

Telecom Regulatory Authority of India

FINAL REPORT

(Gujarat Circle (including Daman & Diu and Silvassa))



Assessment of

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

A MARKET PULSE RESEARCH REPORT

MARKET PULSE

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a large number of complaints from the telecom consumers relating to the telecom services provided by the service providers. In this regard, TRAI had passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (2005), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic telephone, cellular mobile and broadband service, so that they provide better service to their customers.

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

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

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

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

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

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

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

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

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

1. EXECUTIVE SUMMARY

In the fourth quarter (1st October to 31st December) of 2008, we have carried out the customer satisfaction survey in Gujarat circle.

Four basic telephone service providers present in the circle as of date have been covered. Across 18 cities of Gujarat circle, a sample of 4,001 basic wire-line customers has been covered. Of this sample, 4,001 were postpaid customers.

Six cellular mobile telephone service providers present in the circle as of date have been covered. Across 6 cities of Gujarat circle, a sample of 6,589 cellular mobile phone customers was covered. Of this, 4,699 were prepaid customers and 1,890 were postpaid customers.

Seven broadband service providers present in the circle as of date have been covered. Across various points of presence of the Gujarat circle, a sample of 8,558 broadband customers was covered. Of this, 5,366 were postpaid customers and 3,198 were prepaid customers.

The following feedback was obtained from the sample of customers:

- Satisfaction on the Quality of Service parameters as laid down by TRAI, namely...
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help/ customer care service
 - Network performance, reliability and availability
 - Maintainability of the network
 - Supplementary / value added service
 - Services provided by the service provider on an overall basis
- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

KEY FINDINGS OF THE SURVEY

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

1.1 Basic Telephone Service QoS Survey

1.1.1 Overall Satisfaction with Quality of Service:

- None of the service providers met the benchmark of 95%.
- Level of customer satisfaction for Airtel (72%) was higher as compared to other service providers.
- Satisfaction scores of BSNL, Reliance and TTSL were in the range of 66 - 68%.

1.1.2 Satisfaction with Provision of Service:

- None of the service providers met the benchmark of 95%.
- Airtel scored better than other service providers.
- Scores of BSNL, Reliance and Airtel were in the range of 63 -67%.

1.1.3 Satisfaction with Billing Performance - Postpaid:

- None of the service providers met the benchmark of 90%.
- Level of customer satisfaction for BSNL (70%) was higher as compared to others.
- Satisfaction scores for Airtel, Reliance and TTSL were in the range of 67 - 68%.

1.1.4 Satisfaction with Billing Performance- Prepaid:

- None of the service providers met the benchmark of 90%.
- Airtel's performance (56%) was slightly better than that of others.
- The satisfaction scores of Reliance and BSNL were in the range of 50-52% on this parameter.

1.1.5 Experience with Help Services:

- None of the service providers met the benchmark of 90%.
- Performance of BSNL (59%) was weaker than that of others.
- Airtel (70%) scored higher than other service providers.

1.1.6 Satisfaction with Network Performance, Reliability & Availability:

- None of the service providers met the benchmark of 95%.
- Airtel's (72%) satisfaction score was higher than that of other service providers followed by Reliance at 70%.
- The satisfaction scores of TTSL and BSNL ranged between 68 - 69%.

1.1.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark of 95%.
- Performances of Airtel (70%) and TTSL (65%) were better than the others.
- Satisfaction scores of BSNL and Reliance were in the range of 60 - 61%.

1.1.8 Satisfaction with Supplementary Services:

- None of the service providers met the benchmark of 95%.
- BSNL (78%) scored significantly higher on this parameter than that of other service providers.
- Satisfaction scores of Airtel, Reliance and TTSL were in the range of 69 - 71%.

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

1.1.9 Awareness of 3 Stage Redressal Mechanism

- 95% of the customers claimed to be aware of the call center while 3% were aware of the nodal officer and 1% of the appellate authority.

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

- 19% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Help-line telephone number. 53% of the customers who had complained said that they had received a docket number for most of their complaints. A higher percentage of Reliance customers received docket numbers for their complaints.
- Only 53% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- 80% all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline. The main reason for dissatisfaction with customer care was the call centre took too much time complaints redressal.
- Only 23% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.

1.1.11 Experience with Nodal Officer

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

1.1.12 Experience with Appellate Authority

- None of the customers filed an appeal with the appellate authority.

1.1.13 Compliance with regard to other service benchmarks

- None of the basic telephone service customers said that they were aware of the fact that they can get item-wise usage charge details on request. None of the customers said that they were denied item-wise usage charge details on request.
- 33% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

1.2 Cellular Mobile Service

1.2.1 Overall Satisfaction with Quality of Service:

- None of the service providers met the benchmark of 95%.
- Performance of BSNL (61%) and Airtel (63%) performance was weaker than others.
- Idea (68%) and TTSL (67%) performance was better than others.

1.2.2 Satisfaction with Provision of Service:

- None of the service providers met the benchmark of 95%.
- Performance of Vodafone (74%) was slightly better than the other service providers.
- Satisfaction scores of Airtel, BSNL, Reliance, TTSL, and Idea ranged between 69 - 73%.

1.2.3 Satisfaction with Billing Performance - Postpaid:

- None of the service providers met the benchmark of 90%.
- Satisfaction score for Reliance (63%) was lower than others.
- Satisfaction scores for Vodafone (75%) and TTSL (74%) were better than the other service providers.
- Satisfaction scores for Airtel, BSNL and Idea stood at 66 - 70%.

1.2.4 Satisfaction with Billing Performance - Prepaid:

- None of the service providers met the benchmark of 90%.
- Idea (72%) performance was slightly better than others.
- The performance of Airtel, BSNL, Vodafone, Reliance and TTSL was in the range of 67 – 71%.

1.2.5 Experience with Help Service:

- None of the service providers met the benchmark of 90%.
- Level of satisfaction for TTSL (66%) and Idea (66%) were higher than that of others.
- Satisfaction scores for Airtel, BSNL, Vodafone, and Reliance ranged between 62 - 65%.

1.2.6 Satisfaction with Network Performance, Reliability & Availability:

- None of the service providers met the benchmark of 95%.
- BSNL's (60%) performance was weaker as compared to others.
- Satisfaction scores for Airtel, Idea, Reliance and TTSL were bunched in the range of 66 - 69% on this parameter.
- Vodafone's (71%) performance was higher on this parameter.

1.2.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark of 95%.
- BSNL's (62%) performance was weaker as compared to others.
- Satisfaction scores of Airtel, Idea, Reliance, and TTSL were in the range of 67 - 70% on this parameter.
- Vodafone's (72%) performance was slightly higher on this parameter.

1.2.8 Satisfaction with Supplementary Services:

- None of the service providers met the benchmark of 95%.
- Vodafone (80%) and TTSL (75%) performance was better than others.
- Satisfaction scores for Airtel, BSNL, Idea and Reliance were 65 - 72%.

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

1.2.9 Awareness of 3 Stage Redressal Mechanism

- Only 14% of all cellular mobile customers were aware about the 3 stage grievances redressal mechanism. 99% of the customers claimed to be aware of the call center while only 35% were aware of the Nodal officer, less than 1% was aware about the appellate authority.

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

- Almost 7% of all cellular mobile customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ help-line telephone number.
- 11% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints even on request while 52% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.
- 78% of all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL customers. The main reasons for dissatisfaction with customer care were: (i) they took time in complaints redressal and (ii) difficult to connect to call centre executive.
- Only 39% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

1.2.11 Experience with Nodal Officer

- Only 10% (2 out of 20) cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.
- The two customers who approached the Nodal Officer reported that they were not able to approach the nodal officer easily. These customers stated that the nodal officer did not intimate the decision taken on their complaints. However, they were dissatisfied with the redressal of the complaint by the nodal officer.

1.2.12 Experience with Appellate Authority

- 3 out of 6,589 of the cellular mobile customers were aware of the contact details of appellate authority.

1.2.12 Compliance with other Service Benchmarks

- Only 4% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. 23% of these customers said that they were denied item-wise usage charge details.
- 25% of the new customers had got the Manual of Practice. 55% of the Tata customers had got the Manual of Practice.

1.3 Broadband Service

1.3.1 Overall Satisfaction with Quality of Service:

- None of the service providers met the benchmark of 85%.
- Level of customer satisfaction for Airtel (64%) was slightly higher than other service providers.
- Satisfaction scores of Hathway, BSNL, You, Tata, Sify and Reliance were between 58 - 62%.

1.3.2 Satisfaction with Provision of Service:

- None of the service providers met the benchmark of 90%.
- Customer satisfaction for Hathway (69%) was slightly higher than others on this parameter.
- Customer satisfaction for Reliance (64%) was slightly lower than others.
- Satisfaction scores for BSNL, You, Tata, Sify and Airtel stood at 66 - 67%.

1.3.3 Satisfaction with Billing Performance - Postpaid:

- None of the service providers met the benchmark of 90%.
- Performance scores of the service providers stood at 65 – 68%.
- On this parameter, performance of Hathway (68%) was slightly better than others.
- Reliance scores were slightly lower on account of billing.

1.3.4 Satisfaction with Billing Performance - Prepaid:

- None of the service providers met the benchmark of 90%.
- Tata's satisfaction score of 78% was higher than other service providers.
- The performance of Hathway, You, Sify and Reliance stood at 62 - 69% on this parameter.

1.3.5 Experience with Help Services:

- None of the service providers met the benchmark of 90%.
- Satisfaction scores for Airtel (63%), Tata (61%), and You (61%) were higher.
- Satisfaction scores for Hathway, BSNL, Reliance and Sify stood at 56 - 58%.

1.3.6 Satisfaction with Network Performance, Reliability & Availability:

- None of the service providers met the benchmark of 85%.
- Airtel (65%) scored slightly higher than the other service providers.
- Satisfaction scores for Hathway, BSNL, You, Tata, Sify, and Reliance stood at 61 - 63% on this parameter.

1.3.7 Satisfaction with Maintainability:

- None of the service providers met the benchmark of 85%.
- Performance of all service providers was significantly below par.

1.3.8 Satisfaction with Supplementary Services:

- None of the service providers met the benchmark of 85%.
- All service providers scored in the range of 67 – 69% with respect to supplementary services.

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

1.3.9 Awareness of 3 Stage Redressal Mechanism

- 99% of the broadband customers claimed to be aware of the call center while only 12% were aware of the Nodal officer and 2% were aware of the appellate authority.

1.3.10 Experience with Call Centre/ Customer Care/ Helpline

- 28% of all broadband customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Help-line telephone number.
- 4% of all broadband customers who had complained said that they did not receive docket numbers even on request.
- Only 56% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL customers but significantly higher for Airtel
- The main reason for dissatisfaction with customer care was the time taken to redress complaints. Ease of accessibility and Others were also cited as a reason for dissatisfaction.
- Only 31% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint. None of Sify's customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

1.3.11 Experience with Nodal Officer

- 29% of those broadband customers who were aware, claimed to have complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/ customer care.

- 7 out of 10 broadband customers who complained were intimidated about the decision taken on their complaint by nodal officer.

- 7 out of 10 broadband customers who complained were satisfied with the redressal of the complaint by the nodal officer.

1.3.12 Experience with Appellate Authority

- None of the broadband subscriber in our entire sample said that they had filed an appeal in a prescribed form, in the last 6 month.

1.3.13 Compliance with other Service Benchmarks

- Only 31% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request. 3% of these customers said that they were denied item-wise usage charge details.

- Only 11% of the new customers had got the Manual of Practice.

2 SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (2005), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). These regulations are applicable to all service providers of basic telephone, cellular mobile and broadband service, so service providers provide better services to their customers. To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

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

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

The current report presents the findings of the survey for Gujarat circle.

2.2 Survey Objectives

The objectives of this customer satisfaction survey are as follows:

1. To measure the level of satisfaction among customers with respect to:
 - Provision of service (activation/ reactivation)
 - Billing performance
 - Help/ customer care service
 - Network performance, reliability and availability
 - Maintainability of the network
 - Supplementary / value added service
 - Services provided by the service provider on an overall basis

2. To measure the awareness among customers with respect to the grievance redressal mechanism set up by service providers based on the regulations laid down by TRAI.

2.3 Survey Methodology

- The survey was conducted through personal, telephonic and Internet based interviews.

- In the survey of basic telephone service and cellular mobile service customers, 75% of the sample was covered with the help of personal interviews while the balance interviews were done on telephone.

- The identity of respondents was recorded in the questionnaires and the signatures of the customers who were surveyed through personal interviews were taken on the survey questionnaires. The questionnaires were filled up using a ballpoint pen.

- In the broadband service survey, 50% of the sample was covered through face-to-face interviews and upto 50% through a web-based survey. We used our proprietary web-based survey editor to host the survey on the Internet. After sending these invitations, follow up phone calls were made to drive respondents to the survey.

2.4 Coverage of the Survey

In the Fourth quarter (1st October to 31st December, 2008), we conducted the Customer Satisfaction Survey (CSS) in Gujarat circle. The following service providers have been covered in the Gujarat circle.

2.4.1 Basic Telephone (Wire-line) Service

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

2.4.2 Cellular (including FWP) Service

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

2.4.3 Broadband Service

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

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
Gujarat	Ahmedabad, Amreli, Anjar, Anand, Bhuj, Bharuch, Bhavnagar, Daman, Gandhinagar, Gandhidham, Himatnagar, Jamnagar, Junagarh, Mehsana, Modasa, Nadiad, Palanpur, Rajkot, Sanand, Surat, Silvassa, Surendranagar, Vadodara

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

2.6 Respondent Profile

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

2.6.1 Individual/ Household users

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

2.6.2 Commercial users

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

2.7 Sampling Methodology & Coverage

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

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

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

BSNL: In the Gujarat circle, there are 3223 exchanges and there are 161 SDCAs. 5% of these exchanges can be approximated to 162 exchanges and 10% of these SDCAs are 17 SDCAs. We have covered 165 exchanges and 17 SDCAs across 12 telecom districts which had 80 or more than 80 exchanges (urban & rural).

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

Reliance: They have presence Ahmedabad, Ghandinagar, Rajkot, Vadodara and Surat, which we have covered.

TTSL: They have 2 exchnages in Ahmedabad and in Surat, which we have covered. Apart from this we have covered Rajkot and Vadodra, which are being served by Ahmedabad exchange.

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

Service Providers	Cities Covered	Sample Size
BSNL	17	1067
Airtel	4	970
Reliance	5	970
TTSL	4	970
Total		3977

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

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

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

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

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

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

Geographical Coverage	Cities Covered
Gujarat	Ahmedabad, Surat, Rajkot, Vadodara, Daman and Silvassa

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

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

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

Airtel: They have presence in 3 cities namely Ahmedabad, Gandhinagar, and Surat, which were covered

Tata: They have presence in Ahmedabad which we have covered.

Reliance: Reliance reported presence in 27 cities. We have covered Ahmedabad, Rajkot, Surat and Vadodara as the subscriber base was larger in these cities.

Sify: They have 27 POPs in Gujarat of which Ahmedabad, Rajkot, Silvassa, Surat and Vadodara were covered.

Hathway: We have covered 3 cities namely Bharuch, Surat and Vadodara in which they had presence.

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

Service Providers	Cities Covered	Sample Size
BSNL	11	1067
Airtel	3	1067
Tata	1	1067
Reliance	4	1067
Sify	5	1067
Hathway	3	1067
You	3	1067
Total	12	7469

Geographical Coverage	Areas Covered
Gujarat	Ahmedabad, Bharuch, Bhavnagar, Bhuj, Gandhinagar, Gandhidham, Jamnagar, Junagarh, Rajkot, Surat, Silvassa, Vadodara

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Telephone Service (Wire-line)

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

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	731	244	974
BSNL	808	269	1077
Reliance	734	245	979
TTSL	728	243	971
Total	3,001	1,000	4,001

2.8.2 Cellular Mobile Service

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

Service Providers	Face to Face (75%)	Telephonic (25%)	Sample Size Covered
Airtel	800	267	1067
BSNL	846	282	1128
Reliance	800	267	1067
TTSL	849	283	1132
Vodafone	818	273	1091
Idea	828	276	1104
Total	4,942	1,647	6,589

2.8.3 Broadband Service

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

Service Providers	Face to Face (50%)	Internet (50%)	Sample Size Covered
Hathway	631	631	1261
BSNL	537	537	1073
You	641	641	1282
Tata	717	717	1433
Sify	595	595	1190
Airtel	551	551	1102
Reliance	609	609	1217
Total	4,279	4,279	8,558

2.9 Customer Profile by Payment Mode Used

2.9.1 Basic Telephone Service (Wire-line)

A total of 4 basic telephone service providers present in the circle as of date have been covered. Across 18 cities of the Gujarat circle, 4,001 basic telephone service (Wire-line) customers were covered. Of this sample, 4,001 were postpaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	0	974	974
BSNL	0	1077	1077
Reliance	0	979	979
TTSL	0	971	971
Total	0	4,001	4,001

2.9.2 Cellular Mobile Service

A total of 6 cellular mobile telephone service providers present in the circle as of date have been covered. Across 6 cities of the Gujarat circle, 6,589 cellular mobile service customers were covered. Of this sample, 4,699 were prepaid customers and 1,890 were postpaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Airtel	809	258	1067
BSNL	914	214	1128
Reliance	867	200	1067
TTSL	654	478	1132
Vodafone	690	401	1091
Idea	765	339	1104
Total	4,699	1,890	6,589

2.9.3 Broadband Service

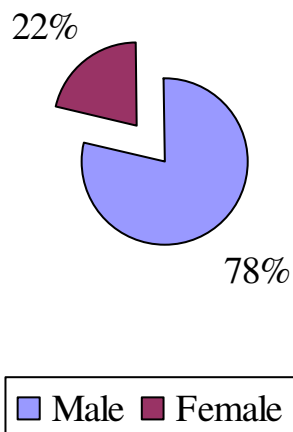
A total of 7 broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the Gujarat circle, 8,558 broadband service customers were covered. Of this total sample, 5,366 were postpaid customers and 3,192 were prepaid customers.

Service Providers	Prepaid	Postpaid	Sample Size Covered
Hathway	977	284	1261
BSNL	0	1073	1073
You	726	556	1282
Tata	595	838	1433
Sify	812	378	1190
Airtel	0	1102	1102
Reliance	82	1135	1217
Total	3,192	5,366	8,558

2.10 Demographic Profile

2.10.1 Basic Telephone Service (Wire-line)

2.10.1.1 Gender Profile



4,001 basic telephone service (Wire-line) customers were covered. Of this sample, 3,139 were male and 862 were female customers.

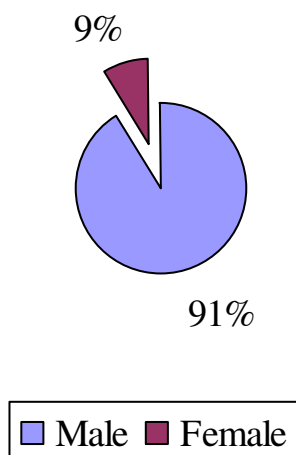
2.10.1.2 Age Profile

Age Group	%
Less than 25 years	9
25 – 60 years	89
More than 60 years	2
Base	4,001

89% of the customers were in the age group of 25 – 60 years while 9% were less than 25 years and 2% were more than 60 years old.

2.11.2 Cellular Mobile Service

2.11.2.1 Gender Profile



6,589 cellular mobile service customers were covered. Of this sample, 6,019 were male and 570 were female customers.

2.11.2.2 Age Profile

Years	%
Less than 25 years	31
25 – 60 years	68
More than 60 years	1
Base	6,589

68% of the customers were in the age group of 25 – 60 years while 31% were less than 25 years and 1% was more than 60 years.

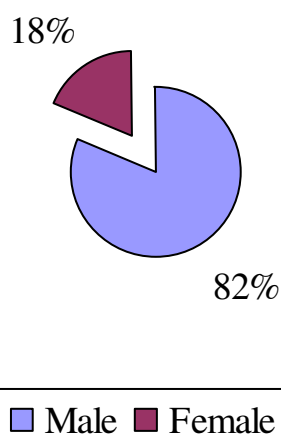
2.11.2.3 Occupation Profile

Occupation	%
Service	35
Businessman/ Self Employed	45
Student	15
Housewife	4
Retired	1
Base	6,589

Out of 6,589 cellular mobile service customers 45% of the customers were businessmen/ self-employed while 35% of them were salaried.

2.12.3 Broadband Service

2.12.3.1 Gender Profile



8,558 broadband service customers were covered. Of this sample, 6975 were male and 1583 were female customers.

2.12.3.2 Age Profile

Years	%
Less than 25 years	13
25 – 60 years	85
More than 60 years	2
Base	8,558

85% of the customers were in the age group of 25 – 60 years while 13% were less than 25 years and 2% were more than 60 years old.

2.13 Questionnaires Development Process

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

The questionnaires developed were for:

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

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

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

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

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

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

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

Where:

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

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

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

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

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

2.15 Methodology for Calculating Percentage of Customer Satisfied

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

2.16 Explanation of Benchmarks

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

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

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

2.16.1 Basic Telephone Service

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

2.16.2 Cellular Mobile Service

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

2.16.3 Broadband Service

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

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

Basic Telephone Service

Provision of Service (activation/ reactivation)

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services

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

Network Performance, Reliability And Availability

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

Maintainability

- Fault repair service

Supplementary Services

- Quality of the supplementary services provided

Services provided by the service provider on an overall basis

Cellular Mobile Service

Provision of Service

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

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

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

Help Services

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

Network Performance, Reliability And Availability

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

Maintainability of the Network

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

Supplementary Services

- Quality of the supplementary services provided

Services provided by the service provider on an overall basis

Broadband Service

Provision of Service

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

Billing performance

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

Billing Performance (Prepaid)

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

Help Services

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

Network Performance, Reliability and Availability

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

Maintainability of the network

- Restoration of broadband connection

Supplementary / value added service

- Quality of the supplementary services provided

Services provided by the service provider on an overall basis

2.17 Definition of Key Terms Used

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

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

Broadband Service: It means data connection....

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

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

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

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

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

Cellular Mobile Telephone Service: Means....

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

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

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

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

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

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

3. COMPLIANCE REPORT ON CUSTOMER PERCEPTION OF SERVICE

The compliance report has been presented, by using two methods:

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

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

3.1 Basic Telephone Service

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

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Gujarat Circle									
Airtel	974	74	68	-	70	72	70	71	72
BSNL	1077	67	70	-	59	69	60	78	68
Reliance	979	63	67	-	65	70	61	69	68
TTSL	971	66	67	-	65	68	65	69	66
Overall	4,001	71	68	-	65	70	61	71	68

- None of the service providers in the Gujarat circle met the benchmarks laid down by TRAI on various parameters.
- However, performance of Airtel was better than other service providers as indicated by higher satisfaction scores on provision of service, billing performance (prepaid), help services, network performance, reliability & availability, maintainability, and on an overall basis.
- BSNL scored highest on billing performance (postpaid) and on the supplementary services parameters.

3.1.2 The following table shows the proportion of satisfied customers on various service parameters.

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Gujarat Circle									
Airtel	974	96	92	-	96	97	85	100	91
BSNL	1077	88	95	-	78	93	69	98	91
Reliance	979	85	95	-	90	96	81	98	93
TTSL	971	92	96	-	92	96	88	99	90
Overall	4,001	93	94	-	90	95	77	99	91

- On an overall basis, 91% of the basic telephone service customers were satisfied with their service providers. 93% of Reliance customers were satisfied followed by 91% for Airtel and BSNL.
- Airtel’s performance on provision of service, help services, network performance, reliability & availability, and supplementary services was better than that of other service providers.
- TTSL’s performance was better than that of other service providers on billing (postpaid), and maintainability parameters.

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

Service Providers	Base	% of customers who got a working telephone connection within 7 days
		Benchmark: 7 days
Gujarat Circle		
Airtel	410	87.6
BSNL	50	94.0
Reliance	46	91.3
TTSL	74	93.2
Overall	580	89.1

89% of all the customers got their working telephone connection within 7 days. BSNL was quicker in providing working telephone connections to a larger proportion of their new customers than other service providers.

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

Service Providers	Base	% of customers who reported fault repair to be within 3 days
		Benchmark: Within 3 days
Gujarat Circle		
Airtel	47	89.4
BSNL	447	78.8
Reliance	339	92.0
TTSL	172	93.6
Overall	1,005	86.3

86% of all customers reported that the fault was repaired within 3 days. As compared to other service providers, a larger proportion of TTSL customers reported that their faulty telephone connections were repaired within 3 days.

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

Service Providers	Base	% of customers who reported termination time to be 1 day
		Benchmark: Within 1 day
Gujarat Circle		
Airtel	20	5.0
BSNL	25	16.0
Reliance	6	0.0
TTSL	12	33.6
Overall	63	14.3

Only 14% of customers reported that their telephone connection was terminated within 1 day of their request. 34% of the TTSL customers who got their telephone connection terminated reported that their telephone connection was terminated within the benchmark duration.

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

Service Providers	Base	% of customers whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Within 4 weeks
Gujarat Circle		
Airtel	11	36.4
BSNL	6	33.3
Reliance	37	10.8
TTSL	12	41.7
Overall	66	22.7

Only 23% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.

3.2 Cellular Mobile Service

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

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
Gujarat Circle									
Airtel	1067	73	69	70	65	66	67	72	63
BSNL	1128	69	70	69	62	60	62	65	61
Reliance	1067	72	63	67	62	68	69	66	64
TTSL	1132	73	74	69	66	69	70	75	67
Vodafone	1091	74	75	71	65	71	72	80	66
Idea	1104	72	66	72	66	69	69	70	68
Overall	6,589	72	71	70	64	67	68	72	65

- None of the service providers met the benchmarks laid down by TRAI on various parameters.
- On an overall basis, Idea emerged with better score of 68%.
- Performance of Idea was better on billing performance (prepaid), Help Services and on an overall basis.
- Vodafone's performance was better than that of others on Provision of Services, Billing performance (postpaid), Network Performance, Reliability and Availability, maintainability and Supplementary Services.

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

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Gujarat Circle									
Airtel	1067	96	92	97	86	89	89	96	82
BSNL	1128	98	94	97	78	73	78	96	73
Reliance	1067	98	89	92	78	92	94	93	83
TTSL	1132	93	95	98	87	92	94	96	91
Vodafone	1091	96	92	94	80	93	95	96	87
Idea	1104	96	92	98	86	91	91	96	88
Overall	6,589	96	93	96	83	88	90	96	84

- On an overall basis, 84% of all cellular service customers were satisfied with their service providers. A higher proportion of TTSL customers (91%) were satisfied.
- TTSL registered a higher percentage of satisfied customers than other service providers on 4 out of 7 parameters, namely billing (postpaid & prepaid)), help services and supplementary services.
- BSNL and Reliance had a higher percentage of satisfied customers for provision of service; all the service providers registered a high percentage of satisfied customers with supplementary services.

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

Service Providers	Base	% of customer whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Four Weeks
Gujarat Circle		
Airtel	27	48.1
BSNL	7	42.9
Reliance	17	23.5
TTSL	9	44.4
Vodafone	27	37.0
Idea	13	38.5
Overall	100	39.0

39% of the cellular customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks after they lodged their complaints. The worst performer on this parameter was Reliance.

3.3 Broadband Service

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

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Satisfaction
			Postpaid	Prepaid					
Benchmarks		>90%	>90%	>90%	>90%	>85%	>85%	>85%	>85%
Gujarat Circle									
Hathway	1261	70	68	68	56	62	37	67	62
BSNL	1073	66	67	-	58	63	36	68	62
You	1282	66	66	65	61	63	36	68	62
Tata	1433	67	66	78	61	62	42	69	60
Sify	1190	67	67	62	58	61	39	69	58
Airtel	1102	67	67	-	63	65	40	67	64
Reliance	1217	65	65	69	58	62	35	67	59
Overall	8,558	67	66	68	59	62	38	68	61

- None of the service providers met the benchmarks laid down by TRAI, on various parameters. The scores were particularly low on account of Maintainability.
- Performance of Airtel was better than other service providers as indicated by highest scores on 3 out of 7 parameters.
- Sify registered lower score on satisfaction with overall service.

3.3.2 The following table shows the proportion of satisfied customers on various service parameters

Service Providers	Base	% Satisfied with Provision of Service	% Satisfied with Billing Performance		% Satisfied with Help Services	% Satisfied with Network Performance, Reliability and Availability	% Satisfied with Maintainability	% Supplementary Services	% Satisfied with Overall Service
			Postpaid	Prepaid					
Gujarat Circle									
Hathway	1261	94	94	92	67	82	19	96	78
BSNL	1073	91	96	-	72	85	11	95	81
You	1282	96	92	93	82	88	22	99	83
Tata	1433	95	95	100	81	83	32	98	75
Sify	1190	96	98	82	75	79	25	99	74
Airtel	1102	96	96	-	86	89	20	100	87
Reliance	1217	91	91	98	73	83	14	95	75
Overall	8,558	94	95	91	77	84	21	97	79

- All the service providers registered a lower proportion of satisfied customers on account of Maintainability.
- Airtel registered a highest percentage of satisfied customers than other service providers on 5 out of 7 parameters.
- Sify had a highest percentage of satisfied customers with respect to billing performance (postpaid).
- Tata had a highest percentage of satisfied customers with respect to billing performance (prepaid).
- The survey revealed a higher percentage of satisfied customers for You, Sify and Airtel on provision of service.

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

Service Providers	Base	% of customers who claimed to have got a working connection within 15 days
		Benchmark: Within 15 Working Days
Gujarat Circle		
Hathway	1261	92.9
BSNL	1073	70.7
You	1282	97.7
Tata	1433	88.3
Sify	1190	94.5
Airtel	1102	94.4
Reliance	1217	88.2
Overall	8,558	89.8

90% of the customers got their working connection within 15 working days. However, 29% of BSNL customers got their working connection after 15 working days.

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

Service Providers	Base	% of customers whose billing complaints were resolved by call centre within four weeks after they lodged their complaints
		Benchmark: Within 4 weeks
Gujarat Circle		
Hathway	21	28.6
BSNL	11	36.4
You	62	29.0
Tata	48	27.1
Sify	6	0.0
Airtel	58	51.7
Reliance	131	26.0
Overall	337	31.2

Only 31% of customers reported that their complaints were resolved within 4 weeks after they lodged their complaints. Customers of Sify reported that their complaints were not resolved within 4 weeks.

