

Bihar Survey Report (Quarter 1) on

Assessment of

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

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Preface

Telecom Regulatory Authority of India (TRAI), the regulatory watch dog for the Quality of Service (QoS) for the telecom services – Basic Telephone (Wire-line), Cellular Mobile Telephone and Broadband has commissioned this survey.

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 Consumer Protection and Redressal of Grievances Regulations, 2007'.

For this survey, the circles covered in East zone were 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. These circles have to be surveyed twice in a year.

During the 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 customers. The feedback of the customers was captured through face-to-face and telephonic/ email surveys.

This report presents the findings of the survey conducted in Bihar (including Jharkhand) circle during 1st July - 30th September, 2011.

1. Executive summary

In the second quarter (1st July to 30th September) of 2011, the survey was done in Bihar (including Jharkhand) circle.

Only one service provider in the basic wire-line (BSNL) is present in this circle. The survey was conducted across 20 cities of Bihar circle covering 397 customers. All these customers were post paid customers.

A total of 12 cellular mobile service providers were covered in the survey, which were present in the Bihar circle. Across the 7 cities of Bihar circle, 4702 customers were covered, out of which 4396 were prepaid customers and 306 were post paid customers.

Both the existing broadband service providers present in the Bihar circle were covered. Across the 20 cities of Bihar circle, 774 customers were covered, out of which 402 were prepaid customers and 372 were post paid customers.

The following feedback was obtained from the sample of customers:

1. Satisfaction on the Quality of Service parameters as lay 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 grievance redressal mechanism set up by the service providers, based on the regulations laid down by TRAI.

1.1 KEY FINDINGS OF THE SURVEY

Performance of the service providers on QoS parameters is outlined below.

1.1A Basic Telephone Service:

1.1A.1 Satisfaction with Overall Service Quality

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

1.1A.2 Satisfaction with Provision of Service

- On an overall basis, BSNL met the benchmark for this parameter. However, it had less number of satisfied customers in rural areas.

1.1A.3 Satisfaction with Billing Performance

- BSNL was not able to meet the benchmark in any of the areas - urban or rural.

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

- BSNL did not meet the benchmark laid down by TRAI. However; performance in the rural areas was better than urban areas.

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

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

1.1A.6 Satisfaction with Maintainability

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

1.1A.7 Satisfaction with Supplementary and Value Added Services

- BSNL did not meet the benchmark laid down by TRAI, however; it met the benchmark in the urban areas. Rural customers were less satisfied on account of supplementary services.

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

1.1A.8 Call Centre

On an overall basis:

- 34% of the customers, who had complained, said that they had received a docket number for their complaints.
- 29.8% of the customers, who had complained, said that they did not receive docket number for their complaints.

- 19.1% of the customers, who had complained, said that they had received the docket number for their complaints on request.
- 10.6% of the customers, who had complained, said that they did not receive docket number for their complaints even on request.
- 6.4% of the customers, who had complained, said that their complaints were refused to be registered.
- 57.4% of the customers, who had complained, said that the call centre did inform them about the action taken on their complaints.
- 34% of the customers, who had complained, said that their complaints were satisfactorily solved by the call centre within 4 weeks after lodging the complaints.

1.1A.9 Nodal Officer

- On an overall basis:
- Only 13.6% of the customers were aware of the contact details of the nodal officer.
- 42.6% of them made a complaint to the nodal officer.
- 47.8% said that the nodal officer intimated them about the action taken.
- 65.2% were satisfied with the redressal of the complaint by the nodal officer.

1.1A.10 Appellate Authority

- Merely 2.3% of the customers were aware about the contact details of the appellate authority.
- Only 6 customers filed an appeal with an appellate authority in the last 6 months.
- 3 customers who filed an appeal with an appellate authority in the last 6 months received an acknowledgement from the appellate authority.

1.1A.11 Other Service Benchmark

- Only 42.1% of the customers said that they got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

1.1B Cellular Mobile Service

1.1B.1 Satisfaction with Overall Service Quality

- On the overall, Airtel and TTSL were able to meet the benchmark set by the TRAI.

1.1B.2 Satisfaction with Provision of Service

- In total, Airtel and Reliance Communications met the benchmark laid down by TRAI. But both of these service providers missed the benchmark in the rural areas.

1.1B.3 Satisfaction with Billing Performance - Postpaid

- On the whole, all service providers met the benchmark laid down by TRAI except Uninor.

1.1B.4 Satisfaction with Billing Performance - Prepaid

- In all, none of the service providers met the benchmark laid down by TRAI.
- Airtel and Cheers met the benchmark in the urban areas.

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

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

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

- On an overall basis, none of the service providers met the benchmark laid down by TRAI.

1.1B.7 Satisfaction with Maintainability

- In all, none of the service providers met the benchmark laid down by TRAI.

1.1B.8 Satisfaction with Supplementary and Value Added Services

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

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

1.1B.9 Call Centre

On an overall basis:

- Only 34.1% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- Only 10.6% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 36.2% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 28.6% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for most of their complaints.

- 10.7% of the cellular mobile customers, who had complained, said that they had received the docket numbers for their complaints on request.
- 8.5% of the cellular mobile customers, who had complained, said that they did not receive docket numbers for their complaints even on request.
- 61.4% all the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.
- On an overall basis, 60.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.

1.1B.10 Nodal Officer

- On an overall basis, only 0.5% of the cellular mobile customers were aware of the contact details of the nodal officer.
- None of the customers made any calls to the nodal officer.

1.1B.11 Appellate Authority

- Out of 4702 customers, only 23 customers knew about the appellate authority.

1.1B.12 Other Service Benchmark

- On the whole, only 27.7% of the customers claimed to have got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new cellular mobile telephone connection.
- Only 21.6% of the rural customers got the “Manual of Practice”.

1.1C Broadband Service

1.1C.1 Satisfaction with Overall Service Quality

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

1.1C.2 Satisfaction with Provision of Service

- Out of the total, none of the service providers met the benchmark laid down by TRAI.

1.1C.3 Satisfaction with Billing Performance - Postpaid

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

1.1C.4 Satisfaction with Billing Performance - Prepaid

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

1.1C.5 Experience with Help Services including Customer Grievance Redressal

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

1.1C.6 Satisfaction with Network Performance, Reliability & Availability

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

1.1C.7 Satisfaction with Maintainability:

- On the overall, none of the service providers met the benchmark laid down by TRAI.

1.1C.8 Satisfaction with Supplementary and Value Added Services

- On the whole, Sify was able to meet the benchmark laid down by TRAI.

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

1.1C.9 Call Centre

On an overall basis:

- 58.3% of broadband customers said that they were aware about the call centre number of their service provider to make complaint/ query.
- Only 19.3% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- 42.3% of the broadband customers, who had complained, claimed that they received a docket number for their complaints.
- On an overall basis, 18.8% of the broadband customers, who had complained, said that they did not receive docket numbers for their complaints. The incidence was higher among BSNL customers.
- 16.1% of the broadband customers, who had complained, said that they had received the docket numbers on request.
- 11.4% of the broadband customers, who had complained, said that they did not receive docket numbers even on request.
- 11.4% of the broadband customers, who had complained, said that their complaint was refused to be registered.
- 49% the broadband customers, who had complained, said that they were informed about the action taken on their complaints by the call centre.

- 66.6% of the broadband customers, who had lodged complaints said, that they were satisfied with the system of resolving of their complaints by the call centre/ customer care/ helpline.
- Only 45.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they lodged their complaints.

1.1C.10 Nodal Officer

On an overall basis:

- Only 13.3% of the broadband customers said that they were aware of the contact details of the nodal officer.
- 42.7% of the customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- 68.2% of the customers, who had complained to the nodal officer, were intimidated by the nodal officer about the decision taken on their complaints.
- 79.5% of the customers, who had complained to the nodal officer, were satisfied with the redressal of their complaints by the nodal officer.

1.1C.11 Appellate Authority

- On the whole, only 7.1% of the broadband customers said that they were aware of the contact details of the appellate authority.
- 30 out of 774 customers had appealed to the appellate authority.
- 26 out of 30 customers, who had filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.
- In 27 cases, appellate authority took a decision on the appeal filed by the customers within 3 months of filing the appeal.

1.1C.12 Other Service Benchmarks

- On an overall basis, only 17.7% of the customers claimed to have got the “Manual of Practice” containing the terms and conditions of service, toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new broadband connection.
- Higher number of BSNL customers 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 telecommunications 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 & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic wire-line, cellular mobile and broadband service, so that the service providers provide better services to their customers.

The salient features of these regulations are listed below:

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

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 Redressal of Grievances Regulations, 2007
- (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 includes 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 Redressal of Grievances Regulations, 2007 dated 4th May, 2007

TRAI through its Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 dated 4th May 2007, has specified a three-stage redressal mechanism viz. Call Centre, Nodal Officer 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
- Process of 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 call 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 call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services/ 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 you 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
- Process of resolution of billing complaints

Help Services including Customer Grievance Redressal

- Ease of access to call 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 call centre/customer care /helpline to resolve customer complaint

Network Performance, Reliability and Availability

- Availability of signal in customer locality
- Ability to make or receive calls easily
- 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
- 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
- Process of resolution of billing complaints

Billing Performance (Prepaid)

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

Help Services

- Ease of access to call 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 call 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 service.

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
 - SME (Small and medium Enterprises)
 - Government offices
 - Industrial Units
 - Healthcare Facility Centers
 - Multiplexes/ Malls
 - Hotels/ Restaurants
 - PCO 's

- Cyber Cafés
- Shopkeepers/ Vendors
- Universities & Schools
- Institutes- Medical Colleges/ Engineering Colleges/ Computer Training Centres
- NGO's
- 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 (BSO's) in the circle. The above stated 5% (five per cent) exchanges were spread over 10% (ten per cent) of the Short Distance Charging Areas (SDCA's). The selection of SDCA's 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 per cent) of the district headquarters of a service area where the services were commissioned. The 10% of the districts for survey were selected in consultation with the TRAI officials. The sample size was evenly spread through the selected district headquarters

3.4.3 Broadband Service:

- The sample for broadband service subscribers was evenly spread over in the areas served by 10% (ten per cent) of the Points of Presence (POPs) of each service provider in each service area. The selection of BSNL's SDCAs & exchanges and POP's (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 Bihar (including Jharkhand) circle, there are 1730 exchanges and there are 190 SDCA's. For the survey, 87 exchanges and 20 SDCA's were selected. During the survey about 49 urban exchanges and 38 rural exchanges were covered

Note : Reliance and Tata were not covered in the survey because their actual subscriber base was very low and they did not have retail subscribers.

Service Provider	States	SDCAs Covered	Sample Size
BSNL	Bihar	Bhagalpur	384
		Ara	
		Darbhanga	
		Motihari	
		Gaya	
		Madhubani	
		Muzaffarpur	
		Patna	
		Sasaram	
		Smastipur	
		Chapra	
	Hajipur		
	Jharkhand	Ranchi	
		Jamshedpur	
		Dhanbad	
		Bokaro	
		Hazaribagh	
Deoghar			
Ramgarh			
Daltonganj			

3.5.2 Cellular Mobile Telephone Service (including FWP):

- In all, there are 62 district headquarters in Bihar and Jharkhand. For the survey, 7 district headquarters were selected on the basis of their geographical spread. Rural areas falling within the radius of 20 kms of the district headquarters were covered.
- The sample for cellular mobile telephone service subscribers was evenly spread across 10% of the selected district headquarters where the services were commissioned. 12 service providers were covered in this circle.

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.

States	Cities Covered
Bihar	Patna
	Chapra
	Gaya
	Muzaffarpur
Jharkhand	Ranchi
	Dhanbad
	Jamshedpur

Service Providers	Sample Size
Aircel	384
Airtel	384
BSNL	384
Etisalat DB (Cheers)	384
Idea	384
MTS	384
Reliance Com	384
Reliance Tel	384
S Tel	384
TTSL	384
Uninor	384
Vodafone	384
Total	4608

3.5.3 Broadband Service:

- **BSNL:** In Bihar (including Jharkhand) circle, there are 1730 exchanges and 190 SDCA's. For the survey, 173 exchanges and 20 SDCA's were selected. During the survey about 111 urban exchanges and 62 rural exchanges were covered.

Service Provider	States	SDCAs Covered	Sample Size
BSNL	Bihar	Bhagalpur	384
		Ara	
		Darbhanga	
		Motihari	
		Gaya	
		Madhubani	
		Muzaffarpur	
		Patna	
		Sasaram	
		Samastipur	
		Chapra	
		Hajipur	
	Jharkhand	Ranchi	
		Jamshedpur	
		Dhanbad	
		Bokaro	
		Hazaribagh	
		Deoghar	
		Ramgarh	
		Daltonganj	

Sify: 23 POP's out of 31 POPs were covered during the survey. These POP's were spread across Bihar and Jharkhand.

Service Provider	States	Cities Covered	Sample Size
Sify	Bihar	Patna	384
		Darbhanga	
		Hajipur	
		Patna	
	Jharkhand	Bokaro	
		Ranchi	
		Hazaribagh	
		Dhanbad	
		Jamshedpur	

3.6 Service Providers Covered

- During the period (1st July to 30th September) of 2011, the survey was conducted in Bihar (including Jharkhand) circle. The following service providers were covered:

3.6.1 Basic Telephone (Wire-line) Service

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

Note: Reliance and Tata were not covered in the survey because their actual subscribers' base was very low and they did not have retail subscribers.

3.6.2 Cellular (including FWP) Mobile Telephone Service

- Aircel Limited (Referred as Aircel in the report)
- Bharti Airtel Limited (Referred as Airtel in the report)
- Bharat Sanchar Nigam Limited (Referred as BSNL in the report)
- Cheers Mobile Services (Referred as Cheers in the report)
- Idea Cellular Limited (Referred as Idea in the report)
- Sistema Shyam TeleServices Limited (Referred as MTS in the report)
- Reliance Communications (Referred as Rel Com in the report)
- Reliance Telecom Limited (Referred as Rel Tel in the report)
- Tata Teleservices Limited (Referred as TTSL in the report)
- S Tel Private Limited (Referred as S Tel in the report)
- Unitech Wireless Pvt. Ltd. (Referred as Uninor in the report)
- 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 its subscribers through face-to-face and telephonic interviews.

3.6.3 Broadband Service

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

3.7 Mode of Interview & Sample Size Covered

3.7.1 Basic Telephone Service (Wire-line)

- For survey among basic telephone service subscribers, 51.4% of the sample was covered with the help of face-to-face interviews while the rest of the interviews were done on telephone. For rural, subscribers face-to-face interviews were conducted.

Service Provider	Face-to-face	Telephonic	Sample Size Achieved
BSNL	204	193	397
Total	204	193	397

3.7.2 Cellular Mobile Telephone Service

- For survey among cellular mobile telephone service subscribers, 57% of the sample was covered with the help of face-to-face interviews while the remaining interviews were completed on telephone. For rural, subscribers face-to-face interviews were done.

Service Providers	Face-to-face	Telephonic	Sample Size Achieved
Aircel	242	156	398
Airtel	249	147	396
BSNL	235	176	411
Cheers	0	233	233
Idea	241	168	409
MTS	241	160	401
Rel Com	243	188	431
Rel Tel	254	181	435
S Tel	248	156	404
TTSL	247	165	412
Uninor	255	133	388
Vodafone	233	151	384
Total	2688	2014	4702

3.7.3 Broadband Service

- For survey among broadband service customers, 35% of the sample was covered through face-to-face interviews and the residual 65% through a web-based/ telephonic survey. For web-based survey we used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey. For rural, subscribers face-to-face interviews were done.

Service Providers	Face-to-face	Telephonic	Sample Size Achieved
BSNL	243	129	372
Sify	28	374	402
Total	271	503	774

Note: Only 7% of Sify's customers were covered through face-to-face interviews because it was very difficult to locate its customers in the field as its customer base was low.

3.8 Customer Profile by Connection Type

3.8.1 Basic Telephone Service (Wire-line)

- BSNL was covered in this circle. Across 20 SDCA's of the Bihar (including Jharkhand) circle, 397 basic telephone service (wire-line) postpaid subscribers were surveyed.

Service Provider	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	397	397
Total	0	397	397

3.8.2 Cellular Mobile Telephone Service

- A total of 12 cellular mobile telephone service providers present in the circle were covered. Across 7 cities of the Bihar (including Jharkhand) circle, 4702 cellular mobile service subscribers were surveyed. Of this sample, 4396 were prepaid subscribers and 306 were postpaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
Aircel	367	31	398
Airtel	37	24	396
BSNL	333	78	411
Cheers	231	2	233
Idea	362	47	409
MTS	389	12	401
Rel Com	386	45	431
Rel Tel	419	16	435
S Tel	392	12	404
TTSL	395	17	412
Uninor	380	8	388
Vodafone	370	14	384
Total	4396	306	4702

3.8.3 Broadband Service

- A total of 2 broadband service providers functioning in the circle were covered. Across various Points of Presence (POP's) of the Bihar (including Jharkhand) circle, 774 broadband service subscribers were covered. Of this total sample, 372 were postpaid subscribers and 402 were prepaid subscribers.

Service Providers	Prepaid	Postpaid	Sample Size Achieved
BSNL	0	372	372
Sify	402	0	402
Total	402	372	774

3.9 Methodology for Calculating Percentage of Customer Satisfied

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

Consumers satisfied are ascertained using the following formula(s):

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

Where:

CS = % of satisfied customers

A = (sum total of no. of customers 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 customers are either "Very Satisfied" or "Satisfied" the operator can get a rating of 100%. On the other hand, if all the customers are "Dissatisfied" or "Very Dissatisfied", the operator gets a score of 0%.

3.10 Questionnaires Development Process

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

The questionnaires developed were for:

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

3.11 Definition of Key Terms Used

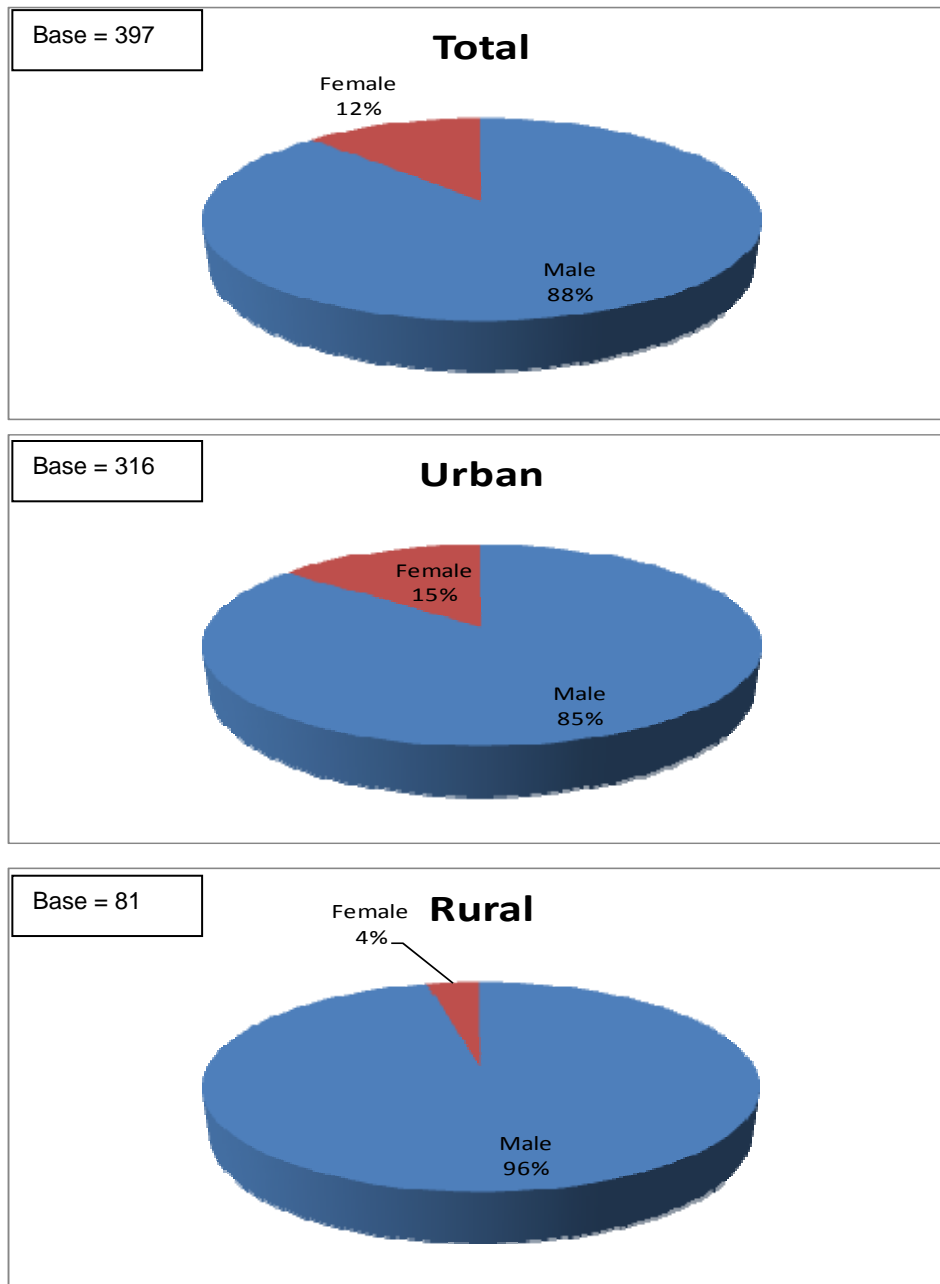
- **Appellate Authority:** It means one or more persons appointed as appellate authority under regulation 10, by a service provider, falling in the clause (a) or clause (b) of sub-regulation (3) of regulation.
- **Basic Telephone Service (Wire-line):** It covers collection, carriage, transmission and delivery of voice or non-voice messages over licensee's Public Switched Telephone Network in the licensed service area and includes provision of all types of services except those requiring a separate license.
- **Broadband Service:** It means data connection
 - (1) Which is always on and is able to support interactive services including Internet access.
 - (2) Which has the capability of the minimum download speed of 256 kilo bits per second (kbps) or such minimum download speed, as may be specified by the licensor, from time to time, to an individual subscriber from the point of presence of the service provider intending to provide broadband service where a multiple of such individual broadband connections are aggregated and the subscriber is able to access these interactive services including the internet through the said point of presence.
 - (3) In which the interactive services shall exclude and services for which a separate license is specifically required (such as real-time voice transmission) except to the extent permitted, or, as may be permitted, under internet service provider's license with internet telephony.
 - (4) Which shall include such service or download speed or features, as may be specified from time to time, by the licensor.
- **Call Centre:** means a department or a section or a facility established under regulation 3 by the service provider, falling in clause (a) or clause (b) of the sub-regulation 3 of regulation 1 for redressal of grievances of its consumers by telephone or electronic means or by any other means.
- **Cellular Mobile Telephone Service:** Means

- (1) Telecommunication service provided by means 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 telecommunications system which is designed or adapted to be capable of being used while in motion.
 - (2) Refers to transmission of voice or non-voice messages over Licensee's Network in the real time but service does not cover broadcasting of any messages, voice or non-voice, however, cell broadcast is permitted only to the 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 to in regulation 20.
 - **Nodal Officer:** means the officer appointed or designated under regulation 6 by a service provider falling in clause (a) or clause (b) of sub-regulation (3) of regulation 1.

4. Demographic Profile

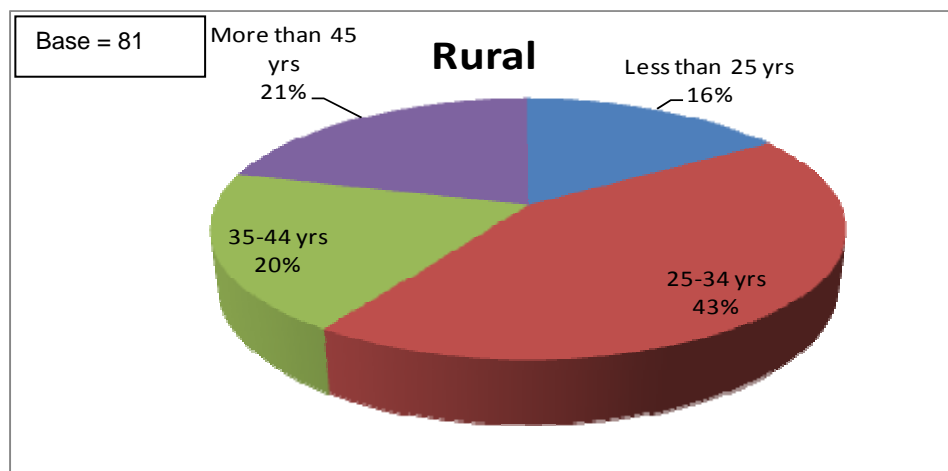
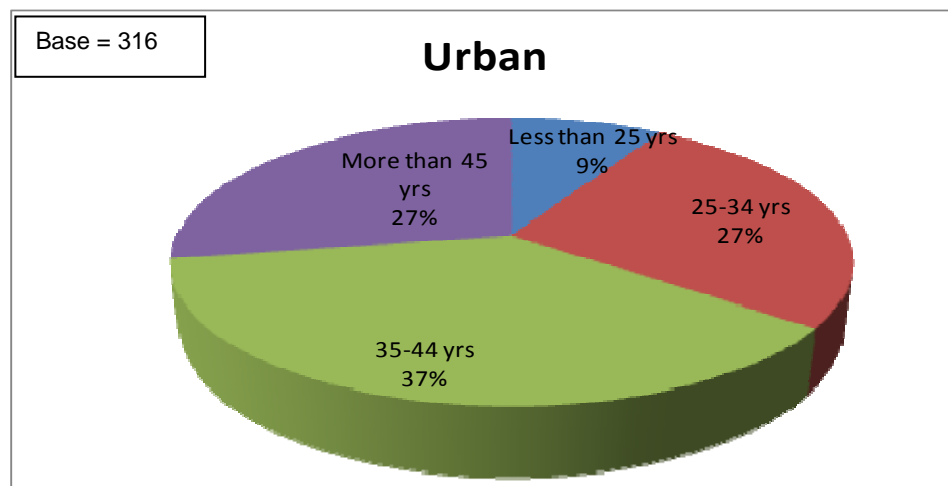
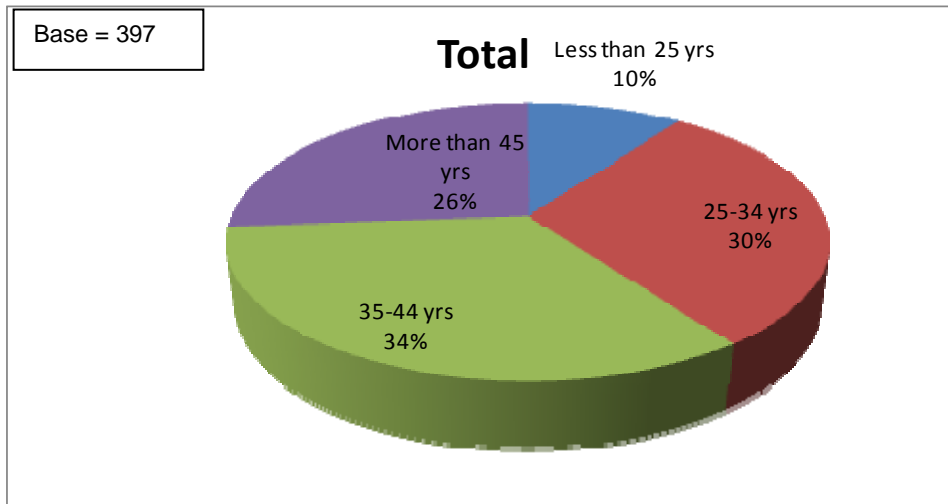
4.1 Basic Telephone Service (Wire-line)

4.1.1 Gender Profile



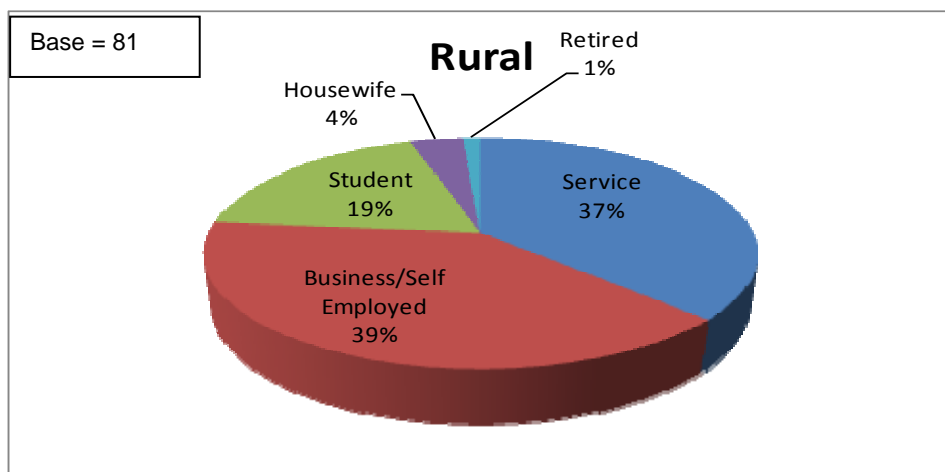
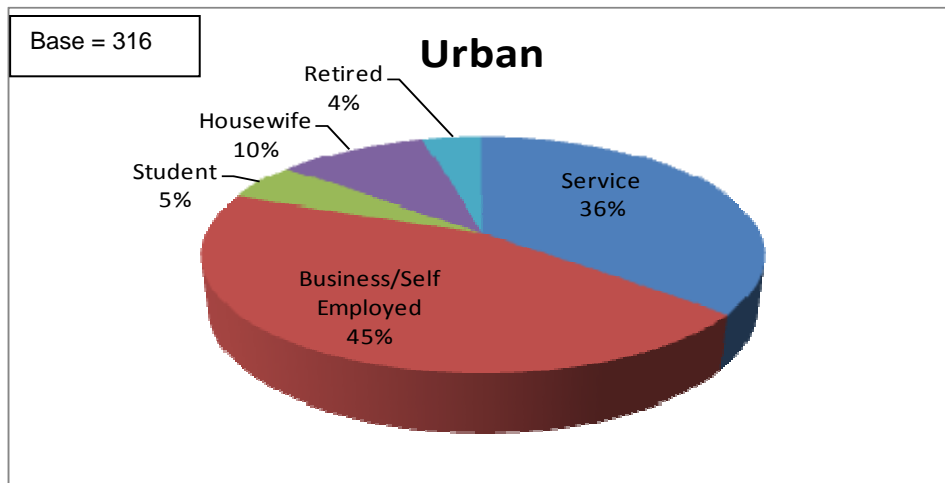
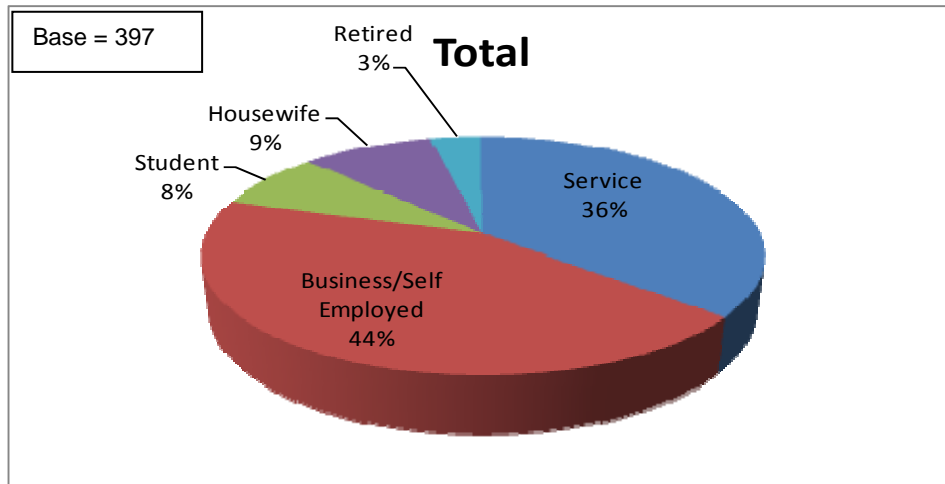
- On an overall basis, 88% of the customers were male. In urban areas, there was a higher proportion of female customers.

4.1.2 Age Profile



- On the whole, 64% of the customers were in the age group of 25-44 years.

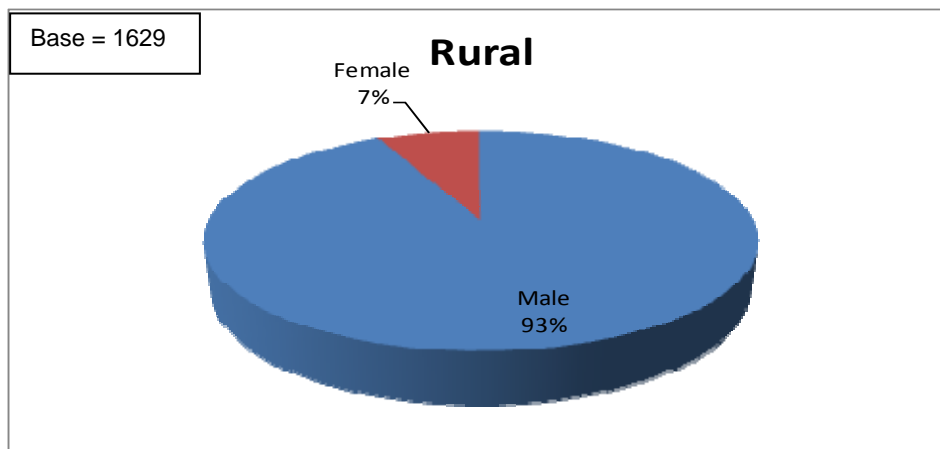
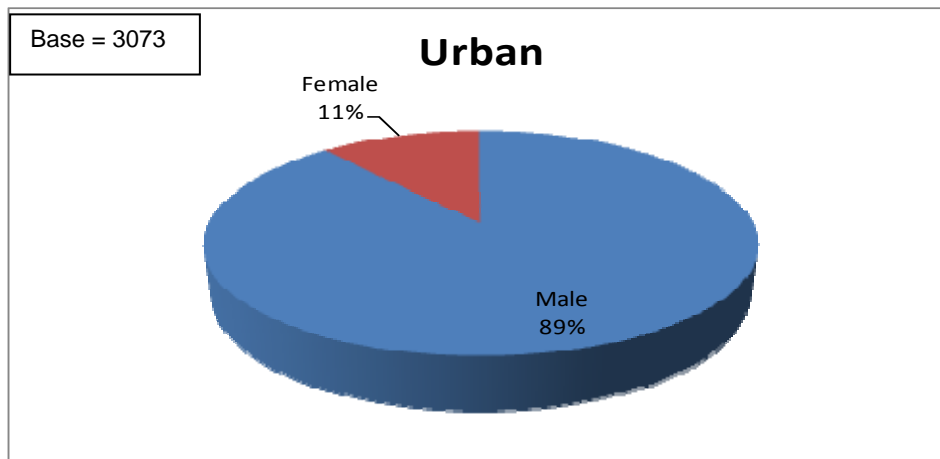
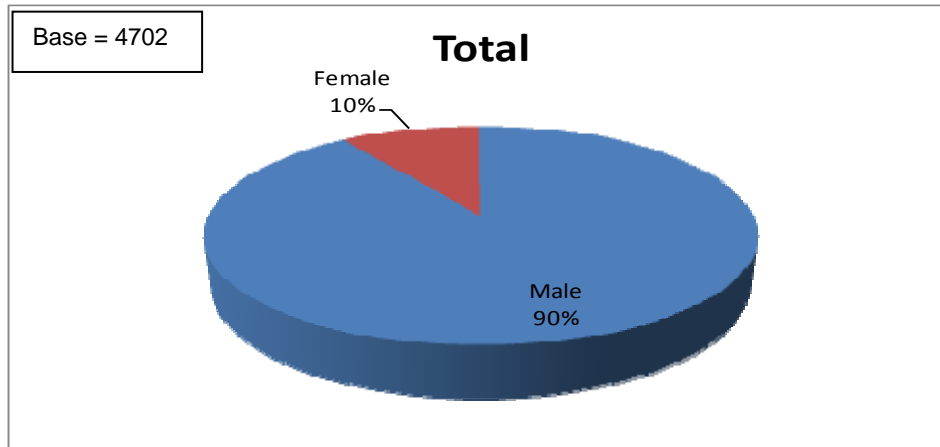
4.1.3 Occupation Profile



- Out of the total, 80% of the customers were either in service or self employed/businessmen.

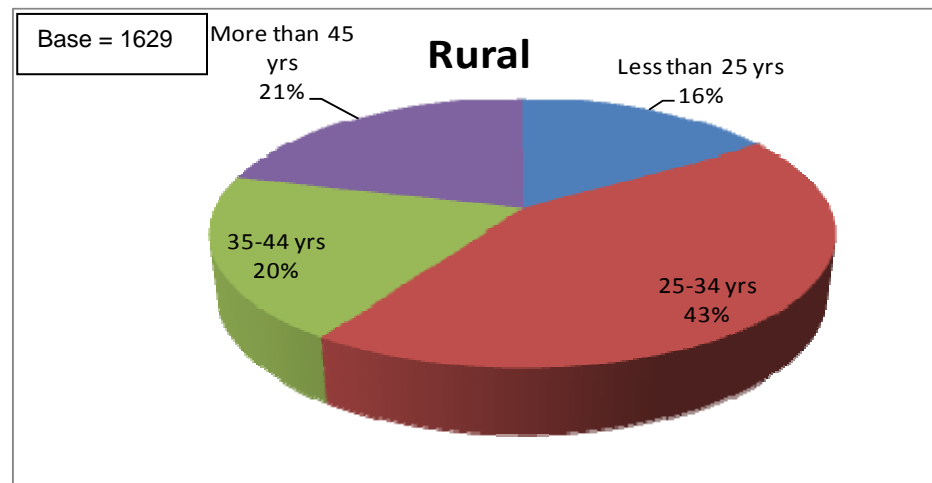
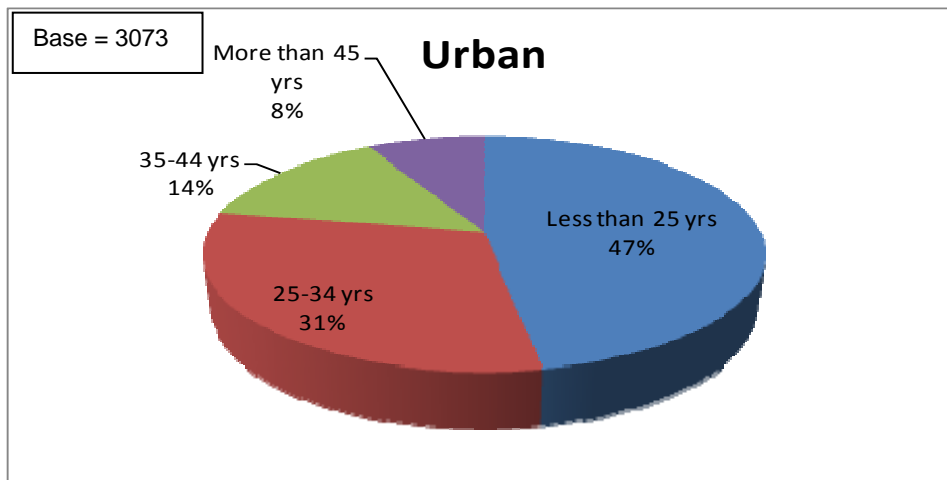
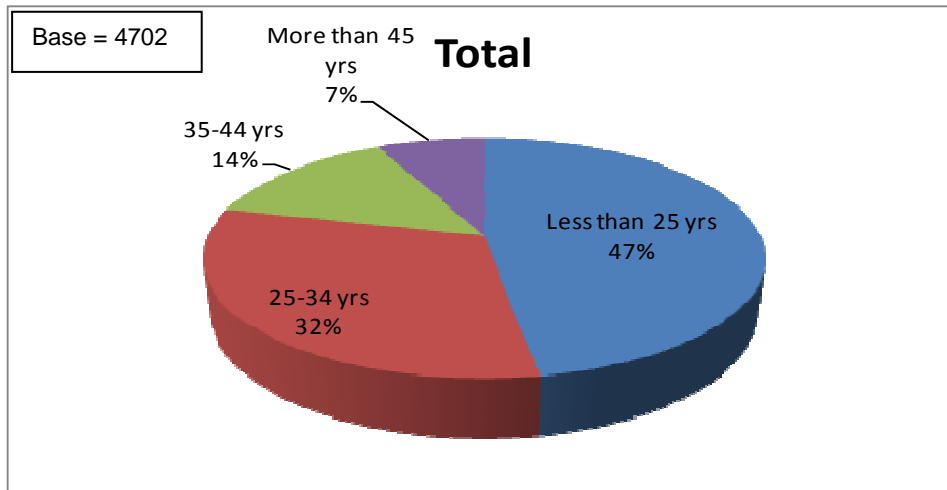
4.2 Cellular Mobile Telephone Service

4.2.1 Gender Profile



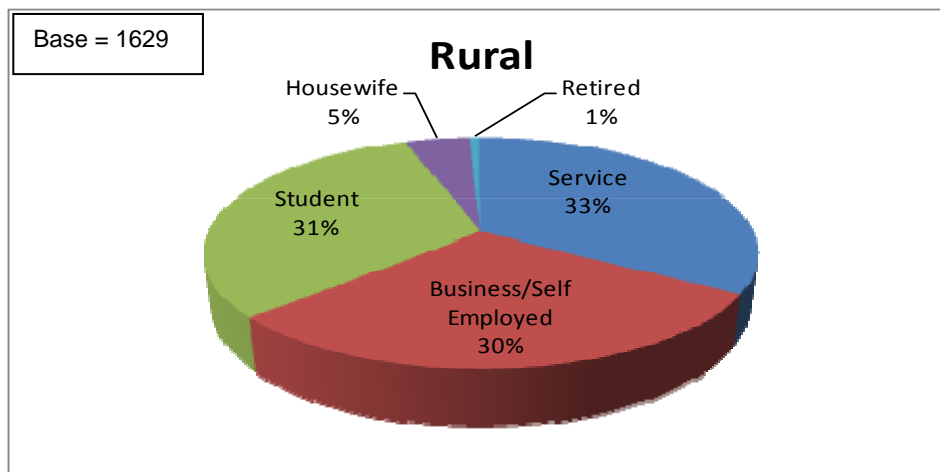
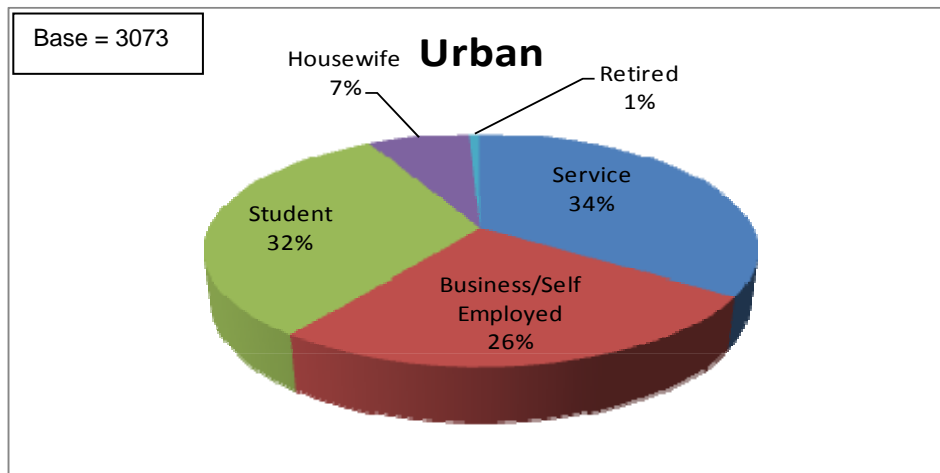
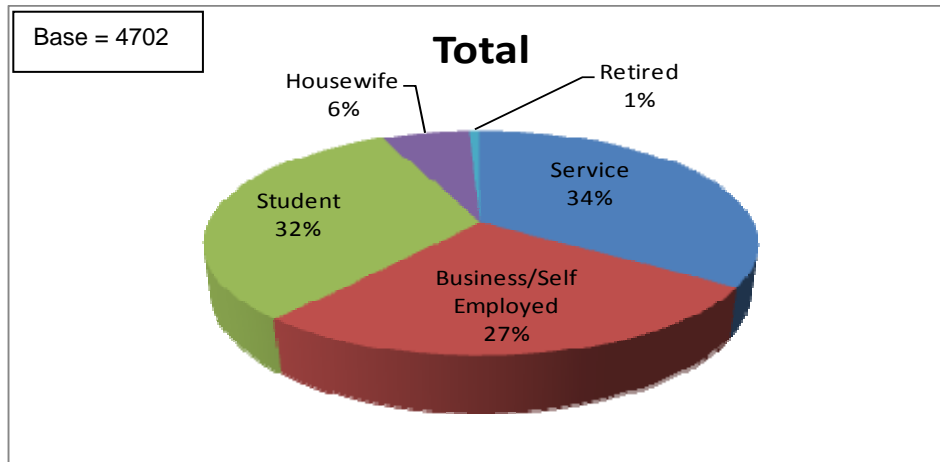
- On the whole, 90% of the customers were male. In urban areas, there was a higher proportion of female customers.

4.2.2 Age Profile



- Out of the total, 79% of the customers were below 35 years.

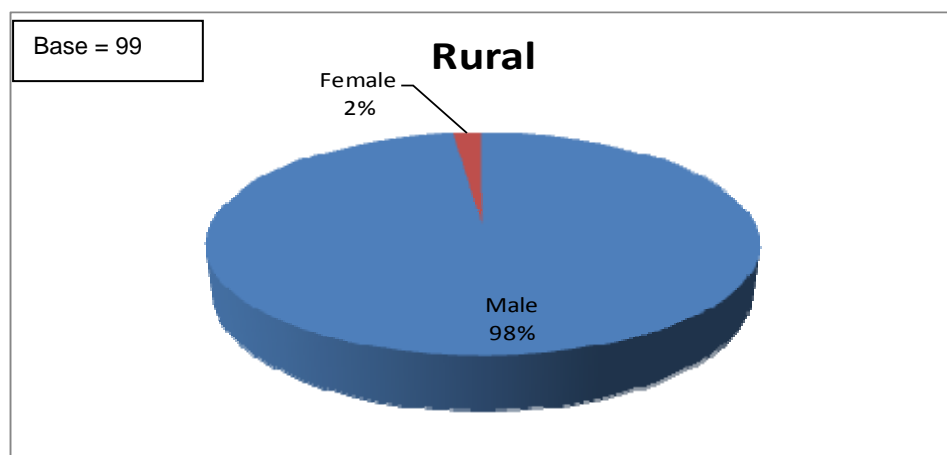
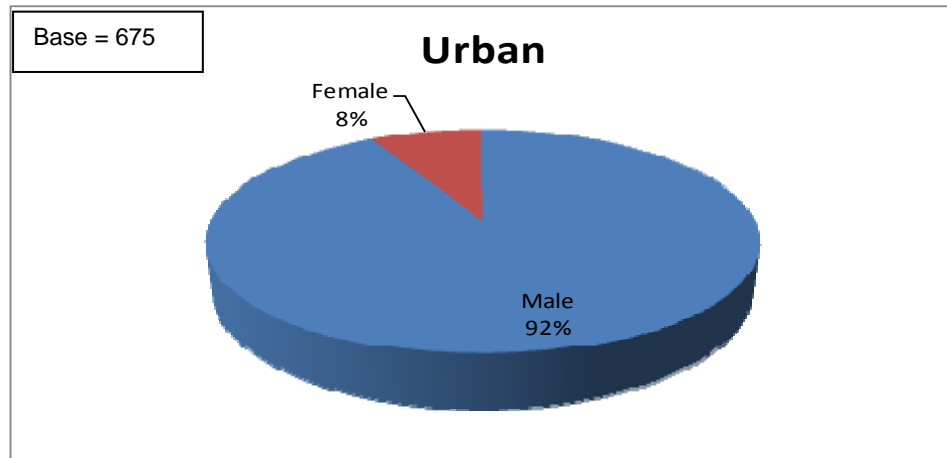
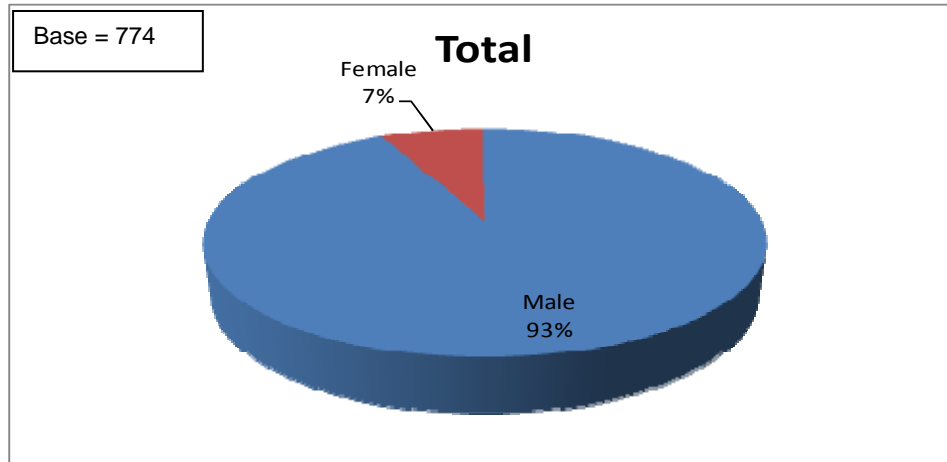
4.2.3 Occupation Profile



- In all, 61% of the customers were in service or self employed/ businessmen.

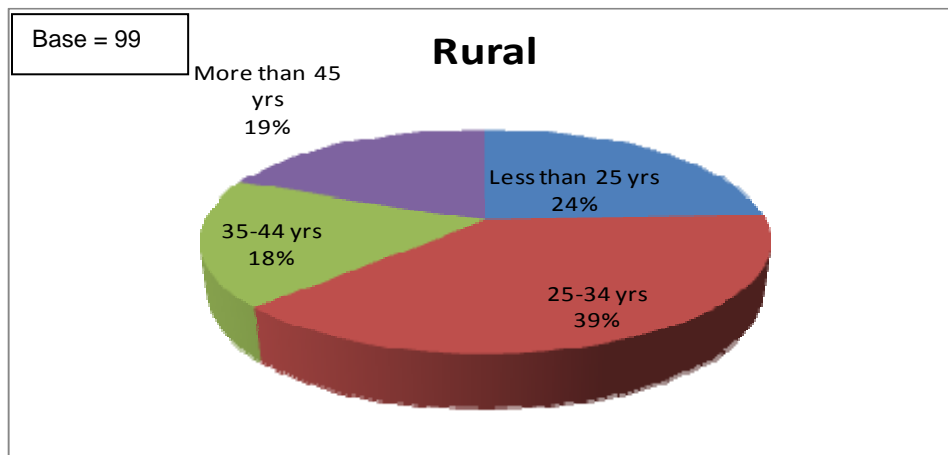
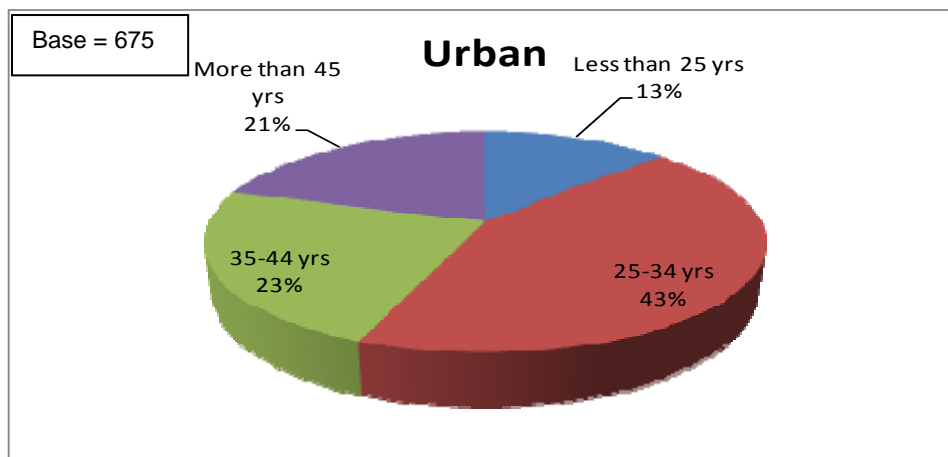
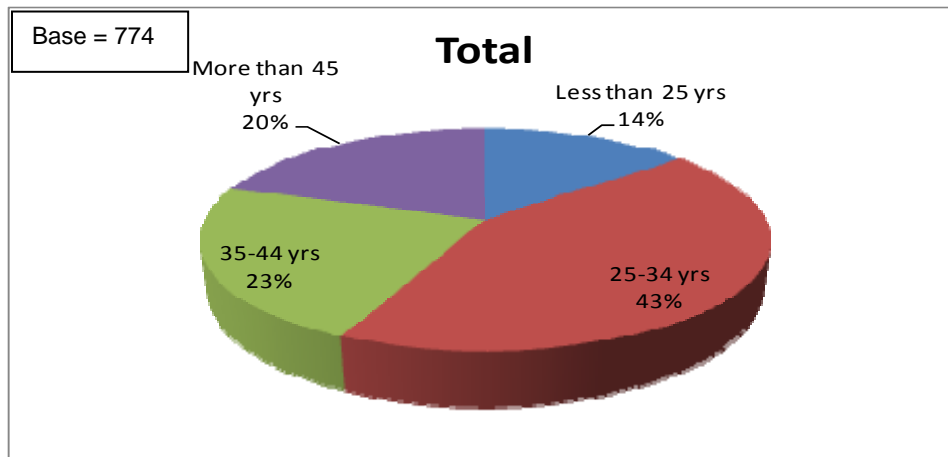
4.3 Broadband Service

4.3.1 Gender Profile



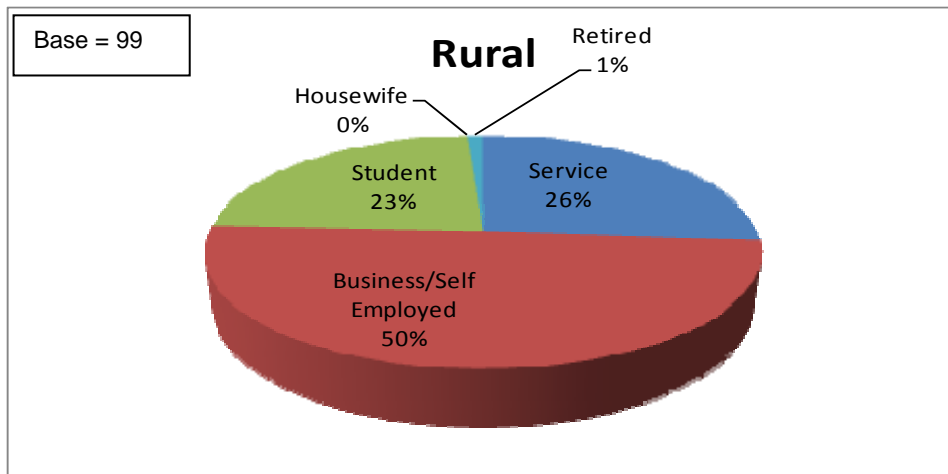
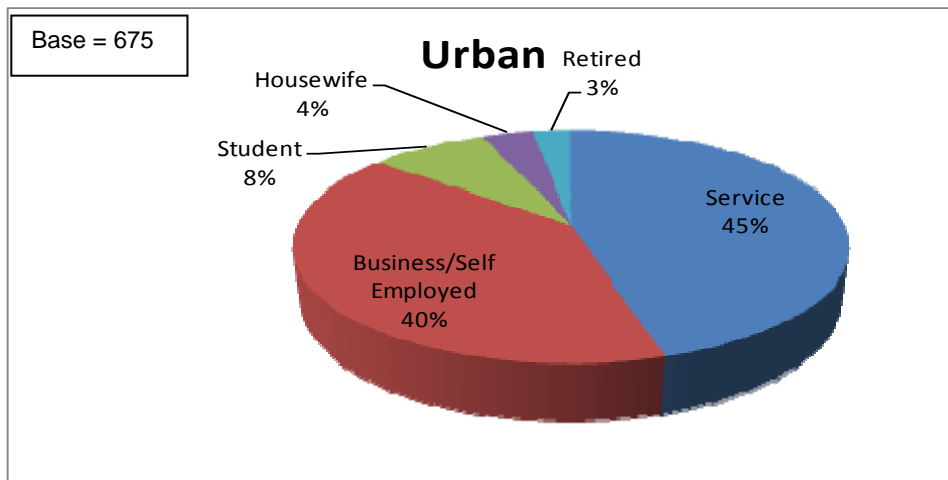
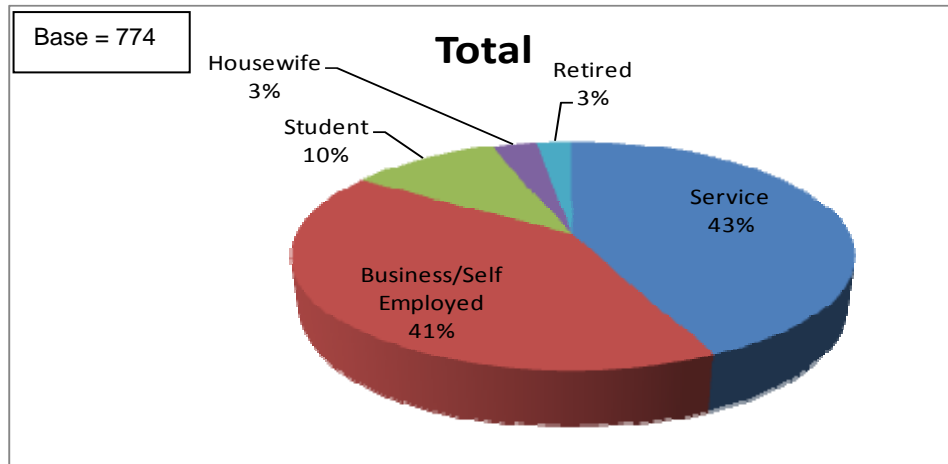
- On an overall, 93% of the customers were male. In urban areas, there was a higher proportion of female customers.

4.3.2 Age Profile



- Out of the total, 66% of the customers were in the age group of 25-44 years.

4.3.3 Occupation Profile



- On the whole, 84% of the customers 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 customers satisfied on various QoS parameters was derived by using the methodology explained in section 3.9. According to this methodology the total percentage of satisfied customer's i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

5.1 Basic Telephone Service

5.1.1 The following Table shows the percentage of satisfied customers on various service 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%
Bihar Circle									
BSNL (Total)	397	92.1	85.5	-	64.8	77.4	45.8	85.4	78.6
BSNL (Urban)	316	93.7	86.3	-	60.3	80.0	49.3	91.7	79.4
BSNL (Rural)	81	88.9	82.9	-	79.2	67.0	36.7	72.4	75.3

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

- On an overall basis only 78.6% of the basic telephone service customers were satisfied with overall service quality of their service provider.
- Rural customers were not satisfied on all the parameters while urban subscribers were satisfied with the provision of service and the supplementary & value added services.

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

Service Provider	Base	% customers
		Benchmark: 3 days
Bihar Circle		
BSNL (Total)	179	48.1
BSNL (Urban)	130	50.0
BSNL (Rural)	49	42.8

- On the whole, 48.1% of the customers, who had experienced faults in their connection, reported that the faults were 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
Bihar Circle		
BSNL (Total)	9	66.7
BSNL (Urban)	5	80.0
BSNL (Rural)	4	50.0

- Out of the total, 66.7% of the customers reported that their telephone connection was terminated within 7 days after they had requested for termination.

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

Service Provider	Base	% customers
		Benchmark: 4 Weeks
Bihar circle		
BSNL (Total)	47	34.0
BSNL (Urban)	39	35.9
BSNL (Rural)	8	25.0

- In all, only 34% of the customers who had made billing complaints, reported that their billing complaints were resolved within 4 weeks

5.2 Cellular Mobile Telephone Service

5.2.1 The following table shows the percentage of satisfied customers with various QoS parameters of customer perception of service.

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
			Postpaid	Prepaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Bihar Circle									
Aircel (Total)	398	75.0	95.8	78.0	40.3	77.3	76.7	52.6	77.4
Aircel (Urban)	208	80.8	95.9	88.0	46.4	83.2	82.5	57.5	80.8
Aircel (Rural)	190	68.7	95.8	68.0	33.5	70.9	70.3	47.2	73.7
Airtel (Total)	396	91.7	100.0	89.0	54.5	88.4	92.5	67.3	91.2
Airtel (Urban)	263	95.1	100.0	95.0	67.3	91.7	95.8	92.0	95.4
Airtel (Rural)	133	85.0	100.0	80.0	31.8	82.0	85.8	46.6	82.7
BSNL (Total)	411	81.7	95.3	86.0	32.8	76.7	78.7	61.9	75.4
BSNL (Urban)	246	87.5	97.9	92.0	44.3	80.0	82.3	72.1	77.2
BSNL (Rural)	165	73.1	86.5	77.0	23.0	71.9	73.0	46.5	72.7
Cheers (Total)	233	83.7	100.0	94.0	62.9	69.0	72.4	92.8	70.8
Cheers (Urban)	219	85.4	100.0	95.0	63.8	70.6	74.2	91.7	73.0
Cheers (Rural)	14	57.2	0.0	82.0	50.0	42.9	42.8	100.0	35.7
Idea (Total)	409	76.2	97.9	83.0	39.8	74.3	72.3	50.5	67.2
Idea (Urban)	217	80.4	98.9	84.0	37.3	75.1	74.2	44.7	70.1
Idea (Rural)	192	71.4	92.3	82.0	42.3	73.3	70.1	55.2	64.1
MTS (Total)	401	85.2	100.0	82.0	41.1	82.5	85.3	47.9	80.0
MTS (Urban)	258	94.8	100.0	90.0	56.5	88.9	93.1	50.0	86.0
MTS (Rural)	143	67.9	100.0	66.0	21.1	71.1	71.3	44.8	69.2
Rel Com (Total)	431	90.3	97.7	92.0	52.3	87.5	88.5	45.3	84.7
Rel Com (Urban)	310	91.1	95.8	94.0	50.2	87.5	88.7	56.2	83.5
Rel Com (Rural)	121	88.0	100.0	87.0	57.7	87.3	88.1	10.0	87.6
Rel Tel (Total)	435	83.1	97.9	84.0	51.9	80.6	82.5	58.2	81.8
Rel Tel (Urban)	290	82.7	97.4	85.0	55.8	80.1	82.4	60.4	80.3
Rel Tel (Rural)	145	84.1	100.0	82.0	43.9	81.6	82.8	55.5	84.8
S Tel (Total)	404	73.3	97.2	79.0	47.1	72.8	72.9	71.7	71.8
S Tel (Urban)	252	74.4	100.0	82.0	57.3	72.0	72.6	73.9	71.1
S Tel (Rural)	152	71.4	96.7	76.0	32.9	74.4	73.4	67.8	73.0
TTSL (Total)	412	81.2	100.0	91.0	56.7	83.7	86.8	58.5	92.5
TTSL (Urban)	333	80.8	100.0	92.0	51.8	83.5	86.5	50.0	92.5
TTSL (Rural)	79	83.0	100.0	87.0	69.3	84.9	88.0	81.8	92.4

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
			Postpaid	Prepaid					
Benchmark		≥90%	≥95%	≥95%	≥90%	≥95%	≥95%	≥90%	≥90%
Uninor (Total)	388	81.0	87.5	81.0	44.8	83.3	85.2	55.5	88.4
Uninor (Urban)	234	83.5	100.0	84.0	53.5	87.0	90.2	88.0	91.8
Uninor (Rural)	154	76.9	81.3	76.0	32.8	77.7	77.6	27.6	83.1
Vodafone (Total)	384	85.3	97.6	92.0	57.0	87.0	89.5	62.5	88.8
Vodafone (Urban)	243	86.5	95.6	91.0	62.3	88.2	90.2	63.6	90.6
Vodafone (Rural)	141	83.3	100.0	92.0	47.1	84.9	88.4	60.0	85.8
Total (Total)	4702	82.3	96.7	86.0	46.5	80.6	82.2	58.1	81.1
Total (Urban)	3073	85.4	98.4	89.0	53.1	82.6	84.8	63.5	83.2
Total (Rural)	1629	76.4	94.2	78.0	36.5	77.0	77.5	51.0	77.3

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

- On an overall basis, 81.1% of the customers were satisfied with their service providers.
- The survey revealed that a lower proportion of customers were satisfied with the parameters such as help services and value added services.
- As a whole, Airtel met the benchmarks on 3 out of 7 parameters, namely provision of service, billing performance (postpaid) and overall service quality.
- Most of the service providers met the benchmark related to billing performance (postpaid) except Uninor.

