	Count	0	32	134	17	183
	%	0.0	17.5	73.2	9.3	100
Rel Com (Total)	Count	7	126	389	78	600
	%	1.2	21.0	64.8	13.0	100
Rel Com (Urban)	Count	6	79	266	68	419
	%	1.4	18.9	63.5	16.2	100
Rel Com (Rural)	Count	1	47	123	10	181
	%	0.6	26.0	68.0	5.5	100
Rel Tel (Total)	Count	6	166	385	66	623
	%	1.0	26.6	61.8	10.6	100
Rel Tel (Urban)	Count	6	115	271	58	450
	%	1.3	25.6	60.2	12.9	100
Rel Tel (Rural)	Count	0	51	114	8	173
	%	0.0	29.5	65.9	4.6	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Tata (Total)	Count	10	150	380	60	600
	%	1.7	25.0	63.3	10.0	100
Tata (Urban)	Count	7	102	267	50	426
	%	1.6	23.9	62.7	11.7	100
Tata (Rural)	Count	3	48	113	10	174
	%	1.7	27.6	64.9	5.7	100
Uninor (Total)	Count	17	129	369	86	601
	%	2.8	21.5	61.4	14.3	100
Uninor (Urban)	Count	15	77	267	80	439
	%	3.4	17.5	60.8	18.2	100
Uninor (Rural)	Count	2	52	102	6	162
	%	1.2	32.1	63.0	3.7	100
Vodafone (Total)	Count	2	62	404	135	603
	%	0.3	10.3	67.0	22.4	100
Vodafone (Urban)	Count	0	39	243	117	399
	%	0.0	9.8	60.9	29.3	100
Vodafone (Rural)	Count	2	23	161	18	204
	%	1.0	11.3	78.9	8.8	100
Overall	Count	82	1227	4082	1305	6696
	%	1.2	18.3	61.0	19.5	100
Overall (Urban)	Count	65	786	2762	1058	4671
	%	1.4	16.8	59.1	22.7	100
Overall (Rural)	Count	17	441	1320	247	2025
	%	0.8	21.8	65.2	12.2	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
Aircel (Total)	Count	467	35	432	143	4	614
	%	76.1	5.7	70.4	23.3	0.7	100
Aircel (Urban)	Count	307	29	278	77	2	386
	%	79.5	7.5	72.0	19.9	0.5	100
Aircel (Rural)	Count	160	6	154	66	2	228
	%	70.1	2.6	67.5	28.9	0.9	100
Airtel (Total)	Count	541	20	521	95	6	642
	%	84.3	3.1	81.2	14.8	0.9	100
Airtel (Urban)	Count	379	14	365	64	5	448
	%	84.6	3.1	81.5	14.3	1.1	100
Airtel (Rural)	Count	162	6	156	31	1	194
	%	83.5	3.1	80.4	16.0	0.5	100
BSNL (Total)	Count	940	68	872	251	20	1211
	%	77.6	5.6	72.0	20.7	1.7	100
BSNL (Urban)	Count	686	50	636	176	14	876
	%	78.3	5.7	72.6	20.1	1.6	100
BSNL (Rural)	Count	254	18	236	75	6	335
	%	75.8	5.4	70.4	22.4	1.8	100
Idea (Total)	Count	472	22	450	123	7	602
	%	78.5	3.7	74.8	20.4	1.2	100
Idea (Urban)	Count	349	19	330	57	5	411
	%	84.9	4.6	80.3	13.9	1.2	100
Idea (Rural)	Count	123	3	120	66	2	191
	%	64.4	1.6	62.8	34.6	1.0	100
MTS (Total)	Count	503	23	480	92	5	600
	%	83.8	3.8	80.0	15.3	0.8	100
MTS (Urban)	Count	353	22	331	60	4	417
	%	84.7	5.3	79.4	14.4	1.0	100
MTS (Rural)	Count	150	1	149	32	1	183
	%	81.9	0.5	81.4	17.5	0.5	100
Rel Com (Total)	Count	448	3	445	146	6	600
	%	74.7	0.5	74.2	24.3	1.0	100
Rel Com (Urban)	Count	315	2	313	99	5	419
	%	75.2	0.5	74.7	23.6	1.2	100
Rel Com (Rural)	Count	133	1	132	47	1	181
	%	73.5	0.6	72.9	26.0	0.6	100
Rel Tel (Total)	Count	435	5	430	181	7	623
	%	69.8	0.8	69.0	29.1	1.1	100
Rel Tel (Urban)	Count	315	3	312	129	6	450
	%	70.0	0.7	69.3	28.7	1.3	100
Rel Tel (Rural)	Count	120	2	118	52	1	173
	%	69.4	1.2	68.2	30.1	0.6	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
Tata (Total)	Count	424	8	416	169	7	600
	%	70.6	1.3	69.3	28.2	1.2	100
Tata (Urban)	Count	307	6	301	114	5	426
	%	72.1	1.4	70.7	26.8	1.2	100
Tata (Rural)	Count	117	2	115	55	2	174
	%	67.2	1.1	66.1	31.6	1.1	100
Uninor (Total)	Count	439	18	421	148	14	601
	%	73.0	3.0	70.0	24.6	2.3	100
Uninor (Urban)	Count	339	17	322	87	13	439
	%	77.2	3.9	73.3	19.8	3.0	100
Uninor (Rural)	Count	100	1	99	61	1	162
	%	61.7	0.6	61.1	37.7	0.6	100
Vodafone (Total)	Count	534	25	509	67	2	603
	%	88.5	4.1	84.4	11.1	0.3	100
Vodafone (Urban)	Count	356	20	336	43	0	399
	%	89.2	5.0	84.2	10.8	0.0	100
Vodafone (Rural)	Count	178	5	173	24	2	204
	%	87.3	2.5	84.8	11.8	1.0	100
Overall	Count	5203	227	4976	1415	78	6696
	%	77.7	3.4	74.3	21.1	1.2	100
Overall (Urban)	Count	3706	182	3524	906	59	4671
	%	79.3	3.9	75.4	19.4	1.3	100
Overall (Rural)	Count	1497	45	1452	509	19	2025
	%	73.9	2.2	71.7	25.1	0.9	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
Aircel (Total)	Count	468	35	433	142	4	614
	%	76.2	5.7	70.5	23.1	0.7	100
Aircel (Urban)	Count	308	30	278	76	2	386
	%	79.8	7.8	72.0	19.7	0.5	100
Aircel (Rural)	Count	160	5	155	66	2	228
	%	70.2	2.2	68.0	28.9	0.9	100
Airtel (Total)	Count	543	19	524	94	5	642
	%	84.6	3.0	81.6	14.6	0.8	100
Airtel (Urban)	Count	381	14	367	63	4	448
	%	85.0	3.1	81.9	14.1	0.9	100
Airtel (Rural)	Count	162	5	157	31	1	194
	%	83.5	2.6	80.9	16.0	0.5	100
BSNL (Total)	Count	950	47	903	241	20	1211
	%	78.5	3.9	74.6	19.9	1.7	100
BSNL (Urban)	Count	685	34	651	177	14	876
	%	78.2	3.9	74.3	20.2	1.6	100
BSNL (Rural)	Count	265	13	252	64	6	335
	%	79.1	3.9	75.2	19.1	1.8	100
Idea (Total)	Count	473	21	452	123	6	602
	%	78.6	3.5	75.1	20.4	1.0	100
Idea (Urban)	Count	350	18	332	57	4	411
	%	85.2	4.4	80.8	13.9	1.0	100
Idea (Rural)	Count	123	3	120	66	2	191
	%	64.4	1.6	62.8	34.6	1.0	100
MTS (Total)	Count	504	19	485	93	3	600
	%	84.0	3.2	80.8	15.5	0.5	100
MTS (Urban)	Count	354	18	336	60	3	417
	%	84.9	4.3	80.6	14.4	0.7	100
MTS (Rural)	Count	150	1	149	33	0	183
	%	81.9	0.5	81.4	18.0	0.0	100
Rel Com (Total)	Count	455	4	451	139	6	600
	%	75.9	0.7	75.2	23.2	1.0	100
Rel Com (Urban)	Count	323	3	320	91	5	419
	%	77.1	0.7	76.4	21.7	1.2	100
Rel Com (Rural)	Count	132	1	131	48	1	181
	%	73.0	0.6	72.4	26.5	0.6	100
Rel Tel (Total)	Count	435	5	430	181	7	623
	%	69.8	0.8	69.0	29.1	1.1	100
Rel Tel (Urban)	Count	315	3	312	129	6	450
	%	70.0	0.7	69.3	28.7	1.3	100
Rel Tel (Rural)	Count	120	2	118	52	1	173
	%	69.4	1.2	68.2	30.1	0.6	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
Tata (Total)	Count	427	7	420	164	9	600
	%	71.2	1.2	70.0	27.3	1.5	100
Tata (Urban)	Count	312	6	306	108	6	426
	%	73.2	1.4	71.8	25.4	1.4	100
Tata (Rural)	Count	115	1	114	56	3	174
	%	66.1	0.6	65.5	32.2	1.7	100
Uninor (Total)	Count	442	16	426	143	16	601
	%	73.6	2.7	70.9	23.8	2.7	100
Uninor (Urban)	Count	341	16	325	83	15	439
	%	77.6	3.6	74.0	18.9	3.4	100
Uninor (Rural)	Count	101	0	101	60	1	162
	%	62.3	0.0	62.3	37.0	0.6	100
Vodafone (Total)	Count	536	23	513	65	2	603
	%	88.9	3.8	85.1	10.8	0.3	100
Vodafone (Urban)	Count	358	22	336	41	0	399
	%	89.7	5.5	84.2	10.3	0.0	100
Vodafone (Rural)	Count	178	1	177	24	2	204
	%	87.3	0.5	86.8	11.8	1.0	100
Overall	Count	5233	196	5037	1385	78	6696
	%	78.1	2.9	75.2	20.7	1.2	100
Overall (Urban)	Count	3727	164	3563	885	59	4671
	%	79.8	3.5	76.3	18.9	1.3	100
Overall (Rural)	Count	1506	32	1474	500	19	2025
	%	74.4	1.6	72.8	24.7	0.9	100