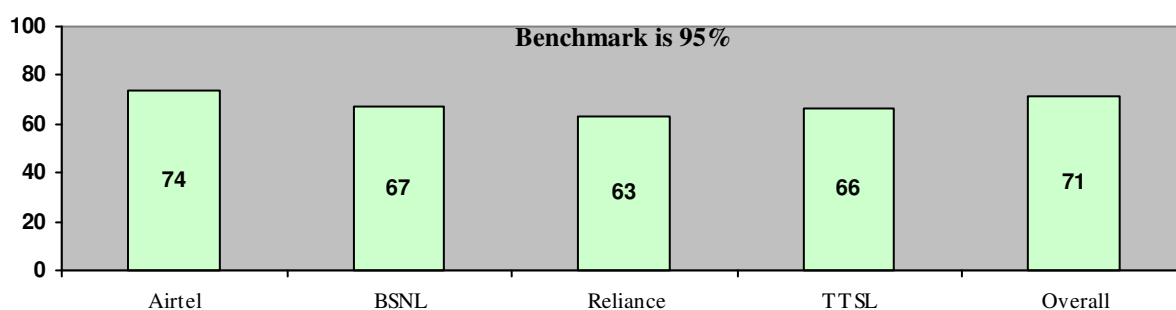
4. DETAILED REPORT

4.1 Basic Telephone Service (Wire-line) – Gujarat Circle

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

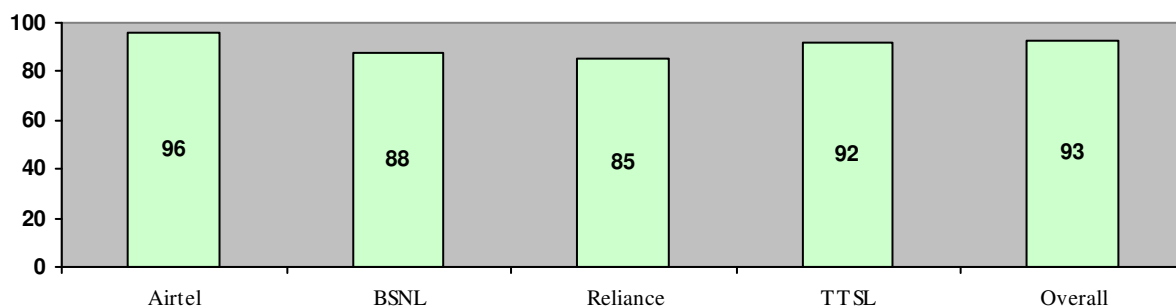
4.1.1 Customer Satisfaction with Provision of Service

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



- None of the service providers met the benchmark of 95%.
- Airtel scored better than other service providers.
- Scores of BSNL, Reliance and Airtel were in the range of 63 -67%.

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



- Reliance (85%) had a lower percentage of satisfied customers with respect to provision of service as compared to other service providers. Airtel (96%) registered a higher percentage of satisfied customers with provision of service.

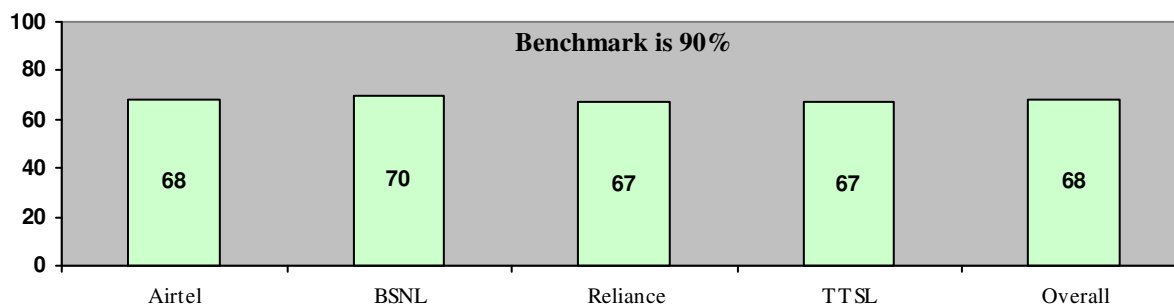
4.1.1.3 The following table shows the percentage of satisfied customers with sub-parameters of provision of service.

Sub Parameters	Base	% Customers satisfied on different sub-parameters of Provision of Service				
		Airtel	BSNL	Reliance	TTSL	Overall
Time taken to provide them with working telephone connection	580	98.3	98.0	97.8	97.3	98.1
Time taken for shifting of telephone , in case customer had sought shifting of telephone in the last 6 months	27	50.0	85.7	88.9	85.7	81.5
Time taken to reactivate service of temporarily suspended connection after payment of bill was made	77	42.9	69.2	52.6	72.2	61.0

- Most customers were satisfied with the time taken to provide working telephone connections.
- The proportion of satisfied customers with respect to time taken to shift telephones and time taken to reactivate temporarily suspended connections was 81% and 61% respectively.
- Most TTSL customers were satisfied with reactivation of their temporarily suspended connection.
- A large proportion of Airtel customers were dissatisfied with respect to time taken to shift telephones (50%) and time taken to reactivate temporarily suspended connections (57%).

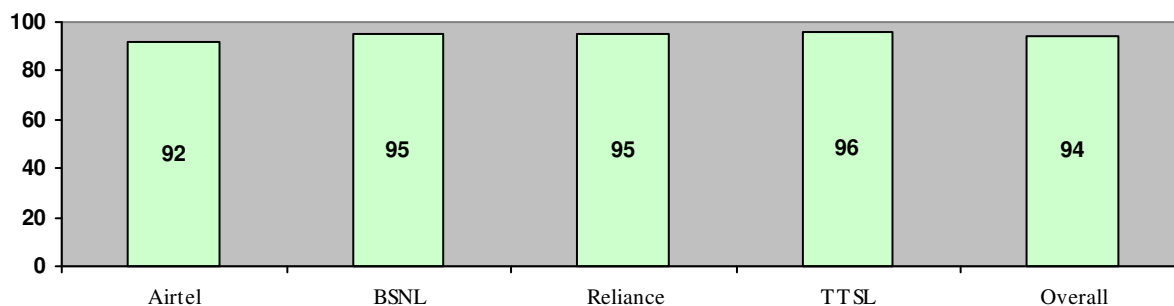
4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

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



- None of the service providers met the benchmark of 90%.
- Level of customer satisfaction for BSNL (70%) was higher as compared to others.
- Satisfaction scores for Airtel, Reliance and TTSL were in the range of 67 - 68%.

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



- Airtel (92%) had slightly lower percentage of satisfied customers on account of billing performance (postpaid) than others.
- TTSL (96%) registered a higher percentage of satisfied customers on account of billing performance (postpaid) than others.

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

Sub Parameters	Base	% Postpaid customers satisfied with different sub-parameters of Billing Process				
		Airtel	BSNL	Reliance	TTSL	Overall
Timely delivery of bills	4001	95.9	97.9	97.4	97.1	97.1
Accuracy of the bills	4001	95.9	94.1	96.6	97.0	95.8
Process of resolution of billing complaints	411	89.8	55.6	80.3	92.1	85.2
Clarity of the bills in terms of transparency & understandability	4001	83.4	93.6	93.5	93.9	91.2

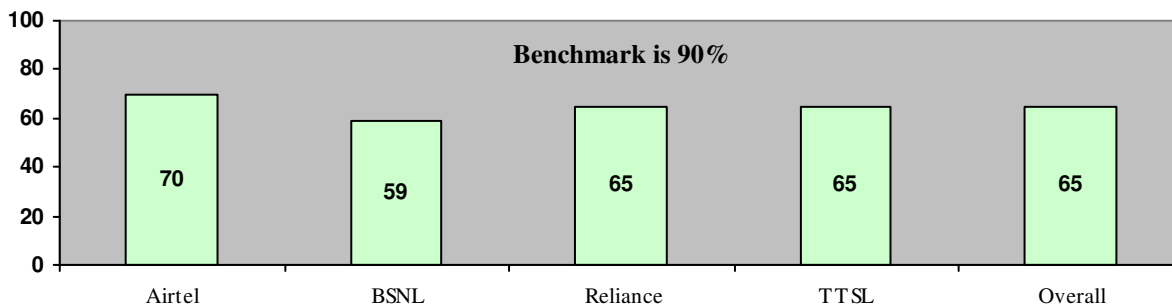
- Most customers were satisfied on account of timely delivery of bills, clarity and accuracy of bills.
- A substantial proportion of customers, particularly of BSNL, were dissatisfied with the process of resolution of billing complaints.

4.1.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: In Gujarat circle there were no prepaid connections for basic wire-line.

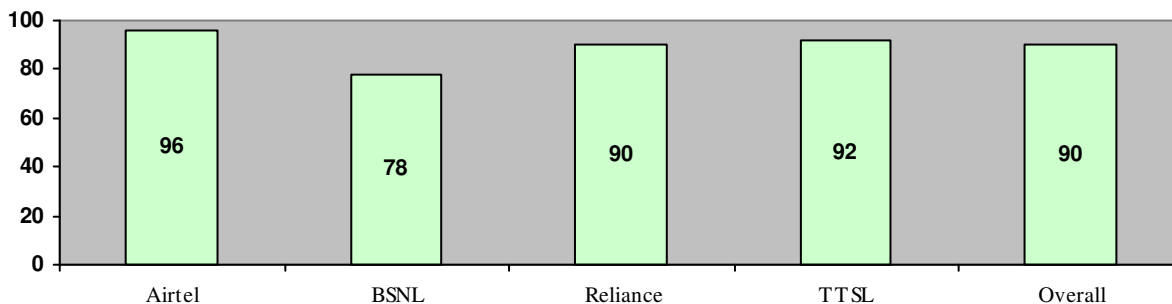
4.1.3 Customer Satisfaction with Help Services

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



- None of the service providers met the benchmark of 90%.
- Performance of BSNL (59%) was weaker than that of others.
- Airtel (70%) scored higher than other service providers.

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



- Airtel (96%) had a higher percentage of satisfied customers with respect to help services.
- BSNL (78%) registered a lower percentage of satisfied customers on account of help services.

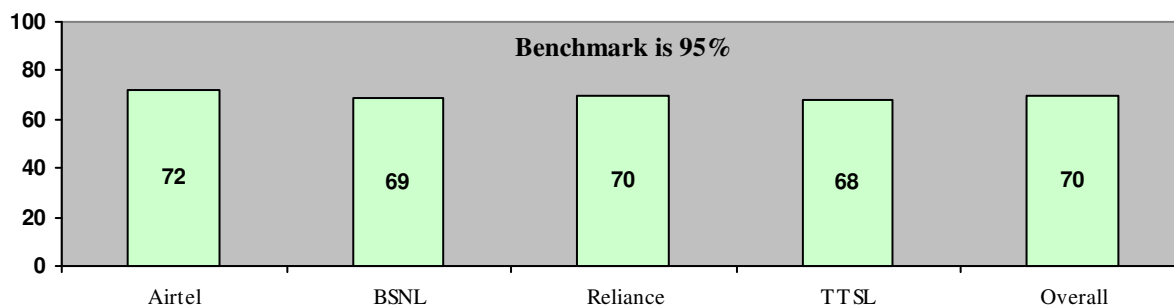
4.1.3.3 The following table shows the percentage of customers satisfied with sub-parameters of help services.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Help Services				
		Airtel	BSNL	Reliance	TTSL	Overall
Ease of access of call centre/customer care or helpline	1715	95.5	84.7	95.2	91.5	92.5
Response time taken to answer your call by a customer care executive	1715	97.0	87.2	97.6	94.0	94.7
Problem solving ability of the customer care executive(s)	1715	95.3	68.5	85.6	90.4	86.4
Time taken by call centre/customer care /helpline to resolve your complaint	1715	95.5	73.4	82.9	90.9	86.5

- BSNL customers were less satisfied with ease of access of call centre/ customer care, response time of customer care executive to answer their calls, problem solving ability of the customer care executive and with the time taken by customer care to resolve the customer's complaints.
- Airtel registered a higher proportion of satisfied customers on different elements of Help Services.

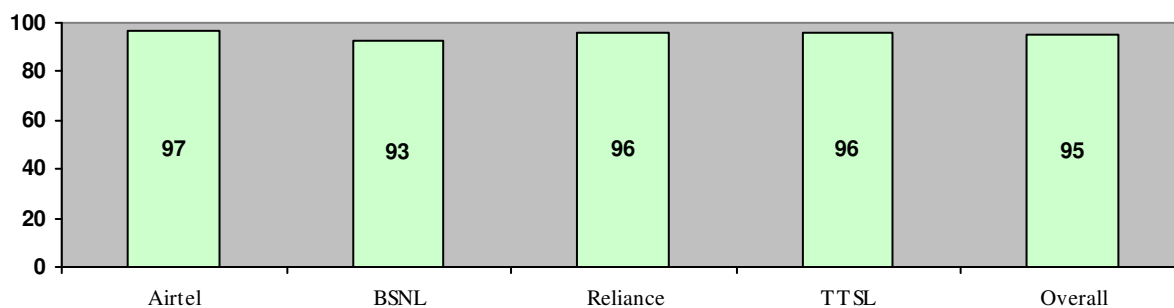
4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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



- None of the service providers met the benchmark of 95%.
- Airtel's (72%) satisfaction score was higher than that of other service providers followed by Reliance at 70%.
- The satisfaction scores of TTSL and BSNL ranged between 68 - 69%.

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



- All service providers had high percentage of satisfied customers.

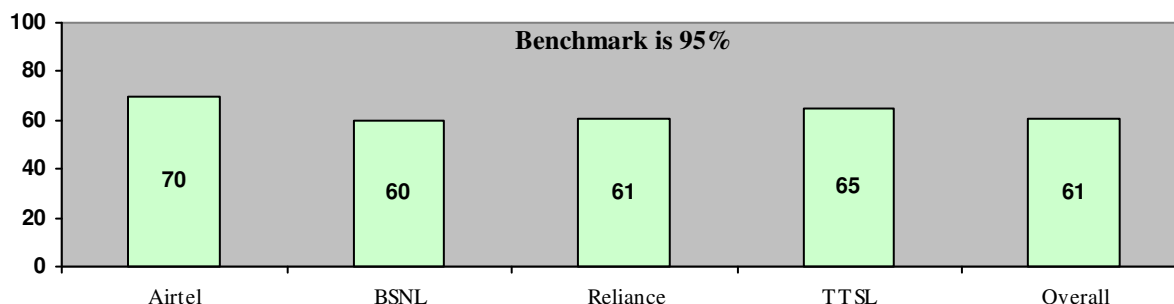
4.1.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability & Availability				
		Airtel	BSNL	Reliance	TTSL	Overall
Availability of working telephone (dial tone)	4001	97.3	94.3	95.9	96.5	96.0
Ability to make or receive calls easily	4001	98.0	95.2	96.3	97.2	96.7
Voice quality	4001	95.6	89.0	95.1	92.9	93.0

- Most customers were satisfied with availability of working telephone, ability to make or receive calls and with voice quality.

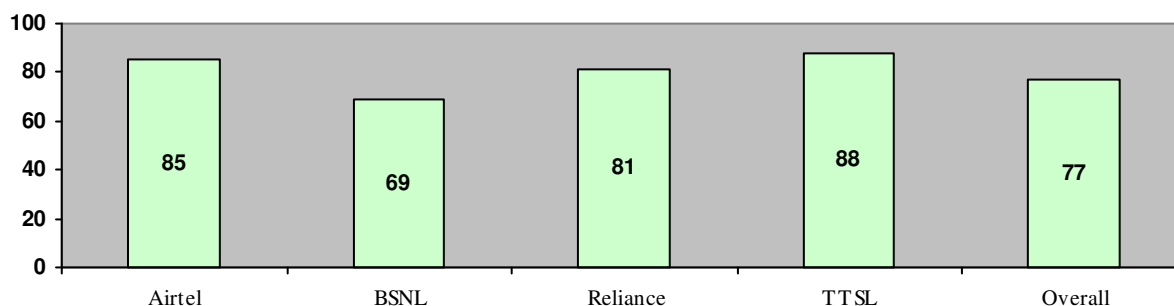
4.1.5 Customer Satisfaction with Maintainability

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



- None of the service providers met the benchmark of 95%.
- Performances of Airtel (70%) and TTSL (65%) were better than the others.
- Satisfaction scores of BSNL and Reliance were in the range of 60 - 61%.

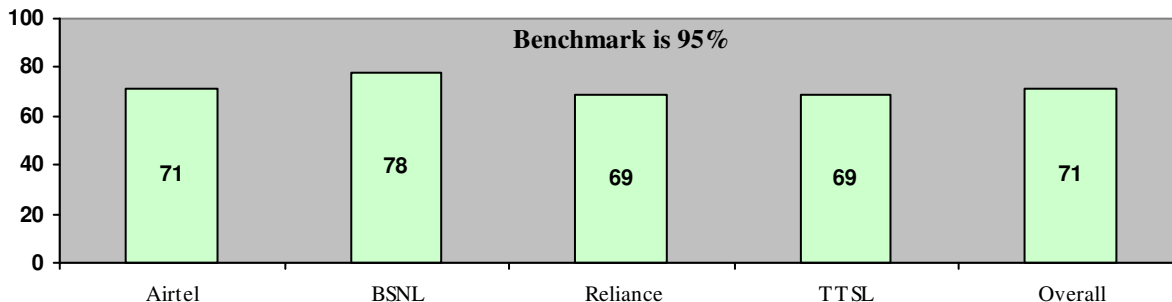
4.1.5.2 The following graph shows the percentage of customers satisfied with maintainability.



- TTSL (88%) and Airtel (85%) had a higher percentage of satisfied customers on account of maintainability than other service providers.
- BSNL (69%) registered lowest percentage of satisfied customers with respect to maintainability.

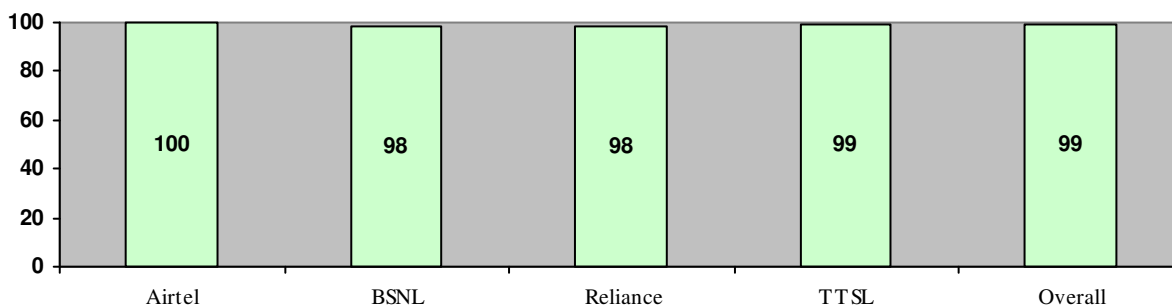
4.1.6 Customer Satisfaction with Supplementary Services

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



- None of the service providers met the benchmark of 95%.
- BSNL (78%) scored significantly higher on this parameter than that of other service providers.
- Satisfaction scores of Airtel, Reliance and TTSL were in the range of 69 - 71%.

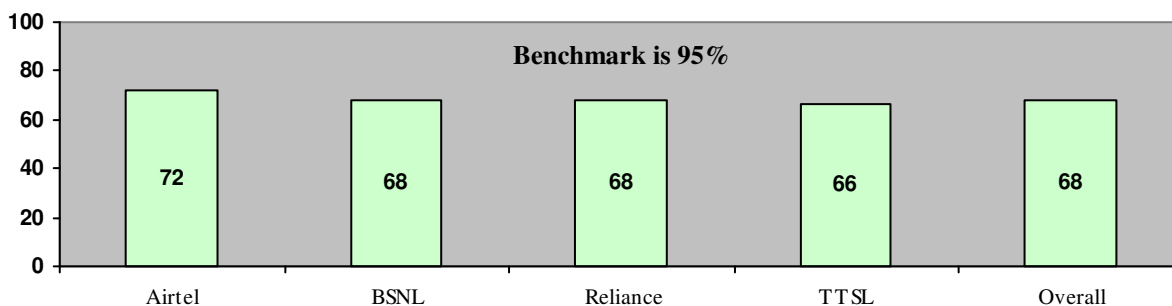
4.1.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- Airtel (100%) and TTSL (99%) had higher percentage of satisfied customers on account of supplementary services than that of other service providers.
- The proportion of customers satisfied with supplementary services was high at 99% for all the service providers.

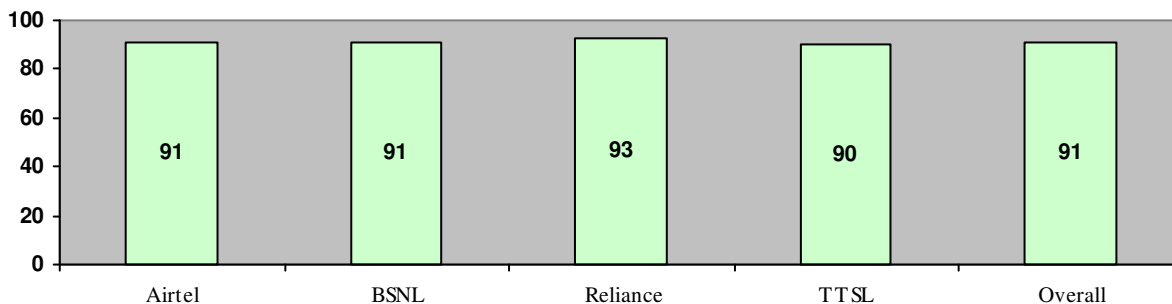
4.1.7 Customer Satisfaction with Overall Service

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



- None of the service providers met the benchmark of 95%.
- Level of customer satisfaction for Airtel (72%) was higher as compared to other service providers.
- Satisfaction scores of BSNL, Reliance and TTSL were in the range of 66 - 68%.

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



- On an overall basis, 91% of the basic telephone customers were satisfied with their service providers.
- Reliance (93%) had a higher percentage of satisfied customers on account of overall service.
- The percentage of satisfied customers for Airtel, BSNL and TTSL were in the range of 90 - 91%.

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

4.2.1 Awareness about the 3 stage grievance redressal mechanism

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

Service Providers	% of customers aware about the three stage grievances redressal mechanism	Base
Airtel	15.3	974
BSNL	2.8	1077
Reliance	2.8	979
TTSL	8.0	971
Overall	7.1	4,001

Only 7% of the basic telephone service customers were aware about the 3 stage grievance redressal mechanism.

A higher percentage of Airtel (15%) customers were aware of the same.

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

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Airtel	98.4	1.8	0.5	1.3	974
BSNL	87.6	3.3	0.5	12.6	1077
Reliance	98.8	3.1	0.7	1.5	979
TTSL	97.7	3.8	0.7	1.8	971
Overall	95.4	3.0	0.6	4.5	4,001

95% of the customers claimed to be aware of the call center while only 3% were aware of the nodal officer and 1% of the appellate authority.

4.2.2 Customer Experience with Call Centre

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

Service Providers	% of customers who have complained in last 6 months to the toll free call centre/customer care/Helpline telephone number	Base
Airtel	11.9	974
BSNL	13.3	1077
Reliance	29.4	979
TTSL	19.9	971
Overall	18.5	4,001

19% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Helpline telephone number.

A higher proportion of Reliance customers compared to the other service providers had complained.

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

Service Providers	% Customers			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Airtel	53.4	32.8	13.8	116
BSNL	46.9	51.0	2.1	143
Reliance	58.7	27.1	14.2	288
TTSL	47.2	28.5	24.4	193
Overall	52.6	33.0	14.5	740

53% of the customers who had complained said that they had received a docket number for most of their complaints. A higher percentage of Reliance customers received docket numbers for their complaints.

33% of all customers who had complained said that they did not receive docket number for most of their complaints.

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

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

Service Providers	% of customers claimed to have been informed about the action taken on their complaint by call centre	Base
Airtel	50.9	116
BSNL	16.1	143
Reliance	58.0	288
TTSL	72.5	193
Overall	52.6	740

Only 53% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.

Lower proportion (16%) of BSNL customers were informed about the action taken on their complaint by call centre.

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

Service Providers	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline			
	Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)
Airtel	116	85.3	2.6	82.8
BSNL	143	67.1	0.0	67.1
Reliance	288	77.8	1.0	76.7
TTSL	193	89.1	2.6	86.5
Overall	740	79.9	1.5	78.4

80% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.

The satisfaction was lower among BSNL customers.

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

Service Providers	Reasons for dissatisfaction						
	Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not able to understand the problems	Others	Base
Airtel	0.0%	11.8%	58.8%	76.5%	17.6%	5.9%	17
BSNL	14.9%	8.5%	8.5%	91.5%	8.5%	29.7%	47
Reliance	7.8%	4.7%	14.1%	96.9%	3.1%	51.6%	64
TTSL	33.3%	23.8%	52.4%	90.5%	19.0%	42.9%	21
Overall	12.8%	9.4%	22.8%	91.9%	8.7%	38.3%	149

- The main reason for dissatisfaction with customer care was that the call centre took too much time complaints redressal.

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

Service Providers	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
Airtel	36.4	11
BSNL	33.3	6
Reliance	10.8	37
TTSL	41.7	12
Overall	22.7	66

Only 23% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.

Lower proportion of Reliance customers was satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.2.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
Airtel	0.1	974
BSNL	0.1	1077
Reliance	0.2	979
TTSL	0.1	971
Overall	0.1	4,001

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

4.2.3.2 Incidence of complaints to the nodal officer

Not applicable

4.2.3.3 Ease of Access of the Nodal Officer

Not applicable

4.2.3.4 Incidence of Follow-up on Decision Taken on Complaint

Not applicable

4.2.3.5 Satisfaction with Nodal Officer

Not applicable

4.2.3.6 Reasons for dissatisfaction

Not applicable

4.2.4 Customer Experience with Appellate Authority

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

Service Providers	% of customers aware about the contact details of the Appellate Authority	Base
Airtel	0.2	974
BSNL	0.1	1077
Reliance	0.0	979
TTSL	0.1	971
Overall	0.1	4,001

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

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

None of the customers filed an appeal with the appellate authority.

4.2.4.3 Acknowledgement Receipt

Not applicable

4.2.4.4 Decision of Appellate Authority

Not applicable

4.2.5 General Information

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

Service Providers	% of prepaid customers aware that they can get item-wise usage charge details, on request	Base
Airtel	0.0	0
BSNL	0.0	0
Reliance	0.0	0
TTSL	0.0	0
Overall	0.0	0

None of the basic telephone service customers said that they were aware of the fact that they can get item-wise usage charge details on request.

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

Service Providers	% of prepaid customers who have been denied item-wise usage charge details	Base
Airtel	0.0	0
BSNL	0.0	0
Reliance	0.0	0
TTSL	0.0	0
Overall	0.0	0

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

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

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Airtel	0.0	0.0	0.0	0
BSNL	0.0	0.0	0.0	0
Reliance	0.0	0.0	0.0	0
TTSL	0.0	0.0	0.0	0
Overall	0.0	0.0	0.0	0

No reason was given for not providing itemized billing.

Table 4.2.5.4 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Service Providers	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	Base
Airtel	38.6	228
BSNL	17.2	29
Reliance	12.5	16
TTSL	14.7	34
Overall	32.6	307

33% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

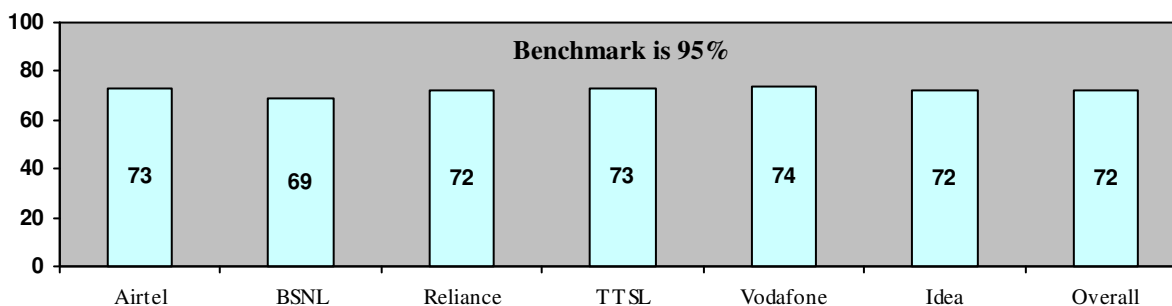
Lower percentage of Reliance (13%) and TTSL (15%) customers got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

4.3 Cellular Mobile Service – Gujarat Circle

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

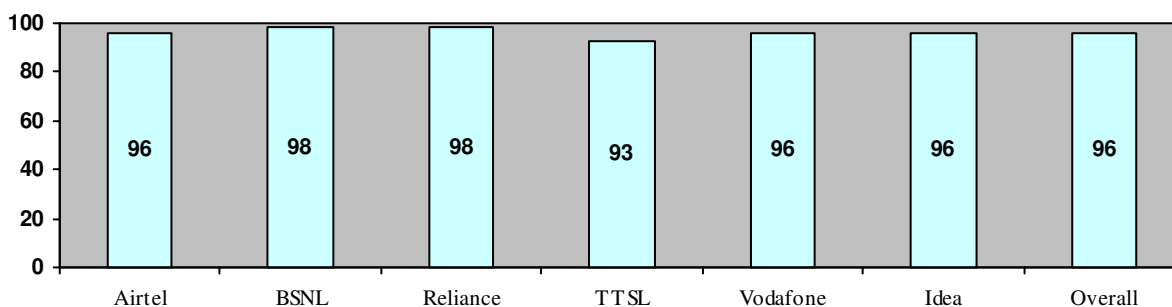
4.3.1 Customer Satisfaction with Provision of Service

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



- None of the service providers met the benchmark of 95%.
- Performance of Vodafone (74%) was slightly better than the other service providers.
- Satisfaction scores of Airtel, BSNL, Reliance, TTSL, and Idea ranged between 69 - 73%.