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

Service Providers		Base	% customer
			Benchmark: 4 Weeks
Bihar Circle			
Aircel	Total	80	67.5
	Urban	38	50.0
	Rural	42	83.3
Airtel	Total	34	70.6
	Urban	19	68.4
	Rural	15	73.3
BSNL	Total	27	48.1
	Urban	21	33.3
	Rural	6	100.0
Cheers	Total	11	72.7
	Urban	11	72.7
	Rural	0	0.0
Idea	Total	60	51.7
	Urban	27	33.3
	Rural	33	66.7
MTS	Total	39	51.3
	Urban	30	36.7
	Rural	9	100.0
Rel. comm.	Total	41	56.1
	Urban	34	50.0
	Rural	7	85.7
Rel. Tel.	Total	59	74.6
	Urban	41	68.3
	Rural	18	88.9
S. Tel.	Total	61	72.1
	Urban	45	71.1
	Rural	16	75.0
TTSL	Total	18	44.4
	Urban	17	41.2
	Rural	1	100.0
Uninor	Total	35	54.3
	Urban	20	55.0
	Rural	15	53.3
Vodafone	Total	32	40.6
	Urban	17	41.2
	Rural	15	40.0
Total	Total	497	60.6
	Urban	320	52.8
	Rural	177	74.6

- Out of the total, 60.6% of the cellular customers, who had made billing complaints to the call centre, reported that their complaints were resolved within 4 weeks after they had lodged their complaints. The worst performer on this parameter was Vodafone.

5.3 Broadband Service

5.3.1 The following table shows the percentage of satisfied customers on various service 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
			Postpaid	Prepaid					
Benchmark		≥90%	≥90%	≥90%	≥90%	≥85%	≥85%	≥85%	≥85%
Bihar Circle									
BSNL (Total)	372	54.8	86.1	0.0	67.7	76.8	54.3	84.0	78.5
BSNL (Urban)	273	52.4	89.6	0.0	66.3	76.6	48.7	85.9	76.2
BSNL (Rural)	99	61.6	76.6	0.0	72.3	77.3	65.0	77.3	84.8
Sify (Total)	402	24.9	0.0	95.6	64.4	71.5	27.6	90.0	70.4
Sify (Urban)	402	24.9	0.0	95.6	64.4	71.5	27.6	90.0	70.4
Sify (Rural)	0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	774	39.3	86.1	95.6	63.7	74.0	36.9	84.5	74.3
Total (Urban)	675	35.9	89.6	95.6	61.7	73.5	32.6	86.4	72.7
Total (Rural)	99	62.0	76.6	0.0	74.2	77.2	65.0	77.3	84.5

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

- All the service providers had a lower proportion of satisfied customers on account of maintainability.
- Sify registered a higher percentage of satisfied customers than BSNL on account of billing performance (prepaid) and supplementary service. The score of BSNL was better than Sify on all other parameters.

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

Service Providers		Base	% customer
			Benchmark: within 4 Weeks
Bihar Circle			
BSNL	Total	89	49.4
	Urban	69	53.6
	Rural	20	35.0
Sify	Total	44	36.4
	Urban	44	36.4
	Rural	0	0.0
Total	Total	133	45.1
	Urban	113	46.9
	Rural	20	35.0

- On the overall basis, only 45.1% of the customers, who had made complaints, reported that their complaints were resolved within 4 weeks. 49.4% of BSNL customers reported that their complaints were resolved within 4 weeks.

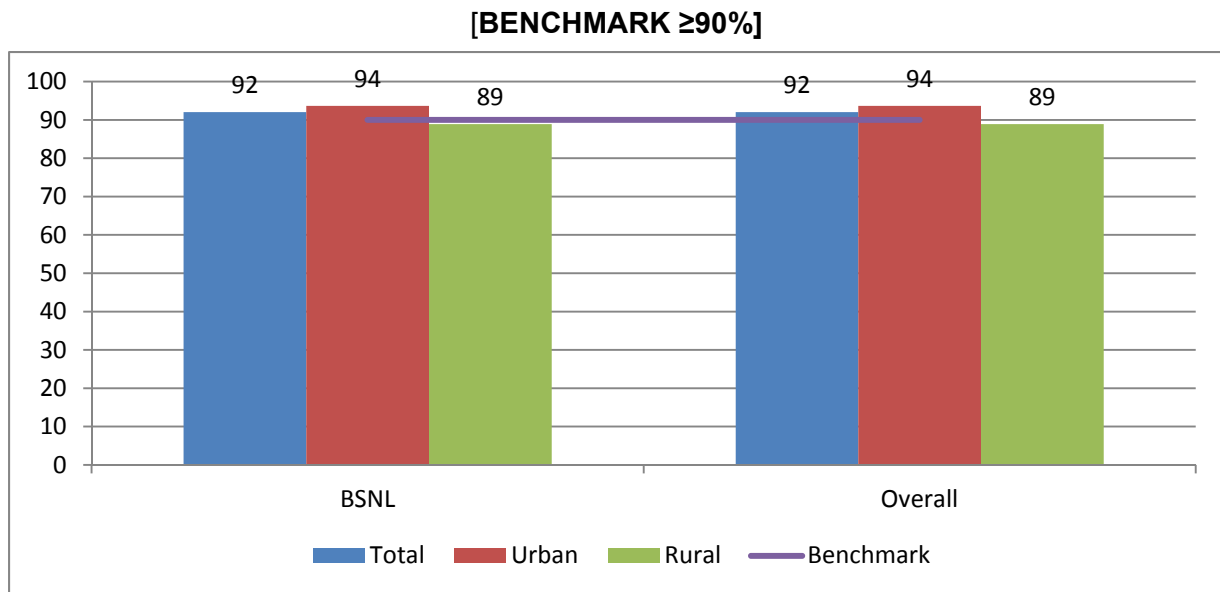
6. DETAILED REPORT:

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

The survey in the Bihar circle was carried out among customers of BSNL.

6A.1.1 Customer satisfaction with Provision of Service

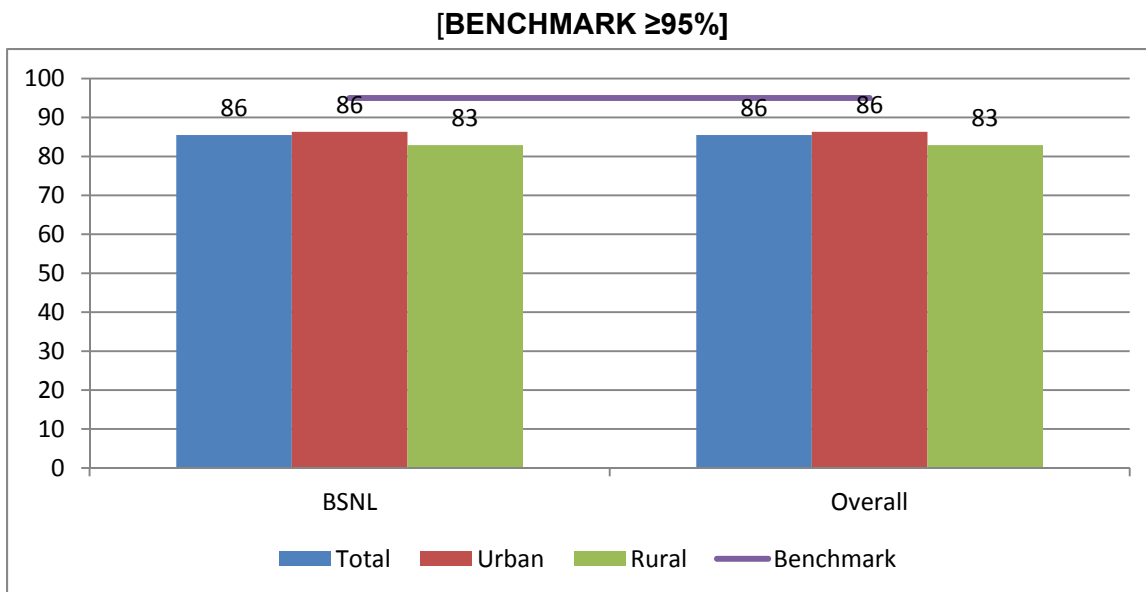
6A.1.1.1 The following graph shows the percentage of satisfied customers with provision of service with the break-up for the urban and rural customers separately.



- BSNL met the benchmark in the urban areas but marginally failed to meet it in the rural areas.

6A.1.2 Customer Satisfaction with Billing Performance among Postpaid Customers

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



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

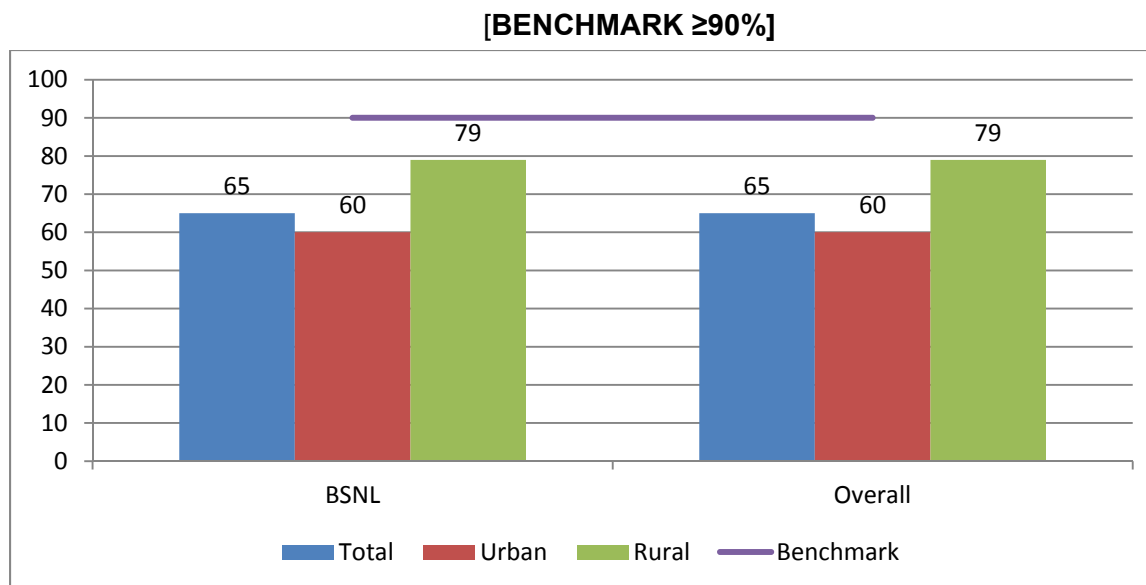
6A.1.2.2 The following table shows the percentage of satisfied customers with the different sub-parameters of the billing performance.

Service Providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	80.4	94.9	46.9	89.2	397
	Urban	80.1	95.2	42.9	90.2	316
	Rural	81.5	93.8	53.2	85.1	81

- Both in urban and rural areas, customers were less satisfied with the process of resolution of their billing complaints.

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

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



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

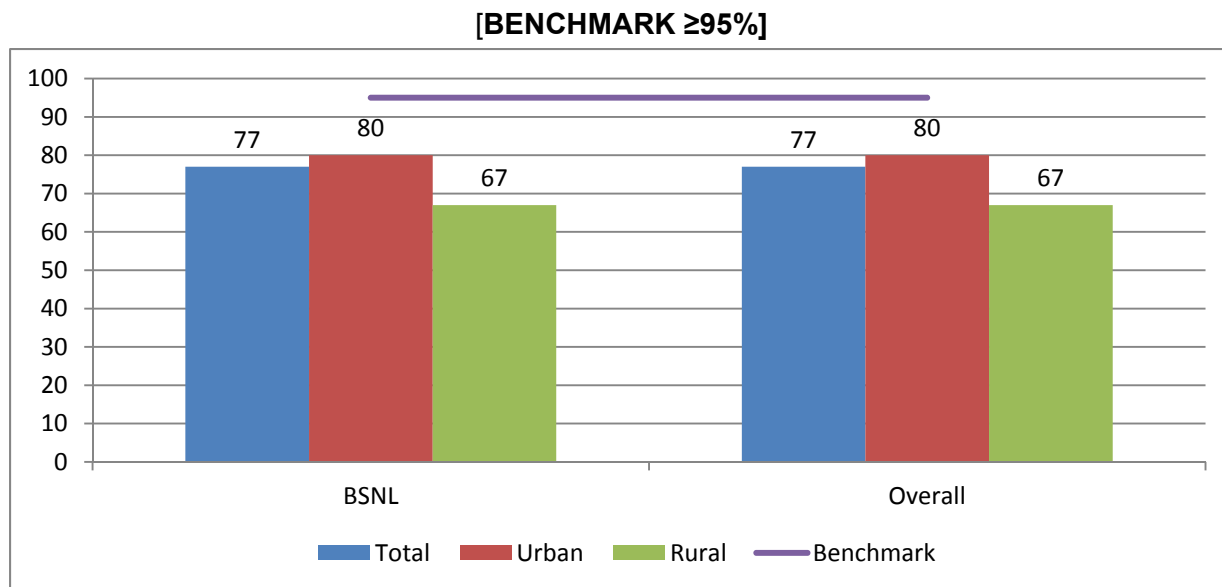
6A.1.3.2 The following table shows the percentage of customers satisfied with sub-parameters of help services including customer grievance redressal.

Service Providers		% customers					Base
		Ease of access of call 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 call centre/customer care or helpline to resolve your complaints	
BSNL	Total	69.3	70.2	70.2	59.7	54.8	104
	Urban	68.4	67.1	65.9	53.2	46.9	79
	Rural	72.0	80.0	84.0	80.0	80.0	25

- On an overall basis, most of the customers were not satisfied with the problem solving ability of the customer care executive and time taken by the call centre/customer care /helpline to resolve their complaints.
- Satisfaction with regard to sub-parameters was higher in rural areas.

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 did not meet the benchmark laid down by TRAI.
- Satisfaction in the rural areas was lower.

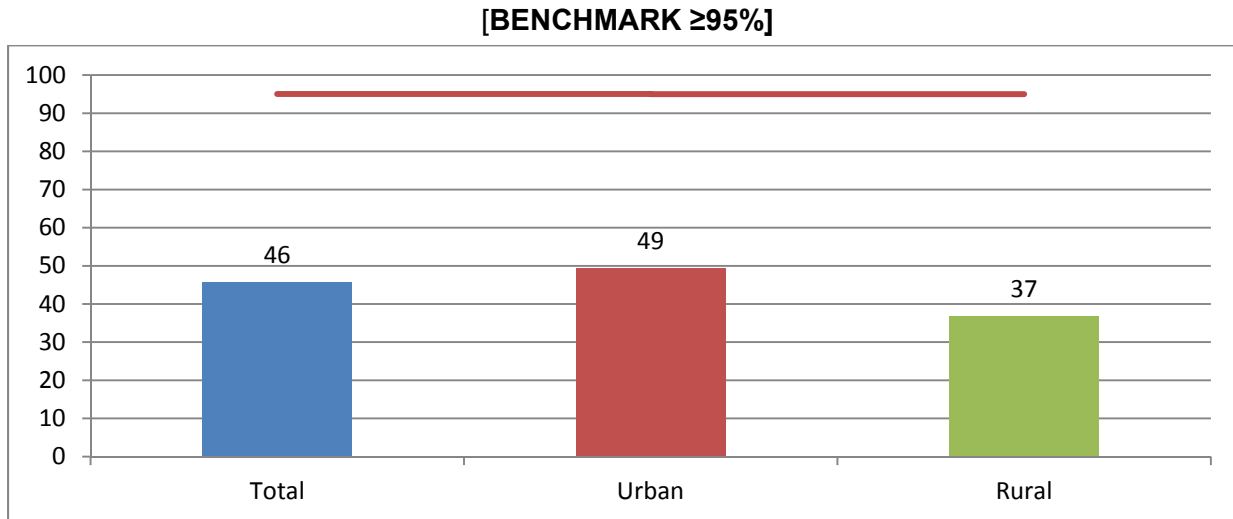
6A.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Service Providers		% customers			Base
		Availability of working telephone (Dial tone)	Ability to make/receive calls easily	Voice quality	
BSNL	Total	77.6	77	77.6	397
	Urban	80.7	79.7	79.7	316
	Rural	65.4	66.6	69.1	81

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

6A.1.5 Customer Satisfaction with Maintainability

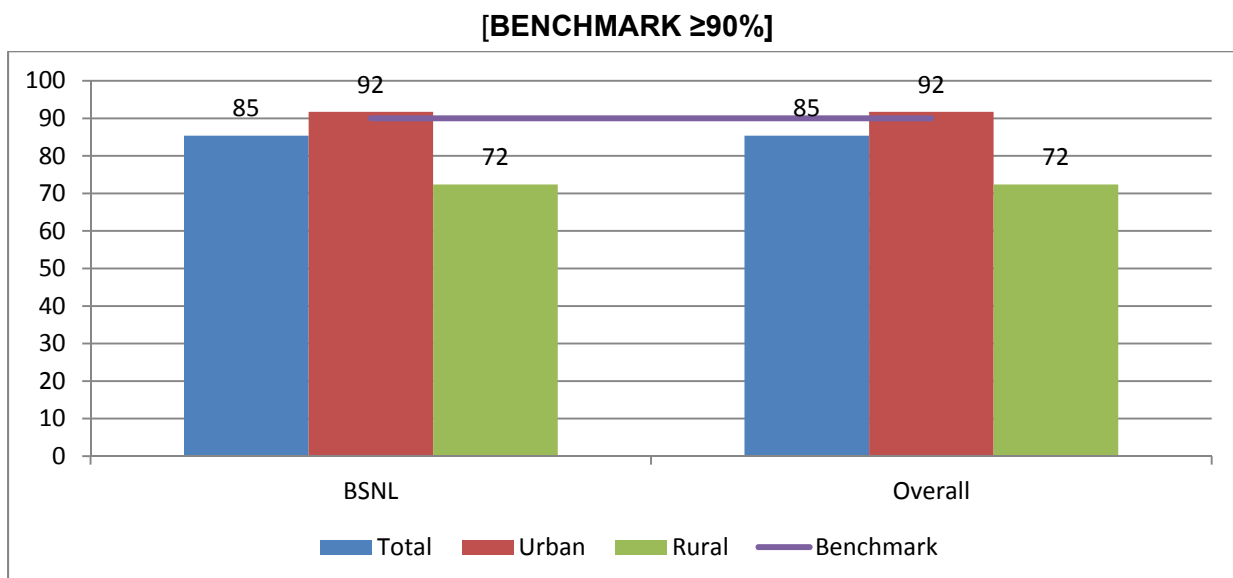
6A.1.5.1 The following graph shows the percentage of customers satisfied with maintainability.



- BSNL did not meet the benchmark laid down by TRAI.
- Out of the total, only 46% of the respondents were satisfied with the maintainability.
- Rural customers were found to be less satisfied on account of this parameter

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

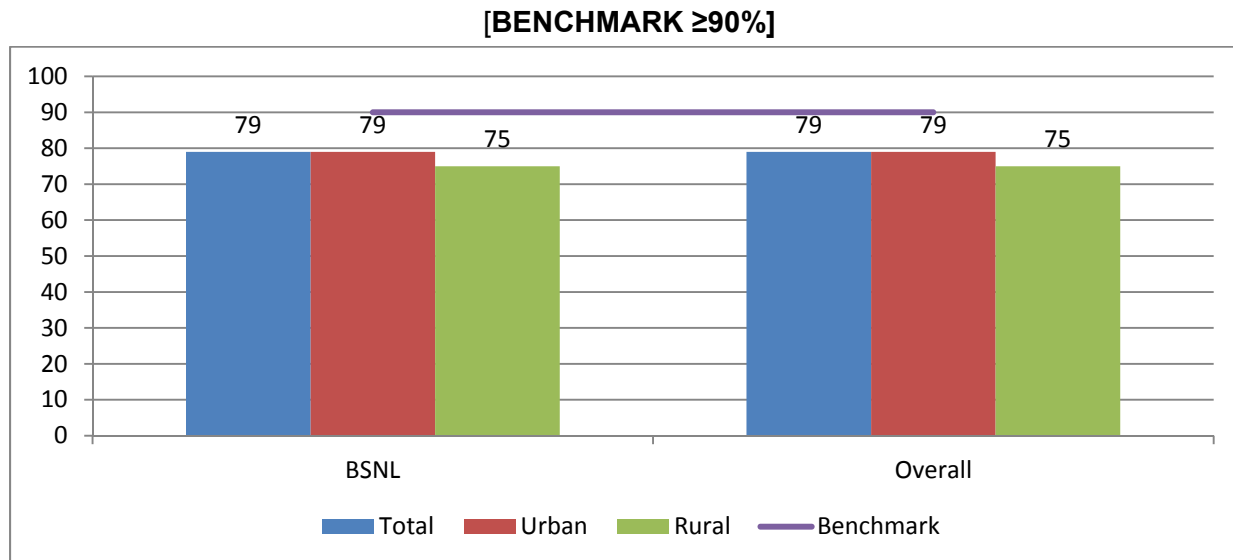
6A.1.6.1 The following graph shows the percentage of customers satisfied with supplementary and value added services.



- On the whole, BSNL did not meet the benchmark laid down by TRAI. However; it met the benchmark in the urban areas.
- Rural customers were less satisfied on account of this parameter.

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.



- BSNL did not meet the benchmark laid down by TRAI.
- On overall, only 79% of the customers were satisfied with this parameter.

6A.2 Awareness of Grievance Redressal Mechanism & Experience among Basic Telephone Service customers

6A.2.1 Awareness and Experience - Call Centre

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

Service Providers		% customers	Base
BSNL	Total	46.1	397
	Urban	47.5	381
	Rural	46.1	16

- Out of the total, only 46.1% of the basic telephone service customers were aware about the call centre number of their service provider to make complaint/ query.

Table 6A.2.1.2 The following table shows the percentage of customers, who had made complaints within 6 months on the call centre number of their service provider.

Service Providers		% customers	Base
BSNL	Total	11.8	397
	Urban	12.3	316
	Rural	9.9	81

- In the last 6 months, only 11.8% of the customers made complaints on the toll free number of the customer care of their service provider.

6A.2.1.3 The following table shows the percentage of customers, who had received or did not receive the docket numbers 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	
BSNL	Total	34.0	29.8	19.1	10.6	6.4	47
	Urban	38.5	30.8	12.8	10.3	7.7	39
	Rural	12.5	25.0	50.0	12.5	0.0	8

On an overall basis:

- 34% of the customers, who had complained, said that they had received a docket number for their complaints.
- 29.8% of the customers, who had complained, said that they did not receive the docket number for their complaints.
- 19.1% of the customers, who had complained, said that they had received the docket numbers for their complaints on request.
- 10.6% of the customers, who had complained, said that they did not receive the docket numbers for their complaints even on request.
- 6.4% of the customers, who had complained, said that the call centre refused to register their complaints.

6A.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by the call centre.

Service Providers		% customers	Base
BSNL	Total	57.4	47
	Urban	53.8	39
	Rural	75.0	8

- In total, 57.4% all the basic telephone service customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

6A.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by call centre/customer care within four weeks.

Service Providers		% customers	Base
BSNL	Total	34.0	47
	Urban	35.9	39
	Rural	25.0	8

- On overall, only 34% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they had lodged their complaints.
- Rural customers were less satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they had lodged their complaints.

6A.2.2 Awareness and Experience - Nodal Officer

Table 6A.2.2.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Providers		% customers	Base
BSNL	Total	13.6	397
	Urban	12.0	316
	Rural	19.8	81

- On the whole, 13.6% of the customers were aware about the contact details of the nodal officer.

Table 6A.2.2.2 The following table shows the percentage of customers, who have made complaint to the nodal officer

Service Providers		% customers	Base
BSNL	Total	42.6	54
	Urban	44.7	38
	Rural	37.5	16

- Out of the total, 42.6% of the customers claimed to have made complains to the nodal officer.

Table 6A.2.2.3 The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service Providers		% customers	Base
BSNL	Total	47.8	23
	Urban	47.1	17
	Rural	50.0	6

- On an overall basis, 47.8% of the customers, who had made complaints to nodal the officer, said that they were intimated by the nodal officer about the decision taken on their complaints.

Table 6A.2.2.4 The following table shows the percentage of customers, who were satisfied with the redressal of their complaints by the nodal officer

Service Providers		% customers	Base
BSNL	Total	65.2	23
	Urban	58.8	17
	Rural	83.3	6

- On an overall basis, 65.2% of the customers, who had made complaints to the nodal officer, said that they were satisfied with the redressal of their complaints by the nodal officer.
- The satisfaction was higher among rural customers.

6A.2.2.5 Reasons for dissatisfaction with the nodal officer

- Time taken by the nodal officer in resolution of the complaints was the major reason for the dissatisfaction among BSNL's customers.

6A.2.3 Awareness and Experience - Appellate Authority

Table 6.2.3.1 The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service Providers		% customers	Base
BSNL	Total	2.3	397
	Urban	1.9	316
	Rural	3.7	81

- On the whole, only 2.3% of the customers were aware about the contact details of the appellate authority.

6A.2.3.2 Incidence of appeal being filed in the prescribed form in the last 6 months

- Only 6 customers had filed an appeal with an appellate authority in the last 6 months

6A.2.3.3 Acknowledgement receipt

- 3 customers, who filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.

6A.2.4 General Information

Table 6A.2.4.1 The following table shows the percentage of the new customers who got the “Manual of Practice” containing the terms and conditions of service, toll free number of call centre and contact detail of nodal officer & appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Service Providers		% customers	Base
BSNL	Total	42.1	397
	Urban	41.8	316
	Rural	43.2	81

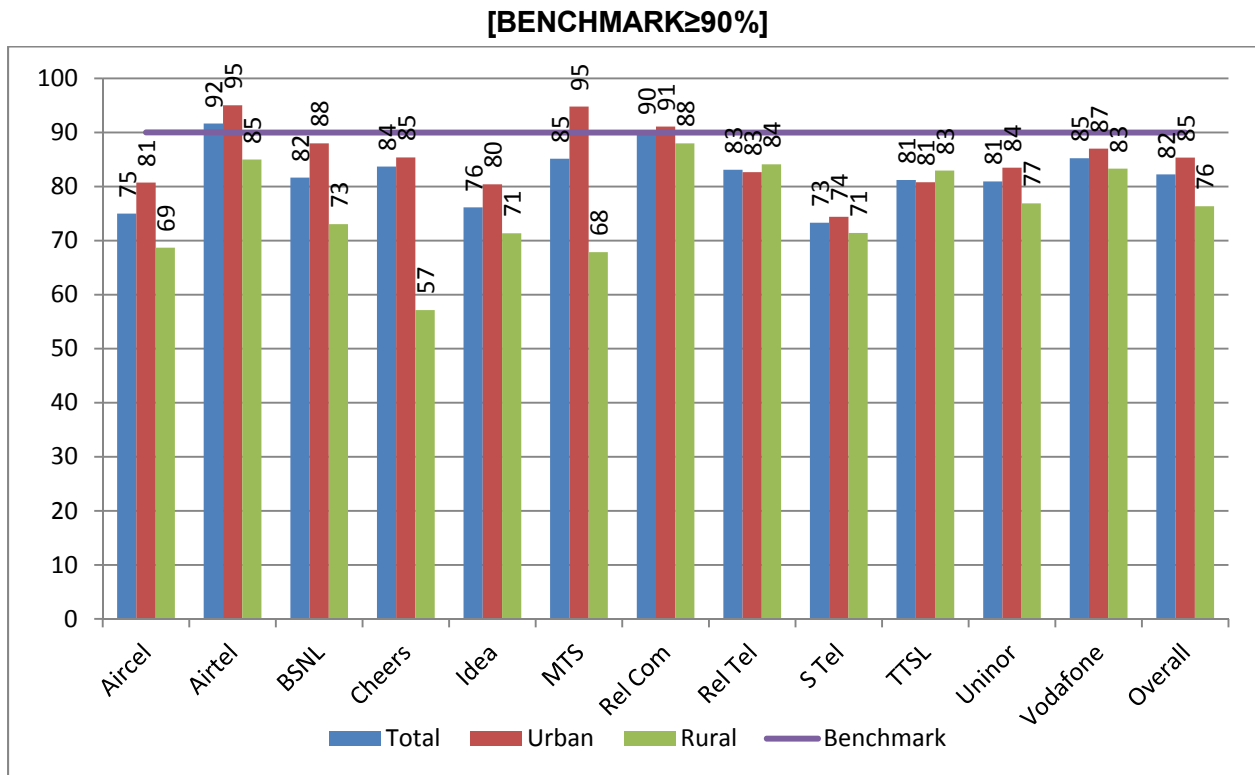
- 42.1% of the new basic telephone service customers said that they got the “Manual of Practice” containing the terms and conditions of service, the toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal etc., while subscribing to the new basic telephone connection.

6B.1 Cellular Mobile Telephone Service

The survey in the Bihar circle was done among customers of 12 cellular mobile service providers i.e. Aircel, Airtel, BSNL, Cheers, Idea MTS, Reliance, Reliance Tel, S Tel, TTSL, Uninor and Vodafone.

6B.1.1 Customer Satisfaction with Provision of Service

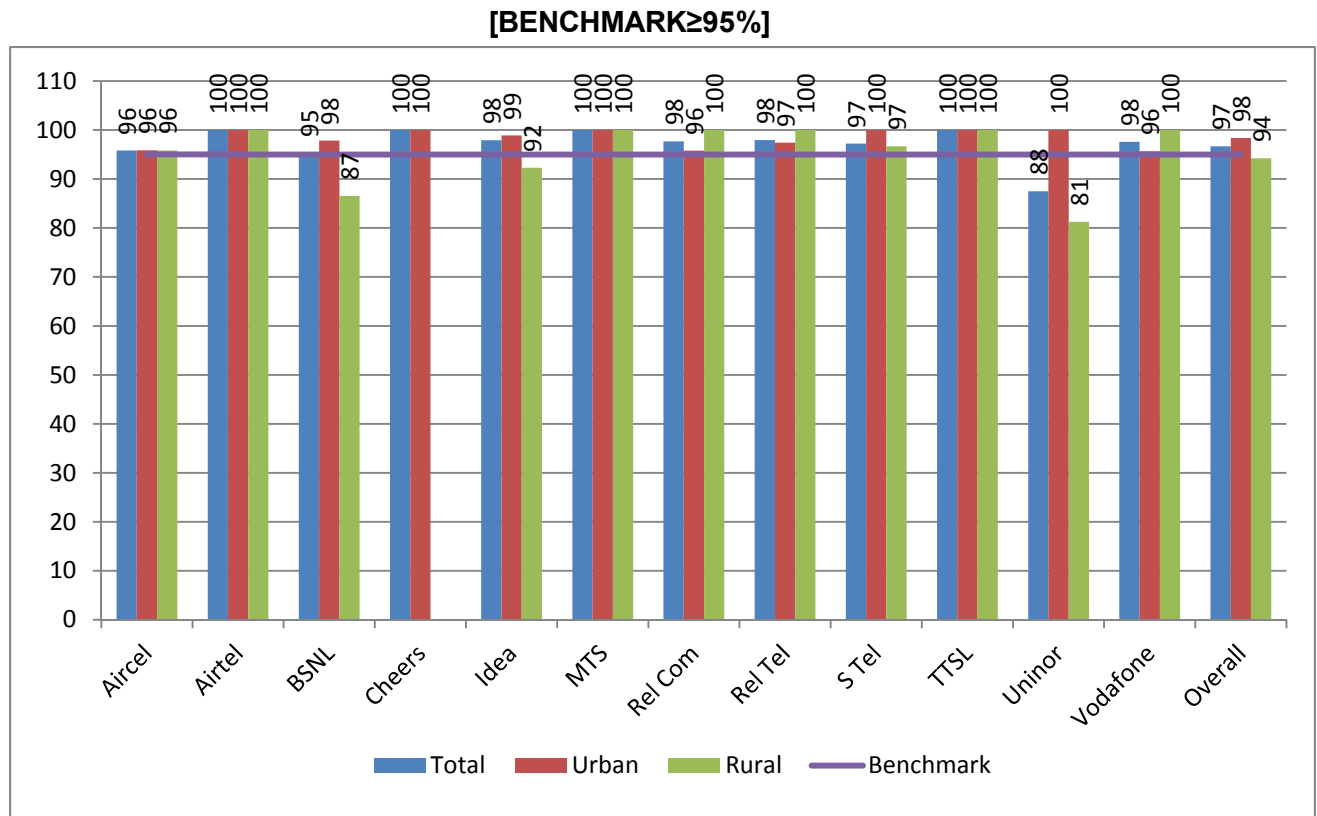
6B.1.1.1 The following graph shows the percentage of customers satisfied with the provision of service.



- On an overall basis, Airtel and Rel Com met the benchmark laid down by TRAI. However, both of them missed the benchmark in the rural areas.

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

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



- On the whole, all service providers met the benchmark laid down by TRAI except Uninor.
- In rural areas, customers of BSNL, Idea and Uninor were less satisfied on account of this parameter.

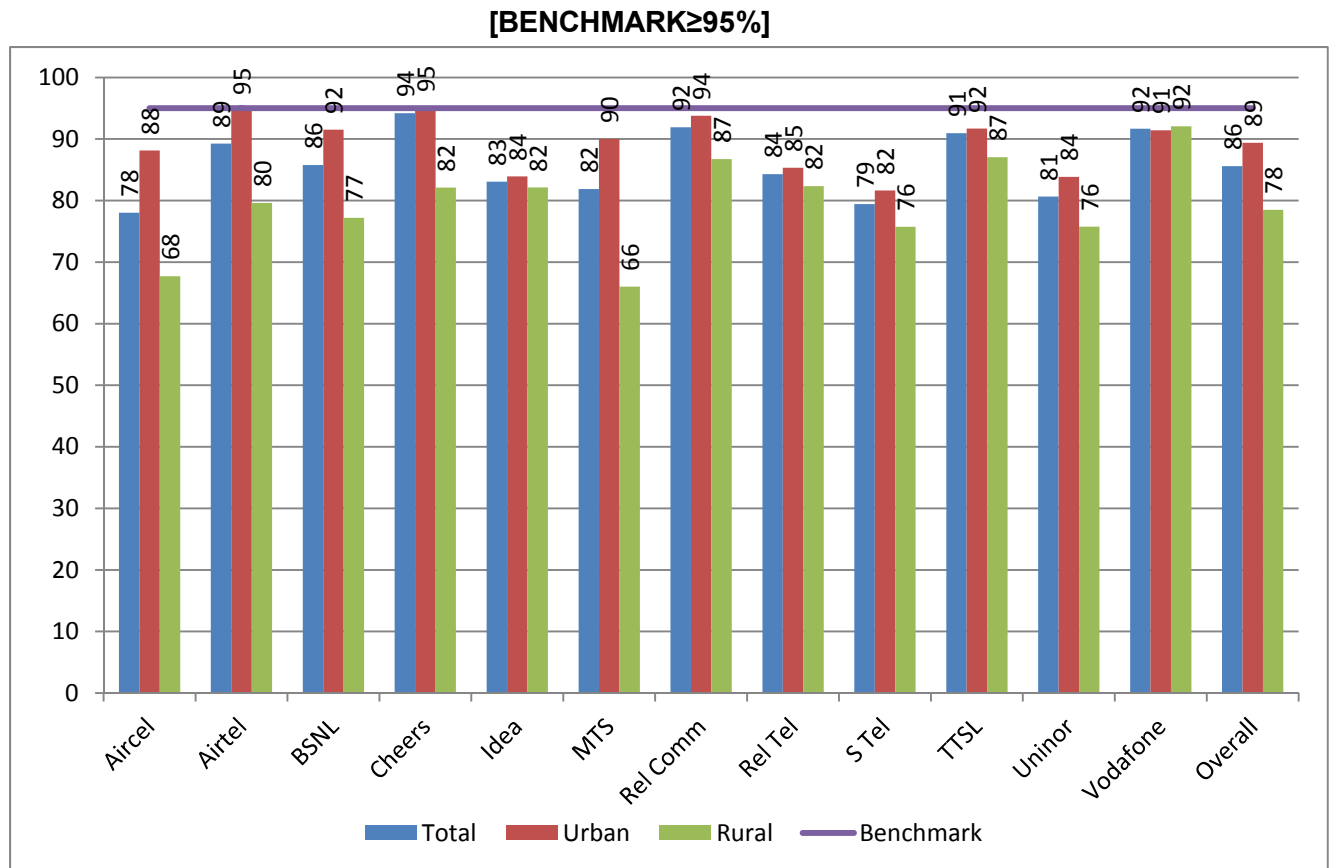
6B.1.2a.2The following table shows the percentage of postpaid customers satisfied with sub-parameter of billing performance.

Service Providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
Aircel	Total	96.8	96.8	66.7	96.8	31
	Urban	95.8	95.8	50.0	95.8	24
	Rural	100.0	100.0	100.0	100.0	7
Airtel	Total	100.0	100.0	100.0	100.0	24
	Urban	100.0	100.0	100.0	100.0	24
	Rural	0.0	0.0	0.0	0.0	0
BSNL	Total	94.9	94.9	40.0	96.2	78
	Urban	100.0	100.0	0.0	100.0	45
	Rural	87.9	87.9	40.0	90.9	33
Cheers	Total	100.0	100.0	0.0	100.0	2
	Urban	100.0	100.0	0.0	100.0	2
	Rural	0.0	0.0	0.0	0.0	0
Idea	Total	97.9	97.9	0.0	97.9	47
	Urban	100.0	100.0	0.0	100.0	30
	Rural	94.1	94.1	0.0	94.1	17
MTS	Total	100.0	100.0	0.0	100.0	12
	Urban	100.0	100.0	0.0	100.0	2
	Rural	100.0	100.0	0.0	100.0	10
Rel.comm.	Total	97.7	97.7	0.0	97.7	45
	Urban	95.8	95.8	0.0	95.8	24
	Rural	100.0	100.0	0.0	100.0	21
Rel. Tel.	Total	93.8	100.0	0.0	100.0	16
	Urban	92.3	100.0	0.0	100.0	13
	Rural	100.0	100.0	0.0	100.0	3
S. Tel.	Total	91.7	100.0	100.0	100.0	12
	Urban	100.0	100.0	0.0	100.0	3
	Rural	88.9	100.0	100.0	100.0	9
TTSL	Total	100.0	100.0	0.0	100.0	17
	Urban	100.0	100.0	0.0	100.0	5
	Rural	100.0	100.0	0.0	100.0	12
Uninor	Total	87.5	87.5	100.0	87.5	8
	Urban	100.0	100.0	0.0	100.0	3
	Rural	80.0	80.0	100.0	80.0	5
Vodafone	Total	92.8	100.0	100.0	100.0	14
	Urban	85.7	100.0	0.0	100.0	7
	Rural	100.0	100.0	100.0	100.0	7
Total	Total	96.4	97.4	70.6	97.7	306
	Urban	97.8	98.9	75.0	98.9	182
	Rural	94.3	95.1	69.2	95.9	124

- Score of Aircel and BSNL were found to be very low on the process of resolution of billing complaints.
- Except Uninor, all other service providers have a high percentage of satisfied customers on account of most of the sub-parameters of the billing performance.

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

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



- None of the service providers met the benchmark laid down by TRAI.
- Airtel and Cheers met the billing performance parameter in the urban areas.

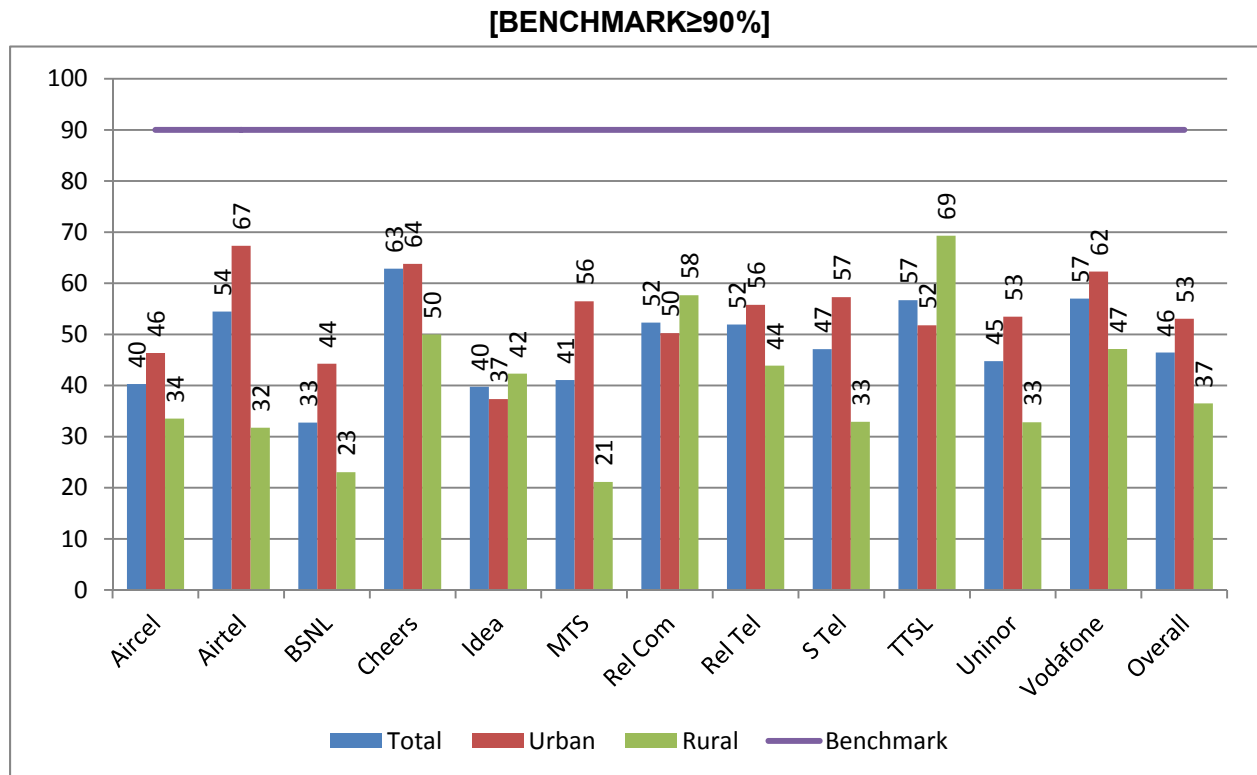
6B.1.2b.2The following table shows the percentage of prepaid customers satisfied with sub- parameters of billing performance.

Service Providers		% prepaid customers			
		Accuracy of the charges	Processing of resolution of the billing complaints	Ease of recharging process	Base
Aircel	Total	81.0	33.4	82.0	367
	Urban	91.3	37.9	92.9	184
	Rural	70.4	28.6	71.0	183
Airtel	Total	89.5	54.0	92.5	372
	Urban	95.4	69.6	96.3	239
	Rural	78.9	28.6	85.7	133
BSNL	Total	86.2	50.0	87.7	333
	Urban	91.0	60.0	93.6	201
	Rural	78.8	41.7	78.8	132
Cheers	Total	99.5	25.0	90.1	231
	Urban	100.0	25.0	91.3	217
	Rural	92.8	0.0	71.4	14
Idea	Total	87.3	26.0	86.7	362
	Urban	88.2	15.8	86.6	187
	Rural	86.3	32.2	86.8	175
MTS	Total	83.2	32.5	85.6	389
	Urban	91.8	24.1	95.7	256
	Rural	66.9	54.6	66.1	133
Rel Com	Total	91.9	65.7	94.3	386
	Urban	93.7	62.5	96.5	286
	Rural	87.0	72.7	88.0	100
Rel Tel	Total	84.5	47.1	88.8	419
	Urban	84.5	48.4	90.3	277
	Rural	84.5	45.4	85.9	142
S. Tel	Total	80.8	44.8	80.6	392
	Urban	82.8	44.4	83.2	249
	Rural	77.6	45.5	76.2	143
TTSL	Total	91.7	56.5	92.2	395
	Urban	92.4	55.5	93.0	328
	Rural	88.1	60.0	88.0	67
Uninor	Total	74.2	41.6	90.8	380
	Urban	77.5	47.6	93.5	231
	Rural	69.2	33.4	86.6	149
Vodafone	Total	93.2	55.2	93.0	370
	Urban	92.3	66.6	92.4	236
	Rural	94.7	36.4	94.0	134
Total	Total	86.4	43.9	88.7	4396
	Urban	90.1	46.7	92.3	2891
	Rural	79.6	39.7	81.8	1505

- Process of resolution of billing complaints was the major reason for dissatisfaction among urban and rural respondents across all the service providers.

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

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



- None of the service providers met the benchmark laid down by TRAI.
- BSNL was the worst performer on this parameter.

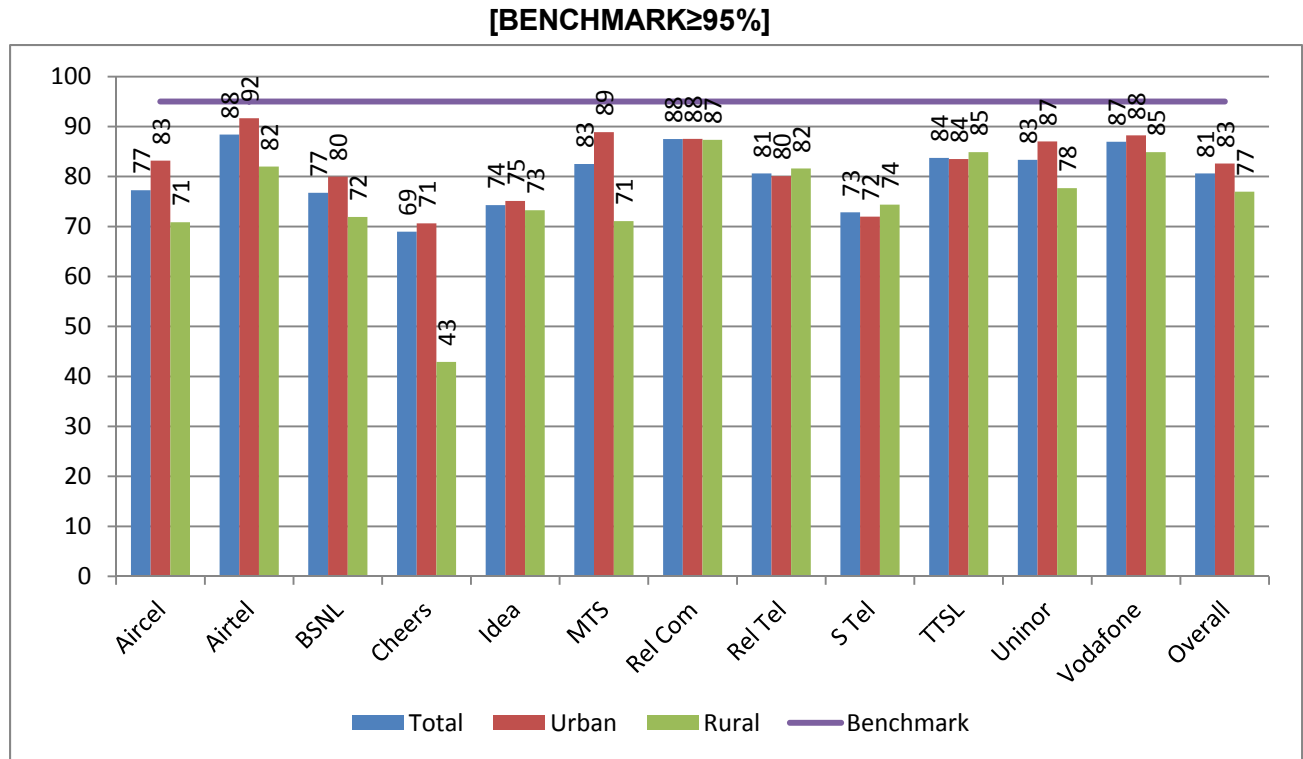
6B.1.3.2 The following table shows the percentage of customers satisfied with the sub- parameters of help services including customer grievance redressal.

Service Providers		% customers				Base
		Ease of access of call centre/customer care or helpline	Response time taken to answer your calls by the customer care executive	Problem solving ability of the customer care executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
Aircel	Total	42.0	41.2	38.1	38.2	131
	Urban	49.3	47.8	42.0	44.9	69
	Rural	33.8	33.9	33.9	30.6	62
Airtel	Total	59.6	51.0	51.1	53.2	47
	Urban	70.0	66.6	63.3	66.7	30
	Rural	41.2	23.5	29.4	29.4	17
BSNL	Total	32.7	34.5	29.5	31.1	61
	Urban	46.4	46.5	39.2	39.3	28
	Rural	21.2	24.3	21.2	24.2	33
Cheers	Total	71.5	60.7	57.1	67.8	28
	Urban	73.0	61.5	57.7	69.2	26
	Rural	50.0	50.0	50.0	50.0	2
Idea	Total	40.9	39.8	36.3	38.6	88
	Urban	37.8	37.8	33.3	35.6	45
	Rural	44.2	41.9	39.5	41.9	43
MTS	Total	41.3	46.3	37.6	35.1	80
	Urban	60.0	64.4	48.9	46.7	45
	Rural	17.1	22.9	22.8	20.0	35
Rel.com	Total	53.4	55.0	48.3	46.6	60
	Urban	53.5	53.5	44.2	41.9	43
	Rural	53.0	58.8	58.9	58.8	17
Rel Tel	Total	50.5	51.5	50.5	53.6	97
	Urban	57.6	53.1	53.1	57.6	66
	Rural	35.5	48.4	45.2	45.1	31
S. Tel	Total	46.1	46.9	47.8	49.6	115
	Urban	56.7	56.7	58.2	61.2	67
	Rural	31.3	33.3	33.3	33.3	48
TTSL	Total	53.7	57.4	55.6	57.4	54
	Urban	53.8	51.3	48.7	51.3	39
	Rural	53.3	73.3	73.3	73.3	15
Uninor	Total	40.7	44.1	47.5	45.8	59
	Urban	50.0	52.9	55.8	55.8	34
	Rural	28.0	32.0	36.0	32.0	25
Vodafone	Total	50.0	60.0	57.5	60.0	40
	Urban	57.7	65.4	61.5	65.3	26
	Rural	35.7	50.0	50.0	50.0	14
Total	Total	46.4	47.2	44.6	45.8	860
	Urban	54.6	53.8	49.8	52.2	518
	Rural	33.9	37.2	36.8	36.3	342

- All the service providers performed very poorly on all the sub-parameters of the billing performance.
- Performance in the rural areas was very poor as compared to the urban areas.

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

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



- None of the service providers met the benchmark laid down by TRAI.
- Airtel, Rel Com and Vodafone performed better than other service providers.
- Cheers was the worst performer.

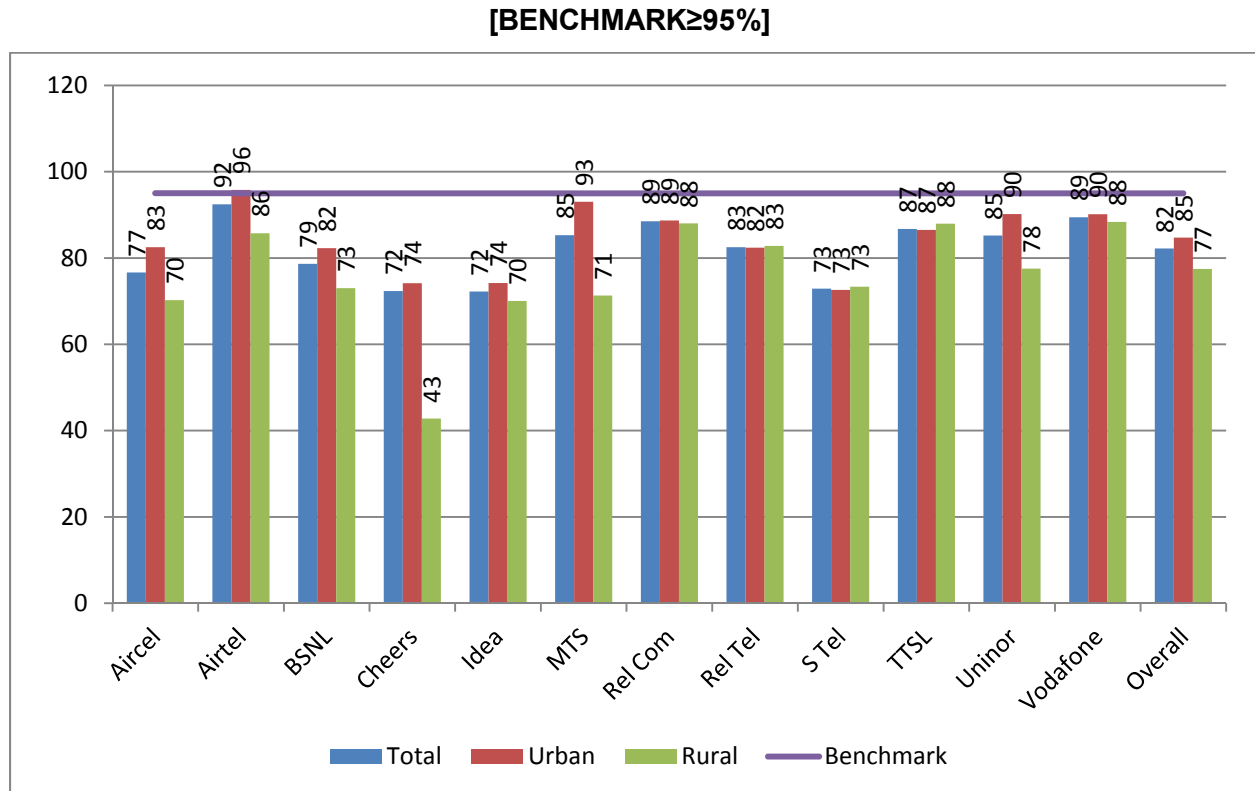
6B.1.4.2 The following table shows the percentage of customers satisfied with the sub- parameters of network performance, reliability & availability.

Service Providers		% customers			
		Availability of signal of your service provider in your locality	Ability to make/receive calls easily	Voice quality	Base
Aircel	Total	77.1	78.3	76.4	398
	Urban	84.6	84.6	80.3	208
	Rural	68.9	71.6	72.1	190
Airtel	Total	92.0	92.4	80.8	396
	Urban	95.5	95.8	83.7	263
	Rural	85.0	85.8	75.2	133
BSNL	Total	77.9	78.6	73.7	411
	Urban	81.3	82.1	76.5	246
	Rural	72.7	73.3	69.7	165
Cheers	Total	70.0	69.1	67.8	233
	Urban	71.7	70.8	69.4	219
	Rural	42.9	42.9	42.9	14
Idea	Total	72.2	72.1	78.5	409
	Urban	74.2	73.7	77.4	217
	Rural	69.8	70.3	79.7	192
MTS	Total	85.0	85.0	77.5	401
	Urban	92.6	92.6	81.4	258
	Rural	71.3	71.3	70.6	143
Rel.com	Total	88.4	88.7	85.4	431
	Urban	88.4	88.4	85.8	310
	Rural	88.4	89.3	84.3	121
Rel. Tel	Total	83.0	82.8	76.1	435
	Urban	82.0	83.1	75.1	290
	Rural	84.8	82.0	78.0	145
S. Tel	Total	73.2	73.1	72.2	404
	Urban	72.2	71.8	71.9	252
	Rural	75.0	75.0	73.1	152
TTSL	Total	85.0	84.7	81.5	412
	Urban	85.3	84.1	81.1	333
	Rural	83.6	87.4	83.6	79
Uninor	Total	84.0	85.3	80.7	388
	Urban	88.9	89.3	82.9	234
	Rural	76.6	79.2	77.2	154
Vodafone	Total	85.9	89.3	85.7	384
	Urban	87.3	89.7	87.7	243
	Rural	83.6	88.7	82.3	141
Total	Total	81.5	82.0	78.4	4702
	Urban	84.0	84.2	79.6	3073
	Rural	76.9	78.0	76.0	1629

- On all the sub-parameters related to the network performance, reliability and availability, performance of all the service providers in the rural areas was lower than urban areas.

6B.1.5 Customer Satisfaction with Maintainability

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



- On the whole, none of the service providers met the benchmark laid down by TRAI.
- Airtel was the best performer while Cheers and S Tel were the worst performers.

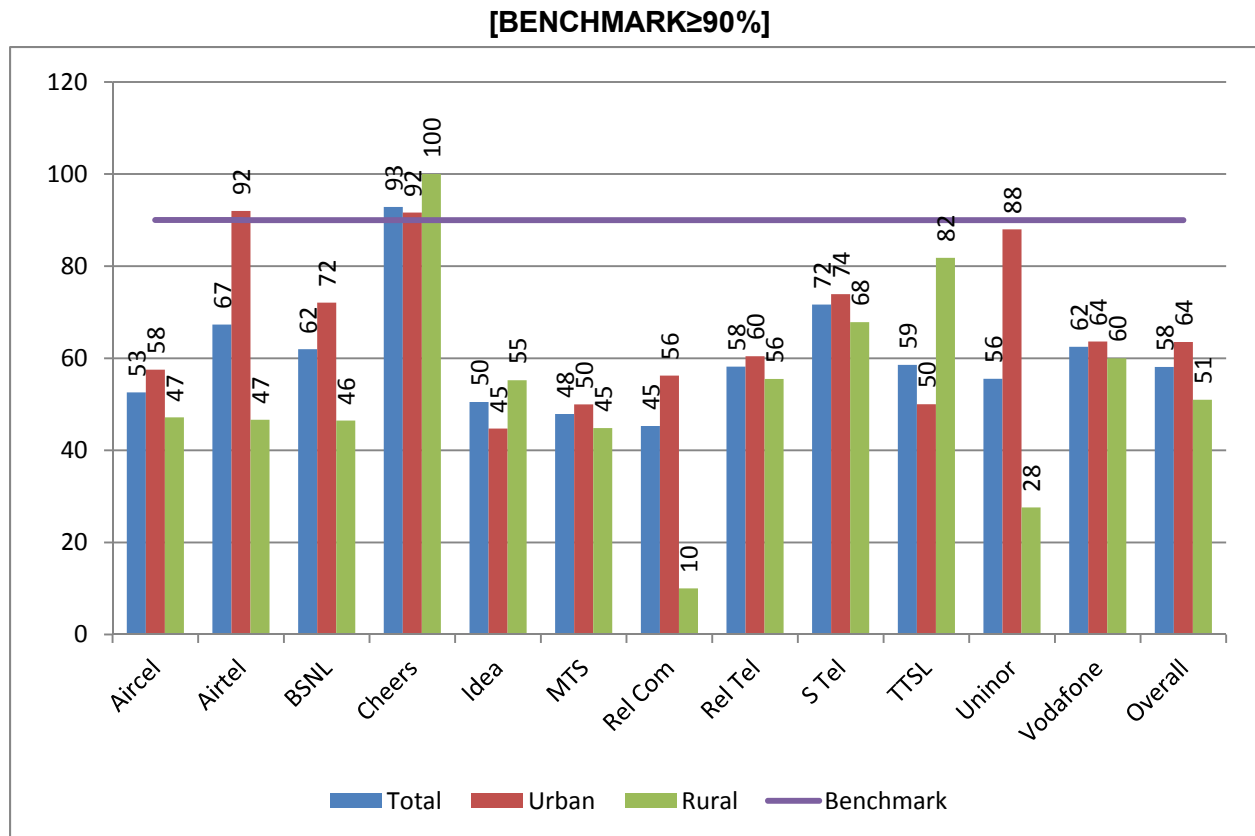
6B.1.5.2 The following table shows the percentage of customers satisfied with the sub- parameters of maintainability.

Service Providers		% postpaid customers		Base
		Availability of network (signal)	Restoration of network (signal) problem	
Aircel	Total	75.9	77.4	398
	Urban	82.3	82.7	208
	Rural	68.9	71.6	190
Airtel	Total	92.4	92.5	396
	Urban	95.8	95.8	263
	Rural	85.7	85.8	133
BSNL	Total	78.4	78.9	411
	Urban	81.7	82.9	246
	Rural	73.3	72.7	165
Cheers	Total	72.1	72.6	233
	Urban	73.9	74.4	219
	Rural	42.8	42.8	14
Idea	Total	72.1	72.4	409
	Urban	74.2	74.2	217
	Rural	69.8	70.3	192
MTS	Total	84.8	85.8	401
	Urban	93.0	93.1	258
	Rural	69.9	72.7	143
Rel.com	Total	88.4	88.6	431
	Urban	88.7	88.7	310
	Rural	87.6	88.5	121
Rel. Tel	Total	82.5	82.5	435
	Urban	82.7	82.1	290
	Rural	82.1	83.5	145
S. Tel	Total	72.8	73.0	404
	Urban	72.2	73.0	252
	Rural	73.7	73.0	152
TTSL	Total	86.9	86.6	412
	Urban	86.8	86.2	333
	Rural	87.3	88.6	79
Uninor	Total	85.3	85.1	388
	Urban	90.2	90.2	234
	Rural	77.9	77.2	154
Vodafone	Total	90.1	88.8	384
	Urban	90.6	89.7	243
	Rural	89.4	87.3	141
Total	Total	82.1	82.3	4702
	Urban	84.7	84.8	3073
	Rural	77.2	77.7	1629

- Airtel and Vodafone performed better than all other service providers.
- Performance in the rural areas was again poorer than the urban areas.