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	61	553	614
	%	9.9	90.1	100
Aircel (Urban)	Count	50	336	386
	%	13.0	87.0	100
Aircel (Rural)	Count	11	217	228
	%	4.8	95.2	100
Airtel (Total)	Count	65	577	642
	%	10.1	89.9	100
Airtel (Urban)	Count	56	392	448
	%	12.5	87.5	100
Airtel (Rural)	Count	9	185	194
	%	4.6	95.4	100
BSNL (Total)	Count	111	1100	1211
	%	9.2	90.8	100
BSNL (Urban)	Count	88	788	876
	%	10.0	90.0	100
BSNL (Rural)	Count	23	312	335
	%	6.9	93.1	100
Idea (Total)	Count	48	554	602
	%	8.0	92.0	100
Idea (Urban)	Count	46	365	411
	%	11.2	88.8	100
Idea (Rural)	Count	2	189	191
	%	1.0	99.0	100
MTS (Total)	Count	31	569	600
	%	5.2	94.8	100
MTS (Urban)	Count	26	391	417
	%	6.2	93.8	100
MTS (Rural)	Count	5	178	183
	%	2.7	97.3	100
Rel Com (Total)	Count	43	557	600
	%	7.2	92.8	100
Rel Com (Urban)	Count	40	379	419
	%	9.5	90.5	100
Rel Com (Rural)	Count	3	178	181
	%	1.7	98.3	100
Rel Tel (Total)	Count	54	569	623
	%	8.7	91.3	100
Rel Tel (Urban)	Count	51	399	450
	%	11.3	88.7	100
Rel Tel (Rural)	Count	3	170	173
	%	1.7	98.3	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
Tata (Total)	Count	75	525	600
	%	12.5	87.5	100
Tata (Urban)	Count	70	356	426
	%	16.4	83.6	100
Tata (Rural)	Count	5	169	174
	%	2.9	97.1	100
Uninor (Total)	Count	60	541	601
	%	10.0	90.0	100
Uninor (Urban)	Count	55	384	439
	%	12.5	87.5	100
Uninor (Rural)	Count	5	157	162
	%	3.1	96.9	100
Vodafone (Total)	Count	69	534	603
	%	11.4	88.6	100
Vodafone (Urban)	Count	51	348	399
	%	12.8	87.2	100
Vodafone (Rural)	Count	18	186	204
	%	8.8	91.2	100
Overall	Count	617	6079	6696
	%	9.2	90.8	100
Overall (Urban)	Count	533	4138	4671
	%	11.4	88.6	100
Overall (Rural)	Count	84	1941	2025
	%	4.1	95.9	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
Aircel (Total)	Count	35	2	33	25	1	61
	%	57.4	3.3	54.1	41.0	1.6	100
Aircel (Urban)	Count	28	1	27	21	1	50
	%	56.0	2.0	54.0	42.0	2.0	100
Aircel (Rural)	Count	7	1	6	4	0	11
	%	63.6	9.1	54.5	36.4	0.0	100
Airtel (Total)	Count	32	0	32	30	3	65
	%	49.2	0.0	49.2	46.2	4.6	100
Airtel (Urban)	Count	30	0	30	23	3	56
	%	53.6	0.0	53.6	41.1	5.4	100
Airtel (Rural)	Count	2	0	2	7	0	9
	%	22.2	0.0	22.2	77.8	0.0	100
BSNL (Total)	Count	77	3	74	28	6	111
	%	69.4	2.7	66.7	25.2	5.4	100
BSNL (Urban)	Count	55	2	53	28	5	88
	%	62.5	2.3	60.2	31.8	5.7	100
BSNL (Rural)	Count	22	1	21	0	1	23
	%	95.6	4.3	91.3	0.0	4.3	100
Idea (Total)	Count	21	0	21	25	2	48
	%	43.8	0.0	43.8	52.1	4.2	100
Idea (Urban)	Count	21	0	21	23	2	46
	%	45.7	0.0	45.7	50.0	4.3	100
Idea (Rural)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100
MTS (Total)	Count	8	0	8	21	2	31
	%	25.8	0.0	25.8	67.7	6.5	100
MTS (Urban)	Count	6	0	6	18	2	26
	%	23.1	0.0	23.1	69.2	7.7	100
MTS (Rural)	Count	2	0	2	3	0	5
	%	40.0	0.0	40.0	60.0	0.0	100
Rel Com (Total)	Count	18	3	15	22	3	43
	%	41.9	7.0	34.9	51.2	7.0	100
Rel Com (Urban)	Count	17	3	14	20	3	40
	%	42.5	7.5	35.0	50.0	7.5	100
Rel Com (Rural)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
Rel Tel (Total)	Count	19	0	19	28	7	54
	%	35.2	0.0	35.2	51.9	13.0	100
Rel Tel (Urban)	Count	18	0	18	26	7	51
	%	35.3	0.0	35.3	51.0	13.7	100
Rel Tel (Rural)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	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
Tata (Total)	Count	28	2	26	42	5	75
	%	37.4	2.7	34.7	56.0	6.7	100
Tata (Urban)	Count	27	2	25	38	5	70
	%	38.6	2.9	35.7	54.3	7.1	100
Tata (Rural)	Count	1	0	1	4	0	5
	%	20.0	0.0	20.0	80.0	0.0	100
Uninor (Total)	Count	27	1	26	32	1	60
	%	45.0	1.7	43.3	53.3	1.7	100
Uninor (Urban)	Count	27	1	26	28	0	55
	%	49.1	1.8	47.3	50.9	0.0	100
Uninor (Rural)	Count	0	0	0	4	1	5
	%	0.0	0.0	0.0	80.0	20.0	100
Vodafone (Total)	Count	35	4	31	32	2	69
	%	50.7	5.8	44.9	46.4	2.9	100
Vodafone (Urban)	Count	31	4	27	18	2	51
	%	60.7	7.8	52.9	35.3	3.9	100
Vodafone (Rural)	Count	4	0	4	14	0	18
	%	22.2	0.0	22.2	77.8	0.0	100
Overall	Count	300	15	285	285	32	617
	%	48.6	2.4	46.2	46.2	5.2	100
Overall (Urban)	Count	260	13	247	243	30	533
	%	48.7	2.4	46.3	45.6	5.6	100
Overall (Rural)	Count	40	2	38	42	2	84
	%	47.6	2.4	45.2	50.0	2.4	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
Aircel (Total)	Count	38	1	37	22	1	61
	%	62.3	1.6	60.7	36.1	1.6	100
Aircel (Urban)	Count	30	1	29	19	1	50
	%	60.0	2.0	58.0	38.0	2.0	100
Aircel (Rural)	Count	8	0	8	3	0	11
	%	72.7	0.0	72.7	27.3	0.0	100
Airtel (Total)	Count	34	2	32	28	3	65
	%	52.3	3.1	49.2	43.1	4.6	100
Airtel (Urban)	Count	31	2	29	22	3	56
	%	55.4	3.6	51.8	39.3	5.4	100
Airtel (Rural)	Count	3	0	3	6	0	9
	%	33.3	0.0	33.3	66.7	0.0	100
BSNL (Total)	Count	75	2	73	30	6	111
	%	67.6	1.8	65.8	27.0	5.4	100
BSNL (Urban)	Count	53	2	51	30	5	88
	%	60.3	2.3	58.0	34.1	5.7	100
BSNL (Rural)	Count	22	0	22	0	1	23
	%	95.7	0.0	95.7	0.0	4.3	100
Idea (Total)	Count	28	1	27	19	1	48
	%	58.4	2.1	56.3	39.6	2.1	100
Idea (Urban)	Count	28	1	27	17	1	46
	%	60.9	2.2	58.7	37.0	2.2	100
Idea (Rural)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100.0	0.0	100
MTS (Total)	Count	10	0	10	19	2	31
	%	32.3	0.0	32.3	61.3	6.5	100
MTS (Urban)	Count	8	0	8	16	2	26
	%	30.8	0.0	30.8	61.5	7.7	100
MTS (Rural)	Count	2	0	2	3	0	5
	%	40.0	0.0	40.0	60.0	0.0	100
Rel Com (Total)	Count	18	2	16	22	3	43
	%	41.9	4.7	37.2	51.2	7.0	100
Rel Com (Urban)	Count	17	2	15	20	3	40
	%	42.5	5.0	37.5	50.0	7.5	100
Rel Com (Rural)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
Rel Tel (Total)	Count	21	0	21	26	7	54
	%	38.9	0.0	38.9	48.1	13.0	100
Rel Tel (Urban)	Count	20	0	20	24	7	51
	%	39.2	0.0	39.2	47.1	13.7	100
Rel Tel (Rural)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	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
Tata (Total)	Count	41	2	39	29	5	75
	%	54.7	2.7	52.0	38.7	6.7	100
Tata (Urban)	Count	40	2	38	25	5	70
	%	57.2	2.9	54.3	35.7	7.1	100
Tata (Rural)	Count	1	0	1	4	0	5
	%	20.0	0.0	20.0	80.0	0.0	100
Uninor (Total)	Count	30	1	29	29	1	60
	%	50.0	1.7	48.3	48.3	1.7	100
Uninor (Urban)	Count	30	1	29	25	0	55
	%	54.5	1.8	52.7	45.5	0.0	100
Uninor (Rural)	Count	0	0	0	4	1	5
	%	0.0	0.0	0.0	80.0	20.0	100
Vodafone (Total)	Count	36	5	31	30	3	69
	%	52.1	7.2	44.9	43.5	4.3	100
Vodafone (Urban)	Count	32	5	27	17	2	51
	%	62.7	9.8	52.9	33.3	3.9	100
Vodafone (Rural)	Count	4	0	4	13	1	18
	%	22.2	0.0	22.2	72.2	5.6	100
Overall	Count	331	16	315	254	32	617
	%	53.7	2.6	51.1	41.2	5.2	100
Overall (Urban)	Count	289	16	273	215	29	533
	%	54.2	3.0	51.2	40.3	5.4	100
Overall (Rural)	Count	42	0	42	39	3	84
	%	50.0	0.0	50.0	46.4	3.6	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
Aircel (Total)	Count	9	13	0	1	23
	%	39.1	56.5	0.0	4.3	100
Aircel (Urban)	Count	9	10	0	1	20
	%	45.0	50.0	0.0	5.0	100
Aircel (Rural)	Count	0	3	0	0	3
	%	0.0	100.0	0.0	0.0	100
Airtel (Total)	Count	9	19	0	3	31
	%	29.0	61.3	0.0	9.7	100
Airtel (Urban)	Count	9	13	0	3	25
	%	36.0	52.0	0.0	12.0	100
Airtel (Rural)	Count	0	6	0	0	6
	%	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	12	21	5	7	36
	%	33.3	58.3	13.9	19.4	100
BSNL (Urban)	Count	11	20	4	7	35
	%	31.4	57.1	11.4	20.0	100
BSNL (Rural)	Count	1	1	1	0	1
	%	100.0	100.0	100.0	0.0	100
Idea (Total)	Count	10	10	0	0	20
	%	50.0	50.0	0.0	0.0	100
Idea (Urban)	Count	9	9	0	0	18
	%	50.0	50.0	0.0	0.0	100
Idea (Rural)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
MTS (Total)	Count	12	8	0	1	21
	%	57.1	38.1	0.0	4.8	100
MTS (Urban)	Count	12	5	0	1	18
	%	66.7	27.8	0.0	5.6	100
MTS (Rural)	Count	0	3	0	0	3
	%	0.0	100.0	0.0	0.0	100
Rel Com (Total)	Count	11	10	0	4	25
	%	44.0	40.0	0.0	16.0	100
Rel Com (Urban)	Count	11	8	0	4	23
	%	47.8	34.8	0.0	17.4	100
Rel Com (Rural)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
Rel Tel (Total)	Count	13	14	0	7	33
	%	39.4	42.4	0.0	21.2	100
Rel Tel (Urban)	Count	13	12	0	7	31
	%	41.9	38.7	0.0	22.6	100
Rel Tel (Rural)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	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
Tata (Total)	Count	11	15	1	7	34
	%	32.4	44.1	2.9	20.6	100
Tata (Urban)	Count	11	11	1	7	30
	%	36.7	36.7	3.3	23.3	100
Tata (Rural)	Count	0	4	0	0	4
	%	0.0	100.0	0.0	0.0	100
Uninor (Total)	Count	9	19	1	3	30
	%	30.0	63.3	3.3	10.0	100
Uninor (Urban)	Count	6	16	0	3	25
	%	24.0	64.0	0.0	12.0	100
Uninor (Rural)	Count	3	3	1	0	5
	%	60.0	60.0	20.0	0.0	100
Vodafone (Total)	Count	7	26	1	0	33
	%	21.2	78.8	3.0	0.0	100
Vodafone (Urban)	Count	6	12	1	0	19
	%	31.6	63.2	5.3	0.0	100
Vodafone (Rural)	Count	1	14	0	0	14
	%	7.1	100.0	0.0	0.0	100
Overall	Count	103	155	8	33	286
	%	36.0	54.2	2.8	11.5	100
Overall (Urban)	Count	97	116	6	33	244
	%	39.8	47.5	2.5	13.5	100
Overall (Rural)	Count	6	39	2	0	42
	%	14.3	92.9	4.8	0.0	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
Aircel (Total)	Count	93	521	614
	%	15.1	84.9	100
Aircel (Urban)	Count	65	321	386
	%	16.8	83.2	100
Aircel (Rural)	Count	28	200	228
	%	12.3	87.7	100
Airtel (Total)	Count	94	548	642
	%	14.6	85.4	100
Airtel (Urban)	Count	71	377	448
	%	15.8	84.2	100
Airtel (Rural)	Count	23	171	194
	%	11.9	88.1	100
BSNL (Total)	Count	157	1054	1211
	%	13.0	87.0	100
BSNL (Urban)	Count	141	735	876
	%	16.1	83.9	100
BSNL (Rural)	Count	16	319	335
	%	4.8	95.2	100
Idea (Total)	Count	103	499	602
	%	17.1	82.9	100
Idea (Urban)	Count	84	327	411
	%	20.4	79.6	100
Idea (Rural)	Count	19	172	191
	%	9.9	90.1	100
MTS (Total)	Count	64	536	600
	%	10.7	89.3	100
MTS (Urban)	Count	46	371	417
	%	11.0	89.0	100
MTS (Rural)	Count	18	165	183
	%	9.8	90.2	100
Rel Com (Total)	Count	75	525	600
	%	12.5	87.5	100
Rel Com (Urban)	Count	68	351	419
	%	16.2	83.8	100
Rel Com (Rural)	Count	7	174	181
	%	3.9	96.1	100
Rel Tel (Total)	Count	111	512	623
	%	17.8	82.2	100
Rel Tel (Urban)	Count	95	355	450
	%	21.1	78.9	100
Rel Tel (Rural)	Count	16	157	173
	%	9.2	90.8	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
Tata (Total)	Count	79	521	600
	%	13.2	86.8	100
Tata (Urban)	Count	61	365	426
	%	14.3	85.7	100
Tata (Rural)	Count	18	156	174
	%	10.3	89.7	100
Uninor (Total)	Count	91	510	601
	%	15.1	84.9	100
Uninor (Urban)	Count	76	363	439
	%	17.3	82.7	100
Uninor (Rural)	Count	15	147	162
	%	9.3	90.7	100
Vodafone (Total)	Count	91	512	603
	%	15.1	84.9	100
Vodafone (Urban)	Count	50	349	399
	%	12.5	87.5	100
Vodafone (Rural)	Count	41	163	204
	%	20.1	79.9	100
Overall	Count	958	5738	6696
	%	14.3	85.7	100
Overall (Urban)	Count	757	3914	4671
	%	16.2	83.8	100
Overall (Rural)	Count	201	1824	2025
	%	9.9	90.1	100

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	58	35	93
	%	62.4	37.6	100
Aircel (Urban)	Count	37	28	65
	%	56.9	43.1	100
Aircel (Rural)	Count	21	7	28
	%	75.0	25.0	100
Airtel (Total)	Count	65	29	94
	%	69.1	30.9	100
Airtel (Urban)	Count	48	23	71
	%	67.6	32.4	100
Airtel (Rural)	Count	17	6	23
	%	73.9	26.1	100
BSNL (Total)	Count	90	67	157
	%	57.3	42.7	100
BSNL (Urban)	Count	77	64	141
	%	54.6	45.4	100
BSNL (Rural)	Count	13	3	16
	%	81.3	18.8	100
Idea (Total)	Count	51	52	103
	%	49.5	50.5	100
Idea (Urban)	Count	43	41	84
	%	51.2	48.8	100
Idea (Rural)	Count	8	11	19
	%	42.1	57.9	100
MTS (Total)	Count	36	28	64
	%	56.3	43.8	100
MTS (Urban)	Count	24	22	46
	%	52.2	47.8	100
MTS (Rural)	Count	12	6	18
	%	66.7	33.3	100
Rel Com (Total)	Count	42	33	75
	%	56.0	44.0	100
Rel Com (Urban)	Count	38	30	68
	%	55.9	44.1	100
Rel Com (Rural)	Count	4	3	7
	%	57.1	42.9	100
Rel Tel (Total)	Count	80	31	111
	%	72.1	27.9	100
Rel Tel (Urban)	Count	72	23	95
	%	75.8	24.2	100
Rel Tel (Rural)	Count	8	8	16
	%	50.0	50.0	100

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No	Total
Tata (Total)	Count	40	39	79
	%	50.6	49.4	100
Tata (Urban)	Count	31	30	61
	%	50.8	49.2	100
Tata (Rural)	Count	9	9	18
	%	50.0	50.0	100
Uninor (Total)	Count	54	37	91
	%	59.3	40.7	100
Uninor (Urban)	Count	46	30	76
	%	60.5	39.5	100
Uninor (Rural)	Count	8	7	15
	%	53.3	46.7	100
Vodafone (Total)	Count	62	29	91
	%	68.1	31.9	100
Vodafone (Urban)	Count	32	18	50
	%	64.0	36.0	100
Vodafone (Rural)	Count	30	11	41
	%	73.2	26.8	100
Overall	Count	578	380	958
	%	60.3	39.7	100
Overall (Urban)	Count	448	309	757
	%	59.2	40.8	100
Overall (Rural)	Count	130	71	201
	%	64.7	35.3	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
Aircel (Total)	Count	28	14	15	1	0	58
	%	48.3	24.1	25.9	1.7	0.0	100
Aircel (Urban)	Count	24	4	8	1	0	37
	%	64.9	10.8	21.6	2.7	0.0	100
Aircel (Rural)	Count	4	10	7	0	0	21
	%	19.0	47.6	33.3	0.0	0.0	100
Airtel (Total)	Count	24	26	14	1	2	65
	%	36.9	40.0	21.5	1.5	3.1	100
Airtel (Urban)	Count	21	18	8	1	1	48
	%	43.8	37.5	16.7	2.1	2.1	100
Airtel (Rural)	Count	3	8	6	0	1	17
	%	17.6	47.1	35.3	0.0	5.9	100
BSNL (Total)	Count	26	46	15	5	0	90
	%	28.9	51.1	16.7	5.6	0.0	100
BSNL (Urban)	Count	24	39	14	1	0	77
	%	31.2	50.6	18.2	1.3	0.0	100
BSNL (Rural)	Count	2	7	1	4	0	13
	%	15.4	53.8	7.7	30.8	0.0	100
Idea (Total)	Count	30	7	14	0	0	51
	%	58.8	13.7	27.5	0.0	0.0	100
Idea (Urban)	Count	28	7	8	0	0	43
	%	65.1	16.3	18.6	0.0	0.0	100
Idea (Rural)	Count	2	0	6	0	0	8
	%	25.0	0.0	75.0	0.0	0.0	100
MTS (Total)	Count	14	18	4	1	0	36
	%	38.9	50.0	11.1	2.8	0.0	100
MTS (Urban)	Count	13	9	2	0	0	24
	%	54.2	37.5	8.3	0.0	0.0	100
MTS (Rural)	Count	1	9	2	1	0	12
	%	8.3	75.0	16.7	8.3	0.0	100
Rel Com (Total)	Count	18	7	16	1	0	42
	%	42.9	16.7	38.1	2.4	0.0	100
Rel Com (Urban)	Count	18	5	14	1	0	38
	%	47.4	13.2	36.8	2.6	0.0	100
Rel Com (Rural)	Count	0	2	2	0	0	4
	%	0.0	50.0	50.0	0.0	0.0	100
Rel Tel (Total)	Count	44	16	19	2	0	80
	%	55.0	20.0	23.8	2.5	0.0	100
Rel Tel (Urban)	Count	43	11	17	2	0	72
	%	59.7	15.3	23.6	2.8	0.0	100
Rel Tel (Rural)	Count	1	5	2	0	0	8
	%	12.5	62.5	25.0	0.0	0.0	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
Tata (Total)	Count	23	13	3	0	1	40
	%	57.5	32.5	7.5	0.0	2.5	100
Tata (Urban)	Count	21	7	2	0	1	31
	%	67.7	22.6	6.5	0.0	3.2	100
Tata (Rural)	Count	2	6	1	0	0	9
	%	22.2	66.7	11.1	0.0	0.0	100
Uninor (Total)	Count	29	15	11	0	0	54
	%	53.7	27.8	20.4	0.0	0.0	100
Uninor (Urban)	Count	26	11	10	0	0	46
	%	56.5	23.9	21.7	0.0	0.0	100
Uninor (Rural)	Count	3	4	1	0	0	8
	%	37.5	50.0	12.5	0.0	0.0	100
Vodafone (Total)	Count	14	26	22	1	1	62
	%	22.6	41.9	35.5	1.6	1.6	100
Vodafone (Urban)	Count	14	10	8	0	0	32
	%	43.8	31.3	25.0	0.0	0.0	100
Vodafone (Rural)	Count	0	16	14	1	1	30
	%	0.0	53.3	46.7	3.3	3.3	100
Overall	Count	250	188	133	12	4	578
	%	43.3	32.5	23.0	2.1	0.7	100
Overall (Urban)	Count	232	121	91	6	2	448
	%	51.8	27.0	20.3	1.3	0.4	100
Overall (Rural)	Count	18	67	42	6	2	130
	%	13.8	51.5	32.3	4.6	1.5	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
Aircel (Total)	Count	13	2	11	40	5	58
	%	22.4	3.4	19.0	69.0	8.6	100
Aircel (Urban)	Count	9	1	8	24	4	37
	%	24.3	2.7	21.6	64.9	10.8	100
Aircel (Rural)	Count	4	1	3	16	1	21
	%	19.1	4.8	14.3	76.2	4.8	100
Airtel (Total)	Count	22	0	22	39	4	65
	%	33.8	0.0	33.8	60.0	6.2	100
Airtel (Urban)	Count	16	0	16	28	4	48
	%	33.3	0.0	33.3	58.3	8.3	100
Airtel (Rural)	Count	6	0	6	11	0	17
	%	35.3	0.0	35.3	64.7	0.0	100
BSNL (Total)	Count	41	0	41	43	6	90
	%	45.6	0.0	45.6	47.8	6.7	100
BSNL (Urban)	Count	39	0	39	33	5	77
	%	50.6	0.0	50.6	42.9	6.5	100
BSNL (Rural)	Count	2	0	2	10	1	13
	%	15.4	0.0	15.4	76.9	7.7	100
Idea (Total)	Count	21	1	20	28	2	51
	%	41.2	2.0	39.2	54.9	3.9	100
Idea (Urban)	Count	19	1	18	23	1	43
	%	44.2	2.3	41.9	53.5	2.3	100
Idea (Rural)	Count	2	0	2	5	1	8
	%	25.0	0.0	25.0	62.5	12.5	100
MTS (Total)	Count	12	0	12	23	1	36
	%	33.3	0.0	33.3	63.9	2.8	100
MTS (Urban)	Count	9	0	9	14	1	24
	%	37.5	0.0	37.5	58.3	4.2	100
MTS (Rural)	Count	3	0	3	9	0	12
	%	25.0	0.0	25.0	75.0	0.0	100
Rel Com (Total)	Count	14	0	14	26	2	42
	%	33.3	0.0	33.3	61.9	4.8	100
Rel Com (Urban)	Count	14	0	14	22	2	38
	%	36.8	0.0	36.8	57.9	5.3	100
Rel Com (Rural)	Count	0	0	0	4	0	4
	%	0.0	0.0	0.0	100.0	0.0	100
Rel Tel (Total)	Count	34	1	33	44	2	80
	%	42.6	1.3	41.3	55.0	2.5	100
Rel Tel (Urban)	Count	32	1	31	38	2	72
	%	44.5	1.4	43.1	52.8	2.8	100
Rel Tel (Rural)	Count	2	0	2	6	0	8
	%	25.0	0.0	25.0	75.0	0.0	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
Tata (Total)	Count	13	0	13	22	5	40
	%	32.5	0.0	32.5	55.0	12.5	100
Tata (Urban)	Count	11	0	11	15	5	31
	%	35.5	0.0	35.5	48.4	16.1	100
Tata (Rural)	Count	2	0	2	7	0	9
	%	22.2	0.0	22.2	77.8	0.0	100
Uninor (Total)	Count	16	0	16	37	1	54
	%	29.6	0.0	29.6	68.5	1.9	100
Uninor (Urban)	Count	14	0	14	31	1	46
	%	30.4	0.0	30.4	67.4	2.2	100
Uninor (Rural)	Count	2	0	2	6	0	8
	%	25.0	0.0	25.0	75.0	0.0	100
Vodafone (Total)	Count	20	0	20	41	1	62
	%	32.3	0.0	32.3	66.1	1.6	100
Vodafone (Urban)	Count	11	0	11	20	1	32
	%	34.4	0.0	34.4	62.5	3.1	100
Vodafone (Rural)	Count	9	0	9	21	0	30
	%	30.0	0.0	30.0	70.0	0.0	100
Overall	Count	206	4	202	343	29	578
	%	35.6	0.7	34.9	59.3	5.0	100
Overall (Urban)	Count	174	3	171	248	26	448
	%	38.9	0.7	38.2	55.4	5.8	100
Overall (Rural)	Count	32	1	31	95	3	130
	%	24.6	0.8	23.8	73.1	2.3	100