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



- 96% of the customers of all service providers were satisfied on account of provision of service

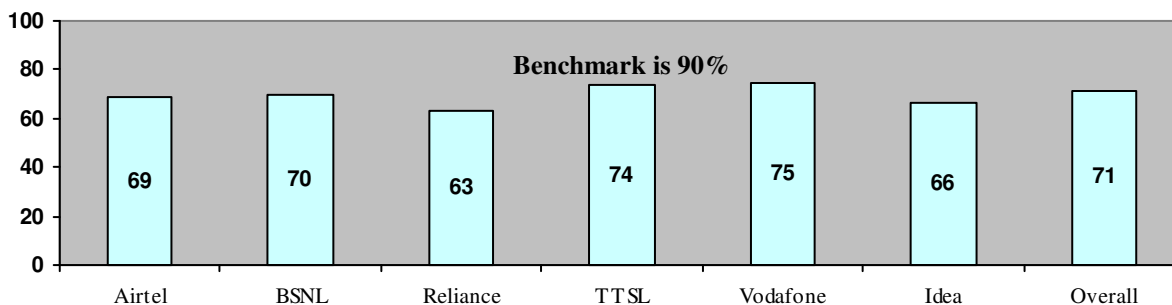
4.3.1.3 The following table shows the percentage of satisfied customers with the provision of service

Sub Parameters	Base	% Customers satisfied with sub-parameters of Provision of Service						
		Airtel	BSNL	Reliance	TTSL	Vodafone	Idea	Overall
Time taken to activate connection, after completion of formalities	1204	99.0	98.7	99.3	97.7	98.6	98.4	98.5
Time taken in reactivating service of temporarily suspended connection after payment was made	615	89.9	97.0	95.2	75.0	91.5	90.6	91.2

- Most customers were satisfied with the time taken to provide new cellular connections.
- A substantial proportion (25%) of TTSL customers whose connections were suspended temporarily, were dissatisfied with the time taken to reactivate the connection after the requisite payment was made.

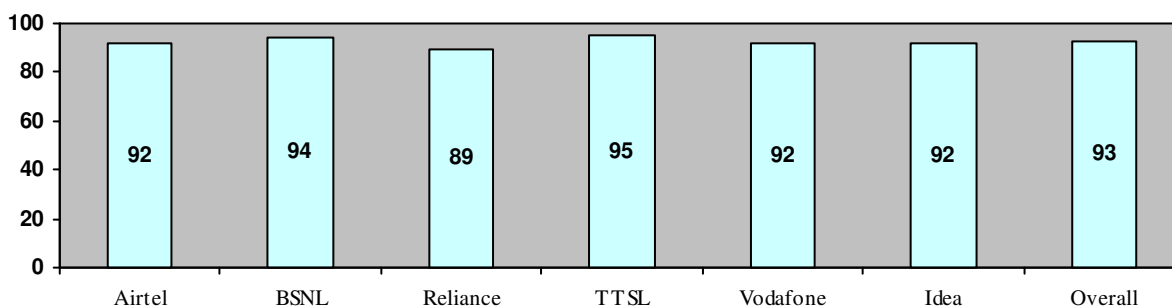
4.3.2a Customer Satisfaction with Billing among Postpaid Customers

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



- None of the service providers met the benchmark of 90%.
- Satisfaction score for Reliance (63%) was lower than others.
- Satisfaction scores for Vodafone (75%) and TTSL (74%) were better than the other service providers.
- Satisfaction scores for Airtel, BSNL and Idea stood at 66 - 70%.

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



- TTSL (95%) and BSNL (94%) had a higher percentage of satisfied customers on account of postpaid billing.
- 11% of the Reliance customers were not satisfied with the postpaid billing process.

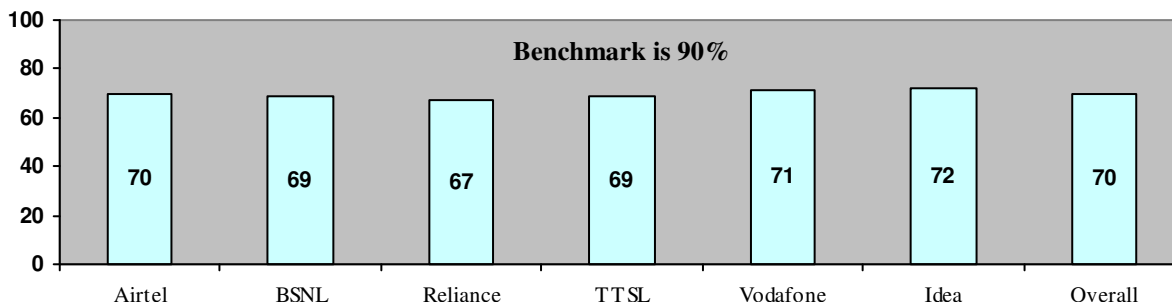
4.3.2.3a The following table shows the percentage of postpaid customers satisfied with billing process.

Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of Billing Process						
		Airtel	BSNL	Reliance	TTSL	Vodafone	Idea	Overall
Timely delivery of bills	1890	92.6	93.0	87.5	95.8	96.0	93.5	93.8
Accuracy of the bills	1890	91.1	94.4	90.5	94.6	89.8	91.4	92.1
Process of resolution of billing complaints	209	46.5	50.0	19.2	59.1	38.9	36.1	42.1
Clarity of the bills in terms of transparency & understandability	1890	98.4	95.3	97.5	98.7	97.8	97.6	97.8

- Satisfaction of postpaid customers with resolution of billing complaints was low for all service providers, with Reliance having the poorest scores.
- Reliance customers also reported lower satisfaction levels on account of timely delivery of the bills.

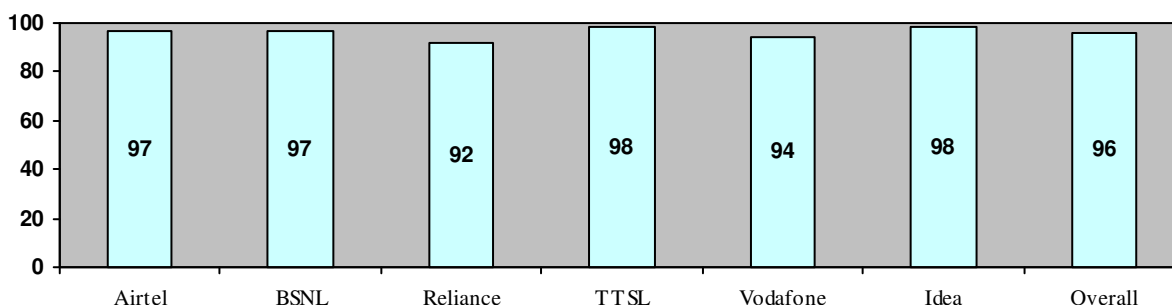
4.3.2b Customer Satisfaction with Billing - Prepaid

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



- None of the service providers met the benchmark of 90%.
- Idea (72%) performance was slightly better than others.
- The performance of Airtel, BSNL, Vodafone, Reliance and TTSL was in the range of 67 – 71%.

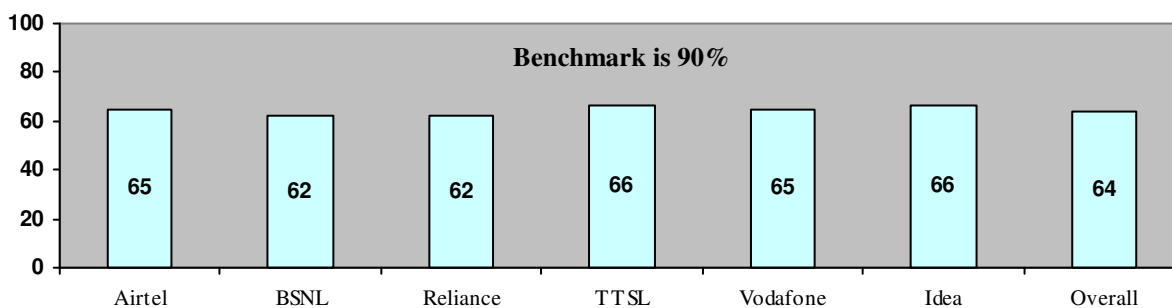
4.3.2.2b The following graph shows the percentage of prepaid customers satisfied with billing.



- On an overall basis, 96% of the prepaid customers were satisfied with billing.
- Reliance (92%) performance was slightly lower than that of others.

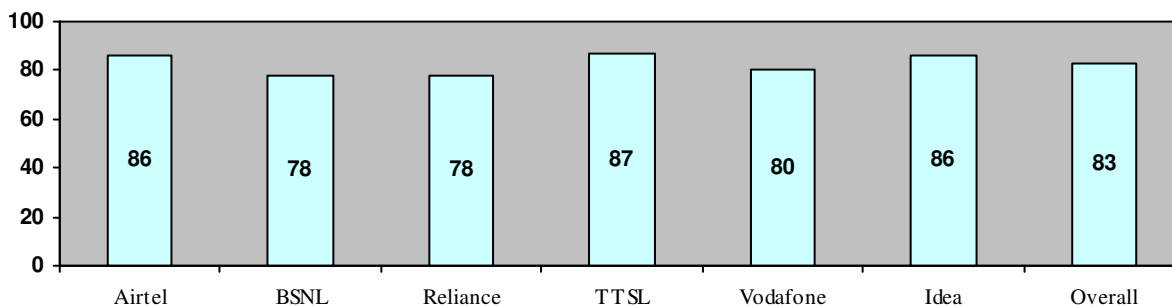
4.3.3 Customer Satisfaction with Help Services

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



- None of the service providers met the benchmark of 90%.
- Level of satisfaction for TTSL (66%) and Idea (66%) were higher than that of others.
- Satisfaction scores for Airtel, BSNL, Vodafone, and Reliance ranged between 62 - 65%.

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



- 83% of the customers were satisfied with their experience of Help Services.
- BSNL (78%), Reliance (78%) and Vodafone (80%) had a lower percentage of satisfied customers on account of help services.
- TTSL (87%), Idea (86%), and Airtel (86%) registered a higher percentage of satisfied customers on account of help services.

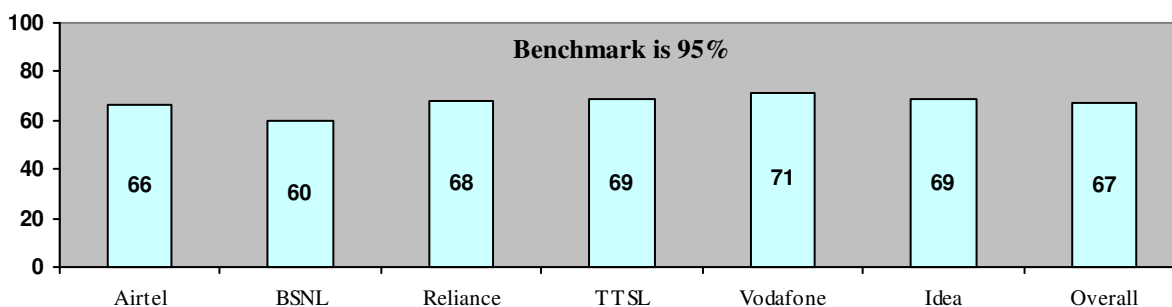
4.3.3.3 The following table shows the percentage of customers satisfied with sub-parameters of Help Services.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Help Services						
		Airtel	BSNL	Reliance	TTSL	Vodafone	Idea	Overall
Ease of access of call centre/customer care or helpline	3071	86.7	80.0	78.0	88.2	75.1	85.4	82.2
Response time taken by customer executive to answer customer call	3071	89.2	81.1	82.3	89.8	83.3	86.7	85.5
Problem solving ability of the customer care executive(s)	3071	84.5	76.8	75.9	85.5	80.5	85.7	81.6
Time taken by call centre/customer care /helpline to resolve your complaint	3071	85.1	75.7	76.5	84.9	80.5	85.9	81.6

- Customers of Reliance and BSNL were generally less satisfied on all sub-parameters of Help Services.

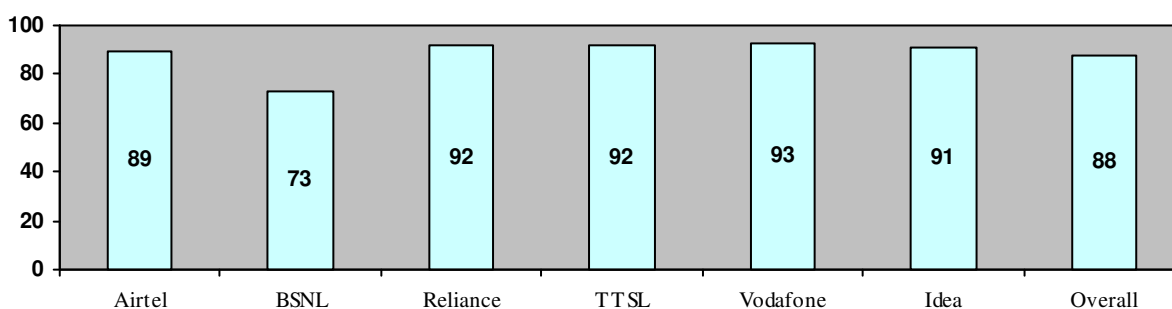
4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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



- None of the service providers met the benchmark of 95%.
- BSNL's (60%) performance was weaker as compared to others.
- Satisfaction scores for Airtel, Idea, Reliance and TTSL were bunched in the range of 66 - 69% on this parameter.
- Vodafone's (71%) performance was higher on this parameter.

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



- 88% of all customers were satisfied with network performance, reliability and availability.
- Vodafone (93%), Reliance (92%), TTSL (92%), Airtel (89%) and Idea (91%) had a higher percentage of satisfied customers on account of network performance, as compared to BSNL (73%).

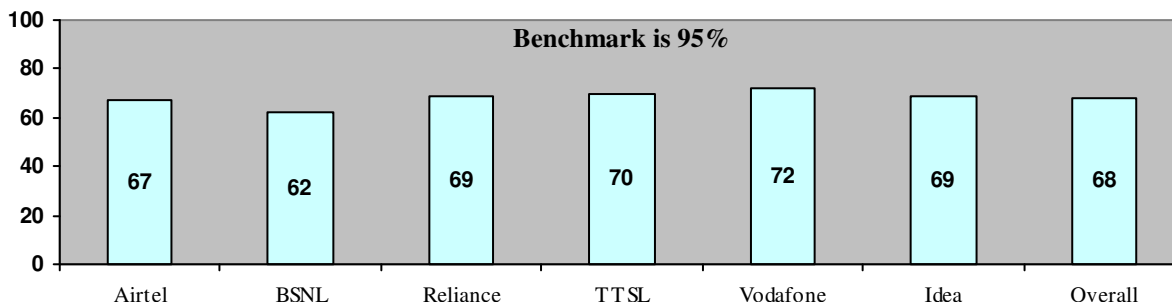
4.3.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability & Availability						
		Airtel	BSNL	Reliance	TTSL	Vodafone	Idea	Overall
Availability of signal of your service provider in your locality	6589	85.8	67.7	88.7	91.1	92.3	89.9	85.8
Ability to make or receive calls easily	6589	90.9	76.3	93.8	94.3	94.3	91.7	90.2
Voice quality	6589	90.8	74.4	93.7	92.0	92.2	92.1	89.1

- Customers of BSNL were generally less satisfied with the network performance compared to the other service providers.

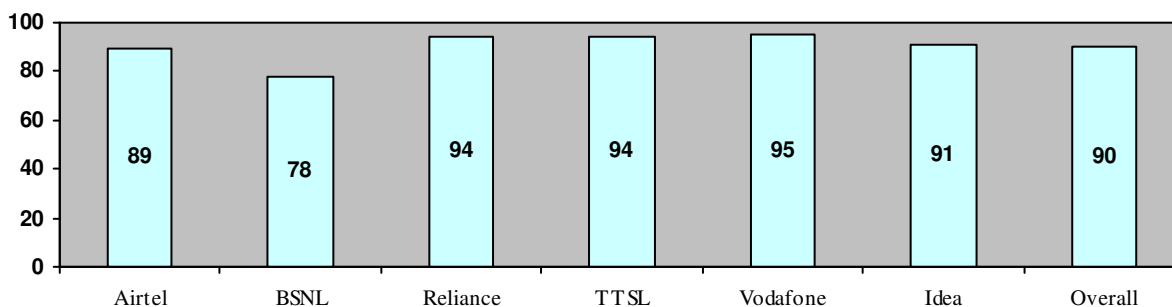
4.3.5 Customer Satisfaction with Maintainability

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



- None of the service providers met the benchmark of 95%.
- BSNL's (62%) performance was weaker as compared to others.
- Satisfaction scores of Airtel, Idea, Reliance, and TTSL were in the range of 67 - 70% on this parameter.
- Vodafone's (72%) performance was slightly higher on this parameter.

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



- Vodafone (95%), Reliance (94%) and TTSL (94%) had a higher percentage of satisfied customers with respect to maintainability.
- BSNL (78%) and Airtel (89%) registered a lower percentage of satisfied customers on this parameter.

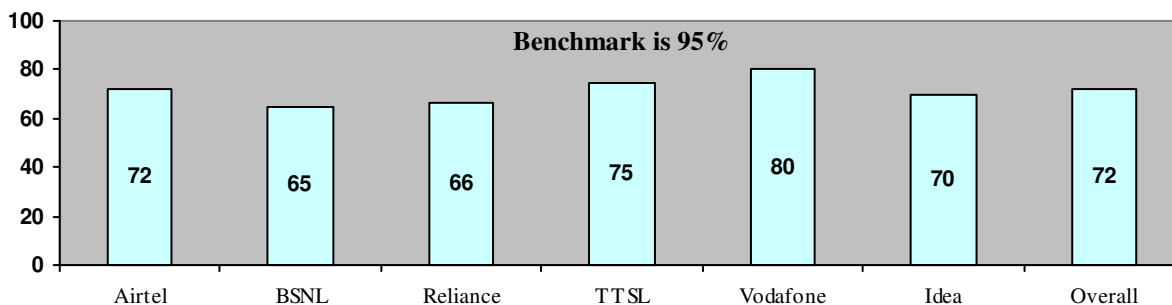
4.3.5.3 The following table shows the percentage of customers satisfied with sub-parameters of maintainability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Maintainability						
		Airtel	BSNL	Reliance	TTSL	Vodafone	Idea	Overall
Availability of network (signal)	6589	89.7	76.7	94.4	94.0	94.8	91.7	90.1
Restoration of network (signal) problems	6589	88.9	78.6	94.1	94.7	94.5	90.9	90.2

- Lower proportion of BSNL and Airtel customers was satisfied with the availability of network (signal) and restoration of network (signal).

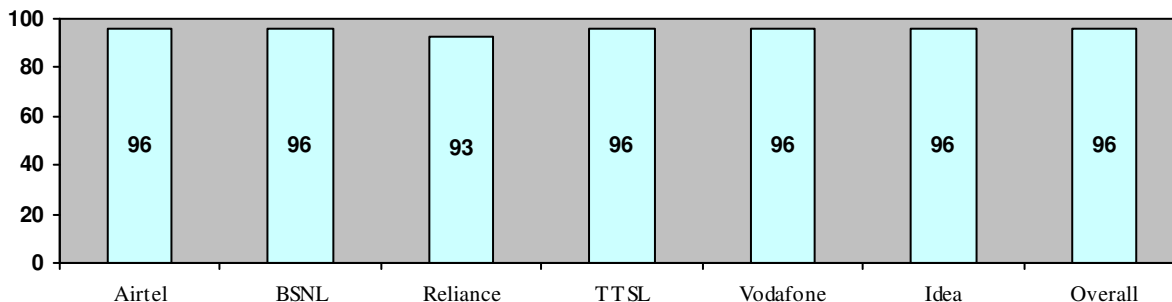
4.3.6 Customer Satisfaction with Supplementary Services

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



- None of the service providers met the benchmark of 95%.
- Vodafone (80%) and TTSL (75%) performance was better than others.
- Satisfaction scores for Airtel, BSNL, Idea and Reliance were 65 - 72%.

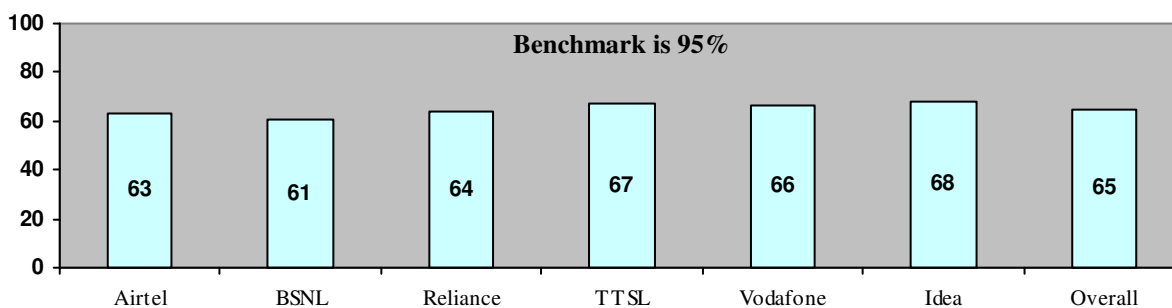
4.3.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



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

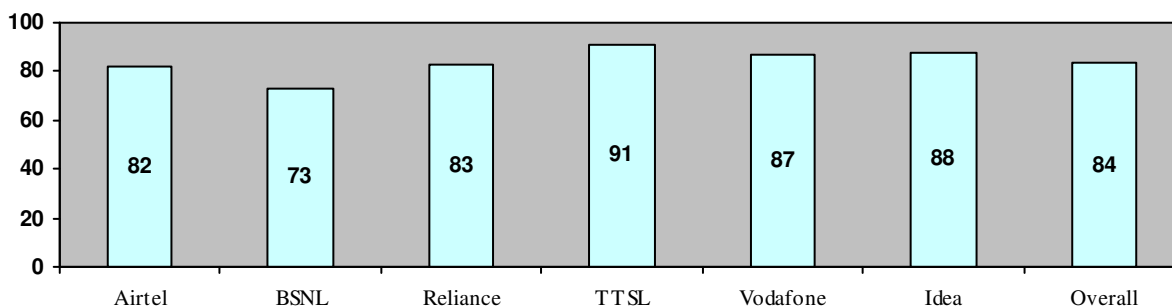
4.3.7 Customer Satisfaction with Overall Service

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



- None of the service providers met the benchmark of 95%.
- Performance of BSNL (61%) and Airtel (63%) performance was weaker than others.
- Idea (68%) and TTSL (67%) performance was better than others.

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



- On an overall basis, 84% of the customers were satisfied with overall service.
- TTSL (91%) had the highest percentage of satisfied customers with overall service while BSNL (73%) and Airtel (82%) had the lowest.
- The proportion of satisfied customers of Vodafone, Idea and Reliance were in the range of 83 - 88%.

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

4.4.1 Awareness about the 3 stage grievance redressal mechanism

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

Service Providers	% Customers aware about the three stage grievance redressal mechanism	Base
Airtel	20.1	1067
BSNL	17.8	1128
Reliance	11.1	1067
TTSL	8.5	1132
Vodafone	9.5	1091
Idea	15.4	1104
Overall	13.7	6,589

Only 14% of all cellular mobile customers were aware about the 3 stage grievances redressal mechanism. A lower percentage of TTSL and Vodafone customers were aware of the same.

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

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Airtel	99.1	37.8	0.2	0.7	1067
BSNL	94.4	49.3	0.1	4.6	1128
Reliance	99.7	39.2	0.2	0.2	1067
TTSL	99.5	31.5	0.1	0.4	1132
Vodafone	99.5	23.8	0.0	0.2	1091
Idea	99.2	25.5	0.6	0.2	1104
Overall	98.5	34.5	0.2	1.0	6,589

99% of the customers claimed to be aware of the call center while 35% were aware of the Nodal officer; less than 1% was aware about the appellate authority.

4.4.2 Customer Experience with Call Centre

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

Service Providers	% Customers who have complained in last 6 months to the toll free Call Centre/customer care/Help-line telephone number	Base
Airtel	11.0	1067
BSNL	4.9	1128
Reliance	7.9	1067
TTSL	3.3	1132
Vodafone	7.8	1091
Idea	6.5	1104
Overall	6.8	6,589

Almost 7% of all cellular mobile customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ help-line telephone number. A higher proportion of Airtel customers had complained.

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

Service Providers	% Customers...			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Airtel	44.4	39.3	16.2	117
BSNL	56.4	40.0	3.6	55
Reliance	58.3	35.7	6.0	84
TTSL	62.2	21.6	16.2	37
Vodafone	60.0	35.3	4.7	85
Idea	37.5	45.8	16.7	72
Overall	51.8	37.6	10.7	450

52% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints.

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

38% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints.

11% of all the cellular mobile customers who had complained said that they did not receive docket numbers for most of their complaints even on request.

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

Service Providers	% of customers informed about the action taken on their complaint by call centre	Base
Airtel	58.1	117
BSNL	30.9	55
Reliance	44.0	84
TTSL	29.7	37
Vodafone	55.3	85
Idea	59.7	72
Overall	49.6	450

50% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.

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

Service Providers	% Customers satisfied with the system of resolving complaints by call centre/ customer care/ helpline			
	Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)
Airtel	117	85.5	8.5	76.9
BSNL	55	58.2	3.6	54.5
Reliance	84	78.6	4.8	73.8
TTSL	37	70.3	13.5	56.8
Vodafone	85	78.8	10.6	68.2
Idea	72	81.9	8.3	73.6
Overall	450	77.8	8.0	69.8

78% of all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL customers.

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

Service Providers	Reasons for dissatisfaction with customer care						
	Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	35.3	0.0	5.9	70.6	23.5	5.9	17
BSNL	60.9	8.7	17.4	60.9	13.0	0.0	23
Reliance	22.2	11.1	16.7	38.9	0.0	22.2	18
TTSL	18.2	18.2	18.2	72.7	0.0	27.3	11
Vodafone	33.3	11.1	16.7	66.7	5.6	0.0	18
Idea	30.8	0.0	15.4	38.5	0.0	15.4	13
Overall	36.0	8.0	15.0	58.0	8.0	10.0	100

The main reasons for dissatisfaction with customer care were: (i) they took time in complaints redressal and (ii) difficult to connect to call centre executive.

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

Service Providers	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
Airtel	48.1	27
BSNL	42.9	7
Reliance	23.5	17
TTSL	44.4	9
Vodafone	37.0	27
Idea	38.5	13
Overall	39.0	100

39% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.

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

4.4.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
Airtel	0.3	1067
BSNL	0.2	1128
Reliance	0.3	1067
TTSL	0.7	1132
Vodafone	0.4	1091
Idea	0.1	1104
Overall	0.3	6,589

Less than 1% of the cellular mobile customers were aware of the contact details of the nodal officer.

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

Service Providers	% of customers complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care	Base
Airtel	0.0	3
BSNL	0.0	2
Reliance	66.7	3
TTSL	0.0	8
Vodafone	0.0	3
Idea	0.0	1
Overall	10.0	20

Only 10% (2 out of 20) cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/customer care.

4.4.3.3 Ease of Access of Nodal Officers

The two customers who approached the Nodal Officer reported that they were not able to approach the nodal officer easily.

4.4.3.4 Incidence of Decision taken on Complaint

These customers stated that the nodal officer did not intimate the decision taken on their complaints.

4.4.3.5 Satisfaction with Nodal Officer

The customers were dissatisfied with the redressal of the complaint by the nodal officer.

4.4.4 Experiences with Appellate Authority

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

Service Providers	% of customers aware about contact details of the appellate authority	Base
Airtel	0.1	1067
BSNL	0.0	1128
Reliance	0.0	1067
TTSL	0.2	1132
Vodafone	0.0	1091
Idea	0.0	1104
Overall	0.0	6,589

3 out of 6,589 of the cellular mobile customers were aware of the contact details of appellate authority.

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

None of the cellular mobile customers appealed to the appellate authority.

4.4.5 General Information

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

Service Providers	% of customers aware that a prepaid customer can get item-wise usage charge details, on request	Base
Airtel	4.1	809
BSNL	5.1	914
Reliance	2.5	867
TTSL	2.3	654
Vodafone	4.1	690
Idea	4.4	765
Overall	3.8	4,699

Only 4% of the cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Customers of Reliance and TTSL were even less aware about this.

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

Service Providers	% of customers who were denied their request for item-wise usage charge details for their pre-paid connection	Base
Airtel	30.0	30
BSNL	12.8	39
Reliance	42.9	21
TTSL	0.0	13
Vodafone	44.4	27
Idea	6.3	32
Overall	22.8	162

23% of these customers said that they were denied item-wise usage charge details; on the other hand, TTSL customers got the details of the item-wise usage charge details for their prepaid connection on request.

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

Service Providers	Reason(s) for denying customers request for item-wise usage charges			
	No reason given	Technical problem	Others	Base
Airtel	22.2	66.7	11.1	9
BSNL	20.0	60.0	20.0	5
Reliance	33.3	33.3	33.3	9
TTSL	0.0	0.0	0.0	0
Vodafone	33.3	50.0	16.7	12
Idea	0.0	0.0	100.0	2
Overall	27.0	48.6	24.3	37

49% of the prepaid customers who had asked for item-wise charges said that technical reason was given for denying their request while 27% said that no reasons were quoted.

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

Service Providers	% of new customers (subscribed in the last 6 months) who claimed to have got the Manual of Practice containing the terms & conditions of service, grievance redressal mechanism etc.	Base
Airtel	15.2	92
BSNL	10.0	100
Reliance	10.8	65
TTSL	55.3	199
Vodafone	4.5	111
Idea	17.8	107
Overall	24.5	674

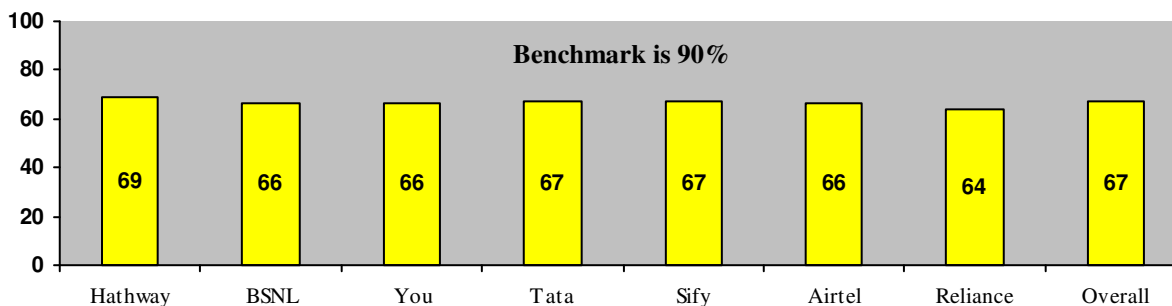
Only 25% of the new customers had got the Manual of Practice. 55% of the Tata customers had got the Manual of Practice.