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.



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

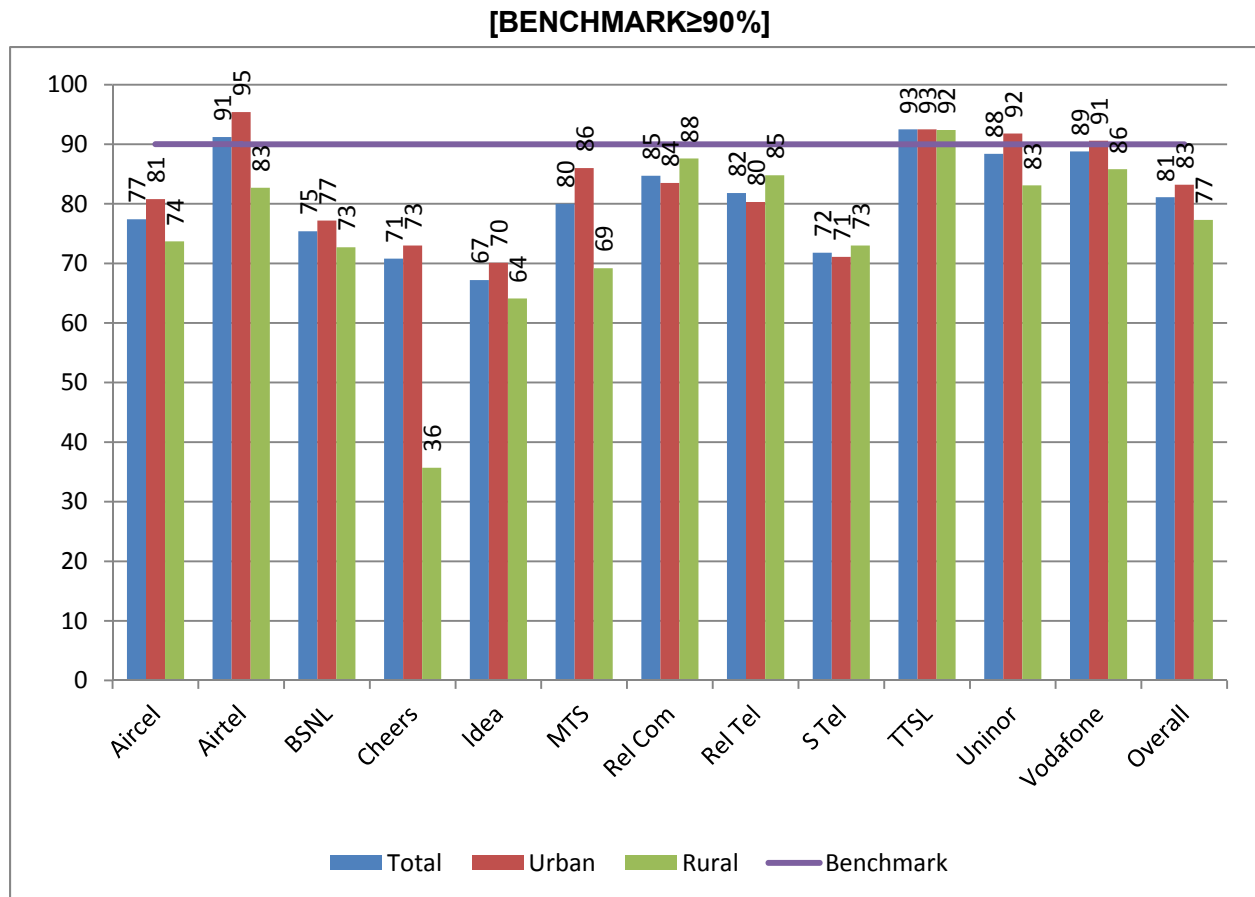
6B.1.6.2 The following table shows the satisfaction level of the customers with the sub-parameters of the supplementary and value added services.

Service Providers		% customers			Base
		Quality Of Supplementary Services	Process Of Activating VAS Or Unsubscribing	Resolution of complaints	
Aircel	Total	61.6	61.5	29.6	78
	Urban	67.5	70	30.3	40
	Rural	55.3	52.7	28.6	38
Airtel	Total	76.5	76.5	52.4	17
	Urban	100.0	100.0	71.4	9
	Rural	50.0	50.0	42.8	8
BSNL	Total	65.4	73.0	42.1	26
	Urban	70.0	80.0	33.3	20
	Rural	50.0	50.0	43.8	6
Cheers	Total	100.0	100.0	83.3	4
	Urban	100.0	100.0	83.3	3
	Rural	100.0	100.0	0.0	1
Idea	Total	58.6	58.6	40.5	29
	Urban	56.3	56.3	20	16
	Rural	61.5	61.5	50.1	13
MTS	Total	58.8	58.9	37.8	17
	Urban	66.6	66.6	37.5	9
	Rural	50.0	50.0	38.5	8
Rel.com	Total	42.9	42.9	46.5	7
	Urban	60.0	60.0	54.5	5
	Rural	0	0	16.7	2
Rel. Tel	Total	76.4	76.5	44.4	17
	Urban	87.5	87.5	44.4	8
	Rural	66.6	66.6	44.4	9
S. Tel	Total	79.0	79.0	63.9	19
	Urban	81.8	81.8	66.7	11
	Rural	75.0	75.0	58.3	8
TTSL	Total	63.6	54.6	57.9	11
	Urban	55.6	44.4	50	9
	Rural	100.0	100.0	71.4	2
Uninor	Total	64.3	64.3	46.1	14
	Urban	100.0	100.0	72.7	7
	Rural	28.6	28.6	26.7	7
Vodafone	Total	70.5	76.5	35.7	17
	Urban	66.7	75	44.4	12
	Rural	80.0	80.0	20.0	5
Total	Total	65.6	66.4	47.9	256
	Urban	71.8	73.9	50.7	149
	Rural	57.0	56.1	44.4	107

- Customers of all service providers were less satisfied on account of resolution of their complaints.

6B.1.7 Customers Satisfied with Overall Service Quality

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



- On the whole, Airtel and TTSL were able to meet the benchmark set by the TRAI.
- Idea was the worst performer.
- In rural areas, customers of Cheers were less satisfied on this parameter.

6B.2 Awareness of Grievance Redressal Mechanism & Experience among Cellular Mobile Service subscribers

6B.2.1 Awareness and Experience - Call Centre

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

Service Providers		% customers	Base
Aircel	Total	35.2	398
	Urban	37.5	208
	Rural	32.6	190
Airtel	Total	39.4	396
	Urban	43.0	263
	Rural	32.3	133
BSNL	Total	29.0	411
	Urban	38.6	246
	Rural	14.5	165
Cheers	Total	31.3	233
	Urban	32.9	219
	Rural	7.1	14
Idea	Total	35.9	409
	Urban	40.6	217
	Rural	30.7	192
MTS	Total	40.4	401
	Urban	58.5	258
	Rural	7.7	143
Rel.com	Total	34.6	431
	Urban	41.6	310
	Rural	16.5	121
Rel. Tel	Total	41.6	435
	Urban	47.6	290
	Rural	29.7	145
S. Tel	Total	26.2	404
	Urban	25.8	252
	Rural	27.0	152
TTSL	Total	34.2	412
	Urban	38.4	333
	Rural	16.5	79
Uninor	Total	33.5	388
	Urban	36.8	234
	Rural	28.6	154
Vodafone	Total	26.0	384
	Urban	29.2	243
	Rural	20.6	141
Total	Total	34.1	4702
	Urban	39.5	3073
	Rural	23.9	1629

- In total, only 34.1% of the cellular mobile customers were aware about the call centre number of their service provider to make complaints/ queries.
- On the overall, only 23.9% of the rural customers were aware of the call centre number of their service provider to make complaint/ query.

6B.2.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

Service Providers		% customers	Base
Aircel	Total	20.1	398
	Urban	18.3	208
	Rural	22.1	190
Airtel	Total	8.6	396
	Urban	7.2	263
	Rural	11.3	133
BSNL	Total	6.6	411
	Urban	8.5	246
	Rural	3.6	165
Cheers	Total	4.7	233
	Urban	5.0	219
	Rural	0.0	14
Idea	Total	14.7	409
	Urban	12.4	217
	Rural	17.2	192
MTS	Total	9.7	401
	Urban	11.6	258
	Rural	6.3	143
Rel.com	Total	9.5	431
	Urban	11.0	310
	Rural	5.8	121
Rel. Tel	Total	13.6	435
	Urban	14.1	290
	Rural	12.4	145
S. Tel	Total	15.1	404
	Urban	17.9	252
	Rural	10.5	152
TTSL	Total	4.4	412
	Urban	5.1	333
	Rural	1.3	79
Uninor	Total	9.0	388
	Urban	8.5	234
	Rural	9.7	154
Vodafone	Total	8.3	384
	Urban	7.0	243
	Rural	10.6	141
Total	Total	10.6	4702
	Urban	10.4	3073
	Rural	10.9	1629

- In all, only 10.6% of the cellular mobile customers claimed that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.

6B.2.1.3 The following table shows the percentage of customers, who had received or did not receive the 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	25.0	42.5	15.0	2.5	15.0	80
	Urban	31.6	23.7	7.9	5.3	31.6	38
	Rural	19.0	59.5	21.4	0.0	0.0	42
Airtel	Total	41.2	17.6	14.7	11.8	14.7	34
	Urban	31.6	15.8	21.1	10.5	21.1	19
	Rural	53.3	20.0	6.7	13.3	6.7	15
BSNL	Total	14.8	18.5	18.5	7.4	40.7	27
	Urban	19.0	0.0	19.0	9.5	52.4	21
	Rural	0.0	83.3	16.7	0.0	0.0	6
Cheers	Total	54.5	27.3	0.0	0.0	18.2	11
	Urban	54.5	27.3	0.0	0.0	18.2	11
	Rural	0.0	0.0	0.0	0.0	0.0	0
Idea	Total	45.0	16.7	13.3	20.0	5.0	60
	Urban	33.3	18.5	7.4	29.6	11.1	27
	Rural	54.5	15.2	18.2	12.1	0.0	33
MTS	Total	46.2	25.6	2.6	2.6	23.1	39
	Urban	43.3	23.3	0.0	3.3	30.0	30
	Rural	55.6	33.3	11.1	0.0	0.0	9
Rel.com	Total	36.6	34.1	7.3	7.3	14.6	41
	Urban	41.2	29.4	8.8	5.9	14.7	34
	Rural	14.3	57.1	0.0	14.3	14.3	7
Rel. Tel	Total	45.8	27.1	8.5	10.2	8.5	59
	Urban	51.2	24.4	4.9	9.8	9.8	41
	Rural	33.3	33.3	16.7	11.1	5.6	18
S. Tel	Total	44.3	31.1	4.9	1.6	18.0	61
	Urban	46.7	31.1	2.2	2.2	17.8	45
	Rural	37.5	31.3	12.5	0.0	18.8	16
TTSL	Total	22.2	33.3	22.2	11.1	11.1	18
	Urban	17.6	35.3	23.5	11.8	11.8	17
	Rural	100.0	0.0	0.0	0.0	0.0	1
Uninor	Total	25.7	31.4	14.3	8.6	20.0	35
	Urban	30.0	20.0	20	10.0	20.0	20
	Rural	20.0	46.7	6.7	6.7	20.0	15
Vodafone	Total	28.1	25.0	6.3	18.8	21.9	32
	Urban	35.3	17.6	11.8	11.8	23.5	17
	Rural	20.0	33.3	0.0	26.7	20	15
Total	Total	36.2	28.6	10.7	8.5	16.1	497
	Urban	37.8	23.1	9.1	8.8	21.3	320
	Rural	33.3	38.4	13.6	7.9	6.8	177

On an overall basis:

- 36.2% of the cellular mobile customers, who had complained, said that they had received a docket number for their complaints.
- 28.6% of the cellular mobile customers, who had complained said, that they did not receive the docket numbers for most of their complaints.
- 10.7% of the cellular mobile customers, who had complained said, that had they received the docket numbers for their complaints on request.
- 8.5% of the cellular mobile customers, who had complained, said that they did not receive docket the numbers for their complaints even on request.
- 16.1% of the customers, who had complained, said that the call centre refused to register their complaints.

6B.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaint by call centre.

Service Providers		% customers	Base
Aircel	Total	71.3	80
	Urban	57.9	38
	Rural	83.3	42
Airtel	Total	73.5	34
	Urban	73.7	19
	Rural	73.3	15
BSNL	Total	51.9	27
	Urban	38.1	21
	Rural	100.0	6
Cheers	Total	72.7	11
	Urban	72.7	11
	Rural	0.0	0
Idea	Total	53.3	60
	Urban	33.3	27
	Rural	69.7	33
MTS	Total	53.8	39
	Urban	40.0	30
	Rural	100.0	9
Rel.com	Total	56.1	41
	Urban	50.0	34
	Rural	85.7	7
Rel. Tel	Total	62.7	59
	Urban	61.0	41
	Rural	66.7	18
S. Tel	Total	72.1	61
	Urban	71.1	45
	Rural	75.0	16
TTSL	Total	50.0	18
	Urban	47.1	17
	Rural	100.0	1
Uninor	Total	62.9	35
	Urban	60.0	20
	Rural	66.7	15
Vodafone	Total	40.6	32
	Urban	41.2	17
	Rural	40.0	15
Total	Total	61.4	497
	Urban	54.4	320
	Rural	74.0	177

- On the whole, 61.4% of the cellular mobile customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.
- In total, a lower proportion of the urban customers (54.4%) were informed about the action taken by the call centre.

6B.2.1.5 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/customer care within four weeks.

Service Providers		% customers	Base
Aircel	Total	67.5	80
	Urban	50.0	38
	Rural	83.3	42
Airtel	Total	70.6	34
	Urban	68.4	19
	Rural	73.3	15
BSNL	Total	48.1	27
	Urban	33.3	21
	Rural	100.0	6
Cheers	Total	72.7	11
	Urban	72.7	11
	Rural	0.0	0
Idea	Total	51.7	60
	Urban	33.3	27
	Rural	66.7	33
MTS	Total	51.3	39
	Urban	36.7	30
	Rural	100.0	9
Rel.com	Total	56.1	41
	Urban	50.0	34
	Rural	85.7	7
Rel. Tel	Total	74.6	59
	Urban	68.3	41
	Rural	88.9	18
S. Tel	Total	72.1	61
	Urban	71.1	45
	Rural	75.0	16
TTSL	Total	44.4	18
	Urban	41.2	17
	Rural	100.0	1
Uninor	Total	54.3	35
	Urban	55.0	20
	Rural	53.3	15
Vodafone	Total	40.6	32
	Urban	41.2	17
	Rural	40.0	15
Total	Total	60.6	497
	Urban	52.8	320
	Rural	74.6	177

- On the overall, 60.6% of the cellular mobile customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.

6B.3.1 Awareness and Experience - Nodal Officer

6B.3.1.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Providers		% customers	Base
Aircel	Total	0.8	398
	Urban	0.5	208
	Rural	1.1	190
Airtel	Total	0.0	396
	Urban	0.0	263
	Rural	0.0	133
BSNL	Total	0.5	411
	Urban	0.0	246
	Rural	1.2	165
Cheers	Total	0.0	233
	Urban	0.0	219
	Rural	0.0	14
Idea	Total	0.2	409
	Urban	0.5	217
	Rural	0.0	192
MTS	Total	1.2	401
	Urban	1.2	258
	Rural	1.4	143
Rel.com	Total	0.5	431
	Urban	0.3	310
	Rural	0.8	121
Rel. Tel	Total	0.9	435
	Urban	0.0	290
	Rural	0.7	145
S. Tel	Total	0.2	404
	Urban	0.0	252
	Rural	0.7	152
TTSL	Total	0.7	412
	Urban	0.3	333
	Rural	2.5	79
Uninor	Total	0.3	388
	Urban	0.0	234
	Rural	0.6	154
Vodafone	Total	0.3	384
	Urban	0.0	243
	Rural	0.7	141
Total	Total	0.5	4702
	Urban	0.3	3073
	Rural	0.8	1629

- On the whole, 0.5% of the cellular mobile customers were aware of the contact details of the nodal officer.
- None of the customers made any calls to the nodal officer.

6B.4.1 Awareness and Experiences - Appellate Authority

6B.4.1.1 The following table shows the percentage of customers who were aware about the contact details of the appellate authority.

Service Providers		% customers	Base
Aircel	Total	0.8	398
	Urban	0.5	208
	Rural	1.1	190
Airtel	Total	0.0	396
	Urban	0.0	263
	Rural	0.0	133
BSNL	Total	0.5	411
	Urban	0.0	246
	Rural	1.2	165
Cheers	Total	0.0	233
	Urban	0.0	219
	Rural	0.0	14
Idea	Total	0.2	409
	Urban	0.5	217
	Rural	0.0	192
MTS	Total	1.2	401
	Urban	1.2	258
	Rural	1.4	143
Rel.com	Total	0.5	431
	Urban	0.3	310
	Rural	0.8	121
Rel. Tel	Total	0.9	435
	Urban	0.0	290
	Rural	0.7	145
S. Tel	Total	0.2	404
	Urban	0.0	252
	Rural	0.7	152
TTSL	Total	0.7	412
	Urban	0.3	333
	Rural	2.5	79
Uninor	Total	0.3	388
	Urban	0.0	234
	Rural	0.6	154
Vodafone	Total	0.3	384
	Urban	0.0	243
	Rural	0.7	141
Total	Total	0.5	4702
	Urban	0.3	3073
	Rural	0.8	1629

- Out of 4702 customers, only 23 customers knew about the appellate authority.

6B.5.1 General Information

6B.5.1.1 The following table shows the percentage of prepaid customers, who were aware that a prepaid customer can get item-wise usage charge details, on request.

Service Providers		% customers	Base
Aircel	Total	12.5	367
	Urban	7.6	184
	Rural	17.5	183
Airtel	Total	7.5	372
	Urban	6.7	239
	Rural	9.0	133
BSNL	Total	8.1	333
	Urban	7.5	201
	Rural	9.1	132
Cheers	Total	6.9	231
	Urban	7.4	217
	Rural	0.0	14
Idea	Total	3.9	362
	Urban	0.5	187
	Rural	7.4	175
MTS	Total	10.3	389
	Urban	8.6	256
	Rural	13.5	133
Rel.com	Total	4.9	386
	Urban	3.8	286
	Rural	8.0	100
Rel. Tel	Total	9.1	419
	Urban	6.5	277
	Rural	14.1	142
S. Tel	Total	5.1	392
	Urban	3.2	249
	Rural	8.4	143
TTSL	Total	3.8	395
	Urban	3.0	328
	Rural	7.5	67
Uninor	Total	4.2	380
	Urban	2.6	231
	Rural	6.7	149
Vodafone	Total	3.2	370
	Urban	2.1	236
	Rural	5.2	134
Total	Total	6.6	4396
	Urban	4.9	2891
	Rural	9.9	1505

- In total, 6.6% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request.
- Higher proportions (9.9%) of the customers were aware of this fact in the rural areas.

6B.5.1.2 The following table shows the percentage of customers, who were denied item-wise usage charge details for their pre-paid connection.

Service Providers		% customers	Base
Aircel	Total	69.6	46
	Urban	42.9	14
	Rural	81.3	32
Airtel	Total	57.1	28
	Urban	25.0	16
	Rural	100.0	12
BSNL	Total	51.9	27
	Urban	26.7	15
	Rural	83.3	12
Cheers	Total	0.0	16
	Urban	0.0	16
	Rural	0.0	0
Idea	Total	100.0	14
	Urban	100.0	1
	Rural	100.0	13
MTS	Total	70.0	40
	Urban	45.5	22
	Rural	100.0	18
Rel.comm.	Total	57.9	19
	Urban	36.4	11
	Rural	87.5	8
Rel. Tel.	Total	71.1	38
	Urban	44.4	18
	Rural	95.0	20
S. Tel.	Total	90.0	20
	Urban	75.0	8
	Rural	100.0	12
TTSL	Total	93.3	15
	Urban	90.0	10
	Rural	100.0	5
Uninor	Total	81.3	16
	Urban	66.7	6
	Rural	90.0	10
Vodafone	Total	75.0	12
	Urban	80.0	5
	Rural	71.4	7
Total	Total	67.4	291
	Urban	42.3	142
	Rural	91.3	149

- On the whole, 67.4% of the customers said that they were denied item-wise usage charge details for their pre-paid cellular mobile connection.

6B.5.1.3 The following table shows the percentage of customers, who cited different reason(s) for their request for item-wise details being denied.

Service Providers		% customers			Base
		No reason given	Technical problem	Others	
Aircel	Total	84.4	15.6	0.0	32
	Urban	83.3	16.7	0.0	6
	Rural	84.6	15.4	0.0	26
Airtel	Total	100.0	0.0	0.0	16
	Urban	100.0	0.0	0.0	4
	Rural	100.0	0.0	0.0	12
BSNL	Total	85.7	14.3	0.0	14
	Urban	100.0	0.0	0.0	4
	Rural	80.0	20	0.0	10
Cheers	Total	0.0	0.0	0.0	0
	Urban	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	0
Idea	Total	85.7	14.2	0.0	14
	Urban	100.0	0.0	0.0	1
	Rural	84.6	14.2	0.0	13
MTS	Total	79.0	21.0	0.0	29
	Urban	73.0	27.0	0.0	11
	Rural	83.3	16.7	0.0	18
Rel.com	Total	81.8	18.2	0.0	11
	Urban	100.0	0.0	0.0	4
	Rural	71.4	28.6	0.0	7
Rel. Tel	Total	88.9	7.4	3.7	27
	Urban	87.5	12.5	0.0	8
	Rural	89.5	5.3	5.3	19
S. Tel	Total	77.8	22.2	0.0	18
	Urban	66.7	33.3	0.0	6
	Rural	83.3	16.7	0.0	12
TTSL	Total	57.1	35.7	7.1	14
	Urban	44.4	44.4	11.1	9
	Rural	80.0	20.0	0.0	5
Uninor	Total	84.6	15.4	0.0	13
	Urban	100.0	0.0	0.0	4
	Rural	77.8	22.2	0.0	9
Vodafone	Total	100.0	0.0	0.0	9
	Urban	100.0	0.0	0.0	4
	Rural	100.0	0.0	0.0	5
Total	Total	84.7	15.8	1.0	196
	Urban	81.7	18.3	1.7	136
	Rural	86.0	14.7	0.7	60

- On the overall, 84.7% of the customers said that “no reason” was given while 15.8% of the prepaid customers said that “technical reason” was given for denying their requests.

6B.5.1.4 The following table shows the percentage of customers who claimed to have got the “Manual of Practice” containing the terms & conditions of service, the toll free number of the call centre and the contact details of the nodal officer & the appellate authority for complaint redressal while subscribing to the new mobile telephone connection.

Service Providers		% customers	Base
Aircel	Total	31.4	398
	Urban	35.1	208
	Rural	27.4	190
Airtel	Total	32.3	396
	Urban	32.7	263
	Rural	31.6	133
BSNL	Total	20.0	411
	Urban	28.0	246
	Rural	7.9	165
Cheers	Total	22.7	233
	Urban	20.1	219
	Rural	64.3	14
Idea	Total	31.1	409
	Urban	27.6	217
	Rural	34.9	192
MTS	Total	39.9	401
	Urban	55.4	258
	Rural	11.9	143
Rel.com	Total	33.2	431
	Urban	40.6	310
	Rural	14.0	121
Rel. Tel	Total	20.7	435
	Urban	22.1	290
	Rural	17.9	145
S. Tel	Total	24.8	404
	Urban	28.6	252
	Rural	18.4	152
TTSL	Total	28.4	412
	Urban	31.8	333
	Rural	13.9	79
Uninor	Total	33.0	388
	Urban	32.9	234
	Rural	33.1	154
Vodafone	Total	13.3	384
	Urban	13.2	243
	Rural	13.5	141
Total	Total	27.7	4702
	Urban	31.0	3073
	Rural	21.6	1629

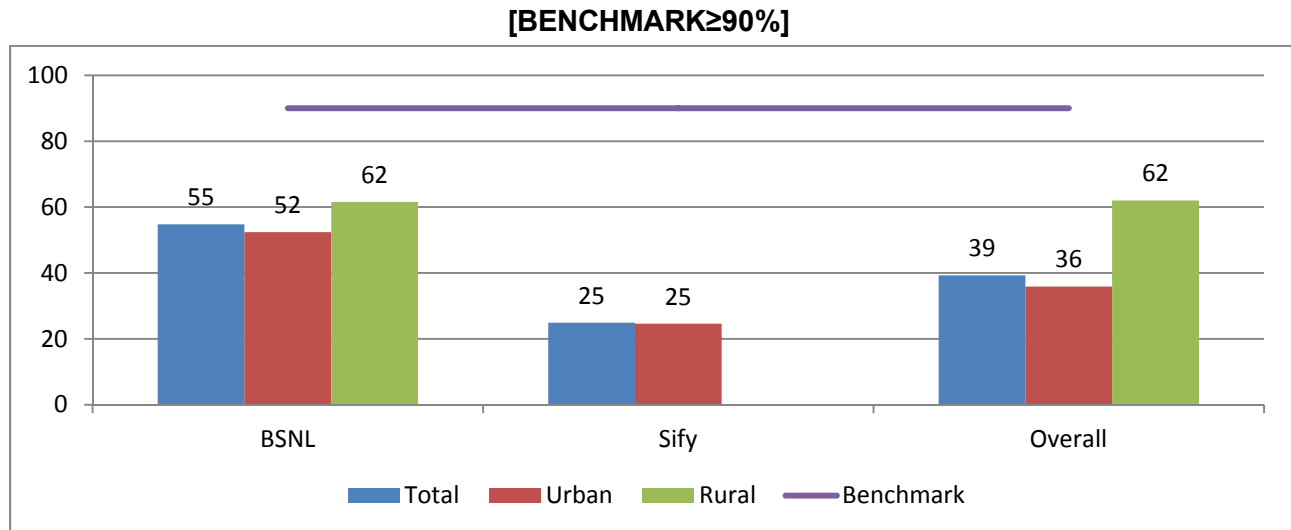
- On an overall basis, only 27.7% of the customers claimed to have got the manual of practice.
- Only 21.6% of the rural customers got the manual of practice.

6C.1 Broadband Service

The survey in Bihar circle was done among the customers of 2 broadband service providers i.e. BSNL and Sify.

6C.1.1 Customer Satisfaction with Provision of Service

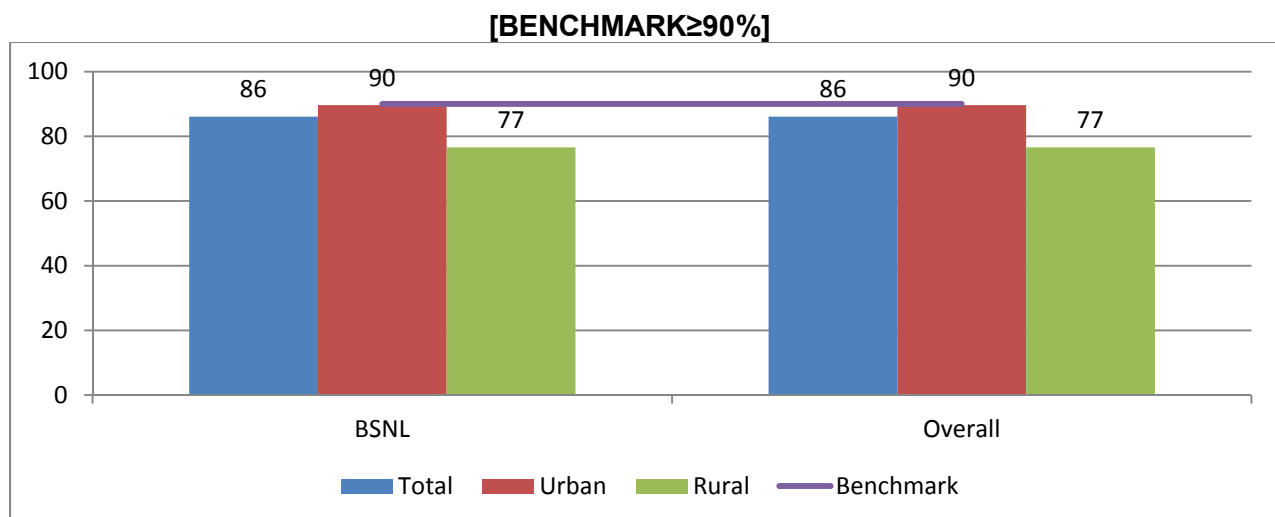
6C.1.1.1 The following graph shows the percentage of satisfied customers with respect to provision of service.



- None of the service providers met the benchmark laid down by TRAI.
- Sify's performance was very low as only 25% of its customers were satisfied with the provision of service.

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

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



- On an overall basis, BSNL did not meet the benchmark laid down by TRAI.

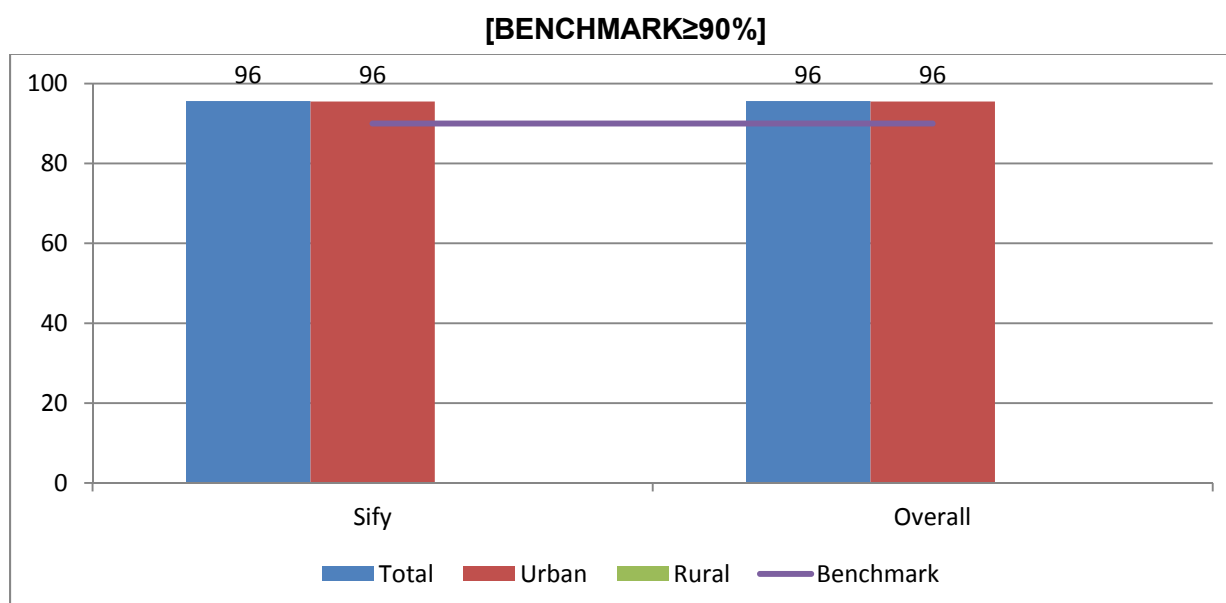
6C.1.2a.2 The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Service Providers		% postpaid customers				Base
		Timely delivery of bills	Accuracy of the bills	Processing of resolution of the billing complaints	Clarity of bills in terms of transparency and understandability	
BSNL	Total	82.8	90.05	67.1	89.5	372
	Urban	89.0	93.41	58.8	92.3	273
	Rural	65.7	80.81	82.1	81.8	99
Sify	Total	0.0	0.0	0.0	0.0	0
	Urban	0.0	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	0.0	0
Total	Total	82.8	90.05	67.1	89.5	372
	Urban	89.0	93.41	58.8	92.3	273
	Rural	65.7	80.81	82.1	81.8	99

- In total, majority of the postpaid customers were not satisfied with the process of resolution of their billing complaints.
- In rural areas, timely delivery of bills was also a concern.

6C.1.2b Customer Satisfaction with Billing Performance - Prepaid

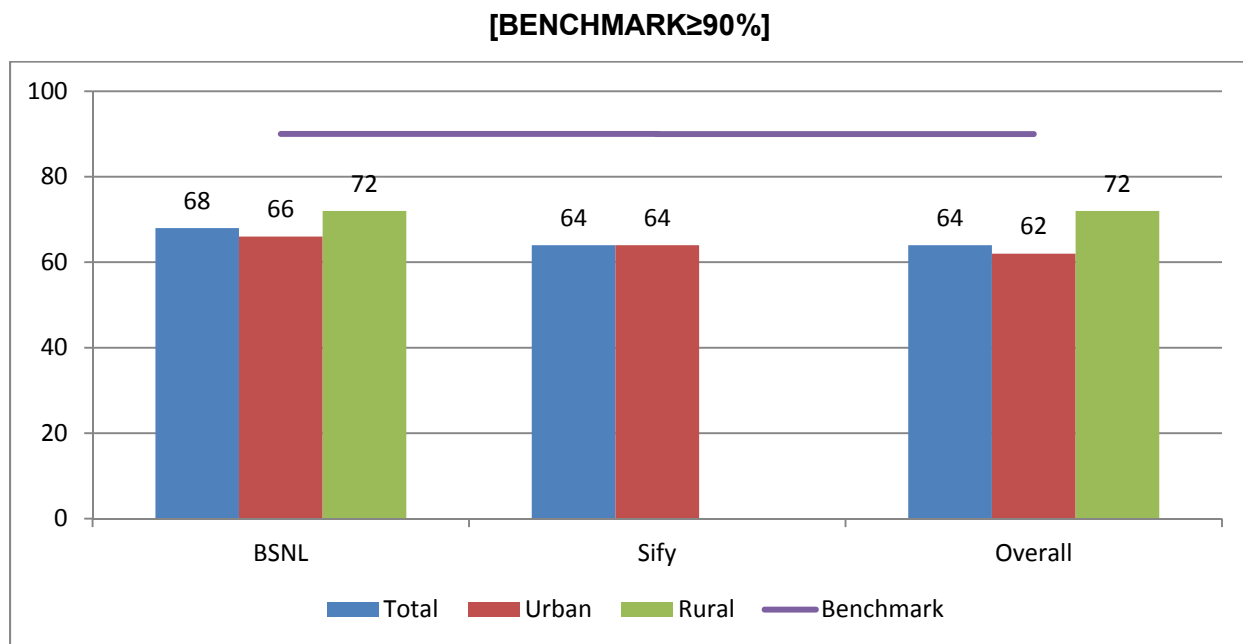
6C.1.2b.1 The following graph shows the percentage of prepaid customers satisfied with billing performance.



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

6C.1.3 Customer Satisfaction with Help Services

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



- None of the service providers were able to meet the benchmark laid down by TRAI.
- In case of BSNL, a higher proportion of customers were satisfied with the help services in the rural areas.

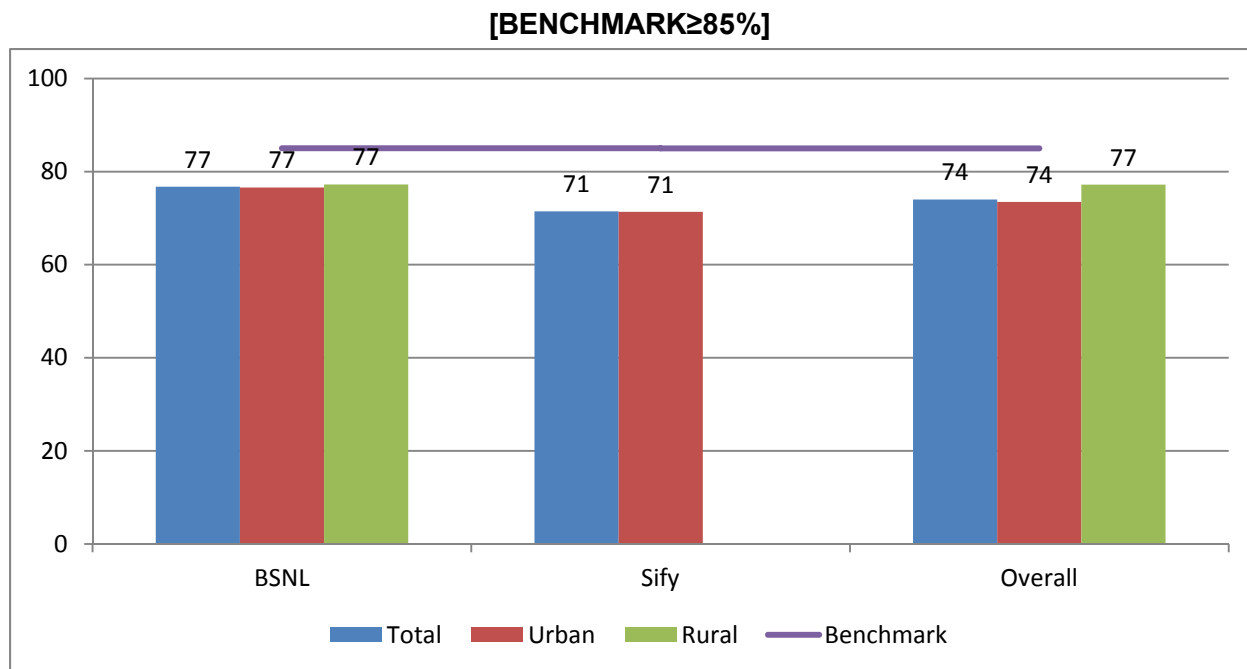
6C.1.3.2 The following table shows the percentage of customers satisfied with the sub-parameters of help services.

Service Providers		% customers					Base
		Ease of access of call centre/customer care or helpline	Ease of getting an option for "talking to a customer care executive"	Response time taken by customer executive to answer customer calls	Problem solving ability of customer executive(s)	Time taken by call centre/customer care or helpline to resolve your complaints	
BSNL	Total	70.8	72.3	68.4	63.8	63.1	130
	Urban	70.7	67.7	67.7	64.6	60.6	99
	Rural	71.0	87.1	71.0	61.3	71.0	31
Sify	Total	76.3	74.6	69.5	71.2	30.5	59
	Urban	76.3	74.6	69.5	71.2	30.5	59
	Rural	0.0	0.0	0.0	0.0	0.0	0
Total	Total	72.5	73.0	68.8	52.9	51.3	189
	Urban	72.8	70.3	68.4	49.4	47.5	158
	Rural	71.0	87.1	71.0	71.0	71.0	31

- On the overall, customers were less satisfied on account of problem solving ability and time taken by the customer care executive.

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.



- None of the service providers were able to meet the benchmark laid down by TRAI.
- Performance of BSNL was better than Sify on this parameter

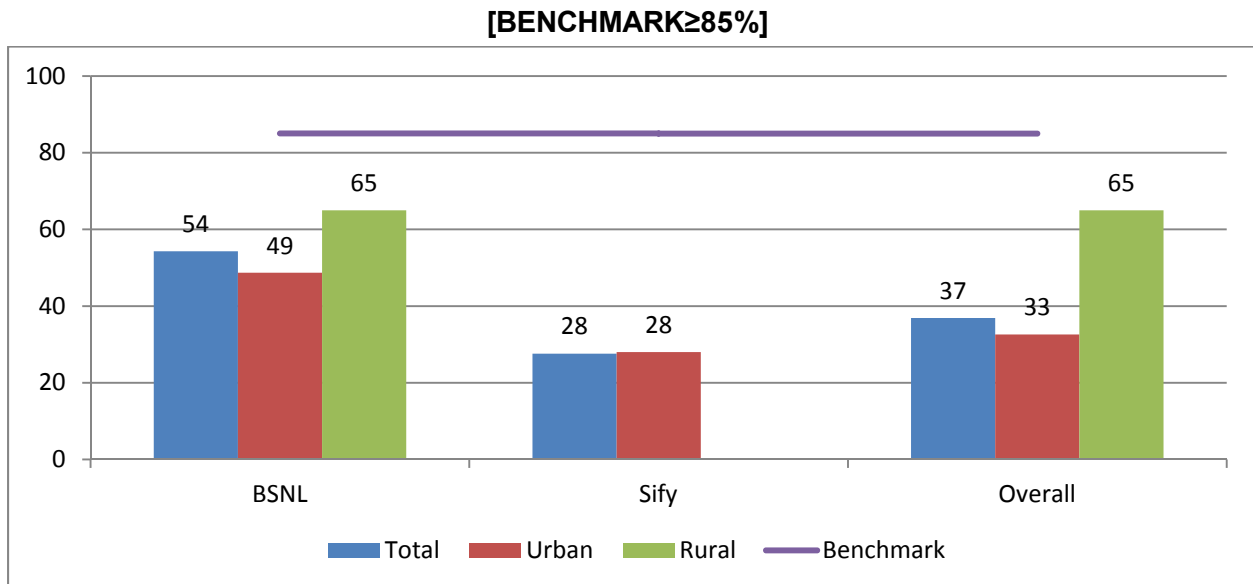
6C.1.4.2 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Service Providers		% customers		Base
		Speed of broadband connection	Amount of time for which the service is up and working	
BSNL	Total	75.0	78.5	372
	Urban	75.5	77.7	273
	Rural	73.7	80.8	99
Sify	Total	71.2	71.7	402
	Urban	71.2	71.7	402
	Rural	0.0	0.0	0
Total	Total	73.0	74.9	774
	Urban	72.9	74.1	675
	Rural	73.7	80.8	99

- Customers of Sify were less satisfied with the speed of broadband connection and also with the time for which the service is up and working.

6C.1.5 Customer Satisfaction with Maintainability

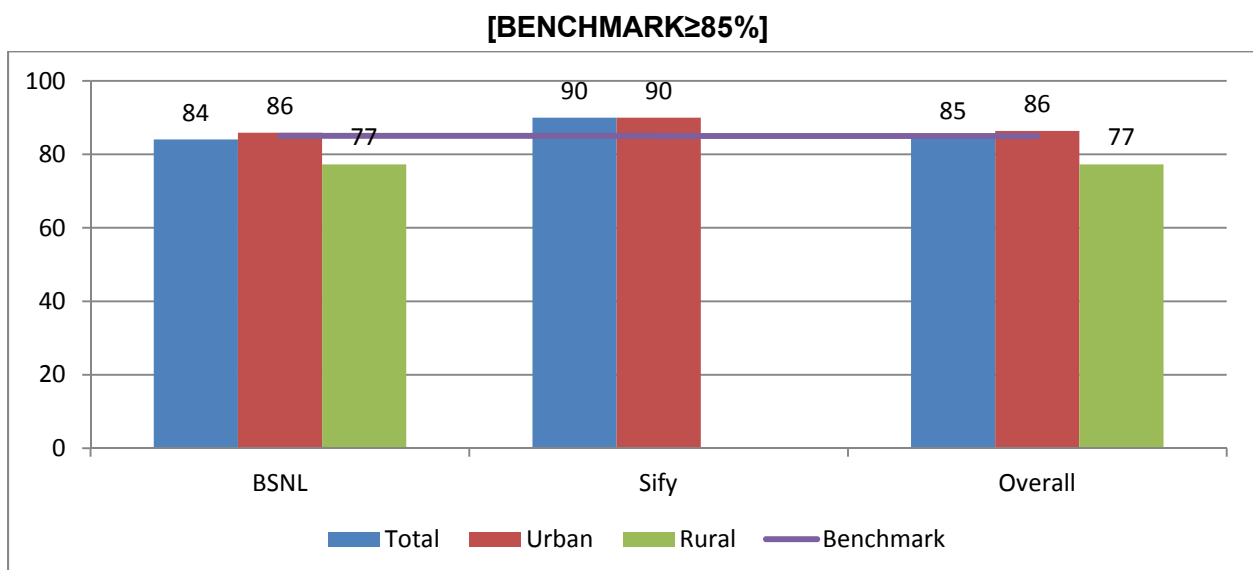
6C.1.5.1 The following graph shows the percentage of customers satisfied with Maintainability.



- None of the service providers met the benchmark laid down by TRAI.
- BSNL (54 %) had a higher percentage of satisfied customers than Sify (28%).
- Performance of BSNL in rural areas (65%) was better than in the urban areas (49%)

6C.1.6 Customer Satisfaction with Supplementary Services

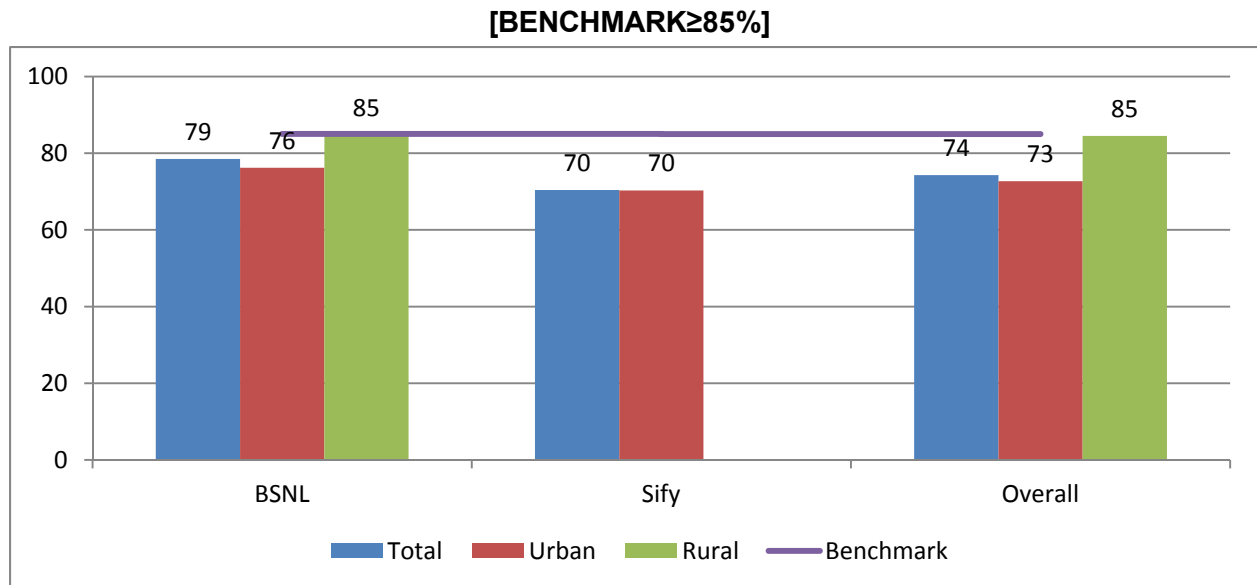
6C.1.6.1 The following graph shows the percentage of customers satisfied with supplementary services.



- Sify was able to meet the benchmark laid down by TRAI.
- In case of BSNL, urban customers were more satisfied as compared to the rural customers.

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.



- On an overall basis, none of the service providers were able to meet the benchmark laid down by TRAI.
- BSNL had slightly higher percentage of satisfied customers than Sify.
- In case of BSNL, higher proportions of rural customers were satisfied with the overall service quality than the urban customers.

6C.2 Awareness of Grievance Redressal Mechanism and Experience among Broadband Service customers

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 call centre number of their service provider to make complaints/ queries.

Service Providers		% customers	Base
BSNL	Total	66.7	372
	Urban	75.5	273
	Rural	42.4	99
Sify	Total	50.5	402
	Urban	50.5	402
	Rural	0.0	0
Total	Total	58.3	774
	Urban	60.6	675
	Rural	42.4	99

- On the whole, 58.3% of the broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider to make complaints/ queries.
- Only 42.4% of the rural customers were aware of the call centre number of their service provider to make complaints/ queries.

6C.2.1.2 The following table shows the percentage of customers, who had complained in the last 6 months to the toll free call centre/customer care/help-line telephone number.

Service Providers		% customers	Base
BSNL	Total	27.4	372
	Urban	28.6	273
	Rural	24.2	99
Sify	Total	11.7	402
	Urban	11.7	402
	Rural	0.0	0
Total	Total	19.3	774
	Urban	18.5	675
	Rural	24.2	99

- Out of the total, only 19.3% of the broadband customers said that they had complained in the last 6 months to the toll free call centre/ customer care/ help-line telephone number.
- Higher proportion of BSNL customers had complained.

6C.2.1.3 The following table shows the percentage of customers, who had received or had not received the docket number for their complaints.

Service Providers		% customers					Base
		Who received the docket no. for their complaints	Who had not received the docket no. for their complaints	Who had received the docket no. on request	Who had not received the docket no. even on request	Refused to register the complaints	
BSNL	Total	29.4	24.5	22.5	15.7	7.8	102
	Urban	30.8	26.9	23.1	9.0	10.3	78
	Rural	25.0	16.7	20.8	37.5	0.0	24
Sify	Total	70.2	6.4	2.1	2.1	19.1	47
	Urban	70.2	6.4	2.1	2.1	19.1	47
	Rural	0.0	0.0	0.0	0.0	0.0	0
Total	Total	42.3	18.8	16.1	11.4	11.4	149
	Urban	45.6	19.2	15.2	6.4	13.6	125
	Rural	25.0	16.7	20.8	37.5	0.0	24

On an overall basis:

- 42.3% of the broadband customers, who had complained, claimed that they had received a docket number for their complaints.
- 18.8% of the broadband customers, who had complained, said that they did not receive the docket numbers for their complaints. The incidence was higher among BSNL customers.
- 16.1% of the broadband customers, who had complained, said that they had received docket numbers on request.
- 11.4% of the broadband customers, who had complained, said that they did not receive the docket numbers even on request.
- 11.4% of the broadband customers, who had complained, said that their complaints were refused to be registered.

6C.2.1.4 The following table shows the percentage of customers, who were informed about the action taken on their complaints by the call centre.

Service Providers		% customers	Base
BSNL	Total	52.9	102
	Urban	56.4	78
	Rural	41.7	24
Sify	Total	40.4	47
	Urban	40.4	47
	Rural	0.0	0
Total	Total	49.0	149
	Urban	50.4	125
	Rural	41.7	24

- On the whole, 49% of the broadband customers, who had complained, said that they were informed about the action taken on their complaint by the call centre.

6C.2.1.5 The following table shows the percentage of satisfied customers on account of complaint resolution.

Service Providers		% customers	Base
BSNL	Total	69.6	102
	Urban	71.8	78
	Rural	62.5	24
Sify	Total	59.6	47
	Urban	59.6	47
	Rural	0.0	0
Total	Total	66.4	149
	Urban	67.2	125
	Rural	62.5	24

- On the overall, 66.6% of the broadband customers, who had lodged complaints, said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- As a whole, the satisfaction was higher among BSNL customers than Sify's customers.

6C.2.1.6 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with the call centre.

Service Providers		Reasons for dissatisfaction with customer care					Others	Base
		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not able to understand the problem		
BSNL	Total	64.5	6.5	9.7	32.3	22.6	0.0	31
	Urban	81.8	9.1	4.5	13.6	4.5	0.0	22
	Rural	22.2	0.0	22.2	77.8	66.7	0.0	9
Sify	Total	94.7	5.3	5.3	5.3	5.3	0.0	19
	Urban	94.7	5.3	5.3	5.3	5.3	0.0	19
	Rural	0.0	0.0	0.0	0.0	0.0	0.0	0
Total	Total	76.0	6.0	8.0	22.0	16.0	0.0	50
	Urban	90.0	5.0	2.5	7.5	2.5	0.0	40
	Rural	20.0	10.0	30.0	80.0	70.0	0.0	10

- The main reason for dissatisfaction with the customer care was difficult to connect to the call centre executive.
- Time taken for redressal of complaints was also cited as a reason for dissatisfaction.

6C.2.1.7 The following table shows the percentage of customers, who got their billing complaints resolved satisfactorily by the call centre/customer care within four weeks after they had lodged their complaints.

Service providers		% customers	Base
BSNL	Total	49.4	89
	Urban	53.6	69
	Rural	35.0	20
Sify	Total	36.4	44
	Urban	36.4	44
	Rural	0.0	0
Total	Total	45.1	133
	Urban	46.9	113
	Rural	35.0	20

- In total, only 45.1% of the customers, who had made billing complaints, said that they were satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.
- Sify customers were less satisfied with the resolution of their billing complaints by the call centre/customer care within four weeks after they had lodged their complaints.

6C.3.1 Awareness and Experience - Nodal Officer

6C.3.1.1 The following table shows the percentage of customers, who were aware about the contact details of the nodal officer.

Service Providers		% customers	Base
BSNL	Total	25.0	372
	Urban	27.5	273
	Rural	18.2	99
Sify	Total	2.5	402
	Urban	2.5	402
	Rural	0.0	0
Total	Total	13.3	774
	Urban	12.6	675
	Rural	18.2	99

- On the overall, only 13.3% of the broadband customers said that they were aware of the contact details of the nodal officer.

6C.3.1.2 The following table shows the percentage of customers, who had complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care.

Service Providers		% customers	Base
BSNL	Total	47.3	93
	Urban	49.3	75
	Rural	38.9	18
Sify	Total	0.0	10
	Urban	0.0	10
	Rural	0.0	0
Total	Total	42.7	103
	Urban	43.5	85
	Rural	38.9	18

- On the whole, 42.7% of the customers, who were aware of the nodal officer, complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/ customer care.

6C.3.1.3The following table shows the percentage of customers, who were intimated by the nodal officer about the decision taken on their complaint.

Service Providers		% customers	Base
BSNL	Total	68.2	44
	Urban	73.0	37
	Rural	42.9	7
Sify	Total	0.0	0
	Urban	0.0	0
	Rural	0.0	0
Total	Total	68.2	44
	Urban	73.0	37
	Rural	42.9	7

- Out of the total, 68.2% of the customers were intimated by the nodal officer about the decision taken on their complaints.
- As a whole, only 42.9% of the rural customers were intimated by the nodal officer about the decision taken on their complaints.

6C.3.1.4 The following table shows the percentage of customers satisfied with the redressal of their complaints by the nodal officer.

Service Providers		% customers	Base
BSNL	Total	79.5	44
	Urban	81.1	37
	Rural	71.4	7
Sify	Total	0.0	0
	Urban	0.0	0
	Rural	0.0	0
Total	Total	79.5	44
	Urban	81.1	37
	Rural	71.4	7

- In total, 79.5% of the customers were satisfied with the redressal of their complaints by the nodal officer.

6C.3.1.5 The following table shows the percentage of customers, who cited different reasons for dissatisfaction with nodal officer.

Service Providers		Reasons for dissatisfaction with Nodal Officer					Others	Base
		Difficult to connect to Nodal officer	Nodal officer not polite/courteous	Nodal officer not equipped with adequate information	Time taken by nodal officer for redressal of complaints is too long	Nodal officer not able to understand the problem		
BSNL	Total	55.6	11.1	44.4	33.3	22.2	0.0	9
	Urban	57.1	14.3	28.6	28.6	14.3	0.0	7
	Rural	50.0	0.0	100.0	50.0	50.0	0.0	2
Sify	Total	0.0	0.0	0.0	0.0	0.0	0.0	0
	Urban	0.0	0.0	0.0	0.0	0.0	0.0	0
	Rural	0.0	0.0	0.0	0.0	0.0	0.0	0
Total	Total	55.6	11.1	44.4	33.3	22.2	0.0	9
	Urban	57.1	14.3	28.6	28.6	14.3	0.0	7
	Rural	50.0	0.0	100.0	50.0	50.0	0.0	2

- 55.6% of the BSNL customers claimed that difficulty in connecting with the nodal officer was the main reason for dissatisfaction with the nodal officer.
- Another 44.4% of the BSNL customers said that the nodal officer was not equipped with adequate information to resolve their complaints.

6C.4.1 Awareness and Experience - Appellate Authority

6C.4.1.1 The following table shows the percentage of customers, who were aware about the contact details of the appellate authority.

Service providers		% customers	Base
BSNL	Total	14.2	372
	Urban	16.8	273
	Rural	7.1	99
Sify	Total	0.5	402
	Urban	0.5	402
	Rural	0.0	0
Total	Total	7.1	774
	Urban	7.1	675
	Rural	7.1	99

- On the overall, only 7.1% of the broadband customers said that they were aware of the contact details of the appellate authority.
- Awareness of the appellate authority was higher among the BSNL customers.

6C.4.1.2 Incidence of appeal being filed in the prescribed form the in last 6 months.

- 30 out of 774 cellular mobile customers appealed to the appellate authority.

6C.4.1.3 Acknowledgement receipt

- 26 out of 30 customers, who filed an appeal with an appellate authority in the last 6 months, received an acknowledgement from the appellate authority.

6C.4.1.4 Decision of the appellate authority

- In 27 cases, the appellate authority took a decision on the appeal filed by the customers within 3 months of the filing appeal.

6C.5.1 General Information

6C.5.1.1 The following table shows the percentage of customers, who were aware that they can get item-wise usage charge details, on request.

Service Providers		% prepaid customers	Base
BSNL	Total	0.0	0
	Urban	0.0	0
	Rural	0.0	0
Sify	Total	2.7	402
	Urban	2.7	402
	Rural	0.0	0
Total	Total	2.7	402
	Urban	2.7	402
	Rural	0.0	0

- Out of the total, only 2.7% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request.

6C.5.1.2 The following table shows the percentage of customers, who were denied item-wise usage charge details.

Service Providers		% prepaid customers	Base
BSNL	Total	0.0	0
	Urban	0.0	0
	Rural	0.0	0
Sify	Total	0.0	11
	Urban	0.0	11
	Rural	0.0	0
Total	Total	0.0	11
	Urban	0.0	11
	Rural	0.0	0

- None of the customers said that they were denied item-wise usage charge details.

6C.5.1.3The following table shows the percentage of customers who got the “Manual of Practice” containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service Providers		% customers	Base
BSNL	Total	20.4	372
	Urban	25.6	273
	Rural	6.1	99
Sify	Total	15.2	402
	Urban	15.2	402
	Rural	0.0	0
Total	Total	17.7	774
	Urban	19.4	675
	Rural	6.1	99

- On the whole, only 17.7% of the customers claimed to have got the manual of practice. Higher number of BSNL customers received the manual of practice.

7. CRITICAL ANALYSIS

- Performance of the service providers on QoS parameters is outlined below.

7.1 Basic Telephone Service

7.1.1 Satisfaction with Overall Service Quality

- BSNL scored poorly on the overall service quality with only 78.6% of the respondents being satisfied with it.

7.1.2 Satisfaction with Provision of Service:

- BSNL was able to meet the benchmark (90%) laid down by TRAI on an overall basis however it did not meet the benchmark in the rural areas.

7.1.3 Satisfaction with Billing Performance- Postpaid

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

7.1.4 Satisfaction with Help Services including Customer Grievance Redressal

- Performance of BSNL was poor on this parameter as 64.8% of the customers were satisfied.

7.1.5 Satisfaction with Network Performance, Reliability & Availability

- BSNL performed poorly on this parameter as 77.4% of the customers were satisfied

7.1.6 Satisfaction with Maintainability

- Performance of BSNL was poor on this parameter as only 45.8% of the customers were satisfied.

7.1.7 Satisfaction with Supplementary and Value Added Services

- On the overall, 85.4% of the customers were satisfied with the supplementary and value added services but it did not meet the benchmark.

7.1.8 Grievance Redressal

- Only 46.1% of the customers were aware of the toll free number of the call centre
- 13.6% of the total customers were aware of the nodal officer.
- 9 customers out of 397 were aware of the contact details of the appellate authority.

7.2 Cellular Mobile

7.2.1 Overall Quality of Service

- Only Airtel and Tata were able to meet the benchmark set by the TRAI with a score of 91.2% and 92.5% respectively.

7.2.2 Provision of Service

- Airtel (91.7%) and Reliance (90.3%) were able to meet the benchmark set by the TRAI.

7.2.3 Billing Performance

- In the post paid category all service providers except Uninor were able to meet the benchmark set by TRAI.

7.2.4 Help Services

- All the service providers failed to meet the benchmark set for this parameter. Uninor and BSNL were the worst performers on this front.

7.2.5 Satisfaction with Network Performance, Reliability & Availability

- All service providers did not meet the benchmark with Cheers being the worst performer.

7.2.6 Maintainability

- All service providers did not meet the benchmark with Airtel being the best among them.

7.2.7 Supplementary Services

- Only Cheers was able to meet the benchmark with 92.8% of its customers were satisfied with the parameter.

7.2.8 Grievance Redressal Mechanism

- 34.1% of the respondents were aware of the call centre number of their service provider. 10.6% of total customers actually contacted the call centre.
- Very few customers were aware about the nodal officer and appellate authority.

7.3 Broadband Services

7.3.1 Overall quality of service

- On the overall, 74.3% of the customers were satisfied with the overall quality of service of BSNL and Sify.

7.3.2 Provision of service

- As a whole, 39.3% of the customers were satisfied with the provision of service. In case of Sify only 24.9% of the customers were satisfied with the provision of service.

7.3.3 Billing performance

- 86.1% customers in case of BSNL (postpaid only) and 95.6% in case of Sify (prepaid only) were satisfied with the billing performance.

7.3.4 Help services

- BSNL and Sify failed to meet the benchmark set by TRAI. On an overall basis 63.7% of the customers satisfied with the help services.

7.3.5 Satisfaction with Network Performance, Reliability & Availability

- BSNL and Sify did not meet the benchmark set for the network performance, reliability and availability. On an overall basis 74% of the customers were satisfied with the network performance.

7.3.6 Maintainability

- Performance of BSNL and Sify was very poor on this parameter. Only 27.6% of the Sify customers were satisfied with the maintainability.

7.3.7 Supplementary and value added services

- Sify met the benchmark while BSNL failed only marginally to meet this parameter.

7.3.8 Grievance redressal

- On the whole, 58.3% of the customers were aware about the toll free number of the call centre of their service provider. A lower proportion of Sify (50.5%) customers were aware of the contact details of the same.

8. RECOMMENDATIONS (QUALITY OF SERVICE):

8.1 Basic Telephone Service

8.1.1 Provision of service

- BSNL needs to improve its performance in rural areas.

8.1.2 Billing performance

- BSNL needs to improve the billing performance in urban and rural areas.

