



**A MARKET PULSE RESEARCH REPORT ON
HIMACHAL PRADESH CIRCLE
October – December, 2011**



**Telecom Regulatory
Authority of India**

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

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**The Market
Intelligence
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Insights
Company**

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PREFACE

The Telecom Regulatory Authority of India (TRAI) has been receiving a substantial number of complaints from consumers relating to the telecom services being provided by various service providers. With a view to further improve telecom services, TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), 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 wire-line, cellular mobile and broadband service.

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

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

For this survey, customers of Basic Wire-line Service, Cellular Mobile Telephone Service and Broadband Service are interviewed to obtain their feedback on various QoS parameters.

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

North Zone: Delhi, Jammu & Kashmir, Himachal Pradesh, Punjab, HP, Rajasthan, Uttar Pradesh – East and Uttar Pradesh – West (including Uttarakhand). For cellular mobile 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, HP (including Goa and excluding Mumbai), Gujarat (including 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 Basic Wire-line Service, Cellular Mobile Telephone Service (including FWP) and Broadband Service customers, in **North Zone**.

1. EXECUTIVE SUMMARY

In the period 1st October to 31th December of 2011, Market Pulse has carried out the survey on customer perception of service in Himachal Pradesh circle.

One basic wire-line service providers present in the circle as on December 2011 has been covered. Across 4 cities of HP circle, a sample of 575 basic wire-line customers has been covered. Of this sample, 386 were urban customers and remaining 189 were rural customers.

Eight cellular mobile telephone service providers present in the circle as on December 2011 have been covered. A sample of 2,812 cellular mobile phone customers was covered. Of this, 1,626 were urban customers and the remaining 1186 were rural customers.

The only broadband service provider i. e. BSNL present in the circle as on December 2011 has been covered. Across various points of presence in HP, a sample of 574 broadband customers was covered. Of this, 386 were urban customers and 188 were rural 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 services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
- Awareness of the grievance redressal mechanism set up by service providers, based on the regulations laid down by TRAI

The key findings of this survey in HP are presented subsequently.

1.1 Basic Wire-line Service

- BSNL did not meet the benchmarks on all the parameters, except provision of service. In fact, it had very low satisfaction with respect to maintainability, supplementary and value added services and help services including customer grievance redressal.
- 91% of all customers reported that the fault was repaired within 3 days.
- 79% of the customers were aware about BSNL's call centre number for the purpose of making a complaint/ query. Awareness among urban customers was lower.
- Approximately 43% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for rural customers (64%) as compared to urban customers.
- 89% of the customers who had complained said that they had received a docket number for most of their complaints. This was slightly higher for urban customers as compared to rural customers.
- 11% of all customers who had complained said that they did not receive docket number for most of their complaints.
- 55% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- A lower proportion (46%) of the rural customers were informed about the action taken on their complaint by call centre.
- 84% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints. A significantly higher proportion (92%) of the rural customers were satisfied as compared to urban customers.
- Only 2% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

- 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. None of the rural customers was aware of the contact details of Appellate Authority.
- 63% of the new basic telephone service customers said that they had got the Manual of Practice while subscribing to the new basic telephone connection.
- Only 1% of the prepaid customers claimed to have terminated a wire-line telephone connection in the last 6 months.
- 5% of the customers were aware about the rent rebate entitlement, in case fault was not repaired within 3 days.

1.2 Cellular Mobile Telephone Service

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except BSNL & S-Tel.
- All the service providers met the benchmark set for provision of service except S Tel.
- BSNL, TTSL, Idea, Vodafone & S – Tel met the benchmark set for prepaid billing performance and only Idea met the benchmark set for postpaid billing performance.
- All the operators scored low on help services including customer grievance except Airtel, Idea & Vodafone. Reliance’s score was lowest among all the operators.
- BSNL & S-Tel did not meet the benchmark set for network performance, reliability & availability. TTSL’s score was highest among all the operators.
- None of the operators met the benchmark set for maintainability except TTSL.
- Except S-Tel, all the service providers met the benchmark set for Supplementary and value added services.
- 68% of all cellular mobile customers were aware of the call centre number of their service providers for the purpose of making a complaint/ query. Awareness was very low among BSNL customers.
- 26% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among both TTSL & BSNL customers.
- 97% of the customers reported complaint registration. Only in the case of Aircel, a substantial % claimed that the complaint was not registered.
- 69% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 28% of those who had complained did not receive docket numbers even on request.
- 75% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. A higher percentage of Airtel customers were informed about the action taken on their complaints.

- 68% 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 percentage of BSNL customers (49%) were satisfied.
- Only 2% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 5% among Reliance customers.
- Only 10% of the cellular mobile customers who were aware of the nodal officer had complained to the nodal officer regarding their complaints not being resolved or being unsatisfactorily resolved by the call center/customer care.
- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.
- Only 19% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among Airtel customers and lowest among S – Tel customers
- 69% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

1.3 Broadband Service

- 89% of all the BSNL broadband customers were satisfied with overall service quality. A higher proportion of urban customers were satisfied as compared to rural customers.
- BSNL met the benchmarks set for provision of service only. BSNL did not meet the benchmark set for postpaid billing performance, help services including customer grievance redressal, network performance, reliability and availability and maintainability. BSNL scored lowest on supplementary & value added services.
- 90% of the customers got their working connection within 7 working days.
- 75% of broadband customers belonging to different service providers said that they were aware about BSNL's call centre number for making a complaint/ query.
- 34% of broadband customers who were of the call centre number claimed to have complained in the last 6 months.
- 83% of all broadband customers who had complained claimed that they received a docket number for most of their complaints. 16% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints.
- 52% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.
- 81% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- A higher percentage (85%) of rural customers was satisfied with the resolution of complaints as compared to urban customers.
- Only 18% of the billing complaints were resolved satisfactorily; however the satisfaction was higher among rural customers as compared to urban customers.
- Only 5% of the broadband customers said that they were aware of the contact details of the Nodal Officer. 17% of them had complained to the nodal officer.
- Only 1% of the customers were aware of the Appellate Authority's contact details.
- 57% of the customers claimed to have got the Manual of Practice while taking the connection.

2. SCOPE OF THE PROJECT

2.1 Background

TRAI has passed regulations on Quality of Service of Basic & Cellular Mobile Telephone (revised on 20th March, 2009), Quality of Service of Broadband Service (2006) and on the Telecom Consumers & Redressal of Grievances (2007). To determine the effectiveness of implementation of the regulations, TRAI has initiated the following survey:

- (i) Assessment of Implementation and Effectiveness of Telecom Consumers Protection and Redressal of Grievances Regulations, 2007**
- (ii) 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 Basic Wire-line, Cellular Mobile Telephone (including FWP) and Broadband customers, in the Northern zone of India, comprising the metro circle of Delhi and the circles of HP, UP East, UP West, Rajasthan, Punjab, Himachal Pradesh and J&K.

The current report presents the findings of the survey for HP circle. This survey was conducted in the period October - December, 2011.

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
 - Billing performance
 - Help services including customer grievance redressal
 - Network performance, reliability and availability
 - Maintainability
 - Supplementary and value added service
 - Overall service quality
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, 50% 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 50% through a CATI/web-based survey.

2.4 Coverage of the Survey

In the period 1st October to 30th December of 2011, we conducted the Customer Satisfaction Survey (CSS) in HP circle. The following service providers have been covered in the HP circle.

2.4.1 Basic Telephone (Wire-line) Service

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

2.4.2 Cellular Mobile Telephone Service (including FWP)

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

2.4.3 Broadband Service

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

2.5 Geographical Coverage

Geographical Coverage	Cities Covered
HP	Shimla, Kangra (Dharamshala), Kullu, Mandi

2.6 Respondent Profile

The random sample included both prepaid & postpaid customers in 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 interviewed. In case, there was no such person, then the CEO/ MD/ owner of the firm was interviewed.

2.7 Sampling Methodology & Coverage

A set of residential and commercial areas were identified in both urban and rural areas of HP 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 HP circle, there are 824 exchanges and 33 SDCAs. 5% of these exchanges can be approximated to 41 exchanges and 10% of these SDCAs are 3 SDCAs. We have covered 41 exchanges and 4 SDCAs across HP circle.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	386	189	575	4
Overall	386	189	575	4

Geographical Coverage	Cities Covered
HP	Shimla, Kangra (Dharamshala), Kullu, Mandi

2.7.2 Cellular Mobile Telephone Service : 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 12 district headquarters in HP circle. We had selected 2 district headquarters on the basis of their geographical spread namely Shimla & Kangra (Dharamshala, but covered more 6 districts namely Hameerpur, Shimla, Kangra (Dharamshala), Kullu, Mandi & Solan. Rural areas falling within 20 km radius of the district headquarters were also covered.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
Airtel	200	207	407	4
BSNL	202	204	406	4
TTSL	219	101	320	4
Reliance	193	178	371	4
Idea	195	123	318	4
Vodafone	276	111	393	4
Aircel	225	194	419	4
S – Tel	116	62	178	4
Overall	1626	1186	2812	

Geographical Coverage	Cities Covered
HP	Hameerpur, Shimla , Kangra (Dharamshala), Kullu, Mandi & Solan

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 6 SSAs/Points of Presence (where their broadband service is available) we covered more than 10% of these i.e. 4 SSAs.

Service Provider	Sample Size			Cities Covered
	Urban	Rural	Overall	
BSNL	386	188	574	4
Overall	386	188	574	

Geographical Coverage	Cities Covered
HP	Shimla, Kangra (Dharamshala), Kullu, Mandi

2.8 Mode of Interview & Sample Size Covered

2.8.1 Basic Wire-line Service

For customer satisfaction survey of Basic Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone. For rural customers, face-to-face interviews were done.