4.5 Broadband Service – Gujarat Circle

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

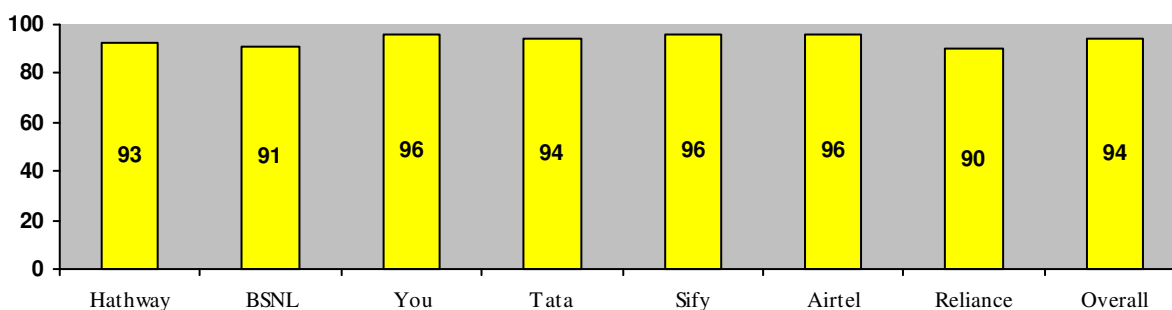
4.5.1 Customer Satisfaction with Provision of Service

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



- None of the service providers met the benchmark of 90%.
- Customer satisfaction for Hathway (69%) was slightly higher than others on this parameter.
- Customer satisfaction for Reliance (64%) was slightly lower than others.
- Satisfaction scores for BSNL, You, Tata, Sify and Airtel stood at 66 - 67%.

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



- 94% of all customers were satisfied on account of Provision of Service.
- You, Sify and Airtel had higher satisfied customers i.e. 96%.

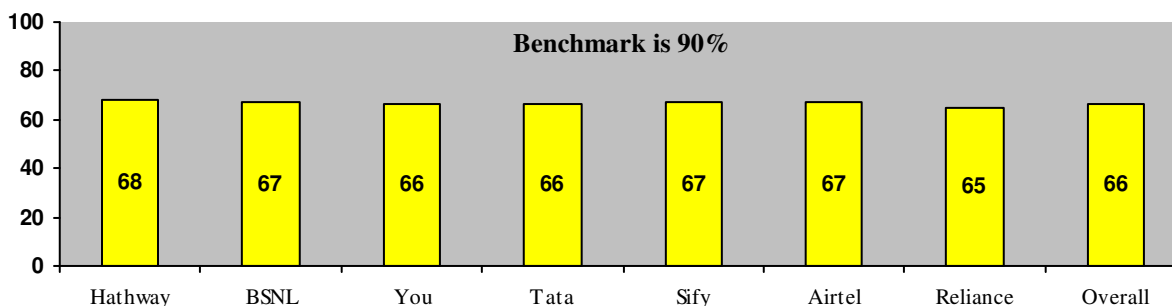
4.5.1.3 The following table show the percentage of customers satisfied with sub-parameters of provision of service.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Provision of Service							
		Hathway	BSNL	You	Tata	Sify	Airtel	Reliance	Overall
Time taken in providing broadband connection	8558	93.4	90.0	97.9	96.9	96.2	98.3	93.2	95.2
Time taken to reactivate service of temporarily suspended connection after customer made the payment	826	98.4	95.4	64.9	73.3	94.0	71.6	60.0	82.9

- Most customers were satisfied with time taken to provide the new broadband connection.
- However, satisfaction with restoration of suspended connections was lower, particularly for Reliance, You, Airtel and Tata.

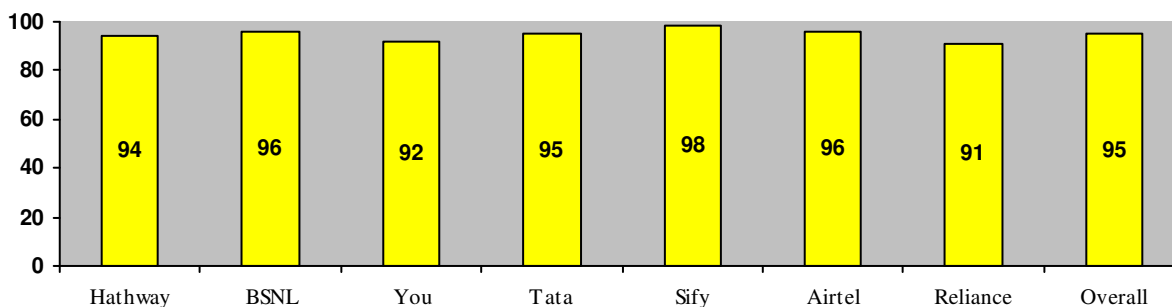
4.5.2a Postpaid Customer Satisfaction with Billing

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



- None of the service providers met the benchmark of 90%.
- Performance scores of the service providers stood at 65 – 68%.
- On this parameter, performance of Hathway (68%) was slightly better than others.
- Reliance scores were slightly lower on account of billing.

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



- Among all the postpaid customers, 95% were satisfied with respect to billing.
- Sify (98%) had a higher percentage of satisfied customers with respect to billing (postpaid).
- Reliance (91%) and You (92%) had slightly lower percentage of satisfied customers with respect to billing.

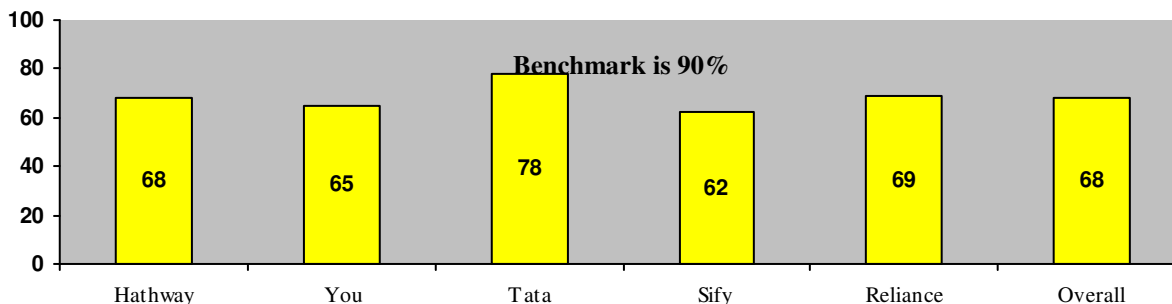
4.5.2.3a The following table shows the percentage of postpaid customers satisfied with billing sub-parameters.

Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of billing							
		Hathway	BSNL	You	Tata	Sify	Airtel	Reliance	Overall
Timely delivery of bills	5366	92.6	97.4	91.0	93.6	98.1	96.7	91.3	94.5
Accuracy of the bills	5366	97.2	96.0	95.7	97.7	98.9	96.7	93.3	96.1
Process of resolution of billing complaints	468	33.3	37.8	28.0	31.6	33.3	48.1	25.3	32.5
Clarity of the bills in terms of transparency and understandability	5366	98.6	97.9	98.7	99.0	98.9	99.4	97.7	98.5

- A large proportion of postpaid customers were not satisfied with the process of resolution of billing complaints. Satisfaction of Airtel customers was slightly higher on this sub-parameter.
- Satisfaction on all other billing related parameters was very high.

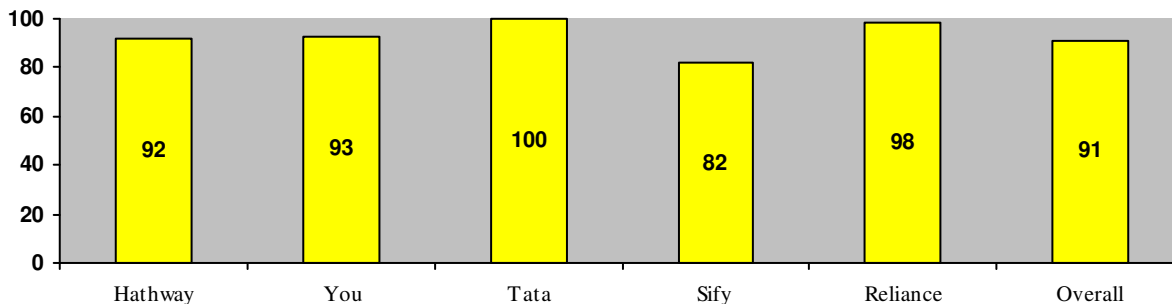
4.5.2b Customer Satisfaction with Billing Performance - Prepaid

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



- None of the service providers met the benchmark of 90%.
- Tata's satisfaction score of 78% was higher than other service providers.
- The performance of Hathway, You, Sify and Reliance stood at 62 - 69% on this parameter.

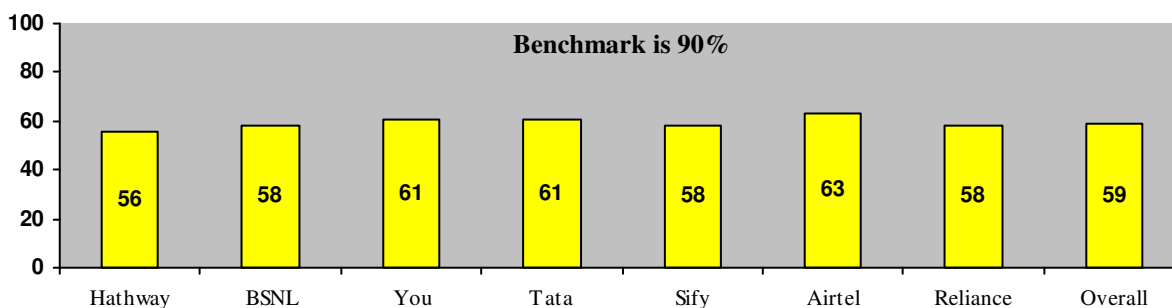
4.5.2.2b The following graph shows the percentage of prepaid customers satisfied with billing.



- 91% of all prepaid customers were satisfied with the billing process.
- The level of satisfaction was even higher among customers of Tata (100%) and Reliance (98%).
- Sify (82%) registered a lower percentage of satisfied customers with respect to prepaid billing.

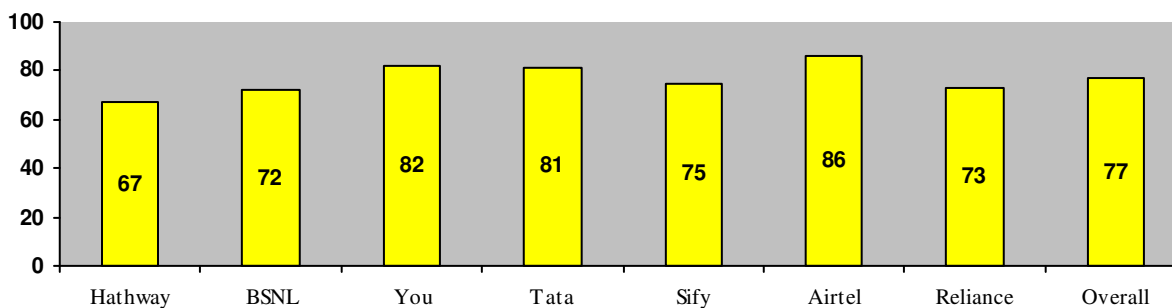
4.5.3 Customer Satisfaction with Help Services

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



- None of the service providers met the benchmark of 90%.
- Satisfaction scores for Airtel (63%), Tata (61%), and You (61%) were higher.
- Satisfaction scores for Hathway, BSNL, Reliance and Sify stood at 56 - 58%.

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



- 77% of all broadband customers were satisfied with the Help Services.
- Airtel (86%) registered a higher percentage of satisfied customers with respect to help services.
- 33% of the customers of Hathway were not satisfied with the help services

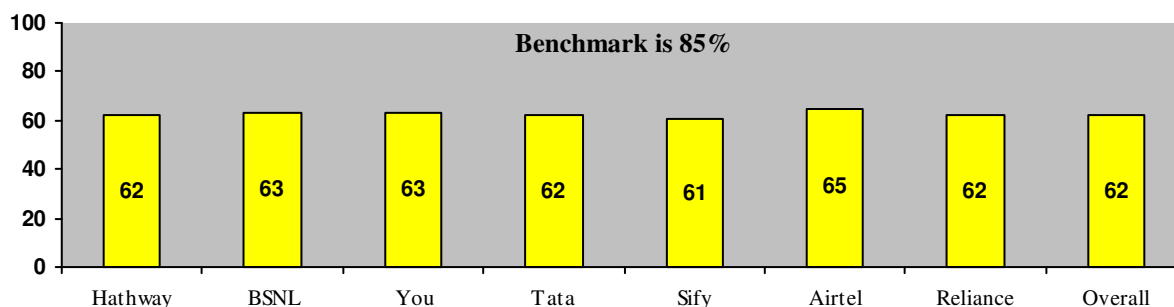
4.5.3.3 The following table shows the percentage of customers satisfied with help service parameters.

Sub Parameters	Base	% Postpaid Customers satisfied with sub-parameters of billing							
		Hathway	BSNL	You	Tata	Sify	Airtel	Reliance	Overall
Ease of access of call centre/ customer care or helpline	5513	74.3	78.5	88.9	83.1	84.5	90.6	85.5	84.0
Response time taken by customer executive to answer customer call	5513	70.8	72.8	86.7	85.9	81.0	87.2	78.0	81.2
Problem solving ability of customer care executive(s)	5513	62.4	68.1	75.3	77.6	67.3	82.7	63.7	71.4
Time taken by call centre/ customer care / help-line to resolve your complaint	5513	62.2	68.1	75.1	77.1	67.2	82.0	64.8	71.2

- The scores of Hathway and BSNL were generally lower than that of other service providers.
- A significant proportion of broadband customers across service providers were dissatisfied with Help Services on account of problem solving ability of customer care executives and the time taken by them to resolve complaint.

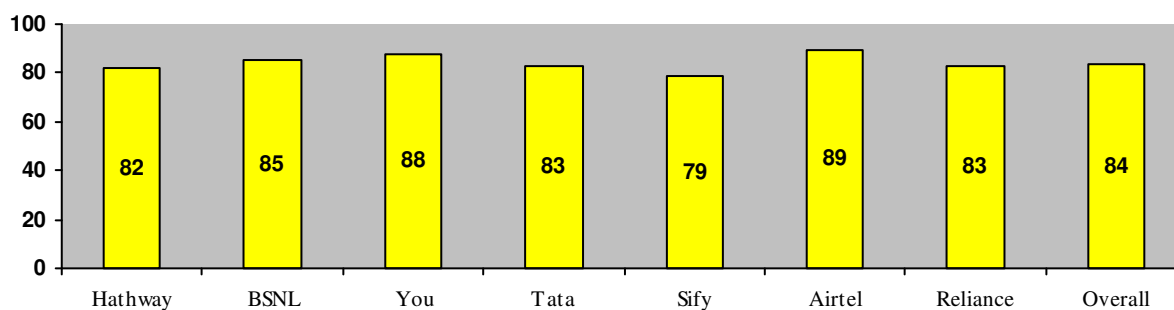
4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

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



- None of the service providers met the benchmark of 85%.
- Airtel (65%) scored slightly higher than the other service providers.
- Satisfaction scores for Hathway, BSNL, You, Tata, Sify, and Reliance stood at 61 - 63% on this parameter.

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



- 84% of all customers were satisfied with network performance of their service providers.
- Airtel (89%) and You (88%) reported a higher percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.
- Sify (79%) had a lower percentage of satisfied customers with respect to network performance, reliability & availability than other service providers.

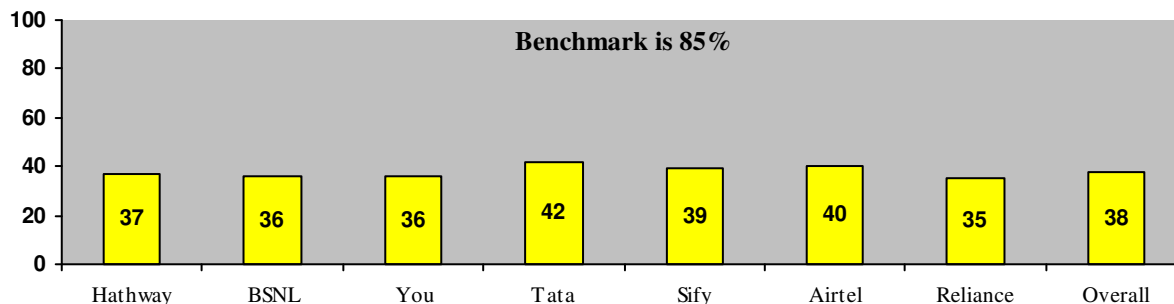
4.5.4.3 The following table shows the percentage of customers satisfied with sub-parameters of network performance, reliability & availability.

Sub Parameters	Base	% Customers satisfied with sub-parameters of Network Performance, Reliability and Availability							
		Hathway	BSNL	You	Tata	Sify	Airtel	Reliance	Overall
Speed of broadband connection	8558	79.5	85.3	85.8	79.7	75.9	87.1	82.7	82.1
Amount of time for which service is up and working	8558	84.0	85.5	89.5	86.3	81.7	89.9	83.3	85.7

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

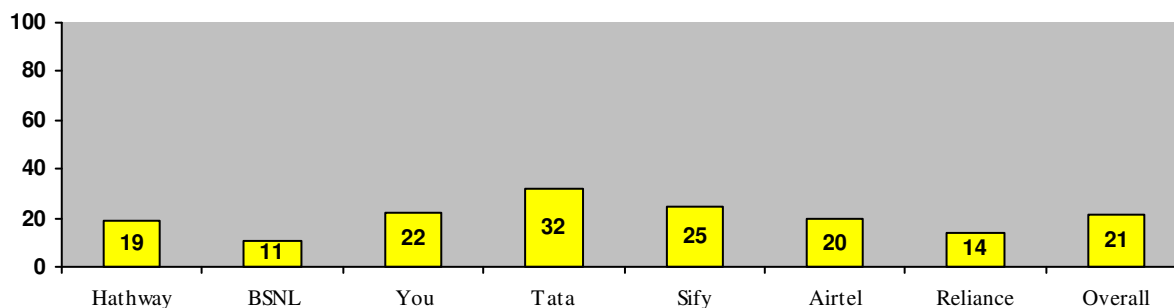
4.5.5 Customer Satisfaction with Maintainability

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



- None of the service providers met the benchmark of 85%.
- Performance of all service providers was significantly below par.

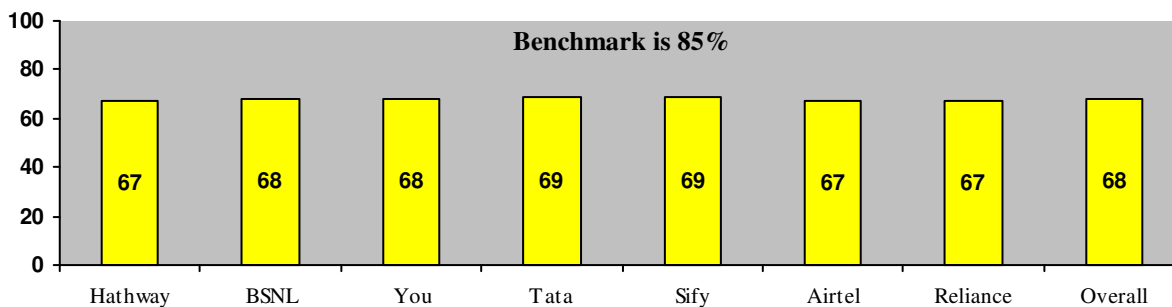
4.5.5.2 The following graph shows the percentage of customers satisfied with maintainability.



- 79% of all broadband customers were not satisfied with maintainability
- Tata (32%) had a slightly higher percentage of satisfied customers than others.

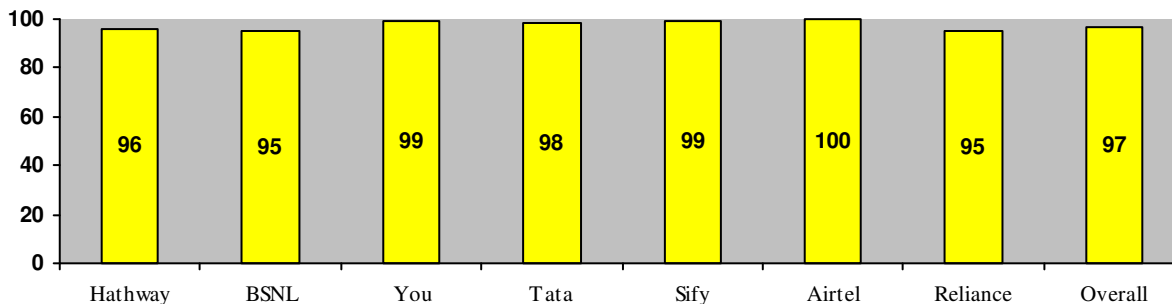
4.5.6 Customer Satisfaction with Supplementary Services

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



- None of the service providers met the benchmark of 85%.
- All service providers scored in the range of 67 – 69% with respect to supplementary services.

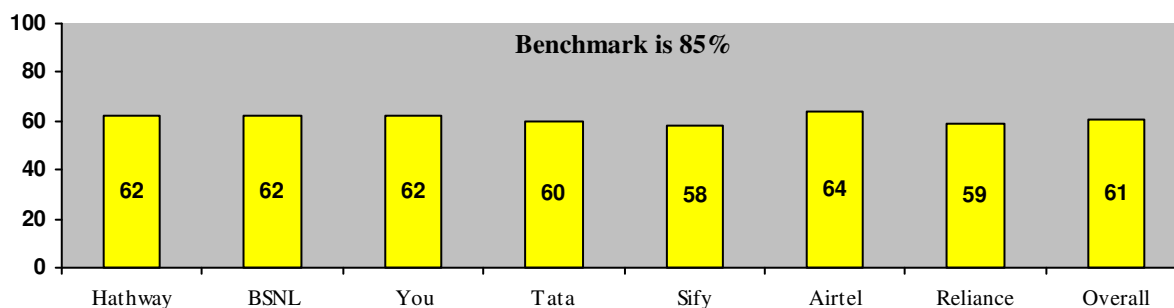
4.5.6.2 The following graph shows the percentage of customers satisfied with supplementary services.



- Most service providers registered satisfaction levels of 95 – 100%.

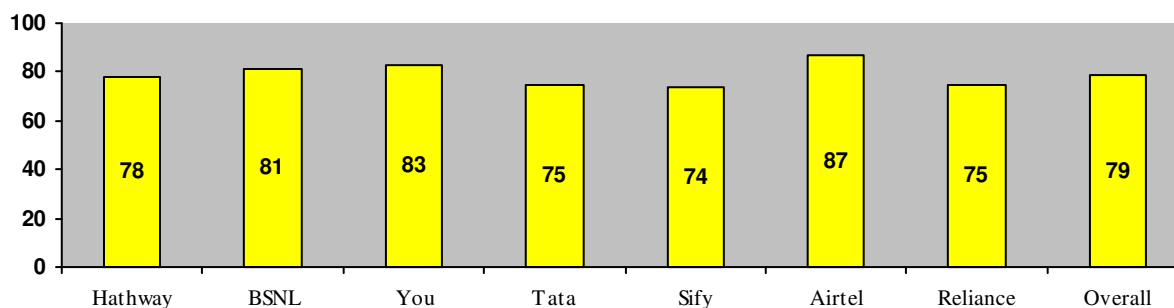
4.5.7 Customer Satisfaction with Overall Service

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



- None of the service providers met the benchmark of 85%.
- Level of customer satisfaction for Airtel (64%) was slightly higher than other service providers.
- Satisfaction scores of Hathway, BSNL, You, Tata, Sify and Reliance were between 58 - 62%.

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



- 79% of all customers were satisfied with broadband service.
- Airtel (87%) reported the highest percentage of customers who were satisfied with overall service.
- Sify (74%), Reliance (75%) and Tata (75%) had a slightly lower percentage of satisfied customers with overall service.
- For the others, the percentage of customers satisfied with the overall service ranged between 78 - 83%.

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

4.6.1 Awareness about grievance redressal mechanism

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

Service Providers	% Customers aware about the three stage grievance redressal mechanism	Base
Hathway	4.9	1261
BSNL	3.3	1073
You	4.7	1282
Tata	4.8	1433
Sify	2.2	1190
Airtel	4.2	1102
Reliance	4.5	1217
Overall	4.1	8,558

Only 4% of broadband customers belonging to different service providers said that they were aware about the 3-stage grievance redressal mechanism.

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

Service Providers	% Customers				Base
	Aware about Call Centre	Aware about Nodal Officer	Aware about Appellate Authority	Not aware about any of them	
Hathway	99.7	4.0	1.9	0.1	1261
BSNL	96.2	3.0	1.4	2.6	1073
You	99.2	8.8	1.1	0.1	1282
Tata	99.4	14.4	1.5	0.4	1433
Sify	99.1	22.4	1.7	0.3	1190
Airtel	99.5	24.8	2.9	0.4	1102
Reliance	99.5	5.3	1.4	0.3	1217
Overall	99.0	11.8	1.7	0.65	8,558

- 99% of the broadband customers claimed to be aware of the call center while only 12% were aware of the Nodal officer and 2% were aware of the appellate authority.
- Awareness of Nodal officer and appellate authority was higher among customers of Airtel.

4.6.2 Customer Experience with Call Centre

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

Service Providers	% Customers who have complained in last 6 months to the toll free Call Centre/customer care/Helpline telephone number	Base
Hathway	32.0	1261
BSNL	8.4	1073
You	47.7	1282
Tata	20.2	1433
Sify	34.7	1190
Airtel	14.3	1102
Reliance	35.1	1217
Overall	28.0	8,558

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

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

Service Providers	% Customer			Base
	Who received docket number for most of their complaints	Who had not received docket number for most of their complaints	Who had not received docket number even on request	
Hathway	72.2	21.6	6.2	403
BSNL	70.0	14.4	15.6	90
You	93.0	4.6	2.5	612
Tata	78.5	16.6	4.8	289
Sify	85.0	11.4	3.6	413
Airtel	82.3	10.8	7.0	158
Reliance	89.9	7.3	2.8	427
Overall	84.2	11.3	4.4	2,392

4% of all broadband customers who had complained said that they did not receive docket numbers even on request.

11% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.

Almost 84% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. This was higher for You customers at 93%.

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

Service Providers	% of customers informed about the action taken on their complaint by call centre	Base
Hathway	28.5	403
BSNL	12.2	90
You	41.5	612
Tata	62.6	289
Sify	27.1	413
Airtel	53.8	158
Reliance	41.0	427
Overall	39.0	2,392

Only 39% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was higher for Tata at 63%.

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

Service Providers	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline			
	Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)
Hathway	403	49.4	3.5	45.9
BSNL	90	46.7	2.2	44.4
You	612	65.7	3.9	61.8
Tata	289	60.9	8.0	52.9
Sify	413	49.4	3.4	46.0
Airtel	158	68.4	3.8	64.6
Reliance	427	48.9	1.9	47.1
Overall	2392	56.0	3.8	52.2

Only 56% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.

The satisfaction was lower among BSNL customers but significantly higher for Airtel.

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

Service Providers	Reasons for dissatisfaction						
	Difficult to connect with call centre executive	Executive not polite/courteous	Executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive unable to understand the problems	Others	Base
Hathway	25.0	6.9	15.2	84.3	7.8	24.5	204
BSNL	16.7	2.1	4.2	83.3	10.4	20.8	48
You	17.1	8.6	6.7	81.9	7.6	28.6	210
Tata	14.2	8.8	8.8	90.3	10.6	31.9	113
Sify	7.7	1.4	12.4	87.6	14.8	23.9	209
Airtel	24.0	8.0	22.0	80.0	16.0	34.0	50
Reliance	16.1	4.6	6.4	87.6	7.3	29.4	218
Overall	16.5	5.7	10.3	85.6	9.9	27.3	1,052

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

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

Service Providers	% of customers whose billing complaint were resolved satisfactorily by call centre/customer care within four weeks after they lodged their complaint	Base
Hathway	28.6	21
BSNL	36.4	11
You	29.0	62
Tata	27.1	48
Sify	0.0	6
Airtel	51.7	58
Reliance	26.0	131
Overall	31.2	337

- Only 31% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- None of Sify’s customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

4.6.3 Customer Experience with Nodal Officer

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

Service Providers	% of customers aware about contact details of the nodal officer	Base
Hathway	0.2	1261
BSNL	0.0	1073
You	0.2	1282
Tata	0.8	1433
Sify	0.6	1190
Airtel	0.5	1102
Reliance	0.4	1217
Overall	0.4	8,558

- Less than 1% of all broadband customers said that they were aware of the contact details of the Nodal Officer.

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

Service Providers	% Customers who have complained to the nodal officer regarding their complaints not resolved or unsatisfactorily resolved by the call center/customer care	Base
Hathway	50.0	2
BSNL	0.0	0
You	66.7	3
Tata	8.3	12
Sify	28.6	7
Airtel	40.0	5
Reliance	40.0	5
Overall	29.4	34

29% of those broadband customers who were aware, claimed to have complained to the nodal officer regarding their complaints not being resolved or unsatisfactorily resolved by the call center/ customer care.

4.6.3.3 Ease of Access of Nodal Officer

6 out of 10 broadband customers, who had complained to the nodal officer claimed to have got through easily.

4.6.3.4 Decision Taken on Customers Complaint by Nodal Officer

7 out of 10 broadband customers who complained were intimated about the decision taken on their complaint by nodal officer.

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

7 out of 10 broadband customers who complained were satisfied with the redressal of the complaint by the nodal officer.

4.6.3.6 Reasons for Dissatisfaction with Nodal Officer

Nodal Officer not being polite/courteous was the reason for dissatisfaction

4.6.4 Experience with Appellate Authority

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

Service Providers	% of customers aware about the contact details of the appellate authority	Base
Hathway	0.1	1261
BSNL	0.0	1073
You	0.1	1282
Tata	0.2	1433
Sify	0.3	1190
Airtel	0.1	1102
Reliance	0.1	1217
Overall	0.1	8,558

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

4.6.4.2 Incidence of Appeal Filed with Appellate Authority

None of the broadband subscriber in our entire sample said that they had filed an appeal in a prescribed form, in the last 6 month.