8.1.3 Help services

- There is a strong need that BSNL should improve its performance on this parameter in urban and rural areas.

8.1.4 Network performance

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

8.1.5 Maintainability

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

8.1.6 Supplementary services

- BSNL needs to improve the supplementary services in the rural areas.

8.1.7 Grievance Redressal Mechanism

- BSNL should increase awareness of the call centre, nodal officer and the appellate authority among its customers through various media.

8.2 Cellular Mobile

8.2.1 Provision of service

- Airtel and Rel Com needs to maintain their performance while others need to improve upon it.

8.2.2 Billing performance

- In post paid billing, Uninor needs to improve its performance while in pre-paid billing, all the service providers need to improve their performance.

8.2.3 Help services

- All service providers need to improve on their parameters in urban as well as rural areas.

8.2.4 Network performance

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

8.2.5 Maintainability

- All service providers need to improve their performance.

8.2.6 Supplementary services

- Except for Cheers, all other providers need to improve on this parameter.

8.2.7 Grievance redressal mechanism

- All the service providers should increase awareness of the call centre, nodal officer and the appellate authority among its customers through various media.

8.3 Broadband Services

8.3.1 Provision of service

- All the service providers to improve their performance.

8.3.2 Billing performance

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

8.3.3 Help services

- Both BSNL and Sify need to improve upon their performance.

8.3.4. Network performance

- Both BSNL and Sify need to improve upon their performance.

8.3.5 Maintainability

- All the service providers to improve their performance.

8.3.6 Supplementary services

- All the service providers to improve their performance in rural areas.

8.3.7 Grievance redressal mechanism

- All the service providers should increase awareness of the call centre, nodal officer and the appellate authority among its customers through various media.

BASIC WIRELINE

9A. 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	82	315	397
	%	20.7	79.3	100.0
BSNL (Urban)	Count	55	261	316
	%	17.4	82.6	100.0
BSNL (Rural)	Count	27	54	81
	%	33.3	66.7	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	74	12	62	7	1	82
	%	90.2	14.6	75.6	8.5	1.2	100.0
BSNL (Urban)	Count	51	6	45	4	0	55
	%	92.7	10.9	81.8	7.3	0.0	100.0
BSNL (Rural)	Count	23	6	17	3	1	27
	%	85.2	22.2	63.0	11.1	3.7	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	60	22	82
	%	73.2	26.8	100.0
BSNL (Urban)	Count	42	13	55
	%	76.4	23.6	100.0
BSNL (Rural)	Count	18	9	27
	%	66.7	33.3	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	77	10	67	4	1	82
	%	93.9	12.2	81.7	4.9	1.2	100.0
BSNL (Urban)	Count	52	4	48	2	1	55
	%	94.6	7.3	87.3	3.6	1.8	100.0
BSNL (Rural)	Count	25	6	19	2	0	27
	%	92.6	22.2	70.4	7.4	0.0	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	319	113	206	55	23	397
	%	80.4	28.5	51.9	13.9	5.8	100.0
BSNL (Urban)	Count	253	101	152	48	15	316
	%	80.1	32.0	48.1	15.2	4.7	100.0
BSNL (Rural)	Count	66	12	54	7	8	81
	%	81.5	14.8	66.7	8.6	9.9	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	377	130	247	9	11	397
	%	94.9	32.7	62.2	2.3	2.8	100.0
BSNL (Urban)	Count	301	112	189	7	8	316
	%	95.2	35.4	59.8	2.2	2.5	100.0
BSNL (Rural)	Count	76	18	58	2	3	81
	%	93.8	22.2	71.6	2.5	3.7	100.0

5(b). Please specify the reason(s) for your dissatisfaction.									
Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not subscribed	Charged for calls/services not made/used	Details like item-wise charges are not provided	Calculations are not clear	Others	Total
BSNL (Total)	Count	7	2	3	10	3	5	1	20
	%	35.0	10.0	15.0	50.0	15.0	25.0	5.0	100.0
BSNL (Urban)	Count	6	2	2	8	2	3	1	15
	%	40.0	13.3	13.3	53.3	13.3	20.0	6.7	100.0
BSNL (Rural)	Count	1	0	1	2	1	2	0	5
	%	20.0	0.0	20.0	40.0	20.0	40.0	0.0	100.0

6. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	81	316	397
	%	20.4	79.6	100.0
BSNL (Urban)	Count	49	267	316
	%	15.5	84.5	100.0
BSNL (Rural)	Count	32	49	81
	%	39.5	60.5	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	4	34	33	10	81
	%	46.9	4.9	42.0	40.7	12.3	100.0
BSNL (Urban)	Count	21	2	19	21	7	49
	%	42.9	4.1	38.8	42.9	14.3	100.0
BSNL (Rural)	Count	17	2	15	12	3	32
	%	53.2	6.3	46.9	37.5	9.4	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	354	100	254	35	8	397
	%	89.2	25.2	64.0	8.8	2.0	100.0
BSNL (Urban)	Count	285	90	195	25	6	316
	%	90.2	28.5	61.7	7.9	1.9	100.0
BSNL (Rural)	Count	69	10	59	10	2	81
	%	85.1	12.3	72.8	12.3	2.5	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	4	3	20	21	5	43
	%	9.3	7.0	46.5	48.8	11.6	100.0
BSNL (Urban)	Count	3	3	15	13	5	31
	%	9.7	9.7	48.4	41.9	16.1	100.0
BSNL (Rural)	Count	1	0	5	8	0	12
	%	8.3	0.0	41.7	66.7	0.0	100.0

C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	104	293	397
	%	26.2	73.8	100.0
BSNL (Urban)	Count	79	237	316
	%	25	75	100.0
BSNL (Rural)	Count	25	56	81
	%	30.9	69.1	100.0

12(a). How satisfied are you with the ease of access of call 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	72	9	63	26	6	104
	%	69.3	8.7	60.6	25	5.8	100.0
BSNL (Urban)	Count	54	7	47	19	6	79
	%	68.4	8.9	59.5	24.1	7.6	100.0
BSNL (Rural)	Count	18	2	16	7	0	25
	%	72	8	64	28	0.0	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	73	16	57	25	6	104
	%	70.2	15.4	54.8	24	5.8	100.0
BSNL (Urban)	Count	53	10	43	20	6	79
	%	67.1	12.7	54.4	25.3	7.6	100.0
BSNL (Rural)	Count	20	6	14	5	0	25
	%	80.0	24.0	56.0	20.0	0.0	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	73	13	60	25	6	104
	%	70.2	12.5	57.7	24.0	5.8	100.0
BSNL (Urban)	Count	52	7	45	21	6	79
	%	65.9	8.9	57.0	26.6	7.6	100.0
BSNL (Rural)	Count	21	6	15	4	0	25
	%	84.0	24.0	60.0	16.0	0.0	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	62	14	48	37	5	104
	%	59.7	13.5	46.2	35.6	4.8	100.0
BSNL (Urban)	Count	42	6	36	32	5	79
	%	53.2	7.6	45.6	40.5	6.3	100.0
BSNL (Rural)	Count	20	8	12	5	0	25
	%	80.0	32.0	48.0	20.0	0.0	100.0

15. How satisfied are you with the time taken by call 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	57	11	46	40	7	104
	%	54.8	10.6	44.2	38.5	6.7	100.0
BSNL (Urban)	Count	37	7	30	37	5	79
	%	46.9	8.9	38	46.8	6.3	100.0
BSNL (Rural)	Count	20	4	16	3	2	25
	%	80.0	16.0	64.0	12.0	8.0	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	308	83	225	75	14	397
	%	77.6	20.9	56.7	18.9	3.5	100.0
BSNL (Urban)	Count	255	66	189	53	8	316
	%	80.7	20.9	59.8	16.8	2.5	100.0
BSNL (Rural)	Count	53	17	36	22	6	81
	%	65.4	21.0	44.4	27.2	7.4	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	306	72	234	79	12	397
	%	77.0	18.1	58.9	19.9	3.0	100.0
BSNL (Urban)	Count	252	57	195	57	7	316
	%	79.7	18	61.7	18	2.2	100.0
BSNL (Rural)	Count	54	15	39	22	5	81
	%	66.6	18.5	48.1	27.2	6.2	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	308	85	223	78	11	397
	%	77.6	21.4	56.2	19.6	2.8	100.0
BSNL (Urban)	Count	252	68	184	56	8	316
	%	79.7	21.5	58.2	17.7	2.5	100.0
BSNL (Rural)	Count	56	17	39	22	3	81
	%	69.1	21.0	48.1	27.2	3.7	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	218	52	83	44	397
	%	54.9	13.1	20.9	11.1	100.0
BSNL (Urban)	Count	186	38	63	29	316
	%	58.9	12	19.9	9.2	100.0
BSNL (Rural)	Count	32	14	20	15	81
	%	39.5	17.3	24.7	18.5	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	13	73	55	38	179
	%	7.3	40.8	30.7	21.2	100.0
BSNL (Urban)	Count	10	55	39	26	130
	%	7.7	42.3	30	20	100.0
BSNL (Rural)	Count	3	18	16	12	49
	%	6.1	36.7	32.7	24.5	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	82	7	75	84	13	179
	%	45.8	3.9	41.9	46.9	7.3	100.0
BSNL (Urban)	Count	64	4	60	60	6	130
	%	49.3	3.1	46.2	46.2	4.6	100.0
BSNL (Rural)	Count	18	3	15	24	7	49
	%	36.7	6.1	30.6	49.0	14.3	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	17	380	397
	%	4.3	95.7	100.0
BSNL (Urban)	Count	14	302	316
	%	4.4	95.6	100.0
BSNL (Rural)	Count	3	78	81
	%	3.7	96.3	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	17	1	16	0	0	17
	%	100.0	5.9	94.1	0.0	0.0	100.0
BSNL (Urban)	Count	14	1	13	0	0	14
	%	100.0	7.1	92.9	0.0	0.0	100.0
BSNL (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100.0	0.0	0.0	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	16	6	10	0	1	17
	%	94.1	35.3	58.8	0.0	5.9	100.0
BSNL (Urban)	Count	13	4	9	0	1	14
	%	92.9	28.6	64.3	0.0	7.1	100.0
BSNL (Rural)	Count	3	2	1	0	0	3
	%	100.0	66.7	33.3	0.0	0.0	100.0

24(b). Please tell me reasons for your dissatisfaction				
Service Providers		Not informed of charges	Activated without consent	Total
BSNL (Total)	Count	1	0	1
	%	100.0	0.0	100.0
BSNL (Urban)	Count	1	0	1
	%	100.0	0.0	100.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

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	55	342	397
	%	13.9	86.1	100.0
BSNL (Urban)	Count	32	284	316
	%	10.1	89.9	100.0
BSNL (Rural)	Count	23	58	81
	%	28.4	71.6	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	43	4	39	10	2	55
	%	78.2	7.3	70.9	18.2	3.6	100.0
BSNL (Urban)	Count	28	2	26	3	1	32
	%	87.6	6.3	81.3	9.4	3.1	100.0
BSNL (Rural)	Count	15	2	13	7	1	23
	%	65.2	8.7	56.5	30.4	4.3	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	312	80	232	71	14	397
	%	78.6	20.2	58.4	17.9	3.5	100.0
BSNL (Urban)	Count	251	67	184	57	8	316
	%	79.4	21.2	58.2	18.0	2.5	100.0
BSNL (Rural)	Count	61	13	48	14	6	81
	%	75.3	16.0	59.3	17.3	7.4	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	226	30	6	135	397
	%	56.9	7.6	1.5	34.0	100.0
BSNL (Urban)	Count	207	22	4	83	316
	%	65.5	7	1.3	26.3	100.0
BSNL (Rural)	Count	19	8	2	52	81
	%	23.5	9.9	2.5	64.2	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	9	388	397
	%	2.3	97.7	100.0
BSNL (Urban)	Count	5	311	316
	%	1.6	98.4	100.0
BSNL (Rural)	Count	4	77	81
	%	4.9	95.1	100.0

28(b). If Yes, Please name your service provider?						
Service Providers		Airtel	BSNL	Reliance	Tata	Total
BSNL (Total)	Count	0	6	2	1	9
	%	0.0	66.7	22.2	11.1	100.0
BSNL (Urban)	Count	0	3	2	0	5
	%	0.0	60.0	40.0	0.0	100.0
BSNL (Rural)	Count	0	3	0	1	4
	%	0.0	75.0	0.0	25.0	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	3	3	0	3	9
	%	33.3	33.3	0.0	33.3	100.0
BSNL (Urban)	Count	2	2	0	1	5
	%	40.0	40.0	0.0	20.0	100.0
BSNL (Rural)	Count	1	1	0	2	4
	%	25.0	25.0	0.0	50.0	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	69	328	397
	%	17.4	82.6	100.0
BSNL (Urban)	Count	53	263	316
	%	16.8	83.2	100.0
BSNL (Rural)	Count	16	65	81
	%	19.8	80.2	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	81	316	397
	%	20.4	79.6	100.0
BSNL (Urban)	Count	69	247	316
	%	21.8	78.2	100.0
BSNL (Rural)	Count	12	69	81
	%	14.8	85.2	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	28	53	81
	%	34.6	65.4	100.0
BSNL (Urban)	Count	20	49	69
	%	29.0	71.0	100.0
BSNL (Rural)	Count	8	4	12
	%	66.7	33.3	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	12	11	5	0	28
	%	42.9	39.3	17.9	0.0	100.0
BSNL (Urban)	Count	12	7	1	0	20
	%	60.0	35.0	5.0	0.0	100.0
BSNL (Rural)	Count	0	4	4	0	8
	%	0.0	50.0	50.0	0.0	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	9	19	28
	%	32.1	67.9	100.0
BSNL (Urban)	Count	9	11	20
	%	45.0	55.0	100.0
BSNL (Rural)	Count	0	8	8
	%	0.0	100.0	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	6	3	0	0	9
	%	66.7	33.3	0.0	0.0	100.0
BSNL (Urban)	Count	6	3	0	0	9
	%	66.7	33.3	0.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0

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	7	6	7	18	48	99	79	107	19	7	397
	%	1.8	1.5	1.8	4.5	12.1	24.9	19.9	27	4.8	1.8	100.0
BSNL (Urban)	Count	5	5	5	16	33	76	70	88	15	3	316
	%	1.6	1.6	1.6	5.1	10.4	24.1	22.2	27.8	4.7	0.9	100.0
BSNL (Rural)	Count	2	1	2	2	15	23	9	19	4	4	81
	%	2.5	1.2	2.5	2.5	18.5	28.4	11.1	23.5	4.9	4.9	100.0

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

34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query??

Service Providers		Yes	No	Total
BSNL (Total)	Count	183	214	397
	%	46.1	53.9	100.0
BSNL (Urban)	Count	150	166	316
	%	47.5	52.5	100.0
BSNL (Rural)	Count	33	48	81
	%	40.7	59.3	100.0

34(b). Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	47	350	397
	%	11.8	88.2	100.0
BSNL (Urban)	Count	39	277	316
	%	12.3	87.7	100.0
BSNL (Rural)	Count	8	0	81
	%	9.9	0.0	100.0

35. With respect to complaint made by you to the call 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	16	14	9	5	3	47
	%	34.0	29.8	19.1	10.6	6.4	100.0
BSNL (Urban)	Count	15	12	5	4	3	39
	%	38.5	30.8	12.8	10.3	7.7	100.0
BSNL (Rural)	Count	1	2	4	1	0	8
	%	12.5	25.0	50.0	12.5	0.0	100.0

36. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	27	20	47
	%	57.4	42.6	100.0
BSNL (Urban)	Count	21	18	39
	%	53.8	46.2	100.0
BSNL (Rural)	Count	6	2	8
	%	75.0	25.0	100.0

37. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No	Not applicable	Total
BSNL (Total)	Count	16	25	6	47
	%	34.0	53.2	12.8	100.0
BSNL (Urban)	Count	14	21	4	39
	%	35.9	53.8	10.3	100.0
BSNL (Rural)	Count	2	4	2	8
	%	25.0	50.0	25.0	100.0

38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Total
BSNL (Total)	Count	54	343	397
	%	13.6	86.4	100.0
BSNL (Urban)	Count	38	278	316
	%	12.0	88.0	100.0
BSNL (Rural)	Count	16	65	81
	%	19.8	80.2	100.0

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?

Service Providers		Yes	No	Total
BSNL (Total)	Count	23	31	54
	%	42.6	57.4	100.0
BSNL (Urban)	Count	17	21	38
	%	44.7	55.3	100.0
BSNL (Rural)	Count	6	10	16
	%	37.5	62.5	100.0

39(b). Were you able to contact the Nodal officer without difficulty?

Service Providers		Yes	No	Total
BSNL (Total)	Count	13	10	23
	%	56.5	43.5	100.0
BSNL (Urban)	Count	10	7	17
	%	58.8	41.2	100.0
BSNL (Rural)	Count	3	3	6
	%	50.0	50.0	100.0

40. Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Total
BSNL (Total)	Count	11	12	23
	%	47.8	52.2	100.0
BSNL (Urban)	Count	8	9	17
	%	47.1	52.9	100.0
BSNL (Rural)	Count	3	3	6
	%	50.0	50.0	100.0

41. How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	15	2	13	8	0	23
	%	65.2	8.7	56.5	34.8	0.0	100.0
BSNL (Urban)	Count	10	0	10	7	0	17
	%	58.8	0.0	58.8	41.2	0.0	100.0
BSNL (Rural)	Count	5	2	3	1	0	6
	%	83.3	33.3	50.0	16.7	0.0	100.0

42. Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]						
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Time taken by Nodal Officer for redressal of complaint is to long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	1	2	3	5	8
	%	12.5	25.0	37.5	62.5	100.0
BSNL (Urban)	Count	1	2	3	4	7
	%	14.3	28.6	42.9	57.1	100.0
BSNL (Rural)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100.0	100.0

43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	9	388	397
	%	2.3	97.7	100.0
BSNL (Urban)	Count	6	310	316
	%	1.9	98.9	100.0
BSNL (Rural)	Count	3	78	81
	%	3.7	96.3	100.0

44. Have you filed any appeal in last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	6	3	9
	%	66.7	33.3	100.0
BSNL (Urban)	Count	4	2	6
	%	66.7	33.3	100.0
BSNL (Rural)	Count	2	1	3
	%	66.7	33.3	100.0

45. Did you receive any acknowledgement?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	3	6	9
	%	33.3	66.7	100.0
BSNL (Urban)	Count	2	4	6
	%	33.3	66.7	100.0
BSNL (Rural)	Count	1	2	3
	%	33.3	66.7	100.0

46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?					
Service Providers		Yes	No	Appeal filed only recently	Total
BSNL (Total)	Count	4	5	0	9
	%	44.4	55.6	0.0	100.0
BSNL (Urban)	Count	2	4	0	6
	%	33.3	66.7	0.0	100.0
BSNL (Rural)	Count	2	1	0	3
	%	66.7	33.3	0.0	100.0

50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"					
Service Providers		Yes	No	Do not remember	Total
BSNL (Total)	Count	167	105	125	397
	%	42.1	26.4	31.5	100.0
BSNL (Urban)	Count	132	85	99	316
	%	41.8	26.9	31.3	100.0
BSNL (Rural)	Count	35	20	26	81
	%	43.2	24.7	32.1	100.0

CELLULAR MOBILE

9B. CELLULAR MOBILE SERVICES

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	318	100	218	58	22	398
	%	79.9	25.1	54.8	14.6	5.5	100
Aircel (Urban)	Count	181	56	125	18	9	208
	%	87	26.9	60.1	8.7	4.3	100
Aircel (Rural)	Count	137	44	93	40	13	190
	%	72.1	23.2	48.9	21.1	6.8	100
Airtel (Total)	Count	362	143	219	25	9	396
	%	91.4	36.1	55.3	6.3	2.3	100
Airtel (Urban)	Count	249	95	154	11	3	263
	%	94.7	36.1	58.6	4.2	1.1	100
Airtel (Rural)	Count	113	48	65	14	6	133
	%	85	36.1	48.9	10.5	4.5	100
BSNL (Total)	Count	345	117	228	46	20	411
	%	84	28.5	55.5	11.2	4.9	100
BSNL (Urban)	Count	226	77	149	18	2	246
	%	91.9	31.3	60.6	7.3	0.8	100
BSNL (Rural)	Count	119	40	79	28	18	165
	%	72.1	24.2	47.9	17	10.9	100
Cheers (Total)	Count	224	50	174	6	3	233
	%	96.2	21.5	74.7	2.6	1.3	100
Cheers (Urban)	Count	211	50	161	5	3	219
	%	96.3	22.8	73.5	2.3	1.4	100
Cheers (Rural)	Count	13	0	13	1	0	14
	%	92.9	0.0	92.9	7.1	0.0	100
Idea (Total)	Count	347	74	273	44	18	409
	%	84.8	18.1	66.7	10.8	4.4	100
Idea (Urban)	Count	188	45	143	22	7	217
	%	86.6	20.7	65.9	10.1	3.2	100
Idea (Rural)	Count	159	29	130	22	11	192
	%	82.8	15.1	67.7	11.5	5.7	100
MTS (Total)	Count	339	182	157	47	15	401
	%	84.6	45.4	39.2	11.7	3.7	100
MTS (Urban)	Count	243	145	98	10	5	258
	%	94.2	56.2	38	3.9	1.9	100
MTS (Rural)	Count	96	37	59	37	10	143
	%	67.2	25.9	41.3	25.9	7	100
Rel Com (total)	Count	402	165	237	24	5	431
	%	93.3	38.3	55	5.6	1.2	100
Rel Com (urban)	Count	295	126	169	13	2	310
	%	95.1	40.6	54.5	4.2	0.6	100
Rel Com (rural)	Count	107	39	68	11	3	121
	%	88.4	32.2	56.2	9.1	2.5	100
Rel. Tel. (Total)	Count	375	111	264	38	22	435
	%	86.2	25.5	60.7	8.7	5.1	100
Rel. Tel. (Urban)	Count	253	66	187	25	12	290
	%	87.3	22.8	64.5	8.6	4.1	100
Rel. Tel. (Rural)	Count	122	45	77	13	10	145
	%	84.1	31	53.1	9	6.9	100
S Tel (Total)	Count	315	101	214	69	20	404
	%	78	25	53	17.1	5	100
S Tel (Urban)	Count	203	55	148	31	18	252
	%	80.5	21.8	58.7	12.3	7.1	100
S Tel (Rural)	Count	112	46	66	38	2	152
	%	73.7	30.3	43.4	25	1.3	100
TTSL (Total)	Count	376	110	266	23	13	412
	%	91.3	26.7	64.6	5.6	3.2	100
TTSL (Urban)	Count	307	86	221	15	11	333
	%	92.2	25.8	66.4	4.5	3.3	100
TTSL (Rural)	Count	69	24	45	8	2	79
	%	87.4	30.4	57	10.1	2.5	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	350	99	251	26	12	388
	%	90.2	25.5	64.7	6.7	3.1	100
Uninor (urban)	Count	218	67	151	11	5	234
	%	93.1	28.6	64.5	4.7	2.1	100
Uninor (rural)	Count	132	32	100	15	7	154
	%	85.7	20.8	64.9	9.7	4.5	100
Vodafone (total)	Count	347	113	234	26	11	384
	%	90.3	29.4	60.9	6.8	2.9	100
Vodafone (urban)	Count	217	76	141	19	7	243
	%	89.3	31.3	58	7.8	2.9	100
Vodafone (rural)	Count	130	37	93	7	4	141
	%	92.2	26.2	66	5	2.8	100
Total (Total)	Count	4100	1365	2735	432	170	4702
	%	87.2	29	58.2	9.2	3.6	100
Total (Urban)	Count	2791	944	1847	198	84	3073
	%	90.8	30.7	60.1	6.4	2.7	100
Total (Rural)	Count	1309	421	888	234	86	1629
	%	80.3	25.8	54.5	14.4	5.3	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	217	181	398
	%	54.5	45.5	100
Aircel (Urban)	Count	121	87	208
	%	58.2	41.8	100
Aircel (Rural)	Count	96	94	190
	%	50.5	49.5	100
Airtel (Total)	Count	306	90	396
	%	77.3	22.7	100
Airtel (Urban)	Count	209	54	263
	%	79.5	20.5	100
Airtel (Rural)	Count	97	36	133
	%	72.9	27.1	100
BSNL (Total)	Count	268	143	411
	%	65.2	34.8	100
BSNL (Urban)	Count	163	83	246
	%	66.3	33.7	100
BSNL (Rural)	Count	105	60	165
	%	63.6	36.4	100
Cheers (Total)	Count	54	179	233
	%	23.2	76.8	100
Cheers (Urban)	Count	51	168	219
	%	23.3	76.7	100
Cheers (Rural)	Count	3	11	14
	%	21.4	78.6	100
Idea (Total)	Count	206	203	409
	%	50.4	49.6	100
Idea (Urban)	Count	128	89	217
	%	59	41	100
Idea (Rural)	Count	78	114	192
	%	40.6	59.4	100
MTS (Total)	Count	300	101	401
	%	74.8	25.2	100
MTS (Urban)	Count	223	35	258
	%	86.4	13.6	100
MTS (Rural)	Count	77	66	143
	%	53.8	46.2	100
Rel Com (total)	Count	328	103	431
	%	76.1	23.9	100
Rel Com (urban)	Count	243	67	310
	%	78.4	21.6	100
Rel Com (rural)	Count	85	36	121
	%	70.2	29.8	100
Rel Tel (Total)	Count	257	178	435
	%	59.1	40.9	100
Rel Tel (Urban)	Count	170	120	290
	%	58.6	41.4	100
Rel Tel (Rural)	Count	87	58	145
	%	60	40	100
S Tel (Total)	Count	193	211	404
	%	47.8	52.2	100
S Tel (Urban)	Count	96	156	252
	%	38.1	61.9	100
S Tel (Rural)	Count	97	55	152
	%	63.8	36.2	100
TTSL (Total)	Count	199	213	412
	%	48.3	51.7	100
TTSL (Urban)	Count	162	171	333
	%	48.6	51.4	100
TTSL (Rural)	Count	37	42	79
	%	46.8	53.2	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
Uninor (total)	Count	203	185	388
	%	52.3	47.7	100
Uninor (urban)	Count	129	105	234
	%	55.1	44.9	100
Uninor (rural)	Count	74	80	154
	%	48.1	51.9	100
Vodafone (total)	Count	212	172	384
	%	55.2	44.8	100
Vodafone (urban)	Count	138	105	243
	%	56.8	43.2	100
Vodafone (rural)	Count	74	67	141
	%	52.5	47.5	100
Total (Total)	Count	2743	1959	4702
	%	58.3	41.7	100
Total (Urban)	Count	1833	1240	3073
	%	59.6	40.4	100
Total (Rural)	Count	910	719	1629
	%	55.9	44.1	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	279	76	203	101	18	398
	%	70.1	19.1	51	25.4	4.5	100
Aircel (Urban)	Count	155	46	109	48	5	208
	%	74.5	22.1	52.4	23.1	2.4	100
Aircel (Rural)	Count	124	30	94	53	13	190
	%	65.3	15.8	49.5	27.9	6.8	100
Airtel (Total)	Count	364	99	265	24	8	396
	%	91.9	25	66.9	6.1	2	100
Airtel (Urban)	Count	251	70	181	10	2	263
	%	95.4	26.6	68.8	3.8	0.8	100
Airtel (Rural)	Count	113	29	84	14	6	133
	%	85	21.8	63.2	10.5	4.5	100
BSNL (Total)	Count	326	97	229	66	19	411
	%	79.3	23.6	55.7	16.1	4.6	100
BSNL (Urban)	Count	204	71	133	40	2	246
	%	83	28.9	54.1	16.3	0.8	100
BSNL (Rural)	Count	122	26	96	26	17	165
	%	74	15.8	58.2	15.8	10.3	100
Cheers (Total)	Count	166	55	111	66	1	233
	%	71.2	23.6	47.6	28.3	0.4	100
Cheers (Urban)	Count	163	54	109	56	0	219
	%	74.5	24.7	49.8	25.6	0.0	100
Cheers (Rural)	Count	3	1	2	10	1	14
	%	21.4	7.1	14.3	71.4	7.1	100
Idea (Total)	Count	276	41	235	116	17	409
	%	67.5	10	57.5	28.4	4.2	100
Idea (Urban)	Count	161	27	134	45	11	217
	%	74.2	12.4	61.8	20.7	5.1	100
Idea (Rural)	Count	115	14	101	71	6	192
	%	59.9	7.3	52.6	37	3.1	100
MTS (Total)	Count	344	165	179	46	11	401
	%	85.7	41.1	44.6	11.5	2.7	100
MTS (Urban)	Count	246	140	106	11	1	258
	%	95.4	54.3	41.1	4.3	0.4	100
MTS (Rural)	Count	98	25	73	35	10	143
	%	68.5	17.5	51	24.5	7	100
Rel Com (total)	Count	376	137	239	50	5	431
	%	87.3	31.8	55.5	11.6	1.2	100
Rel Com (urban)	Count	270	114	156	37	3	310
	%	87.1	36.8	50.3	11.9	1	100
Rel Com (rural)	Count	106	23	83	13	2	121
	%	87.6	19	68.6	10.7	1.7	100
Rel Tel (Total)	Count	348	82	266	72	15	435
	%	80	18.9	61.1	16.6	3.4	100
Rel Tel (Urban)	Count	226	53	173	59	5	290
	%	78	18.3	59.7	20.3	1.7	100
Rel Tel (Rural)	Count	122	29	93	13	10	145
	%	84.1	20	64.1	9	6.9	100
S Tel (Total)	Count	277	71	206	117	10	404
	%	68.6	17.6	51	29	2.5	100
S Tel (Urban)	Count	172	37	135	72	8	252
	%	68.3	14.7	53.6	28.6	3.2	100
S Tel (Rural)	Count	105	34	71	45	2	152
	%	69.1	22.4	46.7	29.6	1.3	100
TTSL (Total)	Count	293	65	228	111	8	412
	%	71.1	15.8	55.3	26.9	1.9	100
TTSL (Urban)	Count	231	55	176	96	6	333
	%	69.4	16.5	52.9	28.8	1.8	100
TTSL (Rural)	Count	62	10	52	15	2	79
	%	78.5	12.7	65.8	19	2.5	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	278	64	214	100	10	388
	%	71.7	16.5	55.2	25.8	2.6	100
Uninor (urban)	Count	173	49	124	58	3	234
	%	73.9	20.9	53	24.8	1.3	100
Uninor (rural)	Count	105	15	90	42	7	154
	%	68.1	9.7	58.4	27.3	4.5	100
Vodafone (total)	Count	308	64	244	72	4	384
	%	80.2	16.7	63.5	18.8	1	100
Vodafone (urban)	Count	203	50	153	38	2	243
	%	83.6	20.6	63	15.6	0.8	100
Vodafone (rural)	Count	105	14	91	34	2	141
	%	74.4	9.9	64.5	24.1	1.4	100
Total (Total)	Count	3635	1016	2619	941	126	4702
	%	77.3	21.6	55.7	20	2.7	100
Total (Urban)	Count	2455	766	1689	570	48	3073
	%	79.9	24.9	55	18.5	1.6	100
Total (Rural)	Count	1180	250	930	371	78	1629
	%	72.4	15.3	57.1	22.8	4.8	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	297	63	234	57	13	367
	%	81	17.2	63.8	15.5	3.5	100
Aircel (Urban)	Count	168	34	134	12	4	184
	%	91.3	18.5	72.8	6.5	2.2	100
Aircel (Rural)	Count	129	29	100	45	9	183
	%	70.4	15.8	54.6	24.6	4.9	100
Airtel (Total)	Count	333	97	236	30	9	372
	%	89.5	26.1	63.4	8.1	2.4	100
Airtel (Urban)	Count	228	62	166	8	3	239
	%	95.4	25.9	69.5	3.3	1.3	100
Airtel (Rural)	Count	105	35	70	22	6	133
	%	78.9	26.3	52.6	16.5	4.5	100
BSNL (Total)	Count	287	91	196	30	16	333
	%	86.2	27.3	58.9	9	4.8	100
BSNL (Urban)	Count	183	67	116	14	4	201
	%	91	33.3	57.7	7	2	100
BSNL (Rural)	Count	104	24	80	16	12	132
	%	78.8	18.2	60.6	12.1	9.1	100
Cheers (Total)	Count	230	83	147	1	0	231
	%	99.5	35.9	63.6	0.4	0.0	100
Cheers (Urban)	Count	217	82	135	0	0	217
	%	100	37.8	62.2	0.0	0.0	100
Cheers (Rural)	Count	13	1	12	1	0	14
	%	92.8	7.1	85.7	7.1	0.0	100
Idea (Total)	Count	316	41	275	37	9	362
	%	87.3	11.3	76	10.2	2.5	100
Idea (Urban)	Count	165	27	138	17	5	187
	%	88.2	14.4	73.8	9.1	2.7	100
Idea (Rural)	Count	151	14	137	20	4	175
	%	86.3	8	78.3	11.4	2.3	100
MTS (Total)	Count	324	155	169	51	14	389
	%	83.2	39.8	43.4	13.1	3.6	100
MTS (Urban)	Count	235	129	106	17	4	256
	%	91.8	50.4	41.4	6.6	1.6	100
MTS (Rural)	Count	89	26	63	34	10	133
	%	66.9	19.5	47.4	25.6	7.5	100
Rel Com (total)	Count	355	121	234	28	3	386
	%	91.9	31.3	60.6	7.3	0.8	100
Rel Com (urban)	Count	268	108	160	17	1	286
	%	93.7	37.8	55.9	5.9	0.3	100
Rel Com (rural)	Count	87	13	74	11	2	100
	%	87	13	74	11	2	100
Rel Tel (Total)	Count	354	82	272	47	18	419
	%	84.5	19.6	64.9	11.2	4.3	100
Rel Tel (Urban)	Count	234	52	182	36	7	277
	%	84.5	18.8	65.7	13	2.5	100
Rel Tel (Rural)	Count	120	30	90	11	11	142
	%	84.5	21.1	63.4	7.7	7.7	100
S Tel (Total)	Count	317	84	233	68	7	392
	%	80.8	21.4	59.4	17.3	1.8	100
S Tel (Urban)	Count	206	45	161	37	6	249
	%	82.8	18.1	64.7	14.9	2.4	100
S Tel (Rural)	Count	111	39	72	31	1	143
	%	77.6	27.3	50.3	21.7	0.7	100
TTSL (Total)	Count	362	65	297	27	6	395
	%	91.7	16.5	75.2	6.8	1.5	100
TTSL (Urban)	Count	303	59	244	20	5	328
	%	92.4	18	74.4	6.1	1.5	100
TTSL (Rural)	Count	59	6	53	7	1	67
	%	88.1	9	79.1	10.4	1.5	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	282	58	224	90	8	380
	%	74.2	15.3	58.9	23.7	2.1	100
Uninor (urban)	Count	179	46	133	50	2	231
	%	77.5	19.9	57.6	21.6	0.9	100
Uninor (rural)	Count	103	12	91	40	6	149
	%	69.2	8.1	61.1	26.8	4	100
Vodafone (total)	Count	345	60	285	22	3	370
	%	93.2	16.2	77	5.9	0.8	100
Vodafone (urban)	Count	218	44	174	16	2	236
	%	92.3	18.6	73.7	6.8	0.8	100
Vodafone (rural)	Count	127	16	111	6	1	134
	%	94.7	11.9	82.8	4.5	0.7	100
Total (Total)	Count	3802	1000	2802	488	106	4396
	%	86.4	22.7	63.7	11.1	2.4	100
Total (Urban)	Count	2604	755	1849	244	43	2891
	%	90.1	26.1	64	8.4	1.5	100
Total (Rural)	Count	1198	245	953	244	63	1505
	%	79.6	16.3	63.3	16.2	4.2	100

4(b). Please specify the reason(s) for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q4(a)]							
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	20	49	17	3	0	71
	%	28.2	69	23.9	4.2	0.0	100
Aircel (Urban)	Count	8	9	6	1	0	17
	%	47.1	52.9	35.3	5.9	0.0	100
Aircel (Rural)	Count	12	40	11	2	0	54
	%	22.2	74.1	20.4	3.7	0.0	100
Airtel (Total)	Count	15	22	9	5	0	40
	%	37.5	55	22.5	12.5	0.0	100
Airtel (Urban)	Count	3	6	5	3	0	12
	%	25	50	41.7	25	0.0	100
Airtel (Rural)	Count	12	16	4	2	0	28
	%	42.9	57.1	14.3	7.1	0.0	100
BSNL (Total)	Count	16	23	14	9	0	47
	%	34	48.9	29.8	19.1	0.0	100
BSNL (Urban)	Count	6	9	5	2	0	18
	%	33.3	50	27.8	11.1	0.0	100
BSNL (Rural)	Count	10	14	9	7	0	29
	%	34.5	48.3	31	24.1	0.0	100
Cheers (Total)	Count	0	1	0	0	0	1
	%	0.0	100	0.0	0.0	0.0	100
Cheers (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	1	0	0	0	1
	%	0.0	100	0.0	0.0	0.0	100
Idea (Total)	Count	13	22	21	13	0	47
	%	27.7	46.8	44.7	27.7	0.0	100
Idea (Urban)	Count	6	11	10	6	0	22
	%	27.3	50	45.5	27.3	0.0	100
Idea (Rural)	Count	7	11	11	7	0	25
	%	28	44	44	28	0.0	100
MTS (Total)	Count	24	33	8	20	0	68
	%	35.3	48.5	11.8	29.4	0.0	100
MTS (Urban)	Count	13	7	2	5	0	23
	%	56.5	30.4	8.7	21.7	0.0	100
MTS (Rural)	Count	11	26	6	15	0	45
	%	24.4	57.8	13.3	33.3	0.0	100
Rel Com (total)	Count	10	15	7	7	0	32
	%	31.3	46.9	21.9	21.9	0.0	100
Rel Com (urban)	Count	10	5	3	3	0	19
	%	52.6	26.3	15.8	15.8	0.0	100
Rel Com (rural)	Count	0	10	4	4	0	13
	%	0.0	76.9	30.8	30.8	0.0	100
Rel Tel (Total)	Count	15	42	14	10	0	65
	%	23.1	64.6	21.5	15.4	0.0	100
Rel Tel (Urban)	Count	9	33	8	3	0	43
	%	20.9	76.7	18.6	7	0.0	100
Rel Tel (Rural)	Count	6	9	6	7	0	22
	%	27.3	40.9	27.3	31.8	0.0	100
S Tel (Total)	Count	11	61	16	11	1	78
	%	14.1	78.2	20.5	14.1	1.3	100
S Tel (Urban)	Count	10	28	12	8	0	43
	%	23.3	65.1	27.9	18.6	0.0	100
S Tel (Rural)	Count	1	33	4	3	1	35
	%	2.9	94.3	11.4	8.6	2.9	100
TTSL (Total)	Count	6	22	13	7	0	34
	%	17.6	64.7	38.2	20.6	0.0	100
TTSL (Urban)	Count	5	16	11	4	0	26
	%	19.2	61.5	42.3	15.4	0.0	100
TTSL (Rural)	Count	1	6	2	3	0	8
	%	12.5	75	25	37.5	0.0	100

4(b). Please specify the reason(s) for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q4(a)]

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	67	31	8	0	100
	%	7	67	31	8	0.0	100
Uninor (urban)	Count	3	37	16	3	0	53
	%	5.7	69.8	30.2	5.7	0.0	100
Uninor (rural)	Count	4	30	15	5	0	47
	%	8.5	63.8	31.9	10.6	0.0	100
Vodafone (total)	Count	4	18	13	4	0	27
	%	14.8	66.7	48.1	14.8	0.0	100
Vodafone (urban)	Count	3	12	10	4	0	20
	%	15	60	50	20	0.0	100
Vodafone (rural)	Count	1	6	3	0	0	7
	%	14.3	85.7	42.9	0.0	0.0	100
Total (Total)	Count	141	375	163	97	1	610
	%	23.1	61.5	26.7	15.9	0.2	100
Total (Urban)	Count	76	173	88	42	0	296
	%	25.7	58.4	29.7	14.2	0.0	100
Total (Rural)	Count	65	202	75	55	1	314
	%	20.7	64.3	23.9	17.5	0.3	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
Aircel (Total)	Count	57	310	367
	%	15.5	84.5	100
Aircel (Urban)	Count	29	155	184
	%	15.8	84.2	100
Aircel (Rural)	Count	28	155	183
	%	15.3	84.7	100
Airtel (Total)	Count	37	335	372
	%	9.9	90.1	100
Airtel (Urban)	Count	23	216	239
	%	9.6	90.4	100
Airtel (Rural)	Count	14	119	133
	%	10.5	89.5	100
BSNL (Total)	Count	22	311	333
	%	6.6	93.4	100
BSNL (Urban)	Count	10	191	201
	%	5	95	100
BSNL (Rural)	Count	12	120	132
	%	9.1	90.9	100
Cheers (Total)	Count	4	227	231
	%	1.7	98.3	100
Cheers (Urban)	Count	4	213	217
	%	1.8	98.2	100
Cheers (Rural)	Count	0	14	14
	%	0.0	100	100
Idea (Total)	Count	50	312	362
	%	13.8	86.2	100
Idea (Urban)	Count	19	168	187
	%	10.2	89.8	100
Idea (Rural)	Count	31	144	175
	%	17.7	82.3	100
MTS (Total)	Count	40	349	389
	%	10.3	89.7	100
MTS (Urban)	Count	29	227	256
	%	11.3	88.7	100
MTS (Rural)	Count	11	122	133
	%	8.3	91.7	100
Rel Com (total)	Count	35	351	386
	%	9.1	90.9	100
Rel Com (urban)	Count	24	262	286
	%	8.4	91.6	100
Rel Com (rural)	Count	11	89	100
	%	11	89	100
Rel Tel (Total)	Count	53	366	419
	%	12.6	87.4	100
Rel Tel (Urban)	Count	31	246	277
	%	11.2	88.8	100
Rel Tel (Rural)	Count	22	120	142
	%	15.5	84.5	100
S Tel (Total)	Count	29	363	392
	%	7.4	92.6	100
S Tel (Urban)	Count	18	231	249
	%	7.2	92.8	100
S Tel (Rural)	Count	11	132	143
	%	7.7	92.3	100
TTSL (Total)	Count	23	372	395
	%	5.8	94.2	100
TTSL (Urban)	Count	18	310	328
	%	5.5	94.5	100
TTSL (Rural)	Count	5	62	67
	%	7.5	92.5	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	36	344	380
	%	9.5	90.5	100
Uninor (urban)	Count	21	210	231
	%	9.1	90.9	100
Uninor (rural)	Count	15	134	149
	%	10.1	89.9	100
Vodafone (total)	Count	29	341	370
	%	7.8	92.2	100
Vodafone (urban)	Count	18	218	236
	%	7.6	92.4	100
Vodafone (rural)	Count	11	123	134
	%	8.2	91.8	100
Total (Total)	Count	415	3981	4396
	%	9.4	90.6	100
Total (Urban)	Count	244	2647	2891
	%	8.4	91.6	100
Total (Rural)	Count	171	1334	1505
	%	11.4	88.6	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	19	5	14	29	9	57
	%	33.4	8.8	24.6	50.9	15.8	100
Aircel (Urban)	Count	11	2	9	16	2	29
	%	37.9	6.9	31	55.2	6.9	100
Aircel (Rural)	Count	8	3	5	13	7	28
	%	28.6	10.7	17.9	46.4	25	100
Airtel (Total)	Count	20	4	16	12	5	37
	%	54	10.8	43.2	32.4	13.5	100
Airtel (Urban)	Count	16	2	14	6	1	23
	%	69.6	8.7	60.9	26.1	4.3	100
Airtel (Rural)	Count	4	2	2	6	4	14
	%	28.6	14.3	14.3	42.9	28.6	100
BSNL (Total)	Count	11	0	11	6	5	22
	%	50	0.0	50	27.3	22.7	100
BSNL (Urban)	Count	6	0	6	2	2	10
	%	60	0.0	60	20	20	100
BSNL (Rural)	Count	5	0	5	4	3	12
	%	41.7	0.0	41.7	33.3	25	100
Cheers (Total)	Count	1	0	1	3	0	4
	%	25	0.0	25	75	0.0	100
Cheers (Urban)	Count	1	0	1	3	0	4
	%	25	0.0	25	75	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	13	1	12	31	6	50
	%	26	2	24	62	12	100
Idea (Urban)	Count	3	0	3	12	4	19
	%	15.8	0.0	15.8	63.2	21.1	100
Idea (Rural)	Count	10	1	9	19	2	31
	%	32.2	3.2	29	61.3	6.5	100
MTS (Total)	Count	13	2	11	24	3	40
	%	32.5	5	27.5	60	7.5	100
MTS (Urban)	Count	7	0	7	19	3	29
	%	24.1	0.0	24.1	65.5	10.3	100
MTS (Rural)	Count	6	2	4	5	0	11
	%	54.6	18.2	36.4	45.5	0.0	100
Rel Com (total)	Count	23	6	17	12	0	35
	%	65.7	17.1	48.6	34.3	0.0	100
Rel Com (urban)	Count	15	6	9	9	0	24
	%	62.5	25	37.5	37.5	0.0	100
Rel Com (rural)	Count	8	0	8	3	0	11
	%	72.7	0.0	72.7	27.3	0.0	100
Rel Tel (Total)	Count	25	5	20	23	5	53
	%	47.1	9.4	37.7	43.4	9.4	100
Rel Tel (Urban)	Count	15	2	13	14	2	31
	%	48.4	6.5	41.9	45.2	6.5	100
Rel Tel (Rural)	Count	10	3	7	9	3	22
	%	45.4	13.6	31.8	40.9	13.6	100
S Tel (Total)	Count	13	2	11	14	2	29
	%	44.8	6.9	37.9	48.3	6.9	100
S Tel (Urban)	Count	8	2	6	9	1	18
	%	44.4	11.1	33.3	50	5.6	100
S Tel (Rural)	Count	5	0	5	5	1	11
	%	45.5	0.0	45.5	45.5	9.1	100
TTSL (Total)	Count	13	2	11	8	2	23
	%	56.5	8.7	47.8	34.8	8.7	100
TTSL (Urban)	Count	10	2	8	7	1	18
	%	55.5	11.1	44.4	38.9	5.6	100
TTSL (Rural)	Count	3	0	3	1	1	5
	%	60	0.0	60	20	20	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	15	3	12	16	5	36
	%	41.6	8.3	33.3	44.4	13.9	100
Uninor (urban)	Count	10	2	8	10	1	21
	%	47.6	9.5	38.1	47.6	4.8	100
Uninor (rural)	Count	5	1	4	6	4	15
	%	33.4	6.7	26.7	40	26.7	100
Vodafone (total)	Count	16	4	12	8	5	29
	%	55.2	13.8	41.4	27.6	17.2	100
Vodafone (urban)	Count	12	4	8	3	3	18
	%	66.6	22.2	44.4	16.7	16.7	100
Vodafone (rural)	Count	4	0	4	5	2	11
	%	36.4	0.0	36.4	45.5	18.2	100
Total (Total)	Count	182	34	148	186	47	415
	%	43.9	8.2	35.7	44.8	11.3	100
Total (Urban)	Count	114	22	92	110	20	244
	%	46.7	9	37.7	45.1	8.2	100
Total (Rural)	Count	68	12	56	76	27	171
	%	39.7	7	32.7	44.4	15.8	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	301	64	237	56	10	367
	%	82	17.4	64.6	15.3	2.7	100
Aircel (Urban)	Count	171	33	138	10	3	184
	%	92.9	17.9	75	5.4	1.6	100
Aircel (Rural)	Count	130	31	99	46	7	183
	%	71	16.9	54.1	25.1	3.8	100
Airtel (Total)	Count	344	88	256	22	6	372
	%	92.5	23.7	68.8	5.9	1.6	100
Airtel (Urban)	Count	230	52	178	8	1	239
	%	96.3	21.8	74.5	3.3	0.4	100
Airtel (Rural)	Count	114	36	78	14	5	133
	%	85.7	27.1	58.6	10.5	3.8	100
BSNL (Total)	Count	292	89	203	29	12	333
	%	87.7	26.7	61	8.7	3.6	100
BSNL (Urban)	Count	188	60	128	11	2	201
	%	93.6	29.9	63.7	5.5	1	100
BSNL (Rural)	Count	104	29	75	18	10	132
	%	78.8	22	56.8	13.6	7.6	100
Cheers (Total)	Count	208	66	142	20	3	231
	%	90.1	28.6	61.5	8.7	1.3	100
Cheers (Urban)	Count	198	65	133	16	3	217
	%	91.3	30	61.3	7.4	1.4	100
Cheers (Rural)	Count	10	1	9	4	0	14
	%	71.4	7.1	64.3	28.6	0.0	100
Idea (Total)	Count	314	37	277	40	8	362
	%	86.7	10.2	76.5	11	2.2	100
Idea (Urban)	Count	162	21	141	20	5	187
	%	86.6	11.2	75.4	10.7	2.7	100
Idea (Rural)	Count	152	16	136	20	3	175
	%	86.8	9.1	77.7	11.4	1.7	100
MTS (Total)	Count	333	137	196	46	10	389
	%	85.6	35.2	50.4	11.8	2.6	100
MTS (Urban)	Count	245	113	132	11	0	256
	%	95.7	44.1	51.6	4.3	0.0	100
MTS (Rural)	Count	88	24	64	35	10	133
	%	66.1	18	48.1	26.3	7.5	100
Rel Com (total)	Count	364	103	261	20	2	386
	%	94.3	26.7	67.6	5.2	0.5	100
Rel Com (urban)	Count	276	89	187	8	2	286
	%	96.5	31.1	65.4	2.8	0.7	100
Rel Com (rural)	Count	88	14	74	12	0	100
	%	88	14	74	12	0.0	100
Rel Tel (Total)	Count	372	69	303	37	10	419
	%	88.8	16.5	72.3	8.8	2.4	100
Rel Tel (Urban)	Count	250	44	206	25	2	277
	%	90.3	15.9	74.4	9	0.7	100
Rel Tel (Rural)	Count	122	25	97	12	8	142
	%	85.9	17.6	68.3	8.5	5.6	100
S Tel (Total)	Count	316	75	241	70	6	392
	%	80.6	19.1	61.5	17.9	1.5	100
S Tel (Urban)	Count	207	40	167	38	4	249
	%	83.2	16.1	67.1	15.3	1.6	100
S Tel (Rural)	Count	109	35	74	32	2	143
	%	76.2	24.5	51.7	22.4	1.4	100
TTSL (Total)	Count	364	56	308	28	3	395
	%	92.2	14.2	78	7.1	0.8	100
TTSL (Urban)	Count	305	48	257	21	2	328
	%	93	14.6	78.4	6.4	0.6	100
TTSL (Rural)	Count	59	8	51	7	1	67
	%	88	11.9	76.1	10.4	1.5	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	345	42	303	28	7	380
	%	90.8	11.1	79.7	7.4	1.8	100
Uninor (urban)	Count	216	31	185	13	2	231
	%	93.5	13.4	80.1	5.6	0.9	100
Uninor (rural)	Count	129	11	118	15	5	149
	%	86.6	7.4	79.2	10.1	3.4	100
Vodafone (total)	Count	344	48	296	22	4	370
	%	93	13	80	5.9	1.1	100
Vodafone (urban)	Count	218	33	185	15	3	236
	%	92.4	14	78.4	6.4	1.3	100
Vodafone (rural)	Count	126	15	111	7	1	134
	%	94	11.2	82.8	5.2	0.7	100
Total (Total)	Count	3897	874	3023	418	81	4396
	%	88.7	19.9	68.8	9.5	1.8	100
Total (Urban)	Count	2666	629	2037	196	29	2891
	%	92.3	21.8	70.5	6.8	1	100
Total (Rural)	Count	1231	245	986	222	52	1505
	%	81.8	16.3	65.5	14.8	3.5	100

B5 (d). Please specify the reasons 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	Total
Aircel (Total)	Count	19	45	17	0	66
	%	28.8	68.2	25.8	0.0	100
Aircel (Urban)	Count	6	7	5	0	13
	%	46.2	53.8	38.5	0.0	100
Aircel (Rural)	Count	13	38	12	0	53
	%	24.5	71.7	22.6	0.0	100
Airtel (Total)	Count	9	20	8	1	28
	%	32.1	71.4	28.6	3.6	100
Airtel (Urban)	Count	1	8	5	0	9
	%	11.1	88.9	55.6	0.0	100
Airtel (Rural)	Count	8	12	3	1	19
	%	42.1	63.2	15.8	5.3	100
BSNL (Total)	Count	15	22	9	11	41
	%	36.6	53.7	22	26.8	100
BSNL (Urban)	Count	4	5	4	5	13
	%	30.8	38.5	30.8	38.5	100
BSNL (Rural)	Count	11	17	5	6	28
	%	39.3	60.7	17.9	21.4	100
Cheers (Total)	Count	23	0	0	0	23
	%	100	0.0	0.0	0.0	100
Cheers (Urban)	Count	19	0	0	0	19
	%	100	0.0	0.0	0.0	100
Cheers (Rural)	Count	4	0	0	0	4
	%	100	0.0	0.0	0.0	100
Idea (Total)	Count	10	32	20	6	48
	%	20.8	66.7	41.7	12.5	100
Idea (Urban)	Count	6	18	10	2	25
	%	24	72	40	8	100
Idea (Rural)	Count	4	14	10	4	23
	%	17.4	60.9	43.5	17.4	100
MTS (Total)	Count	16	34	14	7	56
	%	28.6	60.7	25	12.5	100
MTS (Urban)	Count	3	6	4	0	11
	%	27.3	54.5	36.4	0.0	100
MTS (Rural)	Count	13	28	10	7	45
	%	28.9	62.2	22.2	15.6	100
Rel Com(total)	Count	3	17	8	1	22
	%	13.6	77.3	36.4	4.5	100
Rel.comm.(urban)	Count	2	6	3	1	10
	%	20	60	30	10	100
Rel Com(rural)	Count	1	11	5	0	12
	%	8.3	91.7	41.7	0.0	100
Rel Tel (Total)	Count	11	29	15	6	47
	%	23.4	61.7	31.9	12.8	100
Rel Tel (Urban)	Count	5	20	9	2	27
	%	18.5	74.1	33.3	7.4	100
Rel Tel (Rural)	Count	6	9	6	4	20
	%	30	45	30	20	100
S Tel (Total)	Count	19	52	11	7	76
	%	25	68.4	14.5	9.2	100
S Tel (Urban)	Count	13	23	9	6	42
	%	31	54.8	21.4	14.3	100
S Tel (Rural)	Count	6	29	2	1	34
	%	17.6	85.3	5.9	2.9	100
TTSL (Total)	Count	10	20	9	3	31
	%	32.3	64.5	29	9.7	100
TTSL (Urban)	Count	9	14	6	1	23
	%	39.1	60.9	26.1	4.3	100
TTSL (Rural)	Count	1	6	3	2	8
	%	12.5	75	37.5	25	100

B5 (d). Please specify the reasons 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	Total
Uninor (total)	Count	9	26	9	3	35
	%	25.7	74.3	25.7	8.6	100
Uninor (urban)	Count	4	11	5	0	15
	%	26.7	73.3	33.3	0.0	100
Uninor (rural)	Count	5	15	4	3	20
	%	25	75	20	15	100
Vodafone (total)	Count	9	16	10	1	26
	%	34.6	61.5	38.5	3.8	100
Vodafone (urban)	Count	6	12	7	1	18
	%	33.3	66.7	38.9	5.6	100
Vodafone (rural)	Count	3	4	3	0	8
	%	37.5	50	37.5	0.0	100
Total (Total)	Count	153	313	130	46	499
	%	30.7	62.7	26.1	9.2	100
Total (Urban)	Count	78	130	67	18	225
	%	34.7	57.8	29.8	8	100
Total (Rural)	Count	75	183	63	28	274
	%	27.4	66.8	23	10.2	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	175	192	367
	%	47.7	52.3	100
Aircel (Urban)	Count	107	77	184
	%	58.2	41.8	100
Aircel (Rural)	Count	68	115	183
	%	37.2	62.8	100
Airtel (Total)	Count	181	191	372
	%	48.7	51.3	100
Airtel (Urban)	Count	119	120	239
	%	49.8	50.2	100
Airtel (Rural)	Count	62	71	133
	%	46.6	53.4	100
BSNL (Total)	Count	185	148	333
	%	55.6	44.4	100
BSNL (Urban)	Count	128	73	201
	%	63.7	36.3	100
BSNL (Rural)	Count	57	75	132
	%	43.2	56.8	100
Cheers (Total)	Count	192	39	231
	%	83.1	16.9	100
Cheers (Urban)	Count	179	38	217
	%	82.5	17.5	100
Cheers (Rural)	Count	13	1	14
	%	92.9	7.1	100
Idea (Total)	Count	178	184	362
	%	49.2	50.8	100
Idea (Urban)	Count	80	107	187
	%	42.8	57.2	100
Idea (Rural)	Count	98	77	175
	%	56	44	100
MTS (Total)	Count	194	195	389
	%	49.9	50.1	100
MTS (Urban)	Count	169	87	256
	%	66	34	100
MTS (Rural)	Count	25	108	133
	%	18.8	81.2	100
Rel Com (total)	Count	213	173	386
	%	55.2	44.8	100
Rel Com (urban)	Count	176	110	286
	%	61.5	38.5	100
Rel Com (rural)	Count	37	63	100
	%	37	63	100
Rel Tel (Total)	Count	214	205	419
	%	51.1	48.9	100
Rel Tel (Urban)	Count	154	123	277
	%	55.6	44.4	100
Rel Tel (Rural)	Count	60	82	142
	%	42.3	57.7	100
S Tel (Total)	Count	166	226	392
	%	42.3	57.7	100
S Tel (Urban)	Count	114	135	249
	%	45.8	54.2	100
S Tel (Rural)	Count	52	91	143
	%	36.4	63.6	100
TTSL (Total)	Count	185	210	395
	%	46.8	53.2	100
TTSL (Urban)	Count	161	167	328
	%	49.1	50.9	100
TTSL (Rural)	Count	24	43	67
	%	35.8	64.2	100
Uninor (total)	Count	169	211	380
	%	44.5	55.5	100
Uninor (urban)	Count	92	139	231
	%	39.8	60.2	100
Uninor (rural)	Count	77	72	149
	%	51.7	48.3	100

5(e). Did you get information regarding call duration, amount deducted for call and balance in the account after every call?				
Service Providers		Yes	No	Total
Vodafone (total)	Count	161	209	370
	%	43.5	56.5	100
Vodafone (urban)	Count	92	144	236
	%	39	61	100
Vodafone (rural)	Count	69	65	134
	%	51.5	48.5	100
Total (Total)	Count	2213	2183	4396
	%	50.3	49.7	100
Total (Urban)	Count	1571	1320	2891
	%	54.3	45.7	100
Total (Rural)	Count	642	863	1505
	%	42.7	57.3	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	30	0	30	1	0	31
	%	96.8	0.0	96.8	3.2	0.0	100
Aircel (Urban)	Count	23	0	23	1	0	24
	%	95.8	0.0	95.8	4.2	0.0	100
Aircel (Rural)	Count	7	0	7	0	0	7
	%	100	0.0	100	0.0	0.0	100
Airtel (Total)	Count	24	0	24	0	0	24
	%	100	0.0	100	0.0	0.0	100
Airtel (Urban)	Count	24	0	24	0	0	24
	%	100	0.0	100	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	74	0	74	4	0	78
	%	94.9	0.0	94.9	5.1	0.0	100
BSNL (Urban)	Count	45	0	45	0	0	45
	%	100.0	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	29	0	29	4	0	33
	%	87.9	0.0	87.9	12.1	0.0	100
Cheers (Total)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Cheers (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	46	0	46	1	0	47
	%	97.9	0.0	97.9	2.1	0.0	100
Idea (Urban)	Count	30	0	30	0	0	30
	%	100	0.0	100	0.0	0.0	100
Idea (Rural)	Count	16	0	16	1	0	17
	%	94.1	0.0	94.1	5.9	0.0	100
MTS (Total)	Count	12	0	12	0	0	12
	%	100.0	0.0	100	0.0	0.0	100
MTS (Urban)	Count	2	0	2	0	0	2
	%	100.0	0.0	100	0.0	0.0	100
MTS (Rural)	Count	10	0	10	0	0	10
	%	100.0	0.0	100	0.0	0.0	100
Rel Com (total)	Count	44	2	42	1	0	45
	%	97.7	4.4	93.3	2.2	0.0	100
Rel Com (urban)	Count	23	0	23	1	0	24
	%	95.8	0.0	95.8	4.2	0.0	100
Rel Com (rural)	Count	21	2	19	0	0	21
	%	100.0	9.5	90.5	0.0	0.0	100
Rel Tel (Total)	Count	15	0	15	1	0	16
	%	93.8	0.0	93.8	6.3	0.0	100
Rel Tel (Urban)	Count	12	0	12	1	0	13
	%	92.3	0.0	92.3	7.7	0.0	100
Rel Tel (Rural)	Count	3	0	3	0	0	3
	%	100.0	0.0	100	0.0	0.0	100
S Tel (Total)	Count	11	0	11	1	0	12
	%	91.7	0.0	91.7	8.3	0.0	100
S Tel (Urban)	Count	3	0	3	0	0	3
	%	100.0	0.0	100	0.0	0.0	100
S Tel (Rural)	Count	8	0	8	1	0	9
	%	88.9	0.0	88.9	11.1	0.0	100
TTSL (Total)	Count	17	0	17	0	0	17
	%	100.0	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	5	0	5	0	0	5
	%	100.0	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	12	0	12	0	0	12
	%	100.0	0.0	100	0.0	0.0	100

6. How satisfied are you with the time taken to deliver your bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	7	0	7	1	0	8
	%	87.5	0.0	87.5	12.5	0.0	100
Uninor (urban)	Count	3	0	3	0	0	3
	%	100.0	0.0	100	0.0	0.0	100
Uninor (rural)	Count	4	0	4	1	0	5
	%	80.0	0.0	80	20	0.0	100
Vodafone (total)	Count	13	1	12	1	0	14
	%	92.8	7.1	85.7	7.1	0.0	100
Vodafone (urban)	Count	6	1	5	1	0	7
	%	85.7	14.3	71.4	14.3	0.0	100
Vodafone (rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100	0.0	0.0	100
Total (Total)	Count	295	3	3	11	0	306
	%	96.4	1	1	3.6	0.0	100
Total (Urban)	Count	178	1	1	4	0	182
	%	97.8	0.5	0.5	2.2	0.0	100
Total (Rural)	Count	117	2	2	7	0	124
	%	94.3	1.6	1.6	5.6	0.0	100