Service Provider	Face to Face			Telephonic	Sample Size Covered
	Urban	Rural	Overall		
BSNL	98	189	287	288	575
Overall	98	189	287	288	575

2.8.2 Cellular Mobile Telephone Service

For the survey of Cellular Mobile Telephone Service customers, approx. 50% of the sample was covered with the help of face-to-face interviews while the balance interviews were done on the telephone.

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	84	123	207	116	84	200	407
BSNL	86	115	201	116	89	205	406
TTSL	72	88	160	147	13	160	320
Reliance	77	112	189	116	66	182	371
Idea	80	79	159	115	44	159	318
Vodafone	109	89	198	167	28	195	393
Aircel	100	109	209	125	85	210	419
S Tel	36	44	80	80	18	98	178
Overall	982	427	1409	982	427	1409	2812

2.8.3 Broadband Service

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

Service Provider	Face to Face			Telephonic			Sample Size Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	138	151	289	248	37	285	574
Overall	138	151	289	248	37	285	574

2.9 Respondents Profile by Payment Mode Used

2.9.1 Basic Wire-line Service

BSNL, the only basic wire-line service provider present in the circle have been covered. All the customers covered were postpaid.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	386	189	575	575
Overall	--	--	--	386	189	575	575

2.9.2 Cellular Mobile Telephone Service

A total of 8 cellular mobile telephone service providers present in the circle as of date have been covered. Of the total sample of 2,812, prepaid users were 2,716 with the balance being postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
Airtel	198	206	404	2	1	3	407
BSNL	196	199	395	6	5	11	406
TTSL	209	91	300	10	10	20	320
Reliance	153	170	323	40	8	48	371
Idea	191	123	314	4	0	4	318
Vodafone	270	116	386	6	1	7	393
Aircel	222	194	416	3	0	3	419
S Tel	116	62	178				178
Overall	1555	1161	2716	71	25	96	2812

2.9.3 Broadband Service

BSNL, the only broadband service providers present in the circle as of date have been covered. Across various Points of Presence of the HP circle, 574 broadband service customers were covered. All the customers were postpaid customers.

Service Provider	Prepaid			Postpaid			Sample Covered
	Urban	Rural	Overall	Urban	Rural	Overall	
BSNL	--	--	--	386	188	574	574
Overall	--	--	--	386	188	574	574

2.10 Respondents Demographic Profile

2.10.1 Basic Wire-line Service

2.10.1.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	72	28	386
Rural	88	12	189
Overall	77	23	575

- 575 basic telephone service (Wire-line) customers were covered. Of this sample, 77% were male and the balance 23% were female respondents.

2.10.1.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	18	34	23	24	386
Rural	12	30	28	31	189
Overall	16	32	25	27	575

- 57% of the customers were in the age group of 25 – 44 years while 16% were less than 25 years and the 27% were more than 45 years old.

2.10.1.3 Occupation Profile

Occupation	% Customers						Base
	Service	Business- man/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	41	32	2	10	13	2	386
Rural	35	66	--	7	2	--	189
Overall	36	43	1	9	9	1	575

- Out of 575 basic telephone service customers, 43% of the customers were businessmen/ self-employed and 36% of them were salaried while 9% were students.

2.11.2 Cellular Mobile Telephone Service

2.11.2.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	81	19	2324
Rural	85	15	488
Overall	83	17	2812

- 2812 cellular mobile telephone service customers were covered. Of this sample, 83% were male and 17% were female respondents.

2.11.2.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	36	34	19	10	1626
Rural	36	36	19	9	1186
Overall	36	35	19	10	2812

- 54% of the customers were in the age group of 25 – 44 years while 36% were less than 25 years and the 10% were more than 45 years old.

2.11.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman/ Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	31	32	8	21	7	1	1626
Rural	24	39	4	27	6	1	1186
Overall	28	35	6	23	7	1	2812

- Out of 2812 cellular mobile telephone service customers, 35% of the customers were businessmen/ self-employed and 28% of them were salaried while 23% were students.

2.12.3 Broadband Service

2.12.3.1 Gender Profile

Gender	% Customers		Base
	Male	Female	
Urban	75	25	386
Rural	90	10	188
Overall	80	20	574

- 575 broadband service customers were covered. Of this sample, 20% were female respondents.

2.12.3.2 Age Profile

Age Group	% Customers				Base
	Less than 25 years	25-34 years	35-44 years	More than 45 years	
Urban	20	35	24	20	386
Rural	16	46	22	16	188
Overall	19	38	24	19	574

- 62% of the customers were in the age group of 25 –434 years while 19% were less than 25 years and the 19% were more than 45 years old.

2.12.2.3 Occupation Profile

Occupation	% Customers						Base
	Service	Businessman / Self Employed/ Farmers	Farmer	Student	Housewife	Retired	
Urban	58	24	--	9	7	3	386
Rural	32	54	--	9	2	3	188
Overall	49	34	--	9	5	3	574

- Out of 574 cellular mobile telephone service customers, 34% of the customers were businessmen/ self-employed and 49% of them were salaried while 9% were students.

2.13 Questionnaire Development Process

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

The questionnaires developed were for:

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

2.14 Methodology for Calculating Percentage of Satisfied Customers

Satisfaction of subscribers has been obtained on a 4-point scale.

To measure the percentage of satisfied customers, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various sub-parameters of customer perception of service, has been computed.

For a parameter, the weighted average of scores on various sub-parameters has been computed.

2.15 Explanation of Benchmarks

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

2.15.1 Basic Wire-line Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>95%
% % Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary and Value Added Services	>90%
% % Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Overall Service Quality	>90%

2.15.2 Cellular Mobile Telephone Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>95%
% Satisfied with Network Performance, Reliability and Availability	>95%
% Satisfied with Maintainability	>95%
% Satisfaction with Supplementary and Value Added Services	>90%
% Satisfied with Help Services including customer grievance redressal	>90%
% Satisfied with Overall Service Quality	>90%

2.15.3 Broadband Service

Customer Perception of Service	Benchmarks
% Satisfied with Provision of Service	>90%
% Satisfied with Billing Performance	>90%
% satisfied with help services	>90%
% Satisfied with Network Performance, Reliability and Availability	>85%
% Satisfied with Maintainability	>85%
% satisfied with Customer satisfaction with offered supplementary services such as allocation of static/fixed IP addresses, email Ids etc.	>85%
% Satisfied with Overall Service Quality	>85%

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

A. Basic Wire-line Service

Provision of Service

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

Billing Performance (Postpaid)

- Timely delivery of bills
- Quality, accuracy & completeness of the 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 amount deducted on every usage
- resolution of billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

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

Network Performance, Reliability and Availability

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

Maintainability

- Fault repair service

Supplementary and Value Added Services

- Quality of the supplementary services provided
- Process of activating value added services or the process of unsubscribing

Overall Service Quality

B. Cellular Mobile Telephone Service

Provision of Service

- Time taken to activate cellular mobile connection after customer applied and completed all formalities
- Ease of understanding or with provision of all relevant information related to tariff plans & charges

Billing Performance (Postpaid)

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

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of resolution of complaints
- Ease of recharging process and the transparency of recharge offer

Help Services including customer grievance redressal

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

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

Supplementary and Value Added Services

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

Overall Service Quality

C. Broadband Service

Provision of Service

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

Billing performance (Postpaid)

- Timely delivery of bills
- Clarity of the bills issued by your service provider in terms of transparency and understandability
- Accuracy/Completeness of Bills
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Billing Performance (Prepaid)

- Accuracy of amount deducted on every usage
- Process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints

Help Services

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

- Restoration of broadband connection

Supplementary Services

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

Overall Customer Satisfaction

2.16 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 Wire-line Service: 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 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 the following method:

The percentage of customers satisfied on various QoS parameters was derived by using the methodology explained in section 2.14 (Page 25). According to this methodology, the total percentage of satisfied customers i.e. very satisfied and satisfied customers on various QoS parameters has been taken into account. This methodology has been used to derive the percentage of customers satisfied with QoS parameters for all the three services i.e. Basic Telephone, Cellular Mobile and Broadband.

3.1 Basic Wire-line Service

3.1.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Type	Benchmarks	% Customers
			BSNL
% Satisfied with Provision of Service	Urban	≥90%	94
	Rural	≥90%	93
	Overall	≥90%	94
% Satisfied with Billing Performance Postpaid	Urban	≥95%	93
	Rural	≥95%	93
	Overall	≥95%	93
% Satisfied with Billing Performance Prepaid*	Urban	≥95%	--
	Rural	≥95%	--
	Overall	≥95%	--
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	86
	Rural	≥90%	88
	Overall	≥90%	86
% Satisfied with Network Performance, Reliability and Availability	Urban	≥95%	93
	Rural	≥95%	91
	Overall	≥95%	91
% Satisfied with Maintainability	Urban	≥95%	81
	Rural	≥95%	90
	Overall	≥95%	85
% Supplementary and Value Added Services	Urban	≥90%	80
	Rural	≥90%	100
	Overall	≥90%	85
% Satisfied with Overall Service Quality	Urban	≥90%	94
	Rural	≥90%	93
	Overall	≥90%	94
<i>Base</i>			575

*No prepaid wireline subscriber was interviewed.

- 94% of the basic wire-line service customers in HP circle were satisfied with BSNL's overall service quality.
- BSNL did not meet the benchmarks on almost all the parameters, except provision of service. In fact, it had very low satisfaction with respect to maintainability, supplementary and value added services and help services including customer grievance redressal.

3.1.2 % of customers who reported that their telephone fault was repaired within 3 days.

Type	% Customers
	BSNL
Urban	91
Rural	91
Overall	91
<i>Base</i>	265

- 91% of all customers reported that the fault was repaired within 3 days.

3.1.3 % of customers who reported that their telephone service was terminated within 7 days of request.

Type	%Customers
	BSNL
Urban	100
Rural	100
Overall	100
<i>Base*</i>	5

*Denotes small sample and thus, statistically invalid data

3.1.4 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers
	BSNL
Urban	75
Rural	92
Overall	84
<i>Base</i>	195

- 84% of all customers reported that their complaints were resolved within 4 weeks after they lodged their complaints.
- This incidence was lower for BSNL's urban customers as compared to rural customers.