OVERALL CUSTOMER SATISFACTION

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
Aircel (Total)	Count	478	32	446	134	2	614
	%	77.8	5.2	72.6	21.8	0.3	100
Aircel (Urban)	Count	313	25	288	72	1	386
	%	81.1	6.5	74.6	18.7	0.3	100
Aircel (Rural)	Count	165	7	158	62	1	228
	%	72.4	3.1	69.3	27.2	0.4	100
Airtel (Total)	Count	531	18	513	109	2	642
	%	82.7	2.8	79.9	17.0	0.3	100
Airtel (Urban)	Count	378	12	366	69	1	448
	%	84.4	2.7	81.7	15.4	0.2	100
Airtel (Rural)	Count	153	6	147	40	1	194
	%	78.9	3.1	75.8	20.6	0.5	100
BSNL (Total)	Count	1035	39	996	169	7	1211
	%	85.4	3.2	82.2	14.0	0.6	100
BSNL (Urban)	Count	758	29	729	115	3	876
	%	86.5	3.3	83.2	13.1	0.3	100
BSNL (Rural)	Count	277	10	267	54	4	335
	%	82.7	3.0	79.7	16.1	1.2	100
Idea (Total)	Count	477	14	463	124	1	602
	%	79.2	2.3	76.9	20.6	0.2	100
Idea (Urban)	Count	355	11	344	55	1	411
	%	86.4	2.7	83.7	13.4	0.2	100
Idea (Rural)	Count	122	3	119	69	0	191
	%	63.9	1.6	62.3	36.1	0.0	100
MTS (Total)	Count	509	23	486	90	1	600
	%	84.8	3.8	81.0	15.0	0.2	100
MTS (Urban)	Count	359	22	337	57	1	417
	%	86.1	5.3	80.8	13.7	0.2	100
MTS (Rural)	Count	150	1	149	33	0	183
	%	81.9	0.5	81.4	18.0	0.0	100
Rel Com (Total)	Count	460	11	449	140	0	600
	%	76.6	1.8	74.8	23.3	0.0	100
Rel Com (Urban)	Count	330	8	322	89	0	419
	%	78.7	1.9	76.8	21.2	0.0	100
Rel Com (Rural)	Count	130	3	127	51	0	181
	%	71.9	1.7	70.2	28.2	0.0	100
Rel Tel (Total)	Count	456	9	447	165	2	623
	%	73.1	1.4	71.7	26.5	0.3	100
Rel Tel (Urban)	Count	339	8	331	109	2	450
	%	75.4	1.8	73.6	24.2	0.4	100
Rel Tel (Rural)	Count	117	1	116	56	0	173
	%	67.7	0.6	67.1	32.4	0.0	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
Tata (Total)	Count	462	12	450	136	2	600
	%	77.0	2.0	75.0	22.7	0.3	100
Tata (Urban)	Count	348	12	336	77	1	426
	%	81.7	2.8	78.9	18.1	0.2	100
Tata (Rural)	Count	114	0	114	59	1	174
	%	65.5	0.0	65.5	33.9	0.6	100
Uninor (Total)	Count	443	15	428	156	2	601
	%	73.7	2.5	71.2	26.0	0.3	100
Uninor (Urban)	Count	347	14	333	91	1	439
	%	79.1	3.2	75.9	20.7	0.2	100
Uninor (Rural)	Count	96	1	95	65	1	162
	%	59.2	0.6	58.6	40.1	0.6	100
Vodafone (Total)	Count	524	27	497	76	3	603
	%	86.9	4.5	82.4	12.6	0.5	100
Vodafone (Urban)	Count	359	23	336	40	0	399
	%	90.0	5.8	84.2	10.0	0.0	100
Vodafone (Rural)	Count	165	4	161	36	3	204
	%	80.9	2.0	78.9	17.6	1.5	100
Overall	Count	5375	200	5175	1299	22	6696
	%	80.3	3.0	77.3	19.4	0.3	100
Overall (Urban)	Count	3886	164	3722	774	11	4671
	%	83.2	3.5	79.7	16.6	0.2	100
Overall (Rural)	Count	1489	36	1453	525	11	2025
	%	73.6	1.8	71.8	25.9	0.5	100

GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wireline	Others	None	Total
Aircel (Total)	Count	3	4	0	607	614
	%	0.5	0.7	0.0	98.9	100
Aircel (Urban)	Count	1	4	0	381	386
	%	0.3	1.0	0.0	98.7	100
Aircel (Rural)	Count	2	0	0	226	228
	%	0.9	0.0	0.0	99.1	100
Airtel (Total)	Count	8	0	5	629	642
	%	1.2	0.0	0.8	98.0	100
Airtel (Urban)	Count	7	0	3	438	448
	%	1.6	0.0	0.7	97.8	100
Airtel (Rural)	Count	1	0	2	191	194
	%	0.5	0.0	1.0	98.5	100
BSNL (Total)	Count	40	43	11	1117	1211
	%	3.3	3.6	0.9	92.2	100
BSNL (Urban)	Count	32	36	8	800	876
	%	3.7	4.1	0.9	91.3	100
BSNL (Rural)	Count	8	7	3	317	335
	%	2.4	2.1	0.9	94.6	100
Idea (Total)	Count	5	0	2	595	602
	%	0.8	0.0	0.3	98.8	100
Idea (Urban)	Count	5	0	1	405	411
	%	1.2	0.0	0.2	98.5	100
Idea (Rural)	Count	0	0	1	190	191
	%	0.0	0.0	0.5	99.5	100
MTS (Total)	Count	2	0	2	596	600
	%	0.3	0.0	0.3	99.3	100
MTS (Urban)	Count	1	0	0	416	417
	%	0.2	0.0	0.0	99.8	100
MTS (Rural)	Count	1	0	2	180	183
	%	0.5	0.0	1.1	98.4	100
Rel Com (Total)	Count	4	2	2	592	600
	%	0.7	0.3	0.3	98.7	100
Rel Com (Urban)	Count	4	2	1	412	419
	%	1.0	0.5	0.2	98.3	100
Rel Com (Rural)	Count	0	0	1	180	181
	%	0.0	0.0	0.6	99.4	100
Rel Tel (Total)	Count	7	0	0	616	623
	%	1.1	0.0	0.0	98.9	100
Rel Tel (Urban)	Count	6	0	0	444	450
	%	1.3	0.0	0.0	98.7	100
Rel Tel (Rural)	Count	1	0	0	172	173
	%	0.6	0.0	0.0	99.4	100

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wireline	Others	None	Total
Tata (Total)	Count	7	1	3	589	600
	%	1.2	0.2	0.5	98.2	100
Tata (Urban)	Count	7	1	2	416	426
	%	1.6	0.2	0.5	97.7	100
Tata (Rural)	Count	0	0	1	173	174
	%	0.0	0.0	0.6	99.4	100
Uninor (Total)	Count	2	1	3	595	601
	%	0.3	0.2	0.5	99.0	100
Uninor (Urban)	Count	0	1	3	435	439
	%	0.0	0.2	0.7	99.1	100
Uninor (Rural)	Count	2	0	0	160	162
	%	1.2	0.0	0.0	98.8	100
Vodafone (Total)	Count	14	2	0	587	603
	%	2.3	0.3	0.0	97.3	100
Vodafone (Urban)	Count	13	1	0	385	399
	%	3.3	0.3	0.0	96.5	100
Vodafone (Rural)	Count	1	1	0	202	204
	%	0.5	0.5	0.0	99.0	100
Overall	Count	92	53	28	6523	6696
	%	1.4	0.8	0.4	97.4	100
Overall (Urban)	Count	76	45	18	4532	4671
	%	1.6	1.0	0.4	97.0	100
Overall (Rural)	Count	16	8	10	1991	2025
	%	0.8	0.4	0.5	98.3	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
Aircel (Total)	Count	137	477	614
	%	22.3	77.7	100
Aircel (Urban)	Count	94	292	386
	%	24.4	75.6	100
Aircel (Rural)	Count	43	185	228
	%	18.9	81.1	100
Airtel (Total)	Count	142	500	642
	%	22.1	77.9	100
Airtel (Urban)	Count	105	343	448
	%	23.4	76.6	100
Airtel (Rural)	Count	37	157	194
	%	19.1	80.9	100
BSNL (Total)	Count	274	937	1211
	%	22.6	77.4	100
BSNL (Urban)	Count	206	670	876
	%	23.5	76.5	100
BSNL (Rural)	Count	68	267	335
	%	20.3	79.7	100
Idea (Total)	Count	77	525	602
	%	12.8	87.2	100
Idea (Urban)	Count	61	350	411
	%	14.8	85.2	100
Idea (Rural)	Count	16	175	191
	%	8.4	91.6	100
MTS (Total)	Count	121	479	600
	%	20.2	79.8	100
MTS (Urban)	Count	89	328	417
	%	21.3	78.7	100
MTS (Rural)	Count	32	151	183
	%	17.5	82.5	100
Rel Com (Total)	Count	155	445	600
	%	25.8	74.2	100
Rel Com (Urban)	Count	129	290	419
	%	30.8	69.2	100
Rel Com (Rural)	Count	26	155	181
	%	14.4	85.6	100
Rel Tel (Total)	Count	190	433	623
	%	30.5	69.5	100
Rel Tel (Urban)	Count	147	303	450
	%	32.7	67.3	100
Rel Tel (Rural)	Count	43	130	173
	%	24.9	75.1	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
Tata (Total)	Count	153	447	600
	%	25.5	74.5	100
Tata (Urban)	Count	136	290	426
	%	31.9	68.1	100
Tata (Rural)	Count	17	157	174
	%	9.8	90.2	100
Uninor (Total)	Count	189	412	601
	%	31.4	68.6	100
Uninor (Urban)	Count	133	306	439
	%	30.3	69.7	100
Uninor (Rural)	Count	56	106	162
	%	34.6	65.4	100
Vodafone (Total)	Count	201	402	603
	%	33.3	66.7	100
Vodafone (Urban)	Count	148	251	399
	%	37.1	62.9	100
Vodafone (Rural)	Count	53	151	204
	%	26.0	74.0	100
Overall	Count	1639	5057	6696
	%	24.5	75.5	100
Overall (Urban)	Count	1248	3423	4671
	%	26.7	73.3	100
Overall (Rural)	Count	391	1634	2025
	%	19.3	80.7	100

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	35	102	137
	%	25.5	74.5	100
Aircel (Urban)	Count	22	72	94
	%	23.4	76.6	100
Aircel (Rural)	Count	13	30	43
	%	30.2	69.8	100
Airtel (Total)	Count	23	119	142
	%	16.2	83.8	100
Airtel (Urban)	Count	19	86	105
	%	18.1	81.9	100
Airtel (Rural)	Count	4	33	37
	%	10.8	89.2	100
BSNL (Total)	Count	33	241	274
	%	12.0	88.0	100
BSNL (Urban)	Count	28	178	206
	%	13.6	86.4	100
BSNL (Rural)	Count	5	63	68
	%	7.4	92.6	100
Idea (Total)	Count	14	63	77
	%	18.2	81.8	100
Idea (Urban)	Count	12	49	61
	%	19.7	80.3	100
Idea (Rural)	Count	2	14	16
	%	12.5	87.5	100
MTS (Total)	Count	18	103	121
	%	14.9	85.1	100
MTS (Urban)	Count	12	77	89
	%	13.5	86.5	100
MTS (Rural)	Count	6	26	32
	%	18.8	81.3	100
Rel Com (Total)	Count	26	129	155
	%	16.8	83.2	100
Rel Com (Urban)	Count	24	105	129
	%	18.6	81.4	100
Rel Com (Rural)	Count	2	24	26
	%	7.7	92.3	100
Rel Tel (Total)	Count	38	152	190
	%	20.0	80.0	100
Rel Tel (Urban)	Count	34	113	147
	%	23.1	76.9	100
Rel Tel (Rural)	Count	4	39	43
	%	9.3	90.7	100

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No	Total
Tata (Total)	Count	20	133	153
	%	13.1	86.9	100
Tata (Urban)	Count	18	118	136
	%	13.2	86.8	100
Tata (Rural)	Count	2	15	17
	%	11.8	88.2	100
Uninor (Total)	Count	33	156	189
	%	17.5	82.5	100
Uninor (Urban)	Count	24	109	133
	%	18.0	82.0	100
Uninor (Rural)	Count	9	47	56
	%	16.1	83.9	100
Vodafone (Total)	Count	36	165	201
	%	17.9	82.1	100
Vodafone (Urban)	Count	28	120	148
	%	18.9	81.1	100
Vodafone (Rural)	Count	8	45	53
	%	15.1	84.9	100
Overall	Count	276	1363	1639
	%	16.8	83.2	100
Overall (Urban)	Count	221	1027	1248
	%	17.7	82.3	100
Overall (Rural)	Count	55	336	391
	%	14.1	85.9	100

33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Aircel (Total)	Count	10	1	7	17	35
	%	28.6	2.9	20.0	48.6	100
Aircel (Urban)	Count	5	0	5	12	22
	%	22.7	0.0	22.7	54.5	100
Aircel (Rural)	Count	5	1	2	5	13
	%	38.5	7.7	15.4	38.5	100
Airtel (Total)	Count	8	2	1	12	23
	%	34.8	8.7	4.3	52.2	100
Airtel (Urban)	Count	7	1	1	10	19
	%	36.8	5.3	5.3	52.6	100
Airtel (Rural)	Count	1	1	0	2	4
	%	25.0	25.0	0.0	50.0	100
BSNL (Total)	Count	7	3	4	19	33
	%	21.2	9.1	12.1	57.6	100
BSNL (Urban)	Count	3	3	3	19	28
	%	10.7	10.7	10.7	67.9	100
BSNL (Rural)	Count	4	0	1	0	5
	%	80.0	0.0	20.0	0.0	100
Idea (Total)	Count	2	1	2	9	14
	%	14.3	7.1	14.3	64.3	100
Idea (Urban)	Count	1	1	2	8	12
	%	8.3	8.3	16.7	66.7	100
Idea (Rural)	Count	1	0	0	1	2
	%	50.0	0.0	0.0	50.0	100
MTS (Total)	Count	5	1	5	7	18
	%	27.8	5.6	27.8	38.9	100
MTS (Urban)	Count	2	1	3	6	12
	%	16.7	8.3	25.0	50.0	100
MTS (Rural)	Count	3	0	2	1	6
	%	50.0	0.0	33.3	16.7	100
Rel Com (Total)	Count	3	3	4	16	26
	%	11.5	11.5	15.4	61.5	100
Rel Com (Urban)	Count	1	3	4	16	24
	%	4.2	12.5	16.7	66.7	100
Rel Com (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Rel Tel (Total)	Count	9	1	3	25	38
	%	23.7	2.6	7.9	65.8	100
Rel Tel (Urban)	Count	5	1	3	25	34
	%	14.7	2.9	8.8	73.5	100
Rel Tel (Rural)	Count	4	0	0	0	4
	%	100.0	0.0	0.0	0.0	100