4.6.5 General Information

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

Service Providers	% of prepaid customers aware that they can get item-wise usage charge details, on request	Base
Hathway	29.7	977
BSNL	0.0	0
You	35.8	726
Tata	24.9	595
Sify	35.3	812
Airtel	0.0	0
Reliance	3.7	82
Overall	31.0	3,192

Only 31% of the broadband customers said that they were aware of the fact that they can get item-wise usage charge details on request. However, lesser proportion of Reliance customers was aware about this.

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

Service Providers	% of prepaid customers who have been denied item-wise usage charge details	Base
Hathway	2.6	421
BSNL	0.0	0
You	0.7	287
Tata	4.1	217
Sify	3.9	285
Airtel	0.0	0
Reliance	0.0	55
Overall	2.6	1,265

3% of these customers said that they were denied item-wise usage charge details.

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

Service Providers	Reason(s) for denying customers request			
	No reason given	Technical problem	Others	Base
Hathway	18.2	63.6	18.2	11
BSNL	0.0	0.0	0.0	0
You	50.0	50.0	0.0	2
Tata	100.0	0.0	0.0	9
Sify	90.9	9.1	0.0	11
Airtel	0.0	0.0	0.0	0
Reliance	0.0	0.0	0.0	0
Overall	66.7	27.3	6.1	33

27% of the prepaid customers who had asked for item-wise charges and were denied said that a technical reason was given for denying their request while 67% stated that no reason was given.

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

Service Providers	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	Base
Hathway	13.7	561
BSNL	10.0	401
You	17.8	287
Tata	5.4	295
Sify	10.7	488
Airtel	0.9	116
Reliance	12.1	579
Overall	11.3	2,727

Only 11% of the new customers claimed to have got the Manual of Practice.

5. CRITICAL ANALYSIS

5.1 Basic Telephone Service (Wire-line)

5.1.2 Overall Quality of Service: 91% of all basic telephone service customers were satisfied. Reliance's performance was the best.

5.1.3 Provision of Service: Airtel, BSNL and Reliance were not quickly reactivating connections, after the customers have made the requisite bill payment. However, TTSL's performance was better on this parameter.

5.1.4 Billing Performance: 15% of the postpaid customers were not satisfied with the process for resolution of billing complaints. BSNL performance was the weakest on account of resolution of billing complaints.

5.1.5 Help Service: A large number of customers contact customer care for lodging a complaint or a query. Customers of BSNL were more dissatisfied with ease of access, response times, problem solving ability and time taken to resolve the complaints.

5.1.6 Network Performance: 96% of basic telephone service customers were satisfied with the network performance.

5.1.7 Maintainability: Service provider, particularly BSNL was reported to be taking time in repairing the faults.

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

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

5.2 Cellular Mobile Service

5.2.1 Overall Quality of Service: 84% of the cellular mobile service customers were satisfied with overall quality of service. TTSL registered a higher percentage of satisfied customers at 91%.

5.2.2 Provision of Service: 99% of customers were satisfied with provision of service.

5.2.3 Billing Performance: A large proportion of postpaid customers were not satisfied with the process of resolution of billing complaints, Reliance had the weakest performance. Reliance customers also reported delay in bill delivery. Most prepaid customers were satisfied with the billing performance.

5.2.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. Customers of BSNL and Reliance were more dissatisfied with the ability of customer care executives to solve problems and also time taken for complete resolution.

5.2.5 Network Performance: 86% of the cellular mobile customers were satisfied. A significant proportion (32%) of BSNL customers was not satisfied.

5.2.6 Maintainability: 90% of cellular mobile customers were satisfied with maintainability, though BSNL shows the weakest performance.

5.2.7 Supplementary Services: 96% of the customers were satisfied with this parameter.

5.2.8 Grievance Redressal Mechanism: Very few customers were aware of the redressal mechanism. 38% reported that they did not get docket numbers for their complaints from customer care; only 78% were satisfied with their experience with customer care.

5.3 Broadband Service

5.3.1 Overall Quality of Service: 79% of all broadband customers were satisfied, Airtel performance was the best.

5.3.2 Provision of Service: 95% of customers were satisfied with the provision of service. Customers of Reliance and You were more dissatisfied with reactivating connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

5.3.3 Billing Performance: Only 33% of the postpaid customers were satisfied with the resolution of billing complaints. Reliance performance was the weakest.

5.3.4 Help Services: A large number of customers contact customer care for lodging a complaint or a query. In this scenario, only 77% of the customers were satisfied with the Help Services.

5.3.5 Network Performance: 84% of all broadband customers were satisfied. The dissatisfaction existed on account of broadband service speed and uptime.

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

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

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

6 RECOMMENDATIONS (QUALITY OF SERVICE)

6.1 Basic Telephone Service

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

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

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

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

6.1.5 Maintainability: BSNL need to respond to fault repair quickly.

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

6.1.7 Communication of Tariff Plan: Service providers need to convey details of the tariff plan to all their new customers; currently, only 32% of the customers are getting the details.

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

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

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

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

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

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

6.2 Cellular Telephone Service

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

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

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

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

6.2.5 Supplementary Services: Service providers should take consent of all their customers before providing supplementary services.

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

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

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

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

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

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

6.3 Broadband Internet Service

6.3.1 Provision of Service: Service providers, particularly You and Reliance, should quickly reactivate connections that have been temporarily suspended, after the requisite bill payment has been made by the customers.

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

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

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

6.3.5 Maintainability: All broadband service providers need to improve their performance on this parameter; this is a serious issue for many customers.

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

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

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

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

Annexure 1: Detailed Tables (Basic Service (Wireline) Customers Survey)

A. Service Provision

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

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	228	182	564	974
	%	23.4%	18.7%	57.9%	100.0%
BSNL	Count	29	21	1027	1077
	%	2.7%	1.9%	95.4%	100.0%
Reliance	Count	16	30	933	979
	%	1.6%	3.1%	95.3%	100.0%
TTSL	Count	34	40	897	971
	%	3.5%	4.1%	92.4%	100.0%
Overall	Count	307	273	3421	4001
	%	7.7%	6.8%	85.5%	100.0%

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

Service Providers		Less than 7 days	7-15 days	16-30 days	More than 30 days	Base
Airtel	Count	359	44	2	5	410
	%	87.6%	10.7%	0.5%	1.2%	100.0%
BSNL	Count	47	2	0	1	50
	%	94.0%	4.0%	0.0%	2.0%	100.0%
Reliance	Count	42	1	2	1	46
	%	91.3%	2.2%	4.3%	2.2%	100.0%
TTSL	Count	69	3	2	0	74
	%	93.2%	4.1%	2.7%	0.0%	100.0%
Overall	Count	517	50	6	7	580
	%	89.1%	8.6%	1.0%	1.2%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied
Airtel	Count	410	403	117	286	7
	%	100.0%	98.3%	28.5%	69.8%	1.7%
BSNL	Count	50	49	11	38	1
	%	100.0%	98.0%	22.0%	76.0%	2.0%
Reliance	Count	46	45	4	41	1
	%	100.0%	97.8%	8.7%	89.1%	2.2%
TTSL	Count	74	72	2	70	2
	%	100.0%	97.3%	2.7%	94.6%	2.7%
Overall	Count	580	569	134	435	11
	%	100.0%	98.1%	23.1%	75.0%	1.9%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	4	2	0	2	2	0
	%	100.0%	50.0%	0.0%	50.0%	50.0%	0.0%
BSNL	Count	7	6	0	6	1	0
	%	100.0%	85.7%	0.0%	85.7%	14.3%	0.0%
Reliance	Count	9	8	1	7	0	1
	%	100.0%	88.9%	11.1%	77.8%	0.0%	11.1%
TTSL	Count	7	6	0	6	1	0
	%	100.0%	85.7%	0.0%	85.7%	14.3%	0.0%
Overall	Count	27	22	1	21	4	1
	%	100.0%	81.5%	3.7%	77.8%	14.8%	3.7%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	14	6	2	4	2	6
	%	100.0%	42.9%	14.3%	28.6%	14.3%	42.9%
BSNL	Count	26	18	0	18	8	0
	%	100.0%	69.2%	0.0%	69.2%	30.8%	0.0%
Reliance	Count	19	10	0	10	7	2
	%	100.0%	52.6%	0.0%	52.6%	36.8%	10.5%
TTSL	Count	18	13	4	9	4	1
	%	100.0%	72.2%	22.2%	50.0%	22.2%	5.6%
Overall	Count	77	47	6	41	21	9
	%	100.0%	61.0%	7.8%	53.2%	27.3%	11.7%

B. Billing Process - Postpaid Customers

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	974	934	219	715	37	3
	%	100.0%	95.9%	22.5%	73.4%	3.8%	0.3%
BSNL	Count	1077	1055	177	878	22	0
	%	100.0%	97.9%	16.4%	81.5%	2.0%	0.0%
Reliance	Count	979	954	106	848	25	0
	%	100.0%	97.4%	10.8%	86.6%	2.6%	0.0%
TTSL	Count	971	943	114	829	24	4
	%	100.0%	97.1%	11.7%	85.4%	2.5%	0.4%
Overall	Count	4001	3886	616	3270	108	7
	%	100.0%	97.1%	15.4%	81.7%	2.7%	0.2%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	974	934	145	789	40	0
	%	100.0%	95.9%	14.9%	81.0%	4.1%	0.0%
BSNL	Count	1077	1014	177	837	63	0
	%	100.0%	94.1%	16.4%	77.7%	5.8%	0.0%
Reliance	Count	979	945	81	864	33	1
	%	100.0%	96.6%	8.3%	88.3%	3.4%	0.1%
TTSL	Count	971	942	59	883	29	0
	%	100.0%	97.0%	6.1%	90.9%	3.0%	0.0%
Overall	Count	4001	3835	462	3373	165	1
	%	100.0%	95.8%	11.5%	84.3%	4.1%	0.0%

B.3. (Q 7b) Please specify the reason(s) for your dissatisfaction with the billing process.

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	25	1	1	16	4	40
	%	62.5%	2.5%	2.5%	40.0%	10.0%	
BSNL	Count	11	2	4	47	7	63
	%	17.5%	3.2%	6.3%	74.6%	11.1%	
Reliance	Count	13	3	2	19	10	34
	%	38.2%	8.8%	5.9%	55.9%	29.4%	
TTSL	Count	11	3	1	16	2	29
	%	37.9%	10.3%	3.4%	55.2%	6.8%	
Overall	Count	60	9	8	98	23	166
	%	36.1%	5.4%	4.8%	59.0%	13.8%	

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

Service Providers		Yes	No	Base
Airtel	Count	108	866	974
	%	11.1%	89.9%	100.0%
BSNL	Count	27	1050	1077
	%	2.5%	97.5%	100.0%
Reliance	Count	137	842	979
	%	14.0%	86.0%	100.0%
TTSL	Count	139	832	971
	%	14.3%	85.7%	100.0%
Overall	Count	411	3590	4001
	%	10.3%	89.7%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	108	97	0	97	11	0
	%	100.0%	89.8%	0.0%	89.8%	10.2%	0.0%
BSNL	Count	27	15	1	14	12	0
	%	100.0%	55.6%	3.7%	51.9%	44.4%	0.0%
Reliance	Count	137	110	3	107	26	1
	%	100.0%	80.3%	2.2%	78.1%	19.0%	0.7%
TTSL	Count	139	128	5	123	11	0
	%	100.0%	92.1%	3.6%	88.5%	7.9%	0.0%
Overall	Count	411	350	9	341	60	1
	%	100.0%	85.2%	2.2%	83.0%	14.6%	0.2%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	974	813	126	687	27	134
	%	100.0%	83.4%	12.9%	70.5%	2.8%	13.8%
BSNL	Count	1077	1008	158	850	15	54
	%	100.0%	93.6%	14.7%	78.9%	1.4%	5.0%
Reliance	Count	979	916	64	852	7	56
	%	100.0%	93.5%	6.5%	87.0%	0.7%	5.7%
TTSL	Count	971	912	65	847	3	56
	%	100.0%	93.9%	6.7%	87.2%	0.3%	5.7%
Overall	Count	4001	3649	413	3236	52	300
	%	100.0%	91.2%	10.3%	80.9%	1.3%	7.5%

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

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Airtel	Count	0	2	150	3	8	161
	%	0.0%	1.2%	93.2%	1.9%	5.0%	
BSNL	Count	2	0	65	3	0	69
	%	2.9%	0.0%	94.2%	4.3%	0.0%	
Reliance	Count	0	0	63	0	0	63
	%	0.0%	0.0%	100.0%	0.0%	0.0%	
TTSL	Count	0	0	60	0	0	59
	%	0.0%	0.0%	101.7%	0.0%	0.0%	
Overall	Count	2	2	338	6	8	352
	%	0.6%	0.6%	96.0%	1.7%	2.3%	

Billing Process - Prepaid Customers

B.8. (Q 11) How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?

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

C. Help Services/ Customer Care

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

Service Providers		Yes	No	Base
Airtel	Count	402	572	974
	%	41.3%	58.7%	100.0%
BSNL	Count	289	788	1077
	%	26.8%	73.2%	100.0%
Reliance	Count	543	436	979
	%	55.5%	44.5%	100.0%
TTSL	Count	481	490	971
	%	49.5%	50.5%	100.0%
Overall	Count	1715	2286	4001
	%	42.9%	57.1%	100.0%

C.2. (Q 13) How satisfied are you with the ease of access of call centre/customer care or helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	402	384	57	327	17	1
	%	100.0%	95.5%	14.2%	81.3%	4.2%	0.2%
BSNL	Count	289	245	1	244	39	5
	%	100.0%	84.7%	0.3%	84.4%	13.5%	1.7%
Reliance	Count	543	517	16	501	26	0
	%	100.0%	95.2%	2.9%	92.3%	4.8%	0.0%
TTSL	Count	481	440	11	429	40	1
	%	100.0%	91.5%	2.3%	89.2%	8.3%	0.2%
Overall	Count	1715	1586	85	1501	122	7
	%	100.0%	92.5%	5.0%	87.5%	7.1%	0.4%

C.3. (Q 14) How satisfied are you with the response time taken to answer your call by a customer care executive?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	402	390	51	339	12	0
	%	100.0%	97.0%	12.7%	84.3%	3.0%	0.0%
BSNL	Count	289	252	0	252	32	5
	%	100.0%	87.2%	0.0%	87.2%	11.1%	1.7%
Reliance	Count	543	530	13	517	13	0
	%	100.0%	97.6%	2.4%	95.2%	2.4%	0.0%
TTSL	Count	481	452	11	441	26	3
	%	100.0%	94.0%	2.3%	91.7%	5.4%	0.6%
Overall	Count	1715	1624	75	1549	83	8
	%	100.0%	94.7%	4.4%	90.3%	4.8%	0.5%

C.4. (Q 15) How satisfied are you with the problem solving ability of the customer care executive(s)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	402	383	37	346	19	0
	%	100.0%	95.3%	9.2%	86.1%	4.7%	0.0%
BSNL	Count	289	198	6	192	81	10
	%	100.0%	68.5%	2.1%	66.4%	28.0%	3.5%
Reliance	Count	543	465	69	396	76	2
	%	100.0%	85.6%	12.7%	72.9%	14.0%	0.4%
TTSL	Count	481	435	23	412	41	5
	%	100.0%	90.4%	4.8%	85.7%	8.5%	1.0%
Overall	Count	1715	1481	135	1346	217	17
	%	100.0%	86.4%	7.9%	78.5%	12.7%	1.0%

C.5. (Q 16) How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	402	384	70	314	18	0
	%	100.0%	95.5%	17.4%	78.1%	4.5%	0.0%
BSNL	Count	289	212	1	211	71	6
	%	100.0%	73.4%	0.3%	73.0%	24.6%	2.1%
Reliance	Count	543	450	29	421	91	2
	%	100.0%	82.9%	5.3%	77.5%	16.8%	0.4%
TTSL	Count	481	437	33	404	39	5
	%	100.0%	90.9%	6.9%	84.0%	8.1%	1.0%
Overall	Count	1715	1483	133	1350	219	13
	%	100.0%	86.5%	7.8%	78.7%	12.8%	0.8%

D. Network Performance, Reliability and Availability

D.1. (Q 17) How satisfied are you with the availability of working telephone (dial tone)?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	974	948	177	771	26	0
	%	100.0%	97.3%	18.2%	79.2%	2.7%	0.0%
BSNL	Count	1077	1016	141	875	59	2
	%	100.0%	94.3%	13.1%	81.2%	5.5%	0.2%
Reliance	Count	979	939	162	777	40	0
	%	100.0%	95.9%	16.5%	79.4%	4.1%	0.0%
TTSL	Count	971	937	86	851	34	0
	%	100.0%	96.5%	8.9%	87.6%	3.5%	0.0%
Overall	Count	4001	3840	566	3274	159	2
	%	100.0%	96.0%	14.1%	81.8%	4.0%	0.0%

D.2. (Q 18) How satisfied are you with the ability to make or receive calls easily?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	974	955	155	800	18	1
	%	100.0%	98.0%	15.9%	82.1%	1.8%	0.1%
BSNL	Count	1077	1025	141	884	51	1
	%	100.0%	95.2%	13.1%	82.1%	4.7%	0.1%
Reliance	Count	979	943	138	805	34	2
	%	100.0%	96.3%	14.1%	82.2%	3.5%	0.2%
TTSL	Count	971	944	68	876	25	2
	%	100.0%	97.2%	7.0%	90.2%	2.6%	0.2%
Overall	Count	4001	3867	502	3365	128	6
	%	100.0%	96.7%	12.5%	84.1%	3.2%	0.1%

D.3. (Q 19) How satisfied are you with the voice quality?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	974	931	195	736	43	0
	%	100.0%	95.6%	20.0%	75.6%	4.4%	0.0%
BSNL	Count	1077	958	143	815	114	5
	%	100.0%	89.0%	13.3%	75.7%	10.6%	0.5%
Reliance	Count	979	931	164	767	42	6
	%	100.0%	95.1%	16.8%	78.3%	4.3%	0.6%
TTSL	Count	971	902	70	832	67	2
	%	100.0%	92.9%	7.2%	85.7%	6.9%	0.2%
Overall	Count	4001	3722	572	3150	266	13
	%	100.0%	93.0%	14.3%	78.7%	6.6%	0.3%

E. Maintainability (Fault Repair)

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

Service Providers		Yes	No	Base
Airtel	Count	47	927	974
	%	4.8%	95.2%	100.0%
BSNL	Count	447	630	1077
	%	41.5%	58.5%	100.0%
Reliance	Count	339	640	979
	%	34.6%	65.4%	100.0%
TTSL	Count	172	799	971
	%	17.7%	82.3%	100.0%
Overall	Count	1005	2996	4001
	%	25.1%	74.9%	100.0%

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

Service Providers		Nil	Once	2-3 times	More than 3 times	Base
Airtel	Count	11	30	3	3	47
	%	23.4%	63.8%	6.4%	6.4%	100.0%
BSNL	Count	325	92	20	10	447
	%	72.7%	20.6%	4.5%	2.2%	100.0%
Reliance	Count	131	177	24	7	339
	%	38.6%	52.2%	7.1%	2.1%	100.0%
TTSL	Count	82	80	9	1	172
	%	47.7%	46.5%	5.2%	0.6%	100.0%
Overall	Count	549	379	56	21	1005
	%	54.6%	37.7%	5.6%	2.1%	100.0%

E.3. (Q 22) How long did it take generally for repairing the fault after lodging complaint)?

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	20	22	4	1	47
	%	42.6%	46.8%	8.5%	2.1%	100.0%
BSNL	Count	159	193	45	50	447
	%	35.6%	43.2%	10.1%	11.2%	100.0%
Reliance	Count	121	191	7	20	339
	%	35.7%	56.3%	2.1%	5.9%	100.0%
TTSL	Count	76	85	6	5	172
	%	44.2%	49.4%	3.5%	2.9%	100.0%
Overall	Count	376	491	62	76	1005
	%	37.4%	48.9%	6.2%	7.6%	100.0%

E.4. (Q 23) How satisfied are you with the fault repair service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	47	40	11	29	7	0
	%	100.0%	85.1%	23.4%	61.7%	14.9%	0.0%
BSNL	Count	447	308	66	242	120	19
	%	100.0%	68.9%	14.8%	54.1%	26.8%	4.3%
Reliance	Count	339	273	10	263	61	5
	%	100.0%	80.5%	2.9%	77.6%	18.0%	1.5%
TTSL	Count	172	151	15	136	20	1
	%	100.0%	87.8%	8.7%	79.1%	11.6%	0.6%
Overall	Count	1005	772	102	670	208	25
	%	100.0%	76.8%	10.1%	66.7%	20.7%	2.5%

F. Supplementary Service/ Value Added Services

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

Service Providers		Yes	No	Base
Airtel	Count	45	929	974
	%	4.6%	95.4%	100.0%
BSNL	Count	85	992	1077
	%	7.9%	92.1%	100.0%
Reliance	Count	104	875	979
	%	10.6%	89.4%	100.0%
TTSL	Count	111	860	971
	%	11.4%	88.6%	100.0%
Overall	Count	345	3656	4001
	%	8.6%	91.4%	100.0%

F.2. (Q 25) How satisfied are you with the quality of the supplementary / value added services provided?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	45	45	6	39	0	0
	%	100.0%	100.0%	13.3%	86.7%	0.0%	0.0%
BSNL	Count	85	83	31	52	2	0
	%	100.0%	97.6%	36.5%	61.2%	2.4%	0.0%
Reliance	Count	104	102	9	93	2	0
	%	100.0%	98.1%	8.7%	89.4%	1.9%	0.0%
TTSL	Count	111	110	9	101	1	0
	%	100.0%	99.1%	8.1%	91.0%	0.9%	0.0%
Overall	Count	345	340	55	285	5	0
	%	100.0%	98.6%	15.9%	82.6%	1.4%	0.0%

G. Overall Customer Satisfaction

G.1. (Q 26a) How satisfied are you with the overall quality of your telephone service?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	974	883	250	633	89	2
	%	100.0%	90.7%	25.7%	65.0%	9.1%	0.2%
BSNL	Count	1077	978	141	837	97	2
	%	100.0%	90.8%	13.1%	77.7%	9.0%	0.2%
Reliance	Count	979	907	129	778	66	6
	%	100.0%	92.6%	13.2%	79.5%	6.7%	0.6%
TTSL	Count	971	878	62	816	91	2
	%	100.0%	90.4%	6.4%	84.0%	9.4%	0.2%
Overall	Count	4001	3646	582	3064	343	12
	%	100.0%	91.1%	14.5%	76.6%	8.6%	0.3%

H. General Information

H.1. (Q 27) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Providers		Yes	No	Base
Airtel	Count	163	247	410
	%	39.8%	60.2%	100.0%
BSNL	Count	4	46	50
	%	8.0%	92.0%	100.0%
Reliance	Count	11	35	46
	%	23.9%	76.1%	100.0%
TTSL	Count	9	65	74
	%	12.2%	87.8%	100.0%
Overall	Count	187	393	580
	%	32.2%	67.8%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	20	954	974
	%	2.1%	97.9%	100.0%
BSNL	Count	25	1052	1077
	%	2.3%	97.7%	100.0%
Reliance	Count	6	973	979
	%	0.6%	99.4%	100.0%
TTSL	Count	12	959	971
	%	1.2%	98.8%	100.0%
Overall	Count	63	3938	4001
	%	1.6%	98.4%	100.0%

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

Service Providers		Airtel	BSNL	Reliance	TTSL	Base
Airtel	Count	4	6	7	3	20
	%	20.0%	30.0%	35.0%	15.0%	100.0%
BSNL	Count	1	17	0	7	25
	%	4.0%	68.0%	0.0%	28.0%	100.0%
Reliance	Count	0	3	3	0	6
	%	0.0%	50.0%	50.0%	0.0%	100.0%
TTSL	Count	0	4	1	7	12
	%	0.0%	33.3%	8.3%	58.3%	100.0%
Overall	Count	5	30	11	17	63
	%	7.9%	47.6%	17.5%	27.0%	100.0%

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

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	1	5	12	2	20
	%	5.0%	25.0%	60.0%	10.0%	100.0%
BSNL	Count	4	6	7	8	25
	%	16.0%	24.0%	28.0%	32.0%	100.0%
Reliance	Count	0	0	3	3	6
	%	0.0%	0.0%	50.0%	50.0%	100.0%
TTSL	Count	4	3	3	2	12
	%	33.3%	25.0%	25.0%	16.7%	100.0%
Overall	Count	9	14	25	15	63
	%	14.3%	22.2%	39.7%	23.8%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	9	11	20
	%	45.0%	55.0%	100.0%
BSNL	Count	9	16	25
	%	36.0%	64.0%	100.0%
Reliance	Count	0	6	6
	%	0.0%	100.0%	100.0%
TTSL	Count	3	9	12
	%	25.0%	75.0%	100.0%
Overall	Count	21	42	63
	%	33.3%	66.7%	100.0%

H.6. (Q 32) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	9	922	43	974
	%	0.9%	94.7%	4.4%	100.0%
BSNL	Count	3	1028	46	1077
	%	0.3%	95.5%	4.3%	100.0%
Reliance	Count	6	877	96	979
	%	0.6%	89.6%	9.8%	100.0%
TTSL	Count	5	925	41	971
	%	0.5%	95.3%	4.2%	100.0%
Overall	Count	23	3752	226	4001
	%	0.6%	93.8%	5.6%	100.0%

H.7. (Q 33) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	4	1	2	2	9
	%	44.4%	11.1%	22.2%	22.2%	100.0%
BSNL	Count	2	1	0	0	3
	%	66.7%	33.3%	0.0%	0.0%	100.0%
Reliance	Count	1	0	5	0	6
	%	16.7%	0.0%	83.3%	0.0%	100.0%
TTSL	Count	4	0	1	0	5
	%	80.0%	0.0%	20.0%	0.0%	100.0%
Overall	Count	11	2	8	2	23
	%	47.8%	8.7%	34.8%	8.7%	100.0%

H.8. (Q 33a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry.

Service Providers		Yes	No	Base
Airtel	Count	1	4	5
	%	20.0%	80.0%	100.0%
BSNL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance	Count	2	3	5
	%	40.0%	60.0%	100.0%
TTSL	Count	1	0	1
	%	100.0%	0.0%	100.0%
Overall	Count	4	8	12
	%	33.3%	66.7%	100.0%

H.9. (Q 33b) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	0	1	0	1
	%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	0	2	0	2
	%	0.0%	100.0%	0.0%	100.0%
Reliance	Count	0	1	0	1
	%	0.0%	100.0%	0.0%	100.0%
TTSL	Count	0	4	0	4
	%	0.0%	100.0%	0.0%	100.0%
Overall	Count	0	1	0	1
	%	0.0%	100.0%	0.0%	100.0%

I. Grievance Redressal Mechanism

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

Service Providers		Yes	No	Base
Airtel	Count	149	825	974
	%	15.3%	84.7%	100.0%
BSNL	Count	30	1047	1077
	%	2.8%	97.2%	100.0%
Reliance	Count	27	952	979
	%	2.8%	97.2%	100.0%
TTSL	Count	78	893	971
	%	8.0%	92.0%	100.0%
Overall	Count	284	3717	4001
	%	7.1%	92.9%	100.0%

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

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Airtel	Count	958	18	5	13	974
	%	98.4%	1.8%	0.5%	1.3%	
BSNL	Count	943	36	5	136	1077
	%	87.6%	3.3%	0.5%	12.6%	
Reliance	Count	967	30	7	15	979
	%	98.8%	3.1%	0.7%	1.5%	
TTSL	Count	949	37	7	17	971
	%	97.7%	3.8%	0.7%	1.8%	
Overall	Count	3817	121	24	181	4001
	%	95.4%	3.0%	0.6%	4.5%	

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

Service Providers		Yes	No	Base
Airtel	Count	116	858	974
	%	11.9%	88.1%	100.0%
BSNL	Count	143	934	1077
	%	13.3%	86.7%	100.0%
Reliance	Count	288	691	979
	%	29.4%	70.6%	100.0%
TTSL	Count	193	778	971
	%	19.9%	80.1%	100.0%
Overall	Count	740	3261	4001
	%	18.5%	81.5%	100.0%

I.4. (Q 37) Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Base
Airtel	Count	62	38	16	116
	%	53.4%	32.8%	13.8%	100.0%
BSNL	Count	67	73	3	143
	%	46.9%	51.0%	2.1%	100.0%
Reliance	Count	169	78	41	288
	%	58.7%	27.1%	14.2%	100.0%
TTSL	Count	91	55	47	193
	%	47.2%	28.5%	24.4%	100.0%
Overall	Count	389	244	107	740
	%	52.6%	33.0%	14.5%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	59	57	116
	%	50.9%	49.1%	100.0%
BSNL	Count	23	120	143
	%	16.1%	83.9%	100.0%
Reliance	Count	167	121	288
	%	58.0%	42.0%	100.0%
TTSL	Count	140	53	193
	%	72.5%	27.5%	100.0%
Overall	Count	389	351	740
	%	52.6%	47.4%	100.0%

I.6. (Q 39) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	116	99	3	96	15	2
	%	100.0%	85.3%	2.6%	82.8%	12.9%	1.7%
BSNL	Count	143	96	0	96	40	7
	%	100.0%	67.1%	0.0%	67.1%	28.0%	4.9%
Reliance	Count	288	224	3	221	57	7
	%	100.0%	77.8%	1.0%	76.7%	19.8%	2.4%
TTSL	Count	193	172	5	167	18	3
	%	100.0%	89.1%	2.6%	86.5%	9.3%	1.6%
Overall	Count	740	591	11	580	130	19
	%	100.0%	79.9%	1.5%	78.4%	17.6%	2.6%

I.7. (Q 40) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	0	2	10	13	3	1	17
	%	0.0%	11.8%	58.8%	76.5%	17.6%	5.9%	
BSNL	Count	7	4	4	43	4	14	47
	%	14.9%	8.5%	8.5%	91.5%	8.5%	29.7%	
Reliance	Count	5	3	9	62	2	33	64
	%	7.8%	4.7%	14.1%	96.9%	3.1%	51.6%	
TTSL	Count	7	5	11	19	4	9	21
	%	33.3%	23.8%	52.4%	90.5%	19.0%	42.9%	
Overall	Count	19	14	34	137	13	57	149
	%	12.8%	9.4%	22.8%	91.9%	8.7%	38.3%	

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

Service Providers		Yes	No	Base
Airtel	Count	4	7	11
	%	36.4%	63.6%	100.0%
BSNL	Count	2	4	6
	%	33.3%	66.7%	100.0%
Reliance	Count	4	33	37
	%	10.8%	89.2%	100.0%
TTSL	Count	5	7	12
	%	41.7%	58.3%	100.0%
Overall	Count	15	51	66
	%	22.7%	77.3%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	1	973	974
	%	0.1%	99.9%	100.0%
BSNL	Count	1	1076	1077
	%	0.1%	99.9%	100.0%
Reliance	Count	2	977	979
	%	0.2%	99.8%	100.0%
TTSL	Count	1	970	971
	%	0.1%	99.9%	100.0%
Overall	Count	5	3996	4001
	%	0.1%	99.9%	100.0%

I.10. (Q 43) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	0	1	1
	%	0.0%	100.0%	100.0%
BSNL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance	Count	0	2	2
	%	0.0%	100.0%	100.0%
TTSL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Overall	Count	0	5	5
	%	0.0%	100.0%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

I.13. (Q 46) How satisfied are you with the redressal of the complaint by the Nodal Officer?