7(a). How satisfied are you with the clarity of 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	30	0	30	1	0	31
	%	96.8	0.0	96.8	3.2	0.0	100
Aircel (Urban)	Count	23	0	23	1	0	24
	%	95.8	0.0	95.8	4.2	0.0	100
Aircel (Rural)	Count	7	0	7	0	0	7
	%	100.0	0.0	100	0.0	0.0	100
Airtel (Total)	Count	24	0	24	0	0	24
	%	100.0	0.0	100	0.0	0.0	100
Airtel (Urban)	Count	24	0	24	0	0	24
	%	100.0	0.0	100	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	75	1	74	3	0	78
	%	96.2	1.3	94.9	3.8	0.0	100
BSNL (Urban)	Count	45	0	45	0	0	45
	%	100.0	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	30	1	29	3	0	33
	%	90.9	3	87.9	9.1	0.0	100
Cheers (Total)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Cheers (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	46	0	46	1	0	47
	%	97.9	0.0	97.9	2.1	0.0	100
Idea (Urban)	Count	30	0	30	0	0	30
	%	100	0.0	100	0.0	0.0	100
Idea (Rural)	Count	16	0	16	1	0	17
	%	94.1	0.0	94.1	5.9	0.0	100
MTS (Total)	Count	12	0	12	0	0	12
	%	100	0.0	100	0.0	0.0	100
MTS (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
MTS (Rural)	Count	10	0	10	0	0	10
	%	100	0.0	100	0.0	0.0	100
Rel Com (total)	Count	44	2	42	1	0	45
	%	97.7	4.4	93.3	2.2	0.0	100
Rel Com (urban)	Count	23	0	23	1	0	24
	%	95.8	0.0	95.8	4.2	0.0	100
Rel Com (rural)	Count	21	2	19	0	0	21
	%	100	9.5	90.5	0.0	0.0	100
Rel Tel (Total)	Count	16	0	16	0	0	16
	%	100	0.0	100	0.0	0.0	100
Rel Tel (Urban)	Count	13	0	13	0	0	13
	%	100	0.0	100	0.0	0.0	100
Rel Tel (Rural)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
S Tel (Total)	Count	12	0	12	0	0	12
	%	100	0.0	100	0.0	0.0	100
S Tel (Urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
S Tel (Rural)	Count	9	0	9	0	0	9
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	17	0	17	0	0	17
	%	100	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	5	0	5	0	0	5
	%	100	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	12	0	12	0	0	12
	%	100	0.0	100	0.0	0.0	100

7(a). How satisfied are you with the clarity of 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	7	0	7	1	0	8
	%	87.5	0.0	87.5	12.5	0.0	100
Uninor (urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Uninor (rural)	Count	4	0	4	1	0	5
	%	80	0.0	80	20	0.0	100
Vodafone (total)	Count	14	2	12	0	0	14
	%	100	14.3	85.7	0.0	0.0	100
Vodafone (urban)	Count	7	1	6	0	0	7
	%	100	14.3	85.7	0.0	0.0	100
Vodafone (rural)	Count	7	1	6	0	0	7
	%	100	14.3	85.7	0.0	0.0	100
Total (Total)	Count	299	5	294	7	0	306
	%	97.7	1.6	96.1	2.3	0.0	100
Total (Urban)	Count	180	1	179	2	0	182
	%	98.9	0.5	98.4	1.1	0.0	100
Total (Rural)	Count	119	4	115	5	0	124
	%	95.9	3.2	92.7	4	0.0	100

7(b). Please specify the reason(s) for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q7(a)]					
Service Providers		Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Total
Aircel (Total)	Count	0	0	1	1
	%	0.0	0.0	100	100
Aircel (Urban)	Count	0	0	1	1
	%	0.0	0.0	100	100
Aircel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Total)	Count	3	0	0	3
	%	100	0.0	0.0	100
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	3	0	0	3
	%	100	0.0	0.0	100
Cheers (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Total)	Count	1	0	0	1
	%	100	0.0	0.0	100
Idea (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
MTS (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
MTS (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
MTS (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Com(total)	Count	0	1	1	1
	%	0.0	100	100	100
Rel.comm.(urban)	Count	0	1	1	1
	%	0.0	100	100	100
Rel Com(rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Tel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

7(b). Please specify the reason(s) for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q7(a)]					
Service Providers		Difficult to understand the language	Calculation not clear	Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Total
Uninor (total)	Count	0	0	1	1
	%	0.0	0.0	100	100
Uninor (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Uninor (rural)	Count	0	0	1	1
	%	0.0	0.0	100	100
Vodafone (total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Total (Total)	Count	4	1	3	7
	%	57.1	14.3	42.9	100
Total (Urban)	Count	0	1	2	2
	%	0.0	50	100	100
Total (Rural)	Count	4	0	1	5
	%	80	0.0	20	100

8(a). How satisfied are you with the accuracy and completeness of the bills?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	30	0	30	1	0	31
	%	96.8	0.0	96.8	3.2	0.0	100
Aircel (Urban)	Count	23	0	23	1	0	24
	%	95.8	0.0	95.8	4.2	0.0	100
Aircel (Rural)	Count	7	0	7	0	0	7
	%	100	0.0	100	0.0	0.0	100
Airtel (Total)	Count	24	0	24	0	0	24
	%	100	0.0	100	0.0	0.0	100
Airtel (Urban)	Count	24	0	24	0	0	24
	%	100	0.0	100	0.0	0.0	100
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	74	0	74	4	0	78
	%	94.9	0.0	94.9	5.1	0.0	100
BSNL (Urban)	Count	45	0	45	0	0	45
	%	100	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	29	0	29	4	0	33
	%	87.9	0.0	87.9	12.1	0.0	100
Cheers (Total)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Cheers (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	46	0	46	1	0	47
	%	97.9	0.0	97.9	2.1	0.0	100
Idea (Urban)	Count	30	0	30	0	0	30
	%	100	0.0	100	0.0	0.0	100
Idea (Rural)	Count	16	0	16	1	0	17
	%	94.1	0.0	94.1	5.9	0.0	100
MTS (Total)	Count	12	0	12	0	0	12
	%	100	0.0	100	0.0	0.0	100
MTS (Urban)	Count	2	0	2	0	0	2
	%	100	0.0	100	0.0	0.0	100
MTS (Rural)	Count	10	0	10	0	0	10
	%	100	0.0	100	0.0	0.0	100
Rel Com (total)	Count	44	2	42	1	0	45
	%	97.7	4.4	93.3	2.2	0.0	100
Rel Com (urban)	Count	23	0	23	1	0	24
	%	95.8	0.0	95.8	4.2	0.0	100
Rel Com (rural)	Count	21	2	19	0	0	21
	%	100	9.5	90.5	0.0	0.0	100
Rel Tel (Total)	Count	16	0	16	0	0	16
	%	100	0.0	100	0.0	0.0	100
Rel Tel (Urban)	Count	13	0	13	0	0	13
	%	100	0.0	100	0.0	0.0	100
Rel Tel (Rural)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
S Tel (Total)	Count	12	0	12	0	0	12
	%	100	0.0	100	0.0	0.0	100
S Tel (Urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
S Tel (Rural)	Count	9	0	9	0	0	9
	%	100	0.0	100	0.0	0.0	100
TTSL (Total)	Count	17	0	17	0	0	17
	%	100	0.0	100	0.0	0.0	100
TTSL (Urban)	Count	5	0	5	0	0	5
	%	100	0.0	100	0.0	0.0	100
TTSL (Rural)	Count	12	0	12	0	0	12
	%	100	0.0	100	0.0	0.0	100

8(a). How satisfied are you with the accuracy and completeness of the bills?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	7	0	7	1	0	8
	%	87.5	0.0	87.5	12.5	0.0	100
Uninor (urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Uninor (rural)	Count	4	0	4	1	0	5
	%	80	0.0	80	20	0.0	100
Vodafone (total)	Count	14	2	12	0	0	14
	%	100	14.3	85.7	0.0	0.0	100
Vodafone (urban)	Count	7	1	6	0	0	7
	%	100	14.3	85.7	0.0	0.0	100
Vodafone (rural)	Count	7	1	6	0	0	7
	%	100	14.3	85.7	0.0	0.0	100
Total (Total)	Count	298	4	294	8	0	306
	%	97.4	1.3	96.1	2.6	0.0	100
Total (Urban)	Count	180	1	179	2	0	182
	%	98.9	0.5	98.4	1.1	0.0	100
Total (Rural)	Count	118	3	115	6	0	124
	%	95.1	2.4	92.7	4.8	0.0	100

8(b). Please specify the reason(s) for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN					
Service Providers		Charged for calls/services not made/used	Tariff plan changed without information	Charged for value added services not subscribed	Total
Aircel (Total)	Count	1	0	0	1
	%	100	0.0	0.0	100
Aircel (Urban)	Count	1	0	0	1
	%	100	0.0	0.0	100
Aircel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Total)	Count	0	4	0	4
	%	0.0	100	0.0	100
BSNL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	4	0	4
	%	0.0	100	0.0	100
Cheers (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	1	0	1
	%	0.0	100	0.0	100
Idea (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Rural)	Count	0	1	0	1
	%	0.0	100	0.0	100
MTS (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
MTS (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
MTS (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Com(total)	Count	1	0	1	2
	%	50	0.0	50	100
Rel.comm.(urban)	Count	1	0	1	2
	%	50	0.0	50	100
Rel Com(rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Rel Tel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
S Tel (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
TTSL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

8(b). Please specify the reason(s) for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN

Service Providers		Charged for calls/services not made/used	Tariff plan changed without information	Charged for value added services not subscribed	Total
Uninor (total)	Count	1	0	0	1
	%	100	0.0	0.0	100
Uninor (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Uninor (rural)	Count	1	0	0	1
	%	100	0.0	0.0	100
Vodafone (total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Total (Total)	Count	5	1	3	8
	%	62.5	12.5	37.5	100
Total (Urban)	Count	0	1	2	2
	%	0.0	50	100	100
Total (Rural)	Count	5	0	1	6
	%	83.3	0.0	16.7	100

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	3	28	31
	%	9.7	90.3	100
Aircel (Urban)	Count	2	22	24
	%	8.3	91.7	100
Aircel (Rural)	Count	1	6	7
	%	14.3	85.7	100
Airtel (Total)	Count	2	22	24
	%	8.3	91.7	100
Airtel (Urban)	Count	2	22	24
	%	8.3	91.7	100
Airtel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Total)	Count	5	73	78
	%	6.4	93.6	100
BSNL (Urban)	Count	0	45	45
	%	0.0	100	100
BSNL (Rural)	Count	5	28	33
	%	15.2	84.8	100
Cheers (Total)	Count	0	2	2
	%	0.0	100	100
Cheers (Urban)	Count	0	2	2
	%	0.0	100	100
Cheers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	1	46	47
	%	2.1	97.9	100
Idea (Urban)	Count	0	30	30
	%	0.0	100	100
Idea (Rural)	Count	1	16	17
	%	5.9	94.1	100
MTS (Total)	Count	0	12	12
	%	0.0	100	100
MTS (Urban)	Count	0	2	2
	%	0.0	100	100
MTS (Rural)	Count	0	10	10
	%	0.0	100	100
Rel Com (total)	Count	0	45	45
	%	0.0	100	100
Rel Com (urban)	Count	0	24	24
	%	0.0	100	100
Rel Com (rural)	Count	0	21	21
	%	0.0	100	100
Rel Tel (Total)	Count	0	16	16
	%	0.0	100	100
Rel Tel (Urban)	Count	0	13	13
	%	0.0	100	100
Rel Tel (Rural)	Count	0	3	3
	%	0.0	100	100
S Tel (Total)	Count	3	9	12
	%	25	75	100
S Tel (Urban)	Count	0	3	3
	%	0.0	100	100
S Tel (Rural)	Count	3	6	9
	%	33.3	66.7	100
TTSL (Total)	Count	0	17	17
	%	0.0	100	100
TTSL (Urban)	Count	0	5	5
	%	0.0	100	100
TTSL (Rural)	Count	0	12	12
	%	0.0	100	100

9(a). Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
Uninor (total)	Count	1	7	8
	%	12.5	87.5	100
Uninor (urban)	Count	0	3	3
	%	0.0	100	100
Uninor (rural)	Count	1	4	5
	%	20	80	100
Vodafone (total)	Count	2	12	14
	%	14.3	85.7	100
Vodafone (urban)	Count	0	7	7
	%	0.0	100	100
Vodafone (rural)	Count	2	5	7
	%	28.6	71.4	100
Total (Total)	Count	17	289	306
	%	5.6	94.4	100
Total (Urban)	Count	4	178	182
	%	2.2	97.8	100
Total (Rural)	Count	13	111	124
	%	10.5	89.5	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	2	0	2	1	0	3
	%	66.7	0.0	66.7	33.3	0.0	100.0
Aircel (Urban)	Count	1	0	1	1	0	2
	%	50.0	0.0	50.0	50.0	0.0	100.0
Aircel (Rural)	Count	1	0	1	0	0	1
	%	100.0	0.0	100.0	0.0	0.0	100.0
Airtel (Total)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100.0
Airtel (Urban)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100.0
Airtel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Total)	Count	2	0	2	3	0	5
	%	40.0	0.0	40.0	60.0	0.0	100.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	2	0	2	3	0	5
	%	40.0	0.0	40.0	60.0	0.0	100.0
Cheers (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100.0
Idea (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Rural)	Count	0	0	0	1	0	1
	%	0.0	0.0	0.0	100.0	0.0	100.0
MTS (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
MTS (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
MTS (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Com (rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Rel Tel (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	3	1	2	0	0	3
	%	100.0	33.3	66.7	0.0	0.0	100.0
S Tel (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
S Tel (Rural)	Count	3	1	2	0	0	3
	%	100.0	33.3	66.7	0.0	0.0	100.0
TTSL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
TTSL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

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	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100.0
Uninor (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Uninor (rural)	Count	1	0	0	0	0	1
	%	100.0	0.0	0.0	0.0	0.0	100.0
Vodafone (total)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100.0
Vodafone (urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Vodafone (rural)	Count	2	0	0	0	0	2
	%	100.0	0.0	0.0	0.0	0.0	100.0
Total (Total)	Count	12	1	11	5	0	17
	%	70.6	5.9	64.7	29.4	0.0	100.0
Total (Urban)	Count	3	0	3	1	0	4
	%	75.0	0.0	75.0	25.0	0.0	100.0
Total (Rural)	Count	9	1	8	4	0	13
	%	69.2	7.7	61.5	30.8	0.0	100.0

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	131	267	398
	%	32.9	67.1	100
Aircel (Urban)	Count	69	139	208
	%	33.2	66.8	100
Aircel (Rural)	Count	62	128	190
	%	32.6	67.4	100
Airtel (Total)	Count	47	349	396
	%	11.9	88.1	100
Airtel (Urban)	Count	30	233	263
	%	11.4	88.6	100
Airtel (Rural)	Count	17	116	133
	%	12.8	87.2	100
BSNL (Total)	Count	61	350	411
	%	14.8	85.2	100
BSNL (Urban)	Count	28	218	246
	%	11.4	88.6	100
BSNL (Rural)	Count	33	132	165
	%	20	80	100
Cheers (Total)	Count	28	205	233
	%	12	88	100
Cheers (Urban)	Count	26	193	219
	%	11.9	88.1	100
Cheers (Rural)	Count	2	12	14
	%	14.3	85.7	100
Idea (Total)	Count	88	321	409
	%	21.5	78.5	100
Idea (Urban)	Count	45	172	217
	%	20.7	79.3	100
Idea (Rural)	Count	43	149	192
	%	22.4	77.6	100
MTS (Total)	Count	80	321	401
	%	20	80	100
MTS (Urban)	Count	45	213	258
	%	17.4	82.6	100
MTS (Rural)	Count	35	108	143
	%	24.5	75.5	100
Rel Com (total)	Count	60	371	431
	%	13.9	86.1	100
Rel Com (urban)	Count	43	267	310
	%	13.9	86.1	100
Rel Com (rural)	Count	17	104	121
	%	14	86	100
Rel Tel (Total)	Count	97	338	435
	%	22.3	77.7	100
Rel Tel (Urban)	Count	66	224	290
	%	22.8	77.2	100
Rel Tel (Rural)	Count	31	114	145
	%	21.4	78.6	100
S Tel (Total)	Count	115	289	404
	%	28.5	71.5	100
S Tel (Urban)	Count	67	185	252
	%	26.6	73.4	100
S Tel (Rural)	Count	48	104	152
	%	31.6	68.4	100
TTSL (Total)	Count	54	358	412
	%	13.1	86.9	100
TTSL (Urban)	Count	39	294	333
	%	11.7	88.3	100
TTSL (Rural)	Count	15	64	79
	%	19	81	100

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?				
Service Providers		Yes	No	Total
Uninor (total)	Count	59	329	388
	%	15.2	84.8	100
Uninor (urban)	Count	34	200	234
	%	14.5	85.5	100
Uninor (rural)	Count	25	129	154
	%	16.2	83.8	100
Vodafone (total)	Count	40	344	384
	%	10.4	89.6	100
Vodafone (urban)	Count	26	217	243
	%	10.7	89.3	100
Vodafone (rural)	Count	14	127	141
	%	9.9	90.1	100
Total (Total)	Count	860	3842	4702
	%	18.3	81.7	100
Total (Urban)	Count	518	2555	3073
	%	16.9	83.1	100
Total (Rural)	Count	342	1287	1629
	%	21	79	100

11. How satisfied are you with the ease of access of call 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	55	4	51	60	16	131
	%	42	3.1	38.9	45.8	12.2	100
Aircel (Urban)	Count	34	2	32	26	9	69
	%	49.3	2.9	46.4	37.7	13	100
Aircel (Rural)	Count	21	2	19	34	7	62
	%	33.8	3.2	30.6	54.8	11.3	100
Airtel (Total)	Count	28	4	24	13	6	47
	%	59.6	8.5	51.1	27.7	12.8	100
Airtel (Urban)	Count	21	4	17	8	1	30
	%	70	13.3	56.7	26.7	3.3	100
Airtel (Rural)	Count	7	0	7	5	5	17
	%	41.2	0.0	41.2	29.4	29.4	100
BSNL (Total)	Count	20	1	19	24	17	61
	%	32.7	1.6	31.1	39.3	27.9	100
BSNL (Urban)	Count	13	0	13	9	6	28
	%	46.4	0.0	46.4	32.1	21.4	100
BSNL (Rural)	Count	7	1	6	15	11	33
	%	21.2	3	18.2	45.5	33.3	100
Cheers (Total)	Count	20	1	19	8	0	28
	%	71.5	3.6	67.9	28.6	0.0	100
Cheers (Urban)	Count	19	1	18	7	0	26
	%	73	3.8	69.2	26.9	0.0	100
Cheers (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Idea (Total)	Count	36	0	36	38	14	88
	%	40.9	0.0	40.9	43.2	15.9	100
Idea (Urban)	Count	17	0	17	21	7	45
	%	37.8	0.0	37.8	46.7	15.6	100
Idea (Rural)	Count	19	0	19	17	7	43
	%	44.2	0.0	44.2	39.5	16.3	100
MTS (Total)	Count	33	7	26	31	16	80
	%	41.3	8.8	32.5	38.8	20	100
MTS (Urban)	Count	27	5	22	13	5	45
	%	60	11.1	48.9	28.9	11.1	100
MTS (Rural)	Count	6	2	4	18	11	35
	%	17.1	5.7	11.4	51.4	31.4	100
Rel Com (total)	Count	32	1	31	23	5	60
	%	53.4	1.7	51.7	38.3	8.3	100
Rel Com (urban)	Count	23	0	23	17	3	43
	%	53.5	0.0	53.5	39.5	7	100
Rel Com (rural)	Count	9	1	8	6	2	17
	%	53	5.9	47.1	35.3	11.8	100
Rel Tel (Total)	Count	49	9	40	33	15	97
	%	50.5	9.3	41.2	34	15.5	100
Rel Tel (Urban)	Count	38	6	32	19	9	66
	%	57.6	9.1	48.5	28.8	13.6	100
Rel Tel (Rural)	Count	11	3	8	14	6	31
	%	35.5	9.7	25.8	45.2	19.4	100
S Tel (Total)	Count	53	1	52	55	7	115
	%	46.1	0.9	45.2	47.8	6.1	100
S Tel (Urban)	Count	38		38	23	6	67
	%	56.7		56.7	34.3	9	100
S Tel (Rural)	Count	15	1	14	32	1	48
	%	31.3	2.1	29.2	66.7	2.1	100
TTSL (Total)	Count	29	4	25	20	5	54
	%	53.7	7.4	46.3	37	9.3	100
TTSL (Urban)	Count	21	2	19	14	4	39
	%	53.8	5.1	48.7	35.9	10.3	100
TTSL (Rural)	Count	8	2	6	6	1	15
	%	53.3	13.3	40	40	6.7	100

11. How satisfied are you with the ease of access of call 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	24	0	24	29	6	59
	%	40.7	0.0	40.7	49.2	10.2	100
Uninor (urban)	Count	17	0	17	15	2	34
	%	50	0.0	50	44.1	5.9	100
Uninor (rural)	Count	7	0	7	14	4	25
	%	28	0.0	28	56	16	100
Vodafone (total)	Count	20	4	16	15	5	40
	%	50	10	40	37.5	12.5	100
Vodafone (urban)	Count	15	3	12	8	3	26
	%	57.7	11.5	46.2	30.8	11.5	100
Vodafone (rural)	Count	5	1	4	7	2	14
	%	35.7	7.1	28.6	50	14.3	100
Total (Total)	Count	399	36	363	349	112	860
	%	46.4	4.2	42.2	40.6	13	100
Total (Urban)	Count	283	23	260	180	55	518
	%	54.6	4.4	50.2	34.7	10.6	100
Total (Rural)	Count	116	13	103	169	57	342
	%	33.9	3.8	30.1	49.4	16.7	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	55	6	49	62	14	131
	%	42	4.6	37.4	47.3	10.7	100
Aircel (Urban)	Count	33	3	30	29	7	69
	%	47.8	4.3	43.5	42	10.1	100
Aircel (Rural)	Count	22	3	19	33	7	62
	%	35.4	4.8	30.6	53.2	11.3	100
Airtel (Total)	Count	27	5	22	13	7	47
	%	57.4	10.6	46.8	27.7	14.9	100
Airtel (Urban)	Count	21	4	17	7	2	30
	%	70	13.3	56.7	23.3	6.7	100
Airtel (Rural)	Count	6	1	5	6	5	17
	%	35.3	5.9	29.4	35.3	29.4	100
BSNL (Total)	Count	21	3	18	23	16	60
	%	35	5	30	38.3	26.7	100
BSNL (Urban)	Count	14	0	14	9	5	28
	%	50	0.0	50	32.1	17.9	100
BSNL (Rural)	Count	7	3	4	14	11	32
	%	21.9	9.4	12.5	43.8	34.4	100
Cheers (Total)	Count	16	1	15	12	0	28
	%	57.2	3.6	53.6	42.9	0.0	100
Cheers (Urban)	Count	15	1	14	11	0	26
	%	57.6	3.8	53.8	42.3	0.0	100
Cheers (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Idea (Total)	Count	37	0	37	36	14	87
	%	42.5	0.0	42.5	41.4	16.1	100
Idea (Urban)	Count	19	0	19	19	7	45
	%	42.2	0.0	42.2	42.2	15.6	100
Idea (Rural)	Count	18	0	18	17	7	42
	%	42.9	0.0	42.9	40.5	16.7	100
MTS (Total)	Count	36	4	32	28	16	80
	%	45	5	40	35	20	100
MTS (Urban)	Count	28	3	25	11	6	45
	%	62.3	6.7	55.6	24.4	13.3	100
MTS (Rural)	Count	8	1	7	17	10	35
	%	22.9	2.9	20	48.6	28.6	100
Rel Com (total)	Count	35	0	35	20	5	60
	%	58.3	0.0	58.3	33.3	8.3	100
Rel Com (urban)	Count	25	0	25	15	3	43
	%	58.1	0.0	58.1	34.9	7	100
Rel Com (rural)	Count	10	0	10	5	2	17
	%	58.8	0.0	58.8	29.4	11.8	100
Rel Tel (Total)	Count	52	7	45	32	13	97
	%	53.6	7.2	46.4	33	13.4	100
Rel Tel (Urban)	Count	38	3	35	21	7	66
	%	57.5	4.5	53	31.8	10.6	100
Rel Tel (Rural)	Count	14	4	10	11	6	31
	%	45.2	12.9	32.3	35.5	19.4	100
S Tel (Total)	Count	52	4	48	55	8	115
	%	45.2	3.5	41.7	47.8	7	100
S Tel (Urban)	Count	36	1	35	24	7	67
	%	53.7	1.5	52.2	35.8	10.4	100
S Tel (Rural)	Count	16	3	13	31	1	48
	%	33.4	6.3	27.1	64.6	2.1	100
TTSL (Total)	Count	32	3	29	18	4	54
	%	59.3	5.6	53.7	33.3	7.4	100
TTSL (Urban)	Count	21	2	19	15	3	39
	%	53.8	5.1	48.7	38.5	7.7	100
TTSL (Rural)	Count	11	1	10	3	1	15
	%	73.4	6.7	66.7	20	6.7	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	27	1	26	26	6	59
	%	45.8	1.7	44.1	44.1	10.2	100
Uninor (urban)	Count	18	0	18	14	2	34
	%	52.9	0.0	52.9	41.2	5.9	100
Uninor (rural)	Count	9	1	8	12	4	25
	%	36	4	32	48	16	100
Vodafone (total)	Count	23	3	20	13	4	40
	%	57.5	7.5	50	32.5	10	100
Vodafone (urban)	Count	16	3	13	7	3	26
	%	61.5	11.5	50	26.9	11.5	100
Vodafone (rural)	Count	7	0	7	6	1	14
	%	50	0.0	50	42.9	7.1	100
Total (Total)	Count	413	37	376	338	107	858
	%	48.1	4.3	43.8	39.4	12.5	100
Total (Urban)	Count	284	20	264	182	52	518
	%	54.9	3.9	51	35.1	10	100
Total (Rural)	Count	129	17	112	156	55	340
	%	37.9	5	32.9	45.9	16.2	100

13. How satisfied are you with the response time taken to answer your call by a customer care executive?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	54	7	47	62	15	131
	%	41.2	5.3	35.9	47.3	11.5	100
Aircel (Urban)	Count	33	2	31	28	8	69
	%	47.8	2.9	44.9	40.6	11.6	100
Aircel (Rural)	Count	21	5	16	34	7	62
	%	33.9	8.1	25.8	54.8	11.3	100
Airtel (Total)	Count	24	5	19	15	8	47
	%	51	10.6	40.4	31.9	17	100
Airtel (Urban)	Count	20	4	16	8	2	30
	%	66.6	13.3	53.3	26.7	6.7	100
Airtel (Rural)	Count	4	1	3	7	6	17
	%	23.5	5.9	17.6	41.2	35.3	100
BSNL (Total)	Count	21	4	17	25	15	61
	%	34.5	6.6	27.9	41	24.6	100
BSNL (Urban)	Count	13	1	12	11	4	28
	%	46.5	3.6	42.9	39.3	14.3	100
BSNL (Rural)	Count	8	3	5	14	11	33
	%	24.3	9.1	15.2	42.4	33.3	100
Cheers (Total)	Count	17	0	17	11	0	28
	%	60.7	0.0	60.7	39.3	0.0	100
Cheers (Urban)	Count	16	0	16	10	0	26
	%	61.5	0.0	61.5	38.5	0.0	100
Cheers (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Idea (Total)	Count	35	0	35	39	14	88
	%	39.8	0.0	39.8	44.3	15.9	100
Idea (Urban)	Count	17	0	17	21	7	45
	%	37.8	0.0	37.8	46.7	15.6	100
Idea (Rural)	Count	18	0	18	18	7	43
	%	41.9	0.0	41.9	41.9	16.3	100
MTS (Total)	Count	37	6	31	28	15	80
	%	46.3	7.5	38.8	35	18.8	100
MTS (Urban)	Count	29	5	24	11	5	45
	%	64.4	11.1	53.3	24.4	11.1	100
MTS (Rural)	Count	8	1	7	17	10	35
	%	22.9	2.9	20	48.6	28.6	100
Rel Com (total)	Count	33	6	27	23	4	60
	%	55	10	45	38.3	6.7	100
Rel Com (urban)	Count	23	1	22	18	2	43
	%	53.5	2.3	51.2	41.9	4.7	100
Rel Com (rural)	Count	10	5	5	5	2	17
	%	58.8	29.4	29.4	29.4	11.8	100
Rel Tel (Total)	Count	50	8	42	33	14	97
	%	51.5	8.2	43.3	34	14.4	100
Rel Tel (Urban)	Count	35	4	31	23	8	66
	%	53.1	6.1	47	34.8	12.1	100
Rel Tel (Rural)	Count	15	4	11	10	6	31
	%	48.4	12.9	35.5	32.3	19.4	100
S Tel (Total)	Count	54	6	48	53	8	115
	%	46.9	5.2	41.7	46.1	7	100
S Tel (Urban)	Count	38	1	37	22	7	67
	%	56.7	1.5	55.2	32.8	10.4	100
S Tel (Rural)	Count	16	5	11	31	1	48
	%	33.3	10.4	22.9	64.6	2.1	100
TTSL (Total)	Count	31	4	27	18	5	54
	%	57.4	7.4	50	33.3	9.3	100
TTSL (Urban)	Count	20	2	18	16	3	39
	%	51.3	5.1	46.2	41	7.7	100
TTSL (Rural)	Count	11	2	9	2	2	15
	%	73.3	13.3	60	13.3	13.3	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	26	4	22	27	6	59
	%	44.1	6.8	37.3	45.8	10.2	100
Uninor (urban)	Count	18	0	18	14	2	34
	%	52.9	0.0	52.9	41.2	5.9	100
Uninor (rural)	Count	8	4	4	13	4	25
	%	32	16	16	52	16	100
Vodafone (total)	Count	24	4	20	12	4	40
	%	60	10	50	30	10	100
Vodafone (urban)	Count	17	2	15	6	3	26
	%	65.4	7.7	57.7	23.1	11.5	100
Vodafone (rural)	Count	7	2	5	6	1	14
	%	50	14.3	35.7	42.9	7.1	100
Total (Total)	Count	406	54	352	346	108	860
	%	47.2	6.3	40.9	40.2	12.6	100
Total (Urban)	Count	279	22	257	188	51	518
	%	53.8	4.2	49.6	36.3	9.8	100
Total (Rural)	Count	127	32	95	158	57	342
	%	37.2	9.4	27.8	46.2	16.7	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	50	7	43	64	17	131
	%	38.1	5.3	32.8	48.9	13	100
Aircel (Urban)	Count	29	3	26	31	9	69
	%	42	4.3	37.7	44.9	13	100
Aircel (Rural)	Count	21	4	17	33	8	62
	%	33.9	6.5	27.4	53.2	12.9	100
Airtel (Total)	Count	24	6	18	15	8	47
	%	51.1	12.8	38.3	31.9	17	100
Airtel (Urban)	Count	19	4	15	9	2	30
	%	63.3	13.3	50	30	6.7	100
Airtel (Rural)	Count	5	2	3	6	6	17
	%	29.4	11.8	17.6	35.3	35.3	100
BSNL (Total)	Count	18	3	15	27	16	61
	%	29.5	4.9	24.6	44.3	26.2	100
BSNL (Urban)	Count	11	2	9	12	5	28
	%	39.2	7.1	32.1	42.9	17.9	100
BSNL (Rural)	Count	7	1	6	15	11	33
	%	21.2	3	18.2	45.5	33.3	100
Cheers (Total)	Count	16	2	14	12	0	28
	%	57.1	7.1	50	42.9	0.0	100
Cheers (Urban)	Count	15	2	13	11	0	26
	%	57.7	7.7	50	42.3	0.0	100
Cheers (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Idea (Total)	Count	32	1	31	42	14	88
	%	36.3	1.1	35.2	47.7	15.9	100
Idea (Urban)	Count	15	1	14	23	7	45
	%	33.3	2.2	31.1	51.1	15.6	100
Idea (Rural)	Count	17	0	17	19	7	43
	%	39.5	0.0	39.5	44.2	16.3	100
MTS (Total)	Count	30	9	21	33	17	80
	%	37.6	11.3	26.3	41.3	21.3	100
MTS (Urban)	Count	22	7	15	16	7	45
	%	48.9	15.6	33.3	35.6	15.6	100
MTS (Rural)	Count	8	2	6	17	10	35
	%	22.8	5.7	17.1	48.6	28.6	100
Rel Com (total)	Count	29	2	27	26	5	60
	%	48.3	3.3	45	43.3	8.3	100
Rel Com (urban)	Count	19	0	19	21	3	43
	%	44.2	0.0	44.2	48.8	7	100
Rel Com (rural)	Count	10	2	8	5	2	17
	%	58.9	11.8	47.1	29.4	11.8	100
Rel Tel (Total)	Count	49	8	41	33	15	97
	%	50.5	8.2	42.3	34	15.5	100
Rel Tel (Urban)	Count	35	4	31	24	7	66
	%	53.1	6.1	47	36.4	10.6	100
Rel Tel (Rural)	Count	14	4	10	9	8	31
	%	45.2	12.9	32.3	29	25.8	100
S Tel (Total)	Count	55	4	51	53	7	115
	%	47.8	3.5	44.3	46.1	6.1	100
S Tel (Urban)	Count	39	0	39	22	6	67
	%	58.2	0.0	58.2	32.8	9	100
S Tel (Rural)	Count	16	4	12	31	1	48
	%	33.3	8.3	25	64.6	2.1	100
TTSL (Total)	Count	30	2	28	21	3	54
	%	55.6	3.7	51.9	38.9	5.6	100
TTSL (Urban)	Count	19	2	17	18	2	39
	%	48.7	5.1	43.6	46.2	5.1	100
TTSL (Rural)	Count	11	0	11	3	1	15
	%	73.3	0.0	73.3	20	6.7	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	28	3	25	25	6	59
	%	47.5	5.1	42.4	42.4	10.2	100
Uninor (urban)	Count	19	1	18	13	2	34
	%	55.8	2.9	52.9	38.2	5.9	100
Uninor (rural)	Count	9	2	7	12	4	25
	%	36	8	28	48	16	100
Vodafone (total)	Count	23	3	20	13	4	40
	%	57.5	7.5	50	32.5	10	100
Vodafone (urban)	Count	16	3	13	7	3	26
	%	61.5	11.5	50	26.9	11.5	100
Vodafone (rural)	Count	7	0	7	6	1	14
	%	50	0.0	50	42.9	7.1	100
Total (Total)	Count	384	50	334	364	112	860
	%	44.6	5.8	38.8	42.3	13	100
Total (Urban)	Count	258	29	229	207	53	518
	%	49.8	5.6	44.2	40	10.2	100
Total (Rural)	Count	126	21	105	157	59	342
	%	36.8	6.1	30.7	45.9	17.3	100

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Aircel (Total)	Count	50	4	46	66	15	131
	%	38.2	3.1	35.1	50.4	11.5	100
Aircel (Urban)	Count	31	2	29	30	8	69
	%	44.9	2.9	42	43.5	11.6	100
Aircel (Rural)	Count	19	2	17	36	7	62
	%	30.6	3.2	27.4	58.1	11.3	100
Airtel (Total)	Count	25	7	18	15	7	47
	%	53.2	14.9	38.3	31.9	14.9	100
Airtel (Urban)	Count	20	5	15	8	2	30
	%	66.7	16.7	50	26.7	6.7	100
Airtel (Rural)	Count	5	2	3	7	5	17
	%	29.4	11.8	17.6	41.2	29.4	100
BSNL (Total)	Count	19	1	18	26	16	61
	%	31.1	1.6	29.5	42.6	26.2	100
BSNL (Urban)	Count	11	0	11	12	5	28
	%	39.3	0.0	39.3	42.9	17.9	100
BSNL (Rural)	Count	8	1	7	14	11	33
	%	24.2	3	21.2	42.4	33.3	100
Cheers (Total)	Count	19	3	16	9	0	28
	%	67.8	10.7	57.1	32.1	0.0	100
Cheers (Urban)	Count	18	3	15	8	0	26
	%	69.2	11.5	57.7	30.8	0.0	100
Cheers (Rural)	Count	1	0	1	1	0	2
	%	50	0.0	50	50	0.0	100
Idea (Total)	Count	34	0	34	39	15	88
	%	38.6	0.0	38.6	44.3	17	100
Idea (Urban)	Count	16	0	16	22	7	45
	%	35.6	0.0	35.6	48.9	15.6	100
Idea (Rural)	Count	18	0	18	17	8	43
	%	41.9	0.0	41.9	39.5	18.6	100
MTS (Total)	Count	28	11	17	35	17	80
	%	35.1	13.8	21.3	43.8	21.3	100
MTS (Urban)	Count	21	9	12	17	7	45
	%	46.7	20	26.7	37.8	15.6	100
MTS (Rural)	Count	7	2	5	18	10	35
	%	20	5.7	14.3	51.4	28.6	100
Rel Com (total)	Count	28	2	26	26	6	60
	%	46.6	3.3	43.3	43.3	10	100
Rel Com (urban)	Count	18	2	16	21	4	43
	%	41.9	4.7	37.2	48.8	9.3	100
Rel Com (rural)	Count	10	0	10	5	2	17
	%	58.8	0.0	58.8	29.4	11.8	100
Rel Tel (Total)	Count	52	9	43	30	15	97
	%	53.6	9.3	44.3	30.9	15.5	100
Rel Tel (Urban)	Count	38	4	34	20	8	66
	%	57.6	6.1	51.5	30.3	12.1	100
Rel Tel (Rural)	Count	14	5	9	10	7	31
	%	45.1	16.1	29	32.3	22.6	100
S Tel (Total)	Count	57	7	50	51	7	115
	%	49.6	6.1	43.5	44.3	6.1	100
S Tel (Urban)	Count	41	3	38	20	6	67
	%	61.2	4.5	56.7	29.9	9	100
S Tel (Rural)	Count	16	4	12	31	1	48
	%	33.3	8.3	25	64.6	2.1	100
TTSL (Total)	Count	31	4	27	20	3	54
	%	57.4	7.4	50	37	5.6	100
TTSL (Urban)	Count	20	2	18	17	2	39
	%	51.3	5.1	46.2	43.6	5.1	100
TTSL (Rural)	Count	11	2	9	3	1	15
	%	73.3	13.3	60	20	6.7	100

15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	27	1	26	25	7	59
	%	45.8	1.7	44.1	42.4	11.9	100
Uninor (urban)	Count	19	1	18	13	2	34
	%	55.8	2.9	52.9	38.2	5.9	100
Uninor (rural)	Count	8	0	8	12	5	25
	%	32	0.0	32	48	20	100
Vodafone (total)	Count	24	3	21	12	4	40
	%	60	7.5	52.5	30	10	100
Vodafone (urban)	Count	17	3	14	6	3	26
	%	65.3	11.5	53.8	23.1	11.5	100
Vodafone (rural)	Count	7	0	7	6	1	14
	%	50	0.0	50	42.9	7.1	100
Total (Total)	Count	394	52	342	354	112	860
	%	45.8	6	39.8	41.2	13	100
Total (Urban)	Count	270	34	236	194	54	518
	%	52.2	6.6	45.6	37.5	10.4	100
Total (Rural)	Count	124	18	106	160	58	342
	%	36.3	5.3	31	46.8	17	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	307	72	235	75	16	398
	%	77.1	18.1	59	18.8	4	100
Aircel (Urban)	Count	176	36	140	25	7	208
	%	84.6	17.3	67.3	12	3.4	100
Aircel (Rural)	Count	131	36	95	50	9	190
	%	68.9	18.9	50	26.3	4.7	100
Airtel (Total)	Count	364	106	258	26	6	396
	%	92	26.8	65.2	6.6	1.5	100
Airtel (Urban)	Count	251	73	178	11	1	263
	%	95.5	27.8	67.7	4.2	0.4	100
Airtel (Rural)	Count	113	33	80	15	5	133
	%	85	24.8	60.2	11.3	3.8	100
BSNL (Total)	Count	320	52	268	67	24	411
	%	77.9	12.7	65.2	16.3	5.8	100
BSNL (Urban)	Count	200	34	166	34	12	246
	%	81.3	13.8	67.5	13.8	4.9	100
BSNL (Rural)	Count	120	18	102	33	12	165
	%	72.7	10.9	61.8	20	7.3	100
Cheers (Total)	Count	163	43	120	62	8	233
	%	70	18.5	51.5	26.6	3.4	100
Cheers (Urban)	Count	157	43	114	56	6	219
	%	71.7	19.6	52.1	25.6	2.7	100
Cheers (Rural)	Count	6	0	6	6	2	14
	%	42.9	0.0	42.9	42.9	14.3	100
Idea (Total)	Count	295	42	253	91	23	409
	%	72.2	10.3	61.9	22.2	5.6	100
Idea (Urban)	Count	161	25	136	45	11	217
	%	74.2	11.5	62.7	20.7	5.1	100
Idea (Rural)	Count	134	17	117	46	12	192
	%	69.8	8.9	60.9	24	6.3	100
MTS (Total)	Count	341	106	235	48	12	401
	%	85	26.4	58.6	12	3	100
MTS (Urban)	Count	239	87	152	17	2	258
	%	92.6	33.7	58.9	6.6	0.8	100
MTS (Rural)	Count	102	19	83	31	10	143
	%	71.3	13.3	58	21.7	7	100
Rel Com (total)	Count	381	77	304	41	9	431
	%	88.4	17.9	70.5	9.5	2.1	100
Rel Com (urban)	Count	274	60	214	27	9	310
	%	88.4	19.4	69	8.7	2.9	100
Rel Com (rural)	Count	107	17	90	14	0	121
	%	88.4	14	74.4	11.6	0.0	100
Rel Tel (Total)	Count	361	66	295	62	12	435
	%	83	15.2	67.8	14.3	2.8	100
Rel Tel (Urban)	Count	238	41	197	46	6	290
	%	82	14.1	67.9	15.9	2.1	100
Rel Tel (Rural)	Count	123	25	98	16	6	145
	%	84.8	17.2	67.6	11	4.1	100
S Tel (Total)	Count	296	72	224	99	9	404
	%	73.2	17.8	55.4	24.5	2.2	100
S Tel (Urban)	Count	182	34	148	62	8	252
	%	72.2	13.5	58.7	24.6	3.2	100
S Tel (Rural)	Count	114	38	76	37	1	152
	%	75	25	50	24.3	0.7	100
TTSL (Total)	Count	350	51	299	56	6	412
	%	85	12.4	72.6	13.6	1.5	100
TTSL (Urban)	Count	284	42	242	44	5	333
	%	85.3	12.6	72.7	13.2	1.5	100
TTSL (Rural)	Count	66	9	57	12	1	79
	%	83.6	11.4	72.2	15.2	1.3	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
Uninor (total)	Count	326	36	290	54	8	388
	%	84	9.3	74.7	13.9	2.1	100
Uninor (urban)	Count	208	24	184	23	3	234
	%	88.9	10.3	78.6	9.8	1.3	100
Uninor (rural)	Count	118	12	106	31	5	154
	%	76.6	7.8	68.8	20.1	3.2	100
Vodafone (total)	Count	330	48	282	46	8	384
	%	85.9	12.5	73.4	12	2.1	100
Vodafone (urban)	Count	212	33	179	25	6	243
	%	87.3	13.6	73.7	10.3	2.5	100
Vodafone (rural)	Count	118	15	103	21	2	141
	%	83.6	10.6	73	14.9	1.4	100
Total (Total)	Count	3834	771	3063	727	141	4702
	%	81.5	16.4	65.1	15.5	3	100
Total (Urban)	Count	2582	532	2050	415	76	3073
	%	84	17.3	66.7	13.5	2.5	100
Total (Rural)	Count	1252	239	1013	312	65	1629
	%	76.9	14.7	62.2	19.2	4	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	312	75	237	72	14	398
	%	78.3	18.8	59.5	18.1	3.5	100
Aircel (Urban)	Count	176	38	138	25	7	208
	%	84.6	18.3	66.3	12	3.4	100
Aircel (Rural)	Count	136	37	99	47	7	190
	%	71.6	19.5	52.1	24.7	3.7	100
Airtel (Total)	Count	366	110	256	24	6	396
	%	92.4	27.8	64.6	6.1	1.5	100
Airtel (Urban)	Count	252	76	176	10	1	263
	%	95.8	28.9	66.9	3.8	0.4	100
Airtel (Rural)	Count	114	34	80	14	5	133
	%	85.8	25.6	60.2	10.5	3.8	100
BSNL (Total)	Count	323	55	268	65	23	411
	%	78.6	13.4	65.2	15.8	5.6	100
BSNL (Urban)	Count	202	35	167	33	11	246
	%	82.1	14.2	67.9	13.4	4.5	100
BSNL (Rural)	Count	121	20	101	32	12	165
	%	73.3	12.1	61.2	19.4	7.3	100
Cheers (Total)	Count	161	26	135	64	8	233
	%	69.1	11.2	57.9	27.5	3.4	100
Cheers (Urban)	Count	155	26	129	58	6	219
	%	70.8	11.9	58.9	26.5	2.7	100
Cheers (Rural)	Count	6	0	6	6	2	14
	%	42.9	0.0	42.9	42.9	14.3	100
Idea (Total)	Count	295	43	252	91	23	409
	%	72.1	10.5	61.6	22.2	5.6	100
Idea (Urban)	Count	160	23	137	46	11	217
	%	73.7	10.6	63.1	21.2	5.1	100
Idea (Rural)	Count	135	20	115	45	12	192
	%	70.3	10.4	59.9	23.4	6.3	100
MTS (Total)	Count	341	98	243	47	13	401
	%	85	24.4	60.6	11.7	3.2	100
MTS (Urban)	Count	239	78	161	16	3	258
	%	92.6	30.2	62.4	6.2	1.2	100
MTS (Rural)	Count	102	20	82	31	10	143
	%	71.3	14	57.3	21.7	7	100
Rel Com (total)	Count	382	71	311	41	8	431
	%	88.7	16.5	72.2	9.5	1.9	100
Rel Com (urban)	Count	274	56	218	28	8	310
	%	88.4	18.1	70.3	9	2.6	100
Rel Com (rural)	Count	108	15	93	13	0	121
	%	89.3	12.4	76.9	10.7	0.0	100
Rel Tel (Total)	Count	360	66	294	64	11	435
	%	82.8	15.2	67.6	14.7	2.5	100
Rel Tel (Urban)	Count	241	41	200	46	3	290
	%	83.1	14.1	69	15.9	1	100
Rel Tel (Rural)	Count	119	25	94	18	8	145
	%	82	17.2	64.8	12.4	5.5	100
S Tel (Total)	Count	295	54	241	99	10	404
	%	73.1	13.4	59.7	24.5	2.5	100
S Tel (Urban)	Count	181	17	164	63	8	252
	%	71.8	6.7	65.1	25	3.2	100
S Tel (Rural)	Count	114	37	77	36	2	152
	%	75	24.3	50.7	23.7	1.3	100
TTSL (Total)	Count	349	46	303	57	6	412
	%	84.7	11.2	73.5	13.8	1.5	100
TTSL (Urban)	Count	280	39	241	48	5	333
	%	84.1	11.7	72.4	14.4	1.5	100
TTSL (Rural)	Count	69	7	62	9	1	79
	%	87.4	8.9	78.5	11.4	1.3	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
Uninor (total)	Count	331	41	290	52	5	388
	%	85.3	10.6	74.7	13.4	1.3	100
Uninor (urban)	Count	209	25	184	23	2	234
	%	89.3	10.7	78.6	9.8	0.9	100
Uninor (rural)	Count	122	16	106	29	3	154
	%	79.2	10.4	68.8	18.8	1.9	100
Vodafone (total)	Count	343	46	297	37	4	384
	%	89.3	12	77.3	9.6	1	100
Vodafone (urban)	Count	218	28	190	21	4	243
	%	89.7	11.5	78.2	8.6	1.6	100
Vodafone (rural)	Count	125	18	107	16	0	141
	%	88.7	12.8	75.9	11.3	0.0	100
Total (Total)	Count	3858	731	3127	713	131	4702
	%	82	15.5	66.5	15.2	2.8	100
Total (Urban)	Count	2587	482	2105	417	69	3073
	%	84.2	15.7	68.5	13.6	2.2	100
Total (Rural)	Count	1271	249	1022	296	62	1629
	%	78	15.3	62.7	18.2	3.8	100

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	86	14	72	236	76
	%	21.6	3.5	18.1	59.3	19.1
Aircel (Urban)	Count	31	8	23	138	39
	%	14.9	3.8	11.1	66.3	18.8
Aircel (Rural)	Count	55	6	49	98	37
	%	29	3.2	25.8	51.6	19.5
Airtel (Total)	Count	29	4	25	209	158
	%	7.3	1	6.3	52.8	39.9
Airtel (Urban)	Count	11	1	10	150	102
	%	4.2	0.4	3.8	57	38.8
Airtel (Rural)	Count	18	3	15	59	56
	%	13.6	2.3	11.3	44.4	42.1
BSNL (Total)	Count	85	25	60	233	93
	%	20.7	6.1	14.6	56.7	22.6
BSNL (Urban)	Count	42	13	29	137	67
	%	17.1	5.3	11.8	55.7	27.2
BSNL (Rural)	Count	43	12	31	96	26
	%	26.1	7.3	18.8	58.2	15.8
Cheers (Total)	Count	58	8	50	114	61
	%	24.9	3.4	21.5	48.9	26.2
Cheers (Urban)	Count	51	7	44	107	61
	%	23.3	3.2	20.1	48.9	27.9
Cheers (Rural)	Count	7	1	6	7	0
	%	50	7.1	42.9	50	0.0
Idea (Total)	Count	110	20	90	261	38
	%	26.9	4.9	22	63.8	9.3
Idea (Urban)	Count	54	9	45	141	22
	%	24.8	4.1	20.7	65	10.1
Idea (Rural)	Count	56	11	45	120	16
	%	29.1	5.7	23.4	62.5	8.3
MTS (Total)	Count	62	13	49	219	120
	%	15.4	3.2	12.2	54.6	29.9
MTS (Urban)	Count	19	3	16	139	100
	%	7.4	1.2	6.2	53.9	38.8
MTS (Rural)	Count	43	10	33	80	20
	%	30.1	7	23.1	55.9	14
Rel Com (total)	Count	49	9	40	277	105
	%	11.4	2.1	9.3	64.3	24.4
Rel Com (urban)	Count	35	9	26	188	87
	%	11.3	2.9	8.4	60.6	28.1
Rel Com (rural)	Count	14	0	14	89	18
	%	11.6	0.0	11.6	73.6	14.9
Rel Tel (Total)	Count	66	8	58	229	140
	%	15.1	1.8	13.3	52.6	32.2
Rel Tel (Urban)	Count	45	3	42	146	99
	%	15.5	1	14.5	50.3	34.1
Rel Tel (Rural)	Count	21	5	16	83	41
	%	14.4	3.4	11	57.2	28.3
S Tel (Total)	Count	103	9	94	229	72
	%	25.5	2.2	23.3	56.7	17.8
S Tel (Urban)	Count	65	7	58	151	36
	%	25.8	2.8	23	59.9	14.3
S Tel (Rural)	Count	38	2	36	78	36
	%	25	1.3	23.7	51.3	23.7
TTSL (Total)	Count	55	8	47	233	124
	%	13.3	1.9	11.4	56.6	30.1
TTSL (Urban)	Count	47	6	41	173	113
	%	14.1	1.8	12.3	52	33.9
TTSL (Rural)	Count	8	2	6	60	11
	%	10.1	2.5	7.6	75.9	13.9

18. How often does your call drop during conversation?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Uninor (total)	Count	39	7	32	241	108
	%	10	1.8	8.2	62.1	27.8
Uninor (urban)	Count	15	2	13	149	70
	%	6.5	0.9	5.6	63.7	29.9
Uninor (rural)	Count	24	5	19	92	38
	%	15.5	3.2	12.3	59.7	24.7
Vodafone (total)	Count	31	8	23	251	102
	%	8.1	2.1	6	65.4	26.6
Vodafone (urban)	Count	19	6	13	164	60
	%	7.8	2.5	5.3	67.5	24.7
Vodafone (rural)	Count	12	2	10	87	42
	%	8.5	1.4	7.1	61.7	29.8
Total (Total)	Count	773	133	640	2732	1197
	%	16.4	2.8	13.6	58.1	25.5
Total (Urban)	Count	434	74	360	1783	856
	%	14.1	2.4	11.7	58	27.9
Total (Rural)	Count	339	59	280	949	341
	%	20.8	3.6	17.2	58.3	20.9

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	304	41	263	84	10	398
	%	76.4	10.3	66.1	21.1	2.5	100
Aircel (Urban)	Count	167	16	151	38	3	208
	%	80.3	7.7	72.6	18.3	1.4	100
Aircel (Rural)	Count	137	25	112	46	7	190
	%	72.1	13.2	58.9	24.2	3.7	100
Airtel (Total)	Count	320	58	262	70	6	396
	%	80.8	14.6	66.2	17.7	1.5	100
Airtel (Urban)	Count	220	37	183	42	1	263
	%	83.7	14.1	69.6	16	0.4	100
Airtel (Rural)	Count	100	21	79	28	5	133
	%	75.2	15.8	59.4	21.1	3.8	100
BSNL (Total)	Count	303	30	273	95	13	411
	%	73.7	7.3	66.4	23.1	3.2	100
BSNL (Urban)	Count	188	11	177	56	2	246
	%	76.5	4.5	72	22.8	0.8	100
BSNL (Rural)	Count	115	19	96	39	11	165
	%	69.7	11.5	58.2	23.6	6.7	100
Cheers (Total)	Count	158	0	158	75	0	233
	%	67.8	0.0	67.8	32.2	0.0	100
Cheers (Urban)	Count	152	0	152	67	0	219
	%	69.4	0.0	69.4	30.6	0.0	100
Cheers (Rural)	Count	6	0	6	8	0	14
	%	42.9	0.0	42.9	57.1	0.0	100
Idea (Total)	Count	321	40	281	81	7	409
	%	78.5	9.8	68.7	19.8	1.7	100
Idea (Urban)	Count	168	20	148	44	5	217
	%	77.4	9.2	68.2	20.3	2.3	100
Idea (Rural)	Count	153	20	133	37	2	192
	%	79.7	10.4	69.3	19.3	1	100
MTS (Total)	Count	311	45	266	81	9	401
	%	77.5	11.2	66.3	20.2	2.2	100
MTS (Urban)	Count	210	25	185	48	0	258
	%	81.4	9.7	71.7	18.6	0.0	100
MTS (Rural)	Count	101	20	81	33	9	143
	%	70.6	14	56.6	23.1	6.3	100
Rel Com (total)	Count	368	47	321	62	1	431
	%	85.4	10.9	74.5	14.4	0.2	100
Rel Com (urban)	Count	266	28	238	43	1	310
	%	85.8	9	76.8	13.9	0.3	100
Rel Com (rural)	Count	102	19	83	19	0	121
	%	84.3	15.7	68.6	15.7	0.0	100
Rel Tel (Total)	Count	331	47	284	97	7	435
	%	76.1	10.8	65.3	22.3	1.6	100
Rel Tel (Urban)	Count	218	23	195	70	2	290
	%	75.1	7.9	67.2	24.1	0.7	100
Rel Tel (Rural)	Count	113	24	89	27	5	145
	%	78	16.6	61.4	18.6	3.4	100
S Tel (Total)	Count	292	47	245	110	2	404
	%	72.2	11.6	60.6	27.2	0.5	100
S Tel (Urban)	Count	181	8	173	70	1	252
	%	71.9	3.2	68.7	27.8	0.4	100
S Tel (Rural)	Count	111	39	72	40	1	152
	%	73.1	25.7	47.4	26.3	0.7	100
TTSL (Total)	Count	336	47	289	73	3	412
	%	81.5	11.4	70.1	17.7	0.7	100
TTSL (Urban)	Count	270	37	233	61	2	333
	%	81.1	11.1	70	18.3	0.6	100
TTSL (Rural)	Count	66	10	56	12	1	79
	%	83.6	12.7	70.9	15.2	1.3	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
Uninor (total)	Count	313	39	274	70	5	388
	%	80.7	10.1	70.6	18	1.3	100
Uninor (urban)	Count	194	24	170	38	2	234
	%	82.9	10.3	72.6	16.2	0.9	100
Uninor (rural)	Count	119	15	104	32	3	154
	%	77.2	9.7	67.5	20.8	1.9	100
Vodafone (total)	Count	329	44	285	52	3	384
	%	85.7	11.5	74.2	13.5	0.8	100
Vodafone (urban)	Count	213	24	189	28	2	243
	%	87.7	9.9	77.8	11.5	0.8	100
Vodafone (rural)	Count	116	20	96	24	1	141
	%	82.3	14.2	68.1	17	0.7	100
Total (Total)	Count	3686	485	3201	950	66	4702
	%	78.4	10.3	68.1	20.2	1.4	100
Total (Urban)	Count	2447	253	2194	605	21	3073
	%	79.6	8.2	71.4	19.7	0.7	100
Total (Rural)	Count	1239	232	1007	345	45	1629
	%	76	14.2	61.8	21.2	2.8	100

MAINTAINABILITY (FAULT REPAIR)

20. How often do you face signal problems?

Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Aircel (Total)	Count	14	77	221	86	398
	%	3.5	19.3	55.5	21.6	100
Aircel (Urban)	Count	7	28	132	41	208
	%	3.4	13.5	63.5	19.7	100
Aircel (Rural)	Count	7	49	89	45	190
	%	3.7	25.8	46.8	23.7	100
Airtel (Total)	Count	6	25	191	174	396
	%	1.5	6.3	48.2	43.9	100
Airtel (Urban)	Count	1	11	138	113	263
	%	0.4	4.2	52.5	43	100
Airtel (Rural)	Count	5	14	53	61	133
	%	3.8	10.5	39.8	45.9	100
BSNL (Total)	Count	23	67	227	94	411
	%	5.6	16.3	55.2	22.9	100
BSNL (Urban)	Count	11	34	137	64	246
	%	4.5	13.8	55.7	26	100
BSNL (Rural)	Count	12	33	90	30	165
	%	7.3	20	54.5	18.2	100
Cheers (Total)	Count	9	50	107	67	233
	%	3.9	21.5	45.9	28.8	100
Cheers (Urban)	Count	7	44	102	66	219
	%	3.2	20.1	46.6	30.1	100
Cheers (Rural)	Count	2	6	5	1	14
	%	14.3	42.9	35.7	7.1	100
Idea (Total)	Count	19	93	248	49	409
	%	4.6	22.7	60.6	12	100
Idea (Urban)	Count	11	44	132	30	217
	%	5.1	20.3	60.8	13.8	100
Idea (Rural)	Count	8	49	116	19	192
	%	4.2	25.5	60.4	9.9	100
MTS (Total)	Count	12	46	213	130	401
	%	3	11.5	53.1	32.4	100
MTS (Urban)	Count	3	15	131	109	258
	%	1.2	5.8	50.8	42.2	100
MTS (Rural)	Count	9	31	82	21	143
	%	6.3	21.7	57.3	14.7	100
Rel Com (total)	Count	9	41	273	108	431
	%	2.1	9.5	63.3	25.1	100
Rel Com (urban)	Count	9	26	189	86	310
	%	2.9	8.4	61	27.7	100
Rel Com (rural)	Count	0	15	84	22	121
	%	0.0	12.4	69.4	18.2	100
Rel Tel (Total)	Count	10	56	217	152	435
	%	2.3	12.9	49.9	34.9	100
Rel Tel (Urban)	Count	4	40	144	102	290
	%	1.4	13.8	49.7	35.2	100
Rel Tel (Rural)	Count	6	16	73	50	145
	%	4.1	11	50.3	34.5	100
S Tel (Total)	Count	9	99	210	86	404
	%	2.2	24.5	52	21.3	100
S Tel (Urban)	Count	7	64	144	37	252
	%	2.8	25.4	57.1	14.7	100
S Tel (Rural)	Count	2	35	66	49	152
	%	1.3	23	43.4	32.2	100
TTSL (Total)	Count	6	42	234	130	412
	%	1.5	10.2	56.8	31.6	100
TTSL (Urban)	Count	5	36	179	113	333
	%	1.5	10.8	53.8	33.9	100
TTSL (Rural)	Count	1	6	55	17	79
	%	1.3	7.6	69.6	21.5	100