3.2 Cellular Mobile Telephone Service

3.2.1 The following table shows the percentage of customers satisfied on QoS parameters.

Sub Parameters	Type	Bench marks	% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
% Satisfied with Provision of Service	Urban	≥90%	99	97	98	89	98	91	97	86	95
	Rural	≥90%	98	94	95	95	97	94	98	91	96
	Overall	≥90%	99	95	97	92	98	92	98	88	95
% Satisfied with Billing Performance Prepaid	Urban	≥95%	94	96	98	88	94	96	92	97	94
	Rural	≥95%	94	96	93	93	98	99	92	98	95
	Overall	≥95%	94	96	96	91	96	97	92	98	95
% Satisfied with Billing Performance Postpaid	Urban	≥95%	67	50	51	58	67	57	78	--	58
	Rural	≥95%	67	100	97	50	--	100	--	--	80
	Overall	≥95%	89	91	87	68	100	86	89	--	78
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	90	84	90	78	93	94	85	76	87
	Rural	≥90%	91	83	87	86	100	97	89	95	90
	Overall	≥90%	90	83	89	82	96	95	87	84	88
% Satisfied with Network Performance, Reliability and Availability	Urban	≥90%	97	90	99	93	94	95	96	78	94
	Rural	≥90%	95	77	95	92	91	91	93	90	90
	Overall	≥90%	97	83	98	92	92	93	95	82	92
% Satisfied with Maintainability	Urban	≥90%	83	80	91	65	80	85	76	63	79
	Rural	≥90%	78	63	87	83	80	82	73	76	77
	Overall	≥90%	80	71	90	74	80	84	74	67	78
% Supplementary and Value Added Services	Urban	≥90%	96	96	93	97	96	95	98	72	94
	Rural	≥90%	100	88	100	97	100	95	89	100	94
	Overall	≥90%	97	91	98	97	97	95	94	80	94
% Satisfied with Overall Service Quality	Urban	≥90%	96	93	97	87	94	97	92	85	93
	Rural	≥90%	94	82	93	93	95	89	92	90	91
	Overall	≥90%	95	87	96	90	94	94	92	87	92
<i>Base</i>			407	406	320	371	318	393	419	178	2812

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except BSNL & S-Tel.
- All the service providers met the benchmark set for provision of service except S Tel.
- BSNL, TTSL, Idea, Vodafone & S – Tel met the benchmark set for prepaid billing performance and only Idea met the benchmark set for postpaid billing performance.
- All the operators scored low on help services including customer grievance except Airtel, Idea & Vodafone.
- BSNL & S-Tel did not meet the benchmark set for network performance, reliability & availability. TTSL's score was highest among all the operators.
- None of the operators met the benchmark set for maintainability except TTSL.
- Except S-Tel, all the service providers met the benchmark set for Supplementary and value added services.

3.2.2 % customers who reported billing complaint resolution by call centre within 4 weeks.

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	90	44	60	54	64	72	67	73	71
Rural	59	50	78	60	93	79	67	40	65
Overall	80	49	71	57	76	74	67	67	68
<i>Base</i>	89	35	14	86	37	66	70	27	424

- 68% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for BSNL & Reliance.

3.3 Broadband Service

3.3.1 Percentage of customers satisfied on QoS parameters

Sub Parameters	Type	Benchmarks	% Customers
			BSNL
% Satisfied with Provision of Service	Urban	≥90%	96
	Rural	≥90%	96
	Overall	≥90%	96
% Satisfied with Billing Performance Prepaid	Urban	≥90%	--
	Rural	≥90%	--
	Overall	≥90%	--
% Satisfied with Billing Performance Postpaid	Urban	≥90%	82
	Rural	≥90%	78
	Overall	≥90%	82
% Satisfied with Help Services including customer grievance redressal	Urban	≥90%	81
	Rural	≥90%	75
	Overall	≥90%	80
% Satisfied with Network Performance, Reliability and Availability	Urban	≥85%	87
	Rural	≥85%	79
	Overall	≥85%	84
% Satisfied with Maintainability	Urban	≥85%	53
	Rural	≥85%	16
	Overall	≥85%	43
% Supplementary and Value Added Services	Urban	≥85%	66
	Rural	≥85%	67
	Overall	≥85%	66
% Satisfied with Overall Service Quality	Urban	≥85%	93
	Rural	≥85%	81
	Overall	≥85%	89
Base			574

- 89% of all the BSNL broadband customers were satisfied with overall service quality. A higher proportion of urban customers were satisfied as compared to rural customers.
- BSNL met the benchmarks set for provision of service and maintainability only. BSNL did not meet the benchmark set for postpaid billing performance, help services including customer grievance redressal, network performance, reliability & availability, maintainability as well as value added services. BSNL scored lowest on supplementary & value added services.

3.3.2 % of customers who reported getting a working connection with 7 days.

Type	% Customers
	BSNL
Urban	90
Rural	89
Overall	90
<i>Base</i>	574

- 90% of the customers got their working connection within 7 working days.

3.3.3 % of customers who reported that their billing complaints were resolved by call centre within 4 weeks.

Type	% Customers
	BSNL
Urban	14
Rural	21
Overall	18
<i>Base</i>	147

- Only 18% of customers reported that their billing complaints were resolved within 4 weeks after they lodged their complaints. A higher proportion of BSNL's urban customers (86%) reported that their complaints were not resolved within 4 weeks.

4. DETAILED SURVEY FINDINGS

4.1 Basic Wire-line Service – HP Circle

Customer Satisfaction Survey in the HP circle was done among BSNL wireline customers as only BSNL provides wire-line service in HP circle.

4.1.1 Customer Satisfaction with Provision of Service

4.1.1.1 The following table shows the percentage of customers satisfied with different sub-parameters of Provision of Service

Sub Parameters	Type	BSNL
Time taken to provide working connection	Urban	98
	Rural	97
	Overall	98
Ease of understanding/provision of all relevant information related to tariff plan & charges	Urban	90
	Rural	88
	Overall	90
Overall Provision of service	Urban	94
	Rural	93
	Overall	94
<i>Base</i>		165

- 98% of the customers were satisfied with the time taken to provide a working telephone.

- 90% of the urban customers were satisfied with the ease of understanding/ provision of all relevant information related to tariff plans & charges. A slightly lower proportion of rural customers were satisfied with ease of understanding.

4.1.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.1.2.1a The following table shows the percentage of postpaid customers satisfied with different sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers
		BSNL
Timely delivery of bills	Urban	93
	Rural	93
	Overall	93
Quality, Accuracy & Completeness of the bills	Urban	95
	Rural	95
	Overall	95
Process of resolution of billing complaints	Urban	61
	Rural	70
	Overall	64
Clarity of the bills in terms of transparency & understandability	Urban	92
	Rural	91
	Overall	92
Overall Billing performance postpaid	Urban	93
	Rural	93
	Overall	93
<i>Base</i>		<i>575</i>

- A low proportion of BSNL urban customers were satisfied on account of process of resolution of billing complaints. This dragged down their scores with respect to process of resolution of billing complaints.
- A high proportion of BSNL customers were satisfied with the quality, accuracy & completeness of the bills.

4.1.2.2b Customer Satisfaction with Billing Performance among Prepaid Customers

Note: None of the wireline prepaid customer was covered. Hence this table is not relevant.

4.1.3 Customer Satisfaction with Help Services including customer grievance redressal

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

Sub Parameters	Type	% Customers
		BSNL
Ease of access of call centre/customer care or help-line	Urban	89
	Rural	94
	Overall	90
Ease of getting an option for “ talking to a customer care executive”	Urban	89
	Rural	93
	Overall	90
Response time taken to answer the call	Urban	86
	Rural	85
	Overall	86
Problem solving ability of customer care executive	Urban	82
	Rural	82
	Overall	82
Time taken by call centre/customer care /helpline to resolve complaint	Urban	82
	Rural	85
	Overall	83
Overall Help service including	Urban	86

customer grievance redressal	Rural	88
	Overall	86
<i>Base</i>		141

- BSNL customers in both urban and rural areas were less satisfied with Problem solving ability of customer care executive, time taken by call centre/customer care /helpline to resolve complaint and the response time.

4.1.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers
		BSNL
Availability of working telephone (dial tone)	Urban	95
	Rural	92
	Overall	94
Ability to make or receive calls easily	Urban	93
	Rural	91
	Overall	92
Voice Quality	Urban	92
	Rural	91
	Overall	92
Overall Network Performance, reliability & availability	Urban	93
	Rural	91
	Overall	92
<i>Base</i>		575

- A higher percentage of BSNL's urban customers were satisfied with the availability of working telephone (dial tone).

- A low percentage of BSNL rural customers were satisfied with the ability to make or receive calls easily, voice quality and network performance, reliability & availability.

4.1.5 Customer Satisfaction with Maintainability

4.1.5.1 The following table shows the percentage of customers satisfied with maintainability.

Sub Parameters	Type	% Customers
		BSNL
Fault repair service	Urban	81
	Rural	90
	Overall	85
<i>Base</i>		265

- A higher percentage of BSNL rural customers were satisfied with the fault repair service as compared to BSNL urban customers.

4.1.6 Customer Satisfaction with Supplementary and Value Added Services

4.1.6.1 The following table shows the percentage of customers satisfied with supplementary and value added services.

Sub Parameters	Type	% Customers
		BSNL
Quality of the supplementary services / value added service provided)	Urban	83
	Rural	100
	Overall	88
Process of activating value added services or the process of unsubscribing	Urban	77
	Rural	100
	Overall	83
Overall Supplementary Value added Service	Urban	80
	Rural	100
	Overall	85
<i>Base</i>		64

- Only 85% of BSNL customers were satisfied with the quality of supplementary & value added services; this was dragged down by the activation process.