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

I.14. (Q 47) Please specify the reason(s) for your dissatisfaction.

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

I.15. (Q 48) Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	2	972	974
	%	0.2%	99.8%	100.0%
BSNL	Count	1	1076	1077
	%	0.1%	99.9%	100.0%
Reliance	Count	0	979	979
	%	0.0%	100.0%	100.0%
TTSL	Count	1	970	971
	%	0.1%	99.9%	100.0%
Overall	Count	4	3997	4001
	%	0.1%	99.9%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	2	2
	%	0.0%	100.0%	100.0%
BSNL	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance	Count	0	1	1
	%	0.0%	100.0%	100.0%
TTSL	Count	0	4	4
	%	0.0%	100.0%	100.0%
Overall	Count	0	2	2
	%	0.0%	100.0%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

I.18. (Q 51) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal filed only recently	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

I.20. (Q 53) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

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

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

I.22. (Q 55) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	88	140	228
	%	38.6%	61.4%	100.0%
BSNL	Count	5	24	29
	%	17.2%	82.8%	100.0%
Reliance	Count	2	14	16
	%	12.5%	87.5%	100.0%
TTSL	Count	5	29	34
	%	14.7%	85.3%	100.0%
Overall	Count	100	207	307
	%	32.6%	67.4%	100.0%

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

A. Service Provision

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

Service Providers		Less than 6 months	6-12 months	More than 12 months	Base
Airtel	Count	92	99	876	1067
	%	8.6%	9.3%	82.1%	100.0%
BSNL	Count	100	55	973	1128
	%	8.9%	4.9%	86.3%	100.0%
Reliance	Count	65	82	920	1067
	%	6.1%	7.7%	86.2%	100.0%
TTSL	Count	199	112	821	1132
	%	17.6%	9.9%	72.5%	100.0%
Vodafone	Count	111	99	881	1091
	%	10.2%	9.1%	80.8%	100.0%
Idea	Count	107	83	914	1104
	%	9.7%	7.5%	82.8%	100.0%
Overall	Count	674	530	5385	6589
	%	10.2%	8.0%	81.7%	100.0%

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

Service Providers		One day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	16	7	43	125	191
	%	8.4%	3.7%	22.5%	65.4%	100.0%
BSNL	Count	11	3	75	66	155
	%	7.1%	1.9%	48.4%	42.6%	100.0%
Reliance	Count	21	2	48	76	147
	%	14.3%	1.4%	32.7%	51.7%	100.0%
TTSL	Count	21	24	123	143	311
	%	6.8%	7.7%	39.5%	46.0%	100.0%
Vodafone	Count	7	5	50	148	210
	%	3.3%	2.4%	23.8%	70.5%	100.0%
Idea	Count	6	8	65	111	190
	%	3.2%	4.2%	34.2%	58.4%	100.0%
Overall	Count	82	49	404	669	1204
	%	6.8%	4.1%	33.6%	55.6%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	191	189	56	133	2	0
	%	100.0%	99.0%	29.3%	69.6%	1.0%	0.0%
BSNL	Count	155	153	21	132	2	0
	%	100.0%	98.7%	13.5%	85.2%	1.3%	0.0%
Reliance	Count	147	146	27	119	1	0
	%	100.0%	99.3%	18.4%	81.0%	0.7%	0.0%
TTSL	Count	311	304	98	206	7	0
	%	100.0%	97.7%	31.5%	66.2%	2.3%	0.0%
Vodafone	Count	210	207	62	145	3	0
	%	100.0%	98.6%	29.5%	69.0%	1.4%	0.0%
Idea	Count	190	187	47	140	3	0
	%	100.0%	98.4%	24.7%	73.7%	1.6%	0.0%
Overall	Count	1204	1186	311	875	18	0
	%	100.0%	98.5%	25.8%	72.7%	1.5%	0.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	79	71	9	62	6	2
	%	100.0%	89.9%	11.4%	78.5%	7.6%	2.5%
BSNL	Count	197	191	14	177	5	1
	%	100.0%	97.0%	7.1%	89.8%	2.5%	0.5%
Reliance	Count	42	40	5	35	1	1
	%	100.0%	95.2%	11.9%	83.3%	2.4%	2.4%
TTSL	Count	72	54	3	51	18	0
	%	100.0%	75.0%	4.2%	70.8%	25.0%	0.0%
Vodafone	Count	129	118	33	85	9	2
	%	100.0%	91.5%	25.6%	65.9%	7.0%	1.6%
Idea	Count	96	87	14	73	7	2
	%	100.0%	90.6%	14.6%	76.0%	7.3%	2.1%
Overall	Count	615	561	78	483	46	8
	%	100.0%	91.2%	12.7%	78.5%	7.5%	1.3%

B. Billing Process - Prepaid Customers

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	809	785	117	668	24	0
	%	100.0%	97.0%	14.5%	82.6%	3.0%	0.0%
BSNL	Count	914	886	95	791	27	1
	%	100.0%	96.9%	10.4%	86.5%	3.0%	0.1%
Reliance	Count	867	795	99	696	61	11
	%	100.0%	91.7%	11.4%	80.3%	7.0%	1.3%
TTSL	Count	654	642	54	588	12	0
	%	100.0%	98.2%	8.3%	89.9%	1.8%	0.0%
Vodafone	Count	690	649	124	525	39	2
	%	100.0%	94.1%	18.0%	76.1%	5.7%	0.3%
Idea	Count	765	747	141	606	17	1
	%	100.0%	97.6%	18.4%	79.2%	2.2%	0.1%
Overall	Count	4699	4504	630	3874	180	15
	%	100.0%	95.9%	13.4%	82.4%	3.8%	0.3%

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

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	7	1	2	9	8	24
	%	29.2%	4.2%	8.3%	37.5%	33.3%	
BSNL	Count	13	1	1	9	6	28
	%	46.4%	3.6%	3.6%	32.1%	21.4%	
Reliance	Count	17	12	13	15	16	72
	%	23.6%	16.7%	18.1%	20.8%	22.2%	
TTSL	Count	1	1	1	4	5	12
	%	8.3%	8.3%	8.3%	33.3%	41.7%	
Vodafone	Count	28	7	2	8	5	41
	%	68.3%	17.1%	4.9%	19.5%	12.2%	
Idea	Count	5	3	2	6	6	18
	%	27.8%	16.7%	11.1%	33.3%	33.3%	
Overall	Count	71	25	21	51	46	195
	%	36.4%	12.8%	10.8%	26.2%	23.6%	

C. Billing Process - Postpaid Customers

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	258	239	48	191	16	3
	%	100.0%	92.6%	18.6%	74.0%	6.2%	1.2%
BSNL	Count	214	199	35	164	14	1
	%	100.0%	93.0%	16.4%	76.6%	6.5%	0.5%
Reliance	Count	200	175	12	163	20	5
	%	100.0%	87.5%	6.0%	81.5%	10.0%	2.5%
TTSL	Count	478	458	148	310	17	3
	%	100.0%	95.8%	31.0%	64.9%	3.6%	0.6%
Vodafone	Count	401	385	166	219	12	4
	%	100.0%	96.0%	41.4%	54.6%	3.0%	1.0%
Idea	Count	339	317	21	296	21	1
	%	100.0%	93.5%	6.2%	87.3%	6.2%	0.3%
Overall	Count	1890	1773	430	1343	100	17
	%	100.0%	93.8%	22.8%	71.1%	5.3%	0.9%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	258	235	43	192	23	0
	%	100.0%	91.1%	16.7%	74.4%	8.9%	0.0%
BSNL	Count	214	202	36	166	11	1
	%	100.0%	94.4%	16.8%	77.6%	5.1%	0.5%
Reliance	Count	200	181	7	174	18	1
	%	100.0%	90.5%	3.5%	87.0%	9.0%	0.5%
TTSL	Count	478	452	134	318	24	2
	%	100.0%	94.6%	28.0%	66.5%	5.0%	0.4%
Vodafone	Count	401	360	130	230	34	7
	%	100.0%	89.8%	32.4%	57.4%	8.5%	1.7%
Idea	Count	339	310	19	291	28	1
	%	100.0%	91.4%	5.6%	85.8%	8.3%	0.3%
Overall	Count	1890	1740	369	1371	138	12
	%	100.0%	92.1%	19.5%	72.5%	7.3%	0.6%

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

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Airtel	Count	7	1	4	7	4	23
	%	30.4%	4.3%	17.4%	30.4%	17.4%	
BSNL	Count	6	1	0	4	1	12
	%	50.0%	8.3%	0.0%	33.3%	8.3%	
Reliance	Count	7	3	2	5	2	19
	%	36.8%	15.8%	10.5%	26.3%	10.5%	
TTSL	Count	5	1	5	13	2	26
	%	19.2%	3.8%	19.2%	50.0%	7.7%	
Vodafone	Count	16	2	5	10	9	41
	%	39.0%	4.9%	12.2%	24.4%	22.0%	
Idea	Count	8	0	3	13	5	29
	%	27.6%	0.0%	10.3%	44.8%	17.2%	
Overall	Count	49	8	19	52	23	150
	%	32.7%	5.3%	12.7%	34.7%	15.3%	

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

Service Providers		Yes	No	Base
Airtel	Count	43	215	258
	%	16.7%	83.3%	100.0%
BSNL	Count	6	208	214
	%	2.8%	97.2%	100.0%
Reliance	Count	26	174	200
	%	13.0%	87.0%	100.0%
TTSL	Count	44	434	478
	%	9.2%	90.8%	100.0%
Vodafone	Count	54	347	401
	%	13.5%	86.5%	100.0%
Idea	Count	36	303	339
	%	10.6%	89.4%	100.0%
Overall	Count	209	1681	1890
	%	11.1%	88.9%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	43	20	2	18	19	4
	%	100.0%	46.5%	4.7%	41.9%	44.2%	9.3%
BSNL	Count	6	3	0	3	3	0
	%	100.0%	50.0%	0.0%	50.0%	50.0%	0.0%
Reliance	Count	26	5	0	5	12	9
	%	100.0%	19.2%	0.0%	19.2%	46.2%	34.6%
TTSL	Count	44	26	7	19	14	4
	%	100.0%	59.1%	15.9%	43.2%	31.8%	9.1%
Vodafone	Count	54	21	7	14	25	8
	%	100.0%	38.9%	13.0%	25.9%	46.3%	14.8%
Idea	Count	36	13	2	11	20	3
	%	100.0%	36.1%	5.6%	30.6%	55.6%	8.3%
Overall	Count	209	88	18	70	93	28
	%	100.0%	42.1%	8.6%	33.5%	44.5%	13.4%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	258	254	50	204	4	0
	%	100.0%	98.4%	19.4%	79.1%	1.6%	0.0%
BSNL	Count	214	204	27	177	10	0
	%	100.0%	95.3%	12.6%	82.7%	4.7%	0.0%
Reliance	Count	200	195	5	190	4	1
	%	100.0%	97.5%	2.5%	95.0%	2.0%	0.5%
TTSL	Count	478	472	121	351	6	0
	%	100.0%	98.7%	25.3%	73.4%	1.3%	0.0%
Vodafone	Count	401	392	120	272	8	1
	%	100.0%	97.8%	29.9%	67.8%	2.0%	0.2%
Idea	Count	339	331	15	316	8	0
	%	100.0%	97.6%	4.4%	93.2%	2.4%	0.0%
Overall	Count	1890	1848	338	1510	40	2
	%	100.0%	97.8%	17.9%	79.9%	2.1%	0.1%

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

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Airtel	Count	1	0	3	0	0	4
	%	25.0%	0.0%	75.0%	0.0%	0.0%	
BSNL	Count	0	0	9	1	0	10
	%	0.0%	0.0%	90.0%	10.0%	0.0%	
Reliance	Count	0	0	2	3	0	5
	%	0.0%	0.0%	40.0%	60.0%	0.0%	
TTSL	Count	3	1	1	1	0	6
	%	50.0%	16.7%	16.7%	16.7%	0.0%	
Vodafone	Count	0	1	4	4	0	9
	%	0.0%	11.1%	44.4%	44.4%	0.0%	
Idea	Count	0	0	6	2	0	8
	%	0.0%	0.0%	75.0%	25.0%	0.0%	
Overall	Count	4	2	25	11	0	42
	%	9.5%	4.8%	59.5%	26.2%	0.0%	

D. Help Services/ Customer Care

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

Service Providers		Yes	No	Base
Airtel	Count	563	504	1067
	%	52.8%	47.2%	100.0%
BSNL	Count	375	753	1128
	%	33.2%	66.8%	100.0%
Reliance	Count	582	485	1067
	%	54.5%	45.5%	100.0%
TTSL	Count	491	641	1132
	%	43.4%	56.6%	100.0%
Vodafone	Count	534	557	1091
	%	48.9%	51.1%	100.0%
Idea	Count	526	578	1104
	%	47.6%	52.4%	100.0%
Overall	Count	3071	3518	6589
	%	46.6%	53.4%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	563	488	40	448	67	8
	%	100.0%	86.7%	7.1%	79.6%	11.9%	1.4%
BSNL	Count	375	300	21	279	71	4
	%	100.0%	80.0%	5.6%	74.4%	18.9%	1.1%
Reliance	Count	582	454	55	399	114	14
	%	100.0%	78.0%	9.5%	68.6%	19.6%	2.4%
TTSL	Count	491	433	53	380	55	3
	%	100.0%	88.2%	10.8%	77.4%	11.2%	0.6%
Vodafone	Count	534	401	72	329	117	16
	%	100.0%	75.1%	13.5%	61.6%	21.9%	3.0%
Idea	Count	526	449	84	365	73	4
	%	100.0%	85.4%	16.0%	69.4%	13.9%	0.8%
Overall	Count	3071	2525	325	2200	497	49
	%	100.0%	82.2%	10.6%	71.6%	16.2%	1.6%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	563	502	45	457	53	8
	%	100.0%	89.2%	8.0%	81.2%	9.4%	1.4%
BSNL	Count	375	304	19	285	67	4
	%	100.0%	81.1%	5.1%	76.0%	17.9%	1.1%
Reliance	Count	582	479	45	434	92	11
	%	100.0%	82.3%	7.7%	74.6%	15.8%	1.9%
TTSL	Count	491	441	60	381	43	7
	%	100.0%	89.8%	12.2%	77.6%	8.8%	1.4%
Vodafone	Count	534	445	84	361	75	14
	%	100.0%	83.3%	15.7%	67.6%	14.0%	2.6%
Idea	Count	526	456	79	377	66	4
	%	100.0%	86.7%	15.0%	71.7%	12.5%	0.8%
Overall	Count	3071	2627	332	2295	396	48
	%	100.0%	85.5%	10.8%	74.7%	12.9%	1.6%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	563	476	73	403	80	7
	%	100.0%	84.5%	13.0%	71.6%	14.2%	1.2%
BSNL	Count	375	288	30	258	80	7
	%	100.0%	76.8%	8.0%	68.8%	21.3%	1.9%
Reliance	Count	582	442	77	365	128	12
	%	100.0%	75.9%	13.2%	62.7%	22.0%	2.1%
TTSL	Count	491	420	63	357	64	7
	%	100.0%	85.5%	12.8%	72.7%	13.0%	1.4%
Vodafone	Count	534	430	115	315	91	13
	%	100.0%	80.5%	21.5%	59.0%	17.0%	2.4%
Idea	Count	526	451	65	386	69	6
	%	100.0%	85.7%	12.4%	73.4%	13.1%	1.1%
Overall	Count	3071	2507	423	2084	512	52
	%	100.0%	81.6%	13.8%	67.9%	16.7%	1.7%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	563	479	62	417	78	6
	%	100.0%	85.1%	11.0%	74.1%	13.9%	1.1%
BSNL	Count	375	284	41	243	84	7
	%	100.0%	75.7%	10.9%	64.8%	22.4%	1.9%
Reliance	Count	582	445	68	377	126	11
	%	100.0%	76.5%	11.7%	64.8%	21.6%	1.9%
TTSL	Count	491	417	56	361	69	5
	%	100.0%	84.9%	11.4%	73.5%	14.1%	1.0%
Vodafone	Count	534	430	98	332	88	16
	%	100.0%	80.5%	18.4%	62.2%	16.5%	3.0%
Idea	Count	526	452	72	380	66	8
	%	100.0%	85.9%	13.7%	72.2%	12.5%	1.5%
Overall	Count	3071	2507	397	2110	511	53
	%	100.0%	81.6%	12.9%	68.7%	16.6%	1.7%

E. Network Performance, Reliability and Availability

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	915	116	799	144	8
	%	100.0%	85.8%	10.9%	74.9%	13.5%	0.7%
BSNL	Count	1128	764	128	636	347	17
	%	100.0%	67.7%	11.3%	56.4%	30.8%	1.5%
Reliance	Count	1067	946	119	827	111	10
	%	100.0%	88.7%	11.2%	77.5%	10.4%	0.9%
TTSL	Count	1132	1031	186	845	100	1
	%	100.0%	91.1%	16.4%	74.6%	8.8%	0.1%
Vodafone	Count	1091	1007	276	731	76	8
	%	100.0%	92.3%	25.3%	67.0%	7.0%	0.7%
Idea	Count	1104	993	167	826	106	5
	%	100.0%	89.9%	15.1%	74.8%	9.6%	0.5%
Overall	Count	6589	5656	992	4664	884	49
	%	100.0%	85.8%	15.1%	70.8%	13.4%	0.7%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	970	98	872	92	5
	%	100.0%	90.9%	9.2%	81.7%	8.6%	0.5%
BSNL	Count	1128	861	90	771	250	17
	%	100.0%	76.3%	8.0%	68.4%	22.2%	1.5%
Reliance	Count	1067	1001	132	869	61	5
	%	100.0%	93.8%	12.4%	81.4%	5.7%	0.5%
TTSL	Count	1132	1068	184	884	61	3
	%	100.0%	94.3%	16.3%	78.1%	5.4%	0.3%
Vodafone	Count	1091	1029	209	820	58	4
	%	100.0%	94.3%	19.2%	75.2%	5.3%	0.4%
Idea	Count	1104	1012	158	854	84	8
	%	100.0%	91.7%	14.3%	77.4%	7.6%	0.7%
Overall	Count	6589	5941	871	5070	606	42
	%	100.0%	90.2%	13.2%	76.9%	9.2%	0.6%

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

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	340	647	72	8	1067
	%	31.9%	60.6%	6.7%	0.7%	100.0%
BSNL	Count	232	642	234	20	1128
	%	20.6%	56.9%	20.7%	1.8%	100.0%
Reliance	Count	415	595	53	4	1067
	%	38.9%	55.8%	5.0%	0.4%	100.0%
TTSL	Count	542	511	75	4	1132
	%	47.9%	45.1%	6.6%	0.4%	100.0%
Vodafone	Count	462	561	60	8	1091
	%	42.3%	51.4%	5.5%	0.7%	100.0%
Idea	Count	400	620	79	5	1104
	%	36.2%	56.2%	7.2%	0.5%	100.0%
Overall	Count	2391	3576	573	49	6589
	%	36.3%	54.3%	8.7%	0.7%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	969	112	857	96	2
	%	100.0%	90.8%	10.5%	80.3%	9.0%	0.2%
BSNL	Count	1128	839	97	742	275	14
	%	100.0%	74.4%	8.6%	65.8%	24.4%	1.2%
Reliance	Count	1067	1000	139	861	61	6
	%	100.0%	93.7%	13.0%	80.7%	5.7%	0.6%
TTSL	Count	1132	1041	149	892	87	4
	%	100.0%	92.0%	13.2%	78.8%	7.7%	0.4%
Vodafone	Count	1091	1006	211	795	81	4
	%	100.0%	92.2%	19.3%	72.9%	7.4%	0.4%
Idea	Count	1104	1017	169	848	85	2
	%	100.0%	92.1%	15.3%	76.8%	7.7%	0.2%
Overall	Count	6589	5872	877	4995	685	32
	%	100.0%	89.1%	13.3%	75.8%	10.4%	0.5%

F. Maintainability

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

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Airtel	Count	398	604	63	2	1067
	%	37.3%	56.6%	5.9%	0.2%	100.0%
BSNL	Count	298	616	204	10	1128
	%	26.4%	54.6%	18.1%	0.9%	100.0%
Reliance	Count	451	574	41	1	1067
	%	42.3%	53.8%	3.8%	0.1%	100.0%
TTSL	Count	506	581	42	3	1132
	%	44.7%	51.3%	3.7%	0.3%	100.0%
Vodafone	Count	528	514	44	5	1091
	%	48.4%	47.1%	4.0%	0.5%	100.0%
Idea	Count	416	612	72	4	1104
	%	37.7%	55.4%	6.5%	0.4%	100.0%
Overall	Count	2597	3501	466	25	6589
	%	39.4%	53.1%	7.1%	0.4%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	957	134	823	106	4
	%	100.0%	89.7%	12.6%	77.1%	9.9%	0.4%
BSNL	Count	1128	865	120	745	247	16
	%	100.0%	76.7%	10.6%	66.0%	21.9%	1.4%
Reliance	Count	1067	1007	141	866	54	6
	%	100.0%	94.4%	13.2%	81.2%	5.1%	0.6%
TTSL	Count	1132	1064	202	862	66	2
	%	100.0%	94.0%	17.8%	76.1%	5.8%	0.2%
Vodafone	Count	1091	1034	249	785	53	4
	%	100.0%	94.8%	22.8%	72.0%	4.9%	0.4%
Idea	Count	1104	1012	188	824	88	4
	%	100.0%	91.7%	17.0%	74.6%	8.0%	0.4%
Overall	Count	6589	5939	1034	4905	614	36
	%	100.0%	90.1%	15.7%	74.4%	9.3%	0.5%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	949	108	841	111	7
	%	100.0%	88.9%	10.1%	78.8%	10.4%	0.7%
BSNL	Count	1128	887	95	792	227	14
	%	100.0%	78.6%	8.4%	70.2%	20.1%	1.2%
Reliance	Count	1067	1004	126	878	58	5
	%	100.0%	94.1%	11.8%	82.3%	5.4%	0.5%
TTSL	Count	1132	1072	132	940	58	2
	%	100.0%	94.7%	11.7%	83.0%	5.1%	0.2%
Vodafone	Count	1091	1031	191	840	56	4
	%	100.0%	94.5%	17.5%	77.0%	5.1%	0.4%
Idea	Count	1104	1003	157	846	93	8
	%	100.0%	90.9%	14.2%	76.6%	8.4%	0.7%
Overall	Count	6589	5946	809	5137	603	40
	%	100.0%	90.2%	12.3%	78.0%	9.2%	0.6%

G. Supplementary Service/ Value Added Services

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

Service Providers		Yes	No	Base
Airtel	Count	329	738	1067
	%	30.8%	69.2%	100.0%
BSNL	Count	256	872	1128
	%	22.7%	77.3%	100.0%
Reliance	Count	256	811	1067
	%	24.0%	76.0%	100.0%
TTSL	Count	221	911	1132
	%	19.5%	80.5%	100.0%
Vodafone	Count	417	674	1091
	%	38.2%	61.8%	100.0%
Idea	Count	345	759	1104
	%	31.3%	68.8%	100.0%
Overall	Count	1824	4765	6589
	%	27.7%	72.3%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	315	14	329
	%	95.7%	4.3%	100.0%
BSNL	Count	243	13	256
	%	94.9%	5.1%	100.0%
Reliance	Count	221	35	256
	%	86.3%	13.7%	100.0%
TTSL	Count	217	4	221
	%	98.2%	1.8%	100.0%
Vodafone	Count	397	20	417
	%	95.2%	4.8%	100.0%
Idea	Count	324	21	345
	%	93.9%	6.1%	100.0%
Overall	Count	1717	107	1824
	%	94.1%	5.9%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	329	317	71	246	8	4
	%	100.0%	96.4%	21.6%	74.8%	2.4%	1.2%
BSNL	Count	256	245	5	240	7	4
	%	100.0%	95.7%	2.0%	93.8%	2.7%	1.6%
Reliance	Count	256	238	21	217	10	8
	%	100.0%	93.0%	8.2%	84.8%	3.9%	3.1%
TTSL	Count	221	211	65	146	10	0
	%	100.0%	95.5%	29.4%	66.1%	4.5%	0.0%
Vodafone	Count	417	401	182	219	15	1
	%	100.0%	96.2%	43.6%	52.5%	3.6%	0.2%
Idea	Count	345	332	47	285	12	1
	%	100.0%	96.2%	13.6%	82.6%	3.5%	0.3%
Overall	Count	1824	1744	391	1353	62	18
	%	100.0%	95.6%	21.4%	74.2%	3.4%	1.0%

H. Overall Customer Satisfaction

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	1067	875	92	783	178	14
	%	100.0%	82.0%	8.6%	73.4%	16.7%	1.3%
BSNL	Count	1128	826	115	711	283	19
	%	100.0%	73.2%	10.2%	63.0%	25.1%	1.7%
Reliance	Count	1067	888	100	788	165	14
	%	100.0%	83.2%	9.4%	73.9%	15.5%	1.3%
TTSL	Count	1132	1031	106	925	96	5
	%	100.0%	91.1%	9.4%	81.7%	8.5%	0.4%
Vodafone	Count	1091	946	143	803	119	26
	%	100.0%	86.7%	13.1%	73.6%	10.9%	2.4%
Idea	Count	1104	970	178	792	129	5
	%	100.0%	87.9%	16.1%	71.7%	11.7%	0.5%
Overall	Count	6589	5536	734	4802	970	83
	%	100.0%	84.0%	11.1%	72.9%	14.7%	1.3%

I. General Information

I.1. (Q 27) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

Service Providers		Yes	No	Base
Airtel	Count	41	150	191
	%	21.5%	78.5%	100.0%
BSNL	Count	42	113	155
	%	27.1%	72.9%	100.0%
Reliance	Count	12	135	147
	%	8.2%	91.8%	100.0%
TTSL	Count	71	240	311
	%	22.8%	77.2%	100.0%
Vodafone	Count	26	184	210
	%	12.4%	87.6%	100.0%
Idea	Count	51	139	190
	%	26.8%	73.2%	100.0%
Overall	Count	243	961	1204
	%	20.2%	79.8%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	23	1044	1067
	%	2.2%	97.8%	100.0%
BSNL	Count	8	1120	1128
	%	0.7%	99.3%	100.0%
Reliance	Count	26	1041	1067
	%	2.4%	97.6%	100.0%
TTSL	Count	50	1082	1132
	%	4.4%	95.6%	100.0%
Vodafone	Count	13	1078	1091
	%	1.2%	98.8%	100.0%
Idea	Count	30	1074	1104
	%	2.7%	97.3%	100.0%
Overall	Count	150	6439	6589
	%	2.3%	97.7%	100.0%

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

Service Providers		Airtel	Vodafone	Idea	BSNL	Reliance	TTSL	Base
Airtel	Count	6	6	3	2	5	1	23
	%	26.1%	26.1%	13.0%	8.7%	21.7%	4.3%	100.0%
BSNL	Count	0	1	4	1	2	0	8
	%	0.0%	12.5%	50.0%	12.5%	25.0%	0.0%	100.0%
Reliance	Count	7	6	3	4	4	2	26
	%	26.9%	23.1%	11.5%	15.4%	15.4%	7.7%	100.0%
TTSL	Count	14	7	8	6	4	11	50
	%	28.0%	14.0%	16.0%	12.0%	8.0%	22.0%	100.0%
Vodafone	Count	6	3	1	1	1	0	12
	%	50.0%	25.0%	8.3%	8.3%	8.3%	0.0%	100.0%
Idea	Count	11	6	4	5	3	1	30
	%	36.7%	20.0%	13.3%	16.7%	10.0%	3.3%	100.0%
Overall	Count	44	29	23	19	19	15	149
	%	29.5%	19.5%	15.4%	12.8%	12.8%	10.1%	100.0%

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

Service Providers		1 day	2-3 days	4-7 days	More than 7 days	Base
Airtel	Count	10	9	2	2	23
	%	43.5%	39.1%	8.7%	8.7%	100.0%
BSNL	Count	1	5	1	1	8
	%	12.5%	62.5%	12.5%	12.5%	100.0%
Reliance	Count	10	11	1	4	26
	%	38.5%	42.3%	3.8%	15.4%	100.0%
TTSL	Count	30	10	4	6	50
	%	60.0%	20.0%	8.0%	12.0%	100.0%
Vodafone	Count	7	4	0	2	13
	%	53.8%	30.8%	0.0%	15.4%	100.0%
Idea	Count	10	12	4	4	30
	%	33.3%	40.0%	13.3%	13.3%	100.0%
Overall	Count	68	51	12	19	150
	%	45.3%	34.0%	8.0%	12.7%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	7	3	10
	%	70.0%	30.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	1	2	3
	%	33.3%	66.7%	100.0%
TTSL	Count	2	2	4
	%	50.0%	50.0%	100.0%
Vodafone	Count	3	1	4
	%	75.0%	25.0%	100.0%
Idea	Count	6	3	9
	%	66.7%	33.3%	100.0%
Overall	Count	19	11	30
	%	63.3%	36.7%	100.0%

I.6. (Q 32) Have you registered your telephone number for Do Not Call (DNC) registry with your service provider so that you do not receive unsolicited commercial calls /SMS.