20. How often do you face signal problems?						
Service Providers		Very Frequently	Frequently	Occasionally	Never	Total
Uninor (total)	Count	4	37	238	109	388
	%	1	9.5	61.3	28.1	100
Uninor (urban)	Count	2	13	148	71	234
	%	0.9	5.6	63.2	30.3	100
Uninor (rural)	Count	2	24	90	38	154
	%	1.3	15.6	58.4	24.7	100
Vodafone (total)	Count	7	25	249	103	384
	%	1.8	6.5	64.8	26.8	100
Vodafone (urban)	Count	5	13	169	56	243
	%	2.1	5.3	69.5	23	100
Vodafone (rural)	Count	2	12	80	47	141
	%	1.4	8.5	56.7	33.3	100
Total (Total)	Count	128	658	2628	1288	4702
	%	2.7	14	55.9	27.4	100
Total (Urban)	Count	72	368	1745	888	3073
	%	2.3	12	56.8	28.9	100
Total (Rural)	Count	56	290	883	400	1629
	%	3.4	17.8	54.2	24.6	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
Aircel (Total)	Count	302	66	236	81	15	398
	%	75.9	16.6	59.3	20.4	3.8	100
Aircel (Urban)	Count	171	28	143	30	7	208
	%	82.3	13.5	68.8	14.4	3.4	100
Aircel (Rural)	Count	131	38	93	51	8	190
	%	68.9	20	48.9	26.8	4.2	100
Airtel (Total)	Count	366	107	259	24	6	396
	%	92.4	27	65.4	6.1	1.5	100
Airtel (Urban)	Count	252	71	181	10	1	263
	%	95.8	27	68.8	3.8	0.4	100
Airtel (Rural)	Count	114	36	78	14	5	133
	%	85.7	27.1	58.6	10.5	3.8	100
BSNL (Total)	Count	322	57	265	66	23	411
	%	78.4	13.9	64.5	16.1	5.6	100
BSNL (Urban)	Count	201	37	164	34	11	246
	%	81.7	15	66.7	13.8	4.5	100
BSNL (Rural)	Count	121	20	101	32	12	165
	%	73.3	12.1	61.2	19.4	7.3	100
Cheers (Total)	Count	168	37	131	57	8	233
	%	72.1	15.9	56.2	24.5	3.4	100
Cheers (Urban)	Count	162	36	126	51	6	219
	%	73.9	16.4	57.5	23.3	2.7	100
Cheers (Rural)	Count	6	1	5	6	2	14
	%	42.8	7.1	35.7	42.9	14.3	100
Idea (Total)	Count	295	41	254	92	22	409
	%	72.1	10	62.1	22.5	5.4	100
Idea (Urban)	Count	161	23	138	45	11	217
	%	74.2	10.6	63.6	20.7	5.1	100
Idea (Rural)	Count	134	18	116	47	11	192
	%	69.8	9.4	60.4	24.5	5.7	100
MTS (Total)	Count	340	101	239	48	13	401
	%	84.8	25.2	59.6	12	3.2	100
MTS (Urban)	Count	240	82	158	16	2	258
	%	93	31.8	61.2	6.2	0.8	100
MTS (Rural)	Count	100	19	81	32	11	143
	%	69.9	13.3	56.6	22.4	7.7	100
Rel Com (total)	Count	381	71	310	41	9	431
	%	88.4	16.5	71.9	9.5	2.1	100
Rel Com (urban)	Count	275	57	218	26	9	310
	%	88.7	18.4	70.3	8.4	2.9	100
Rel Com (rural)	Count	106	14	92	15	0	121
	%	87.6	11.6	76	12.4	0.0	100
Rel Tel (Total)	Count	359	78	281	66	10	435
	%	82.5	17.9	64.6	15.2	2.3	100
Rel Tel (Urban)	Count	240	45	195	47	3	290
	%	82.7	15.5	67.2	16.2	1	100
Rel Tel (Rural)	Count	119	33	86	19	7	145
	%	82.1	22.8	59.3	13.1	4.8	100
S Tel (Total)	Count	294	57	237	100	10	404
	%	72.8	14.1	58.7	24.8	2.5	100
S Tel (Urban)	Count	182	18	164	63	7	252
	%	72.2	7.1	65.1	25	2.8	100
S Tel (Rural)	Count	112	39	73	37	3	152
	%	73.7	25.7	48	24.3	2	100
TTSL (Total)	Count	358	56	302	48	6	412
	%	86.9	13.6	73.3	11.7	1.5	100
TTSL (Urban)	Count	289	47	242	39	5	333
	%	86.8	14.1	72.7	11.7	1.5	100
TTSL (Rural)	Count	69	9	60	9	1	79
	%	87.3	11.4	75.9	11.4	1.3	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
Uninor (total)	Count	331	43	288	51	6	388
	%	85.3	11.1	74.2	13.1	1.5	100
Uninor (urban)	Count	211	28	183	21	2	234
	%	90.2	12	78.2	9	0.9	100
Uninor (rural)	Count	120	15	105	30	4	154
	%	77.9	9.7	68.2	19.5	2.6	100
Vodafone (total)	Count	346	52	294	35	3	384
	%	90.1	13.5	76.6	9.1	0.8	100
Vodafone (urban)	Count	220	33	187	21	2	243
	%	90.6	13.6	77	8.6	0.8	100
Vodafone (rural)	Count	126	19	107	14	1	141
	%	89.4	13.5	75.9	9.9	0.7	100
Total (Total)	Count	3862	766	3096	709	131	4702
	%	82.1	16.3	65.8	15.1	2.8	100
Total (Urban)	Count	2604	505	2099	403	66	3073
	%	84.7	16.4	68.3	13.1	2.1	100
Total (Rural)	Count	1258	261	997	306	65	1629
	%	77.2	16	61.2	18.8	4	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	308	65	243	76	14	398
	%	77.4	16.3	61.1	19.1	3.5	100
Aircel (Urban)	Count	172	31	141	30	6	208
	%	82.7	14.9	67.8	14.4	2.9	100
Aircel (Rural)	Count	136	34	102	46	8	190
	%	71.6	17.9	53.7	24.2	4.2	100
Airtel (Total)	Count	366	106	260	24	6	396
	%	92.5	26.8	65.7	6.1	1.5	100
Airtel (Urban)	Count	252	74	178	10	1	263
	%	95.8	28.1	67.7	3.8	0.4	100
Airtel (Rural)	Count	114	32	82	14	5	133
	%	85.8	24.1	61.7	10.5	3.8	100
BSNL (Total)	Count	324	59	265	64	23	411
	%	78.9	14.4	64.5	15.6	5.6	100
BSNL (Urban)	Count	204	36	168	30	12	246
	%	82.9	14.6	68.3	12.2	4.9	100
BSNL (Rural)	Count	120	23	97	34	11	165
	%	72.7	13.9	58.8	20.6	6.7	100
Cheers (Total)	Count	169	40	129	56	8	233
	%	72.6	17.2	55.4	24	3.4	100
Cheers (Urban)	Count	163	39	124	50	6	219
	%	74.4	17.8	56.6	22.8	2.7	100
Cheers (Rural)	Count	6	1	5	6	2	14
	%	42.8	7.1	35.7	42.9	14.3	100
Idea (Total)	Count	296	42	254	91	22	409
	%	72.4	10.3	62.1	22.2	5.4	100
Idea (Urban)	Count	161	23	138	45	11	217
	%	74.2	10.6	63.6	20.7	5.1	100
Idea (Rural)	Count	135	19	116	46	11	192
	%	70.3	9.9	60.4	24	5.7	100
MTS (Total)	Count	344	101	243	46	11	401
	%	85.8	25.2	60.6	11.5	2.7	100
MTS (Urban)	Count	240	83	157	16	2	258
	%	93.1	32.2	60.9	6.2	0.8	100
MTS (Rural)	Count	104	18	86	30	9	143
	%	72.7	12.6	60.1	21	6.3	100
Rel Com (total)	Count	382	75	307	41	8	431
	%	88.6	17.4	71.2	9.5	1.9	100
Rel Com (urban)	Count	275	57	218	27	8	310
	%	88.7	18.4	70.3	8.7	2.6	100
Rel Com (rural)	Count	107	18	89	14	0	121
	%	88.5	14.9	73.6	11.6	0.0	100
Rel Tel (Total)	Count	359	63	296	67	9	435
	%	82.5	14.5	68	15.4	2.1	100
Rel Tel (Urban)	Count	238	42	196	49	3	290
	%	82.1	14.5	67.6	16.9	1	100
Rel Tel (Rural)	Count	121	21	100	18	6	145
	%	83.5	14.5	69	12.4	4.1	100
S Tel (Total)	Count	295	61	234	99	10	404
	%	73	15.1	57.9	24.5	2.5	100
S Tel (Urban)	Count	184	21	163	60	8	252
	%	73	8.3	64.7	23.8	3.2	100
S Tel (Rural)	Count	111	40	71	39	2	152
	%	73	26.3	46.7	25.7	1.3	100
TTSL (Total)	Count	357	52	305	49	6	412
	%	86.6	12.6	74	11.9	1.5	100
TTSL (Urban)	Count	287	44	243	41	5	333
	%	86.2	13.2	73	12.3	1.5	100
TTSL (Rural)	Count	70	8	62	8	1	79
	%	88.6	10.1	78.5	10.1	1.3	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
Uninor (total)	Count	330	38	292	52	6	388
	%	85.1	9.8	75.3	13.4	1.5	100
Uninor (urban)	Count	211	25	186	21	2	234
	%	90.2	10.7	79.5	9	0.9	100
Uninor (rural)	Count	119	13	106	31	4	154
	%	77.2	8.4	68.8	20.1	2.6	100
Vodafone (total)	Count	341	46	295	40	3	384
	%	88.8	12	76.8	10.4	0.8	100
Vodafone (urban)	Count	218	28	190	23	2	243
	%	89.7	11.5	78.2	9.5	0.8	100
Vodafone (rural)	Count	123	18	105	17	1	141
	%	87.3	12.8	74.5	12.1	0.7	100
Total (Total)	Count	3871	748	3123	705	126	4702
	%	82.3	15.9	66.4	15	2.7	100
Total (Urban)	Count	2605	503	2102	402	66	3073
	%	84.8	16.4	68.4	13.1	2.1	100
Total (Rural)	Count	1266	245	1021	303	60	1629
	%	77.7	15	62.7	18.6	3.7	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 ringtones, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	78	320	398
	%	19.6	80.4	100
Aircel (Urban)	Count	40	168	208
	%	19.2	80.8	100
Aircel (Rural)	Count	38	152	190
	%	20	80	100
Airtel (Total)	Count	17	379	396
	%	4.3	95.7	100
Airtel (Urban)	Count	9	254	263
	%	3.4	96.6	100
Airtel (Rural)	Count	8	125	133
	%	6	94	100
BSNL (Total)	Count	26	385	411
	%	6.3	93.7	100
BSNL (Urban)	Count	20	226	246
	%	8.1	91.9	100
BSNL (Rural)	Count	6	159	165
	%	3.6	96.4	100
Cheers (Total)	Count	4	229	233
	%	1.7	98.3	100
Cheers (Urban)	Count	3	216	219
	%	1.4	98.6	100
Cheers (Rural)	Count	1	13	14
	%	7.1	92.9	100
Idea (Total)	Count	29	380	409
	%	7.1	92.9	100
Idea (Urban)	Count	16	201	217
	%	7.4	92.6	100
Idea (Rural)	Count	13	179	192
	%	6.8	93.2	100
MTS (Total)	Count	17	384	401
	%	4.2	95.8	100
MTS (Urban)	Count	9	249	258
	%	3.5	96.5	100
MTS (Rural)	Count	8	135	143
	%	5.6	94.4	100
Rel Com (total)	Count	7	424	431
	%	1.6	98.4	100
Rel Com (urban)	Count	5	305	310
	%	1.6	98.4	100
Rel Com (rural)	Count	2	119	121
	%	1.7	98.3	100
Rel Tel (Total)	Count	17	418	435
	%	3.9	96.1	100
Rel Tel (Urban)	Count	8	282	290
	%	2.8	97.2	100
Rel Tel (Rural)	Count	9	136	145
	%	6.2	93.8	100
S Tel (Total)	Count	19	385	404
	%	4.7	95.3	100
S Tel (Urban)	Count	11	241	252
	%	4.4	95.6	100
S Tel (Rural)	Count	8	144	152
	%	5.3	94.7	100
TTSL (Total)	Count	11	401	412
	%	2.7	97.3	100
TTSL (Urban)	Count	9	324	333
	%	2.7	97.3	100
TTSL (Rural)	Count	2	77	79
	%	2.5	97.5	100

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

Service Providers		Yes	No	Total
Uninor (total)	Count	14	374	388
	%	3.6	96.4	100
Uninor (urban)	Count	7	227	234
	%	3	97	100
Uninor (rural)	Count	7	147	154
	%	4.5	95.5	100
Vodafone (total)	Count	17	367	384
	%	4.4	95.6	100
Vodafone (urban)	Count	12	231	243
	%	4.9	95.1	100
Vodafone (rural)	Count	5	136	141
	%	3.5	96.5	100
Total (Total)	Count	256	4446	4702
	%	5.4	94.6	100
Total (Urban)	Count	149	2924	3073
	%	4.8	95.2	100
Total (Rural)	Count	107	1522	1629
	%	6.6	93.4	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	48	7	41	23	7	78
	%	61.6	9	52.6	29.5	9	100
Aircel (Urban)	Count	27	4	23	11	2	40
	%	67.5	10	57.5	27.5	5	100
Aircel (Rural)	Count	21	3	18	12	5	38
	%	55.3	7.9	47.4	31.6	13.2	100
Airtel (Total)	Count	13	5	8	2	2	17
	%	76.5	29.4	47.1	11.8	11.8	100
Airtel (Urban)	Count	9	4	5	0	0	9
	%	100	44.4	55.6	0.0	0.0	100
Airtel (Rural)	Count	4	1	3	2	2	8
	%	50	12.5	37.5	25	25	100
BSNL (Total)	Count	17	2	15	8	1	26
	%	65.4	7.7	57.7	30.8	3.8	100
BSNL (Urban)	Count	14	2	12	6		20
	%	70	10	60	30		100
BSNL (Rural)	Count	3	0	3	2	1	6
	%	50	0.0	50	33.3	16.7	100
Cheers (Total)	Count	4	0	4	0	0	4
	%	100	0.0	100	0.0	0.0	100
Cheers (Urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	17	1	16	7	5	29
	%	58.6	3.4	55.2	24.1	17.2	100
Idea (Urban)	Count	9	0	9	4	3	16
	%	56.3	0.0	56.3	25	18.8	100
Idea (Rural)	Count	8	1	7	3	2	13
	%	61.5	7.7	53.8	23.1	15.4	100
MTS (Total)	Count	10	3	7	5	2	17
	%	58.8	17.6	41.2	29.4	11.8	100
MTS (Urban)	Count	6	3	3	3	0	9
	%	66.6	33.3	33.3	33.3	0.0	100
MTS (Rural)	Count	4	0	4	2	2	8
	%	50	0.0	50	25	25	100
Rel Com (total)	Count	3	1	2	4	0	7
	%	42.9	14.3	28.6	57.1	0.0	100
Rel Com (urban)	Count	3	1	2	2	0	5
	%	60	20	40	40	0.0	100
Rel Com (rural)	Count	0	0	0	2	0	2
	%	0	0.0	0.0	100	0.0	100
Rel Tel (Total)	Count	13	3	10	2	2	17
	%	76.4	17.6	58.8	11.8	11.8	100
Rel Tel (Urban)	Count	7	0	7	1	0	8
	%	87.5	0.0	87.5	12.5	0.0	100
Rel Tel (Rural)	Count	6	3	3	1	2	9
	%	66.6	33.3	33.3	11.1	22.2	100
S Tel (Total)	Count	15	1	14	3	1	19
	%	79	5.3	73.7	15.8	5.3	100
S Tel (Urban)	Count	9	0	9	2	0	11
	%	81.8	0.0	81.8	18.2	0.0	100
S Tel (Rural)	Count	6	1	5	1	1	8
	%	75	12.5	62.5	12.5	12.5	100
TTSL (Total)	Count	7	1	6	4	0	11
	%	63.6	9.1	54.5	36.4	0.0	100
TTSL (Urban)	Count	5	0	5	4	0	9
	%	55.6	0.0	55.6	44.4	0.0	100
TTSL (Rural)	Count	2	1	1	0	0	2
	%	100	50	50	0.0	0.0	100

24. How satisfied are you with the quality of the supplementary services / value added service provided?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	9	0	9	2	3	14
	%	64.3	0.0	64.3	14.3	21.4	100
Uninor (urban)	Count	7	0	7	0	0	7
	%	100	0.0	100	0.0	0.0	100
Uninor (rural)	Count	2	0	2	2	3	7
	%	28.6	0.0	28.6	28.6	42.9	100
Vodafone (total)	Count	12	3	9	4	1	17
	%	70.5	17.6	52.9	23.5	5.9	100
Vodafone (urban)	Count	8	2	6	3	1	12
	%	66.7	16.7	50	25	8.3	100
Vodafone (rural)	Count	4	1	3	1	0	5
	%	80	20	60	20	0.0	100
Total (Total)	Count	168	27	141	64	24	256
	%	65.6	10.5	55.1	25	9.4	100
Total (Urban)	Count	107	16	91	36	6	149
	%	71.8	10.7	61.1	24.2	4	100
Total (Rural)	Count	61	11	50	28	18	107
	%	57	10.3	46.7	26.2	16.8	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	48	6	42	23	7	78
	%	61.5	7.7	53.8	29.5	9	100
Aircel (Urban)	Count	28	4	24	10	2	40
	%	70	10	60	25	5	100
Aircel (Rural)	Count	20	2	18	13	5	38
	%	52.7	5.3	47.4	34.2	13.2	100
Airtel (Total)	Count	13	7	6	2	2	17
	%	76.5	41.2	35.3	11.8	11.8	100
Airtel (Urban)	Count	9	6	3	0	0	9
	%	100	66.7	33.3	0.0	0.0	100
Airtel (Rural)	Count	4	1	3	2	2	8
	%	50	12.5	37.5	25	25	100
BSNL (Total)	Count	19	1	18	6	1	26
	%	73	3.8	69.2	23.1	3.8	100
BSNL (Urban)	Count	16	1	15	4		20
	%	80	5	75	20		100
BSNL (Rural)	Count	3	0	3	2	1	6
	%	50	0.0	50	33.3	16.7	100
Cheers (Total)	Count	4	0	4	0	0	4
	%	100	0.0	100	0.0	0.0	100
Cheers (Urban)	Count	3	0	3	0	0	3
	%	100	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	1	0	1	0	0	1
	%	100	0.0	100	0.0	0.0	100
Idea (Total)	Count	17	1	16	7	5	29
	%	58.6	3.4	55.2	24.1	17.2	100
Idea (Urban)	Count	9	0	9	4	3	16
	%	56.3	0.0	56.3	25	18.8	100
Idea (Rural)	Count	8	1	7	3	2	13
	%	61.5	7.7	53.8	23.1	15.4	100
MTS (Total)	Count	10	2	8	5	2	17
	%	58.9	11.8	47.1	29.4	11.8	100
MTS (Urban)	Count	6	2	4	2	1	9
	%	66.6	22.2	44.4	22.2	11.1	100
MTS (Rural)	Count	4	0	4	3	1	8
	%	50	0.0	50	37.5	12.5	100
Rel Com (total)	Count	3	1	2	4	0	7
	%	42.9	14.3	28.6	57.1	0.0	100
Rel Com (urban)	Count	3	1	2	2	0	5
	%	60	20	40	40	0.0	100
Rel Com (rural)	Count	0	0	0	2	0	2
	%	0	0.0	0.0	100	0.0	100
Rel Tel (Total)	Count	13	2	11	2	2	17
	%	76.5	11.8	64.7	11.8	11.8	100
Rel Tel (Urban)	Count	7	0	7	1	0	8
	%	87.5	0.0	87.5	12.5	0.0	100
Rel Tel (Rural)	Count	6	2	4	1	2	9
	%	66.6	22.2	44.4	11.1	22.2	100
S Tel (Total)	Count	15	1	14	3	1	19
	%	79	5.3	73.7	15.8	5.3	100
S Tel (Urban)	Count	9	0	9	2	0	11
	%	81.8	0.0	81.8	18.2	0.0	100
S Tel (Rural)	Count	6	1	5	1	1	8
	%	75	12.5	62.5	12.5	12.5	100
TTSL (Total)	Count	6	1	5	5	0	11
	%	54.6	9.1	45.5	45.5	0.0	100
TTSL (Urban)	Count	4	0	4	5	0	9
	%	44.4	0.0	44.4	55.6	0.0	100
TTSL (Rural)	Count	2	1	1	0	0	2
	%	100	50	50	0.0	0.0	100

25(a). How satisfied are you with the process of activating value added services or the process of unsubscribing?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	9	0	9	3	2	14
	%	64.3	0.0	64.3	21.4	14.3	100
Uninor (urban)	Count	7	0	7	0	0	7
	%	100	0.0	100	0.0	0.0	100
Uninor (rural)	Count	2	0	2	3	2	7
	%	28.6	0.0	28.6	42.9	28.6	100
Vodafone (total)	Count	13	2	11	3	1	17
	%	76.5	11.8	64.7	17.6	5.9	100
Vodafone (urban)	Count	9	1	8	2	1	12
	%	75	8.3	66.7	16.7	8.3	100
Vodafone (rural)	Count	4	1	3	1	0	5
	%	80	20	60	20	0.0	100
Total (Total)	Count	170	24	146	63	23	256
	%	66.4	9.4	57	24.6	9	100
Total (Urban)	Count	110	15	95	32	7	149
	%	73.9	10.1	63.8	21.5	4.7	100
Total (Rural)	Count	60	9	51	31	16	107
	%	56.1	8.4	47.7	29	15	100

25(b). Please tell me the reasons for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q25(a)]					
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
Aircel (Total)	Count	23	9	0	32
	%	71.9	28.1	0.0	100
Aircel (Urban)	Count	11	1	0	12
	%	91.7	8.3	0.0	100
Aircel (Rural)	Count	12	8	0	20
	%	60	40	0.0	100
Airtel (Total)	Count	2	3	0	5
	%	40	60	0.0	100
Airtel (Urban)	Count	0	1	0	1
	%	0.0	100	0.0	100
Airtel (Rural)	Count	2	2	0	4
	%	50	50	0.0	100
BSNL (Total)	Count	5	2	0	7
	%	71.4	28.6	0.0	100
BSNL (Urban)	Count	4	0	0	4
	%	100	0.0	0.0	100
BSNL (Rural)	Count	1	2	0	3
	%	33.3	66.7	0.0	100
Cheers (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Total)	Count	10	4	0	14
	%	71.4	28.6	0.0	100
Idea (Urban)	Count	6	1	0	7
	%	85.7	14.3	0.0	100
Idea (Rural)	Count	4	3	0	7
	%	57.1	42.9	0.0	100
MTS (Total)	Count	3	4	0	7
	%	42.9	57.1	0.0	100
MTS (Urban)	Count	1	2	0	3
	%	33.3	66.7	0.0	100
MTS (Rural)	Count	2	2	0	4
	%	50	50	0.0	100
Rel Com(total)	Count	2	2	0	4
	%	50	50	0.0	100
Rel.comm.(urban)	Count	2	0	0	2
	%	100	0.0	0.0	100
Rel Com(rural)	Count	0	2	0	2
	%	0.0	100	0.0	100
Rel Tel (Total)	Count	3	1	1	5
	%	60	20	20	100
Rel Tel (Urban)	Count	1	0	0	1
	%	100	0.0	0.0	100
Rel Tel (Rural)	Count	2	1	1	4
	%	50	25	25	100
S Tel (Total)	Count	2	2	0	4
	%	50	50	0.0	100
S Tel (Urban)	Count	1	1	0	2
	%	50	50	0.0	100
S Tel (Rural)	Count	1	1	0	2
	%	50	50	0.0	100
TTSL (Total)	Count	2	3	1	6
	%	33.3	50	16.7	100
TTSL (Urban)	Count	2	3	1	6
	%	33.3	50	16.7	100
TTSL (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0

25(b). Please tell me the reasons for your dissatisfaction. [ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q25(a)]					
Service Providers		Not informed of charges	Activated without consent	Not informed about toll free number for unsubscribing	Total
Uninor (total)	Count	2	3	1	6
	%	33.3	50	16.7	100
Uninor (urban)	Count	0	0	1	1
	%	0.0	0.0	100	100
Uninor (rural)	Count	2	3	0	5
	%	40	60	0.0	100
Vodafone (total)	Count	2	2	1	5
	%	40	40	20	100
Vodafone (urban)	Count	1	1	1	3
	%	33.3	33.3	33.3	100
Vodafone (rural)	Count	1	1	0	2
	%	50	50	0.0	100
Total (Total)	Count	56	35	4	95
	%	58.9	36.8	4.2	100
Total (Urban)	Count	29	10	3	42
	%	69	23.8	7.1	100
Total (Rural)	Count	27	25	1	53
	%	50.9	47.2	1.9	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	89	309	398
	%	22.4	77.6	100
Aircel (Urban)	Count	52	156	208
	%	25	75	100
Aircel (Rural)	Count	37	153	190
	%	19.5	80.5	100
Airtel (Total)	Count	25	371	396
	%	6.3	93.7	100
Airtel (Urban)	Count	9	254	263
	%	3.4	96.6	100
Airtel (Rural)	Count	16	117	133
	%	12	88	100
BSNL (Total)	Count	22	389	411
	%	5.4	94.6	100
BSNL (Urban)	Count	5	241	246
	%	2	98	100
BSNL (Rural)	Count	17	148	165
	%	10.3	89.7	100
Cheers (Total)	Count	12	221	233
	%	5.2	94.8	100
Cheers (Urban)	Count	11	208	219
	%	5	95	100
Cheers (Rural)	Count	1	13	14
	%	7.1	92.9	100
Idea (Total)	Count	71	338	409
	%	17.4	82.6	100
Idea (Urban)	Count	24	193	217
	%	11.1	88.9	100
Idea (Rural)	Count	47	145	192
	%	24.5	75.5	100
MTS (Total)	Count	39	362	401
	%	9.7	90.3	100
MTS (Urban)	Count	26	232	258
	%	10.1	89.9	100
MTS (Rural)	Count	13	130	143
	%	9.1	90.9	100
Rel Com (total)	Count	37	394	431
	%	8.6	91.4	100
Rel Com (urban)	Count	31	279	310
	%	10	90	100
Rel Com (rural)	Count	6	115	121
	%	5	95	100
Rel Tel (Total)	Count	51	384	435
	%	11.7	88.3	100
Rel Tel (Urban)	Count	33	257	290
	%	11.4	88.6	100
Rel Tel (Rural)	Count	18	127	145
	%	12.4	87.6	100
S Tel (Total)	Count	44	360	404
	%	10.9	89.1	100
S Tel (Urban)	Count	28	224	252
	%	11.1	88.9	100
S Tel (Rural)	Count	16	136	152
	%	10.5	89.5	100
TTSL (Total)	Count	23	389	412
	%	5.6	94.4	100
TTSL (Urban)	Count	15	318	333
	%	4.5	95.5	100
TTSL (Rural)	Count	8	71	79
	%	10.1	89.9	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
Uninor (total)	Count	30	358	388
	%	7.7	92.3	100
Uninor (urban)	Count	13	221	234
	%	5.6	94.4	100
Uninor (rural)	Count	17	137	154
	%	11	89	100
Vodafone (total)	Count	19	365	384
	%	4.9	95.1	100
Vodafone (urban)	Count	13	230	243
	%	5.3	94.7	100
Vodafone (rural)	Count	6	135	141
	%	4.3	95.7	100
Total (Total)	Count	462	4240	4702
	%	9.8	90.2	100
Total (Urban)	Count	260	2813	3073
	%	8.5	91.5	100
Total (Rural)	Count	202	1427	1629
	%	12.4	87.6	100

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No [IF NO, GO TO Q29(a)]	Total
Aircel (Total)	Count	61	28	89
	%	68.5	31.5	100
Aircel (Urban)	Count	33	19	52
	%	63.5	36.5	100
Aircel (Rural)	Count	28	9	37
	%	75.7	24.3	100
Airtel (Total)	Count	21	4	25
	%	84	16	100
Airtel (Urban)	Count	7	2	9
	%	77.8	22.2	100
Airtel (Rural)	Count	14	2	16
	%	87.5	12.5	100
BSNL (Total)	Count	19	3	22
	%	86.4	13.6	100
BSNL (Urban)	Count	3	2	5
	%	60	40	100
BSNL (Rural)	Count	16	1	17
	%	94.1	5.9	100
Cheers (Total)	Count	6	6	12
	%	50	50	100
Cheers (Urban)	Count	6	5	11
	%	54.5	45.5	100
Cheers (Rural)	Count	0	1	1
	%	0.0	100	100
Idea (Total)	Count	47	24	71
	%	66.2	33.8	100
Idea (Urban)	Count	15	9	24
	%	62.5	37.5	100
Idea (Rural)	Count	32	15	47
	%	68.1	31.9	100
MTS (Total)	Count	37	2	39
	%	94.9	5.1	100
MTS (Urban)	Count	24	2	26
	%	92.3	7.7	100
MTS (Rural)	Count	13	0	13
	%	100	0.0	100
Rel Com (total)	Count	28	9	37
	%	75.7	24.3	100
Rel Com (urban)	Count	22	9	31
	%	71	29	100
Rel Com (rural)	Count	6	0	6
	%	100	0.0	100
Rel Tel (Total)	Count	45	6	51
	%	88.2	11.8	100
Rel Tel (Urban)	Count	27	6	33
	%	81.8	18.2	100
Rel Tel (Rural)	Count	18	0	18
	%	100	0.0	100
S Tel (Total)	Count	36	8	44
	%	81.8	18.2	100
S Tel (Urban)	Count	24	4	28
	%	85.7	14.3	100
S Tel (Rural)	Count	12	4	16
	%	75	25	100
TTSL (Total)	Count	19	4	23
	%	82.6	17.4	100
TTSL (Urban)	Count	12	3	15
	%	80	20	100
TTSL (Rural)	Count	7	1	8
	%	87.5	12.5	100

27. Have you complained to your service provider for deactivation of such services and refund of charges levied?				
Service Providers		Yes	No [IF NO, GO TO Q29(a)]	Total
Uninor (total)	Count	26	4	30
	%	86.7	13.3	100
Uninor (urban)	Count	11	2	13
	%	84.6	15.4	100
Uninor (rural)	Count	15	2	17
	%	88.2	11.8	100
Vodafone (total)	Count	14	5	19
	%	73.7	26.3	100
Vodafone (urban)	Count	9	4	13
	%	69.2	30.8	100
Vodafone (rural)	Count	5	1	6
	%	83.3	16.7	100
Total (Total)	Count	359	103	462
	%	77.7	22.3	100
Total (Urban)	Count	193	67	260
	%	74.2	25.8	100
Total (Rural)	Count	166	36	202
	%	82.2	17.8	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	Total
Aircel (Total)	Count	51	12	4	4	61
	%	83.6	19.7	6.6	6.6	100
Aircel (Urban)	Count	30	2	2	1	33
	%	90.9	6.1	6.1	3	100
Aircel (Rural)	Count	21	10	2	3	28
	%	75	35.7	7.1	10.7	100
Airtel (Total)	Count	13	3	7	1	21
	%	61.9	14.3	33.3	4.8	100
Airtel (Urban)	Count	4	1	3	0	7
	%	57.1	14.3	42.9	0.0	100
Airtel (Rural)	Count	9	2	4	1	14
	%	64.3	14.3	28.6	7.1	100
BSNL (Total)	Count	13	8	5	1	19
	%	68.4	42.1	26.3	5.3	100
BSNL (Urban)	Count	2	0	1		3
	%	66.7	0.0	33.3		100
BSNL (Rural)	Count	11	8	4	1	16
	%	68.8	50	25	6.3	100
Cheers (Total)	Count	6	0	0	0	6
	%	100	0.0	0.0	0.0	100
Cheers (Urban)	Count	6	0	0	0	6
	%	100	0.0	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	40	6	5	2	47
	%	85.1	12.8	10.6	4.3	100
Idea (Urban)	Count	14	0	1	0	15
	%	93.3	0.0	6.7	0.0	100
Idea (Rural)	Count	26	6	4	2	32
	%	81.3	18.8	12.5	6.3	100
MTS (Total)	Count	29	7	5	3	37
	%	78.4	18.9	13.5	8.1	100
MTS (Urban)	Count	20	1	1	3	24
	%	83.3	4.2	4.2	12.5	100
MTS (Rural)	Count	9	6	4	0	13
	%	69.2	46.2	30.8	0.0	100
Rel Com (total)	Count	24	4	4	0	28
	%	85.7	14.3	14.3	0.0	100
Rel Com (urban)	Count	19	1	3	0	22
	%	86.4	4.5	13.6	0.0	100
Rel Com (rural)	Count	5	3	1	0	6
	%	83.3	50	16.7	0.0	100
Rel Tel (Total)	Count	36	9	6	0	45
	%	80	20	13.3	0.0	100
Rel Tel (Urban)	Count	24	4	2	0	27
	%	88.9	14.8	7.4	0.0	100
Rel Tel (Rural)	Count	12	5	4	0	18
	%	66.7	27.8	22.2	0.0	100
S Tel (Total)	Count	33	8	3	0	36
	%	91.7	22.2	8.3	0.0	100
S Tel (Urban)	Count	24	4	0	0	24
	%	100	16.7	0.0	0.0	100
S Tel (Rural)	Count	9	4	3	0	12
	%	75	33.3	25	0.0	100
TTSL (Total)	Count	11	4	7	0	19
	%	57.9	21.1	36.8	0.0	100
TTSL (Urban)	Count	8	3	3	0	12
	%	66.7	25	25	0.0	100
TTSL (Rural)	Count	3	1	4	0	7
	%	42.9	14.3	57.1	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	Total
Uninor (total)	Count	15	6	9	1	26
	%	57.7	23.1	34.6	3.8	100
Uninor (urban)	Count	5	2	6	0	11
	%	45.5	18.2	54.5	0.0	100
Uninor (rural)	Count	10	4	3	1	15
	%	66.7	26.7	20	6.7	100
Vodafone (total)	Count	9	2	4	1	14
	%	64.3	14.3	28.6	7.1	100
Vodafone (urban)	Count	6	2	3	0	9
	%	66.7	22.2	33.3	0.0	100
Vodafone (rural)	Count	3	0	1	1	5
	%	60	0.0	20	20	100
Total (Total)	Count	280	69	59	13	359
	%	78	19.2	16.4	3.6	100
Total (Urban)	Count	162	20	25	4	193
	%	83.9	10.4	13	2.1	100
Total (Rural)	Count	118	49	34	9	166
	%	71.1	29.5	20.5	5.4	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	18	4	14	31	12	61
	%	29.6	6.6	23	50.8	19.7	100
Aircel (Urban)	Count	10	0	10	17	6	33
	%	30.3	0.0	30.3	51.5	18.2	100
Aircel (Rural)	Count	8	4	4	14	6	28
	%	28.6	14.3	14.3	50	21.4	100
Airtel (Total)	Count	11	1	10	4	6	21
	%	52.4	4.8	47.6	19	28.6	100
Airtel (Urban)	Count	5	0	5	1	1	7
	%	71.4	0.0	71.4	14.3	14.3	100
Airtel (Rural)	Count	6	1	5	3	5	14
	%	42.8	7.1	35.7	21.4	35.7	100
BSNL (Total)	Count	8	1	7	9	2	19
	%	42.1	5.3	36.8	47.4	10.5	100
BSNL (Urban)	Count	1	0	1	2	0	3
	%	33.3	0.0	33.3	66.7	0.0	100
BSNL (Rural)	Count	7	1	6	7	2	16
	%	43.8	6.3	37.5	43.8	12.5	100
Cheers (Total)	Count	5	0	5	1	0	6
	%	83.3	0.0	83.3	16.7	0.0	100
Cheers (Urban)	Count	5	0	5	1	0	6
	%	83.3	0.0	83.3	16.7	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	19	2	17	24	4	47
	%	40.5	4.3	36.2	51.1	8.5	100
Idea (Urban)	Count	3	0	3	10	2	15
	%	20	0.0	20	66.7	13.3	100
Idea (Rural)	Count	16	2	14	14	2	32
	%	50.1	6.3	43.8	43.8	6.3	100
MTS (Total)	Count	14	3	11	18	5	37
	%	37.8	8.1	29.7	48.6	13.5	100
MTS (Urban)	Count	9	3	6	12	3	24
	%	37.5	12.5	25	50	12.5	100
MTS (Rural)	Count	5	0	5	6	2	13
	%	38.5	0.0	38.5	46.2	15.4	100
Rel Com (total)	Count	13	1	12	14	1	28
	%	46.5	3.6	42.9	50	3.6	100
Rel Com (urban)	Count	12	1	11	10	0	22
	%	54.5	4.5	50	45.5	0.0	100
Rel Com (rural)	Count	1	0	1	4	1	6
	%	16.7	0.0	16.7	66.7	16.7	100
Rel Tel (Total)	Count	20	2	18	17	8	45
	%	44.4	4.4	40	37.8	17.8	100
Rel Tel (Urban)	Count	12	2	10	11	4	27
	%	44.4	7.4	37	40.7	14.8	100
Rel Tel (Rural)	Count	8	0	8	6	4	18
	%	44.4	0.0	44.4	33.3	22.2	100
S Tel (Total)	Count	23	0	23	11	2	36
	%	63.9	0.0	63.9	30.6	5.6	100
S Tel (Urban)	Count	16	0	16	7	1	24
	%	66.7	0.0	66.7	29.2	4.2	100
S Tel (Rural)	Count	7	0	7	4	1	12
	%	58.3	0.0	58.3	33.3	8.3	100
TTSL (Total)	Count	11	1	10	7	1	19
	%	57.9	5.3	52.6	36.8	5.3	100
TTSL (Urban)	Count	6	0	6	5	1	12
	%	50	0.0	50	41.7	8.3	100
TTSL (Rural)	Count	5	1	4	2	0	7
	%	71.4	14.3	57.1	28.6	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
Uninor (total)	Count	12	1	11	10	4	26
	%	46.1	3.8	42.3	38.5	15.4	100
Uninor (urban)	Count	8	0	8	3	0	11
	%	72.7	0.0	72.7	27.3	0.0	100
Uninor (rural)	Count	4	1	3	7	4	15
	%	26.7	6.7	20	46.7	26.7	100
Vodafone (total)	Count	5	1	4	6	3	14
	%	35.7	7.1	28.6	42.9	21.4	100
Vodafone (urban)	Count	4	0	4	2	3	9
	%	44.4	0.0	44.4	22.2	33.3	100
Vodafone (rural)	Count	1	1	0	4	0	5
	%	20	20	0.0	80	0.0	100
Total (Total)	Count	159	17	142	152	48	359
	%	44.3	4.7	39.6	42.3	13.4	100
Total (Urban)	Count	91	6	85	81	21	193
	%	47.1	3.1	44	42	10.9	100
Total (Rural)	Count	68	11	57	71	27	166
	%	40.9	6.6	34.3	42.8	16.3	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	308	61	247	77	13	398
	%	77.4	15.3	62.1	19.3	3.3	100
Aircel (Urban)	Count	168	31	137	34	6	208
	%	80.8	14.9	65.9	16.3	2.9	100
Aircel (Rural)	Count	140	30	110	43	7	190
	%	73.7	15.8	57.9	22.6	3.7	100
Airtel (Total)	Count	361	89	272	29	6	396
	%	91.2	22.5	68.7	7.3	1.5	100
Airtel (Urban)	Count	251	64	187	11	1	263
	%	95.4	24.3	71.1	4.2	0.4	100
Airtel (Rural)	Count	110	25	85	18	5	133
	%	82.7	18.8	63.9	13.5	3.8	100
BSNL (Total)	Count	310	47	263	75	26	411
	%	75.4	11.4	64	18.2	6.3	100
BSNL (Urban)	Count	190	32	158	41	15	246
	%	77.2	13	64.2	16.7	6.1	100
BSNL (Rural)	Count	120	15	105	34	11	165
	%	72.7	9.1	63.6	20.6	6.7	100
Cheers (Total)	Count	165	58	107	60	8	233
	%	70.8	24.9	45.9	25.8	3.4	100
Cheers (Urban)	Count	160	57	103	51	8	219
	%	73	26	47	23.3	3.7	100
Cheers (Rural)	Count	5	1	4	9	0	14
	%	35.7	7.1	28.6	64.3	0.0	100
Idea (Total)	Count	275	34	241	120	14	409
	%	67.2	8.3	58.9	29.3	3.4	100
Idea (Urban)	Count	152	21	131	55	10	217
	%	70.1	9.7	60.4	25.3	4.6	100
Idea (Rural)	Count	123	13	110	65	4	192
	%	64.1	6.8	57.3	33.9	2.1	100
MTS (Total)	Count	321	84	237	64	16	401
	%	80	20.9	59.1	16	4	100
MTS (Urban)	Count	222	69	153	30	6	258
	%	86	26.7	59.3	11.6	2.3	100
MTS (Rural)	Count	99	15	84	34	10	143
	%	69.2	10.5	58.7	23.8	7	100
Rel Com (total)	Count	365	56	309	56	10	431
	%	84.7	13	71.7	13	2.3	100
Rel Com (urban)	Count	259	46	213	43	8	310
	%	83.5	14.8	68.7	13.9	2.6	100
Rel Com (rural)	Count	106	10	96	13	2	121
	%	87.6	8.3	79.3	10.7	1.7	100
Rel Tel (Total)	Count	356	45	311	65	14	435
	%	81.8	10.3	71.5	14.9	3.2	100
Rel Tel (Urban)	Count	233	29	204	50	7	290
	%	80.3	10	70.3	17.2	2.4	100
Rel Tel (Rural)	Count	123	16	107	15	7	145
	%	84.8	11	73.8	10.3	4.8	100
S Tel (Total)	Count	290	69	221	105	9	404
	%	71.8	17.1	54.7	26	2.2	100
S Tel (Urban)	Count	179	39	140	65	8	252
	%	71.1	15.5	55.6	25.8	3.2	100
S Tel (Rural)	Count	111	30	81	40	1	152
	%	73	19.7	53.3	26.3	0.7	100
TTSL (Total)	Count	381	54	327	27	4	412
	%	92.5	13.1	79.4	6.6	1	100
TTSL (Urban)	Count	308	45	263	22	3	333
	%	92.5	13.5	79	6.6	0.9	100
TTSL (Rural)	Count	73	9	64	5	1	79
	%	92.4	11.4	81	6.3	1.3	100

29(a). How satisfied are you with the overall quality of your mobile service?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	343	31	312	39	6	388
	%	88.4	8	80.4	10.1	1.5	100
Uninor (urban)	Count	215	20	195	17	2	234
	%	91.8	8.5	83.3	7.3	0.9	100
Uninor (rural)	Count	128	11	117	22	4	154
	%	83.1	7.1	76	14.3	2.6	100
Vodafone (total)	Count	341	46	295	39	4	384
	%	88.8	12	76.8	10.2	1	100
Vodafone (urban)	Count	220	32	188	20	3	243
	%	90.6	13.2	77.4	8.2	1.2	100
Vodafone (rural)	Count	121	14	107	19	1	141
	%	85.8	9.9	75.9	13.5	0.7	100
Total (Total)	Count	3816	674	3142	756	130	4702
	%	81.1	14.3	66.8	16.1	2.8	100
Total (Urban)	Count	2557	485	2072	439	77	3073
	%	83.2	15.8	67.4	14.3	2.5	100
Total (Rural)	Count	1259	189	1070	317	53	1629
	%	77.3	11.6	65.7	19.5	3.3	100

GENERAL INFORMATION

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wire-line	Other	None	Total
Aircel (Total)	Count	5	1	2	390	398
	%	1.3	0.3	0.5	98	100
Aircel (Urban)	Count	3	1	0	204	208
	%	1.4	0.5	0.0	98.1	100
Aircel (Rural)	Count	2	0	2	186	190
	%	1.1	0.0	1.1	97.9	100
Airtel (Total)	Count	1	1	0	394	396
	%	0.3	0.3	0.0	99.5	100
Airtel (Urban)	Count	0	1	0	262	263
	%	0.0	0.4	0.0	99.6	100
Airtel (Rural)	Count	1	0	0	132	133
	%	0.8	0.0	0.0	99.2	100
BSNL (Total)	Count	3	39	0	369	411
	%	0.7	9.5	0.0	89.8	100
BSNL (Urban)	Count	3	34	0	209	246
	%	1.2	13.8	0.0	85	100
BSNL (Rural)	Count	0	5	0	160	165
	%	0.0	3	0.0	97	100
Cheers (Total)	Count	0	6	0	227	233
	%	0.0	2.6	0.0	97.4	100
Cheers (Urban)	Count	0	5	0	214	219
	%	0.0	2.3	0.0	97.7	100
Cheers (Rural)	Count	0	1	0	13	14
	%	0.0	7.1	0.0	92.9	100
Idea (Total)	Count	1	1	0	407	409
	%	0.2	0.2	0.0	99.5	100
Idea (Urban)	Count	1	0	0	216	217
	%	0.5	0.0	0.0	99.5	100
Idea (Rural)	Count	0	1	0	191	192
	%	0.0	0.5	0.0	99.5	100
MTS (Total)	Count	5	1	1	394	401
	%	1.2	0.2	0.2	98.3	100
MTS (Urban)	Count	5	1	0	252	258
	%	1.9	0.4	0.0	97.7	100
MTS (Rural)	Count	0	0	1	142	143
	%	0.0	0.0	0.7	99.3	100
Rel Com(total)	Count	0	1	1	429	431
	%	0.0	0.2	0.2	99.5	100
Rel.comm.(urban)	Count	0	1	1	308	310
	%	0.0	0.3	0.3	99.4	100
Rel Com(rural)	Count	0	0	0	121	121
	%	0.0	0.0	0.0	100	100
Rel Tel (Total)	Count	1	1	1	432	435
	%	0.2	0.2	0.2	99.3	100
Rel Tel (Urban)	Count	1	1	0	288	290
	%	0.3	0.3	0.0	99.3	100
Rel Tel (Rural)	Count	0	0	1	144	145
	%	0.0	0.0	0.7	99.3	100
S Tel (Total)	Count	2	1	1	400	404
	%	0.5	0.2	0.2	99	100
S Tel (Urban)	Count	2	1	0	249	252
	%	0.8	0.4	0.0	98.8	100
S Tel (Rural)	Count	0	0	1	151	152
	%	0.0	0.0	0.7	99.3	100
TTSL (Total)	Count	3	2	1	406	412
	%	0.7	0.5	0.2	98.5	100
TTSL (Urban)	Count	3	1	1	328	333
	%	0.9	0.3	0.3	98.5	100
TTSL (Rural)	Count	0	1	0	78	79
	%	0.0	1.3	0.0	98.7	100

30. What kind of other services are you also taking from this service provider?						
Service Providers		Broadband	Wire-line	Other	None	Total
Uninor (total)	Count	2	2	0	384	388
	%	0.5	0.5	0.0	99	100
Uninor (urban)	Count	1	0	0	233	234
	%	0.4	0.0	0.0	99.6	100
Uninor (rural)	Count	1	2	0	151	154
	%	0.6	1.3	0.0	98.1	100
Vodafone (total)	Count	2	0	5	377	384
	%	0.5	0.0	1.3	98.2	100
Vodafone (urban)	Count	2	0	4	237	243
	%	0.8	0.0	1.6	97.5	100
Vodafone (rural)	Count	0	0	1	140	141
	%	0.0	0.0	0.7	99.3	100
Total (Total)	Count	25	56	12	4609	4702
	%	0.5	1.2	0.3	98	100
Total (Urban)	Count	21	46	6	3000	3073
	%	0.7	1.5	0.2	97.6	100
Total (Rural)	Count	4	10	6	1609	1629
	%	0.2	0.6	0.4	98.8	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 IF NO, GO TO Q34(a)	Total
Aircel (Total)	Count	37	360	397
	%	9.3	90.7	100.0
Aircel (Urban)	Count	31	177	208
	%	14.9	85.1	100.0
Aircel (Rural)	Count	6	183	189
	%	3.2	96.8	100.0
Airtel (Total)	Count	75	321	396
	%	18.9	81.1	100.0
Airtel (Urban)	Count	38	225	263
	%	14.4	85.6	100.0
Airtel (Rural)	Count	37	96	133
	%	27.8	72.2	100.0
BSNL (Total)	Count	69	342	411
	%	16.8	83.2	100.0
BSNL (Urban)	Count	50	196	246
	%	20.3	79.7	100.0
BSNL (Rural)	Count	19	146	165
	%	11.5	88.5	100.0
Cheers (Total)	Count	22	211	233
	%	9.4	90.6	100.0
Cheers (Urban)	Count	22	197	219
	%	10.0	90.0	100.0
Cheers (Rural)	Count	0	14	14
	%	0.0	100.0	100.0
Idea (Total)	Count	12	397	409
	%	2.9	97.1	100.0
Idea (Urban)	Count	10	207	217
	%	4.6	95.4	100.0
Idea (Rural)	Count	2	190	192
	%	37	361	398
MTS (Total)	Count	9.3	90.7	100
	%	31	177	208
MTS (Urban)	Count	14.9	85.1	100
	%	6	184	190
MTS (Rural)	Count	3.2	96.8	100
	%	75	321	396
Rel Com (total)	Count	18.9	81.1	100
	%	38	225	263
Rel Com (urban)	Count	14.4	85.6	100
	%	37	96	133
Rel Com (rural)	Count	27.8	72.2	100
	%	69	342	411
Rel Tel (Total)	Count	16.8	83.2	100
	%	50	196	246
Rel Tel (Urban)	Count	20.3	79.7	100
	%	19	146	165
Rel Tel (Rural)	Count	11.5	88.5	100
	%	22	211	233
S Tel (Total)	Count	9.4	90.6	100
	%	22	197	219
S Tel (Urban)	Count	10	90	100
	%	0	14	14
S Tel (Rural)	Count	0.0	100	100
	%	12	397	409
TTSL (Total)	Count	2.9	97.1	100
	%	10	207	217
TTSL (Urban)	Count	4.6	95.4	100
	%	2	190	192
TTSL (Rural)	Count	1	99	100
	%	106	295	401

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 IF NO, GO TO Q34(a)	Total
Uninor (total)	Count	26.4	73.6	100
	%	103	155	258
Uninor (urban)	Count	39.9	60.1	100
	%	3	140	143
Uninor (rural)	Count	2.1	97.9	100
	%	64	367	431
Vodafone (total)	Count	14.8	85.2	100
	%	64	246	310
Vodafone (urban)	Count	20.6	79.4	100
	%	0	121	121
Vodafone (rural)	Count	0.0	100	100
	%	49	386	435
Total (Total)	Count	485	4217	4702
	%	10.3	89.7	100
Total (Urban)	Count	407	2666	3073
	%	13.2	86.8	100
Total (Rural)	Count	78	1551	1629
	%	4.8	95.2	100

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No IF NO, GO TO Q34(a)	Total
Aircel (Total)	Count	8	29	37
	%	21.6	78.4	100
Aircel (Urban)	Count	7	24	31
	%	22.6	77.4	100
Aircel (Rural)	Count	1	5	6
	%	16.7	83.3	100
Airtel (Total)	Count	1	74	75
	%	1.3	98.7	100
Airtel (Urban)	Count	0	38	38
	%	0.0	100	100
Airtel (Rural)	Count	1	36	37
	%	2.7	97.3	100
BSNL (Total)	Count	1	68	69
	%	1.4	98.6	100
BSNL (Urban)	Count	1	49	50
	%	2	98	100
BSNL (Rural)	Count	0	19	19
	%	0.0	100	100
Cheers (Total)	Count	3	19	22
	%	13.6	86.4	100
Cheers (Urban)	Count	3	19	22
	%	13.6	86.4	100
Cheers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	3	9	12
	%	25	75	100
Idea (Urban)	Count	1	9	10
	%	10	90	100
Idea (Rural)	Count	2	0	2
	%	100	0.0	100
MTS (Total)	Count	11	95	106
	%	10.4	89.6	100
MTS (Urban)	Count	10	93	103
	%	9.7	90.3	100
MTS (Rural)	Count	1	2	3
	%	33.3	66.7	100
Rel Com (total)	Count	10	54	64
	%	15.6	84.4	100
Rel Com (urban)	Count	10	54	64
	%	15.6	84.4	100
Rel Com (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Rel Tel (Total)	Count	13	36	49
	%	26.5	73.5	100
Rel Tel (Urban)	Count	13	33	46
	%	28.3	71.7	100
Rel Tel (Rural)	Count	0	3	3
	%	0.0	100	100
S Tel (Total)	Count	3	14	17
	%	17.6	82.4	100
S Tel (Urban)	Count	2	14	16
	%	12.5	87.5	100
S Tel (Rural)	Count	1	0	1
	%	100	0.0	100
TTSL (Total)	Count	2	13	15
	%	13.3	86.7	100
TTSL (Urban)	Count	2	11	13
	%	15.4	84.6	100
TTSL (Rural)	Count	0	2	2
	%	0.0	100	100

32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?				
Service Providers		Yes	No IF NO, GO TO Q34(a)	Total
Uninor (total)	Count	3	5	8
	%	37.5	62.5	100
Uninor (urban)	Count	1	5	6
	%	16.7	83.3	100
Uninor (rural)	Count	2	0	2
	%	100	0.0	100
Vodafone (total)	Count	5	6	11
	%	45.5	54.5	100
Vodafone (urban)	Count	4	4	8
	%	50	50	100
Vodafone (rural)	Count	1	2	3
	%	33.3	66.7	100
Total (Total)	Count	63	422	485
	%	13	87	100
Total (Urban)	Count	54	353	407
	%	13.3	86.7	100
Total (Rural)	Count	9	69	78
	%	11.5	88.5	100

33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		No change	Considerable decrease	Stopped receiving	Slight decrease	Total
Aircel (Total)	Count	3	1	4	0	8
	%	37.5	12.5	50.0	0.0	100.0
Aircel (Urban)	Count	2	1	4	0	7
	%	28.6	14.3	57.1	0.0	100
Aircel (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
Airtel (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100.0
Airtel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	1	0	0	0	1
	%	100	0.0	0.0	0.0	100
BSNL (Total)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Cheers (Total)	Count	3	0	0	0	3
	%	100.0	0.0	0.0	0.0	100.0
Cheers (Urban)	Count	3	0	0	0	3
	%	100	0.0	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0
	%	0	0.0	0.0	0.0	0.0
Idea (Total)	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100.0
Idea (Urban)	Count	1	0	0	0	1
	%	100	0	0.0	0.0	100
Idea (Rural)	Count	1	1	0	0	2
	%	50	50	0.0	0.0	100
MTS (Total)	Count	1	1	9	0	11
	%	9.1	9.1	81.8	0.0	100.0
MTS (Urban)	Count	1	0	9	0	10
	%	10	0	90	0.0	100
MTS (Rural)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
Rel Com(total)	Count	0	0	10	0	10
	%	0.0	0.0	100.0	0.0	100.0
Rel.comm.(urban)	Count	0	0	10	0	10
	%	0.0	0.0	100	0.0	100
Rel Com(rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	1	3	9	0	13
	%	7.7	23.1	69.2	0.0	100.0
Rel Tel (Urban)	Count	1	3	9	0	13
	%	7.7	23.1	69.2	0.0	100
Rel Tel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0
S Tel (Total)	Count	0	0	3	0	3
	%	0.0	0.0	100.0	0.0	100.0
S Tel (Urban)	Count	0	0	2	0	2
	%	0.0	0.0	100	0.0	100
S Tel (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100	0.0	100
TTSL (Total)	Count	0	1	1	0	2
	%	0.0	50.0	50.0	0.0	100.0
TTSL (Urban)	Count	0	1	1	0	2
	%	0.0	50	50	0.0	100
TTSL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0

33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?						
Service Providers		No change	Considerable decrease	Stopped receiving	Slight decrease	Total
Uninor (total)	Count	2	1	0	0	3
	%	66.7	33.3	0.0	0.0	100.0
Uninor (urban)	Count	0	1	0	0	1
	%	0.0	100	0.0	0.0	100
Uninor (rural)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Vodafone (total)	Count	0	3	1	1	5
	%	0.0	60.0	20.0	20.0	100.0
Vodafone (urban)	Count	0	3	1	0	4
	%	0.0	75	25	0.0	100
Vodafone (rural)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100	100
Total (Total)	Count	13	1	12	37	63
	%	20.6	1.6	19.0	58.7	100.0
Total (Urban)	Count	8	0	10	36	54
	%	14.8	0	18.5	66.7	100
Total (Rural)	Count	5	1	2	1	9
	%	55.6	11.1	22.2	11.1	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? [ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 34 (A)]

Service Providers		Yes	No IF NO, GO TO Q34(a)	Total
Aircel (Total)	Count	4	0	4
	%	100.0	0.0	100.0
Aircel (Urban)	Count	3	0	3
	%	100.0	0.0	100.0
Aircel (Rural)	Count	1	0	1
	%	100.0	0.0	100.0
Airtel (Total)	Count	1	0	1
	%	100.0	0.0	100.0
Airtel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Airtel (Rural)	Count	1	0	1
	%	100	0.0	100
BSNL (Total)	Count	1	0	1
	%	100.0	0.0	100.0
BSNL (Urban)	Count	1	0	1
	%	100	0.0	100
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Cheers (Total)	Count	0	3	3
	%	0.0	100.0	100.0
Cheers (Urban)	Count	0	3	3
	%	0.0	100.0	100.0
Cheers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	2	1	3
	%	66.7	33.3	100.0
Idea (Urban)	Count	1	0	1
	%	100	0.0	100
Idea (Rural)	Count	1	1	2
	%	50	50	100
MTS (Total)	Count	1	1	2
	%	50.0	50.0	100.0
MTS (Urban)	Count	0	1	1
	%	0.0	100.0	100.0
MTS (Rural)	Count	1	0	1
	%	100.0	0.0	100.0
Rel Com (total)	Count	0	0	0
	%	0.0	0.0	0.0
Rel Com (urban)	Count	0	0	0
	%	0.0	0.0	0.0
Rel Com (rural)	Count	0	0	0
	%	0.0	0.0	0.0
Rel Tel (Total)	Count	3	1	4
	%	75.0	25.0	100.0
Rel Tel (Urban)	Count	3	1	4
	%	75.0	25.0	100.0
Rel Tel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
S Tel (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
TTSL (Total)	Count	1	0	1
	%	100.0	0.0	100.0
TTSL (Urban)	Count	1	0	1
	%	100	0.0	100
TTSL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

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? [ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 34 (A)]

Service Providers		Yes	No IF NO, GO TO Q34(a)	Total
Uninor (total)	Count	3	0	3
	%	100.0	0.0	100.0
Uninor (urban)	Count	1	0	1
	%	100	0.0	100
Uninor (rural)	Count	2	0	2
	%	100	0.0	100
Vodafone (total)	Count	3	1	4
	%	75.0	25.0	100.0
Vodafone (urban)	Count	2	1	3
	%	66.7	33.3	100.0
Vodafone (rural)	Count	1	0	1
	%	100.0	0.0	100.0
Total (Total)	Count	19	7	26
	%	73.1	26.9	100.0
Total (Urban)	Count	12	6	18
	%	66.6	33.3	100.0
Total (Rural)	Count	7	1	8
	%	87.5	12.5	100.0

33(c). If yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and did not inform about the decision taken	Service Provider refused to register the complaint	Complaint was registered by the service provider and informed about the decision taken	Difficult to lodge the complaint	Total
Aircel (Total)	Count	1	1	2	0	4
	%	25.0	25.0	50.0	0.0	100.0
Aircel (Urban)	Count	1	1	1	0	3
	%	33.3	33.3	33.3	0.0	100.0
Aircel (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100.0
Airtel (Total)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100.0
Airtel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Airtel (Rural)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100.0
BSNL (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100.0
BSNL (Urban)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100.0
BSNL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Cheers (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	0	1	1	0	2
	%	0.0	50.0	50.0	0.0	100.0
Idea (Urban)	Count	0	0	1	0	1
	%	0.0	0.0	100.0	0.0	100.0
Idea (Rural)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100.0
MTS (Total)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100.0
MTS (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
MTS (Rural)	Count	1	0	0	0	1
	%	100.0	0.0	0.0	0.0	100.0
Rel Com (total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Rel Com (urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Rel Com (rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Rel Tel (Total)	Count	0	2	1	0	3
	%	0.0	66.7	33.3	0.0	100.0
Rel Tel (Urban)	Count	0	2	1	0	3
	%	0.0	66.7	33.3	0.0	100.0
Rel Tel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
S Tel (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0

33(c). If yes, then indicate whether.....						
Service Providers		Complaint was registered by the service provider and did not inform about the decision taken	Service Provider refused to register the complaint	Complaint was registered by the service provider and informed about the decision taken	Difficult to lodge the complaint	Total
TTSL (Total)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100.0
TTSL (Urban)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100.0
TTSL (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Uninor (total)	Count	0	1	2	0	3
	%	0.0	33.3	66.7	0.0	100.0
Uninor (urban)	Count	0	1	0	0	1
	%	0.0	100.0	0.0	0.0	100.0
Uninor (rural)	Count	0	0	2	0	2
	%	0.0	0.0	100.0	0.0	100.0
Vodafone (total)	Count	1	0	1	1	3
	%	33.3	0.0	33.3	33.3	100.0
Vodafone (urban)	Count	1	0	1	0	2
	%	50.0	0.0	50.0	0.0	100.0
Vodafone (rural)	Count	0	0	0	1	1
	%	0.0	0.0	0.0	100.0	100.0
Total (Total)	Count	4	6	8	1	19
	%	21.1	31.6	42.1	5.3	100.0
Total (Urban)	Count	3	5	4	0	12
	%	25.0	41.7	33.3	0.0	100.0
Total (Rural)	Count	1	1	4	1	7
	%	14.2	14.2	57.4	14.2	100.0

34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?				
Service Providers		Yes	No IF NO, GO TO Q35	Total
Aircel (Total)	Count	80	317	397
	%	20.2	79.8	100.0
Aircel (Urban)	Count	40	168	208
	%	19.2	80.8	100
Aircel (Rural)	Count	40	149	189
	%	21.2	78.8	100
Airtel (Total)	Count	46	350	396
	%	11.6	88.4	100.0
Airtel (Urban)	Count	32	231	263
	%	12.2	87.8	100
Airtel (Rural)	Count	14	119	133
	%	10.5	89.5	100
BSNL (Total)	Count	74	337	411
	%	18.0	82.0	100.0
BSNL (Urban)	Count	47	199	246
	%	19.1	80.9	100
BSNL (Rural)	Count	27	138	165
	%	16.4	83.6	100
Cheers (Total)	Count	46	187	233
	%	19.7	80.3	100.0
Cheers (Urban)	Count	45	174	219
	%	20.5	79.5	100
Cheers (Rural)	Count	1	13	14
	%	7.1	92.9	100
Idea (Total)	Count	41	368	409
	%	10.0	90.0	100.0
Idea (Urban)	Count	26	191	217
	%	12	88	100
Idea (Rural)	Count	15	177	192
	%	7.8	92.2	100
MTS (Total)	Count	91	310	401
	%	22.7	77.3	100.0
MTS (Urban)	Count	76	182	258
	%	29.5	70.5	100
MTS (Rural)	Count	15	128	143
	%	10.5	89.5	100
Rel Com (total)	Count	80	350	430
	%	18.6	81.4	100.0
Rel Com (urban)	Count	66	244	310
	%	21.3	78.7	100
Rel Com (rural)	Count	14	106	120
	%	11.7	88.3	100
Rel Tel (Total)	Count	52	382	434
	%	12.0	88.0	100.0
Rel Tel (Urban)	Count	40	250	290
	%	13.8	86.2	100
Rel Tel (Rural)	Count	12	132	144
	%	8.3	91.7	100
S Tel (Total)	Count	53	350	403
	%	13.2	86.8	100.0
S Tel (Urban)	Count	24	228	252
	%	9.5	90.5	100
S Tel (Rural)	Count	29	122	151
	%	19.2	80.8	100
TTSL (Total)	Count	62	349	411
	%	15.1	84.9	100.0
TTSL (Urban)	Count	54	279	333
	%	16.2	83.8	100
TTSL (Rural)	Count	8	70	78
	%	10.3	89.7	100

34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?				
Service Providers		Yes	No IF NO, GO TO Q35	Total
Uninor (total)	Count	35	352	387
	%	9.0	91.0	100.0
Uninor (urban)	Count	19	215	234
	%	8.1	91.9	100
Uninor (rural)	Count	16	137	153
	%	10.5	89.5	100
Vodafone (total)	Count	20	364	384
	%	5.2	94.8	100.0
Vodafone (urban)	Count	12	231	243
	%	4.9	95.1	100
Vodafone (rural)	Count	8	133	141
	%	5.7	94.3	100
Total (Total)	Count	680	4016	4696
	%	14.5	85.5	100.0
Total (Urban)	Count	481	2592	3073
	%	15.7	84.3	100
Total (Rural)	Count	199	1424	1623
	%	12.3	87.7	100