4.1.7 Customer Satisfaction with Overall Service Quality

4.1.7.1 The following table shows the % of customers satisfied with overall service quality.

Sub Parameters	Type	% Customers
		BSNL
Overall quality of Telephone service	Urban	94
	Rural	93
	Overall	94
<i>Base</i>		575

- 94% of the customers were satisfied with the overall quality of telephone service.

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

4.2.1 Awareness and experience of Call Centre

Table 4.2.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query

Type	% Customers
	BSNL
Urban	78
Rural	83
Overall	79
<i>Base</i>	<i>575</i>

- 79% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query.
- Awareness among urban customers was low as compared to rural customers.

Table 4.2.1.2 The following table shows the percentage of customers who made a complaint on the call centre number of their service provider in the last 6 months

Type	% Customers
	BSNL
Urban	32
Rural	64
Overall	43
<i>Base</i>	<i>455</i>

- Approximately 43% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for rural customers (64%) as compared to urban customers.

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

Sub Parameters	Type	% Customers
		BSNL
Docket number received for most of the complaints	Urban	90
	Rural	89
	Overall	89
No docket number received for most of the complaints	Urban	10
	Rural	11
	Overall	11
It was received on request	Urban	--
	Rural	--
	Overall	--
No docket number received even on request	Urban	--
	Rural	--
	Overall	--
<i>Base</i>		195

- 89% of the customers who had complained said that they had received a docket number for most of their complaints. This was slightly higher for urban customers as compared to rural customers.
- 11% of all customers who had complained said that they did not receive docket number for most of their complaints.

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

Type	% Customers
	BSNL
Urban	65
Rural	46
Overall	55
<i>Base</i>	<i>195</i>

- 55% of 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 (46%) of the rural customers were informed about the action taken on their complaint by call centre.

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

Type	% Customers
	BSNL
Urban	75
Rural	92
Overall	84
<i>Base</i>	<i>195</i>

- 84% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints. A significantly higher proportion(92%) of the rural customers were satisfied as compared to urban customers.

4.2.2 Awareness and experience of Nodal Officer

Table 4.2.2.1 The following table shows the percentage of customers who were aware about contact details of nodal officer.

Type	% Customers
	BSNL
Urban	3
Rural	2
Overall	2
<i>Base</i>	575

- Only 2% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.

Table 4.2.2.2 The percentage of customers who have made complaints to the Nodal Officer

Type	% Customers
	BSNL
Urban	20
Rural	--
Overall	15
<i>Base*</i>	13

**Responses are too low to draw any statistical reference.*

- Of those who were aware of the Nodal Officer's contact details, 15% claimed to have complained to the nodal officer.

Table 4.2.2.3 The percentage of customers who were able to contact to the Nodal Officer without difficulty.

Type	% Customers
	BSNL
Urban	50
Rural	--
Overall	50
<i>Base*</i>	2

**Responses are too low to draw any statistical reference.*

- Only one customer out of 2 who contacted the Nodal Officers, claimed to have been able to do so without any difficulty.

Table 4.2.2.4 The percentage of customers who were intimated about the decision taken on their complaints by the Nodal Officer

Type	% Customers
	BSNL
Urban	50
Rural	--
Overall	50
<i>Base*</i>	2

**Responses are too low to draw any statistical reference.*

- One of the two customers, who complained to the Nodal Officer, claimed that he was intimated about the decision taken on their complaints by the Nodal Officer.

Table 4.2.2.5 % of customers satisfied with redressal of complaint by the Nodal Officer

Type	% Customers
	BSNL
Urban	50
Rural	--
Overall	50
<i>Base*</i>	2

**Responses are too low to draw any statistical reference.*

- One of the 2 customers, who complained to the Nodal Officer contact details, claimed that he was satisfied with redressal of complaint by the Nodal Officer.

4.2.3 Awareness and experience of Appellate Authority

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

Type	% Customers
	BSNL
Urban	3
Rural	--
Overall	2
<i>Base</i>	575

- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. None of the rural customers was aware of the contact details of Appellate Authority.

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

Type	% Customers
	BSNL
Urban	9
Rural	--
Overall	9
<i>Base</i>	<i>11</i>

Note: The above sample size is too small for any statistical inference

4.2.3.3 Percentage of Customers who filed an appeal with the Appellate & Received an Acknowledgement

None of the customers filed an appeal with the Appellate Authority

4.2.3.4 Percentage of Customers who filed an appeal with the Appellate & for Whom a Decision was taken within 3 months

As none of the customers filed an appeal, this table is not relevant.

4.2.4 General Information

Table 4.2.4.1 The following table shows the percentage of the new customers who got the Manual of Practice containing the terms and conditions of service, toll free number of call centre and contact details of Nodal Officer & Appellate Authority for complaint redressal etc., while subscribing to the new basic telephone connection.

Type	% Customers
	BSNL
Urban	69
Rural	52
Overall	63
<i>Base</i>	<i>575</i>

- 63% of the new basic telephone service customers said that they had got the Manual of Practice while subscribing to the new basic telephone connection.

Table 4.2.4.2 The following table shows the percentage of prepaid customers who were aware that a prepaid customer can get item-wise usage charge details, on request.

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

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

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

Table 4.2.4.4 The following table shows the percentage of customers who cited different reason(s) for their request for item-wise details being denied.

- None of the prepaid wire-line customer was interviewed; hence this table is not relevant.

Table 4.2.4.5 The following table shows the percentage of customers who terminated a telephone connection in the last 6 months.

Type	% Customer
	BSNL
Urban	1
Rural	1
Overall	1
<i>Base</i>	575

- Only 1% of the prepaid customers claimed to have terminated a wire-line telephone connection in the last 6 months.

4.2.4.6 The following table shows the percentage of customers who terminated a telephone connection of a particular service provider in the last 6 months.

- The earlier connection was also BSNL.

4.2.4.7 The following table shows the days taken for termination of a telephone connection.

- All the customers who terminated their earlier connection had terminated within 7 days.

4.2.4.8 The following table shows the percentage of customers who were aware about getting rent rebate in case fault is not repaired within 3 days

Type	% Customers
	BSNL
Urban	7
Rural	3
Overall	5
<i>Base</i>	575

- Only 5% of the customers were aware about the rent rebate entitlement, in case fault is not repaired within 3 days.

4.2.5.1 The following table shows the percentage of customers who were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

Type	% Customers
	BSNL
Urban	13
Rural	11
Overall	12
<i>Base</i>	575

- 12% of the customers were aware about the facility for registering telephone number with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.2 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

Type	% Customers
	BSNL
Urban	18
Rural	5
Overall	14
<i>Base</i>	<i>71</i>

- Only 14% of the aware customers were registered with the service provider for not receiving unwanted tele marketing calls/SMS.

4.2.5.3 The following table shows the percentage of customers who reported varying degrees of reduction in number of unwanted tele marketing calls/SMS received after registering.

Sub Parameters	Type	% Customers
		BSNL
No change	Urban	--
	Rural	--
	Overall	--
Slight decrease	Urban	33
	Rural	--
	Overall	30
Considerable decrease	Urban	--
	Rural	--
	Overall	--
Stopped receiving	Urban	67
	Rural	100
	Overall	70
<i>Base</i>		10

4.2.5.4 The following table shows the percentage of customers who made a complaint to service provider on getting such unwanted tele marketing calls/ SMS even after registering telephone number.

Note: Base is too small to draw any statistical reference

4.2.5.5 Service provider rating on a scale of 1 – 10 where 10 is very good and 1 is very poor.

	Type	Customer Ranking
		BSNL
Mean Score	Urban	8.23
	Rural	7.50
	Overall	7.99
Base		575

4.3 Cellular Mobile Telephone Service – HP Circle

Customer Satisfaction Survey in the HP circle was done among customers of 8 Cellular Mobile Telephone service providers i.e. Airtel, BSNL, TTSL, Reliance Idea, Vodafone, Airtel & S Tel.

4.3.1 Customer Satisfaction with Provision of Service

4.3.1.1 The following table shows the % of customers satisfied with sub parameters of provision of service.

Sub Parameters	Type	% Customers								
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Airtel	S-Tel	Overall
Process & time taken to activate connection	Urban	99	99	99	98	98	99	100	99	99
	Rural	100	99	99	100	100	100	100	98	100
	Overall	99	99	99	99	99	99	100	99	99
Ease of understanding	Urban	99	94	98	79	98	83	95	73	91
	Rural	97	89	90	89	94	87	96	84	92
	Overall	98	92	95	84	97	84	95	76	91
Overall Provision of service	Urban	99	97	98	89	98	91	97	86	95
	Rural	98	94	95	95	97	94	98	91	96
	Overall	99	95	97	92	98	92	98	88	95
<i>Base</i>		407	406	320	371	318	393	419	178	2812

- Most customers were satisfied with the process and time taken to activate the mobile connection as well as ease of understanding of plans conveyed. All the operators met the quality benchmark.
- A lower % of S-Tel customers in rural areas were satisfied with the ease of understanding or with provision of all relevant information related to tariff plans & charges.

4.3.2a Customer Satisfaction with Billing Performance among Postpaid Customers

4.3.2.1a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Postpaid Customers								
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Timely delivery of bills	Urban	100	67	70	83	100	100	100	--	83
	Rural	--	100	90	38	--	100	--	--	72
	Overall	67	82	80	75	100	100	100	--	80
Clarity of the bills in terms of transparency and understandability	Urban	100	83	90	90	100	83	100	--	90
	Rural	100	100	100	63	--	100	--	--	88
	Overall	100	91	95	85	100	86	100	--	90
Accuracy & completeness of the bills	Urban	100	100	80	73	100	83	100	--	80
	Rural	100	100	100	63	--	100	--	--	88
	Overall	100	100	90	71	100	86	100	--	82
Process of resolution of billing Complaints	Urban	--	--	--	46	--	--	--	--	39
	Rural	--	--	--	25	--	--	--	--	25
	Overall	--	--	--	40	--	--	--	--	35
Overall Billing performance postpaid	Urban	67	50	51	58	67	57	78	--	58
	Rural	67	100	97	50	--	100	--	--	80
	Overall	89	91	87	68	100	86	89	--	78
Base		3	11	20	48	4	7	3	--	96

- Process of billing complaint resolution registered the lowest satisfaction levels on an aggregate level.
- Higher % of all the cellular mobile customers were satisfied on account of clarity of the bills in terms of transparency and understandability.