Service Providers		Yes	No	Do not mind receiving such calls/SMS	Base
Airtel	Count	11	813	243	1067
	%	1.0%	76.2%	22.8%	100.0%
BSNL	Count	10	1024	94	1128
	%	0.9%	90.8%	8.3%	100.0%
Reliance	Count	15	903	149	1067
	%	1.4%	84.6%	14.0%	100.0%
TTSL	Count	19	961	152	1132
	%	1.7%	84.9%	13.4%	100.0%
Vodafone	Count	15	820	256	1091
	%	1.4%	75.2%	23.5%	100.0%
Idea	Count	21	937	146	1104
	%	1.9%	84.9%	13.2%	100.0%
Overall	Count	91	5458	1040	6589
	%	1.4%	82.8%	15.8%	100.0%

I.7. (Q 33) Do you still receive unsolicited commercial calls/SMS and whether there is any change in the frequency of such calls /SMS.

Service Providers		Stopped Receiving	Considerable Decrease	Slight Decrease	Continued Receiving	Base
Airtel	Count	5	0	2	4	11
	%	45.5%	0.0%	18.2%	36.4%	100.0%
BSNL	Count	2	0	5	3	10
	%	20.0%	0.0%	50.0%	30.0%	100.0%
Reliance	Count	4	2	2	7	15
	%	26.7%	13.3%	13.3%	46.7%	100.0%
TTSL	Count	5	3	4	7	19
	%	26.3%	15.8%	21.1%	36.8%	100.0%
Vodafone	Count	2	0	6	7	15
	%	13.3%	0.0%	40.0%	46.7%	100.0%
Idea	Count	6	1	8	6	21
	%	28.6%	4.8%	38.1%	28.6%	100.0%
Overall	Count	24	6	27	34	91
	%	26.4%	6.6%	29.7%	37.4%	100.0%

H.8. (Q 33a) Have you made any complaint to your service provider on getting such unsolicited calls/ SMS after registering for National Do Not Call (NDNC) Registry.

Service Providers		Yes	No	Base
Airtel	Count	1	5	6
	%	16.7%	83.3%	100.0%
BSNL	Count	1	7	8
	%	12.5%	87.5%	100.0%
Reliance	Count	2	9	11
	%	18.2%	81.8%	100.0%
TTSL	Count	3	11	14
	%	21.4%	78.6%	100.0%
Vodafone	Count	0	13	13
	%	0.0%	100.0%	100.0%
Idea	Count	6	9	15
	%	40.0%	60.0%	100.0%
Overall	Count	13	54	67
	%	19.4%	80.6%	100.0%

H.9. (Q 33b) Complaint registration with the service provider.

Service Providers		Complaint was registered	Refused to register the complaint	Customer who registered the telephone numbers of the companies from where unsolicited calls/ SMS came	Base
Airtel	Count	0	1	0	1
	%	0.0%	100.0%	0.0%	100.0%
BSNL	Count	1	0	0	1
	%	100.0%	0.0%	0.0%	100.0%
Reliance	Count	1	1	0	2
	%	50.0%	50.0%	0.0%	100.0%
TTSL	Count	1	2	0	3
	%	33.3%	66.7%	0.0%	100.0%
Vodafone	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Idea	Count	1	5	0	6
	%	16.7%	83.3%	0.0%	100.0%
Overall	Count	4	9	0	13
	%	30.8%	69.2%	0.0%	100.0%

J. Grievance Redressal Mechanism

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

Service Providers		Yes	No	Base
Airtel	Count	214	853	1067
	%	20.1%	79.9%	100.0%
BSNL	Count	201	927	1128
	%	17.8%	82.2%	100.0%
Reliance	Count	118	949	1067
	%	11.1%	88.9%	100.0%
TTSL	Count	96	1036	1132
	%	8.5%	91.5%	100.0%
Vodafone	Count	104	987	1091
	%	9.5%	90.5%	100.0%
Idea	Count	170	934	1104
	%	15.4%	84.6%	100.0%
Overall	Count	903	5686	6589
	%	13.7%	86.3%	100.0%

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

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Airtel	Count	1057	403	2	7	1067
	%	99.1%	37.8%	0.2%	0.7%	
BSNL	Count	1065	556	1	52	1128
	%	94.4%	49.3%	0.1%	4.6%	
Reliance	Count	1064	418	2	2	1067
	%	99.7%	39.2%	0.2%	0.2%	
TTSL	Count	1126	357	1	4	1132
	%	99.5%	31.5%	0.1%	0.4%	
Vodafone	Count	1086	260	0	2	1091
	%	99.5%	23.8%	0.0%	0.2%	
Idea	Count	1095	281	7	2	1104
	%	99.2%	25.5%	0.6%	0.2%	
Overall	Count	6493	2275	13	69	6589
	%	98.5%	34.5%	0.2%	1.0%	

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

Service Providers		Yes	No	Base
Airtel	Count	117	950	1067
	%	11.0%	89.0%	100.0%
BSNL	Count	55	1073	1128
	%	4.9%	95.1%	100.0%
Reliance	Count	84	983	1067
	%	7.9%	92.1%	100.0%
TTSL	Count	37	1095	1132
	%	3.3%	96.7%	100.0%
Vodafone	Count	85	1006	1091
	%	7.8%	92.2%	100.0%
Idea	Count	72	1032	1104
	%	6.5%	93.5%	100.0%
Overall	Count	450	6139	6589
	%	6.8%	93.2%	100.0%

J.4 (Q 37) Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Base
Airtel	Count	52	46	19	117
	%	44.4%	39.3%	16.2%	100.0%
BSNL	Count	31	22	2	55
	%	56.4%	40.0%	3.6%	100.0%
Reliance	Count	49	30	5	84
	%	58.3%	35.7%	6.0%	100.0%
TTSL	Count	23	8	6	37
	%	62.2%	21.6%	16.2%	100.0%
Vodafone	Count	51	30	4	85
	%	60.0%	35.3%	4.7%	100.0%
Idea	Count	27	33	12	72
	%	37.5%	45.8%	16.7%	100.0%
Overall	Count	233	169	48	450
	%	51.8%	37.6%	10.7%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	68	49	117
	%	58.1%	41.9%	100.0%
BSNL	Count	17	38	55
	%	30.9%	69.1%	100.0%
Reliance	Count	37	47	84
	%	44.0%	56.0%	100.0%
TTSL	Count	11	26	37
	%	29.7%	70.3%	100.0%
Vodafone	Count	47	38	85
	%	55.3%	44.7%	100.0%
Idea	Count	43	29	72
	%	59.7%	40.3%	100.0%
Overall	Count	223	227	450
	%	49.6%	50.4%	100.0%

J.6. (Q 39) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	117	100	10	90	16	1
	%	100.0%	85.5%	8.5%	76.9%	13.7%	0.9%
BSNL	Count	55	32	2	30	20	3
	%	100.0%	58.2%	3.6%	54.5%	36.4%	5.5%
Reliance	Count	84	66	4	62	13	5
	%	100.0%	78.6%	4.8%	73.8%	15.5%	6.0%
TTSL	Count	37	26	5	21	11	0
	%	100.0%	70.3%	13.5%	56.8%	29.7%	0.0%
Vodafone	Count	85	67	9	58	14	4
	%	100.0%	78.8%	10.6%	68.2%	16.5%	4.7%
Idea	Count	72	59	6	53	10	3
	%	100.0%	81.9%	8.3%	73.6%	13.9%	4.2%
Overall	Count	450	350	36	314	84	16
	%	100.0%	77.8%	8.0%	69.8%	18.7%	3.6%

J.7. (Q 40) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
Airtel	Count	6	0	1	12	4	1	17
	%	35.3%	0.0%	5.9%	70.6%	23.5%	5.9%	
BSNL	Count	14	2	4	14	3	0	23
	%	60.9%	8.7%	17.4%	60.9%	13.0%	0.0%	
Reliance	Count	4	2	3	7	0	4	18
	%	22.2%	11.1%	16.7%	38.9%	0.0%	22.2%	
TTSL	Count	2	2	2	8	0	3	11
	%	18.2%	18.2%	18.2%	72.7%	0.0%	27.3%	
Vodafone	Count	6	2	3	12	1	0	18
	%	33.3%	11.1%	16.7%	66.7%	5.6%	0.0%	
Idea	Count	4	0	2	5	0	2	13
	%	30.8%	0.0%	15.4%	38.5%	0.0%	15.4%	
Overall	Count	36	8	15	58	8	10	100
	%	36.0%	8.0%	15.0%	58.0%	8.0%	10.0%	

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

Service Providers		Yes	No	Base
Airtel	Count	13	14	27
	%	48.1%	51.9%	100.0%
BSNL	Count	3	4	7
	%	42.9%	57.1%	100.0%
Reliance	Count	4	13	17
	%	23.5%	76.5%	100.0%
TTSL	Count	4	5	9
	%	44.4%	55.6%	100.0%
Vodafone	Count	10	17	27
	%	37.0%	63.0%	100.0%
Idea	Count	5	8	13
	%	38.5%	61.5%	100.0%
Overall	Count	39	61	100
	%	39.0%	61.0%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	3	1064	1067
	%	0.3%	99.7%	100.0%
BSNL	Count	2	1126	1128
	%	0.2%	99.8%	100.0%
Reliance	Count	3	1064	1067
	%	0.3%	99.7%	100.0%
TTSL	Count	8	1124	1132
	%	0.7%	99.3%	100.0%
Vodafone	Count	4	1087	1091
	%	0.4%	99.6%	100.0%
Idea	Count	1	1103	1104
	%	0.1%	99.9%	100.0%
Overall	Count	21	6568	6589
	%	0.3%	99.7%	100.0%

J.10. (Q 43) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Airtel	Count	0	3	3
	%	0.0%	100.0%	100.0%
BSNL	Count	0	2	2
	%	0.0%	100.0%	100.0%
Reliance	Count	2	1	3
	%	66.7%	33.3%	100.0%
TTSL	Count	0	8	8
	%	0.0%	100.0%	100.0%
Vodafone	Count	0	3	3
	%	0.0%	100.0%	100.0%
Idea	Count	0	1	1
	%	0.0%	100.0%	100.0%
Overall	Count	2	18	20
	%	10.0%	90.0%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	2	2
	%	0.0%	100.0%	100.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	2	2
	%	0.0%	100.0%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	2	2
	%	0.0%	100.0%	100.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	2	2
	%	0.0%	100.0%	100.0%

J.13. (Q 46) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Idea	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

J.14. (Q 47) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Airtel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Idea	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

J.15. (Q 48) Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?

Service Providers		Yes	No	Base
Airtel	Count	1	1066	1067
	%	0.1%	99.9%	100.0%
BSNL	Count	0	1128	1128
	%	0.0%	100.0%	100.0%
Reliance	Count	0	1067	1067
	%	0.0%	100.0%	100.0%
TTSL	Count	2	1130	1132
	%	0.2%	99.8%	100.0%
Vodafone	Count	0	1091	1091
	%	0.0%	100.0%	100.0%
Idea	Count	0	1104	1104
	%	0.0%	100.0%	100.0%
Overall	Count	3	6586	6589
	%	0.0%	100.0%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	1	1
	%	0.0%	100.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	2	2
	%	0.0%	100.0%	100.0%
Vodafone	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	3	3
	%	0.0%	100.0%	100.0%

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

Service Providers		Yes	No	Base
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0
	%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0
	%	0.0%	0.0%	0.0%
Idea	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

J.18 (Q 51) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Idea	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

General Information

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

Service Providers		Yes	No	Base
Airtel	Count	33	776	809
	%	4.1%	95.9%	100.0%
BSNL	Count	47	867	914
	%	5.1%	94.9%	100.0%
Reliance	Count	22	845	867
	%	2.5%	97.5%	100.0%
TTSL	Count	15	639	654
	%	2.3%	97.7%	100.0%
Vodafone	Count	28	662	690
	%	4.1%	95.9%	100.0%
Idea	Count	34	731	765
	%	4.4%	95.6%	100.0%
Overall	Count	179	4520	4699
	%	3.8%	96.2%	100.0%

J.20. (Q 53) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Airtel	Count	9	21	30
	%	30.0%	70.0%	100.0%
BSNL	Count	5	34	39
	%	12.8%	87.2%	100.0%
Reliance	Count	9	12	21
	%	42.9%	57.1%	100.0%
TTSL	Count	0	13	13
	%	0.0%	100.0%	100.0%
Vodafone	Count	12	15	27
	%	44.4%	55.6%	100.0%
Idea	Count	2	30	32
	%	6.3%	93.8%	100.0%
Overall	Count	37	125	162
	%	22.8%	77.2%	100.0%

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

Service Providers		No reason given	Technical problem	Others	Base
Airtel	Count	2	6	1	9
	%	22.2%	66.7%	11.1%	100.0%
BSNL	Count	1	3	1	5
	%	20.0%	60.0%	20.0%	100.0%
Reliance	Count	3	3	3	9
	%	33.3%	33.3%	33.3%	100.0%
TTSL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Vodafone	Count	4	6	2	12
	%	33.3%	50.0%	16.7%	100.0%
Idea	Count	0	0	2	2
	%	0.0%	0.0%	100.0%	100.0%
Overall	Count	10	18	9	37
	%	27.0%	48.6%	24.3%	100.0%

J.22 (Q 55) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Airtel	Count	14	78	92
	%	15.2%	84.8%	100.0%
BSNL	Count	10	90	100
	%	10.0%	90.0%	100.0%
Reliance	Count	7	58	65
	%	10.8%	89.2%	100.0%
TTSL	Count	110	89	199
	%	55.3%	44.7%	100.0%
Vodafone	Count	5	106	111
	%	4.5%	95.5%	100.0%
Idea	Count	19	88	107
	%	17.8%	82.2%	100.0%
Overall	Count	165	509	674
	%	24.5%	75.5%	100.0%

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

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

Service Providers		Within 15 working days	More than 15 days	Base
Hathway	Count	1172	89	1261
	%	92.9%	7.1%	100.0%
BSNL	Count	759	314	1073
	%	70.7%	29.3%	100.0%
You	Count	1253	29	1282
	%	97.7%	2.3%	100.0%
Tata	Count	1265	168	1433
	%	88.3%	11.7%	100.0%
Sify	Count	1124	66	1190
	%	94.5%	5.5%	100.0%
Airtel	Count	1040	62	1102
	%	94.4%	5.6%	100.0%
Reliance	Count	1073	144	1217
	%	88.2%	11.8%	100.0%
Overall	Count	7686	872	8558
	%	89.8%	10.2%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	1261	1178	155	1023	76	7
	%	100.0%	93.4%	12.3%	81.1%	6.0%	0.6%
BSNL	Count	1073	966	68	898	104	3
	%	100.0%	90.0%	6.3%	83.7%	9.7%	0.3%
You	Count	1282	1255	45	1210	24	3
	%	100.0%	97.9%	3.5%	94.4%	1.9%	0.2%
Tata	Count	1433	1389	126	1263	40	4
	%	100.0%	96.9%	8.8%	88.1%	2.8%	0.3%
Sify	Count	1190	1145	76	1069	38	7
	%	100.0%	96.2%	6.4%	89.8%	3.2%	0.6%
Airtel	Count	1102	1083	49	1034	19	0
	%	100.0%	98.3%	4.4%	93.8%	1.7%	0.0%
Reliance	Count	1217	1134	52	1082	66	17
	%	100.0%	93.2%	4.3%	88.9%	5.4%	1.4%
Overall	Count	8558	8150	571	7579	367	41
	%	100.0%	95.2%	6.7%	88.6%	4.3%	0.5%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	186	183	77	106	3	0
	%	100.0%	98.4%	41.4%	57.0%	1.6%	0.0%
BSNL	Count	173	165	40	125	8	0
	%	100.0%	95.4%	23.1%	72.3%	4.6%	0.0%
You	Count	77	50	9	41	23	4
	%	100.0%	64.9%	11.7%	53.2%	29.9%	5.2%
Tata	Count	150	110	7	103	33	7
	%	100.0%	73.3%	4.7%	68.7%	22.0%	4.7%
Sify	Count	67	63	8	55	4	0
	%	100.0%	94.0%	11.9%	82.1%	6.0%	0.0%
Airtel	Count	88	63	0	63	23	2
	%	100.0%	71.6%	0.0%	71.6%	26.1%	2.3%
Reliance	Count	85	51	6	45	29	5
	%	100.0%	60.0%	7.1%	52.9%	34.1%	5.9%
Overall	Count	826	685	147	538	123	18
	%	100.0%	82.9%	17.8%	65.1%	14.9%	2.2%

B. Billing Process - Postpaid Customers

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	284	263	37	226	18	3
	%	100.0%	92.6%	13.0%	79.6%	6.3%	1.1%
BSNL	Count	1073	1045	80	965	25	3
	%	100.0%	97.4%	7.5%	89.9%	2.3%	0.3%
You	Count	556	506	44	462	41	9
	%	100.0%	91.0%	7.9%	83.1%	7.4%	1.6%
Tata	Count	838	784	32	752	46	8
	%	100.0%	93.6%	3.8%	89.7%	5.5%	1.0%
Sify	Count	378	371	19	352	4	3
	%	100.0%	98.1%	5.0%	93.1%	1.1%	0.8%
Airtel	Count	1102	1066	58	1008	33	3
	%	100.0%	96.7%	5.3%	91.5%	3.0%	0.3%
Reliance	Count	1135	1036	61	975	88	11
	%	100.0%	91.3%	5.4%	85.9%	7.8%	1.0%
Overall	Count	5366	5071	331	4740	255	40
	%	100.0%	94.5%	6.2%	88.3%	4.8%	0.7%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	284	276	31	245	8	0
	%	100.0%	97.2%	10.9%	86.3%	2.8%	0.0%
BSNL	Count	1073	1030	55	975	40	3
	%	100.0%	96.0%	5.1%	90.9%	3.7%	0.3%
You	Count	556	532	42	490	23	1
	%	100.0%	95.7%	7.6%	88.1%	4.1%	0.2%
Tata	Count	838	819	32	787	17	2
	%	100.0%	97.7%	3.8%	93.9%	2.0%	0.2%
Sify	Count	378	374	6	368	3	1
	%	100.0%	98.9%	1.6%	97.4%	0.8%	0.3%
Airtel	Count	1102	1066	36	1030	36	0
	%	100.0%	96.7%	3.3%	93.5%	3.3%	0.0%
Reliance	Count	1135	1059	58	1001	69	7
	%	100.0%	93.3%	5.1%	88.2%	6.1%	0.6%
Overall	Count	5366	5156	260	4896	196	14
	%	100.0%	96.1%	4.8%	91.2%	3.7%	0.3%

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

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for services not made/ used	Others	Base
Hathway	Count	3	2	4	5	0	8
	%	37.5%	25.0%	50.0%	62.5%	0.0%	
BSNL	Count	9	4	4	29	2	43
	%	20.9%	9.3%	9.3%	67.4%	4.7%	
You	Count	7	2	0	16	2	24
	%	29.2%	8.3%	0.0%	66.7%	8.3%	
Tata	Count	6	2	4	13	1	19
	%	31.6%	10.5%	21.1%	68.4%	5.3%	
Sify	Count	0	0	0	4	0	4
	%	0.0%	0.0%	0.0%	100.0%	0.0%	1
Airtel	Count	2	1	1	22	13	36
	%	5.6%	2.8%	2.8%	61.1%	36.1%	
Reliance	Count	23	6	3	51	7	76
	%	30.3%	7.9%	3.9%	67.1%	9.2%	
Overall	Count	50	17	16	140	25	210
	%	23.8%	8.1%	7.6%	66.7%	11.9%	

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

Service Providers		Yes	No	Base
Hathway	Count	27	257	284
	%	9.5%	90.5%	100.0%
BSNL	Count	45	1028	1073
	%	4.2%	95.8%	100.0%
You	Count	75	481	556
	%	13.5%	86.5%	100.0%
Tata	Count	76	762	838
	%	9.1%	90.9%	100.0%
Sify	Count	6	372	378
	%	1.6%	98.4%	100.0%
Airtel	Count	81	1021	1102
	%	7.4%	92.6%	100.0%
Reliance	Count	158	977	1135
	%	13.9%	86.1%	100.0%
Overall	Count	468	4898	5366
	%	8.7%	91.3%	100.0%

B.4. (Q 7) How satisfied are you with the process of resolution of billing complaints?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	27	9	0	9	14	4
	%	100.0%	33.3%	0.0%	33.3%	51.9%	14.8%
BSNL	Count	45	17	0	17	27	1
	%	100.0%	37.8%	0.0%	37.8%	60.0%	2.2%
You	Count	75	21	1	20	45	9
	%	100.0%	28.0%	1.3%	26.7%	60.0%	12.0%
Tata	Count	76	24	1	23	33	19
	%	100.0%	31.6%	1.3%	30.3%	43.4%	25.0%
Sify	Count	6	2	0	2	4	0
	%	100.0%	33.3%	0.0%	33.3%	66.7%	0.0%
Airtel	Count	81	39	0	39	38	4
	%	100.0%	48.1%	0.0%	48.1%	46.9%	4.9%
Reliance	Count	158	40	0	40	83	35
	%	100.0%	25.3%	0.0%	25.3%	52.5%	22.2%
Overall	Count	468	152	2	150	244	72
	%	100.0%	32.5%	0.4%	32.1%	52.1%	15.4%

B.5. (Q 8a) How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	284	280	23	257	4	0
	%	100.0%	98.6%	8.1%	90.5%	1.4%	0.0%
BSNL	Count	1073	1050	54	996	22	1
	%	100.0%	97.9%	5.0%	92.8%	2.1%	0.1%
You	Count	556	549	37	512	6	1
	%	100.0%	98.7%	6.7%	92.1%	1.1%	0.2%
Tata	Count	838	830	30	800	8	0
	%	100.0%	99.0%	3.6%	95.5%	1.0%	0.0%
Sify	Count	378	374	8	366	4	0
	%	100.0%	98.9%	2.1%	96.8%	1.1%	0.0%
Airtel	Count	1102	1095	38	1057	6	1
	%	100.0%	99.4%	3.4%	95.9%	0.5%	0.1%
Reliance	Count	1135	1109	42	1067	21	5
	%	100.0%	97.7%	3.7%	94.0%	1.9%	0.4%
Overall	Count	5366	5287	232	5055	71	8
	%	100.0%	98.5%	4.3%	94.2%	1.3%	0.1%

C.6. (Q 8b) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to read the bill	Difficult to understand the language	Calculations not clear	Item wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Others	Base
Hathway	Count	0	0	2	3	0	4
	%	0.0%	0.0%	50.0%	75.0%	0.0%	
BSNL	Count	5	3	9	19	1	23
	%	21.7%	13.0%	39.1%	82.6%	4.3%	
You	Count	1	0	2	4	0	7
	%	14.3%	0.0%	28.6%	57.1%	0.0%	
Tata	Count	0	1	3	6	0	8
	%	0.0%	12.5%	37.5%	75.0%	0.0%	
Sify	Count	0	0	2	2	0	4
	%	0.0%	0.0%	50.0%	50.0%	0.0%	
Airtel	Count	0	1	6	1	0	7
	%	0.0%	14.3%	85.7%	14.3%	0.0%	
Reliance	Count	1	0	8	15	4	26
	%	3.8%	0.0%	30.8%	57.7%	15.4%	
Overall	Count	7	5	32	50	5	79
	%	8.9%	6.3%	40.5%	63.3%	6.3%	

C. Billing Process - Prepaid Customers

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	977	897	110	787	80	0
	%	100.0%	91.8%	11.3%	80.6%	8.2%	0.0%
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
You	Count	726	676	20	656	50	0
	%	100.0%	93.1%	2.8%	90.4%	6.9%	0.0%
Tata	Count	595	592	199	393	2	1
	%	100.0%	99.5%	33.4%	66.1%	0.3%	0.2%
Sify	Count	812	668	45	623	139	5
	%	100.0%	82.3%	5.5%	76.7%	17.1%	0.6%
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	82	80	7	73	2	0
	%	100.0%	97.6%	8.5%	89.0%	2.4%	0.0%
Overall	Count	3192	2913	381	2532	273	6
	%	100.0%	91.3%	11.9%	79.3%	8.6%	0.2%

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

Service Providers		Charges not as per tariff plan subscribed	Tariff plan changed without information	Charged for value added services not requested	Charged for call/services not made	Others	Base
Hathway	Count	7	1	0	23	50	80
	%	8.8%	1.3%	0.0%	28.8%	62.5%	
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
You	Count	10	2	0	24	23	50
	%	20.0%	4.0%	0.0%	48.0%	46.0%	
Tata	Count	0	1	0	2	0	3
	%	0.0%	33.3%	0.0%	66.7%	0.0%	
Sify	Count	19	6	3	58	66	144
	%	13.2%	4.2%	2.1%	40.3%	45.8%	
Airtel	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance	Count	1	1	0	0	0	2
	%	50.0%	50.0%	0.0%	0.0%	0.0%	
Overall	Count	37	11	3	107	139	279
	%	13.3%	3.9%	1.1%	38.4%	49.8%	

D. Help Services/ Customer Care

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

Service Providers		Yes	No	Base
Hathway	Count	777	484	1261
	%	61.6%	38.4%	100.0%
BSNL	Count	452	621	1073
	%	42.1%	57.9%	100.0%
You	Count	1056	226	1282
	%	82.4%	17.6%	100.0%
Tata	Count	998	435	1433
	%	69.6%	30.4%	100.0%
Sify	Count	798	392	1190
	%	67.1%	32.9%	100.0%
Airtel	Count	646	456	1102
	%	58.6%	41.4%	100.0%
Reliance	Count	786	431	1217
	%	64.6%	35.4%	100.0%
Overall	Count	5513	3045	8558
	%	64.4%	35.6%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	777	577	29	548	173	27
	%	100.0%	74.3%	3.7%	70.5%	22.3%	3.5%
BSNL	Count	452	355	8	347	96	1
	%	100.0%	78.5%	1.8%	76.8%	21.2%	0.2%
You	Count	1056	939	41	898	82	35
	%	100.0%	88.9%	3.9%	85.0%	7.8%	3.3%
Tata	Count	998	829	30	799	158	11
	%	100.0%	83.1%	3.0%	80.1%	15.8%	1.1%
Sify	Count	798	674	23	651	105	19
	%	100.0%	84.5%	2.9%	81.6%	13.2%	2.4%
Airtel	Count	646	585	22	563	59	2
	%	100.0%	90.6%	3.4%	87.2%	9.1%	0.3%
Reliance	Count	786	672	26	646	103	11
	%	100.0%	85.5%	3.3%	82.2%	13.1%	1.4%
Overall	Count	5513	4631	179	4452	776	106
	%	100.0%	84.0%	3.2%	80.8%	14.1%	1.9%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	777	550	30	520	200	27
	%	100.0%	70.8%	3.9%	66.9%	25.7%	3.5%
BSNL	Count	452	329	12	317	123	0
	%	100.0%	72.8%	2.7%	70.1%	27.2%	0.0%
You	Count	1056	916	40	876	104	36
	%	100.0%	86.7%	3.8%	83.0%	9.8%	3.4%
Tata	Count	998	857	32	825	131	10
	%	100.0%	85.9%	3.2%	82.7%	13.1%	1.0%
Sify	Count	798	646	20	626	138	14
	%	100.0%	81.0%	2.5%	78.4%	17.3%	1.8%
Airtel	Count	646	563	21	542	80	3
	%	100.0%	87.2%	3.3%	83.9%	12.4%	0.5%
Reliance	Count	786	613	20	593	156	17
	%	100.0%	78.0%	2.5%	75.4%	19.8%	2.2%
Overall	Count	5513	4474	175	4299	932	107
	%	100.0%	81.2%	3.2%	78.0%	16.9%	1.9%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	777	485	28	457	255	37
	%	100.0%	62.4%	3.6%	58.8%	32.8%	4.8%
BSNL	Count	452	308	9	299	142	2
	%	100.0%	68.1%	2.0%	66.2%	31.4%	0.4%
You	Count	1056	795	41	754	220	41
	%	100.0%	75.3%	3.9%	71.4%	20.8%	3.9%
Tata	Count	998	774	32	742	204	20
	%	100.0%	77.6%	3.2%	74.3%	20.4%	2.0%
Sify	Count	798	537	24	513	233	28
	%	100.0%	67.3%	3.0%	64.3%	29.2%	3.5%
Airtel	Count	646	534	26	508	108	4
	%	100.0%	82.7%	4.0%	78.6%	16.7%	0.6%
Reliance	Count	786	501	17	484	257	28
	%	100.0%	63.7%	2.2%	61.6%	32.7%	3.6%
Overall	Count	5513	3934	177	3757	1419	160
	%	100.0%	71.4%	3.2%	68.1%	25.7%	2.9%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	777	483	43	440	257	37
	%	100.0%	62.2%	5.5%	56.6%	33.1%	4.8%
BSNL	Count	452	308	9	299	142	2
	%	100.0%	68.1%	2.0%	66.2%	31.4%	0.4%
You	Count	1056	793	43	750	222	41
	%	100.0%	75.1%	4.1%	71.0%	21.0%	3.9%
Tata	Count	998	769	36	733	209	20
	%	100.0%	77.1%	3.6%	73.4%	20.9%	2.0%
Sify	Count	798	536	21	515	233	29
	%	100.0%	67.2%	2.6%	64.5%	29.2%	3.6%
Airtel	Count	646	530	24	506	111	5
	%	100.0%	82.0%	3.7%	78.3%	17.2%	0.8%
Reliance	Count	786	509	30	479	251	26
	%	100.0%	64.8%	3.8%	60.9%	31.9%	3.3%
Overall	Count	5513	3928	206	3722	1425	160
	%	100.0%	71.2%	3.7%	67.5%	25.8%	2.9%