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Providers		Yes	No IF NO, GO TO Q35	Total
Aircel (Total)	Count	41	39	80
	%	51.3	48.8	100.0
Aircel (Urban)	Count	8	32	40
	%	20	80	100
Aircel (Rural)	Count	33	7	40
	%	82.5	17.5	100.0
Airtel (Total)	Count	18	28	46
	%	39.1	60.9	100.0
Airtel (Urban)	Count	7	25	32
	%	21.9	78.1	100.0
Airtel (Rural)	Count	11	3	14
	%	78.6	21.4	100.0
BSNL (Total)	Count	23	51	74
	%	31.1	68.9	100.0
BSNL (Urban)	Count	2	45	47
	%	4.3	95.7	100.0
BSNL (Rural)	Count	21	6	27
	%	77.8	22.2	100.0
Cheers (Total)	Count	2	44	46
	%	4.3	95.7	100.0
Cheers (Urban)	Count	2	43	45
	%	4.4	95.6	100.0
Cheers (Rural)	Count	0	1	1
	%	0.0	100.0	100.0
Idea (Total)	Count	22	19	41
	%	53.7	46.3	100.0
Idea (Urban)	Count	10	16	26
	%	38.5	61.5	100
Idea (Rural)	Count	12	3	15
	%	80	20	100
MTS (Total)	Count	22	69	91
	%	24.2	75.8	100.0
MTS (Urban)	Count	9	67	76
	%	11.8	88.2	100.0
MTS (Rural)	Count	13	2	15
	%	86.7	13.3	100.0
Rel Com (total)	Count	15	65	80
	%	18.8	81.3	100.0
Rel Com (urban)	Count	4	62	66
	%	6.1	93.9	100
Rel Com (rural)	Count	11	3	14
	%	78.6	21.4	100.0
Rel Tel (Total)	Count	23	29	52
	%	44.2	55.8	100.0
Rel Tel (Urban)	Count	13	27	40
	%	32.5	67.5	100.0
Rel Tel (Rural)	Count	10	2	12
	%	83.3	16.7	100.0
S Tel (Total)	Count	29	24	53
	%	54.7	45.3	100.0
S Tel (Urban)	Count	8	16	24
	%	33.3	66.7	100.0
S Tel (Rural)	Count	21	8	29
	%	72.4	27.6	100.0
TTSL (Total)	Count	18	44	62
	%	29.0	71.0	100.0
TTSL (Urban)	Count	14	40	54
	%	25.9	74.1	100.0
TTSL (Rural)	Count	4	4	8
	%	50	50	100

34(b). Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider?				
Service Providers		Yes	No IF NO, GO TO Q35	Total
Uninor (total)	Count	17	18	35
	%	48.6	51.4	100.0
Uninor (urban)	Count	6	13	19
	%	31.6	68.4	100
Uninor (rural)	Count	11	5	16
	%	68.8	31.3	100
Vodafone (total)	Count	16	4	20
	%	80.0	20.0	100.0
Vodafone (urban)	Count	8	4	12
	%	66.7	33.3	100
Vodafone (rural)	Count	8	0	8
	%	100	0.0	100
Total (Total)	Count	247	434	681
	%	36.2	63.8	100.0
Total (Urban)	Count	92	390	482
	%	18.9	81.1	100
Total (Rural)	Count	155	44	199
	%	77.9	22.1	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	After 10 min	Never	Total
Aircel (Total)	Count	6	26	6	3	41
	%	14.6	63.4	14.6	7.3	100.0
Aircel (Urban)	Count	3	3	2	0	8
	%	37.5	37.5	25.0	0.0	100.0
Aircel (Rural)	Count	3	23	4	3	33
	%	9.1	69.7	12.1	9.1	100.0
Airtel (Total)	Count	4	8	3	3	18
	%	22.2	44.4	16.7	16.7	100.0
Airtel (Urban)	Count	0	3	2	2	7
	%	0.0	42.9	28.6	28.6	100.0
Airtel (Rural)	Count	4	5	1	1	11
	%	36.4	45.5	9.1	9.1	100.0
BSNL (Total)	Count	2	16	4	1	23
	%	8.7	69.6	17.4	4.3	100.0
BSNL (Urban)	Count	0	2	0	0	2
	%	0.0	100.0	0.0	0.0	100.0
BSNL (Rural)	Count	2	14	4	1	21
	%	9.5	66.7	19.0	4.8	100.0
Cheers (Total)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100.0
Cheers (Urban)	Count	2	0	0	0	2
	%	100.0	0.0	0.0	0.0	100.0
Cheers (Rural)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	7	11	1	3	22
	%	31.8	50.0	4.5	13.6	100.0
Idea (Urban)	Count	6	3	1	0	10
	%	60.0	30.0	10.0	0.0	100.0
Idea (Rural)	Count	1	8	0	3	12
	%	8.3	66.7	0.0	25.0	100.0
MTS (Total)	Count	4	8	7	3	22
	%	18.2	36.4	31.8	13.6	100.0
MTS (Urban)	Count	0	2	4	3	9
	%	0.0	22.2	44.4	33.3	100.0
MTS (Rural)	Count	4	6	3	0	13
	%	30.8	46.2	23.1	0.0	100.0
Rel Com(total)	Count	1	11	2	1	15
	%	6.7	73.3	13.3	6.7	100.0
Rel.comm.(urban)	Count	0	2	1	1	4
	%	0.0	50.0	25.0	25.0	100.0
Rel Com(rural)	Count	1	9	1	0	11
	%	9.1	81.8	9.1	0.0	100.0
Rel Tel (Total)	Count	3	14	6	0	23
	%	13.0	60.9	26.1	0.0	100.0
Rel Tel (Urban)	Count	2	9	2	0	13
	%	15.4	69.2	15.4	0.0	100.0
Rel Tel (Rural)	Count	1	5	4	0	10
	%	10.0	50.0	40.0	0.0	100.0
S Tel (Total)	Count	3	22	2	2	29
	%	10.3	75.9	6.9	6.9	100.0
S Tel (Urban)	Count	2	5	1	0	8
	%	25.0	62.5	12.5	0.0	100.0
S Tel (Rural)	Count	1	17	1	2	21
	%	4.8	81.0	4.8	9.5	100.0
TTSL (Total)	Count	1	12	1	4	18
	%	5.6	66.7	5.6	22.2	100.0
TTSL (Urban)	Count	1	9	1	3	14
	%	7.1	64.3	7.1	21.4	100.0
TTSL (Rural)	Count	0	3	0	1	4
	%	0.0	75.0	0.0	25.0	100.0

34(c). When did you get 'Unique Porting Code' from your existing service provider?						
Service Providers		Within 5 min	After 5 to 10 min	After 10 min	Never	Total
Uninor (total)	Count	4	8	3	2	17
	%	23.5	47.1	17.6	11.8	100.0
Uninor (urban)	Count	1	4	1	0	6
	%	16.7	66.7	16.7	0.0	100.0
Uninor (rural)	Count	3	4	2	2	11
	%	27.3	36.4	18.2	18.2	100.0
Vodafone (total)	Count	2	7	4	3	16
	%	12.5	43.8	25.0	18.8	100.0
Vodafone (urban)	Count	1	3	4	0	8
	%	12.5	37.5	50.0	0.0	100.0
Vodafone (rural)	Count	1	4	0	3	8
	%	12.5	50.0	0.0	37.5	100.0
Total (Total)	Count	39	144	39	25	247
	%	15.9	58.1	15.9	10.2	100.0
Total (Urban)	Count	18	46	19	9	92
	%	19.8	49.5	20.9	9.9	100.0
Total (Rural)	Count	21	98	20	16	155
	%	13.5	63.2	12.9	10.3	100.0

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	17	3	14	19	5	41
	%	41.5	7.3	34.1	46.3	12.2	100.0
Aircel (Urban)	Count	4	0	4	2	2	8
	%	50.0	0	50	25	25	100
Aircel (Rural)	Count	13	3	10	17	3	33
	%	39.4	9.1	30.3	51.5	9.1	100
Airtel (Total)	Count	10	3	7	4	4	18
	%	55.6	16.7	38.9	22.2	22.2	100.0
Airtel (Urban)	Count	6	2	4	1	0	7
	%	85.7	28.6	57.1	14.3	0.0	100
Airtel (Rural)	Count	4	1	3	3	4	11
	%	36.4	9.1	27.3	27.3	36.4	100
BSNL (Total)	Count	12	1	11	10	1	23
	%	52.2	4.3	47.8	43.5	4.3	100.0
BSNL (Urban)	Count	1	0	1	1	0	2
	%	50.0	0.0	50	50	0.0	100
BSNL (Rural)	Count	11	1	10	9	1	21
	%	52.4	4.8	47.6	42.9	4.8	100
Cheers (Total)	Count	2	0	2	0	0	2
	%	100.0	0.0	100.0	0.0	0.0	100.0
Cheers (Urban)	Count	2	0	2	0	0	2
	%	100.0	0.0	100	0.0	0.0	100
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0	0.0	0.0	0.0
Idea (Total)	Count	15	3	12	5	2	22
	%	68.2	13.6	54.5	22.7	9.1	100.0
Idea (Urban)	Count	7	0	7	2	1	10
	%	70.0	0.0	70	20	10	100
Idea (Rural)	Count	8	3	5	3	1	12
	%	66.7	25	41.7	25	8.3	100
MTS (Total)	Count	12	3	9	6	4	22
	%	54.5	13.6	40.9	27.3	18.2	100.0
MTS (Urban)	Count	7	3	4	2	0	9
	%	77.7	33.3	44.4	22.2	0	100
MTS (Rural)	Count	5	0	5	4	4	13
	%	38.5	0.0	38.5	30.8	30.8	100
Rel Com (total)	Count	8	1	7	7	0	15
	%	53.3	6.7	46.7	46.7	0.0	100.0
Rel Com (urban)	Count	3	1	2	1	0	4
	%	75.0	25	50	25	0	100
Rel Com (rural)	Count	5	0	5	6	0	11
	%	45.5	0.0	45.5	54.5	0.0	100.0
Rel Tel (Total)	Count	13	0	13	6	4	23
	%	56.5	0.0	56.5	26.1	17.4	100.0
Rel Tel (Urban)	Count	8	0	8	3	2	13
	%	61.5	0.0	61.5	23.1	15.4	100
Rel Tel (Rural)	Count	5	0	5	3	2	10
	%	50.0	0.0	50	30	20	100
S Tel (Total)	Count	10	3	7	17	2	29
	%	34.5	10.3	24.1	58.6	6.9	100.0
S Tel (Urban)	Count	3	1	2	4	1	8
	%	37.5	12.5	25	50	12.5	100
S Tel (Rural)	Count	7	2	5	13	1	21
	%	33.3	9.5	23.8	61.9	4.8	100
TTSL (Total)	Count	10	5	5	7	1	18
	%	55.6	27.8	27.8	38.9	5.6	100.0
TTSL (Urban)	Count	8	4	4	5	1	14
	%	57.2	28.6	28.6	35.7	7.1	100
TTSL (Rural)	Count	2	1	1	2	0	4
	%	50.0	25	25	50	0.0	100

34(d). If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
Uninor (total)	Count	11	2	9	4	2	17
	%	64.7	11.8	52.9	23.5	11.8	100.0
Uninor (urban)	Count	4	0	4	2	0	6
	%	66.7	0.0	66.7	33.3	0.0	100
Uninor (rural)	Count	7	2	5	2	2	11
	%	63.7	18.2	45.5	18.2	18.2	100
Vodafone (total)	Count	11	3	8	3	2	16
	%	68.8	18.8	50.0	18.8	12.5	100.0
Vodafone (urban)	Count	6	0	6	1	1	8
	%	75.0	0.0	75	12.5	12.5	100
Vodafone (rural)	Count	5	3	2	2	1	8
	%	62.5	37.5	25	25	12.5	100
Total (Total)	Count	131	27	104	89	27	247
	%	53.3	11.0	42.3	35.8	11.0	100.0
Total (Urban)	Count	59	11	48	24	8	91
	%	64.8	12.1	52.7	26.4	8.8	100
Total (Rural)	Count	72	16	56	65	19	156
	%	46.4	10.3	36.1	41.3	12.3	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	0	2	11	52	104	79	82	40	24	4	398
	%	0.0	0.5	2.8	13.1	26.1	19.8	20.6	10.1	6	1	100
Aircel (Urban)	Count	0	1	6	21	56	35	47	24	16	2	208
	%	0.0	0.5	2.9	10.1	26.9	16.8	22.6	11.5	7.7	1	100
Aircel (Rural)	Count	0	1	5	31	48	44	35	16	8	2	190
	%	0.0	0.5	2.6	16.3	25.3	23.2	18.4	8.4	4.2	1.1	100
Airtel (Total)	Count	1	0	1	35	65	62	107	87	30	8	396
	%	0.3	0.0	0.3	8.8	16.4	15.7	27	22	7.6	2	100
Airtel (Urban)	Count	1	0	0	19	37	46	69	57	27	7	263
	%	0.4	0.0	0.0	7.2	14.1	17.5	26.2	21.7	10.3	2.7	100
Airtel (Rural)	Count	0	0	1	16	28	16	38	30	3	1	133
	%	0.0	0.0	0.8	12	21.1	12	28.6	22.6	2.3	0.8	100
BSNL (Total)	Count	0	0	8	33	70	68	124	83	24	1	411
	%	0.0	0.0	1.9	8	17	16.5	30.2	20.2	5.8	0.2	100
BSNL (Urban)	Count	0	0	3	24	40	22	79	55	22	1	246
	%	0.0	0.0	1.2	9.8	16.3	8.9	32.1	22.4	8.9	0.4	100
BSNL (Rural)	Count	0	0	5	9	30	46	45	28	2	0	165
	%	0.0	0.0	3	5.5	18.2	27.9	27.3	17	1.2	0.0	100
Cheers (Total)	Count	0	0	4	6	78	31	13	78	14	9	233
	%	0.0	0.0	1.7	2.6	33.5	13.3	5.6	33.5	6	3.9	100
Cheers (Urban)	Count	0	0	4	6	72	28	13	74	13	9	219
	%	0.0	0.0	1.8	2.7	32.9	12.8	5.9	33.8	5.9	4.1	100
Cheers (Rural)	Count	0	0	0	0	6	3	0	4	1	0	14
	%	0.0	0.0	0.0	0.0	42.9	21.4	0.0	28.6	7.1	0.0	100
Idea (Total)	Count	1	2	13	66	68	65	120	70	4	0	409
	%	0.2	0.5	3.2	16.1	16.6	15.9	29.3	17.1	1	0.0	100
Idea (Urban)	Count	1	0	6	39	30	32	70	35	4	0	217
	%	0.5	0.0	2.8	18	13.8	14.7	32.3	16.1	1.8	0.0	100
Idea (Rural)	Count	0	2	7	27	38	33	50	35	0	0	192
	%	0.0	1	3.6	14.1	19.8	17.2	26	18.2	0.0	0.0	100
MTS (Total)	Count	0	0	12	26	68	78	126	65	26	0	401
	%	0.0	0.0	3	6.5	17	19.5	31.4	16.2	6.5	0.0	100
MTS (Urban)	Count	0	0	3	23	34	40	80	52	26	0	258
	%	0.0	0.0	1.2	8.9	13.2	15.5	31	20.2	10.1	0.0	100
MTS (Rural)	Count	0	0	9	3	34	38	46	13	0	0	143
	%	0.0	0.0	6.3	2.1	23.8	26.6	32.2	9.1	0.0	0.0	100
Rel Com (total)	Count	0	1	7	35	73	69	124	94	28	0	431
	%	0.0	0.2	1.6	8.1	16.9	16	28.8	21.8	6.5	0.0	100
Rel Com (urban)	Count	0	0	2	28	43	37	92	83	25	0	310
	%	0.0	0.0	0.6	9	13.9	11.9	29.7	26.8	8.1	0.0	100
Rel Com (rural)	Count	0	1	5	7	30	32	32	11	3	0	121
	%	0.0	0.8	4.1	5.8	24.8	26.4	26.4	9.1	2.5	0.0	100
Rel Tel (Total)	Count	0	0	10	51	81	80	131	73	7	2	435
	%	0.0	0.0	2.3	11.7	18.6	18.4	30.1	16.8	1.6	0.5	100
Rel Tel (Urban)	Count	0	0	7	35	47	48	88	56	7	2	290
	%	0.0	0.0	2.4	12.1	16.2	16.6	30.3	19.3	2.4	0.7	100
Rel Tel (Rural)	Count	0	0	3	16	34	32	43	17	0	0	145
	%	0.0	0.0	2.1	11	23.4	22.1	29.7	11.7	0.0	0.0	100
S Tel (Total)	Count	1	3	8	38	95	83	107	63	5	1	404
	%	0.2	0.7	2	9.4	23.5	20.5	26.5	15.6	1.2	0.2	100
S Tel (Urban)	Count	1	2	7	21	62	39	68	47	5	0	252
	%	0.4	0.8	2.8	8.3	24.6	15.5	27	18.7	2	0.0	100
S Tel (Rural)	Count	0	1	1	17	33	44	39	16	0	1	152
	%	0.0	0.7	0.7	11.2	21.7	28.9	25.7	10.5	0.0	0.7	100
TTSL (Total)	Count	0	1	4	34	75	86	123	76	12	1	412
	%	0.0	0.2	1	8.3	18.2	20.9	29.9	18.4	2.9	0.2	100
TTSL (Urban)	Count	0	0	3	27	63	66	95	66	12	1	333
	%	0.0	0.0	0.9	8.1	18.9	19.8	28.5	19.8	3.6	0.3	100
TTSL (Rural)	Count	0	1	1	7	12	20	28	10	0	0	79
	%	0.0	1.3	1.3	8.9	15.2	25.3	35.4	12.7	0.0	0.0	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
Uninor (total)	Count	2	2	7	26	53	71	126	85	14	2	388
	%	0.5	0.5	1.8	6.7	13.7	18.3	32.5	21.9	3.6	0.5	100
Uninor (urban)	Count	0	0	1	21	28	45	74	56	7	2	234
	%	0.0	0.0	0.4	9	12	19.2	31.6	23.9	3	0.9	100
Uninor (rural)	Count	2	2	6	5	25	26	52	29	7	0	154
	%	1.3	1.3	3.9	3.2	16.2	16.9	33.8	18.8	4.5	0.0	100
Vodafone (total)	Count	1	2	6	40	64	48	115	72	21	15	384
	%	0.3	0.5	1.6	10.4	16.7	12.5	29.9	18.8	5.5	3.9	100
Vodafone (urban)	Count	1	1	3	23	34	33	72	48	17	11	243
	%	0.4	0.4	1.2	9.5	14	13.6	29.6	19.8	7	4.5	100
Vodafone (rural)	Count	0	1	3	17	30	15	43	24	4	4	141
	%	0.0	0.7	2.1	12.1	21.3	10.6	30.5	17	2.8	2.8	100
Total (Total)	Count	6	13	91	442	894	820	1298	886	209	43	4702
	%	0.1	0.3	1.9	9.4	19	17.4	27.6	18.8	4.4	0.9	100
Total (Urban)	Count	4	4	45	287	546	471	847	653	181	35	3073
	%	0.1	0.1	1.5	9.3	17.8	15.3	27.6	21.2	5.9	1.1	100
Total (Rural)	Count	2	9	46	155	348	349	451	233	28	8	1629
	%	0.1	0.6	2.8	9.5	21.4	21.4	27.7	14.3	1.7	0.5	100

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

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	140	258	398
	%	35.2	64.8	100
Aircel (Urban)	Count	78	130	208
	%	37.5	62.5	100
Aircel (Rural)	Count	62	128	190
	%	32.6	67.4	100
Airtel (Total)	Count	156	240	396
	%	39.4	60.6	100
Airtel (Urban)	Count	113	150	263
	%	43	57	100
Airtel (Rural)	Count	43	90	133
	%	32.3	67.7	100
BSNL (Total)	Count	119	292	411
	%	29	71	100
BSNL (Urban)	Count	95	151	246
	%	38.6	61.4	100
BSNL (Rural)	Count	24	141	165
	%	14.5	85.5	100
Cheers (Total)	Count	73	160	233
	%	31.3	68.7	100
Cheers (Urban)	Count	72	147	219
	%	32.9	67.1	100
Cheers (Rural)	Count	1	13	14
	%	7.1	92.9	100
Idea (Total)	Count	147	262	409
	%	35.9	64.1	100
Idea (Urban)	Count	88	129	217
	%	40.6	59.4	100
Idea (Rural)	Count	59	133	192
	%	30.7	69.3	100
MTS (Total)	Count	162	239	401
	%	40.4	59.6	100
MTS (Urban)	Count	151	107	258
	%	58.5	41.5	100
MTS (Rural)	Count	11	132	143
	%	7.7	92.3	100
Rel Com (total)	Count	149	282	431
	%	34.6	65.4	100
Rel Com (urban)	Count	129	181	310
	%	41.6	58.4	100
Rel Com (rural)	Count	20	101	121
	%	16.5	83.5	100
Rel Tel (Total)	Count	181	254	435
	%	41.6	58.4	100
Rel Tel (Urban)	Count	138	152	290
	%	47.6	52.4	100
Rel Tel (Rural)	Count	43	102	145
	%	29.7	70.3	100
S Tel (Total)	Count	106	298	404
	%	26.2	73.8	100
S Tel (Urban)	Count	65	187	252
	%	25.8	74.2	100
S Tel (Rural)	Count	41	111	152
	%	27	73	100
TTSL (Total)	Count	141	271	412
	%	34.2	65.8	100
TTSL (Urban)	Count	128	205	333
	%	38.4	61.6	100
TTSL (Rural)	Count	13	66	79
	%	16.5	83.5	100

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?				
Service Providers		Yes	No	Total
Uninor (total)	Count	130	258	388
	%	33.5	66.5	100
Uninor (urban)	Count	86	148	234
	%	36.8	63.2	100
Uninor (rural)	Count	44	110	154
	%	28.6	71.4	100
Vodafone (total)	Count	100	284	384
	%	26	74	100
Vodafone (urban)	Count	71	172	243
	%	29.2	70.8	100
Vodafone (rural)	Count	29	112	141
	%	20.6	79.4	100
Total (Total)	Count	1604	3098	4702
	%	34.1	65.9	100
Total (Urban)	Count	1214	1859	3073
	%	39.5	60.5	100
Total (Rural)	Count	390	1239	1629
	%	23.9	76.1	100

37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number? [IF NO, GO TO Q41]				
Service Providers		Yes	No	Total
Aircel (Total)	Count	80	318	398
	%	20.1	79.9	100
Aircel (Urban)	Count	38	170	208
	%	18.3	81.7	100
Aircel (Rural)	Count	42	148	190
	%	22.1	77.9	100
Airtel (Total)	Count	34	362	396
	%	8.6	91.4	100
Airtel (Urban)	Count	19	244	263
	%	7.2	92.8	100
Airtel (Rural)	Count	15	118	133
	%	11.3	88.7	100
BSNL (Total)	Count	27	384	411
	%	6.6	93.4	100
BSNL (Urban)	Count	21	225	246
	%	8.5	91.5	100
BSNL (Rural)	Count	6	159	165
	%	3.6	96.4	100
Cheers (Total)	Count	11	222	233
	%	4.7	95.3	100
Cheers (Urban)	Count	11	208	219
	%	5	95	100
Cheers (Rural)	Count	0	14	14
	%	0.0	100	100
Idea (Total)	Count	60	349	409
	%	14.7	85.3	100
Idea (Urban)	Count	27	190	217
	%	12.4	87.6	100
Idea (Rural)	Count	33	159	192
	%	17.2	82.8	100
MTS (Total)	Count	39	362	401
	%	9.7	90.3	100
MTS (Urban)	Count	30	228	258
	%	11.6	88.4	100
MTS (Rural)	Count	9	134	143
	%	6.3	93.7	100
Rel Com (total)	Count	41	390	431
	%	9.5	90.5	100
Rel Com (urban)	Count	34	276	310
	%	11	89	100
Rel Com (rural)	Count	7	114	121
	%	5.8	94.2	100
Rel Tel (Total)	Count	59	376	435
	%	13.6	86.4	100
Rel Tel (Urban)	Count	41	249	290
	%	14.1	85.9	100
Rel Tel (Rural)	Count	18	127	145
	%	12.4	87.6	100
S Tel (Total)	Count	61	343	404
	%	15.1	84.9	100
S Tel (Urban)	Count	45	207	252
	%	17.9	82.1	100
S Tel (Rural)	Count	16	136	152
	%	10.5	89.5	100
TTSL (Total)	Count	18	394	412
	%	4.4	95.6	100
TTSL (Urban)	Count	17	316	333
	%	5.1	94.9	100
TTSL (Rural)	Count	1	78	79
	%	1.3	98.7	100

37. Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number? [IF NO, GO TO Q41]				
Service Providers		Yes	No	Total
Uninor (total)	Count	35	353	388
	%	9	91	100
Uninor (urban)	Count	20	214	234
	%	8.5	91.5	100
Uninor (rural)	Count	15	139	154
	%	9.7	90.3	100
Vodafone (total)	Count	32	352	384
	%	8.3	91.7	100
Vodafone (urban)	Count	17	226	243
	%	7	93	100
Vodafone (rural)	Count	15	126	141
	%	10.6	89.4	100
Total (Total)	Count	497	4205	4702
	%	10.6	89.4	100
Total (Urban)	Count	320	2753	3073
	%	10.4	89.6	100
Total (Rural)	Count	177	1452	1629
	%	10.9	89.1	100

39. Did the Call Centre inform you about the action taken on your complaint?							
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	20	34	12	2	12	80
	%	25	42.5	15	2.5	15	100
Aircel (Urban)	Count	12	9	3	2	12	38
	%	31.6	23.7	7.9	5.3	31.6	100
Aircel (Rural)	Count	8	25	9	0	0	42
	%	19	59.5	21.4	0.0	0.0	100
Airtel (Total)	Count	14	6	5	4	5	34
	%	41.2	17.6	14.7	11.8	14.7	100
Airtel (Urban)	Count	6	3	4	2	4	19
	%	31.6	15.8	21.1	10.5	21.1	100
Airtel (Rural)	Count	8	3	1	2	1	15
	%	53.3	20	6.7	13.3	6.7	100
BSNL (Total)	Count	4	5	5	2	11	27
	%	14.8	18.5	18.5	7.4	40.7	100
BSNL (Urban)	Count	4	0	4	2	11	21
	%	19	0.0	19	9.5	52.4	100
BSNL (Rural)	Count	0	5	1	0	0	6
	%	0.0	83.3	16.7	0.0	0.0	100
Cheers (Total)	Count	6	3	0	0	2	11
	%	54.5	27.3	0.0	0.0	18.2	100
Cheers (Urban)	Count	6	3	0	0	2	11
	%	54.5	27.3	0.0	0.0	18.2	100
Cheers (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Idea (Total)	Count	27	10	8	12	3	60
	%	45	16.7	13.3	20	5	100
Idea (Urban)	Count	9	5	2	8	3	27
	%	33.3	18.5	7.4	29.6	11.1	100
Idea (Rural)	Count	18	5	6	4	0	33
	%	54.5	15.2	18.2	12.1	0.0	100
MTS (Total)	Count	18	10	1	1	9	39
	%	46.2	25.6	2.6	2.6	23.1	100
MTS (Urban)	Count	13	7	0	1	9	30
	%	43.3	23.3	0.0	3.3	30	100
MTS (Rural)	Count	5	3	1	0	0	9
	%	55.6	33.3	11.1	0.0	0.0	100
Rel Com (total)	Count	15	14	3	3	6	41
	%	36.6	34.1	7.3	7.3	14.6	100
Rel Com (urban)	Count	14	10	3	2	5	34
	%	41.2	29.4	8.8	5.9	14.7	100
Rel Com (rural)	Count	1	4	0	1	1	7
	%	14.3	57.1	0.0	14.3	14.3	100
Rel Tel (Total)	Count	27	16	5	6	5	59
	%	45.8	27.1	8.5	10.2	8.5	100
Rel Tel (Urban)	Count	21	10	2	4	4	41
	%	51.2	24.4	4.9	9.8	9.8	100
Rel Tel (Rural)	Count	6	6	3	2	1	18
	%	33.3	33.3	16.7	11.1	5.6	100
S Tel (Total)	Count	27	19	3	1	11	61
	%	44.3	31.1	4.9	1.6	18	100
S Tel (Urban)	Count	21	14	1	1	8	45
	%	46.7	31.1	2.2	2.2	17.8	100
S Tel (Rural)	Count	6	5	2	0	3	16
	%	37.5	31.3	12.5	0.0	18.8	100

39. Did the Call Centre inform you about the action taken on your complaint?							
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
TTSL (Total)	Count	4	6	4	2	2	18
	%	22.2	33.3	22.2	11.1	11.1	100
TTSL (Urban)	Count	3	6	4	2	2	17
	%	17.6	35.3	23.5	11.8	11.8	100
TTSL (Rural)	Count	1	0	0	0	0	1
	%	100	0.0	0.0	0.0	0.0	100
Uninor (total)	Count	9	11	5	3	7	35
	%	25.7	31.4	14.3	8.6	20	100
Uninor (urban)	Count	6	4	4	2	4	20
	%	30	20	20	10	20	100
Uninor (rural)	Count	3	7	1	1	3	15
	%	20	46.7	6.7	6.7	20	100
Vodafone (total)	Count	9	8	2	6	7	32
	%	28.1	25	6.3	18.8	21.9	100
Vodafone (urban)	Count	6	3	2	2	4	17
	%	35.3	17.6	11.8	11.8	23.5	100
Vodafone (rural)	Count	3	5	0	4	3	15
	%	20	33.3	0.0	26.7	20	100
Total (Total)	Count	180	142	53	42	80	497
	%	36.2	28.6	10.7	8.5	16.1	100
Total (Urban)	Count	121	74	29	28	68	320
	%	37.8	23.1	9.1	8.8	21.3	100
Total (Rural)	Count	59	68	24	14	12	177
	%	33.3	38.4	13.6	7.9	6.8	100

39. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	57	23	80
	%	71.3	28.8	100
Aircel (Urban)	Count	22	16	38
	%	57.9	42.1	100
Aircel (Rural)	Count	35	7	42
	%	83.3	16.7	100
Airtel (Total)	Count	25	9	34
	%	73.5	26.5	100
Airtel (Urban)	Count	14	5	19
	%	73.7	26.3	100
Airtel (Rural)	Count	11	4	15
	%	73.3	26.7	100
BSNL (Total)	Count	14	13	27
	%	51.9	48.1	100
BSNL (Urban)	Count	8	13	21
	%	38.1	61.9	100
BSNL (Rural)	Count	6	0	6
	%	100	0.0	100
Cheers (Total)	Count	8	3	11
	%	72.7	27.3	100
Cheers (Urban)	Count	8	3	11
	%	72.7	27.3	100
Cheers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	32	28	60
	%	53.3	46.7	100
Idea (Urban)	Count	9	18	27
	%	33.3	66.7	100
Idea (Rural)	Count	23	10	33
	%	69.7	30.3	100
MTS (Total)	Count	21	18	39
	%	53.8	46.2	100
MTS (Urban)	Count	12	18	30
	%	40	60	100
MTS (Rural)	Count	9	0	9
	%	100	0.0	100
Rel Com (total)	Count	23	18	41
	%	56.1	43.9	100
Rel Com (urban)	Count	17	17	34
	%	50	50	100
Rel Com (rural)	Count	6	1	7
	%	85.7	14.3	100
Rel Tel (Total)	Count	37	22	59
	%	62.7	37.3	100
Rel Tel (Urban)	Count	25	16	41
	%	61	39	100
Rel Tel (Rural)	Count	12	6	18
	%	66.7	33.3	100
S Tel (Total)	Count	44	17	61
	%	72.1	27.9	100
S Tel (Urban)	Count	32	13	45
	%	71.1	28.9	100
S Tel (Rural)	Count	12	4	16
	%	75	25	100
TTSL (Total)	Count	9	9	18
	%	50	50	100
TTSL (Urban)	Count	8	9	17
	%	47.1	52.9	100
TTSL (Rural)	Count	1	0	1
	%	100	0.0	100

39. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
Uninor (total)	Count	22	13	35
	%	62.9	37.1	100
Uninor (urban)	Count	12	8	20
	%	60	40	100
Uninor (rural)	Count	10	5	15
	%	66.7	33.3	100
Vodafone (total)	Count	13	19	32
	%	40.6	59.4	100
Vodafone (urban)	Count	7	10	17
	%	41.2	58.8	100
Vodafone (rural)	Count	6	9	15
	%	40	60	100
Total (Total)	Count	305	192	497
	%	61.4	38.6	100
Total (Urban)	Count	174	146	320
	%	54.4	45.6	100
Total (Rural)	Count	131	46	177
	%	74.0	26.0	100.0

39. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
Aircel (Total)	Count	57	23	80
	%	71.3	28.8	100
Aircel (Urban)	Count	22	16	38
	%	57.9	42.1	100
Aircel (Rural)	Count	35	7	42
	%	83.3	16.7	100
Airtel (Total)	Count	25	9	34
	%	73.5	26.5	100
Airtel (Urban)	Count	14	5	19
	%	73.7	26.3	100
Airtel (Rural)	Count	11	4	15
	%	73.3	26.7	100
BSNL (Total)	Count	14	13	27
	%	51.9	48.1	100
BSNL (Urban)	Count	8	13	21
	%	38.1	61.9	100
BSNL (Rural)	Count	6	0	6
	%	100	0.0	100
Cheers (Total)	Count	8	3	11
	%	72.7	27.3	100
Cheers (Urban)	Count	8	3	11
	%	72.7	27.3	100
Cheers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	32	28	60
	%	53.3	46.7	100
Idea (Urban)	Count	9	18	27
	%	33.3	66.7	100
Idea (Rural)	Count	23	10	33
	%	69.7	30.3	100
MTS (Total)	Count	21	18	39
	%	53.8	46.2	100
MTS (Urban)	Count	12	18	30
	%	40	60	100
MTS (Rural)	Count	9	0	9
	%	100	0.0	100
Rel Com (total)	Count	23	18	41
	%	56.1	43.9	100
Rel Com (urban)	Count	17	17	34
	%	50	50	100
Rel Com (rural)	Count	6	1	7
	%	85.7	14.3	100
Rel Tel (Total)	Count	37	22	59
	%	62.7	37.3	100
Rel Tel (Urban)	Count	25	16	41
	%	61	39	100
Rel Tel (Rural)	Count	12	6	18
	%	66.7	33.3	100
S Tel (Total)	Count	44	17	61
	%	72.1	27.9	100
S Tel (Urban)	Count	32	13	45
	%	71.1	28.9	100
S Tel (Rural)	Count	12	4	16
	%	75	25	100
TTSL (Total)	Count	9	9	18
	%	50	50	100
TTSL (Urban)	Count	8	9	17
	%	47.1	52.9	100
TTSL (Rural)	Count	1	0	1
	%	100	0.0	100

39. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
Uninor (total)	Count	22	13	35
	%	62.9	37.1	100
Uninor (urban)	Count	12	8	20
	%	60	40	100
Uninor (rural)	Count	10	5	15
	%	66.7	33.3	100
Vodafone (total)	Count	13	19	32
	%	40.6	59.4	100
Vodafone (urban)	Count	7	10	17
	%	41.2	58.8	100
Vodafone (rural)	Count	6	9	15
	%	40	60	100
Total (Total)	Count	305	192	497
	%	61.4	38.6	100
Total (Urban)	Count	174	146	320
	%	54.4	45.6	100
Total (Rural)	Count	131	46	177
	%	74.0	26.0	100.0

140 Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No [IF NO, GO TO Q46]	Not applicable	Total
Aircel (Total)	Count	54	24	2	80
	%	67.5	30	2.5	100
Aircel (Urban)	Count	19	17	2	38
	%	50	44.7	5.3	100
Aircel (Rural)	Count	35	7	0	42
	%	83.3	16.7	0.0	100
Airtel (Total)	Count	24	10	0	34
	%	70.6	29.4	0.0	100
Airtel (Urban)	Count	13	6	0	19
	%	68.4	31.6	0.0	100
Airtel (Rural)	Count	11	4	0	15
	%	73.3	26.7	0.0	100
BSNL (Total)	Count	13	12	2	27
	%	48.1	44.4	7.4	100
BSNL (Urban)	Count	7	12	2	21
	%	33.3	57.1	9.5	100
BSNL (Rural)	Count	6	0	0	6
	%	100	0.0	0.0	100
Cheers (Total)	Count	8	1	2	11
	%	72.7	9.1	18.2	100
Cheers (Urban)	Count	8	1	2	11
	%	72.7	9.1	18.2	100
Cheers (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Total)	Count	31	29	0	60
	%	51.7	48.3	0.0	100
Idea (Urban)	Count	9	18	0	27
	%	33.3	66.7	0.0	100
Idea (Rural)	Count	22	11	0	33
	%	66.7	33.3	0.0	100
MTS (Total)	Count	20	19	0	39
	%	51.3	48.7	0.0	100
MTS (Urban)	Count	11	19	0	30
	%	36.7	63.3	0.0	100
MTS (Rural)	Count	9	0	0	9
	%	100	0.0	0.0	100
Rel Com (total)	Count	23	17	1	41
	%	56.1	41.5	2.4	100
Rel Com (urban)	Count	17	16	1	34
	%	50	47.1	2.9	100
Rel Com (rural)	Count	6	1	0	7
	%	85.7	14.3	0.0	100
Rel Tel (Total)	Count	44	15	0	59
	%	74.6	25.4	0.0	100
Rel Tel (Urban)	Count	28	13	0	41
	%	68.3	31.7	0.0	100
Rel Tel (Rural)	Count	16	2	0	18
	%	88.9	11.1	0.0	100
S Tel (Total)	Count	44	17	0	61
	%	72.1	27.9	0.0	100
S Tel (Urban)	Count	32	13	0	45
	%	71.1	28.9	0.0	100
S Tel (Rural)	Count	12	4	0	16
	%	75	25	0.0	100
TTSL (Total)	Count	8	10	0	18
	%	44.4	55.6	0.0	100
TTSL (Urban)	Count	7	10	0	17
	%	41.2	58.8	0.0	100
TTSL (Rural)	Count	1	0	0	1
	%	100	0.0	0.0	100

140 Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?					
Service Providers		Yes	No [IF NO, GO TO Q46]	Not applicable	Total
Uninor (total)	Count	19	16	0	35
	%	54.3	45.7	0.0	100
Uninor (urban)	Count	11	9	0	20
	%	55	45	0.0	100
Uninor (rural)	Count	8	7	0	15
	%	53.3	46.7	0.0	100
Vodafone (total)	Count	13	17	2	32
	%	40.6	53.1	6.3	100
Vodafone (urban)	Count	7	10	0	17
	%	41.2	58.8	0.0	100
Vodafone (rural)	Count	6	7	2	15
	%	40	46.7	13.3	100
Total (Total)	Count	301	187	9	497
	%	60.6	37.6	1.8	100
Total (Urban)	Count	169	144	7	320
	%	52.8	45	2.2	100
Total (Rural)	Count	132	43	2	177
	%	74.6	24.3	1.1	100

I41 In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Total
Aircel (Total)	Count	3	395	398
	%	0.8	99.2	100
Aircel (Urban)	Count	1	207	208
	%	0.5	99.5	100
Aircel (Rural)	Count	2	188	190
	%	1.1	98.9	100
Airtel (Total)	Count	0	396	396
	%	0.0	100	100
Airtel (Urban)	Count	0	263	263
	%	0.0	100	100
Airtel (Rural)	Count	0	133	133
	%	0.0	100	100
BSNL (Total)	Count	2	409	411
	%	0.5	99.5	100
BSNL (Urban)	Count	0	246	246
	%	0.0	100	100
BSNL (Rural)	Count	2	163	165
	%	1.2	98.8	100
Cheers (Total)	Count	0	233	233
	%	0.0	100	100
Cheers (Urban)	Count	0	219	219
	%	0.0	100	100
Cheers (Rural)	Count	0	14	14
	%	0.0	100	100
Idea (Total)	Count	1	408	409
	%	0.2	99.8	100
Idea (Urban)	Count	1	216	217
	%	0.5	99.5	100
Idea (Rural)	Count	0	192	192
	%	0.0	100	100
MTS (Total)	Count	5	396	401
	%	1.2	98.8	100
MTS (Urban)	Count	3	255	258
	%	1.2	98.8	100
MTS (Rural)	Count	2	141	143
	%	1.4	98.6	100
Rel Com (total)	Count	2	429	431
	%	0.5	99.5	100
Rel Com (urban)	Count	1	309	310
	%	0.3	99.7	100
Rel Com (rural)	Count	1	120	121
	%	0.8	99.2	100
Rel Tel (Total)	Count	4	431	435
	%	0.9	99.1	100
Rel Tel (Urban)	Count	3	287	290
	%	1	99	100
Rel Tel (Rural)	Count	1	144	145
	%	0.7	99.3	100
S Tel (Total)	Count	1	403	404
	%	0.2	99.8	100
S Tel (Urban)	Count	0	252	252
	%	0.0	100	100
S Tel (Rural)	Count	1	151	152
	%	0.7	99.3	100
TTSL (Total)	Count	3	409	412
	%	0.7	99.3	100
TTSL (Urban)	Count	1	332	333
	%	0.3	99.7	100
TTSL (Rural)	Count	2	77	79
	%	2.5	97.5	100

I41 In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?				
Service Providers		Yes	No	Total
Uninor (total)	Count	1	387	388
	%	0.3	99.7	100
Uninor (urban)	Count	0	234	234
	%	0.0	100	100
Uninor (rural)	Count	1	153	154
	%	0.6	99.4	100
Vodafone (total)	Count	1	383	384
	%	0.3	99.7	100
Vodafone (urban)	Count	0	243	243
	%	0.0	100	100
Vodafone (rural)	Count	1	140	141
	%	0.7	99.3	100
Total (Total)	Count	23	4679	4702
	%	0.5	99.5	100
Total (Urban)	Count	10	3063	3073
	%	0.3	99.7	100
Total (Rural)	Count	13	1616	1629
	%	0.8	99.2	100

146 In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of

Service Providers		Yes	No	Total
Aircel (Total)	Count	3	395	398
	%	0.8	99.2	100
Aircel (Urban)	Count	1	207	208
	%	0.5	99.5	100
Aircel (Rural)	Count	2	188	190
	%	1.1	98.9	100
Airtel (Total)	Count	0	396	396
	%	0.0	100	100
Airtel (Urban)	Count	0	263	263
	%	0.0	100	100
Airtel (Rural)	Count	0	133	133
	%	0.0	100	100
BSNL (Total)	Count	2	409	411
	%	0.5	99.5	100
BSNL (Urban)	Count	0	246	246
	%	0.0	100	100
BSNL (Rural)	Count	2	163	165
	%	1.2	98.8	100
Cheers (Total)	Count	0	233	233
	%	0.0	100	100
Cheers (Urban)	Count	0	219	219
	%	0.0	100	100
Cheers (Rural)	Count	0	14	14
	%	0.0	100	100
Idea (Total)	Count	1	408	409
	%	0.2	99.8	100
Idea (Urban)	Count	1	216	217
	%	0.5	99.5	100
Idea (Rural)	Count	0	192	192
	%	0.0	100	100
MTS (Total)	Count	5	396	401
	%	1.2	98.8	100
MTS (Urban)	Count	3	255	258
	%	1.2	98.8	100
MTS (Rural)	Count	2	141	143
	%	1.4	98.6	100
Rel Com (total)	Count	2	429	431
	%	0.5	99.5	100
Rel Com (urban)	Count	1	309	310
	%	0.3	99.7	100
Rel Com (rural)	Count	1	120	121
	%	0.8	99.2	100
Rel Tel (Total)	Count	4	431	435
	%	0.9	99.1	100
Rel Tel (Urban)	Count	3	287	290
	%	1	99	100
Rel Tel (Rural)	Count	1	144	145
	%	0.7	99.3	100
S Tel (Total)	Count	1	403	404
	%	0.2	99.8	100
S Tel (Urban)	Count	0	252	252
	%	0.0	100	100
S Tel (Rural)	Count	1	151	152
	%	0.7	99.3	100
TTSL (Total)	Count	3	409	412
	%	0.7	99.3	100
TTSL (Urban)	Count	1	332	333
	%	0.3	99.7	100
TTSL (Rural)	Count	2	77	79
	%	2.5	97.5	100

I46 In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of

Service Providers		Yes	No	Total
Uninor (total)	Count	1	387	388
	%	0.3	99.7	100
Uninor (urban)	Count	0	234	234
	%	0.0	100	100
Uninor (rural)	Count	1	153	154
	%	0.6	99.4	100
Vodafone (total)	Count	1	383	384
	%	0.3	99.7	100
Vodafone (urban)	Count	0	243	243
	%	0.0	100	100
Vodafone (rural)	Count	1	140	141
	%	0.7	99.3	100
Total (Total)	Count	23	4679	4702
	%	0.5	99.5	100
Total (Urban)	Count	10	3063	3073
	%	0.3	99.7	100
Total (Rural)	Count	13	1616	1629
	%	0.8	99.2	100

50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?				
Service Providers		Yes	No [IF NO, GO TO Q53]	Total
Aircel (Total)	Count	46	321	367
	%	12.5	87.5	100
Aircel (Urban)	Count	14	170	184
	%	7.6	92.4	100
Aircel (Rural)	Count	32	151	183
	%	17.5	82.5	100
Airtel (Total)	Count	28	344	372
	%	7.5	92.5	100
Airtel (Urban)	Count	16	223	239
	%	6.7	93.3	100
Airtel (Rural)	Count	12	121	133
	%	9	91	100
BSNL (Total)	Count	27	306	333
	%	8.1	91.9	100
BSNL (Urban)	Count	15	186	201
	%	7.5	92.5	100
BSNL (Rural)	Count	12	120	132
	%	9.1	90.9	100
Cheers (Total)	Count	16	215	231
	%	6.9	93.1	100
Cheers (Urban)	Count	16	201	217
	%	7.4	92.6	100
Cheers (Rural)	Count	0	14	14
	%	0.0	100	100
Idea (Total)	Count	14	348	362
	%	3.9	96.1	100
Idea (Urban)	Count	1	186	187
	%	0.5	99.5	100
Idea (Rural)	Count	13	162	175
	%	7.4	92.6	100
MTS (Total)	Count	40	349	389
	%	10.3	89.7	100
MTS (Urban)	Count	22	234	256
	%	8.6	91.4	100
MTS (Rural)	Count	18	115	133
	%	13.5	86.5	100
Rel Com (total)	Count	19	367	386
	%	4.9	95.1	100
Rel Com (urban)	Count	11	275	286
	%	3.8	96.2	100
Rel Com (rural)	Count	8	92	100
	%	8	92	100
Rel Tel (Total)	Count	38	381	419
	%	9.1	90.9	100
Rel Tel (Urban)	Count	18	259	277
	%	6.5	93.5	100
Rel Tel (Rural)	Count	20	122	142
	%	14.1	85.9	100
S Tel (Total)	Count	20	372	392
	%	5.1	94.9	100
S Tel (Urban)	Count	8	241	249
	%	3.2	96.8	100
S Tel (Rural)	Count	12	131	143
	%	8.4	91.6	100
TTSL (Total)	Count	15	380	395
	%	3.8	96.2	100
TTSL (Urban)	Count	10	318	328
	%	3	97	100
TTSL (Rural)	Count	5	62	67
	%	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 [IF NO, GO TO Q53]	Total
Uninor (total)	Count	16	364	380
	%	4.2	95.8	100
Uninor (urban)	Count	6	225	231
	%	2.6	97.4	100
Uninor (rural)	Count	10	139	149
	%	6.7	93.3	100
Vodafone (total)	Count	12	358	370
	%	3.2	96.8	100
Vodafone (urban)	Count	5	231	236
	%	2.1	97.9	100
Vodafone (rural)	Count	7	127	134
	%	5.2	94.8	100
Total (Total)	Count	291	4105	4396
	%	6.6	93.4	100
Total (Urban)	Count	142	2749	2891
	%	4.9	95.1	100
Total (Rural)	Count	149	1356	1505
	%	9.9	90.1	100

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?				
Service Providers		Yes	No [IF NO, GO TO Q53]	Total
Aircel (Total)	Count	32	14	46
	%	69.6	30.4	100
Aircel (Urban)	Count	6	8	14
	%	42.9	57.1	100
Aircel (Rural)	Count	26	6	32
	%	81.3	18.8	100
Airtel (Total)	Count	16	12	28
	%	57.1	42.9	100
Airtel (Urban)	Count	4	12	16
	%	25	75	100
Airtel (Rural)	Count	12	0	12
	%	100	0.0	100
BSNL (Total)	Count	14	13	27
	%	51.9	48.1	100
BSNL (Urban)	Count	4	11	15
	%	26.7	73.3	100
BSNL (Rural)	Count	10	2	12
	%	83.3	16.7	100
Cheers (Total)	Count	0	16	16
	%	0.0	100	100
Cheers (Urban)	Count	0	16	16
	%	0.0	100	100
Cheers (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Idea (Total)	Count	14	0	14
	%	100	0.0	100
Idea (Urban)	Count	1	0	1
	%	100	0.0	100
Idea (Rural)	Count	13	0	13
	%	100	0.0	100
MTS (Total)	Count	28	12	40
	%	70	30	100
MTS (Urban)	Count	10	12	22
	%	45.5	54.5	100
MTS (Rural)	Count	18	0	18
	%	100	0.0	100
Rel Com (total)	Count	11	8	19
	%	57.9	42.1	100
Rel Com (urban)	Count	4	7	11
	%	36.4	63.6	100
Rel Com (rural)	Count	7	1	8
	%	87.5	12.5	100
Rel Tel (Total)	Count	27	11	38
	%	71.1	28.9	100
Rel Tel (Urban)	Count	8	10	18
	%	44.4	55.6	100
Rel Tel (Rural)	Count	19	1	20
	%	95	5	100
S Tel (Total)	Count	18	2	20
	%	90	10	100
S Tel (Urban)	Count	6	2	8
	%	75	25	100
S Tel (Rural)	Count	12	0	12
	%	100	0.0	100
TTSL (Total)	Count	14	1	15
	%	93.3	6.7	100
TTSL (Urban)	Count	9	1	10
	%	90	10	100
TTSL (Rural)	Count	5	0	5
	%	100	0.0	100

51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?				
Service Providers		Yes	No [IF NO, GO TO Q53]	Total
Uninor (total)	Count	13	3	16
	%	81.3	18.8	100
Uninor (urban)	Count	4	2	6
	%	66.7	33.3	100
Uninor (rural)	Count	9	1	10
	%	90	10	100
Vodafone (total)	Count	9	3	12
	%	75	25	100
Vodafone (urban)	Count	4	1	5
	%	80	20	100
Vodafone (rural)	Count	5	2	7
	%	71.4	28.6	100
Total (Total)	Count	196	95	291
	%	67.4	32.6	100
Total (Urban)	Count	60	82	142
	%	42.3	57.7	100
Total (Rural)	Count	136	13	149
	%	91.3	8.7	100

Q.52. what were the reason(s) for denying your request					
Service Providers		No reason given	Technical problem	Others	Total
Aircel (Total)	Count	27	5	0	32
	%	84.4	15.6	0.0	100
Aircel (Urban)	Count	5	1	0	6
	%	83.3	16.7	0.0	100
Aircel (Rural)	Count	22	4	0	26
	%	84.6	15.4	0.0	100
Airtel (Total)	Count	16	0	0	16
	%	100	0.0	0.0	100
Airtel (Urban)	Count	4	0	0	4
	%	100	0.0	0.0	100
Airtel (Rural)	Count	12	0	0	12
	%	100	0.0	0.0	100
BSNL (Total)	Count	12	2	0	14
	%	85.7	14.3	0.0	100
BSNL (Urban)	Count	4	0	0	4
	%	100	0.0	0.0	100
BSNL (Rural)	Count	8	2	0	10
	%	80	20	0.0	100
Cheers (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Cheers (Rural)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Idea (Total)	Count	12	2		14
	%	85.7	14.2		100
Idea (Urban)	Count	1	0	0	1
	%	100	0.0	0.0	100
Idea (Rural)	Count	11	2	0	13
	%	84.6	14.2	0.0	100
MTS (Total)	Count	23	6	0	29
	%	79	21	0.0	100
MTS (Urban)	Count	8	3	0	11
	%	73	27	0.0	100
MTS (Rural)	Count	15	3	0	18
	%	83.3	16.7	0.0	100
Rel Com (total)	Count	9	2	0	11
	%	81.8	18.2	0.0	100
Rel Com (urban)	Count	4	0	0	4
	%	100	0.0	0.0	100
Rel Com (rural)	Count	5	2	0	7
	%	71.4	28.6	0.0	100
Rel Tel (Total)	Count	24	2	1	27
	%	88.9	7.4	3.7	100
Rel Tel (Urban)	Count	7	1	0	8
	%	87.5	12.5	0.0	100
Rel Tel (Rural)	Count	17	1	1	19
	%	89.5	5.3	5.3	100
S Tel (Total)	Count	14	4	0	18
	%	77.8	22.2	0.0	100
S Tel (Urban)	Count	4	2	0	6
	%	66.7	33.3	0.0	100
S Tel (Rural)	Count	10	2	0	12
	%	83.3	16.7	0.0	100
TTSL (Total)	Count	8	5	1	14
	%	57.1	35.7	7.1	100
TTSL (Urban)	Count	4	4	1	9
	%	44.4	44.4	11.1	100
TTSL (Rural)	Count	4	1	0	5
	%	80	20	0.0	100

Q.52. what were the reason(s) for denying your request					
Service Providers		No reason given	Technical problem	Others	Total
Uninor (total)	Count	11	2	0	13
	%	84.6	15.4	0.0	100
Uninor (urban)	Count	4	0	0	4
	%	100	0.0	0.0	100
Uninor (rural)	Count	7	2	0	9
	%	77.8	22.2	0.0	100
Vodafone (total)	Count	9	0	0	9
	%	100	0.0	0.0	100
Vodafone (urban)	Count	4	0	0	4
	%	100	0.0	0.0	100
Vodafone (rural)	Count	5	0	0	5
	%	100	0.0	0.0	100
Total (Total)	Count	166	31	2	196
	%	84.7	15.8	1	100
Total (Urban)	Count	49	11	1	60
	%	81.7	18.3	1.7	100
Total (Rural)	Count	117	20	1	136
	%	86	14.7	0.7	100

153 Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone

Service Providers		Yes	No	Do not remember	Total
Aircel (Total)	Count	125	212	61	398
	%	31.4	53.3	15.3	100
Aircel (Urban)	Count	73	93	42	208
	%	35.1	44.7	20.2	100
Aircel (Rural)	Count	52	119	19	190
	%	27.4	62.6	10	100
Airtel (Total)	Count	128	220	48	396
	%	32.3	55.6	12.1	100
Airtel (Urban)	Count	86	140	37	263
	%	32.7	53.2	14.1	100
Airtel (Rural)	Count	42	80	11	133
	%	31.6	60.2	8.3	100
BSNL (Total)	Count	82	222	107	411
	%	20	54	26	100
BSNL (Urban)	Count	69	116	61	246
	%	28	47.2	24.8	100
BSNL (Rural)	Count	13	106	46	165
	%	7.9	64.2	27.9	100
Cheers (Total)	Count	53	17	163	233
	%	22.7	7.3	70	100
Cheers (Urban)	Count	44	16	159	219
	%	20.1	7.3	72.6	100
Cheers (Rural)	Count	9	1	4	14
	%	64.3	7.1	28.6	100
Idea (Total)	Count	127	214	68	409
	%	31.1	52.3	16.6	100
Idea (Urban)	Count	60	114	43	217
	%	27.6	52.5	19.8	100
Idea (Rural)	Count	67	100	25	192
	%	34.9	52.1	13	100
MTS (Total)	Count	160	207	34	401
	%	39.9	51.6	8.5	100
MTS (Urban)	Count	143	97	18	258
	%	55.4	37.6	7	100
MTS (Rural)	Count	17	110	16	143
	%	11.9	76.9	11.2	100
Rel Com (total)	Count	143	211	77	431
	%	33.2	49	17.9	100
Rel Com (urban)	Count	126	136	48	310
	%	40.6	43.9	15.5	100
Rel Com (rural)	Count	17	75	29	121
	%	14	62	24	100
Rel Tel (Total)	Count	90	270	75	435
	%	20.7	62.1	17.2	100
Rel Tel (Urban)	Count	64	176	50	290
	%	22.1	60.7	17.2	100
Rel Tel (Rural)	Count	26	94	25	145
	%	17.9	64.8	17.2	100
S Tel (Total)	Count	100	233	71	404
	%	24.8	57.7	17.6	100
S Tel (Urban)	Count	72	126	54	252
	%	28.6	50	21.4	100
S Tel (Rural)	Count	28	107	17	152
	%	18.4	70.4	11.2	100
TTSL (Total)	Count	117	251	44	412
	%	28.4	60.9	10.7	100
TTSL (Urban)	Count	106	199	28	333
	%	31.8	59.8	8.4	100
TTSL (Rural)	Count	11	52	16	79
	%	13.9	65.8	20.3	100

153 Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone

Service Providers		Yes	No	Do not remember	Total
Uninor (total)	Count	128	248	12	388
	%	33	63.9	3.1	100
Uninor (urban)	Count	77	153	4	234
	%	32.9	65.4	1.7	100
Uninor (rural)	Count	51	95	8	154
	%	33.1	61.7	5.2	100
Vodafone (total)	Count	51	286	47	384
	%	13.3	74.5	12.2	100
Vodafone (urban)	Count	32	183	28	243
	%	13.2	75.3	11.5	100
Vodafone (rural)	Count	19	103	19	141
	%	13.5	73	13.5	100
Total (Total)	Count	1304	2591	807	4702
	%	27.7	55.1	17.2	100
Total (Urban)	Count	952	1549	572	3073
	%	31	50.4	18.6	100
Total (Rural)	Count	352	1042	235	1629
	%	21.6	64	14.4	100

BROADBAND

9C. 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	54	59	259	372
	%	14.5	15.9	69.6	100.0
BSNL (Urban)	Count	47	43	183	273
	%	17.2	15.8	67.0	100.0
BSNL (Rural)	Count	7	16	76	99
	%	7.1	16.2	76.8	100.0
Sify (Total)	Count	37	34	331	402
	%	9.2	8.5	82.3	100.0
Sify (Urban)	Count	37	34	331	402
	%	9.2	8.5	82.3	100.0
Total (Total)	Count	91	93	590	774
	%	11.8	12.0	76.2	100.0
Total (Urban)	Count	84	77	514	675
	%	12.4	11.4	76.1	100.0
Total (Rural)	Count	7	16	76	99
	%	7.1	16.2	76.8	100.0

(b) After registration and payment of initial deposit by you within how many working days did the broadband connection get activate				
Service Providers		Within 7 working days	More than 7 working days	Total
BSNL (Total)	Count	227	145	372
	%	61.0	39.0	100.0
BSNL (Urban)	Count	182	91	273
	%	66.7	33.3	100.0
BSNL (Rural)	Count	45	54	99
	%	45.5	54.5	100.0
Sify (Total)	Count	338	64	402
	%	84.1	15.9	100.0
Sify (Urban)	Count	338	64	402
	%	84.1	15.9	100.0
Total (Total)	Count	565	209	774
	%	73.0	27.0	100.0
Total (Urban)	Count	520	155	675
	%	77.0	23.0	100.0
Total (Rural)	Count	45	54	99
	%	45.5	54.5	100.0

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	204	40	164	141	27	372
	%	54.8	10.8	44.1	37.9	7.3	100.0
BSNL (Urban)	Count	143	30	113	111	19	273
	%	52.4	11.0	41.4	40.7	7.0	100.0
BSNL (Rural)	Count	61	10	51	30	8	99
	%	61.6	10.1	51.5	30.3	8.1	100.0
Sify (Total)	Count	100	13	87	282	20	402
	%	24.9	3.2	21.6	70.1	5.0	100.0
Sify (Urban)	Count	100	13	87	282	20	402
	%	24.9	3.2	21.6	70.1	5.0	100.0
Total (Total)	Count	304	53	251	423	47	774
	%	39.3	6.8	32.4	54.7	6.1	100.0
Total (Urban)	Count	243	43	200	393	39	675
	%	36.0	6.4	29.6	58.2	5.8	100.0
Total (Rural)	Count	61	10	51	30	8	99
	%	61.6	10.1	51.5	30.3	8.1	100.0

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	65	107	50	23	127	372
	%	17.5	28.8	13.4	6.2	34.1	100.0
BSNL (Urban)	Count	45	64	28	17	119	273
	%	16.5	23.4	10.3	6.2	43.6	100.0
BSNL (Rural)	Count	20	43	22	6	8	99
	%	20.2	43.4	22.2	6.1	8.1	100.0
Sify (Total)	Count	58	39	7	16	282	402
	%	14.4	9.7	1.7	4.0	70.1	100.0
Sify (Urban)	Count	58	39	7	16	282	402
	%	14.4	9.7	1.7	4.0	70.1	100.0
Total (Total)	Count	123	146	57	39	409	774
	%	15.9	18.9	7.4	5.0	52.8	100.0
Total (Urban)	Count	103	103	35	33	401	675
	%	15.3	15.3	5.2	4.9	59.4	100.0
Total (Rural)	Count	20	43	22	6	8	99
	%	20.2	43.4	22.2	6.1	8.1	100.0

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	308	82	226	44	20	372
	%	82.8	22.0	60.8	11.8	5.4	100.0
BSNL (Urban)	Count	243	72	171	23	7	273
	%	89.0	26.4	62.6	8.4	2.6	100.0
BSNL (Rural)	Count	65	10	55	21	13	99
	%	65.7	10.1	55.6	21.2	13.1	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	308	82	226	44	20	372
	%	82.8	22.0	60.8	11.8	5.4	100.0
Total (Urban)	Count	243	72	171	23	7	273
	%	89.0	26.4	62.6	8.4	2.6	100.0
Total (Rural)	Count	65	10	55	21	13	99
	%	65.7	10.1	55.6	21.2	13.1	100.0

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	333	85	248	29	10	372
	%	89.5	22.8	66.7	7.8	2.7	100.0
BSNL (Urban)	Count	252	69	183	16	5	273
	%	92.3	25.3	67.0	5.9	1.8	100.0
BSNL (Rural)	Count	81	16	65	13	5	99
	%	81.8	16.2	65.7	13.1	5.1	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	333	85	248	29	10	372
	%	89.5	22.8	66.7	7.8	2.7	100.0
Total (Urban)	Count	252	69	183	16	5	273
	%	92.3	25.3	67.0	5.9	1.8	100.0
Total (Rural)	Count	81	16	65	13	5	99
	%	81.8	16.2	65.7	13.1	5.1	100.0

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	10	7	17	14	1	39
	%	25.6	17.9	43.6	35.9	2.6	100.0
BSNL (Urban)	Count	8	4	4	6	1	21
	%	38.1	19.0	19.0	28.6	4.8	100.0
BSNL (Rural)	Count	2	3	13	8	0	18
	%	11.1	16.7	72.2	44.4	0.0	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	10	7	17	14	1	39
	%	25.6	17.9	43.6	35.9	2.6	100.0
Total (Urban)	Count	8	4	4	6	1	21
	%	38.1	19.0	19.0	28.6	4.8	100.0
Total (Rural)	Count	2	3	13	8	0	18
	%	11.1	16.7	72.2	44.4	0.0	100.0

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	335	78	257	33	4	372
	%	90.05	21.0	69.1	8.9	1.1	100.0
BSNL (Urban)	Count	255	60	195	17	1	273
	%	93.41	22.0	71.4	6.2	0.4	100.0
BSNL (Rural)	Count	80	18	62	16	3	99
	%	80.81	18.2	62.6	16.2	3.0	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	335	78	257	33	4	372
	%	90.05	21.0	69.1	8.9	1.1	100.0
Total (Urban)	Count	255	60	195	17	1	273
	%	93.41	22.0	71.4	6.2	0.4	100.0
Total (Rural)	Count	80	18	62	16	3	99
	%	80.81	18.2	62.6	16.2	3.0	100.0

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	4	13	14	16	2	38
	%	10.5	34.2	36.8	42.1	5.3	100.0
BSNL (Urban)	Count	3	5	6	6	1	18
	%	16.7	27.8	33.3	33.3	5.6	100.0
BSNL (Rural)	Count	1	8	8	10	1	20
	%	5.0	40.0	40.0	50.0	5.0	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	4	13	14	16	2	38
	%	10.5	34.2	36.8	42.1	5.3	100.0
Total (Urban)	Count	3	5	6	6	1	18
	%	16.7	27.8	33.3	33.3	5.6	100.0
Total (Rural)	Count	1	8	8	10	1	20
	%	5.0	40.0	40.0	50.0	5.0	100.0

7. Have you made any billing related complaints in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	79	293	372
	%	21.2	78.8	100.0
BSNL (Urban)	Count	51	222	273
	%	18.7	81.3	100.0
BSNL (Rural)	Count	28	71	99
	%	28.3	71.7	100.0
Sify (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Total (Total)	Count	79	293	372
	%	21.2	78.8	100.0
Total (Urban)	Count	51	222	273
	%	18.7	81.3	100.0
Total (Rural)	Count	28	71	99
	%	28.3	71.7	100.0

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	53	9	44	20	6	79
	%	67.1	11.4	55.7	25.3	7.6	100.0
BSNL (Urban)	Count	30	7	23	18	3	51
	%	58.8	13.7	45.1	35.3	5.9	100.0
BSNL (Rural)	Count	23	2	21	2	3	28
	%	82.1	7.1	75.0	7.1	10.7	100.0
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	53	9	44	20	6	79
	%	67.1	11.4	55.7	25.3	7.6	100.0
Total (Urban)	Count	30	7	23	18	3	51
	%	58.8	13.7	45.1	35.3	5.9	100.0
Total (Rural)	Count	23	2	21	2	3	28
	%	82.1	7.1	75.0	7.1	10.7	100.0

BILLING RELATED - ONLY FOR PREPAID CUSTOMERS

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Total)	Count	387	58	329	15	0	402
	%	96.3	14.4	81.8	3.7	0.0	100.0
Sify (Urban)	Count	387	58	329	15	0	402
	%	96.3	14.4	81.8	3.7	0.0	100.0
Total (Total)	Count	387	58	329	15	0	402
	%	96.3	14.4	81.8	3.7	0.0	100.0
Total (Urban)	Count	387	58	329	15	0	402
	%	96.3	14.4	81.8	3.7	0.0	100.0
Total (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

9(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	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Total)	Count	0	0	15	0	0	15
	%	0.0	0.0	100.0	0.0	0.0	100.0
Sify (Urban)	Count	0	0	15	0	0	15
	%	0.0	0.0	100.0	0.0	0.0	100.0
Total (Total)	Count	0	0	15	0	0	15
	%	0.0	0.0	100.0	0.0	0.0	100.0
Total (Urban)	Count	0	0	15	0	0	15
	%	0.0	0.0	100.0	0.0	0.0	100.0
Total (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

9(c). Have you made any complaint related to charging/ credit/waiver/validity/adjustments in the last 6 months?

Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Total)	Count	13	389	402
	%	3.20	96.80	100.00
Sify (Urban)	Count	13	389	402
	%	3.20	96.80	100.00
Total (Total)	Count	13	389	402
	%	3.20	96.80	100.00
Total (Urban)	Count	13	389	402
	%	3.20	96.80	100.00
Total (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

9(d). 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	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Total)	Count	8	0	8	5	0	13
	%	61.5	0.0	61.5	38.5	0.0	100.0
Sify (Urban)	Count	8	0	8	5	0	13
	%	61.5	0.0	61.50	38.5	0.0	100.0
Total (Total)	Count	8	0	8	5	0	13
	%	61.5	0.0	61.5	38.5	0.0	100.0
Total (Urban)	Count	8	0	8	5	0	13
	%	61.5	0.0	61.5	38.5	0.0	100.0
Total (Rural)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0

HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

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

Service Providers		Yes	No	Total
BSNL (Total)	Count	130	242	372
	%	34.9	65.1	100
BSNL (Urban)	Count	99	174	273
	%	36.3	63.7	100
BSNL (Rural)	Count	31	68	99
	%	31.3	68.7	100
Sify (Total)	Count	59	343	402
	%	14.7	85.3	100
Sify (Urban)	Count	59	343	402
	%	14.7	85.3	100
Total (Total)	Count	189	585	774
	%	24.4	75.6	100
Total (Urban)	Count	158	517	675
	%	23.4	76.6	100
Total (Rural)	Count	31	68	99
	%	31.3	68.7	100

11(a). How satisfied are you with the ease of access of call 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	92	16	76	32	6	130
	%	70.8	12.3	58.5	24.6	4.6	100
BSNL (Urban)	Count	70	13	57	24	5	99
	%	70.7	13.1	57.6	24.2	5.1	100
BSNL (Rural)	Count	22	3	19	8	1	31
	%	71	9.7	61.3	25.8	3.2	100
Sify (Total)	Count	45	0	45	13	1	59
	%	76.3	0.0	76.3	22	1.7	100
Sify (Urban)	Count	45	0	45	13	1	59
	%	76.3	0.0	76.3	22	1.7	100
Total (Total)	Count	137	16	121	45	7	189
	%	72.5	8.5	64	23.8	3.7	100
Total (Urban)	Count	115	13	102	37	6	158
	%	72.8	8.2	64.6	23.4	3.8	100
Total (Rural)	Count	22	3	19	8	1	31
	%	71	9.7	61.3	25.8	3.2	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	94	18	76	29	7	130
	%	72.3	13.8	58.5	22.3	5.4	100
BSNL (Urban)	Count	67	12	55	25	7	99
	%	67.7	12.1	55.6	25.3	7.1	100
BSNL (Rural)	Count	27	6	21	4	0	31
	%	87.1	19.4	67.7	12.9	0.0	100
Sify (Total)	Count	44	0	44	14	1	59
	%	74.6	0.0	74.6	23.7	1.7	100
Sify (Urban)	Count	44	0	44	14	1	59
	%	74.6	0.0	74.6	23.7	1.7	100
Total (Total)	Count	138	18	120	43	8	189
	%	73	9.5	63.5	22.8	4.2	100
Total (Urban)	Count	111	12	99	39	8	158
	%	70.3	7.6	62.7	24.7	5.1	100
Total (Rural)	Count	27	6	21	4	0	31
	%	87.1	19.4	67.7	12.9	0.0	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	89	25	64	28	13	130
	%	68.4	19.2	49.2	21.5	10	100
BSNL (Urban)	Count	67	18	49	23	9	99
	%	67.7	18.2	49.5	23.2	9.1	100
BSNL (Rural)	Count	22	7	15	5	4	31
	%	71	22.6	48.4	16.1	12.9	100
Sify (Total)	Count	41	0	41	14	4	59
	%	69.5	0.0	69.5	23.7	6.8	100
Sify (Urban)	Count	41	0	41	14	4	59
	%	69.5	0.0	69.5	23.7	6.8	100
Total (Total)	Count	130	25	105	42	17	189
	%	68.8	13.2	55.6	22.2	9	100
Total (Urban)	Count	108	18	90	37	13	158
	%	68.4	11.4	57	23.4	8.2	100
Total (Rural)	Count	22	7	15	5	4	31
	%	71	22.6	48.4	16.1	12.9	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	83	19	64	28	7	130
	%	63.8	14.6	49.2	21.5	5.4	100.0
BSNL (Urban)	Count	64	15	49	23	7	99
	%	64.6	15.2	49.5	23.2	7.1	100.0
BSNL (Rural)	Count	19	4	15	5	0	31
	%	61.3	12.9	48.4	16.1	0.0	100.0
Sify (Total)	Count	42	1	41	14	1	59
	%	71.2	2	69.5	23.7	1.7	100.0
Sify (Urban)	Count	42	1	41	14	1	59
	%	71.2	2	69.5	23.7	1.7	100.0
Total (Total)	Count	100	20	80	42	17	189
	%	52.9	10.6	42.3	22.2	9.0	100.0
Total (Urban)	Count	78	16	62	37	13	158
	%	49.4	10.1	39.2	23.4	8.2	100.0
Total (Rural)	Count	22	4	18	5	4	31
	%	71.0	12.9	58.1	16.1	13	100.0

14. How satisfied are you with the time taken by call 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	82	20	62	35	13	130
	%	63.1	15.4	47.7	26.9	10.0	100.0
BSNL (Urban)	Count	60	16	44	29	9	99
	%	60.6	16.2	44.4	29.3	9.1	100.0
BSNL (Rural)	Count	22	4	18	6	4	31
	%	71.0	12.9	58.1	19.4	12.9	100.0
Sify (Total)	Count	18	0	18	36	4	59
	%	30.5	0.0	30.5	61.0	6.8	100.0
Sify (Urban)	Count	18	0	18	36	4	59
	%	30.5	0.0	30.5	61.0	6.8	100.0
Total (Total)	Count	97	20	77	71	18	189
	%	51.3	10.6	40.7	37.6	9.5	100.0
Total (Urban)	Count	75	16	59	65	15	158
	%	47.5	10.1	37.3	41.1	9.5	100.0
Total (Rural)	Count	22	4	18	6	3	31
	%	71.0	12.9	58.1	19.4	9.7	100.0

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	279	63	216	77	16	372
	%	75.0	16.9	58.1	20.7	4.3	100
BSNL (Urban)	Count	206	42	164	52	15	273
	%	75.5	15.4	60.1	19	5.5	100
BSNL (Rural)	Count	73	21	52	25	1	99
	%	73.7	21.2	52.5	25.3	1	100
Sify (Total)	Count	286	49	237	96	20	402
	%	71.2	12.2	59	23.9	5	100
Sify (Urban)	Count	286	49	237	96	20	402
	%	71.2	12.2	59	23.9	5	100
Total (Total)	Count	565	112	453	173	36	774
	%	73.0	14.5	58.5	22.4	4.7	100
Total (Urban)	Count	492	91	401	148	35	675
	%	72.9	13.5	59.4	21.9	5.2	100
Total (Rural)	Count	73	21	52	25	1	99
	%	73.7	21.2	52.5	25.3	1	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	292	59	233	66	14	372
	%	78.5	15.9	62.6	17.7	3.8	100
BSNL (Urban)	Count	212	42	170	49	12	273
	%	77.7	15.4	62.3	17.9	4.4	100
BSNL (Rural)	Count	80	17	63	17	2	99
	%	80.8	17.2	63.6	17.2	2	100
Sify (Total)	Count	288	51	237	95	19	402
	%	71.7	12.7	59	23.6	4.7	100
Sify (Urban)	Count	288	51	237	95	19	402
	%	71.7	12.7	59	23.6	4.7	100
Total (Total)	Count	580	110	470	161	33	774
	%	74.9	14.2	60.7	20.8	4.3	100
Total (Urban)	Count	500	93	407	144	31	675
	%	74.1	13.8	60.3	21.3	4.6	100
Total (Rural)	Count	80	17	63	17	2	99
	%	80.8	17.2	63.6	17.2	2	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	112	201	50	9	372
	%	30.1	54	13.4	2.4	100
BSNL (Urban)	Count	94	140	35	4	273
	%	34.4	51.3	12.8	1.5	100
BSNL (Rural)	Count	18	61	15	5	99
	%	18.2	61.6	15.2	5.1	100
Sify (Total)	Count	126	167	69	40	402
	%	31.3	41.5	17.2	10	100
Sify (Urban)	Count	126	167	69	40	402
	%	31.3	41.5	17.2	10	100
Total (Total)	Count	238	368	119	49	774
	%	30.7	47.5	15.4	6.3	100
Total (Urban)	Count	220	307	104	44	675
	%	32.6	45.5	15.4	6.5	100
Total (Rural)	Count	18	61	15	5	99
	%	18.2	61.6	15.2	5.1	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	13	46	59
	%	22.0	78.0	100
BSNL (Urban)	Count	11	28	39
	%	28.2	71.8	100
BSNL (Rural)	Count	2	18	20
	%	10.0	90.0	100
Sify (Total)	Count	24	85	109
	%	22.0	78.0	100
Sify (Urban)	Count	24	85	109
	%	22.0	78.0	100
Total (Total)	Count	37	131	168
	%	22.0	78.0	100
Total (Urban)	Count	35	113	148
	%	23.6	76.4	100
Total (Rural)	Count	2	18	20
	%	10.0	90.0	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	32	8	24	23	4	59
	%	54.3	13.6	40.7	39	6.8	100
BSNL (Urban)	Count	19	5	14	17	3	39
	%	48.7	12.8	35.9	43.6	7.7	100
BSNL (Rural)	Count	13	3	10	6	1	20
	%	65	15	50	30	5	100
Sify (Total)	Count	30	3	27	68	11	109
	%	27.6	2.8	24.8	62.4	10.1	100
Sify (Urban)	Count	30	3	27	68	11	109
	%	27.6	2.8	24.8	62.4	10.1	100
Total (Total)	Count	62	11	51	91	15	168
	%	36.9	6.5	30.4	54.2	8.9	100
Total (Urban)	Count	49	8	41	85	14	148
	%	33.1	5.4	27.7	57.4	9.5	100
Total (Rural)	Count	13	3	10	6	1	20
	%	65	15	50	30	5	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	60	312	372
	%	16.1	83.9	100
BSNL (Urban)	Count	46	227	273
	%	16.8	83.2	100
BSNL (Rural)	Count	14	85	99
	%	14.1	85.9	100
Sify (Total)	Count	8	394	402
	%	2.0	98.0	100
Sify (Urban)	Count	8	394	402
	%	2.0	98.0	100
Total (Total)	Count	68	706	774
	%	8.8	91.2	100
Total (Urban)	Count	54	621	675
	%	8.0	92.0	100
Total (Rural)	Count	14	85	99
	%	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	47	13	34	13	0	60
	%	78.4	21.7	56.7	21.7	0.0	100
BSNL (Urban)	Count	38	10	28	8	0	46
	%	82.6	21.7	60.9	17.4	0.0	100
BSNL (Rural)	Count	9	3	6	5	0	14
	%	64.3	21.4	42.9	35.7	0.0	100
Sify (Total)	Count	8	1	7	0	0	8
	%	100	12.5	87.5	0.0	0.0	100
Sify (Urban)	Count	8	1	7	0	0	8
	%	100	12.5	87.5	0.0	0.0	100
Total (Total)	Count	55	14	41	13	0	68
	%	80.9	20.6	60.3	19.1	0.0	100
Total (Urban)	Count	46	11	35	8	0	54
	%	85.2	20.4	64.8	14.8	0.0	100
Total (Rural)	Count	9	3	6	5	0	14
	%	64.3	21.4	42.9	35.7	0.0	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	6	4	3	0	13
	%	46.2	30.8	23.1	0.0	100
BSNL (Urban)	Count	5	3	0	0	8
	%	62.5	37.5	0.0	0.0	100
BSNL (Rural)	Count	1	1	3	0	5
	%	20	20	60	0.0	100
Sify (Total)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	6	4	3	0	13
	%	46.2	30.8	23.1	0.0	100
Total (Urban)	Count	5	3	0	0	8
	%	62.5	37.5	0.0	0.0	100
Total (Rural)	Count	1	1	3	0	5
	%	20	20	60	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/fixe IP addresses, email-ids, antivirus packages, etc)				
Service Providers		Yes	No	Total
BSNL (Total)	Count	61	311	372
	%	16.4	83.6	100.0
BSNL (Urban)	Count	41	232	273
	%	15.0	85.0	100.0
BSNL (Rural)	Count	20	79	99
	%	20.2	79.8	100.0
Sify (Total)	Count	10	392	402
	%	2.5	97.5	100.0
Sify (Urban)	Count	10	392	402
	%	2.5	97.5	100.0
Total (Total)	Count	71	703	774
	%	9.2	90.8	100.0
Total (Urban)	Count	51	620	671
	%	7.6	92.4	100.0
Total (Rural)	Count	20	83	103
	%	19.4	80.6	100.0

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	40	21	61
	%	65.6	34.4	100.0
BSNL (Urban)	Count	32	9	41
	%	78.0	22.0	100.0
BSNL (Rural)	Count	8	12	20
	%	40.0	60.0	100.0
Sify (Total)	Count	2	8	10
	%	20.0	80.0	100.0
Sify (Urban)	Count	2	8	10
	%	20.0	80.0	100.0
Total (Total)	Count	42	29	71
	%	59.2	40.8	100
Total (Urban)	Count	34	17	51
	%	66.7	33.3	100
Total (Rural)	Count	8	12	20
	%	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	Total
BSNL (Total)	Count	11	10	15	4	40
	%	27.5	25	37.5	10	100
BSNL (Urban)	Count	8	8	12	4	32
	%	25	25	37.5	12.5	100
BSNL (Rural)	Count	3	2	3	0	8
	%	37.5	25	37.5	0.0	100
Sify (Total)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Sify (Urban)	Count	2	0	0	0	2
	%	100	0.0	0.0	0.0	100
Total (Total)	Count	13	10	17	4	42
	%	31	23.8	40.5	9.5	100
Total (Urban)	Count	10	8	13	4	34
	%	29.4	23.5	38.2	11.8	100
Total (Rural)	Count	3	2	4	0	8
	%	37.5	25	50	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	37	14	23	3	0	40
	%	92.5	35.0	57.5	7.5	0.0	100
BSNL (Urban)	Count	29	12	17	3	0	32
	%	90.6	37.5	53.1	9.4	0.0	100
BSNL (Rural)	Count	8	2	6	0	0	8
	%	100	25.0	75.0	0.0	0.0	100
Sify (Total)	Count	1	0	1	1	0	2
	%	50.0	0.0	50.0	50.0	0.0	100
Sify (Urban)	Count	1	0	1	1	0	2
	%	50.0	0.0	50.0	50.0	0.0	100
Total (Total)	Count	38	14	24	4	0	42
	%	90.4	33.3	57.1	9.5	0.0	100
Total (Urban)	Count	30	12	18	4	0	34
	%	88.2	35.3	52.9	11.8	0.0	100
Total (Rural)	Count	8	2	6	0	0	8
	%	100.0	25.0	75.0	0.0	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	292	63	229	68	12	372
	%	78.5	16.9	61.6	18.3	3.2	100
BSNL (Urban)	Count	208	53	155	53	12	273
	%	76.2	19.4	56.8	19.4	4.4	100
BSNL (Rural)	Count	84	10	74	15	0	99
	%	84.8	10.1	74.7	15.2	0.0	100
Sify (Total)	Count	283	43	240	102	17	402
	%	70.4	10.7	59.7	25.4	4.2	100
Sify (Urban)	Count	283	43	240	102	17	402
	%	70.4	10.7	59.7	25.4	4.2	100
Total (Total)	Count	575	106	469	170	29	774
	%	74.3	13.7	60.6	22	3.7	100
Total (Urban)	Count	491	96	395	155	29	675
	%	72.7	14.2	58.5	23	4.3	100
Total (Rural)	Count	84	10	74	15	0	99
	%	84.8	10.1	74.7	15.2	0.0	100

24. How many persons in your house/ organization are using this Broadband connection?		
Service Providers		No. of persons (Average Numbers)
BSNL (Total)	Count	372
	avg. no. of persons	4.34
BSNL (Urban)	Count	273
	avg. no. of persons	4.96
BSNL (Rural)	Count	99
	avg. no. of persons	2.63
Sify (Total)	Count	3.62
	avg. no. of persons	402
Sify (Urban)	Count	3.62
	avg. no. of persons	402
Total (Total)	Count	3.97
	avg. no. of persons	774
Total (Urban)	Count	675
	avg. no. of persons	4.12
Total (Rural)	Count	99
	avg. no. of persons	2.93

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	184	66	13	109	372
	%	49.5	17.7	3.5	29.3	100
BSNL (Urban)	Count	128	50	13	82	273
	%	46.9	18.3	4.8	30	100
BSNL (Rural)	Count	56	16	0	27	99
	%	56.6	16.2	0.0	27.3	100
Sify (Total)	Count	0	0	0	402	402
	%	0.0	0.0	0.0	100	100
Sify (Urban)	Count	0	0	0	398	398
	%	0.0	0.0	0.0	100	100
Total (Total)	Count	184	66	13	511	774
	%	23.8	8.5	1.7	66	100
Total (Urban)	Count	128	50	13	480	671
	%	19.1	7.5	1.9	71.5	100
Total (Rural)	Count	56	16	0	31	103
	%	54.4	15.5	0.0	30.1	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	142	230	372
	%	38.2	61.8	100
BSNL (Urban)	Count	92	181	273
	%	33.7	66.3	100
BSNL (Rural)	Count	50	49	99
	%	50.5	49.5	100
Sify (Total)	Count	97	305	402
	%	24.1	75.9	100
Sify (Urban)	Count	97	305	402
	%	24.1	75.9	100
Total (Total)	Count	239	535	774
	%	30.9	69.1	100
Total (Urban)	Count	189	486	675
	%	28	72	100
Total (Rural)	Count	50	49	99
	%	50.5	49.5	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	2	8	17	28	44	64	78	88	32	11	372
	%	0.5	2.2	4.6	7.5	11.8	17.2	21	23.7	8.6	3.0	100
BSNL (Urban)	Count	1	6	14	25	31	33	58	69	27	9	273
	%	0.4	2.2	5.1	9.2	11.4	12.1	21.2	25.3	9.9	3.3	100
BSNL (Rural)	Count	1	2	3	3	13	31	20	19	5	2	99
	%	1.0	2.0	3.0	3.0	13.1	31.3	20.2	19.2	5.1	2.0	100
Sify (Total)	Count	5	12	17	54	26	43	100	84	59	2	402
	%	1.2	3.0	4.2	13.4	6.5	10.7	24.9	20.9	14.7	0.5	100
Sify (Urban)	Count	5	12	17	54	26	43	100	84	59	2	402
	%	1.2	3.0	4.2	13.4	6.5	10.7	24.9	20.9	14.7	0.5	100
Total (Total)	Count	7	20	34	82	70	107	178	172	91	13	774
	%	0.9	2.6	4.4	10.6	9.0	13.8	23.0	22.2	11.8	1.7	100
Total (Urban)	Count	6	18	31	79	57	76	158	153	86	11	675
	%	0.9	2.7	4.6	11.7	8.4	11.3	23.4	22.7	12.7	1.6	100
Total (Rural)	Count	1	2	3	3	13	31	20	19	5	2	99
	%	1.0	2.0	3.0	3.0	13.1	31.3	20.2	19.2	5.1	2.0	100

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27. Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	248	124	372
	%	66.7	33.3	100
BSNL (Urban)	Count	206	67	273
	%	75.5	24.5	100
BSNL (Rural)	Count	42	57	99
	%	42.4	57.6	100
Sify (Total)	Count	203	199	402
	%	50.5	49.5	100
Sify (Urban)	Count	203	199	402
	%	50.5	49.5	100
Total (Total)	Count	451	323	774
	%	58.3	41.7	100
Total (Urban)	Count	409	266	675
	%	60.6	39.4	100
Total (Rural)	Count	42	57	99
	%	42.4	57.6	100

28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpine telephone number?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	102	270	372
	%	27.4	72.6	100
BSNL (Urban)	Count	78	195	273
	%	28.6	71.4	100
BSNL (Rural)	Count	24	75	99
	%	24.2	75.8	100
Sify (Total)	Count	47	355	402
	%	11.7	88.3	100
Sify (Urban)	Count	47	355	402
	%	11.7	88.3	100
Total (Total)	Count	149	625	774
	%	19.3	80.7	100
Total (Urban)	Count	125	550	675
	%	18.5	81.5	100
Total (Rural)	Count	24	75	99
	%	24.2	75.8	100

29. With respect to complaint made by you to the call 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	30	25	23	16	8	102
	%	29.4	24.5	22.5	15.7	7.8	100
BSNL (Urban)	Count	24	21	18	7	8	78
	%	30.8	26.9	23.1	9	10.3	100
BSNL (Rural)	Count	6	4	5	9	0	24
	%	25	16.7	20.8	37.5	0.0	100
Sify (Total)	Count	33	3	1	1	9	47
	%	70.2	6.4	2.1	2.1	19.1	100
Sify (Urban)	Count	33	3	1	1	9	47
	%	70.2	6.4	2.1	2.1	19.1	100
Total (Total)	Count	63	28	24	17	17	149
	%	42.3	18.8	16.1	11.4	11.4	100
Total (Urban)	Count	57	24	19	8	17	125
	%	45.6	19.2	15.2	6.4	13.6	100
Total (Rural)	Count	6	4	5	9	0	24
	%	25	16.7	20.8	37.5	0.0	100

30. Did the Call Centre inform you about the action taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	54	48	102
	%	52.9	47.1	100
BSNL (Urban)	Count	44	34	78
	%	56.4	43.6	100
BSNL (Rural)	Count	10	14	24
	%	41.7	58.3	100
Sify (Total)	Count	19	28	47
	%	40.4	59.6	100
Sify (Urban)	Count	19	28	47
	%	40.4	59.6	100
Total (Total)	Count	73	76	149
	%	49	51	100
Total (Urban)	Count	63	62	125
	%	50.4	49.6	100
Total (Rural)	Count	10	14	24
	%	41.7	58.3	100

31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?							
Service Providers		Overall satisfied=(A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	71	11	60	28	3	102
	%	69.6	10.8	58.8	27.5	2.9	100
BSNL (Urban)	Count	56	10	46	22	0	78
	%	71.8	12.8	59	28.2	0.0	100
BSNL (Rural)	Count	15	1	14	6	3	24
	%	62.5	4.2	58.3	25	12.5	100
Sify (Total)	Count	28	2	26	17	2	47
	%	59.6	4.3	55.3	36.2	4.3	100
Sify (Urban)	Count	28	2	26	17	2	47
	%	59.6	4.3	55.3	36.2	4.3	100
Total (Total)	Count	99	13	86	45	5	149
	%	66.4	8.7	57.7	30.2	3.4	100
Total (Urban)	Count	84	12	72	39	2	125
	%	67.2	9.6	57.6	31.2	1.6	100
Total (Rural)	Count	15	1	14	6	3	24
	%	62.5	4.2	58.3	25	12.5	100

32. Please specify the reason(s) for your dissatisfaction							
Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaint is too long	Customer care executive was unable to understand the Problem	Total
BSNL (Total)	Count	20	2	3	10	7	31
	%	64.5	6.5	9.7	32.3	22.6	100
BSNL (Urban)	Count	18	2	1	3	1	22
	%	81.8	9.1	4.5	13.6	4.5	100
BSNL (Rural)	Count	2	0	2	7	6	9
	%	22.2	0.0	22.2	77.8	66.7	100
Sify (Total)	Count	18	1	1	1	1	19
	%	94.7	5.3	5.3	5.3	5.3	100
Sify (Urban)	Count	18	1	1	1	1	19
	%	94.7	5.3	5.3	5.3	5.3	100
Total (Total)	Count	38	3	4	11	8	50
	%	76	6	8	22	16	100
Total (Urban)	Count	36	2	1	3	1	40
	%	90	5	2.5	7.5	2.5	100
Total (Rural)	Count	2	1	3	8	7	10
	%	20	10	30	80	70	100

33. Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	44	45	89
	%	49.4	50.6	100
BSNL (Urban)	Count	37	32	69
	%	53.6	46.4	100
BSNL (Rural)	Count	7	13	20
	%	35.0	65.0	100
Sify (Total)	Count	16	28	44
	%	36.4	63.6	100
Sify (Urban)	Count	16	28	44
	%	36.4	63.6	100
Total (Total)	Count	60	73	133
	%	45.1	54.9	100
Total (Urban)	Count	53	60	113
	%	46.9	53.1	100
Total (Rural)	Count	7	13	20
	%	35.0	65.0	100

34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	93	279	372
	%	25	75	100
BSNL (Urban)	Count	75	198	273
	%	27.5	72.5	100
BSNL (Rural)	Count	18	81	99
	%	18.2	81.8	100
Sify (Total)	Count	10	392	402
	%	2.5	97.5	100
Sify (Urban)	Count	10	392	402
	%	2.5	97.5	100
Total (Total)	Count	103	671	774
	%	13.3	86.7	100
Total (Urban)	Count	85	590	675
	%	12.6	87.4	100
Total (Rural)	Count	18	81	99
	%	18.2	81.8	100

34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	44	49	93
	%	47.3	52.7	100
BSNL (Urban)	Count	37	38	75
	%	49.3	50.7	100
BSNL (Rural)	Count	7	11	18
	%	38.9	61.1	100
Sify (Total)	Count	0	10	10
	%	0.0	100	100
Sify (Urban)	Count	0	10	10
	%	0.0	100	100
Total (Total)	Count	44	59	103
	%	42.7	57.3	100
Total (Urban)	Count	37	48	85
	%	43.5	56.5	100
Total (Rural)	Count	7	11	18
	%	38.9	61.1	100

34(c). Were you able to contact to the Nodal officer without difficulty?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	32	12	44
	%	72.7	27.3	100.0
BSNL (Urban)	Count	28	9	37
	%	75.7	24.3	100.0
BSNL (Rural)	Count	4	3	7
	%	57.1	42.9	100.0
Sify (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Total (Total)	Count	32	12	44
	%	72.7	27.3	100.0
Total (Urban)	Count	28	9	37
	%	75.7	24.3	100.0
Total (Rural)	Count	4	3	7
	%	57.1	42.9	100.0

35. Did the Nodal Officer intimate you about the decision taken on your complaint?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	30	14	44
	%	68.2	31.8	100.0
BSNL (Urban)	Count	27	10	37
	%	73.0	27.0	100.0
BSNL (Rural)	Count	3	4	7
	%	42.9	57.1	100.0
Sify (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Total (Total)	Count	30	14	44
	%	68.2	31.8	100.0
Total (Urban)	Count	27	10	37
	%	73.0	27.0	100.0
Total (Rural)	Count	3	4	7
	%	42.9	57.1	100.0

36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?							
Service Providers		Overall satisfied= (A+B)	A-Very Satisfied	B-Satisfied	C-Dissatisfied	D-Very Dissatisfied	Total
BSNL (Total)	Count	35	0	35	8	1	44
	%	79.5	0.0	79.5	18.2	2.3	100.0
BSNL (Urban)	Count	30	0	30	7	0	37
	%	81.1	0.0	81.1	18.9	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
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	35	0	35	8	1	44
	%	79.5	0.0	79.5	18.2	2.3	100.0
Total (Urban)	Count	30	0	30	7	0	37
	%	81.1	0.0	81.1	18.9	0.0	100.0
Total (Rural)	Count	5	0	5	1	1	7
	%	71.4	0.0	71.4	14.3	14.3	100.0

36(b). Please specify the reason(s) for your dissatisfaction.							
Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaint is too long	Nodal Officer was unable to understand the problem	Total
BSNL (Total)	Count	5	1	4	3	2	9
	%	55.6	11.1	44.4	33.3	22.2	100
BSNL (Urban)	Count	4	1	2	2	1	7
	%	57.1	14.3	28.6	28.6	14.3	100
BSNL (Rural)	Count	1	0	2	1	1	2
	%	50	0.0	100	50	50	100
Sify (Total)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0	0	0
	%	0.0	0.0	0.0	0.0	0.0	0.0
Total (Total)	Count	5	1	4	3	2	9
	%	55.6	11.1	44.4	33.3	22.2	100
Total (Urban)	Count	4	1	2	2	1	7
	%	57.1	14.3	28.6	28.6	14.3	100
Total (Rural)	Count	1	0	2	1	1	2
	%	50	0.0	100	50	50	100

37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	53	319	372
	%	14.2	85.8	100
BSNL (Urban)	Count	46	227	273
	%	16.8	83.2	100
BSNL (Rural)	Count	7	92	99
	%	7.1	92.9	100
Sify (Total)	Count	2	400	402
	%	0.5	99.5	100
Sify (Urban)	Count	2	400	402
	%	0.5	99.5	100
Total (Total)	Count	55	719	774
	%	7.1	92.9	100
Total (Urban)	Count	48	627	675
	%	7.1	92.9	100
Total (Rural)	Count	7	92	99
	%	7.1	92.9	100

38. Have you filed any appeal in the last 6 months?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	30	23	53
	%	56.6	43.4	100
BSNL (Urban)	Count	27	19	46
	%	58.7	41.3	100
BSNL (Rural)	Count	3	4	7
	%	42.9	57.1	100
Sify (Total)	Count	0	2	2
	%	0.0	100	100
Sify (Urban)	Count	0	2	2
	%	0.0	100	100
Total (Total)	Count	30	25	55
	%	54.5	45.5	100
Total (Urban)	Count	27	21	48
	%	56.3	43.8	100
Total (Rural)	Count	3	4	7
	%	42.9	57.1	100

39. Did you receive any acknowledgement?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	26	4	30
	%	86.7	13.3	100.0
BSNL (Urban)	Count	23	4	27
	%	85.2	14.8	100.0
BSNL (Rural)	Count	3	0	3
	%	100.0	0.0	100.0
Sify (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Total (Total)	Count	26	4	30
	%	86.7	13.3	100.0
Total (Urban)	Count	23	4	27
	%	85.2	14.8	100.0
Total (Rural)	Count	3	0	3
	%	100.0	0.0	100.0

40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?					
Service Providers		Yes	No	Appeal file d only recently	Total
BSNL (Total)	Count	27	3	0	30
	%	90.0	10.0	0.0	100.0
BSNL (Urban)	Count	24	3	0	27
	%	88.9	11.1	0.0	100.0
BSNL (Rural)	Count	3	0	0	3
	%	100.0	0.0	0.0	100.0
Sify (Total)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0	0
	%	0.0	0.0	0.0	0.0
Total (Total)	Count	27	3	0	30
	%	90.0	10.0	0.0	100.0
Total (Urban)	Count	24	3	0	27
	%	88.9	11.1	0.0	100.0
Total (Rural)	Count	3	0	0	3
	%	100.0	0.0	0.0	100.0

41. Are you aware that a prepaid customer can get item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Total)	Count	11	391	402
	%	2.7	97.3	100.0
Sify (Urban)	Count	11	391	402
	%	2.7	97.3	100.0
Total (Total)	Count	11	391	402
	%	2.7	97.3	100.0
Total (Urban)	Count	11	391	402
	%	2.7	97.3	100.0
Total (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

42. Have you been denied of request for item wise usage charge details for your prepaid connection?				
Service Providers		Yes	No	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Total)	Count	0	11	11
	%	0.0	100.0	100.0
Sify (Urban)	Count	0	11	11
	%	0.0	100.0	100.0
Total (Total)	Count	0	11	11
	%	0.0	100.0	100.0
Total (Urban)	Count	0	11	11
	%	0.0	100.0	100.0
Total (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

43. what were the reason(s) for denying your request?				
Service Providers		No reasons given	Technical problem	Total
BSNL (Total)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
BSNL (Rural)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Sify (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Total (Total)	Count	0	0	0
	%	0.0	0.0	0.0
Total (Urban)	Count	0	0	0
	%	0.0	0.0	0.0
Total (Rural)	Count	0	0	0
	%	0.0	0.0	0.0

44. Have you been provided the manual of practice, containing the terms and conditions of service, toll free numbers of call 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	76	87	209	372
	%	20.4	23.4	56.2	100
BSNL (Urban)	Count	70	62	141	273
	%	25.6	22.7	51.6	100
BSNL (Rural)	Count	6	25	68	99
	%	6.1	25.3	68.7	100
Sify (Total)	Count	61	229	112	402
	%	15.2	57	27.9	100
Sify (Urban)	Count	61	229	112	402
	%	15.2	57	27.9	100
Total (Total)	Count	137	316	321	774
	%	17.7	40.8	41.5	100
Total (Urban)	Count	131	291	253	675
	%	19.4	43.1	37.5	100
Total (Rural)	Count	6	25	68	99
	%	6.1	25.3	68.7	100



Date of Interview:

D	D	M	M	Y	Y	Y	Y

S. No

B	W						
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Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
[4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY – BASIC WIRE-LINE (LANDLINE) QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE? WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE’S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

S1.1. which basic wire-line (Landline) service provider are you using currently? [SINGLE RESPONSE]
[1] Airtel [2] BSNL [3] Reliance [4] Tata

[IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW]

S1.2. Name: _____

S1.3. Record Gender: [1] Male [2] Female

S1.4. Age (in years): [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45

S1.5. Please tell me your occupation:
[1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired
STD Code Phone Number

S1.6. Telephone Number (With STD Code):

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S1.7. Record Usage Type: [1] Residential [2] Commercial

S1.8. Record Area: [1] Rural [2] Urban

S1.9. Connection Type: [1] Postpaid [2] Prepaid

S1.10. Record State/UT/City: [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
[5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
[9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
[13] Tripura [14] West Bengal

S1.11. Record District Name: _____

S1.12. Address: _____

S1.13. Record Name of SDCA: _____

S1.14. Record Name of Exchange: _____

S1.15. Record Mode of interview: [1] Telephonic [2] Face-to-face

A. SERVICE PROVISION		
1(a)	Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes [2] No <i>[SKIP TO SECTION B]</i>
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?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes [2] No
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
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?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify _____)
6	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No <i>[IF NO, GO TO Q 8]</i>
7	How satisfied are you with the process of resolution of billing complaints?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
8	How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
9	<i>(ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 8)</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bill [2] Difficult to understand the language [3] Calculations not clear [4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given [5] Others (please specify _____)
ONLY FOR PREPAID CUSTOMERS		
10 (a)	How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?	[4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

10 (b)	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q10(A)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p style="text-align: center;">[MULTIPLE CODE]</p>	<p>[1] Charges not as per tariff plan subscribed</p> <p>[2] Tariff plan changed without information</p> <p>[3] Charged for value added services not subscribed</p> <p>[4] Charged for calls/services not made/used</p> <p>[5] Others (please specify _____)</p>
10 (c)	<p>Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q10(E)]</p>
10 (d)	<p>How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
10 (e)	<p>How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
10 (f)	<p>[ASK Q 10(F) ONLY IF 1 OR 2 IS CODED IN Q 10 (E)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p style="text-align: center;">[MULTIPLE CODE]</p>	<p>[1] Lack of complete information about the offer</p> <p>[2] Charges/Services not as per the offer</p> <p>[3] Delay in activation of recharge</p> <p>[4] Non availability of all denomination recharge coupons</p> <p>[5] Others (please specify _____)</p>
C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL		
11	<p>In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q16]</p>
12(a)	<p>How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
12(b)	<p>How satisfied are you with the ease of getting an option for “talking to a customer care executive”?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
13	<p>How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
14	<p>How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
15	<p>How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY		
16	<p>How satisfied are you with the availability of working telephone (dial tone)?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
17	<p>How satisfied are you with the ability to make or receive calls easily?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
18	<p>How satisfied are you with the voice quality?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>

E. MAINTAINABILITY (FAULT REPAIR)	
19	How many times has your telephone connection required repair in the last 6 months? [1] Nil <i>[GO TO Q22]</i> [2] One time [3] 2-3 times [4] More than 3 times
20	How long did it take generally for repairing the fault after lodging a complaint? [1] 1 day [2] 2-3 days [3] 4-7 days [4] More than 7 days
21	How satisfied are you with the fault repair service? [4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES	
22	Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services? [1] Yes [2] No <i>[IF NO, GO TO Q25]</i>
23	How satisfied are you with the quality of the supplementary services / value added service provided? [4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
24(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing? [4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
24(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 24(A)]</i> Please tell me the reasons for your dissatisfaction. [1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others, (specify _____)
25	In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? [1] Yes [2] No <i>[IF NO, GO TO Q26(A)]</i>
25(a)	How satisfied are you with the resolution of your complaint for deactivation of VAS? [4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
G. OVERALL CUSTOMER SATISFACTION	
26(a)	How satisfied are you with the overall quality of your telephone service? [4] Very satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
26(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q26(A)]</i> Please specify the reason(s) for your dissatisfaction 1. _____ 2. _____ 3. _____
H. GENERAL INFORMATION	
27	What kind of other services are you also taking from this service provider? <i>[MULTIPLE CODE]</i> [1] Broadband [2] Mobile [3] Other, Specify _____ [4] None
28(a)	Have you terminated a telephone connection that you had in the last 6 month? [1] Yes [2] No <i>[IF NO, GO TO Q30]</i>
28(b)	If Yes, Please name your service provider? [1] Airtel [2] BSNL [3] Reliance [4] Tata
29	How many days were taken for termination of your telephone connection? [1] 1 day [2] 2-3 days [3] 4-7 days [4] More than 7 days

30	Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?	[1] Yes	[2] No
31	Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?	[1] Yes	[2] No [IF NO, GO TO Q33]
32(a)	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	[1] Yes	[2] No [IF NO, GO TO Q33]
32(b)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	[4] Stopped receiving [2] Slight decrease	[3] Considerable decrease [1] No change
32(c)	[ASK Q32(C) ONLY IF 3 OR 2 OR 1 CODED IN Q 32 (B)] Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?	[1] Yes	[2] No [IF NO, GO TO Q33]
32(d)	If Yes, then indicate whether.....	[1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint	
33	On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?		
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007			
34(a)	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query?	[1] Yes	[2] No
34(b)	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number?	[1] Yes	[2] No [IF NO, GO TO Q38]
35	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE)	[1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint	
36	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes	[2] No
37	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes	[2] No [3] Not Applicable
38	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes	[2] No [IF NO, GO TO Q46]
39(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes	[2] No [IF NO, GO TO Q46]

39(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes [2] No
40	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes [2] No
41	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
42	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q41]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to the Nodal Officer</p> <p>[2] Nodal Officer not polite/courteous</p> <p>[3] Nodal Officer not equipped with adequate information</p> <p>[4] Time taken by Nodal Officer for redressal of complaint is too long</p> <p>[5] Nodal Officer was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>
43	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes [2] No [IF NO, GO TO Q47]
44	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q47]
45	Did you receive any acknowledgement?	[1] Yes [2] No
46	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes recently [2] No [3] Appeal filed only
[Q47 TO Q49 ARE FOR PREPAID CUSTOMERS ONLY]		
47	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q50]
48	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q50]
49	What were the reason(s) for denying your request? [MULTIPLE CODE]	[1] No reason given [2] Technical problem [3] Others (specify _____)
50	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?"	[1] Yes [2] No [3] Do not remember

Name of the interviewer : _____ Date: _____

Name of the scrutinizer : _____ Date: _____

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

Name of Operation Manager : _____



Date of Interview:

D	D	M	M	Y	Y	Y	Y

S. No

C	M								
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Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
[4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY - CELLULAR MOBILE TELEPHONE QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE.WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE’S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

- S1.1. Which mobile phone or fixed wireless phone (FWP) service provider are you using currently?**
 [1] Aircel [2] Airtel [3] BSNL [4] Cheers Mobile
 [5] Idea [6] Loop Mobile [7] MTS [8] Reliance Comm.
 [9] Reliance Telecom [10] S Tel [11] Tata [12] Uninor
 [13] Videocon [14] Vodafone
- S1.2. Name:** _____
- S1.3. Record Gender:** [1] Male [2] Female
- S1.4. Age (in years):** [1] Less than 25 [2] 25-34 [3] 35-44 [4] More than 45
- S1.5. Please tell me your occupation:**
 [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired
- S1.6. Mobile/ Fixed Wireless Phone (FWP) Number:**

0																			
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
- S1.7. Record Usage Type:** [1] Residential [2] Commercial
- S1.8. Record Area:** [1] Rural [2] Urban
- S1.9. Connection Type:** [1] Postpaid [2] Prepaid
- S1.10. Type:** [1] GSM [2] CDMA
- S1.11. Record State/UT/City:** [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
 [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
 [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
 [13] Tripura [14] West Bengal
- S1.12. Record District Name:** _____
- S1.13. Address:** _____
- S1.14. Record Mode of interview:** [1] Telephonic [2] Face-to-face

A. SERVICE PROVISION			
1	How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
2	Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes	[2] No
3	How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
B. BILLING RELATED - PREPAID CUSTOMERS (FOR POST-PAID CUSTOMERS GO TO Q 6)			
4(a)	How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
4(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q4(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Others (please specify _____)	
5(a)	Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?	[1] Yes	[2] No <i>[IF NO, GO TO Q 5(c)]</i>
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?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(c)	How satisfied are you with the ease of recharging process and the transparency of recharge offer?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
5(d)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 5(c)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Lack of complete information about the offer [2] Charges/Services not as per the offer [3] Delay in activation of recharge [4] Non availability of all denomination recharge coupon [5] Others (please specify _____)	
5(e)	Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	[1] Yes	[2] No
C. BILLING RELATED - POSTPAID CUSTOMERS			
6	How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
7(a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
7(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 7(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Difficult to read the bill [2] Difficult to understand the language [3] Calculation not clear [4] Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given [5] Others (please specify _____)	

8(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
8(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q8(a)]</i> Please specify the reason(s) for your dissatisfaction. <i>[MULTIPLE CODE]</i>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Calculations are not clear [6] Others (please specify_____)	
9(a)	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No	<i>[IF NO, GO TO Q10]</i>
9(b)	How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL			
10	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes [2] No	<i>[IF NO, GO TO Q16]</i>
11	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
12	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
13	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
14	How satisfied are you with the problem solving ability of the customer care executive(s)?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
15	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY			
16	How satisfied are you with the availability of signal of your service provider in your locality?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
17	How satisfied are you with the ability to make or receive calls easily?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
18	How often does your call drop during conversation?	[4] Never [2] Frequently	[3] Occasionally [1] Very Frequently
19	How satisfied are you with the voice quality?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied

F. MAINTAINABILITY (FAULT REPAIR)	
20	How often do you face signal problems? [4] Never [3] Occasionally [2] Frequently [1] Very Frequently
21	How satisfied are you with the availability of signal in your area? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
22	How satisfied are you with the restoration of network (signal) problems? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES	
23	Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months? [1] Yes [2] No [IF NO, GO TO Q26]
24	How satisfied are you with the quality of the supplementary services / value added service provided? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
25(a)	How satisfied are you with the process of activating value added services or the process of unsubscribing? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
25(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q25(a)] Please tell me the reasons for your dissatisfaction. [MULTIPLE CODE] [1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others (please specify _____)
26	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? [1] Yes [2] No [IF NO, GO TO Q29(a)]
27	Have you complained to your service provider for deactivation of such services and refund of charges levied? [1] Yes [2] No [IF NO, GO TO Q29(a)]
28(a)	What difficulties have you faced while deactivating of such services and refund of charges levied? [1] None [2] Delay in deactivation resulting in repeat complaints [3] Customer care refused to register the complaint [4] Not aware of whom to contact [5] Others (please specify) _____
28(b)	How satisfied are you with the resolution of your complaint for deactivation of VAS and refund of charges levied? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
H. OVERALL CUSTOMER SATISFACTION	
29(a)	How satisfied are you with the overall quality of your mobile service? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
29(b)	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q29(a)] Please specify the reason(s) for your dissatisfaction 1. _____ 2. _____ 3. _____

I. GENERAL INFORMATION	
30	What kind of other services are you also taking from this service provider? [1] Broadband [2] Wireline [3] Other, Specify _____ [4] None
31	Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS? [1] Yes [2] No [IF NO, GO TO Q34(a)]
32	Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS? [1] Yes [2] No [IF NO, GO TO Q34(a)]
33(a)	Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering? [4] Stopped receiving [3] Considerable decrease [2] Slight decrease [1] No change
33(b)	[ASK THIS QUESTION ONLY IF 3 OR 2 OR 1 CODED IN Q 33 (A)] Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number? [1] Yes [2] No [IF NO, GO TO Q34(a)]
33(c)	If Yes, then indicate whether..... [1] Complaint was registered by the service provider and informed about the action taken on the complaint [2] Complaint was registered by the service provider and did not inform about the action taken on the complaint [3] Service Provider refused to register the complaint [4] Difficult to lodge the complaint
34(a)	Are you aware of facility by which you can change your service provider without changing your mobile number? [1] Yes [2] No [IF NO, GO TO Q35]
34(b)	Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider? [1] Yes [2] No [IF NO, GO TO Q35]
34(c)	When did you get 'Unique Porting Code' from your existing service provider? [1] Within 5 min [2] After 5 to 10 min [3] After 10 min [4] Never
34(d)	If you have utilized the service of MNP (Mobile Number Portability), are you satisfied with its entire process? [4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
35	On a scale of 1 – 10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007	
36	Are you aware of the call centre telephone number of your telecom service provider for making complaints/ query? [1] Yes [2] No
37	Have you made any complaint within last 6 months to the toll free Call Centre/ Customer Care/ Helpline telephone number? [1] Yes [2] No [IF NO, GO TO Q41]
38	With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (SINGLE CODE) [1] Complaint was registered and docket number received [2] Complaint was registered and docket number not received [3] Complaint was registered and docket number provided on request [4] Complaint was registered and docket number not provided even on request [5] Refused to register the complaint

39	Did the Call Centre inform you about the action taken on your complaint?	[1] Yes	[2] No
40	Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	[1] Yes	[2] No [3] Not Applicable
41	In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?	[1] Yes	[2] No [IF NO, GO TO Q46]
42(a)	Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the Call Center/Customer Care?	[1] Yes	[2] No [IF NO, GO TO Q46]
42(b)	Were you able to contact the Nodal officer without difficulty?	[1] Yes	[2] No
43	Did the Nodal Officer intimate you about the decision taken on your complaint?	[1] Yes	[2] No
44	How satisfied are you with the redressal of the complaint by the Nodal Officer?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
45	[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q44 ELSE GO TO Q46] Please specify the reason(s) for your dissatisfaction. [MULTIPLE CODE]	[1] Difficult to connect to the Nodal Officer [2] Nodal Officer not polite/courteous [3] Nodal Officer not equipped with adequate information [4] Time taken by Nodal Officer for redressal of complaint is too long [5] Nodal Officer was unable to understand the problem [6] Others (please specify _____)	
46	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes	[2] No [IF NO, GO TO Q50]
47	Have you filed any appeal in last 6 months?	[1] Yes	[2] No [IF NO, GO TO Q50]
48	Did you receive any acknowledgement?	[1] Yes	[2] No
49	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes	[2] No [3] Appeal filed only recently
[Q50 TO Q52 ARE FOR PREPAID CUSTOMERS ONLY]			
50	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes	[2] No [IF NO, GO TO Q53]
51	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes	[2] No [IF NO, GO TO Q53]
52	What were the reason(s) for denying your request? [MULTIPLE CODE]	[1] No reason given [3] Others (specify _____)	[2] Technical problem
53	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of Call Centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new telephone connection?	[1] Yes	[2] No [3] Do not remember

Name of the interviewer : _____ Date : _____

Name of the scrutinizer : _____ Date : _____

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

Name of Operation Manager : _____



Date of Interview:

D	D	M	M	Y	Y	Y	Y

S. No

B	B								
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Circle : [1] Assam [2] Rest of North East [3] Bihar & Jharkhand
 [4] Rest of West Bengal [5] Orissa [6] Kolkata

CUSTOMER SATISFACTION SURVEY – BROADBAND QUESTIONNAIRE

Good morning/ afternoon/ evening. I am from **MDRA**, a reputed market research and consulting company. We are currently doing a customer satisfaction survey on behalf of **TRAI (Telecom Regulatory Authority of India)**, a body set up by the **Government of India**, to assess the satisfaction of customers with the services provided by their service providers. This survey will help TRAI to take necessary action, so that customers like you get better services in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

**THE QUESTIONNAIRE SHALL BE FILLED USING ONLY BALL POINT PEN.
 ALL QUESTIONS ARE SINGLE CODE UNLESS MULTICODE IS SPECIFIED.**

COULD YOU PLEASE SIGN HERE. WE ARE TAKING YOUR SIGNATURE TO ESTABLISH THAT SOMEONE HAS ACTUALLY TAKEN YOUR FEEDBACK AND NOT SOMEONE ELSE’S: _____

[QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID]

- S1.1. Which broadband service provider are you using currently? [SINGLE RESPONSE]**
 [1] Airtel [2] Alliance [3] BSNL [4] Hughes [5] Ortel
 [6] Reliance [7] Sify [8] Tata Com [9] Tikona
- [IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE THE INTERVIEW]*
- S1.2. Name:** _____
- S1.3. Record Gender:** [1] Male [2] Female
- S1.4. Age (in years):** [1] Less than 25 [2] 25 - 34 [3] 35 - 44 [4] More than 45
- S1.5. Please tell me your occupation:**
 [1] Service [2] Business/Self Employed [3] Student [4] Housewife [5] Retired
- S1.6. Telephone Number (With STD Code):**

STD Code	Phone Number
- S1.7. E-mail:** _____
- S1.8. Record Usage Type:** [1] Residential [2] Commercial
- S1.9. Record Area:** [1] Rural [2] Urban
- S1.10. Connection Type:** [1] Postpaid [2] Prepaid
- S1.11. Record State/UT:** [1] Andaman & Nicobar [2] Arunachal Pradesh [3] Assam [4] Bihar
 [5] Jharkhand [6] Kolkata [7] Manipur [8] Meghalaya
 [9] Mizoram [10] Nagaland [11] Orissa [12] Sikkim
 [13] Tripura [14] West Bengal
- S1.12. Record District Name:** _____
- S1.13. Address:** _____
- S1.14. Record Name of SDCA [IN CASE OF BSNL]:** _____
- S1.15. Record Name of Exchange [IN CASE OF BSNL]:** _____
- S1.16. Record Name of the POP [IN CASE OF PRIVATE SERVICE PROVIDER]:** _____
- S1.17. Record Mode of interview:** [1] Face-to-face [2] Email [3] Web/ Online

A.		SERVICE PROVISION
1(a)	When did you last apply for a broadband connection?	[1] More than 7 to 15 days ago [2] More than 15 to 30 days ago [3] More than 30 days ago
1 (b)	After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	[1] Within 7 working days [2] More than 7 working days
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?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
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?	[1] Within 24 hrs [2] 2-3 days [3] 4-7 days [4] more than 7 days [5] Not Applicable
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?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a)	How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(b)	<p><i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q5(A)]</i></p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p><i>[MULTIPLE CODE]</i></p>	[1] Difficult to read the bills [2] Difficult to understand the language [3] Calculations not clear [4] Item-wise charges like total minutes of usage not given [5] Others (please specify _____)
6(a)	How satisfied are you with the accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
6(b)	<p><i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q6(A)]</i></p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p><i>[MULTIPLE CODE]</i></p>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for services not used [5] Others (please specify _____)
7	Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No <i>[IF NO, GO TO Q 10]</i>
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?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
		BILLING RELATED - ONLY FOR PREPAID CUSTOMERS
9 (a)	How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
9 (b)	<p><i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q9(A)]</i></p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p><i>[MULTIPLE CODE]</i></p>	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for services not used [5] Others (please specify _____)

9 (c)	Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?	[1] Yes	[2] No <i>[IF NO, GO TO Q 10]</i>
9 (d)	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?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL			
10	In the last 6 months, have you contacted customer care/helpline/ call centre of your service provider?	[1] Yes	[2] No <i>[IF NO, GO TO Q 15]</i>
11(a)	How satisfied are you with the ease of access of call centre/customer care or helpline?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
11(b)	How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
12	How satisfied are you with the response time taken to answer your call by a customer care executive?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
13	How satisfied are you with the problem solving ability of the customer care executive(s)?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
14	How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY			
15	How satisfied are you with the speed of Broadband connection?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
16	How satisfied are you with the amount of time for which service is up and working?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
E. MAINTAINABILITY (FAULT REPAIR)			
17	How often do you face a problem with your Broadband connection?	[1] Never [3] Frequently	[2] Occasionally [4] Very frequently <i>[IF CODED 4 AND 3 GO TO Q 20(A), SECTION F.]</i>
18	<i>[ASK THIS QUESTION ONLY IF 3 OR 4 IS CODED IN Q17]</i> What was the broadband connection problem faced by you in last 6 months related to, please specify?	[1] Problem was related to my computer hardware/software [2] Problem was related to the broadband connection& modem provided by service provider	
19	How satisfied are you with the time taken for restoration of broadband connection?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES			
20(a)	Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	[1] Yes	[2] No <i>[IF NO, GO TO Q21A]</i>
20(b)	How satisfied are you with the process of activating value added services or the process of unsubscribing?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
20(c)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN 20(B)]</i> Please tell me the reasons for your dissatisfaction.	[1] Not informed of charges [2] Activated without consent [3] Not informed about toll free number for unsubscribing [4] Others, (specify _____)	

21(a)	In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider? (such as static/fixed IP addresses, email-ids, antivirus packages, etc)	[1] Yes	[2] No <i>[IF NO, GO TO Q23A]</i>
21(b)	Have you complained to your service provider for deactivation of such services and refund of charges levied?	[1] Yes	[2] No <i>[IF NO, GO TO Q23A]</i>
21(c)	What difficulties you have faced while deactivating of such services and refund of charges levied?	[1] None [2] Delay in deactivation resulting in repeat complaints [3] Customer care refused to register the complaint [4] Not aware of whom to contact [5] Others (please specify _____)	
22	How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
G. OVERALL CUSTOMER SATISFACTION			
23(a)	How satisfied are you with the overall quality of your Broadband service?	[4] Very Satisfied [2] Dissatisfied	[3] Satisfied [1] Very Dissatisfied
23(b)	<i>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q23(A)]</i> Please specify the reason(s) for your dissatisfaction	1. _____ 2. _____ 3. _____	
H. GENERAL INFORMATION			
24	How many persons in your house/ organization are using this Broadband connection?		
24(a)	What kind of other services are you also taking from this service provider?	[1] Wireline [3] Other, Specify _____	[2] Mobile [4] None
25	Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	[1] Yes	[2] No
26	On a scale of 1-10 where “10” is “Very Good” and “1” is “Very Poor”, how do you rate your service provider?		
QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007			
27	Are you aware of the call centre telephone number of your broadband service provider for making complaints/ query?	[1] Yes	[2] No
28	Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	[1] Yes	[2] No <i>[IF NO, GO TO Q34A]</i>

29	<p>With respect to complaint made by you to the call centre, please specify which of these was most applicable to you?</p> <p>[SINGLE CODE]</p>	<p>[1] Complaint was registered and docket number received</p> <p>[2] Complaint was registered and docket number not received</p> <p>[3] Complaint was registered and docket number provided on request</p> <p>[4] Complaint was registered and docket number not provided even on request</p> <p>[5] Refused to register the complaint</p>
30	<p>Did the Call Centre inform you about the action taken on your complaint?</p>	<p>[1] Yes [2] No</p>
31	<p>How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?</p>	<p>[4] Very satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
32	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q 31]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to call centre executive</p> <p>[2] Customer care executive not polite/courteous</p> <p>[3] Customer care executive not equipped with adequate information</p> <p>[4] Time taken by call centre for redressal of complaint is too long</p> <p>[5] Customer care executive was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>
33	<p>Was your billing/ charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p>[1] Yes [2] No [3] Not Applicable</p>
34(a)	<p>In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q37]</p>
34(b)	<p>Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?</p>	<p>[1] Yes [2] No [IF NO, GO TO Q37]</p>
34(c)	<p>Were you able to contact to the Nodal officer without difficulty?</p>	<p>[1] Yes [2] No</p>
35	<p>Did the Nodal Officer intimate you about the decision taken on your complaint?</p>	<p>[1] Yes [2] No</p>
36(a)	<p>How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p>[4] Very Satisfied [3] Satisfied</p> <p>[2] Dissatisfied [1] Very Dissatisfied</p>
36(b)	<p>[ASK THIS QUESTION ONLY IF 1 OR 2 IS CODED IN Q36(A)]</p> <p>Please specify the reason(s) for your dissatisfaction.</p> <p>[MULTIPLE CODE]</p>	<p>[1] Difficult to connect to the Nodal Officer</p> <p>[2] Nodal Officer not polite/courteous</p> <p>[3] Nodal Officer not equipped with adequate information</p> <p>[4] Time taken by Nodal Officer for redressal of complaint is too long</p> <p>[5] Nodal Officer was unable to understand the problem</p> <p>[6] Others (please specify _____)</p>

37	In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the Appellate Authority of the service provider. Are you aware of the contact details of the Appellate Authority for filing of appeals?	[1] Yes [2] No [IF NO, GO TO Q41]
38	Have you filed any appeal in last 6 months?	[1] Yes [2] No [IF NO, GO TO Q41]
39	Did you receive any acknowledgement?	[1] Yes [2] No
40	Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	[1] Yes [2] No [3] Appeal filed only recently
(Q41 TO Q43 ARE FOR PREPAID CUSTOMERS ONLY)		
41	Are you aware that a prepaid customer can get item-wise usage charge details, on request?	[1] Yes [2] No [IF NO, GO TO Q44]
42	Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	[1] Yes [2] No [IF NO, GO TO Q44]
43	What were the reason(s) for denying your request?	[1] No reason given [2] Technical problem [3] Others (specify _____)
44	Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and Appellate Authority for complaint redressal etc., while subscribing the new broadband connection?"	[1] Yes [2] No [3] Do not remember

Name of the interviewer : _____ Date: _____

Name of the scrutinizer : _____ Date: _____

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

Name of Operation Manager : _____