4.3.2b Customer Satisfaction with Billing Performance - Prepaid

4.3.2.1b The following table shows the percentage of prepaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	% Prepaid Customers								
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Accuracy of charges	Urban	94	95	98	85	93	94	91	97	93
	Rural	90	98	93	94	98	100	90	97	94
	Overall	92	96	96	90	95	96	90	97	94
Refund/Credit/Waiver of excess charges	Urban	62	56	67	55	80	67	66	67	64
	Rural	88	78	67	61	80	75	67	100	74
	Overall	76	69	67	58	80	69	66	83	69
Ease of recharging process & transparency of recharge offer	Urban	99	99	99	97	98	99	98	98	98
	Rural	99	98	95	99	100	99	97	98	98
	Overall	99	98	97	98	99	99	98	98	98
Overall Billing performance prepaid	Urban	94	96	98	88	94	96	92	97	94
	Rural	94	96	93	93	98	99	92	98	95
	Overall	94	96	96	91	96	97	92	98	95
<i>Base</i>		404	395	300	323	314	386	416	178	2716

- S-Tel, BSNL, TTSL & Vodafone had the highest % of prepaid customers satisfied on account of accuracy of charges.
- Customers had much lower satisfaction on account of refund/credit/waiver of excess charges across all the service providers. Reliance scored lowest on this parameter.

4.3.3 Customer Satisfaction with Help Services including customer grievance redressal

4.3.3.1 The following table shows the percentage of customers satisfied with sub-parameters of Help Services including customer grievance redressal.

Sub Parameters	Type	% Customers								
		Airtel	BSNL	TDSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Ease of access of call centre/customer care or help-line	Urban	91	90	93	87	91	98	87	76	90
	Rural	91	87	89	94	100	100	90	88	92
	Overall	91	88	92	90	95	99	88	81	91
Ease of getting an option for “ talking to a customer care executive”	Urban	89	80	82	78	90	96	86	78	86
	Rural	87	80	93	89	100	94	88	88	89
	Overall	88	80	86	84	94	95	87	83	87
Response time taken	Urban	88	84	91	82	97	94	84	78	87
	Rural	92	81	78	84	98	96	93	96	90
	Overall	90	82	86	83	97	95	88	86	88
Problem solving ability	Urban	90	86	91	74	95	91	86	76	86
	Rural	93	85	89	82	100	96	89	100	90
	Overall	92	86	90	79	97	93	87	86	88
Time taken to resolve complaint	Urban	88	82	91	71	95	92	84	73	85
	Rural	91	81	89	79	100	98	87	100	89
	Overall	90	81	90	75	97	94	86	84	87
Overall Help services including customer grievance redressal	Urban	90	84	90	78	93	94	85	76	87
	Rural	91	83	87	86	100	97	89	95	90
	Overall	90	83	89	82	96	95	87	84	88
<i>Base</i>		184	124	72	178	105	148	193	63	1067

- A higher percentage of customers were satisfied with the ease of access of call centre / customer care or help line number, across service providers.

4.3.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers								
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Availability of signal of your service provider in your locality	Urban	96	90	98	92	93	95	96	77	93
	Rural	80	92	93	98	93	97	86	94	90
	Overall	96	83	98	92	92	93	94	80	91
Ability to make or receive calls easily	Urban	96	92	99	92	92	95	97	78	94
	Rural	97	75	95	92	89	91	94	89	90
	Overall	96	83	98	92	91	94	95	82	92
Voice quality	Urban	98	90	99	95	95	95	96	81	94
	Rural	97	79	95	92	92	91	93	92	91
	Overall	98	84	98	93	94	94	95	85	93
Overall Network performance, reliability & availability	Urban	97	90	99	93	94	95	96	78	94
	Rural	95	77	95	92	91	91	93	90	90
	Overall	97	83	98	92	92	93	95	82	92
<i>Base</i>		407	406	320	371	318	393	419	178	2812

- BSNL & S – Tel registered lower satisfaction scores across parameters. TTSL had the highest percentage of satisfied customers across parameters.
- A higher percentage of all the customers were satisfied with the Voice quality.

4.3.5 Customer Satisfaction with Maintainability

4.3.5.1 The following table shows the % of customers satisfied with sub-parameters of maintainability.

		% Customers								
Sub Parameters	Type	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Availability of network (signal)	Urban	86	79	89	68	83	92	81	73	82
	Rural	75	61	90	83	84	82	76	82	77
	Overall	80	70	89	76	83	89	79	76	80
Restoration of network (signal) problems	Urban	80	82	93	62	76	78	70	53	76
	Rural	80	65	83	83	76	82	70	69	76
	Overall	80	73	90	72	76	79	70	58	76
Overall Maintainability	Urban	83	80	91	65	80	85	76	63	79
	Rural	78	63	87	83	80	82	73	76	77
	Overall	80	71	90	74	80	84	74	67	78
<i>Base</i>		407	406	320	371	318	393	419	178	2812

- S-Tel and BSNL registered much lower satisfaction scores on maintainability.
- Satisfaction of S - Tel customers was lowest on all aspects.
- Higher proportion of TTSL (90%) customers were satisfied with restoration of network (signal) problems.

4.3.6 Customer Satisfaction with Supplementary and Value Added Services

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

Sub Parameters	Type	% Customers								
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Quality of supplementary service	Urban	96	92	86	97	96	97	98	67	93
	Rural	100	86	100	100	100	100	88	100	94
	Overall	97	88	95	98	97	97	93	76	93
Process of activating VAS	Urban	96	100	100	97	96	93	98	78	95
	Rural	100	90	100	94	100	91	91	100	94
	Overall	97	93	100	96	97	92	95	84	94
Overall Supplementary and Value Added Services	Urban	96	96	93	97	96	95	98	72	94
	Rural	100	88	100	97	100	95	89	100	94
	Overall	97	91	98	97	97	95	94	80	94
<i>Base</i>		38	42	20	47	33	39	72	25	316

- Most service providers registered high percentage of satisfied customers on both parameters of quality of supplementary services while S-Tel scored lowest on both the parameters.

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

4.4.1 Awareness and experience of Call Centre

Table 4.4.1.1 The following table shows the percentage of customers aware about the call centre number of their service provider for making a complaint/ query.

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	90	44	60	54	64	72	67	73	71
Rural	8	44	20	32	36	15	23	27	22
Overall	80	49	71	57	76	74	67	67	68
<i>Base</i>	89	35	14	86	37	66	70	27	424

- 68% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query. Awareness was very low among BSNL customers.

4.4.1.2 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.

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	46	10	4	33	20	32	30	47	27
Rural	26	25	12	38	20	25	28	14	25
Overall	37	18	7	36	20	29	29	32	26
<i>Base</i>	242	200	191	241	187	224	239	84	1608

- 26% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number. This was lower among both TTSL & BSNL customers.

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

	Type	% Customers								
		Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Complaint was registered and Docket number received	Urban	75	44	60	66	73	66	72	82	70
	Rural	55	62	89	60	53	89	56	40	62
	Overall	69	57	79	63	65	73	66	74	67
Complaint was registered and Docket number not received	Urban	23	56	40	32	27	19	16	14	24
	Rural	34	38	11	31	47	11	41	20	32
	Overall	27	43	21	31	35	17	26	15	27
Complaint was registered and docket number provided on request	Urban	2	--	--	--	--	6	--	--	2
	Rural	10	--	--	--	--	--	--	--	2
	Overall	4	--	--	--	--	5	--	--	2
Complaint was registered and docket number not provided even on request	Urban	--	--	--	--	--	2	--	5	1
	Rural	--	--	--	2	--	--	--	--	2
	Overall	--	--	--	1	--	2	--	11	1
Refused to register the complaint	Urban	--	--	--	2	--	6	12	--	4
	Rural	--	--	--	7	--	--	4	--	2
	Overall	--	--	--	5	--	5	9	--	3
<i>Base</i>		89	35	14	86	37	66	70	27	424

- 97% of the customers reported complaint registration. Only in the case of Aircel, a substantial % claimed that the complaint was not registered.
- 69% of all the cellular mobile customers belonging to different service providers said that they had received a docket number for most of their complaints. Another 28% of those who had complained did not receive docket numbers even on request.

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

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	88	67	60	61	73	74	70	73	74
Rural	79	65	78	67	80	100	81	60	76
Overall	85	66	71	64	76	82	74	70	75
<i>Base</i>	89	35	14	86	37	66	70	27	424

- 75% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. A higher percentage of Airtel customers were informed about the action taken on their complaints.

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

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	90	44	60	54	64	72	67	73	71
Rural	59	50	78	60	93	79	67	40	65
Overall	80	49	71	57	76	74	67	67	68
<i>Base</i>	89	35	14	86	37	66	70	27	424

- 68% 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.

4.4.2 Awareness and experience of Nodal Officer

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

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	1	1	--	6	2	2	2	1	2
Rural	1	2	2	4	1	1	1	--	2
Overall	1	1	1	5	2	2	1	1	2
<i>Base</i>	407	406	320	371	318	393	419	178	2812

- Only 2% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 5% among Reliance customers.