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

Service Providers		No change	Slight decrease	Considerable decrease	Stopped receiving	Total
Tata (Total)	Count	12	1	2	5	20
	%	60.0	5.0	10.0	25.0	100
Tata (Urban)	Count	10	1	2	5	18
	%	55.6	5.6	11.1	27.8	100
Tata (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Uninor (Total)	Count	7	3	6	17	33
	%	21.2	9.1	18.2	51.5	100
Uninor (Urban)	Count	4	1	5	14	24
	%	16.7	4.2	20.8	58.3	100
Uninor (Rural)	Count	3	2	1	3	9
	%	33.3	22.2	11.1	33.3	100
Vodafone (Total)	Count	7	3	4	22	36
	%	19.4	8.3	11.1	61.1	100
Vodafone (Urban)	Count	2	2	4	20	28
	%	7.1	7.1	14.3	71.4	100
Vodafone (Rural)	Count	5	1	0	2	8
	%	62.5	12.5	0.0	25.0	100
Overall	Count	70	19	38	149	276
	%	25.4	6.9	13.8	54.0	100
Overall (Urban)	Count	40	14	32	135	221
	%	18.1	6.3	14.5	61.1	100
Overall (Rural)	Count	30	5	6	14	55
	%	54.5	9.1	10.9	25.5	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
Aircel (Total)	Count	7	11	18
	%	38.9	61.1	100
Aircel (Urban)	Count	3	7	10
	%	30.0	70.0	100
Aircel (Rural)	Count	4	4	8
	%	50.0	50.0	100
Airtel (Total)	Count	7	4	11
	%	63.6	36.4	100
Airtel (Urban)	Count	6	3	9
	%	66.7	33.3	100
Airtel (Rural)	Count	1	1	2
	%	50.0	50.0	100
BSNL (Total)	Count	6	8	14
	%	42.9	57.1	100
BSNL (Urban)	Count	3	6	9
	%	33.3	66.7	100
BSNL (Rural)	Count	3	2	5
	%	60.0	40.0	100
Idea (Total)	Count	2	3	5
	%	40.0	60.0	100
Idea (Urban)	Count	1	3	4
	%	25.0	75.0	100
Idea (Rural)	Count	1	0	1
	%	100.0	0.0	100
MTS (Total)	Count	5	6	11
	%	45.5	54.5	100
MTS (Urban)	Count	2	4	6
	%	33.3	66.7	100
MTS (Rural)	Count	3	2	5
	%	60.0	40.0	100
Rel Com (Total)	Count	3	7	10
	%	30.0	70.0	100
Rel Com (Urban)	Count	1	7	8
	%	12.5	87.5	100
Rel Com (Rural)	Count	2	0	2
	%	100.0	0.0	100
Rel Tel (Total)	Count	6	7	13
	%	46.2	53.8	100
Rel Tel (Urban)	Count	4	5	9
	%	44.4	55.6	100
Rel Tel (Rural)	Count	2	2	4
	%	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
Tata (Total)	Count	4	11	15
	%	26.7	73.3	100
Tata (Urban)	Count	2	11	13
	%	15.4	84.6	100
Tata (Rural)	Count	2	0	2
	%	100.0	0.0	100
Uninor (Total)	Count	5	11	16
	%	31.3	68.8	100
Uninor (Urban)	Count	2	8	10
	%	20.0	80.0	100
Uninor (Rural)	Count	3	3	6
	%	50.0	50.0	100
Vodafone (Total)	Count	5	9	14
	%	35.7	64.3	100
Vodafone (Urban)	Count	1	7	8
	%	12.5	87.5	100
Vodafone (Rural)	Count	4	2	6
	%	66.7	33.3	100
Overall	Count	50	77	127
	%	39.4	60.6	100
Overall (Urban)	Count	25	61	86
	%	29.1	70.9	100
Overall (Rural)	Count	25	16	41
	%	61.0	39.0	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
Aircel (Total)	Count	3	1	1	2	7
	%	42.9	14.3	14.3	28.6	100
Aircel (Urban)	Count	2	0	0	1	3
	%	66.7	0.0	0.0	33.3	100
Aircel (Rural)	Count	1	1	1	1	4
	%	25.0	25.0	25.0	25.0	100
Airtel (Total)	Count	4	1	2	0	7
	%	57.1	14.3	28.6	0.0	100
Airtel (Urban)	Count	3	1	2	0	6
	%	50.0	16.7	33.3	0.0	100
Airtel (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
BSNL (Total)	Count	3	2	1	0	6
	%	50.0	33.3	16.7	0.0	100
BSNL (Urban)	Count	2	0	1	0	3
	%	66.7	0.0	33.3	0.0	100
BSNL (Rural)	Count	1	2	0	0	3
	%	33.3	66.7	0.0	0.0	100
Idea (Total)	Count	1	0	1	0	2
	%	50.0	0.0	50.0	0.0	100
Idea (Urban)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100
Idea (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
MTS (Total)	Count	2	3	0	0	5
	%	40.0	60.0	0.0	0.0	100
MTS (Urban)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
MTS (Rural)	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100
Rel Com (Total)	Count	1	1	1	0	3
	%	33.3	33.3	33.3	0.0	100
Rel Com (Urban)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Rel Com (Rural)	Count	1	0	1	0	2
	%	50.0	0.0	50.0	0.0	100
Rel Tel (Total)	Count	2	4	0	0	6
	%	33.3	66.7	0.0	0.0	100
Rel Tel (Urban)	Count	0	4	0	0	4
	%	0.0	100.0	0.0	0.0	100
Rel Tel (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	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
Tata (Total)	Count	3	1	0	0	4
	%	75.0	25.0	0.0	0.0	100
Tata (Urban)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Tata (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Uninor (Total)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
Uninor (Urban)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
Uninor (Rural)	Count	3	0	0	0	3
	%	100.0	0.0	0.0	0.0	100
Vodafone (Total)	Count	4	1	0	0	5
	%	80.0	20.0	0.0	0.0	100
Vodafone (Urban)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Vodafone (Rural)	Count	4	0	0	0	4
	%	100.0	0.0	0.0	0.0	100
Overall	Count	26	16	6	2	50
	%	52.0	32.0	12.0	4.0	100
Overall (Urban)	Count	8	12	4	1	25
	%	32.0	48.0	16.0	4.0	100
Overall (Rural)	Count	18	4	2	1	25
	%	72.0	16.0	8.0	4.0	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
Aircel (Total)	Count	186	428	614
	%	30.3	69.7	100
Aircel (Urban)	Count	113	273	386
	%	29.3	70.7	100
Aircel (Rural)	Count	73	155	228
	%	32.0	68.0	100
Airtel (Total)	Count	211	431	642
	%	32.9	67.1	100
Airtel (Urban)	Count	131	317	448
	%	29.2	70.8	100
Airtel (Rural)	Count	80	114	194
	%	41.2	58.8	100
BSNL (Total)	Count	321	890	1211
	%	26.5	73.5	100
BSNL (Urban)	Count	208	668	876
	%	23.7	76.3	100
BSNL (Rural)	Count	113	222	335
	%	33.7	66.3	100
Idea (Total)	Count	175	427	602
	%	29.1	70.9	100
Idea (Urban)	Count	105	306	411
	%	25.5	74.5	100
Idea (Rural)	Count	70	121	191
	%	36.6	63.4	100
MTS (Total)	Count	143	457	600
	%	23.8	76.2	100
MTS (Urban)	Count	91	326	417
	%	21.8	78.2	100
MTS (Rural)	Count	52	131	183
	%	28.4	71.6	100
Rel Com (Total)	Count	187	413	600
	%	31.2	68.8	100
Rel Com (Urban)	Count	114	305	419
	%	27.2	72.8	100
Rel Com (Rural)	Count	73	108	181
	%	40.3	59.7	100
Rel Tel (Total)	Count	234	389	623
	%	37.6	62.4	100
Rel Tel (Urban)	Count	148	302	450
	%	32.9	67.1	100
Rel Tel (Rural)	Count	86	87	173
	%	49.7	50.3	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
Tata (Total)	Count	188	412	600
	%	31.3	68.7	100
Tata (Urban)	Count	129	297	426
	%	30.3	69.7	100
Tata (Rural)	Count	59	115	174
	%	33.9	66.1	100
Uninor (Total)	Count	237	364	601
	%	39.4	60.6	100
Uninor (Urban)	Count	150	289	439
	%	34.2	65.8	100
Uninor (Rural)	Count	87	75	162
	%	53.7	46.3	100
Vodafone (Total)	Count	245	358	603
	%	40.6	59.4	100
Vodafone (Urban)	Count	150	249	399
	%	37.6	62.4	100
Vodafone (Rural)	Count	95	109	204
	%	46.6	53.4	100
Overall	Count	2127	4569	6696
	%	31.8	68.2	100
Overall (Urban)	Count	1339	3332	4671
	%	28.7	71.3	100
Overall (Rural)	Count	788	1237	2025
	%	38.9	61.1	100

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	8	178	186
	%	4.3	95.7	100
Aircel (Urban)	Count	6	107	113
	%	5.3	94.7	100
Aircel (Rural)	Count	2	71	73
	%	2.7	97.3	100
Airtel (Total)	Count	8	203	211
	%	3.8	96.2	100
Airtel (Urban)	Count	7	124	131
	%	5.3	94.7	100
Airtel (Rural)	Count	1	79	80
	%	1.3	98.8	100
BSNL (Total)	Count	10	311	321
	%	3.1	96.9	100
BSNL (Urban)	Count	7	201	208
	%	3.4	96.6	100
BSNL (Rural)	Count	3	110	113
	%	2.7	97.3	100
Idea (Total)	Count	3	172	175
	%	1.7	98.3	100
Idea (Urban)	Count	2	103	105
	%	1.9	98.1	100
Idea (Rural)	Count	1	69	70
	%	1.4	98.6	100
MTS (Total)	Count	2	141	143
	%	1.4	98.6	100
MTS (Urban)	Count	1	90	91
	%	1.1	98.9	100
MTS (Rural)	Count	1	51	52
	%	1.9	98.1	100
Rel Com (Total)	Count	5	182	187
	%	2.7	97.3	100
Rel Com (Urban)	Count	5	109	114
	%	4.4	95.6	100
Rel Com (Rural)	Count	0	73	73
	%	0.0	100.0	100
Rel Tel (Total)	Count	13	221	234
	%	5.6	94.4	100
Rel Tel (Urban)	Count	11	137	148
	%	7.4	92.6	100
Rel Tel (Rural)	Count	2	84	86
	%	2.3	97.7	100

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Providers		Yes	No	Total
Tata (Total)	Count	5	183	188
	%	2.7	97.3	100
Tata (Urban)	Count	5	124	129
	%	3.9	96.1	100
Tata (Rural)	Count	0	59	59
	%	0.0	100.0	100
Uninor (Total)	Count	4	233	237
	%	1.7	98.3	100
Uninor (Urban)	Count	3	147	150
	%	2.0	98.0	100
Uninor (Rural)	Count	1	86	87
	%	1.1	98.9	100
Vodafone (Total)	Count	10	235	245
	%	4.1	95.9	100
Vodafone (Urban)	Count	8	142	150
	%	5.3	94.7	100
Vodafone (Rural)	Count	2	93	95
	%	2.1	97.9	100
Overall	Count	68	2059	2127
	%	3.2	96.8	100
Overall (Urban)	Count	55	1284	1339
	%	4.1	95.9	100
Overall (Rural)	Count	13	775	788
	%	1.6	98.4	100

34(c). When did you get 'Unique Porting Code' from your existing service provider?						
Service Providers		Within 5 min	After 5 to 10 min	Never	After 10 min	Total
Aircel (Total)	Count	5	2	1	0	8
	%	62.5	25.0	12.5	0.0	100
Aircel (Urban)	Count	4	1	1	0	6
	%	66.7	16.7	16.7	0.0	100
Aircel (Rural)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Airtel (Total)	Count	2	3	3	0	8
	%	25.0	37.5	37.5	0.0	100
Airtel (Urban)	Count	2	2	3	0	7
	%	28.6	28.6	42.9	0.0	100
Airtel (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	1	4	1	4	10
	%	10.0	40.0	10.0	40.0	100
BSNL (Urban)	Count	1	2	1	3	7
	%	14.3	28.6	14.3	42.9	100
BSNL (Rural)	Count	0	2	0	1	3
	%	0.0	66.7	0.0	33.3	100
Idea (Total)	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100
Idea (Urban)	Count	1	1	0	0	2
	%	50.0	50.0	0.0	0.0	100
Idea (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
MTS (Total)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100
MTS (Urban)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
MTS (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100
Rel Com (Total)	Count	2	2	1	0	5
	%	40.0	40.0	20.0	0.0	100
Rel Com (Urban)	Count	2	2	1	0	5
	%	40.0	40.0	20.0	0.0	100
Rel Com (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
Rel Tel (Total)	Count	6	2	1	4	13
	%	46.2	15.4	7.7	30.8	100
Rel Tel (Urban)	Count	4	2	1	4	11
	%	36.4	18.2	9.1	36.4	100
Rel Tel (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100