E. Network Performance, Reliability and Availability

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	1261	1003	80	923	230	28
	%	100.0%	79.5%	6.3%	73.2%	18.2%	2.2%
BSNL	Count	1073	915	56	859	155	3
	%	100.0%	85.3%	5.2%	80.1%	14.4%	0.3%
You	Count	1282	1100	42	1058	165	17
	%	100.0%	85.8%	3.3%	82.5%	12.9%	1.3%
Tata	Count	1433	1142	49	1093	284	7
	%	100.0%	79.7%	3.4%	76.3%	19.8%	0.5%
Sify	Count	1190	903	40	863	282	5
	%	100.0%	75.9%	3.4%	72.5%	23.7%	0.4%
Airtel	Count	1102	960	58	902	139	3
	%	100.0%	87.1%	5.3%	81.9%	12.6%	0.3%
Reliance	Count	1217	1007	36	971	195	15
	%	100.0%	82.7%	3.0%	79.8%	16.0%	1.2%
Overall	Count	8558	7030	361	6669	1450	78
	%	100.0%	82.1%	4.2%	77.9%	16.9%	0.9%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	1261	1059	75	984	180	22
	%	100.0%	84.0%	5.9%	78.0%	14.3%	1.7%
BSNL	Count	1073	917	56	861	151	5
	%	100.0%	85.5%	5.2%	80.2%	14.1%	0.5%
You	Count	1282	1148	40	1108	118	16
	%	100.0%	89.5%	3.1%	86.4%	9.2%	1.2%
Tata	Count	1433	1237	58	1179	187	9
	%	100.0%	86.3%	4.0%	82.3%	13.0%	0.6%
Sify	Count	1190	972	35	937	211	7
	%	100.0%	81.7%	2.9%	78.7%	17.7%	0.6%
Airtel	Count	1102	991	51	940	111	0
	%	100.0%	89.9%	4.6%	85.3%	10.1%	0.0%
Reliance	Count	1217	1014	32	982	187	16
	%	100.0%	83.3%	2.6%	80.7%	15.4%	1.3%
Overall	Count	8558	7338	347	6991	1145	75
	%	100.0%	85.7%	4.1%	81.7%	13.4%	0.9%

F. Maintainability

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

Service Providers		Never	Occasionally	Frequently	Very Frequently	Base
Hathway	Count	303	790	148	20	1261
	%	24.0%	62.6%	11.7%	1.6%	100.0%
BSNL	Count	244	687	132	10	1073
	%	22.7%	64.0%	12.3%	0.9%	100.0%
You	Count	209	932	123	18	1282
	%	16.3%	72.7%	9.6%	1.4%	100.0%
Tata	Count	172	1036	213	12	1433
	%	12.0%	72.3%	14.9%	0.8%	100.0%
Sify	Count	156	846	175	13	1190
	%	13.1%	71.1%	14.7%	1.1%	100.0%
Airtel	Count	331	686	85	0	1102
	%	30.0%	62.3%	7.7%	0.0%	100.0%
Reliance	Count	129	900	163	25	1217
	%	10.6%	74.0%	13.4%	2.1%	100.0%
Overall	Count	1544	5877	1039	98	8558
	%	18.0%	68.7%	12.1%	1.1%	100.0%

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

Service Providers		Problem was related to my computer hardware/ software	Problem was related to the broadband connection and modem provided by the service provider	Base
Hathway	Count	11	157	168
	%	6.5%	93.5%	100.0%
BSNL	Count	2	140	142
	%	1.4%	98.6%	100.0%
You	Count	15	126	141
	%	10.6%	89.4%	100.0%
Tata	Count	13	212	225
	%	5.8%	94.2%	100.0%
Sify	Count	16	172	188
	%	8.5%	91.5%	100.0%
Airtel	Count	11	74	85
	%	12.9%	87.1%	100.0%
Reliance	Count	11	177	188
	%	5.9%	94.1%	100.0%
Overall	Count	79	1058	1137
	%	6.9%	93.1%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	168	32	1	31	119	17
	%	100.0%	19.0%	0.6%	18.5%	70.8%	10.1%
BSNL	Count	142	15	0	15	124	3
	%	100.0%	10.6%	0.0%	10.6%	87.3%	2.1%
You	Count	141	31	1	30	91	19
	%	100.0%	22.0%	0.7%	21.3%	64.5%	13.5%
Tata	Count	225	73	1	72	139	13
	%	100.0%	32.4%	0.4%	32.0%	61.8%	5.8%
Sify	Count	188	46	3	43	127	15
	%	100.0%	24.5%	1.6%	22.9%	67.6%	8.0%
Airtel	Count	85	17	0	17	68	0
	%	100.0%	20.0%	0.0%	20.0%	80.0%	0.0%
Reliance	Count	188	26	0	26	147	15
	%	100.0%	13.8%	0.0%	13.8%	78.2%	8.0%
Overall	Count	1137	240	6	234	815	82
	%	100.0%	21.1%	0.5%	20.6%	71.7%	7.2%

G. Supplementary Service/ Value Added Services

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

Service Providers		Yes	No	Base
Hathway	Count	80	1181	1261
	%	6.3%	93.7%	100.0%
BSNL	Count	40	1033	1073
	%	3.7%	96.3%	100.0%
You	Count	139	1143	1282
	%	10.8%	89.2%	100.0%
Tata	Count	154	1279	1433
	%	10.7%	89.3%	100.0%
Sify	Count	97	1093	1190
	%	8.2%	91.8%	100.0%
Airtel	Count	66	1036	1102
	%	6.0%	94.0%	100.0%
Reliance	Count	156	1061	1217
	%	12.8%	87.2%	100.0%
Overall	Count	732	7826	8558
	%	8.6%	91.4%	100.0%

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	80	77	5	72	2	1
	%	100.0%	96.3%	6.3%	90.0%	2.5%	1.3%
BSNL	Count	40	38	4	34	2	0
	%	100.0%	95.0%	10.0%	85.0%	5.0%	0.0%
You	Count	139	137	8	129	2	0
	%	100.0%	98.6%	5.8%	92.8%	1.4%	0.0%
Tata	Count	154	151	13	138	3	0
	%	100.0%	98.1%	8.4%	89.6%	1.9%	0.0%
Sify	Count	97	96	7	89	1	0
	%	100.0%	99.0%	7.2%	91.8%	1.0%	0.0%
Airtel	Count	66	66	1	65	0	0
	%	100.0%	100.0%	1.5%	98.5%	0.0%	0.0%
Reliance	Count	156	148	9	139	7	1
	%	100.0%	94.9%	5.8%	89.1%	4.5%	0.6%
Overall	Count	732	713	47	666	17	2
	%	100.0%	97.4%	6.4%	91.0%	2.3%	0.3%

H. Overall Customer Satisfaction

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

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	1261	979	122	857	251	31
	%	100.0%	77.6%	9.7%	68.0%	19.9%	2.5%
BSNL	Count	1073	873	52	821	191	9
	%	100.0%	81.4%	4.8%	76.5%	17.8%	0.8%
You	Count	1282	1062	83	979	187	33
	%	100.0%	82.8%	6.5%	76.4%	14.6%	2.6%
Tata	Count	1433	1077	78	999	334	22
	%	100.0%	75.2%	5.4%	69.7%	23.3%	1.5%
Sify	Count	1190	881	39	842	279	30
	%	100.0%	74.0%	3.3%	70.8%	23.4%	2.5%
Airtel	Count	1102	958	53	905	134	10
	%	100.0%	86.9%	4.8%	82.1%	12.2%	0.9%
Reliance	Count	1217	917	46	871	260	40
	%	100.0%	75.3%	3.8%	71.6%	21.4%	3.3%
Overall	Count	8558	6747	473	6274	1636	175
	%	100.0%	78.8%	5.5%	73.3%	19.1%	2.0%

I. General Information

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

Service Providers		Yes	No	Base
Hathway	Count	143	1118	1261
	%	11.3%	88.7%	100.0%
BSNL	Count	186	887	1073
	%	17.3%	82.7%	100.0%
You	Count	221	1061	1282
	%	17.2%	82.8%	100.0%
Tata	Count	236	1197	1433
	%	16.5%	83.5%	100.0%
Sify	Count	236	954	1190
	%	19.8%	80.2%	100.0%
Airtel	Count	128	974	1102
	%	11.6%	88.4%	100.0%
Reliance	Count	155	1062	1217
	%	12.7%	87.3%	100.0%
Overall	Count	1305	7253	8558
	%	15.2%	84.8%	100.0%

J. Grievance Redressal Mechanism

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

Service Providers		Yes	No	Base
Hathway	Count	62	1199	1261
	%	4.9%	95.1%	100.0%
BSNL	Count	35	1038	1073
	%	3.3%	96.7%	100.0%
You	Count	60	1222	1282
	%	4.7%	95.3%	100.0%
Tata	Count	69	1364	1433
	%	4.8%	95.2%	100.0%
Sify	Count	26	1164	1190
	%	2.2%	97.8%	100.0%
Airtel	Count	46	1056	1102
	%	4.2%	95.8%	100.0%
Reliance	Count	55	1162	1217
	%	4.5%	95.5%	100.0%
Overall	Count	353	8205	8558
	%	4.1%	95.9%	100.0%

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

Service Providers		Call Centre	Nodal Officer	Appellate Authority	None of these	Base
Hathway	Count	1257	50	24	1	1261
	%	99.7%	4.0%	1.9%	0.1%	
BSNL	Count	1032	32	15	28	1073
	%	96.2%	3.0%	1.4%	2.6%	
You	Count	1272	113	14	1	1282
	%	99.2%	8.8%	1.1%	0.1%	
Tata	Count	1425	207	21	6	1433
	%	99.4%	14.4%	1.5%	0.4%	
Sify	Count	1179	267	20	4	1190
	%	99.1%	22.4%	1.7%	0.3%	
Airtel	Count	1097	273	32	4	1102
	%	99.5%	24.8%	2.9%	0.4%	
Reliance	Count	1211	64	17	4	1217
	%	99.5%	5.3%	1.4%	0.3%	
Overall	Count	8473	1006	143	48	8558
	%	99.0%	11.8%	1.7%	0.65%	

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

Service Providers		Yes	No	Base
Hathway	Count	403	858	1261
	%	32.0%	68.0%	100.0%
BSNL	Count	90	983	1073
	%	8.4%	91.6%	100.0%
You	Count	612	670	1282
	%	47.7%	52.3%	100.0%
Tata	Count	289	1144	1433
	%	20.2%	79.8%	100.0%
Sify	Count	413	777	1190
	%	34.7%	65.3%	100.0%
Airtel	Count	158	944	1102
	%	14.3%	85.7%	100.0%
Reliance	Count	427	790	1217
	%	35.1%	64.9%	100.0%
Overall	Count	2392	6166	8558
	%	28.0%	72.0%	100.0%

J.4. (Q 27) Redressal of grievances mechanism provide for allotting docket number to consumers on his making the complaint. Please specify which of these applied the most to you.

Service Providers		Docket number received for most of the complaints	No docket number received for most of the complaints	No docket number received even on request	Base
Hathway	Count	291	87	25	403
	%	72.2%	21.6%	6.2%	100.0%
BSNL	Count	63	13	14	90
	%	70.0%	14.4%	15.6%	100.0%
You	Count	569	28	15	612
	%	93.0%	4.6%	2.5%	100.0%
Tata	Count	227	48	14	289
	%	78.5%	16.6%	4.8%	100.0%
Sify	Count	351	47	15	413
	%	85.0%	11.4%	3.6%	100.0%
Airtel	Count	130	17	11	158
	%	82.3%	10.8%	7.0%	100.0%
Reliance	Count	384	31	12	427
	%	89.9%	7.3%	2.8%	100.0%
Overall	Count	2015	271	106	2392
	%	84.2%	11.3%	4.4%	100.0%

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

Service Providers		Yes	No	Base
Hathway	Count	115	288	403
	%	28.5%	71.5%	100.0%
BSNL	Count	11	79	90
	%	12.2%	87.8%	100.0%
You	Count	254	358	612
	%	41.5%	58.5%	100.0%
Tata	Count	181	108	289
	%	62.6%	37.4%	100.0%
Sify	Count	112	301	413
	%	27.1%	72.9%	100.0%
Airtel	Count	85	73	158
	%	53.8%	46.2%	100.0%
Reliance	Count	175	252	427
	%	41.0%	59.0%	100.0%
Overall	Count	933	1459	2392
	%	39.0%	61.0%	100.0%

J.6. (Q 29) How satisfied are you with the system of resolving of your complaints by call centre/ customer care/ helpline?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	403	199	14	185	168	36
	%	100.0%	49.4%	3.5%	45.9%	41.7%	8.9%
BSNL	Count	90	42	2	40	45	3
	%	100.0%	46.7%	2.2%	44.4%	50.0%	3.3%
You	Count	612	402	24	378	166	44
	%	100.0%	65.7%	3.9%	61.8%	27.1%	7.2%
Tata	Count	289	176	23	153	95	18
	%	100.0%	60.9%	8.0%	52.9%	32.9%	6.2%
Sify	Count	413	204	14	190	176	33
	%	100.0%	49.4%	3.4%	46.0%	42.6%	8.0%
Airtel	Count	158	108	6	102	45	5
	%	100.0%	68.4%	3.8%	64.6%	28.5%	3.2%
Reliance	Count	427	209	8	201	159	59
	%	100.0%	48.9%	1.9%	47.1%	37.2%	13.8%
Overall	Count	2392	1340	91	1249	854	198
	%	100.0%	56.0%	3.8%	52.2%	35.7%	8.3%

J.7. (Q 30) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to call centre executive	Customer care executive not polite/ courteous	Customer care executive not equipped with adequate information	Time taken by call centre for redressal of complaints is too long	Customer care executive not unable to understand the problems	Others	Base
	Count							
Hathway	Count	51	14	31	172	16	50	204
	%	25.0%	6.9%	15.2%	84.3%	7.8%	24.5%	
BSNL	Count	8	1	2	40	5	10	48
	%	16.7%	2.1%	4.2%	83.3%	10.4%	20.8%	
You	Count	36	18	14	172	16	60	210
	%	17.1%	8.6%	6.7%	81.9%	7.6%	28.6%	
Tata	Count	16	10	10	102	12	36	113
	%	14.2%	8.8%	8.8%	90.3%	10.6%	31.9%	
Sify	Count	16	3	26	183	31	50	209
	%	7.7%	1.4%	12.4%	87.6%	14.8%	23.9%	
Airtel	Count	12	4	11	40	8	17	50
	%	24.0%	8.0%	22.0%	80.0%	16.0%	34.0%	
Reliance	Count	35	10	14	191	16	64	218
	%	16.1%	4.6%	6.4%	87.6%	7.3%	29.4%	
Overall	Count	174	60	108	900	104	287	1052
	%	16.5%	5.7%	10.3%	85.6%	9.9%	27.3%	

J.8. (Q 31) Was your billing complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?

Service Providers		Yes	No	Base
	Count			
Hathway	Count	6	15	21
	%	28.6%	71.4%	100.0%
BSNL	Count	4	7	11
	%	36.4%	63.6%	100.0%
You	Count	18	44	62
	%	29.0%	71.0%	100.0%
Tata	Count	13	35	48
	%	27.1%	72.9%	100.0%
Sify	Count	0	6	6
	%	0.0%	100.0%	100.0%
Airtel	Count	30	28	58
	%	51.7%	48.3%	100.0%
Reliance	Count	34	97	131
	%	26.0%	74.0%	100.0%
Overall	Count	105	232	337
	%	31.2%	68.8%	100.0%

J.9. (Q 32) Are you aware of the contact details of the Nodal Officer?

Service Providers		Yes	No	Base
Hathway	Count	2	1259	1261
	%	0.2%	99.8%	100.0%
BSNL	Count	0	1073	1073
	%	0.0%	100.0%	100.0%
You	Count	3	1279	1282
	%	0.2%	99.8%	100.0%
Tata	Count	12	1421	1433
	%	0.8%	99.2%	100.0%
Sify	Count	7	1183	1190
	%	0.6%	99.4%	100.0%
Airtel	Count	5	1097	1102
	%	0.5%	99.5%	100.0%
Reliance	Count	5	1212	1217
	%	0.4%	99.6%	100.0%
Overall	Count	34	8524	8558
	%	0.4%	99.6%	100.0%

J.10. (Q 33) Have you ever made a complaint to the nodal officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?

Service Providers		Yes	No	Base
Hathway	Count	1	1	2
	%	50.0%	50.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
You	Count	2	1	3
	%	66.7%	33.3%	100.0%
Tata	Count	1	11	12
	%	8.3%	91.7%	100.0%
Sify	Count	2	5	7
	%	28.6%	71.4%	100.0%
Airtel	Count	2	3	5
	%	40.0%	60.0%	100.0%
Reliance	Count	2	3	5
	%	40.0%	60.0%	100.0%
Overall	Count	10	24	34
	%	29.4%	70.6%	100.0%

J.11. (Q 34) Can you approach your Nodal Officer easily?

Service Providers		Yes	No	Base
Hathway	Count	1	0	1
	%	100.0%	0.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
You	Count	2	0	2
	%	100.0%	0.0%	100.0%
Tata	Count	1	0	1
	%	100.0%	0.0%	100.0%
Sify	Count	1	1	2
	%	50.0%	50.0%	100.0%
Airtel	Count	0	2	2
	%	0.0%	100.0%	100.0%
Reliance	Count	1	1	2
	%	50.0%	50.0%	100.0%
Overall	Count	6	4	10
	%	60.0%	40.0%	100.0%

J.12. (Q 35) Did the Nodal Officer intimate you about the decision taken on your complaint?

Service Providers		Yes	No	Base
Hathway	Count	0	1	1
	%	0.0%	100.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
You	Count	2	0	2
	%	100.0%	0.0%	100.0%
Tata	Count	1	0	1
	%	100.0%	0.0%	100.0%
Sify	Count	1	1	2
	%	50.0%	50.0%	100.0%
Airtel	Count	2	0	2
	%	100.0%	0.0%	100.0%
Reliance	Count	1	1	2
	%	50.0%	50.0%	100.0%
Overall	Count	7	3	10
	%	70.0%	30.0%	100.0%

J.13. (Q 36) How satisfied are you with the redressal of the complaint by the Nodal Officer?

Service Providers		Base	Total Satisfied (A+B)	Very Satisfied (A)	Satisfied (B)	Dissatisfied	Very Dissatisfied
Hathway	Count	1	0	0	0	1	0
	%	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
BSNL	Count	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
You	Count	2	2	1	1	0	0
	%	100.0%	100.0%	50.0%	50.0%	0.0%	0.0%
Tata	Count	1	1	0	1	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Sify	Count	2	1	0	1	0	1
	%	100.0%	50.0%	0.0%	50.0%	0.0%	50.05
Airtel	Count	2	2	0	2	0	0
	%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%
Reliance	Count	2	1	0	1	1	0
	%	100.0%	50.0%	0.0%	50.0%	50.0%	0.05
Overall	Count	10	7	1	6	2	1
	%	100.0%	70.0%	10.0%	60.0%	20.0%	10.0%

J.14 (Q 37) Please specify the reason(s) for your dissatisfaction.

Service Providers		Difficult to connect to the Nodal Officer	Nodal Officer not polite/ courteous	Nodal Officer not equipped with adequate information	Time taken by Nodal Officer for redressal of complaints is too long	Nodal Officer not unable to understand the problems	Others	Base
Hathway	Count	0	1	0	0	0	0	1
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
BSNL	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
You	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Tata	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sify	Count	0	1	0	0	0	0	1
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
Airtel	Count	0	0	0	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Reliance	Count	0	1	0	0	0	0	1
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	
Overall	Count	0	3	0	0	0	0	3
	%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	

J.15. (Q 38) Are you aware of the contact details of the appellate authority for filing of appeals on complaints not resolved or unsatisfactorily resolved by Nodal Officer?

Service Providers		Yes	No	Base
Hathway	Count	1	1260	1261
	%	0.1%	99.9%	100.0%
BSNL	Count	0	1073	1073
	%	0.0%	100.0%	100.0%
You	Count	1	1281	1282
	%	0.1%	99.9%	100.0%
Tata	Count	3	1430	1433
	%	0.2%	99.8%	100.0%
Sify	Count	4	1186	1190
	%	0.3%	99.7%	100.0%
Airtel	Count	1	1101	1102
	%	0.1%	99.9%	100.0%
Reliance	Count	1	1216	1217
	%	0.1%	99.9%	100.0%
Overall	Count	11	8547	8558
	%	0.1%	99.9%	100.0%

J.16. (Q 39) Have you filed any appeal in the prescribed form in last 6 month?

Service Providers		Yes	No	Base
Hathway	Count	0	1	1
	%	0.0%	100.0%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
You	Count	0	1	1
	%	0.0%	100.0%	100.0%
Tata	Count	0	3	3
	%	0.0%	100.0%	100.0%
Sify	Count	0	4	4
	%	0.0%	100.0%	100.0%
Airtel	Count	0	1	1
	%	0.0%	100.0%	100.0%
Reliance	Count	0	1	1
	%	0.0%	100.0%	100.0%
Overall	Count	0	11	11
	%	0.0%	100.0%	100.0%

J.17. (Q 40) Did you receive any acknowledgement?

Service Providers		Yes	No	Base
Hathway	Count	0	0	0
	%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
You	Count	0	0	0
	%	0.0%	0.0%	0.0%
Tata	Count	0	0	0
	%	0.0%	0.0%	0.0%
Sify	Count	0	0	0
	%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0
	%	0.0%	0.0%	0.0%
Overall	Count	0	0	0
	%	0.0%	0.0%	0.0%

J.18. (Q 41) Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?

Service Providers		Yes	No	Appeal Filed only recently	Base
Hathway	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
You	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Tata	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Sify	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%

J.19. (Q 42) Are you aware that a prepaid customer can get item-wise usage charge details, on request?

Service Providers		Yes	No	Base
Hathway	Count	290	687	977
	%	29.7%	70.3%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
You	Count	260	466	726
	%	35.8%	64.2%	100.0%
Tata	Count	148	447	595
	%	24.9%	75.1%	100.0%
Sify	Count	287	525	812
	%	35.3%	64.7%	100.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	3	79	82
	%	3.7%	96.3%	100.0%
Overall	Count	988	2204	3192
	%	31.0%	69.0%	100.0%

J.20. (Q 43) Have you been denied of your request for item-wise usage charge details for your pre-paid connection?

Service Providers		Yes	No	Base
Hathway	Count	11	410	421
	%	2.6%	97.4%	100.0%
BSNL	Count	0	0	0
	%	0.0%	0.0%	0.0%
You	Count	2	285	287
	%	0.7%	99.3%	100.0%
Tata	Count	9	208	217
	%	4.1%	95.9%	100.0%
Sify	Count	11	274	285
	%	3.9%	96.1%	100.0%
Airtel	Count	0	0	0
	%	0.0%	0.0%	0.0%
Reliance	Count	0	55	55
	%	0.0%	100.0%	100.0%
Overall	Count	33	1232	1265
	%	2.6%	97.4%	100.0%

J.21. (Q 44) What were the reason(s) for denying your request?

Service Providers		No reason given	Technical problem	Others	Base
Hathway	Count	2	7	2	11
	%	18.2%	63.6%	18.2%	100.0%
BSNL	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
You	Count	1	1	0	2
	%	50.0%	50.0%	0.0%	100.0%
Tata	Count	9	0	0	9
	%	100.0%	0.0%	0.0%	100.0%
Sify	Count	10	1	0	11
	%	90.9%	9.1%	0.0%	100.0%
Airtel	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Reliance	Count	0	0	0	0
	%	0.0%	0.0%	0.0%	0.0%
Overall	Count	22	9	2	33
	%	66.7%	27.3%	6.1%	100.0%

J.22. (Q 45) When did you last apply for broadband connection?

Service Providers		Less than 6 months	6 -12 months	More than 12 months	Base
Hathway	Count	326	235	700	1261
	%	25.9%	18.6%	55.5%	100.0%
BSNL	Count	300	101	672	1073
	%	28.0%	9.4%	62.6%	100.0%
You	Count	162	125	995	1282
	%	12.6%	9.8%	77.6%	100.0%
Tata	Count	77	218	1138	1433
	%	5.4%	15.2%	79.4%	100.0%
Sify	Count	255	233	702	1190
	%	21.4%	19.6%	59.0%	100.0%
Airtel	Count	13	103	986	1102
	%	1.2%	9.3%	89.5%	100.0%
Reliance	Count	324	255	638	1217
	%	26.6%	21.0%	52.4%	100.0%
Overall	Count	1457	1270	5831	8558
	%	17.0%	14.8%	68.1%	100.0%

J.23. (Q 45a) Have you been provided the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection?

Service Providers		Yes	No	Base
Hathway	Count	77	484	561
	%	13.7%	86.3%	100.0%
BSNL	Count	40	361	401
	%	10.0%	90.0%	100.0%
You	Count	51	236	287
	%	17.8%	82.2%	100.0%
Tata	Count	16	279	295
	%	5.4%	94.6%	100.0%
Sify	Count	52	436	488
	%	10.7%	89.3%	100.0%
Airtel	Count	1	115	116
	%	0.9%	99.1%	100.0%
Reliance	Count	70	509	579
	%	12.1%	87.9%	100.0%
Overall	Count	307	2420	2727
	%	11.3%	88.7%	100.0%

Annexure 4: Key Highlights

Basic Wireline

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

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTSL	Overall
1	% of customers aware about the three stage grievances redressal mechanism	15.3%	2.8%	2.8%	8.0%	7.1%
2	% of customers aware about Call Centre	98.4%	87.6%	98.8%	97.7%	95.4%
3	% of customers who have complained in last 6 months to the toll free call centre/customer care/ Helpline telephone number	11.9%	13.3%	29.4%	19.9%	18.5%
4	% of customers claimed to have been informed about the action taken on their complaint by call centre	50.9%	16.1%	58.0%	72.5%	52.6%
5	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	36.4%	33.3%	10.8%	41.7%	22.7%
6	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	85.3%	67.1%	77.8%	89.1%	79.9%
7	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	38.6%	17.2%	12.5%	14.7%	32.6%

Basic Wireline

- Only 7% of the basic telephone service customers were aware about the 3 stage grievance redressal mechanism.
- A higher percentage of Airtel (15%) customers were aware of the same.
- 95% of the customers claimed to be aware of the call center.
- 19% of all basic telephone service customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Helpline telephone number.
- A higher proportion of Reliance customers compared to the other service providers had complained.
- Only 53% all the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre.
- Lower proportion (16%) of BSNL customers were informed about the action taken on their complaint by call centre.
- 80% of all basic telephone service customers who had lodged complaints said that they were satisfied with the system of resolving their complaints by the call centre/ customer care/ helpline.
- The satisfaction was lower among BSNL customers.
- Only 23% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaints by call centre/ customer care within four weeks after they lodged their complaint.
- Lower proportion of Reliance customers was satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.

Basic Wireline

- 33% of the new basic telephone service customers said that they got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.
- Lower percentage of Reliance (13%) and TTSL (15%) customers got the Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection.

Cellular Mobile

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

S. No	Sub Parameter	Airtel	BSNL	Reliance	TTSL	Vodafone	Idea	Overall
1	% of customers aware about the three stage grievances redressal mechanism	20.1%	17.8%	11.1%	8.5%	9.5%	15.4%	13.7%
2	% of customers aware about Call Centre	99.1%	94.4%	99.7%	99.5%	99.5%	99.2%	98.5
3	% of customers who have complained in last 6 months to the toll free call centre/customer care/ Helpline telephone number	11.0%	4.9%	7.9%	3.3%	7.8%	6.5%	6.8%
4	% of customers claimed to have been informed about the action taken on their complaint by call centre	58.1%	30.9%	44.0%	29.7%	55.3%	59.7%	49.6%
5	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	48.1%	42.9%	23.5%	44.4%	37.0%	38.5%	39.0%
6	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	85.5%	58.2%	78.6%	70.3%	78.8%	81.9%	77.8%
7	% of customers who got Manual of Practice containing the terms and conditions of	15.2%	10.0%	10.8%	55.3%	4.5%	17.8%	24.5%

	service, grievance redressal mechanism etc. while taking the connection							
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- Only 14% of all cellular mobile customers were aware about the 3 stage grievances redressal mechanism. A lower percentage of TTSL and Vodafone customers were aware of the same.
- 99% of the customers claimed to be aware of the call center.
- Almost 7% of all cellular mobile customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/ help-line telephone number. A higher proportion of Airtel customers had complained.
- 50% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 78% of all cellular mobile customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline. The satisfaction was lower among BSNL customers.
- 39% of the cellular mobile customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- A lower proportion of Reliance customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaints.
- Only 25% of the new customers had got the Manual of Practice. 55% of the Tata customers had got the Manual of Practice.

Broadband

Awareness of Grievance Redressal Mechanism and Experience among Broadband Service subscribers

S. No.	Sub Parameter	Hathway	BSNL	You	Tata	Sify	Airtel	Reliance	Overall
1	% of customers aware about the three stage grievances redressal mechanism	4.9%	3.3%	4.7%	4.8%	2.2%	4.2%	4.5%	4.1%
2	% of customers aware about Call Centre	99.7%	96.2%	99.2%	99.4%	99.1%	99.5%	99.5%	99.0%
3	% of customers who have complained in last 6 months to the toll free call centre/customer care/ Helpline telephone number	32.0%	8.4%	47.7%	20.2%	34.7%	14.3%	35.1%	28.0%
4	% of customers claimed to have been informed about the action taken on their complaint by call centre	28.5%	12.2%	41.5%	62.6%	27.1%	53.8%	41.0%	39.0%
5	% of customers whose billing complaint were resolved satisfactorily call centre/customer care within four weeks after they lodged their complaint	28.6%	36.4%	29.0%	27.1%	0.0%	51.7%	26.0%	31.2%
6	% of customers satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline	49.4%	46.7%	65.7%	60.9%	49.4%	68.4%	48.9%	56.0
7	% of customers who got Manual of Practice containing the terms and conditions of service, grievance redressal mechanism etc. while taking the connection	13.7%	10.0%	17.8%	5.4%	10.7%	0.9%	12.1%	11.3%

Broadband

- Only 4% of broadband customers belonging to different service providers said that they were aware about the 3-stage grievance redressal mechanism.
- 99% of the broadband customers claimed to be aware of the call center.
- 28% of all broadband customers said that they had complained in the last 6 months to the toll free Call Centre/customer care/Help-line telephone number. Higher proportion of You customers had complained.
- Only 39% the broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre. This was higher for Tata at 63%.
- Only 56% all broadband customers who had lodged complaints said that they were satisfied with the system of resolving of their complaints by call centre/ customer care/ helpline.
- The satisfaction was lower among BSNL customers but significantly higher for Airtel.
- Only 31% of the customers who had made billing complaints said that they were satisfied with the resolution of their billing complaint by call centre/customer care within four weeks after they lodged their complaint.
- None of Sify's customers were satisfied with the resolution of their billing complaints by call centre/customer care within four weeks after they lodged their complaint.
- Only 11% of the new customers claimed to have got the Manual of Practice.