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

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	--	--	--	9	25	--	--	--	7
Rural	--	25	50	14	--	--	--	--	17
Overall	--	17	33	11	20	--	--	--	10
<i>Base</i>	3	6	3	18	5	6	6	1	48

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

4.4.2.3 Incidence of Customer Intimation Regarding Decision taken on Complaint

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	--	--	--	--	100	--	--	--	50
*Rural	--	100	100	100	--	--	--	--	100
Overall	--	100	100	50	100	--	--	--	80
<i>Base</i>	--	1	1	2	1	--	--	--	5

4.4.2.4 Satisfaction with Nodal Officer

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	--	--	--	--	100	--	--	--	50
Rural	--	100	100	100	--	--	--	--	100
Overall	--	100	100	50	100	--	--	--	80
<i>Base</i>	--	1	1	2	1	--	--	--	5

- 4 out of 5 customers those who had complained to the Nodal Officer were satisfied with the action taken/ response.

4.4.3 Awareness and experiences with Appellate Authority

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

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	1	--	--	--	1	--	2	--	1
Rural	--	1	--	1	--	--	1	2	1
Overall	--	--	--	--	1	--	1	1	1
<i>Base</i>	407	406	320	371	318	393	419	178	2812

- Only 1% of the mobile phone customers were aware of the contact details of appellate authority.

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

- None of the 20 customers those who were aware, had filed an appeal with the Appellate Authority.

4.4.3.3 Received any acknowledgement

- As none of the customer filed an appeal, this table is not relevant.

4.4.3.4 Reported Decisions by the Appellate Authority

- Not Applicable as none of the customer filed an appeal.

4.4.4 General Information

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

Type	% Customers								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	35	15	33	23	20	13	16	11	21
Rural	17	17	12	16	12	32	18	18	18
Overall	26	16	27	19	17	18	17	13	19
<i>Base</i>	<i>404</i>	<i>395</i>	<i>300</i>	<i>323</i>	<i>314</i>	<i>386</i>	<i>416</i>	<i>178</i>	<i>2716</i>

- Only 19% of the prepaid cellular mobile customers said that they were aware of the fact that they can get item-wise usage charge details on request. Awareness was highest among Airtel customers and lowest among S – Tel customers.

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

None of the customer was denied item-wise usage charge details for their pre-paid connection

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

Not Applicable

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

Type	Service Provider								
	Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Urban	65	49	91	67	76	75	84	67	73
Rural	70	64	67	63	59	62	73	47	65
Overall	68	56	83	65	70	71	79	60	69
<i>Base</i>	407	406	320	371	318	393	419	178	2812

- 69% of the new customers claimed to have received the Manual of Practice. This proportion was significantly lower among BSNL customers.

4.5 Broadband Service – HP circle

The survey of customer perception of service was done in HP circle among BSNL customers as only BSNL provides broadband service in HP circle.

4.5.1 Customer Satisfaction with Provision of Service

4.5.1.1 The following table shows the % of customers satisfied with provision of service.

Sub Parameters	Type	Customers
		BSNL
Time taken to provide connection	Urban	96
	Rural	96
	Overall	96
Base		574

- 96% the customers were satisfied with the provision of service.

4.5.2a Postpaid Customer Satisfaction with Billing Performance

4.5.2.2a The following table shows the percentage of postpaid customers satisfied with sub-parameters of billing performance.

Sub Parameters	Type	Postpaid Customers
		BSNL
Timely delivery of bills	Urban	94
	Rural	85
	Overall	91
Clarity of the bills in terms of transparency and understandability	Urban	88
	Rural	87
	Overall	88
Accuracy of the bills	Urban	74
	Rural	89
	Overall	79
Process of resolution of billing Complaints	Urban	13
	Rural	48
	Overall	22
Overall Billing performance postpaid	Urban	81
	Rural	78
	Overall	82
<i>Base</i>		574

- BSNL registered high satisfaction level on account of timely delivery of bills.
- However, a very low proportion of customers were satisfied on account of process of resolution of billing complaints; only 22% were satisfied.

4.5.2b Prepaid Customer Satisfaction with Billing Performance

Note: As none of the prepaid broadband customer was interviewed, this table is not relevant.

4.5.3 Customer Satisfaction with Help Services

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

Sub Parameters	Type	% Prepaid Customers
		BSNL
Ease of access of call centre/ customer care or helpline	Urban	54
	Rural	83
	Overall	62
Ease of getting an option for “ talking to customer care executive”	Urban	96
	Rural	80
	Overall	92
Response time taken by customer executive to answer customer call	Urban	94
	Rural	72
	Overall	88
Problem solving ability of customer care executive(s)	Urban	75
	Rural	67
	Overall	73
Time taken by call centre/ customer care / help-line to resolve your complaint	Urban	87
	Rural	72
	Overall	83
Overall Help service	Urban	81
	Rural	75
	Overall	80
<i>Base</i>		179

- 62% BSNL customers were satisfied with the ease of access of call centre/ customer care or helpline .
- Satisfaction was lowest on account of ease of access of call centre/ customer care or helpline as well as customer care’s problem solving ability.

4.5.4 Customer Satisfaction with Network Performance, Reliability & Availability

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

Sub Parameters	Type	% Customers
		BSNL
Speed of broadband connection	Urban	86
	Rural	80
	Overall	84
Amount of time for which service is up and working	Urban	88
	Rural	78
	Overall	85
Overall Network performance, Reliability & availability	Urban	87
	Rural	79
	Overall	84
<i>Base</i>		<i>574</i>

- A higher proportion of urban customers (86%) were satisfied with the speed of broadband connection as compared to rural customers.

4.5.5 Customer Satisfaction with Maintainability

4.5.5.1 The following table shows the percentage of customers satisfied with maintainability

Sub Parameters	Type	%Customers
		BSNL
Time taken for restoration of broadband connection	Urban	53
	Rural	16
	Overall	43
<i>Base</i>		<i>141</i>

- 43% of the customers were satisfied with the time taken for restoration of broadband connection.

4.5.6 Customer Satisfaction with Supplementary Services

4.5.6.1 The following table shows the percentage of customers satisfied with supplementary services.

Sub Parameters	Type	% Customers
		BSNL
Process of activating VAS or process of unsubscribing	Urban	66
	Rural	67
	Overall	66
<i>Base</i>		<i>62</i>

- Only 66% of customers satisfied with process of activating VAS or process of unsubscribing.

4.5.7 Customer Satisfaction with Overall Service Quality

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

Sub Parameters	Type	% Customers
		BSNL
Overall service quality	Urban	93
	Rural	81
	Overall	89
Base		574

- 89% of the customers were satisfied with the quality of overall service. A higher % of urban customers were satisfied as compared to rural customers.

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

4.6.1 Awareness and experience of Call Centre

4.6.1.1 % of customers aware about the call centre number for making a complaint/ query.

Type	% Customers
	BSNL
Urban	74
Rural	76
Overall	75
<i>Base</i>	428

- 75% of BSNL's broadband customers said that they were aware about the call centre number of their service provider for making a complaint/ query.

4.6.1.2 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.

Type	% Customers
	BSNL
Urban	27
Rural	50
Overall	34
<i>Base</i>	428

- 34% of broadband customers who were of the call centre number claimed to have complained in the last 6 months.

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

Customers	Type of Users	% Customers
		BSNL
Docket number received for most of the complaints	Urban	80
	Rural	86
	Overall	83
No Docket number received for most of the complaints	Urban	17
	Rural	14
	Overall	16
It was received on request	Urban	--
	Rural	--
	Overall	--
No Docket number received even on request	Urban	3
	Rural	--
	Overall	1
<i>Base</i>		147

- 83% of all broadband customers who had complained claimed that they received a docket number for most of their complaints.
- 16% of all broadband customers who had complained said that they did not receive docket numbers for most of their complaints, another 1% did not receive docket number even on request.

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

Type	% Customers
	BSNL
Urban	54
Rural	49
Overall	52
<i>Base</i>	<i>147</i>

- 52% of all broadband customers who had complained said that they were informed about the action taken on their complaint by the call centre.

4.6.1.5 The following table shows the % of customers satisfied with complaint resolution.

Type	% Customers
	BSNL
Urban	78
Rural	85
Overall	81
<i>Base</i>	<i>147</i>

- 81% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline.
- A higher percentage (85%) of rural customers were satisfied with resolution of complaints as compared to urban customers.

**4.6.1.7 % of customers who got their billing complaint resolved satisfactorily by call centre/
customer care within 4 weeks of lodging their complaints.**

Type	% Customers
	BSNL
Urban	14
Rural	21
Overall	18
<i>Base</i>	147

- Only 18% of the billing complaints were resolved satisfactorily; however the satisfaction was higher among rural customers as compared to urban customers.

4.6.2 Awareness and experience of Nodal Officer

4.6.2.1 % of customers who were aware about the contact details of the nodal officer.

Type	% Customers
	BSNL
Urban	5
Rural	5
Overall	5
<i>Base</i>	574

- Only 5% of the broadband customers said that they were aware of the contact details of the Nodal Officer.

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

Type	% Customers
	BSNL
Urban	20
Rural	11
Overall	17
<i>Base*</i>	29

* The above sample is too small to draw any statistical reference.

- 17% of the customers who were aware of the nodal officer had complained to the nodal officer.

4.6.2.3 The following table shows the percentage of customers who were able to connect to the Nodal Officer without any difficulty.

Type	% Customers
	BSNL
Urban	100
Rural	100
Overall	100
<i>Base*</i>	5

* The above sample is too small to draw any statistical reference.

4.6.2.4 The following table shows the percentage of customers who were intimidated by the Nodal Officer about the decision taken on their complaint.

Type	% Customers
	BSNL
Urban	100
Rural	100
Overall	100
Base	5

* The above sample is too small to draw any statistical reference.

4.6.2.5 The following table shows the percentage of customers satisfied with the redressal of the complaint by the Nodal Officer.

Type	% Customers
	BSNL
Urban	100
Rural	100
Overall	100
<i>Base</i>	5

Note: The above sample is too small for any statistical inference

4.6.4 Awareness and experience of Appellate Authority

4.6.4.1 % of customers who were aware about Appellate Authority's contact details

Type	% Customers
	BSNL
Urban	1
Rural	2
Overall	1
<i>Base</i>	574

- Only 1% of the customers were aware of the Appellate Authority's contact details.