34(c). When did you get 'Unique Porting Code' from your existing service provider?						
Service Providers		Within 5 min	After 5 to 10 min	Never	After 10 min	Total
Tata (Total)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
Tata (Urban)	Count	3	2	0	0	5
	%	60.0	40.0	0.0	0.0	100
Tata (Rural)	Count	-	-	-	-	-
	%	-	-	-	-	-
Uninor (Total)	Count	2	1	1	0	4
	%	50.0	25.0	25.0	0.0	100
Uninor (Urban)	Count	1	1	1	0	3
	%	33.3	33.3	33.3	0.0	100
Uninor (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100
Vodafone (Total)	Count	4	4	2	0	10
	%	40.0	40.0	20.0	0.0	100
Vodafone (Urban)	Count	2	4	2	0	8
	%	25.0	50.0	25.0	0.0	100
Vodafone (Rural)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100
Overall	Count	27	23	10	8	68
	%	39.7	33.8	14.7	11.8	100
Overall (Urban)	Count	20	18	10	7	55
	%	36.4	32.7	18.2	12.7	100
Overall (Rural)	Count	7	5	0	1	13
	%	53.8	38.5	0.0	7.7	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
Aircel (Total)	Count	7	5	2	1	0	8
	%	87.5	62.5	25.0	12.5	0.0	100
Aircel (Urban)	Count	5	4	1	1	0	6
	%	83.4	66.7	16.7	16.7	0.0	100
Aircel (Rural)	Count	2	1	1	0	0	2
	%	100.0	50.0	50.0	0.0	0.0	100
Airtel (Total)	Count	5	2	3	3	0	8
	%	62.5	25.0	37.5	37.5	0.0	100
Airtel (Urban)	Count	4	2	2	3	0	7
	%	57.2	28.6	28.6	42.9	0.0	100
Airtel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
BSNL (Total)	Count	9	1	8	1	0	10
	%	90.0	10.0	80.0	10.0	0.0	100
BSNL (Urban)	Count	6	1	5	1	0	7
	%	85.7	14.3	71.4	14.3	0.0	100
BSNL (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	100
Idea (Total)	Count	3	2	1	0	0	3
	%	100.0	66.7	33.3	0.0	0.0	100
Idea (Urban)	Count	2	1	1	0	0	2
	%	100.0	50.0	50.0	0.0	0.0	100
Idea (Rural)	Count	1	1	0	0	0	1
	%	100.0	100.0	0.0	0.0	0.0	100
MTS (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Urban)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
MTS (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100
Rel Com (Total)	Count	4	2	2	1	0	5
	%	80.0	40.0	40.0	20.0	0.0	100
Rel Com (Urban)	Count	4	2	2	1	0	5
	%	80.0	40.0	40.0	20.0	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	12	6	6	1	0	13
	%	92.4	46.2	46.2	7.7	0.0	100
Rel Tel (Urban)	Count	10	4	6	1	0	11
	%	90.9	36.4	54.5	9.1	0.0	100
Rel Tel (Rural)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	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
Tata (Total)	Count	5	3	2	0	0	5
	%	100.0	60.0	40.0	0.0	0.0	100
Tata (Urban)	Count	5	3	2	0	0	5
	%	100.0	60.0	40.0	0.0	0.0	100
Tata (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Total)	Count	3	2	1	1	0	4
	%	75.0	50.0	25.0	25.0	0.0	100
Uninor (Urban)	Count	2	1	1	1	0	3
	%	66.6	33.3	33.3	33.3	0.0	100
Uninor (Rural)	Count	1	1	0	0	0	1
	%	100.0	100.0	0.0	0.0	0.0	100
Vodafone (Total)	Count	8	4	4	2	0	10
	%	80.0	40.0	40.0	20.0	0.0	100
Vodafone (Urban)	Count	6	2	4	2	0	8
	%	75.0	25.0	50.0	25.0	0.0	100
Vodafone (Rural)	Count	2	2	0	0	0	2
	%	100.0	100.0	0.0	0.0	0.0	100
Overall	Count	58	27	31	10	68	68
	%	85.3	39.7	45.6	14.7	100	100
Overall (Urban)	Count	45	20	25	10	55	55
	%	81.9	36.4	45.5	18.2	100	100
Overall (Rural)	Count	13	7	6	0	13	13
	%	100.0	53.8	46.2	0.0	100	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
Aircel (Total)	Count	2	12	16	39	90	67	144	160	66	18	614
	%	0.3	2.0	2.6	6.4	14.7	10.9	23.5	26.1	10.7	2.9	100
Aircel (Urban)	Count	2	10	9	25	48	36	88	105	45	18	386
	%	0.5	2.6	2.3	6.5	12.4	9.3	22.8	27.2	11.7	4.7	100
Aircel (Rural)	Count	0	2	7	14	42	31	56	55	21	0	228
	%	0.0	0.9	3.1	6.1	18.4	13.6	24.6	24.1	9.2	0.0	100
Airtel (Total)	Count	3	7	9	42	51	68	143	182	115	22	642
	%	0.5	1.1	1.4	6.5	7.9	10.6	22.3	28.3	17.9	3.4	100
Airtel (Urban)	Count	2	6	7	24	36	44	110	118	80	21	448
	%	0.4	1.3	1.6	5.4	8.0	9.8	24.6	26.3	17.9	4.7	100
Airtel (Rural)	Count	1	1	2	18	15	24	33	64	35	1	194
	%	0.5	0.5	1.0	9.3	7.7	12.4	17.0	33.0	18.0	0.5	100
BSNL (Total)	Count	4	14	14	58	95	190	290	340	166	39	1210
	%	0.3	1.2	1.2	4.8	7.9	15.7	24.0	28.1	13.7	3.2	100
BSNL (Urban)	Count	4	9	10	37	61	130	217	248	143	16	875
	%	0.5	1.0	1.1	4.2	7.0	14.9	24.8	28.3	16.3	1.8	100
BSNL (Rural)	Count	0	5	4	21	34	60	73	92	23	23	335
	%	0.0	1.5	1.2	6.3	10.1	17.9	21.8	27.5	6.9	6.9	100
Idea (Total)	Count	0	4	16	31	78	70	123	183	88	9	602
	%	0.0	0.7	2.7	5.1	13.0	11.6	20.4	30.4	14.6	1.5	100
Idea (Urban)	Count	0	4	6	22	37	48	83	128	74	9	411
	%	0.0	1.0	1.5	5.4	9.0	11.7	20.2	31.1	18.0	2.2	100
Idea (Rural)	Count	0	0	10	9	41	22	40	55	14	0	191
	%	0.0	0.0	5.2	4.7	21.5	11.5	20.9	28.8	7.3	0.0	100
MTS (Total)	Count	1	12	11	14	49	75	129	226	76	7	600
	%	0.2	2.0	1.8	2.3	8.2	12.5	21.5	37.7	12.7	1.2	100
MTS (Urban)	Count	1	6	4	9	36	42	91	164	58	6	417
	%	0.2	1.4	1.0	2.2	8.6	10.1	21.8	39.3	13.9	1.4	100
MTS (Rural)	Count	0	6	7	5	13	33	38	62	18	1	183
	%	0.0	3.3	3.8	2.7	7.1	18.0	20.8	33.9	9.8	0.5	100
Rel Com (Total)	Count	0	8	12	45	68	71	153	181	57	5	600
	%	0.0	1.3	2.0	7.5	11.3	11.8	25.5	30.2	9.5	0.8	100
Rel Com (Urban)	Count	0	6	9	32	45	54	112	116	40	5	419
	%	0.0	1.4	2.1	7.6	10.7	12.9	26.7	27.7	9.5	1.2	100
Rel Com (Rural)	Count	0	2	3	13	23	17	41	65	17	0	181
	%	0.0	1.1	1.7	7.2	12.7	9.4	22.7	35.9	9.4	0.0	100
Rel Tel (Total)	Count	1	16	10	47	90	84	126	186	62	1	623
	%	0.2	2.6	1.6	7.5	14.4	13.5	20.2	29.9	10.0	0.2	100
Rel Tel (Urban)	Count	1	14	8	36	52	57	90	148	44	0	450
	%	0.2	3.1	1.8	8.0	11.6	12.7	20.0	32.9	9.8	0.0	100
Rel Tel (Rural)	Count	0	2	2	11	38	27	36	38	18	1	173
	%	0.0	1.2	1.2	6.4	22.0	15.6	20.8	22.0	10.4	0.6	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
Tata (Total)	Count	2	12	9	40	85	68	141	163	67	13	600
	%	0.3	2.0	1.5	6.7	14.2	11.3	23.5	27.2	11.2	2.2	100
Tata (Urban)	Count	2	6	6	29	54	46	96	124	50	13	426
	%	0.5	1.4	1.4	6.8	12.7	10.8	22.5	29.1	11.7	3.1	100
Tata (Rural)	Count	0	6	3	11	31	22	45	39	17	0	174
	%	0.0	3.4	1.7	6.3	17.8	12.6	25.9	22.4	9.8	0.0	100
Uninor (Total)	Count	2	9	18	62	63	71	130	172	69	5	601
	%	0.3	1.5	3.0	10.3	10.5	11.8	21.6	28.6	11.5	0.8	100
Uninor (Urban)	Count	2	7	11	31	43	51	97	135	57	5	439
	%	0.5	1.6	2.5	7.1	9.8	11.6	22.1	30.8	13.0	1.1	100
Uninor (Rural)	Count	0	2	7	31	20	20	33	37	12	0	162
	%	0.0	1.2	4.3	19.1	12.3	12.3	20.4	22.8	7.4	0.0	100
Vodafone (Total)	Count	1	5	10	29	46	56	109	181	129	36	602
	%	0.2	0.8	1.7	4.8	7.6	9.3	18.1	30.1	21.4	6.0	100
Vodafone (Urban)	Count	0	1	3	15	36	38	73	109	90	33	398
	%	0.0	0.3	0.8	3.8	9.0	9.5	18.3	27.4	22.6	8.3	100
Vodafone (Rural)	Count	1	4	7	14	10	18	36	72	39	3	204
	%	0.5	2.0	3.4	6.9	4.9	8.8	17.6	35.3	19.1	1.5	100
Overall	Count	16	99	125	407	715	820	1488	1974	895	155	6696
	%	0.2	1.5	1.9	6.1	10.7	12.2	22.2	29.5	13.4	2.3	100
Overall (Urban)	Count	12	69	73	260	448	546	1057	1395	681	126	4671
	%	0.3	1.5	1.6	5.6	9.6	11.7	22.6	29.9	14.6	2.7	100
Overall (Rural)	Count	2	30	52	147	267	274	431	579	214	29	2025
	%	0.1	1.5	2.6	7.3	13.2	13.5	21.3	28.6	10.6	1.4	100

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

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
Aircel (Total)	Count	439	175	614
	%	71.5	28.5	100
Aircel (Urban)	Count	270	116	386
	%	69.9	30.1	100
Aircel (Rural)	Count	169	59	228
	%	74.1	25.9	100
Airtel (Total)	Count	375	267	642
	%	58.4	41.6	100
Airtel (Urban)	Count	265	183	448
	%	59.2	40.8	100
Airtel (Rural)	Count	110	84	194
	%	56.7	43.3	100
BSNL (Total)	Count	765	446	1211
	%	63.2	36.8	100
BSNL (Urban)	Count	556	320	876
	%	63.5	36.5	100
BSNL (Rural)	Count	209	126	335
	%	62.4	37.6	100
Idea (Total)	Count	396	206	602
	%	65.8	34.2	100
Idea (Urban)	Count	276	135	411
	%	67.2	32.8	100
Idea (Rural)	Count	120	71	191
	%	62.8	37.2	100
MTS (Total)	Count	394	206	600
	%	65.7	34.3	100
MTS (Urban)	Count	291	126	417
	%	69.8	30.2	100
MTS (Rural)	Count	103	80	183
	%	56.3	43.7	100
Rel Com (Total)	Count	429	171	600
	%	71.5	28.5	100
Rel Com (Urban)	Count	293	126	419
	%	69.9	30.1	100
Rel Com (Rural)	Count	136	45	181
	%	75.1	24.9	100
Rel Tel (Total)	Count	463	160	623
	%	74.3	25.7	100
Rel Tel (Urban)	Count	344	106	450
	%	76.4	23.6	100
Rel Tel (Rural)	Count	119	54	173
	%	68.8	31.2	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
Tata (Total)	Count	443	157	600
	%	73.8	26.2	100
Tata (Urban)	Count	318	108	426
	%	74.6	25.4	100
Tata (Rural)	Count	125	49	174
	%	71.8	28.2	100
Uninor (Total)	Count	424	177	601
	%	70.5	29.5	100
Uninor (Urban)	Count	312	127	439
	%	71.1	28.9	100
Uninor (Rural)	Count	112	50	162
	%	69.1	30.9	100
Vodafone (Total)	Count	395	208	603
	%	65.5	34.5	100
Vodafone (Urban)	Count	260	139	399
	%	65.2	34.8	100
Vodafone (Rural)	Count	135	69	204
	%	66.2	33.8	100
Overall	Count	4523	2173	6696
	%	67.5	32.5	100
Overall (Urban)	Count	3185	1486	4671
	%	68.2	31.8	100
Overall (Rural)	Count	1338	687	2025
	%	66.1	33.9	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 centres/ sales outlets	Telephone bills	Other	Total
Aircel (Total)	Count	4	63	208	80	99	17	439
	%	0.9	14.4	47.4	18.2	22.6	3.9	100
Aircel (Urban)	Count	3	33	89	68	75	17	270
	%	1.1	12.2	33.0	25.2	27.8	6.3	100
Aircel (Rural)	Count	1	30	119	12	24	0	169
	%	0.6	17.8	70.4	7.1	14.2	0.0	100
Airtel (Total)	Count	2	42	206	101	59	7	375
	%	0.5	11.2	54.9	26.9	15.7	1.9	100
Airtel (Urban)	Count	1	26	133	75	56	2	265
	%	0.4	9.8	50.2	28.3	21.1	0.8	100
Airtel (Rural)	Count	1	16	73	26	3	5	110
	%	0.9	14.5	66.4	23.6	2.7	4.5	100
BSNL (Total)	Count	30	42	408	140	210	28	765
	%	3.9	5.5	53.3	18.3	27.5	3.7	100
BSNL (Urban)	Count	16	17	244	101	201	21	556
	%	2.9	3.1	43.9	18.2	36.2	3.8	100
BSNL (Rural)	Count	14	25	164	39	9	7	209
	%	6.7	12.0	78.5	18.7	4.3	3.3	100
Idea (Total)	Count	13	53	221	71	67	13	396
	%	3.3	13.4	55.8	17.9	16.9	3.3	100
Idea (Urban)	Count	13	25	139	46	63	12	276
	%	4.7	9.1	50.4	16.7	22.8	4.3	100
Idea (Rural)	Count	0	28	82	25	4	1	120
	%	0.0	23.3	68.3	20.8	3.3	0.8	100
MTS (Total)	Count	6	51	163	112	89	3	394
	%	1.5	12.9	41.4	28.4	22.6	0.8	100
MTS (Urban)	Count	6	31	98	86	87	2	291
	%	2.1	10.7	33.7	29.6	29.9	0.7	100
MTS (Rural)	Count	0	20	65	26	2	1	103
	%	0.0	19.4	63.1	25.2	1.9	1.0	100
Rel Com (Total)	Count	9	86	197	114	79	5	429
	%	2.1	20.0	45.9	26.6	18.4	1.2	100
Rel Com (Urban)	Count	9	42	107	100	78	3	293
	%	3.1	14.3	36.5	34.1	26.6	1.0	100
Rel Com (Rural)	Count	0	44	90	14	1	2	136
	%	0.0	32.4	66.2	10.3	0.7	1.5	100
Rel Tel (Total)	Count	10	83	218	98	116	4	463
	%	2.2	17.9	47.1	21.2	25.1	0.9	100
Rel Tel (Urban)	Count	9	49	144	78	116	1	344
	%	2.6	14.2	41.9	22.7	33.7	0.3	100
Rel Tel (Rural)	Count	1	34	74	20	0	3	119
	%	0.8	28.6	62.2	16.8	0.0	2.5	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 centres/ sales outlets	Telephone bills	Other	Total
Tata (Total)	Count	23	70	252	90	72	12	443
	%	5.2	15.8	56.9	20.3	16.3	2.7	100
Tata (Urban)	Count	22	32	163	63	70	11	318
	%	6.9	10.1	51.3	19.8	22.0	3.5	100
Tata (Rural)	Count	1	38	89	27	2	1	125
	%	0.8	30.4	71.2	21.6	1.6	0.8	100
Uninor (Total)	Count	15	36	215	118	81	15	424
	%	3.5	8.5	50.7	27.8	19.1	3.5	100
Uninor (Urban)	Count	15	26	129	79	81	11	312
	%	4.8	8.3	41.3	25.3	26.0	3.5	100
Uninor (Rural)	Count	0	10	86	39	0	4	112
	%	0.0	8.9	76.8	34.8	0.0	3.6	100
Vodafone (Total)	Count	4	41	211	99	78	6	395
	%	1.0	10.4	53.4	25.1	19.7	1.5	100
Vodafone (Urban)	Count	3	16	125	55	75	4	260
	%	1.2	6.2	48.1	21.2	28.8	1.5	100
Vodafone (Rural)	Count	1	25	86	44	3	2	135
	%	0.7	18.5	63.7	32.6	2.2	1.5	100
Overall	Count	116	567	2299	1023	950	110	4523
	%	2.6	12.5	50.8	22.6	21	2.4	100
Overall (Urban)	Count	97	297	1371	751	902	84	3185
	%	3.0	9.3	43.0	23.6	28.3	2.6	100
Overall (Rural)	Count	19	270	928	272	48	26	1338
	%	1.4	20.2	69.4	20.3	3.6	1.9	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
Aircel (Total)	Count	104	335	439
	%	23.7	76.3	100
Aircel (Urban)	Count	57	213	270
	%	21.1	78.9	100
Aircel (Rural)	Count	47	122	169
	%	27.8	72.2	100
Airtel (Total)	Count	120	255	375
	%	32.0	68.0	100
Airtel (Urban)	Count	83	182	265
	%	31.3	68.7	100
Airtel (Rural)	Count	37	73	110
	%	33.6	66.4	100
BSNL (Total)	Count	149	616	765
	%	19.5	80.5	100
BSNL (Urban)	Count	118	438	556
	%	21.2	78.8	100
BSNL (Rural)	Count	31	178	209
	%	14.8	85.2	100
Idea (Total)	Count	82	314	396
	%	20.7	79.3	100
Idea (Urban)	Count	40	236	276
	%	14.5	85.5	100
Idea (Rural)	Count	42	78	120
	%	35.0	65.0	100
MTS (Total)	Count	109	285	394
	%	27.7	72.3	100
MTS (Urban)	Count	64	227	291
	%	22.0	78.0	100
MTS (Rural)	Count	45	58	103
	%	43.7	56.3	100
Rel Com (Total)	Count	146	283	429
	%	34.0	66.0	100
Rel Com (Urban)	Count	84	209	293
	%	28.7	71.3	100
Rel Com (Rural)	Count	62	74	136
	%	45.6	54.4	100
Rel Tel (Total)	Count	161	302	463
	%	34.8	65.2	100
Rel Tel (Urban)	Count	107	237	344
	%	31.1	68.9	100
Rel Tel (Rural)	Count	54	65	119
	%	45.4	54.6	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
Tata (Total)	Count	125	318	443
	%	28.2	71.8	100
Tata (Urban)	Count	84	234	318
	%	26.4	73.6	100
Tata (Rural)	Count	41	84	125
	%	32.8	67.2	100
Uninor (Total)	Count	124	300	424
	%	29.2	70.8	100
Uninor (Urban)	Count	81	231	312
	%	26.0	74.0	100
Uninor (Rural)	Count	43	69	112
	%	38.4	61.6	100
Vodafone (Total)	Count	110	285	395
	%	27.8	72.2	100
Vodafone (Urban)	Count	64	196	260
	%	24.6	75.4	100
Vodafone (Rural)	Count	46	89	135
	%	34.1	65.9	100
Overall	Count	1230	3293	4523
	%	27.2	72.8	100
Overall (Urban)	Count	782	2403	3185
	%	24.6	75.4	100
Overall (Rural)	Count	448	890	1338
	%	33.5	66.5	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
Aircel (Total)	Count	51	19	3	17	14	104
	%	49.0	18.3	2.9	16.3	13.5	100
Aircel (Urban)	Count	28	9	2	10	8	57
	%	49.1	15.8	3.5	17.5	14.0	100
Aircel (Rural)	Count	23	10	1	7	6	47
	%	48.9	21.3	2.1	14.9	12.8	100
Airtel (Total)	Count	67	21	6	13	13	120
	%	55.8	17.5	5.0	10.8	10.8	100
Airtel (Urban)	Count	43	14	4	11	11	83
	%	51.8	16.9	4.8	13.3	13.3	100
Airtel (Rural)	Count	24	7	2	2	2	37
	%	64.9	18.9	5.4	5.4	5.4	100
BSNL (Total)	Count	59	70	3	9	8	149
	%	39.6	47.0	2.0	6.0	5.4	100
BSNL (Urban)	Count	47	60	1	7	3	118
	%	39.8	50.8	0.8	5.9	2.5	100
BSNL (Rural)	Count	12	10	2	2	5	31
	%	38.7	32.3	6.5	6.5	16.1	100
Idea (Total)	Count	48	12	1	12	9	82
	%	58.5	14.6	1.2	14.6	11.0	100
Idea (Urban)	Count	19	9	0	5	7	40
	%	47.5	22.5	0.0	12.5	17.5	100
Idea (Rural)	Count	29	3	1	7	2	42
	%	69.0	7.1	2.4	16.7	4.8	100
MTS (Total)	Count	69	24	3	8	5	109
	%	63.3	22.0	2.8	7.3	4.6	100
MTS (Urban)	Count	41	11	2	8	2	64
	%	64.1	17.2	3.1	12.5	3.1	100
MTS (Rural)	Count	28	13	1	0	3	45
	%	62.2	28.9	2.2	0.0	6.7	100
Rel Com (Total)	Count	94	22	11	9	10	146
	%	64.4	15.1	7.5	6.2	6.8	100
Rel Com (Urban)	Count	54	13	3	8	6	84
	%	64.3	15.5	3.6	9.5	7.1	100
Rel Com (Rural)	Count	40	9	8	1	4	62
	%	64.5	14.5	12.9	1.6	6.5	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
Rel Tel (Total)	Count	104	27	7	13	10	161
	%	64.6	16.8	4.3	8.1	6.2	100
Rel Tel (Urban)	Count	70	12	6	12	7	107
	%	65.4	11.2	5.6	11.2	6.5	100
Rel Tel (Rural)	Count	34	15	1	1	3	54
	%	63.0	27.8	1.9	1.9	5.6	100
Tata (Total)	Count	59	20	8	24	14	125
	%	47.2	16.0	6.4	19.2	11.2	100
Tata (Urban)	Count	41	13	3	18	9	84
	%	48.8	15.5	3.6	21.4	10.7	100
Tata (Rural)	Count	18	7	5	6	5	41
	%	43.9	17.1	12.2	14.6	12.2	100
Uninor (Total)	Count	57	32	2	24	9	124
	%	46.0	25.8	1.6	19.4	7.3	100
Uninor (Urban)	Count	45	19	1	12	4	81
	%	55.6	23.5	1.2	14.8	4.9	100
Uninor (Rural)	Count	12	13	1	12	5	43
	%	27.9	30.2	2.3	27.9	11.6	100
Vodafone (Total)	Count	63	21	4	12	10	110
	%	57.3	19.1	3.6	10.9	9.1	100
Vodafone (Urban)	Count	46	6	2	6	4	64
	%	71.9	9.4	3.1	9.4	6.3	100
Vodafone (Rural)	Count	17	15	2	6	6	46
	%	37.0	32.6	4.3	13.0	13.0	100
Overall	Count	671	268	48	141	102	1230
	%	54.6	21.8	3.9	11.5	8.3	100
Overall (Urban)	Count	434	166	24	97	61	782
	%	55.5	21.2	3.1	12.4	7.8	100
Overall (Rural)	Count	237	102	24	44	41	448
	%	52.9	22.8	5.4	9.8	9.2	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
Aircel (Total)	Count	59	31	90
	%	65.6	34.4	100.0
Aircel (Urban)	Count	33	16	49
	%	67.3	32.7	100.0
Aircel (Rural)	Count	26	15	41
	%	63.4	36.6	100.0
Airtel (Total)	Count	75	32	107
	%	70.1	29.9	100.0
Airtel (Urban)	Count	48	24	72
	%	66.7	33.3	100.0
Airtel (Rural)	Count	27	8	35
	%	77.1	22.9	100.0
BSNL (Total)	Count	57	84	141
	%	40.4	59.6	100.0
BSNL (Urban)	Count	44	71	115
	%	38.3	61.7	100.0
BSNL (Rural)	Count	13	13	26
	%	50.0	50.0	100.0
Idea (Total)	Count	50	23	73
	%	68.5	31.5	100.0
Idea (Urban)	Count	20	13	33
	%	60.6	39.4	100.0
Idea (Rural)	Count	30	10	40
	%	75.0	25.0	100.0
MTS (Total)	Count	74	30	104
	%	71.2	28.8	100.0
MTS (Urban)	Count	43	19	62
	%	69.4	30.6	100.0
MTS (Rural)	Count	31	11	42
	%	73.8	26.2	100.0
Rel Com (Total)	Count	108	28	136
	%	79.4	20.6	100.0
Rel Com (Urban)	Count	61	17	78
	%	78.2	21.8	100.0
Rel Com (Rural)	Count	47	11	58
	%	81.0	19.0	100.0
Rel Tel (Total)	Count	111	40	151
	%	73.5	26.5	100.0
Rel Tel (Urban)	Count	75	25	100
	%	75.0	25.0	100.0
Rel Tel (Rural)	Count	36	15	51
	%	70.6	29.4	100.0