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

- Of those who were aware, none of them had filed an appeal to the Appellate Authority.

4.6.4.3 Incidence of Acknowledgement Receipt

- As none of them had file an appeal, this table is not relevant

4.6.4.4 Reported Incidence of Decision by the Appellate Authority

- As none of them had file an appeal, this table is not relevant

4.6.5 General Information

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

- As none of the prepaid customer was interviewed, this table is not relevant.

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

- Note Applicable

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

- Not Applicable

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

Type	% Customers
	BSNL
Urban	61
Rural	47
Overall	57
<i>Base</i>	574

- 57% of the customers claimed to have got the Manual of Practice while taking the connection.

5. SUMMARY OF CRITICAL FINDINGS

5.1 Basic Wire-line Service

- BSNL did not meet the benchmarks on almost all the parameters, except provision of service. In fact, it had very low satisfaction with respect to maintainability, supplementary and value added services and help services including customer grievance redressal.
- 91% of all customers reported that the fault was repaired within 3 days.

Grievance Redressal

- 79% of the customers were aware about the call centre number of their service provider for the purpose of making a complaint/ query. Awareness among urban customers was low as compared to rural customers.
- Approximately 43% of the customers claimed to have made a complaint on the call centre number of their service provider in the last 6 months. The proportion was higher for rural customers (64%) as compared to urban customers.
- 55% of the basic telephone service customers who had complained said that they were informed about the action taken on their complaint by call centre. A lower proportion (46%) of the rural customers were informed about the action taken on their complaint by call centre.
- 84% of the customers who had made billing complaints said that their complaints were resolved satisfactorily by the call centre/ customer care within four weeks of lodging their complaints.
- Only 2% of all basic telephone service customers said that they were aware about the contact details of the nodal officer.
- Only 2% of all the basic wire-line service customers said that they were aware of the contact details of the Appellate Authority. None of the rural customer was aware of the contact details of Appellate Authority.

5.2 Cellular Mobile Service

- 92% of all cellular mobile customers were satisfied with overall service quality. All the service providers met the benchmark set for overall service quality except BSNL & S-Tel.
- All the service providers met the benchmark set for provision of service except S Tel.
- BSNL, TTSL, Idea, Vodafone & S – Tel met the benchmark set for prepaid billing performance and only Idea met the benchmark set for postpaid billing performance.
- All the operators scored low on help services including customer grievance except Airtel, Idea & Vodafone. Reliance’s score was lowest among all the operators.
- BSNL & S-Tel did not meet the benchmark set for network performance, reliability & availability. TTSL’s score was highest among all the operators.
- None of the operator met the benchmark set for maintainability except TTSL.
- Except S-Tel, all the service providers met the benchmark set for Supplementary and value added services.
- 68% of the cellular mobile customers who made billing complaints to the call centre reported that their complaints were resolved within 4 weeks of lodging. This was particularly low for BSNL & Reliance.

Grievance Redressal

- 68% of all cellular mobile customers were aware of the call centre number of their service provider for the purpose of making a complaint/ query.
- 26% of all cellular mobile customers claimed that they had complained in the last 6 months to the toll free Call Centre/ Customer Care/ help-line telephone number.
- 75% all the cellular mobile customers who had complained said that they were informed about the action taken on their complaint by the call centre. A higher percentage of Airtel customers were informed about the action taken on their complaints.
- Only 2% of the cellular mobile customers were aware of the contact details of the nodal officer. However, this stood at 5% among Reliance customers. Only 1% of the mobile phone customers were aware of the contact details of appellate authority.

5.3 Broadband Service

- 89% of all the BSNL broadband customers were satisfied with overall service quality. A higher proportion of urban customers were satisfied as compared to rural customers.
- BSNL met the benchmarks set for provision of service and maintainability only. BSNL did not meet the benchmark set for postpaid billing performance, help services including customer grievance redressal, network performance, reliability and availability.
- BSNL scored lowest on supplementary & value added services.
- 90% of the customers got their working connection within 7 working days. However, this proportion was slightly low for rural customers.

Grievance Redressal

- 75% of broadband customers belonging to different service providers said that they were aware about the call centre number of their service provider for making a complaint/ query.
- 34% of broadband customers who were of the call centre number claimed to have complained in the last 6 months. 52% of broadband customers who had complained said that they were informed about the action taken by the call centre.
- 81% all broadband customers who had lodged complaints said that they were satisfied with the system of resolution of complaints by call centre/ customer care/ helpline. A higher percentage (85%) of rural customers were satisfied with resolution of complaints as compared to urban customers.
- Only 18% of the billing complaints were resolved satisfactorily; however the satisfaction was higher among rural customers as compared to urban customers.
- Only 5% of the broadband customers said that they were aware of the contact details of the Nodal Officer. 17% of the customers who were aware of the nodal officer had complained to the nodal officer. 1% of the customers were aware of the Appellate Authority's contact details.

6. RECOMMENDATIONS

6.1.1 Basic Wire-line

- BSNL needs to improve on almost all the parameters, except provision of service.
- Fault repair service of telephone needs improvement as a large proportion of customers is dissatisfied.
- BSNL needs to improve on help services including customer grievance redressal. Problem solving ability of customer care and response time taken by customer care need to be improved.

6.1.2 Cellular Mobile

- BSNL & S-Tel need to improve the overall service quality and network performance, reliability & availability.
- Airtel, Reliance & Aircel need to improve prepaid billing performance. All the service providers need to improve postpaid billing performance except Idea.
- BSNL, TTSL, Reliance, Aircel & S- Tel need to improve help services including customer grievance redressal.
- All the service providers need to improve the availability of signal & restoration of signal problems except TTSL.

6.3 Broadband

- Accuracy of bills and process of resolution of billing complaint should be improved by BSNL to make the customers satisfied with postpaid billing performance.
- BSNL needs to improve their help services including customer grievance redressal, particularly accessibility and the problem solving ability of the customer care need to be improved.

- BSNL needs to improve the speed of broadband connection and the amount of time for which service is up and working, to make the customers satisfied with network performance, reliability and availability.
- BSNL need to improve on maintainability, the time taken for restoration of broadband connection.

6.2 Grievance Redressal Mechanism

- BSNL should make customers aware about the contact details of their Customer Care, Nodal Officer and Appellate Authority.
- The effectiveness of the Nodal Officer needs to be enhanced so that complaints are speedily addressed to the satisfaction of the customers.
- Customers should be informed about the facility whereby they can get item-wise usage charges on request.
- Delivery of the manual practice should be strengthened.

Annexure 1: Detailed Tables (Basic Telephone Service - Customers Survey)

A. Service Provision

Q1(a). Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?

	Type		BSNL
Yes	Urban	Count	131
		%	34
	Rural	Count	34
		%	18
	Overall	Count	165
		%	29
No	Urban	Count	255
		%	66
	Rural	Count	155
		%	82
	Overall	Count	410
		%	71

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

	Type		BSNL
Yes	Urban	Count	96
		%	73
	Rural	Count	11
		%	32
	Overall	Count	107
		%	65
No	Urban	Count	35
		%	27
	Rural	Count	23
		%	68
	Overall	Count	58
		%	35

Q 5 (b) Please specify the reason(s) for your dissatisfaction with the quality, accuracy & completeness of the bills ?

	Type		BSNL
Charges not as per tariff plan	Urban	Count	2
		%	10
	Rural	Count	2
		%	20
	Overall	Count	4
		%	13
Charged for calls/services not made	Urban	Count	2
		%	10
	Rural	Count	5
		%	50
	Overall	Count	7
		%	23
Details like item wise charges are not provided	Urban	Count	3
		%	15
	Rural	Count	1
		%	10
	Overall	Count	4
		%	13
Calculation are not clear	Urban	Count	--
		%	--
	Rural	Count	3
		%	30
	Overall	Count	3
		%	10
Others	Urban	Count	--
		%	--
	Rural	Count	2
		%	20
	Overall	Count	2
		%	7
Tariff plan changed without information	Urban	Count	14
		%	70
	Rural	Count	2
		%	20
	Overall	Count	16
		%	53
	Urban	Count	3
		%	15
	Rural	Count	--
		%	--
	Overall	Count	3
		%	10

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

	Type		BSNL
Yes	Urban	Count	23
		%	6
	Rural	Count	10
		%	5
	Overall	Count	33
		%	6
No	Urban	Count	363
		%	94
	Rural	Count	179
		%	95
	Overall	Count	542
		%	94

Qus.9 Please specify the reason(s) for your dissatisfaction with the clarity of the bills sent by your service provider in terms of transparency and understandability?

	Type		BSNL
Difficult to read the bill	Urban	Count	9
		%	28
	Rural	Count	1
		%	6
	Overall	Count	10
		%	20
Calculations not clear	Urban	Count	4
		%	13
	Rural	Count	5
		%	29
	Overall	Count	9
		%	18
Item-wise charges not given	Urban	Count	3
		%	9
	Rural	Count	6
		%	35
	Overall	Count	9
		%	18
Difficult to understand the language	Urban	Count	12
		%	38
	Rural	Count	3
		%	18
	Overall	Count	15
		%	31
Others	Urban	Count	4
		%	13
	Rural	Count	2
		%	12
	Overall	Count	6
		%	12

Qus.10(b) Please specify the reason(s) for your dissatisfaction.

None of the customer is dissatisfied.

Qus. 10(c) Have you made any complaint related to charging/ credit/waiver/validity/ adjustments in the last 6 months?

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
		Count	--
		%	--

Qus.11 In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?