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
Tata (Total)	Count	72	39	111
	%	64.9	35.1	100.0
Tata (Urban)	Count	47	28	75
	%	62.7	37.3	100.0
Tata (Rural)	Count	25	11	36
	%	69.4	30.6	100.0
Uninor (Total)	Count	76	39	115
	%	66.1	33.9	100.0
Uninor (Urban)	Count	52	25	77
	%	67.5	32.5	100.0
Uninor (Rural)	Count	24	14	38
	%	63.2	36.8	100.0
Vodafone (Total)	Count	68	32	100
	%	68.0	32.0	100.0
Vodafone (Urban)	Count	45	15	60
	%	75.0	25.0	100.0
Vodafone (Rural)	Count	23	17	40
	%	57.5	42.5	100.0
Overall	Count	750	378	1128
	%	66.5	33.5	100.0
Overall (Urban)	Count	468	253	721
	%	64.9	35.1	100.0
Overall (Rural)	Count	282	125	407
	%	69.3	30.7	100.0

41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	46	58	104
	%	44.2	55.8	100
Aircel (Urban)	Count	22	35	57
	%	38.6	61.4	100
Aircel (Rural)	Count	24	23	47
	%	51.1	48.9	100
Airtel (Total)	Count	64	56	120
	%	53.3	46.7	100
Airtel (Urban)	Count	44	39	83
	%	53.0	47.0	100
Airtel (Rural)	Count	20	17	37
	%	54.1	45.9	100
BSNL (Total)	Count	55	94	149
	%	36.9	63.1	100
BSNL (Urban)	Count	44	74	118
	%	37.3	62.7	100
BSNL (Rural)	Count	46	44	90
	%	51.1	48.9	100
Idea (Total)	Count	22	27	49
	%	44.9	55.1	100
Idea (Urban)	Count	24	17	41
	%	58.5	41.5	100
Idea (Rural)	Count	62	45	107
	%	57.9	42.1	100
MTS (Total)	Count	42	30	72
	%	58.3	41.7	100
MTS (Urban)	Count	20	15	35
	%	57.1	42.9	100
MTS (Rural)	Count	53	88	141
	%	37.6	62.4	100
Rel Com (Total)	Count	43	72	115
	%	37.4	62.6	100
Rel Com (Urban)	Count	10	16	26
	%	38.5	61.5	100
Rel Com (Rural)	Count	45	28	73
	%	61.6	38.4	100
Rel Tel (Total)	Count	17	16	33
	%	51.5	48.5	100
Rel Tel (Urban)	Count	28	12	40
	%	70.0	30.0	100
Rel Tel (Rural)	Count	68	36	104
	%	65.4	34.6	100

41. Did the complaint centre inform you about the action taken on your complaint through SMS or by other means?				
Service Providers		Yes	No	Total
Tata (Total)	Count	39	23	62
	%	62.9	37.1	100
Tata (Urban)	Count	29	13	42
	%	69.0	31.0	100
Tata (Rural)	Count	102	34	136
	%	75.0	25.0	100
Uninor (Total)	Count	57	21	78
	%	73.1	26.9	100
Uninor (Urban)	Count	45	13	58
	%	77.6	22.4	100
Uninor (Rural)	Count	103	48	151
	%	68.2	31.8	100
Vodafone (Total)	Count	67	33	100
	%	67.0	33.0	100
Vodafone (Urban)	Count	36	15	51
	%	70.6	29.4	100
Vodafone (Rural)	Count	60	51	111
	%	54.1	45.9	100
Overall	Count	643	485	1128
	%	57	43	100
Overall (Urban)	Count	400	321	721
	%	55.5	44.5	100
Overall (Rural)	Count	243	164	407
	%	59.7	40.3	100

42. Was your complaint resolved by the complaint centre within three (3) days?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	39	51	90
	%	43.3	56.7	100
Aircel (Urban)	Count	20	29	49
	%	40.8	59.2	100
Aircel (Rural)	Count	19	22	41
	%	46.3	53.7	100
Airtel (Total)	Count	60	47	107
	%	56.1	43.9	100
Airtel (Urban)	Count	42	30	72
	%	58.3	41.7	100
Airtel (Rural)	Count	18	17	35
	%	51.4	48.6	100
BSNL (Total)	Count	60	81	141
	%	42.6	57.4	100
BSNL (Urban)	Count	52	63	115
	%	45.2	54.8	100
BSNL (Rural)	Count	8	18	26
	%	30.8	69.2	100
Idea (Total)	Count	42	31	73
	%	57.5	42.5	100
Idea (Urban)	Count	16	17	33
	%	48.5	51.5	100
Idea (Rural)	Count	26	14	40
	%	65.0	35.0	100
MTS (Total)	Count	58	46	104
	%	55.8	44.2	100
MTS (Urban)	Count	36	26	62
	%	58.1	41.9	100
MTS (Rural)	Count	22	20	42
	%	52.4	47.6	100
Rel Com (Total)	Count	100	36	136
	%	73.5	26.5	100
Rel Com (Urban)	Count	51	27	78
	%	65.4	34.6	100
Rel Com (Rural)	Count	49	9	58
	%	84.5	15.5	100
Rel Tel (Total)	Count	97	54	151
	%	64.2	35.8	100
Rel Tel (Urban)	Count	58	42	100
	%	58.0	42.0	100
Rel Tel (Rural)	Count	39	12	51
	%	76.5	23.5	100

42. Was your complaint resolved by the complaint centre within three (3) days?				
Service Providers		Yes	No	Total
Tata (Total)	Count	53	58	111
	%	47.7	52.3	100
Tata (Urban)	Count	28	47	75
	%	37.3	62.7	100
Tata (Rural)	Count	25	11	36
	%	69.4	30.6	100
Uninor (Total)	Count	43	72	115
	%	37.4	62.6	100
Uninor (Urban)	Count	34	43	77
	%	44.2	55.8	100
Uninor (Rural)	Count	9	29	38
	%	23.7	76.3	100
Vodafone (Total)	Count	39	61	100
	%	39.0	61.0	100
Vodafone (Urban)	Count	29	31	60
	%	48.3	51.7	100
Vodafone (Rural)	Count	10	30	40
	%	25.0	75.0	100
Overall	Count	591	537	1128
	%	52.4	47.6	100
Overall (Urban)	Count	366	355	721
	%	50.8	49.2	100
Overall (Rural)	Count	225	182	407
	%	55.3	44.7	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
Aircel (Total)	Count	25	40	25	90
	%	27.8	44.4	27.8	100
Aircel (Urban)	Count	10	22	17	49
	%	20.4	44.9	34.7	100
Aircel (Rural)	Count	15	18	8	41
	%	36.6	43.9	19.5	100
Airtel (Total)	Count	50	44	13	107
	%	46.7	41.1	12.1	100
Airtel (Urban)	Count	35	27	10	72
	%	48.6	37.5	13.9	100
Airtel (Rural)	Count	15	17	3	35
	%	42.9	48.6	8.6	100
BSNL (Total)	Count	25	53	63	141
	%	17.7	37.6	44.7	100
BSNL (Urban)	Count	17	36	62	115
	%	14.8	31.3	53.9	100
BSNL (Rural)	Count	8	17	1	26
	%	30.8	65.4	3.8	100
Idea (Total)	Count	41	25	7	73
	%	56.2	34.2	9.6	100
Idea (Urban)	Count	15	11	7	33
	%	45.5	33.3	21.2	100
Idea (Rural)	Count	26	14	0	40
	%	65.0	35.0	0.0	100
MTS (Total)	Count	54	38	12	104
	%	51.9	36.5	11.5	100
MTS (Urban)	Count	35	21	6	62
	%	56.5	33.9	9.7	100
MTS (Rural)	Count	19	17	6	42
	%	45.2	40.5	14.3	100
Rel Com (Total)	Count	82	43	11	136
	%	60.3	31.6	8.1	100
Rel Com (Urban)	Count	40	27	11	78
	%	51.3	34.6	14.1	100
Rel Com (Rural)	Count	42	16	0	58
	%	72.4	27.6	0.0	100
Rel Tel (Total)	Count	79	47	25	151
	%	52.3	31.1	16.6	100
Rel Tel (Urban)	Count	43	36	21	100
	%	43.0	36.0	21.0	100
Rel Tel (Rural)	Count	36	11	4	51
	%	70.6	21.6	7.8	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
Tata (Total)	Count	45	48	18	111
	%	40.5	43.2	16.2	100
Tata (Urban)	Count	23	35	17	75
	%	30.7	46.7	22.7	100
Tata (Rural)	Count	22	13	1	36
	%	61.1	36.1	2.8	100
Uninor (Total)	Count	32	55	28	115
	%	27.8	47.8	24.3	100
Uninor (Urban)	Count	26	28	23	77
	%	33.8	36.4	29.9	100
Uninor (Rural)	Count	6	27	5	38
	%	15.8	71.1	13.2	100
Vodafone (Total)	Count	27	58	15	100
	%	27.0	58.0	15.0	100
Vodafone (Urban)	Count	16	36	8	60
	%	26.7	60	13.3	100
Vodafone (Rural)	Count	11	22	7	40
	%	27.5	55	17.5	100
Overall	Count	460	451	217	1128
	%	40.8	40	19.2	100
Overall (Urban)	Count	260	279	182	721
	%	36.1	38.7	25.2	100
Overall (Rural)	Count	200	172	35	407
	%	49.1	42.3	8.6	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
Aircel (Total)	Count	0	614	614
	%	0.0	100.0	100
Aircel (Urban)	Count	0	386	386
	%	0.0	100.0	100
Aircel (Rural)	Count	0	228	228
	%	0.0	100.0	100
Airtel (Total)	Count	3	639	642
	%	0.5	99.5	100
Airtel (Urban)	Count	3	445	448
	%	0.7	99.3	100
Airtel (Rural)	Count	0	194	194
	%	0.0	100.0	100
BSNL (Total)	Count	10	1201	1211
	%	0.8	99.2	100
BSNL (Urban)	Count	9	867	876
	%	1.0	99.0	100
BSNL (Rural)	Count	1	334	335
	%	0.3	99.7	100
Idea (Total)	Count	5	597	602
	%	0.8	99.2	100
Idea (Urban)	Count	5	406	411
	%	1.2	98.8	100
Idea (Rural)	Count	0	191	191
	%	0.0	100.0	100
MTS (Total)	Count	1	599	600
	%	0.2	99.8	100
MTS (Urban)	Count	1	416	417
	%	0.2	99.8	100
MTS (Rural)	Count	0	183	183
	%	0.0	100.0	100
Rel Com (Total)	Count	4	596	600
	%	0.7	99.3	100
Rel Com (Urban)	Count	4	415	419
	%	1.0	99.0	100
Rel Com (Rural)	Count	0	181	181
	%	0.0	100.0	100
Rel Tel (Total)	Count	1	622	623
	%	0.2	99.8	100
Rel Tel (Urban)	Count	1	449	450
	%	0.2	99.8	100
Rel Tel (Rural)	Count	0	173	173
	%	0.0	100.0	100
Tata (Total)	Count	4	596	600
	%	0.7	99.3	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
Tata (Urban)	Count	4	422	426
	%	0.9	99.1	100
Tata (Rural)	Count	0	174	174
	%	0.0	100.0	100
Uninor (Total)	Count	0	601	601
	%	0.0	100.0	100
Uninor (Urban)	Count	0	439	439
	%	0.0	100.0	100
Uninor (Rural)	Count	0	162	162
	%	0.0	100.0	100
Vodafone (Total)	Count	2	601	603
	%	0.3	99.7	100
Vodafone (Urban)	Count	2	397	399
	%	0.5	99.5	100
Vodafone (Rural)	Count	0	204	204
	%	0.0	100.0	100
Overall	Count	30	6666	6696
	%	0.4	99.6	100
Overall (Urban)	Count	29	4642	4671
	%	0.6	99.4	100
Overall (Rural)	Count	1	2024	2025
	%	0.0	100	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
Aircel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	1	0	1	0	1	3
	%	33.3	0.0	33.3	0.0	33.3	100
Airtel (Urban)	Count	1	0	1	0	1	3
	%	33.3	0.0	33.3	0.0	33.3	100
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	1	4	4	0	1	10
	%	10.0	40.0	40.0	0.0	10.0	100
BSNL (Urban)	Count	1	4	4	0	0	9
	%	11.1	44.4	44.4	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
Idea (Total)	Count	3	1	2	0	0	5
	%	60.0	20.0	40.0	0.0	0.0	100
Idea (Urban)	Count	3	1	2	0	0	5
	%	60.0	20.0	40.0	0.0	0.0	100
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Total)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
MTS (Urban)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100
MTS (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Total)	Count	3	0	0	0	1	4
	%	75.0	0.0	0.0	0.0	25.0	100
Rel Com (Urban)	Count	3	0	0	0	1	4
	%	75.0	0.0	0.0	0.0	25.0	100
Rel Com (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Total)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
Rel Tel (Urban)	Count	0	0	1	0	0	1
	%	0.0	0.0	100.0	0.0	0.0	100
Rel Tel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-

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
Tata (Total)	Count	3	0	0	0	1	4
	%	75.0	0.0	0.0	0.0	25.0	100
Tata (Urban)	Count	3	0	0	0	1	4
	%	75.0	0.0	0.0	0.0	25.0	100
Tata (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Total)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Vodafone (Urban)	Count	1	1	0	0	0	2
	%	50.0	50.0	0.0	0.0	0.0	100
Vodafone (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Overall	Count	12	6	8	0	5	30
	%	40.0	20.0	26.7	0.0	16.7	100
Overall (Urban)	Count	12	6	8	0	4	29
	%	41.4	20.7	27.6	0.0	13.8	100
Overall (Rural)	Count	0	0	0	0	1	1
	%	0.0	0.0	0.0	0.0	100.0	100

46. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	-	-	-
	%	-	-	-
Aircel (Urban)	Count	-	-	-
	%	-	-	-
Aircel (Rural)	Count	-	-	-
	%	-	-	-
Airtel (Total)	Count	0	3	3
	%	0.0	100	100
Airtel (Urban)	Count	0	3	3
	%	0.0	100	100
Airtel (Rural)	Count	-	-	-
	%	-	-	-
BSNL (Total)	Count	3	7	10
	%	30.0	70.0	100
BSNL (Urban)	Count	2	7	9
	%	22.2	77.8	100
BSNL (Rural)	Count	1	0	1
	%	100	0.00%	100
Idea (Total)	Count	1	4	5
	%	20.0	80.0	100
Idea (Urban)	Count	1	4	5
	%	20.0	80.0	100
Idea (Rural)	Count	-	-	-
	%	-	-	-
MTS (Total)	Count	0	1	1
	%	0.0	100	100
MTS (Urban)	Count	0	1	1
	%	0.0	100	100
MTS (Rural)	Count	-	-	-
	%	-	-	-
Rel Com (Total)	Count	0	4	4
	%	0.0	100	100
Rel Com (Urban)	Count	0	4	4
	%	0.0	100	100
Rel Com (Rural)	Count	-	-	-
	%	-	-	-
Rel Tel (Total)	Count	1	0	1
	%	100	0.0	100
Rel Tel (Urban)	Count	1	0	1
	%	100	0.0	100
Rel Tel (Rural)	Count	-	-	-
	%	-	-	-

46. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
Tata (Total)	Count	0	4	4
	%	0.0	100	100
Tata (Urban)	Count	0	4	4
	%	0.0	100	100
Tata (Rural)	Count	-	-	-
	%	-	-	-
Uninor (Total)	Count	-	-	-
	%	-	-	-
Uninor (Urban)	Count	-	-	-
	%	-	-	-
Uninor (Rural)	Count	-	-	-
	%	-	-	-
Vodafone (Total)	Count	0	2	2
	%	0.0	100	100
Vodafone (Urban)	Count	0	2	2
	%	0.0	100	100
Vodafone (Rural)	Count	-	-	-
	%	-	-	-
Overall	Count	5	25	30
	%	16.7	83.3	100
Overall (Urban)	Count	4	25	29
	%	13.8	86.2	100
Overall (Rural)	Count	1	0	1
	%	100	0.0	100

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	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Aircel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Airtel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Total)	Count	2	0	0	1	0	3
	%	66.7	0.0	0.0	33.3	0.0	100
BSNL (Urban)	Count	1	0	0	1	0	2
	%	50	0.0	0.0	50	0.0	100
BSNL (Rural)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0	0.0	100
Idea (Total)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Idea (Urban)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Idea (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
MTS (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Com (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Rel Tel (Total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
Rel Tel (Urban)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100	0.0	100
Rel Tel (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-

47. How did you file your appeal to the appellate authority?							
Service Providers		E-mail	Fax	Letter (post/courier)	In person (self)	Other	Total
Tata (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Tata (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Tata (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Uninor (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Total)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Vodafone (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
Overall	Count	3	-	-	2	-	5
	%	60.0	-	-	40.0	-	100
Overall (Urban)	Count	2	-	-	2	-	4
	%	50.0	-	-	50.0	-	100
Overall (Rural)	Count	1	-	-	0	-	1
	%	100	-	-	0.0	-	100

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	-	-	-
	%	-	-	-
Aircel (Urban)	Count	-	-	-
	%	-	-	-
Aircel (Rural)	Count	-	-	-
	%	-	-	-
Airtel (Total)	Count	-	-	-
	%	-	-	-
Airtel (Urban)	Count	-	-	-
	%	-	-	-
Airtel (Rural)	Count	-	-	-
	%	-	-	-
BSNL (Total)	Count	1	2	3
	%	33.3	66.7	100
BSNL (Urban)	Count	1	1	2
	%	50.0	50.0	100
BSNL (Rural)	Count	0	1	1
	%	0.0	100	100
Idea (Total)	Count	0	1	1
	%	0.0	100	100
Idea (Urban)	Count	0	1	1
	%	0.0	100	100
Idea (Rural)	Count	-	-	-
	%	-	-	-
MTS (Total)	Count	-	-	-
	%	-	-	-
MTS (Urban)	Count	-	-	-
	%	-	-	-
MTS (Rural)	Count	-	-	-
	%	-	-	-
Rel Com (Total)	Count	-	-	-
	%	-	-	-
Rel Com (Urban)	Count	-	-	-
	%	-	-	-
Rel Com (Rural)	Count	-	-	-
	%	-	-	-
Rel Tel (Total)	Count	0	1	1
	%	0.0	100	100
Rel Tel (Urban)	Count	0	1	1
	%	0.0	100	100
Rel Tel (Rural)	Count	-	-	-
	%	-	-	-

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
Tata (Total)	Count	-	-	-
	%	-	-	-
Tata (Urban)	Count	-	-	-
	%	-	-	-
Tata (Rural)	Count	-	-	-
	%	-	-	-
Uninor (Total)	Count	-	-	-
	%	-	-	-
Uninor (Urban)	Count	-	-	-
	%	-	-	-
Uninor (Rural)	Count	-	-	-
	%	-	-	-
Vodafone (Total)	Count	-	-	-
	%	-	-	-
Vodafone (Urban)	Count	-	-	-
	%	-	-	-
Vodafone (Rural)	Count	-	-	-
	%	-	-	-
Overall	Count	1	4	5
	%	20.0	80.0	100
Overall (Urban)	Count	1	3	4
	%	25.0	75.0	100
Overall (Rural)	Count	0	1	1
	%	0.0	100	100

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
Aircel (Total)	Count	-	-	-	-
	%	-	-	-	-
Aircel (Urban)	Count	-	-	-	-
	%	-	-	-	-
Aircel (Rural)	Count	-	-	-	-
	%	-	-	-	-
Airtel (Total)	Count	-	-	-	-
	%	-	-	-	-
Airtel (Urban)	Count	-	-	-	-
	%	-	-	-	-
Airtel (Rural)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Total)	Count	1	1	1	3
	%	33.3	33.3	33.3	100.0
BSNL (Urban)	Count	1	1	0	2
	%	50	50	0	100
BSNL (Rural)	Count	0	0	1	1
	%	0.0	0.0	100.0	100.0
Idea (Total)	Count	0	1	0	1
	%	0.0	100.0	0.0	100.0
Idea (Urban)	Count	0	1	0	1
	%	0.0	100.0	0.0	100.0
Idea (Rural)	Count	-	-	-	-
	%	-	-	-	-
MTS (Total)	Count	-	-	-	-
	%	-	-	-	-
MTS (Urban)	Count	-	-	-	-
	%	-	-	-	-
MTS (Rural)	Count	-	-	-	-
	%	-	-	-	-
Rel Com (Total)	Count	-	-	-	-
	%	-	-	-	-
Rel Com (Urban)	Count	-	-	-	-
	%	-	-	-	-
Rel Com (Rural)	Count	-	-	-	-
	%	-	-	-	-
Rel Tel (Total)	Count	0	1	0	1
	%	0.0	100.0	0.0	100.0
Rel Tel (Urban)	Count	0	1	0	1
	%	0.0	100.0	0.0	100.0
Rel Tel (Rural)	Count	-	-	-	-
	%	-	-	-	-

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
Tata (Total)	Count	-	-	-	-
	%	-	-	-	-
Tata (Urban)	Count	-	-	-	-
	%	-	-	-	-
Tata (Rural)	Count	-	-	-	-
	%	-	-	-	-
Uninor (Total)	Count	-	-	-	-
	%	-	-	-	-
Uninor (Urban)	Count	-	-	-	-
	%	-	-	-	-
Uninor (Rural)	Count	-	-	-	-
	%	-	-	-	-
Vodafone (Total)	Count	-	-	-	-
	%	-	-	-	-
Vodafone (Urban)	Count	-	-	-	-
	%	-	-	-	-
Vodafone (Rural)	Count	-	-	-	-
	%	-	-	-	-
Overall	Count	1	3	1	5
	%	20.0	60.0	20.0	100
Overall (Urban)	Count	1	3	0	4
	%	25.0	75.0	0.0	100
Overall (Rural)	Count	0	0	1	1
	%	0.0	0.0	100	100

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	14	575	589
	%	2.4	97.6	100
Aircel (Urban)	Count	8	360	368
	%	2.2	97.8	100
Aircel (Rural)	Count	6	215	221
	%	2.7	97.3	100
Airtel (Total)	Count	23	582	605
	%	3.8	96.2	100
Airtel (Urban)	Count	16	396	412
	%	3.9	96.1	100
Airtel (Rural)	Count	7	186	193
	%	3.6	96.4	100
BSNL (Total)	Count	67	1027	1094
	%	6.1	93.9	100
BSNL (Urban)	Count	37	730	767
	%	4.8	95.2	100
BSNL (Rural)	Count	30	297	327
	%	9.2	90.8	100
Idea (Total)	Count	26	566	592
	%	4.4	95.6	100
Idea (Urban)	Count	17	384	401
	%	4.2	95.8	100
Idea (Rural)	Count	9	182	191
	%	4.7	95.3	100
MTS (Total)	Count	17	581	598
	%	2.8	97.2	100
MTS (Urban)	Count	11	405	416
	%	2.6	97.4	100
MTS (Rural)	Count	6	176	182
	%	3.3	96.7	100
Rel Com (Total)	Count	37	553	590
	%	6.3	93.7	100
Rel Com (Urban)	Count	26	384	410
	%	6.3	93.7	100
Rel Com (Rural)	Count	11	169	180
	%	6.1	93.9	100
Rel Tel (Total)	Count	30	591	621
	%	4.8	95.2	100
Rel Tel (Urban)	Count	17	431	448
	%	3.8	96.2	100
Rel Tel (Rural)	Count	13	160	173
	%	7.5	92.5	100

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No	Total
Tata (Total)	Count	13	581	594
	%	2.2	97.8	100
Tata (Urban)	Count	9	413	422
	%	2.1	97.9	100
Tata (Rural)	Count	4	168	172
	%	2.3	97.7	100
Uninor (Total)	Count	26	561	587
	%	4.4	95.6	100
Uninor (Urban)	Count	15	413	428
	%	3.5	96.5	100
Uninor (Rural)	Count	11	148	159
	%	6.9	93.1	100
Vodafone (Total)	Count	14	404	418
	%	3.3	96.7	100
Vodafone (Urban)	Count	8	210	218
	%	3.7	96.3	100
Vodafone (Rural)	Count	6	194	200
	%	3.0	97.0	100
Overall	Count	267	6021	6288
	%	4.2	95.8	100
Overall (Urban)	Count	164	4126	4290
	%	3.8	96.2	100
Overall (Rural)	Count	103	1895	1998
	%	5.2	94.8	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
Aircel (Total)	Count	1	13	14
	%	7.1	92.9	100
Aircel (Urban)	Count	0	8	8
	%	0.0	100.0	100
Aircel (Rural)	Count	1	5	6
	%	16.7	83.3	100
Airtel (Total)	Count	0	23	23
	%	0.0	100.0	100
Airtel (Urban)	Count	0	16	16
	%	0.0	100.0	100
Airtel (Rural)	Count	0	7	7
	%	0.0	100.0	100
BSNL (Total)	Count	0	67	67
	%	0.0	100.0	100
BSNL (Urban)	Count	0	37	37
	%	0.0	100.0	100
BSNL (Rural)	Count	0	30	30
	%	0.0	100.0	100
Idea (Total)	Count	0	26	26
	%	0.0	100.0	100
Idea (Urban)	Count	0	17	17
	%	0.0	100.0	100
Idea (Rural)	Count	0	9	9
	%	0.0	100.0	100
MTS (Total)	Count	0	17	17
	%	0.0	100.0	100
MTS (Urban)	Count	0	11	11
	%	0.0	100.0	100
MTS (Rural)	Count	0	6	6
	%	0.0	100.0	100
Rel Com (Total)	Count	0	37	37
	%	0.0	100.0	100
Rel Com (Urban)	Count	0	26	26
	%	0.0	100.0	100
Rel Com (Rural)	Count	0	11	11
	%	0.0	100.0	100
Rel Tel (Total)	Count	1	29	30
	%	3.3	96.7	100
Rel Tel (Urban)	Count	0	17	17
	%	0.0	100.0	100
Rel Tel (Rural)	Count	1	12	13
	%	7.7	92.3	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
Tata (Total)	Count	1	12	13
	%	7.7	92.3	100
Tata (Urban)	Count	1	8	9
	%	11.1	88.9	100
Tata (Rural)	Count	0	4	4
	%	0.0	100.0	100
Uninor (Total)	Count	0	26	26
	%	0.0	100.0	100
Uninor (Urban)	Count	0	15	15
	%	0.0	100.0	100
Uninor (Rural)	Count	0	11	11
	%	0.0	100.0	100
Vodafone (Total)	Count	0	14	14
	%	0.0	100.0	100
Vodafone (Urban)	Count	0	8	8
	%	0.0	100.0	100
Vodafone (Rural)	Count	0	6	6
	%	0.0	100.0	100
Overall	Count	3	264	267
	%	1.1	98.9	100
Overall (Urban)	Count	1	163	164
	%	0.6	99.4	100
Overall (Rural)	Count	2	101	103
	%	1.9	98.1	100

52. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Aircel (Total)	Count	-	-	-	-
	%	-	-	-	-
Aircel (Urban)	Count	-	-	-	-
	%	-	-	-	-
Aircel (Rural)	Count	-	-	-	-
	%	-	-	-	-
Airtel (Total)	Count	0	1	0	1
	%	0.0	100	0.0	100
Airtel (Urban)	Count	0	1	0	1
	%	0.0	100	0.0	100
Airtel (Rural)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Total)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Urban)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Rural)	Count	-	-	-	-
	%	-	-	-	-
Idea (Total)	Count	-	-	-	-
	%	-	-	-	-
Idea (Urban)	Count	-	-	-	-
	%	-	-	-	-
Idea (Rural)	Count	-	-	-	-
	%	-	-	-	-
MTS (Total)	Count	-	-	-	-
	%	-	-	-	-
MTS (Urban)	Count	-	-	-	-
	%	-	-	-	-
MTS (Rural)	Count	-	-	-	-
	%	-	-	-	-
Rel Com (Total)	Count	-	-	-	-
	%	-	-	-	-
Rel Com (Urban)	Count	-	-	-	-
	%	-	-	-	-
Rel Com (Rural)	Count	-	-	-	-
	%	-	-	-	-
Rel Tel (Total)	Count	0	1	0	1
	%	0.0	100	0.0	100
Rel Tel (Urban)	Count	0	1	0	1
	%	0.0	100	0.0	100
Rel Tel (Rural)	Count	-	-	-	-
	%	-	-	-	-

52. What were the reason(s) for denying your request?					
Service Providers		No reasons given	Technical problem	Others	Total
Tata (Total)	Count	0	1	0	1
	%	0.0	100	0.0	100
Tata (Urban)	Count	0	1	0	1
	%	0.0	100	0.0	100
Tata (Rural)	Count	-	-	-	-
	%	-	-	-	-
Uninor (Total)	Count	-	-	-	-
	%	-	-	-	-
Uninor (Urban)	Count	-	-	-	-
	%	-	-	-	-
Uninor (Rural)	Count	-	-	-	-
	%	-	-	-	-
Vodafone (Total)	Count	-	-	-	-
	%	-	-	-	-
Vodafone (Urban)	Count	-	-	-	-
	%	-	-	-	-
Vodafone (Rural)	Count	-	-	-	-
	%	-	-	-	-
Overall	Count	0	3	0	3
	%	0.0	100	0.0	100
Overall (Urban)	Count	0	3	0	3
	%	0.0	100	0.0	100
Overall (Rural)	Count	-	-	-	-
	%	-	-	-	-

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	194	60	360	614
	%	31.6	9.8	58.6	100
Aircel (Urban)	Count	104	43	239	386
	%	26.9	11.1	61.9	100
Aircel (Rural)	Count	90	17	121	228
	%	39.5	7.5	53.1	100
Airtel (Total)	Count	262	65	315	642
	%	40.8	10.1	49.1	100
Airtel (Urban)	Count	180	56	212	448
	%	40.2	12.5	47.3	100
Airtel (Rural)	Count	82	9	103	194
	%	42.3	4.6	53.1	100
BSNL (Total)	Count	424	257	530	1211
	%	35.0	21.2	43.8	100
BSNL (Urban)	Count	292	203	381	876
	%	33.3	23.2	43.5	100
BSNL (Rural)	Count	132	54	149	335
	%	39.4	16.1	44.5	100
Idea (Total)	Count	238	65	299	602
	%	39.5	10.8	49.7	100
Idea (Urban)	Count	164	59	188	411
	%	39.9	14.4	45.7	100
Idea (Rural)	Count	74	6	111	191
	%	38.7	3.1	58.1	100
MTS (Total)	Count	221	65	314	600
	%	36.8	10.8	52.3	100
MTS (Urban)	Count	173	43	201	417
	%	41.5	10.3	48.2	100
MTS (Rural)	Count	48	22	113	183
	%	26.2	12.0	61.7	100
Rel Com (Total)	Count	176	77	347	600
	%	29.3	12.8	57.8	100
Rel Com (Urban)	Count	130	67	222	419
	%	31.0	16.0	53.0	100
Rel Com (Rural)	Count	46	10	125	181
	%	25.4	5.5	69.1	100
Rel Tel (Total)	Count	214	75	334	623
	%	34.3	12.0	53.6	100
Rel Tel (Urban)	Count	168	66	216	450
	%	37.3	14.7	48.0	100
Rel Tel (Rural)	Count	46	9	118	173
	%	26.6	5.2	68.2	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
Tata (Total)	Count	181	73	346	600
	%	30.2	12.2	57.7	100
Tata (Urban)	Count	137	61	228	426
	%	32.2	14.3	53.5	100
Tata (Rural)	Count	44	12	118	174
	%	25.3	6.9	67.8	100
Uninor (Total)	Count	175	79	347	601
	%	29.1	13.1	57.7	100
Uninor (Urban)	Count	135	69	235	439
	%	30.8	15.7	53.5	100
Uninor (Rural)	Count	40	10	112	162
	%	24.7	6.2	69.1	100
Vodafone (Total)	Count	209	56	338	603
	%	34.7	9.3	56.1	100
Vodafone (Urban)	Count	145	50	204	399
	%	36.3	12.5	51.1	100
Vodafone (Rural)	Count	64	6	134	204
	%	31.4	2.9	65.7	100
Overall	Count	2294	872	3530	6696
	%	34.3	13.0	52.7	100
Overall (Urban)	Count	1628	717	2326	4671
	%	34.9	15.4	49.8	100
Overall (Rural)	Count	666	155	1204	2025
	%	32.9	7.7	59.5	100

ANNEXURE - 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	153	147	902	1202
	%	12.7	12.2	75.0	100
BSNL (Urban)	Count	106	125	786	1017
	%	10.4	12.3	77.3	100
BSNL (Rural)	Count	47	22	116	185
	%	25.4	11.9	62.7	100

1(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	668	534	1202
	%	55.6	44.4	100
BSNL (Urban)	Count	519	498	1017
	%	51.0	49.0	100
BSNL (Rural)	Count	149	36	185
	%	80.5	19.5	100

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	767	133	634	422	13	1202
	%	63.8	11.1	52.7	35.1	1.1	100
BSNL (Urban)	Count	597	129	468	410	10	1017
	%	58.7	12.7	46	40.3	1	100
BSNL (Rural)	Count	170	4	166	12	3	185
	%	91.9	2.2	89.7	6.5	1.6	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	88	82	166	40	826	1202
	%	7.3	6.8	13.8	3.3	68.7	100
BSNL (Urban)	Count	58	53	150	31	725	1017
	%	5.7	5.2	14.7	3	71.3	100
BSNL (Rural)	Count	30	29	16	9	101	185
	%	16.2	15.7	8.6	4.9	54.6	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	1007	44	963	182	13	1202
	%	83.8	3.7	80.1	15.1	1.1	100
BSNL (Urban)	Count	884	43	841	127	6	1017
	%	86.9	4.2	82.7	12.5	0.6	100
BSNL (Rural)	Count	123	1	122	55	7	185
	%	66.4	0.5	65.9	29.7	3.8	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	1146	71	1075	47	9	1202
	%	95.3	5.9	89.4	3.9	0.7	100
BSNL (Urban)	Count	975	69	906	38	4	1017
	%	95.9	6.8	89.1	3.7	0.4	100
BSNL (Rural)	Count	171	2	169	9	5	185
	%	92.5	1.1	91.4	4.9	2.7	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	Total
BSNL (Total)	Count	5	5	33	14	3	56
	%	8.9	8.9	58.9	25	5.4	100
BSNL (Urban)	Count	5	3	27	7	2	42
	%	11.9	7.1	64.3	16.7	4.8	100
BSNL (Rural)	Count	0	2	6	7	1	14
	%	0.0	14.3	42.9	50	7.1	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	1156	102	1054	38	8	1202
	%	96.2	8.5	87.7	3.2	0.7	100
BSNL (Urban)	Count	985	93	892	27	5	1017
	%	96.8	9.1	87.7	2.7	0.5	100
BSNL (Rural)	Count	171	9	162	11	3	185
	%	92.5	4.9	87.6	5.9	1.6	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	15	17	9	9	2	46
	%	32.6	37	19.6	19.6	4.3	100
BSNL (Urban)	Count	11	14	5	4	2	32
	%	34.4	43.8	15.6	12.5	6.3	100
BSNL (Rural)	Count	4	3	4	5	0	14
	%	28.6	21.4	28.6	35.7	0.0	100

7. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	107	1095	1202
	%	8.9	91.1	100
BSNL (Urban)	Count	91	926	1017
	%	8.9	91.1	100
BSNL (Rural)	Count	16	169	185
	%	8.6	91.4	100

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	76	25	51	27	4	107
	%	71.1	23.4	47.7	25.2	3.7	100
BSNL (Urban)	Count	69	24	45	19	3	91
	%	75.9	26.4	49.5	20.9	3.3	100
BSNL (Rural)	Count	7	1	6	8	1	16
	%	43.8	6.3	37.5	50	6.3	100

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. 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	341	861	1202
	%	28.4	71.6	100
BSNL (Urban)	Count	272	745	1017
	%	26.7	73.3	100
BSNL (Rural)	Count	69	116	185
	%	37.3	62.7	100

11(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	175	26	149	159	7	341
	%	51.3	7.6	43.7	46.6	2.1	100
BSNL (Urban)	Count	151	24	127	117	4	272
	%	55.5	8.8	46.7	43	1.5	100
BSNL (Rural)	Count	24	2	22	42	3	69
	%	34.8	2.9	31.9	60.9	4.3	100

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	179	22	157	156	6	341
	%	52.5	6.5	46	45.7	1.8	100
BSNL (Urban)	Count	153	20	133	115	4	272
	%	56.3	7.4	48.9	42.3	1.5	100
BSNL (Rural)	Count	26	2	24	41	2	69
	%	37.7	2.9	34.8	59.4	2.9	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	181	27	154	155	5	341
	%	53.1	7.9	45.2	45.5	1.5	100
BSNL (Urban)	Count	154	26	128	115	3	272
	%	56.7	9.6	47.1	42.3	1.1	100
BSNL (Rural)	Count	27	1	26	40	2	69
	%	39.1	1.4	37.7	58	2.9	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	176	22	154	158	7	341
	%	51.7	6.5	45.2	46.3	2.1	100
BSNL (Urban)	Count	153	21	132	114	5	272
	%	56.2	7.7	48.5	41.9	1.8	100
BSNL (Rural)	Count	23	1	22	44	2	69
	%	33.3	1.4	31.9	63.8	2.9	100

14. How satisfied are you with the time taken by complaintcentre/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	177	27	150	157	7	341
	%	51.9	7.9	44	46	2.1	100
BSNL (Urban)	Count	153	26	127	115	4	272
	%	56.3	9.6	46.7	42.3	1.5	100
BSNL (Rural)	Count	24	1	23	42	3	69
	%	34.7	1.4	33.3	60.9	4.3	100

NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	659	66	593	514	29	1202
	%	54.8	5.5	49.3	42.8	2.4	100
BSNL (Urban)	Count	610	65	545	383	24	1017
	%	60.0	6.4	53.6	37.7	2.4	100
BSNL (Rural)	Count	49	1	48	131	5	185
	%	26.4	0.5	25.9	70.8	2.7	100

16. How satisfied are you with the amount of time for which service is up and working?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	712	56	656	396	94	1202
	%	59.3	4.7	54.6	32.9	7.8	100
BSNL (Urban)	Count	630	55	575	300	87	1017
	%	61.9	5.4	56.5	29.5	8.6	100
BSNL (Rural)	Count	82	1	81	96	7	185
	%	44.3	0.5	43.8	51.9	3.8	100

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	193	477	473	59	1202
	%	16.1	39.7	39.4	4.9	100
BSNL (Urban)	Count	187	388	388	54	1017
	%	18.4	38.2	38.2	5.3	100
BSNL (Rural)	Count	6	89	85	5	185
	%	3.2	48.1	45.9	2.7	100

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	143	389	532
	%	26.9	73.1	100
BSNL (Urban)	Count	137	305	442
	%	31	69	100
BSNL (Rural)	Count	6	84	90
	%	6.7	93.3	100

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	515	247	268	17	0	532
	%	96.8	46.4	50.4	3.2	0	100
BSNL (Urban)	Count	427	196	231	15	0	442
	%	96.6	44.3	52.3	3.4	0	100
BSNL (Rural)	Count	88	51	37	2	0	90
	%	97.8	56.7	41.1	2.2	0	100

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	79	1123	1202
	%	6.6	93.4	100
BSNL (Urban)	Count	53	964	1017
	%	5.2	94.8	100
BSNL (Rural)	Count	26	159	185
	%	14.1	85.9	100

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	40	0	40	34	5	79
	%	50.6	0.0	50.6	43	6.3	100
BSNL (Urban)	Count	19	0	19	30	4	53
	%	35.8	0.0	35.8	56.6	7.5	100
BSNL (Rural)	Count	21	0	21	4	1	26
	%	80.8	0.0	80.8	15.4	3.8	100

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	1	28	13	1	39
	%	2.6	71.8	33.3	2.6	100
BSNL (Urban)	Count	1	25	10	1	34
	%	2.9	73.5	29.4	2.9	100
BSNL (Rural)	Count	0	3	3	0	5
	%	0.0	60.0	60.0	0.0	100

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	22	1180	1202
	%	1.8	98.2	100
BSNL (Urban)	Count	17	1000	1017
	%	1.7	98.3	100
BSNL (Rural)	Count	5	180	185
	%	2.7	97.3	100

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	6	16	22
	%	27.3	72.7	100
BSNL (Urban)	Count	4	13	17
	%	23.5	76.5	100
BSNL (Rural)	Count	2	3	5
	%	40	60	100

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	Others	Total
BSNL (Total)	Count	4	13	17	0	0	6
	%	23.5	76.5	100	0.0	0.0	100
BSNL (Urban)	Count	2	3	5	0	0	4
	%	40	60	100	0.0	0.0	100
BSNL (Rural)	Count	6	16	22	0	0	2
	%	27.3	72.7	100	0.0	0.0	100

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	0	0	0	5	1	6
	%	0.0	0.0	0.0	83.3	16.7	100
BSNL (Urban)	Count	0	0	0	3	1	4
	%	0.0	0.0	0.0	75	25	100
BSNL (Rural)	Count	0	0	0	2	0	2
	%	0.0	0.0	0.0	100	0.0	100

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	803	47	756	309	90	1202
	%	66.8	3.9	62.9	25.7	7.5	100
BSNL (Urban)	Count	700	44	656	233	84	1017
	%	68.8	4.3	64.5	22.9	8.3	100
BSNL (Rural)	Count	103	3	100	76	6	185
	%	55.7	1.6	54.1	41.1	3.2	100

24. How many persons in your house/ organization are using this Broadband connection?						
Service Providers		1--3	4--7	8--11	More than 11	Total
BSNL (Total)	Count	1097	91	10	4	1202
	%	91.3	7.5	0.8	0.4	100
BSNL (Urban)	Count	923	81	9	4	1017
	%	90.8	8.1	0.9	0.4	100.2
BSNL (Rural)	Count	174	10	1	0	185
	%	94	5.3	0.5	0	99.8

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	852	286	22	42	1202
	%	70.9	23.8	1.8	3.5	100
BSNL (Urban)	Count	755	211	21	30	1017
	%	74.2	20.7	2.1	2.9	100
BSNL (Rural)	Count	97	75	1	12	185
	%	52.4	40.5	0.5	6.5	100

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	264	938	1202
	%	22	78	100
BSNL (Urban)	Count	238	779	1017
	%	23.4	76.6	100
BSNL (Rural)	Count	26	159	185
	%	14.1	85.9	100

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	31	35	36	141	171	175	264	266	72	11	1202
	%	2.6	2.9	3	11.7	14.2	14.6	22	22.1	6	0.9	100
BSNL (Urban)	Count	27	34	32	109	127	144	227	241	66	10	1017
	%	2.7	3.3	3.1	10.7	12.5	14.2	22.3	23.7	6.5	1	100
BSNL (Rural)	Count	4	1	4	32	44	31	37	25	6	1	185
	%	2.2	0.5	2.2	17.3	23.8	16.8	20	13.5	3.2	0.5	100

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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	653	549	1202
	%	54.3	45.7	100
BSNL (Urban)	Count	499	518	1017
	%	49.1	50.9	100
BSNL (Rural)	Count	154	31	185
	%	83.2	16.8	100

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 centres/ sales outlets	Telephone bills	Other	Total
BSNL (Total)	Count	12	134	127	32	433	14	653
	%	1.8	20.5	19.4	4.9	66.3	2.1	100
BSNL (Urban)	Count	8	101	84	21	338	11	499
	%	1.6	20.2	16.8	4.2	67.7	2.2	100
BSNL (Rural)	Count	4	33	43	11	95	3	154
	%	2.6	21.4	27.9	7.1	61.7	1.9	100

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	96	557	653
	%	14.7	85.3	100
BSNL (Urban)	Count	69	430	499
	%	13.8	86.2	100
BSNL (Rural)	Count	27	127	154
	%	17.5	82.5	100

30. 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	29	22	6	10	29	96
	%	30.2	22.9	6.3	10.4	30.2	100
BSNL (Urban)	Count	23	15	4	7	20	69
	%	33.3	21.7	5.8	10.1	29	100
BSNL (Rural)	Count	6	7	2	3	9	27
	%	22.2	25.9	7.4	11.1	33.3	100

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	33	34	67
	%	49.3	50.7	100
BSNL (Urban)	Count	27	22	49
	%	55.1	44.9	100
BSNL (Rural)	Count	6	12	18
	%	33.3	66.7	100

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	25	42	67
	%	37.3	62.7	100
BSNL (Urban)	Count	22	27	49
	%	44.9	55.1	100
BSNL (Rural)	Count	3	15	18
	%	16.7	83.3	100

33. Was your complaint resolved by the complaint centre within three (3) days?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	30	37	67
	%	44.8	55.2	100
BSNL (Urban)	Count	22	27	49
	%	44.9	55.1	100
BSNL (Rural)	Count	8	10	18
	%	44.4	55.6	100

34. 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	23	32	12	67
	%	34.3	47.8	17.9	100
BSNL (Urban)	Count	15	22	12	49
	%	30.6	44.9	24.5	100
BSNL (Rural)	Count	8	10	0	18
	%	44.4	55.6	0.0	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	9	1193	1202
	%	0.7	99.3	100
BSNL (Urban)	Count	5	1012	1017
	%	0.5	99.5	100
BSNL (Rural)	Count	4	181	185
	%	2.2	97.8	100

36. 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
BSNL (Total)	Count	4	5	0	0	0	9
	%	44.4	55.6	0.0	0.0	0.0	100
BSNL (Urban)	Count	4	1	0	0	0	5
	%	80	20	0.0	0.0	0.0	100
BSNL (Rural)	Count	0	4	0	0	0	4
	%	0.0	100	0.0	0.0	0.0	100

37. Have you filed any appeal in last six (6) months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	9	9
	%	0.0	100	100
BSNL (Urban)	Count	0	5	5
	%	0.0	100	100
BSNL (Rural)	Count	0	4	4
	%	0.0	100	100

38. 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	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Urban)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-
BSNL (Rural)	Count	-	-	-	-	-	-
	%	-	-	-	-	-	-

39. 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	-	-	-
	%	-	-	-
BSNL (Urban)	Count	-	-	-
	%	-	-	-
BSNL (Rural)	Count	-	-	-
	%	-	-	-

40. Did the Nodal Officer intimate you about the decision taken on your complaint?					
Service Providers		Yes	No	Appeal filed only recently	Total
BSNL (Total)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Urban)	Count	-	-	-	-
	%	-	-	-	-
BSNL (Rural)	Count	-	-	-	-
	%	-	-	-	-

41. 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	-	-	-
	%	-	-	-

42. 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	-	-	-
	%	-	-	-

43. 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	-	-	-	-
	%	-	-	-	-

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	379	183	640	1202
	%	31.5	15.2	53.2	100
BSNL (Urban)	Count	324	163	530	1017
	%	31.9	16	52.1	100
BSNL (Rural)	Count	55	20	110	185
	%	29.7	10.8	59.5	100