	Type		BSNL
Yes	Urban	Count	108
		%	28
	Rural	Count	33
		%	17
	Overall	Count	141
		%	25
No	Urban	Count	278
		%	72
	Rural	Count	156
		%	83
	Overall	Count	434
		%	75

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

	Type		BSNL
Nil	Urban	Count	235
		%	61
	Rural	Count	75
		%	40
	Overall	Count	310
		%	54
Once	Urban	Count	68
		%	18
	Rural	Count	49
		%	26
	Overall	Count	117
		%	20
2-3 times	Urban	Count	71
		%	18
	Rural	Count	44
		%	23
	Overall	Count	115
		%	20
More than 3 times	Urban	Count	12
		%	3
	Rural	Count	21
		%	11
	Overall	Count	33
		%	6

Qus.22 Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?

	Type		BSNL
Yes	Urban	Count	48
		%	12
	Rural	Count	16
		%	8
	Overall	Count	64
		%	11
No	Urban	Count	338
		%	88
	Rural	Count	173
		%	92
	Overall	Count	511
		%	89

Qus.25 . In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

	Type		BSNL
Yes	Urban	Count	4
		%	1
	Rural	Count	1
		%	1
	Overall	Count	5
		%	1
No	Urban	Count	382
		%	99
	Rural	Count	188
		%	99
	Overall	Count	570
		%	99

Qus.25a . How satisfied are you with the resolution of your complaint for deactivation of VAS?

	Type		BSNL
Very Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Dissatisfied	Urban	Count	2
		%	50
	Rural	Count	1
		%	100
	Overall	Count	3
		%	60
Satisfied	Urban	Count	2
		%	50
	Rural	Count	--
		%	--
	Overall	Count	2
		%	40
Very Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus.26b . Please tell me the reason for dissatisfaction with the overall quality of your telephone service.

	Type		BSNL
Bills are not delivered on time & Not clear	Urban	Count	4
		%	22
	Rural	Count	3
		%	25
	Overall	Count	7
		%	17
Poor customer care	Urban	Count	7
		%	39
	Rural	Count	7
		%	58
	Overall	Count	14
		%	33
Poor Network	Urban	Count	1
		%	6
	Rural	Count	0
		%	0
	Overall	Count	1
		%	2
No complaint resolution	Urban	Count	7
		%	39
	Rural	Count	6
		%	50
	Overall	Count	13
		%	31
Voice Quality is not clear	Urban	Count	2
		%	11
	Rural	Count	0
		%	0
	Overall	Count	2
		%	5

Qus.27 . What kind of other services are you also taking from this service provider?

	Type		BSNL
Broadband	Urban	Count	167
		%	44
	Rural	Count	56
		%	30
	Overall	Count	223
		%	39
Mobile	Urban	Count	60
		%	16
	Rural	Count	89
		%	48
	Overall	Count	149
		%	26
Others	Urban	Count	42
		%	11
	Rural	Count	2
		%	1
	Overall	Count	44
		%	8
None	Urban	Count	123
		%	32
	Rural	Count	59
		%	32
	Overall	Count	182
		%	32

Qus.42. Please specify the reason for your dissatisfaction with the redressal of the complaint by the Nodal Officer

	Type		BSNL
Difficult to connect to the Nodal office	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Nodal officer not polite/courteous	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Time taken by Nodal Officer for redressal of complaint is too long	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Unable to understand the problem	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

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

A. Service Provision

A.1. (Q 2) Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	42	54	122	85	49	103	65	15	535
		%	21	27	56	44	25	37	29	13	33
	Rural	Count	64	62	38	87	20	50	53	14	388
		%	31	30	38	49	16	43	27	23	33
	Overall	Count	106	116	160	172	69	153	118	29	923
		%	26	29	50	46	22	39	28	16	33
No	Urban	Count	158	148	97	108	146	173	160	101	1091
		%	79	73	44	56	75	63	71	87	67
	Rural	Count	143	142	63	91	103	67	141	48	798
		%	69	70	62	51	84	57	73	77	67
	Overall	Count	301	290	160	199	249	240	301	149	1889
		%	74	71	50	54	78	61	72	84	67

B.2. (Q 4b) Please specify the reason(s) for your dissatisfaction with the accuracy of charges for the services used such as call, SMS, GPRS etc.

Sub Parameters	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Charges not as per tariff plan subscribed	Urban	Count	1	1	2	3	1	5	5	1	19
		%	8	11	40	13	7	33	24	33	
	Rural	Count	--	1	--	--	--	--	1	1	3
		%	--	20	--	--	--	--	5	50	--
	Overall	Count	1	2	2	3	1	5	6	2	22
		%	3	14	18	9	6	33	15	40	--
Tariff plan changed without information	Urban	Count	2	4	--	--	2	5	7	2	22
		%	15	44	--	--	14	33	33	67	--
	Rural	Count	7	--	--	1	1	--	3	--	12
		%	35	--	--	10	33	--	16	--	--
	Overall	Count	9	4	--	1	3	5	10	2	34
		%	27	29	--	3	18	33	25	40	--
Charged for value added services not requested	Urban	Count	2	2	1	16	3	--	6	--	30
		%	15	22	20	70	21	--	29	--	--
	Rural	Count	9	1	2	5	--	--	8	1	26
		%	45	20	33	50	--	--	42	50	--
	Overall	Count	11	3	3	21	3	--	14	1	56
		%	33	21	27	64	18	--	35	20	--
Charged for call/services not made	Urban	Count	6	3	3	14	2	4	5	--	37
		%	46	33	60	61	14	27	24	--	--
	Rural	Count	5	2	4	4	1	--	9	--	25
		%	25	40	67	40	33	--	47	--	--
	Overall	Count	11	5	7	18	3	4	14	--	62
		%	33	36	64	55	18	27	35	--	--
Others	Urban	Count	12	8	3	20	13	9	16	2	83
		%	92	89	60	87	93	60	76	67	--

	Rural	Count	20	4	6	10	4	--	18	1	63
		%	100	80	100	100	133	--	95	50	--
	Overall	Count	32	12	9	30	17	9	34	3	146
		%	97	86	82	91	100	60	85	60	--

B.2. (Q 5a) Have you made any complaint related to charging/credit/ waiver/ validity/ adjustments in the last 6 months?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	29	18	6	29	25	12	44	3	166
		%	15	9	3	19	13	4	20	3	11
	Rural	Count	34	27	6	33	5	4	30	3	142
		%	17	14	7	19	4	3	15	5	12
	Overall	Count	63	45	12	62	30	16	74	6	308
%	16	11	4	19	10	4	18	3	11		
No	Urban	Count	169	178	203	124	166	258	178	113	1389
		%	85	91	97	81	87	96	80	97	89
	Rural	Count	172	172	85	137	118	112	164	59	1019
		%	83	86	93	81	96	97	85	95	88
	Overall	Count	341	350	288	261	284	370	342	172	2408
%	84	89	96	81	90	96	82	97	89		

B.3. (Q 5d) Please specify the reason(s) for your dissatisfaction with the ease of recharging process and the transparency of recharge offer.

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Lack of complete information about the offer	Urban	Count	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	25	--	--	--	--
	Rural	Count	3	--	--	--	--	--	1	--	4
		%	100	--	--	--	--	--	20	--	--
	Overall	Count	3	--	--	--	1	--	1	--	5
		%	60	--	--	--	25	--	10	--	--
Charges/Services not as per the offer	Urban	Count	--	--	--	--	1	1	--	--	2
		%	--	--	--	--	25	33	--	--	--
	Rural	Count	--	--	1	--	--	--	--	--	1
		%	--	--	20	--	--	--	--	--	--
	Overall	Count	--	--	1	--	1	1	--	--	3
		%	--	--	13	--	25	25	--	--	--
Delay in activation of recharge	Urban	Count	--	--	--	--	--	1	--	1	2
		%	--	--	--	--	--	33	--	50	--
	Rural	Count	--	--	--	1	--	1	2	--	4
		%	--	--	--	50	--	100	40	--	--
	Overall	Count	--	--	--	1	--	2	2	1	6
		%	--	--	--	14	--	50	20	33	--
Non availability of all denomination recharge coupons	Urban	Count	2	1	3	2	2	1	5	1	17
		%	100	100	100	40	50	33	100	50	--
	Rural	Count	--	4	3	1	--	--	2	1	11
		%	--	80	60	50	--	--	40	100	--
	Overall	Count	2	5	6	3	2	1	7	2	28
		%	40	83	75	43	50	25	70	67	--
Others	Urban	Count	--	--	--	3	--	--	--	--	3
		%	--	--	--	60	--	--	--	--	--
	Rural	Count	--	1	1	--	--	--	--	--	2
		%	--	20	20	--	--	--	--	--	--
	Overall	Count	--	1	1	3	--	--	--	--	5
		%	--	17	13	43	--	--	--	--	--

B.4. (Q 5e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	188	183	206	142	186	257	218	110	1490
		%	95	93	99	93	97	95	98	95	96
	Rural	Count	206	199	91	170	123	116	194	62	1161
		%	100	100	100	100	100	100	100	100	100
	Overall	Count	394	382	297	312	309	373	412	172	2651
		%	98	97	99	97	98	97	99	97	98
No	Urban	Count	10	13	3	11	5	13	4	6	65
		%	5	7	1	7	3	5	2	5	4
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	10	13	3	11	5	13	4	6	65
		%	2	3	1	3	2	3	1	3	2

C.1. (Q 7b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability.

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Difficult to understand the language	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	33	--	--	--	--	--
	Overall	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	14	--	--	--	--	--
Difficult to read the bill	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	3	--	--	--	--	3
		%	--	--	--	100	--	--	--	--	--
	Overall	Count	--	--	--	3	--	--	--	--	3
		%	--	--	--	43	--	--	--	--	--
Calculations not clear	Urban	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	25	--	--	--	--	--
	Rural	Count	--	--	--	2	--	--	--	--	2
		%	--	--	--	67	--	--	--	--	--
	Overall	Count	--	--	--	3	--	--	--	--	3
		%	--	--	--	43	--	--	--	--	--
Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given	Urban	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	25	--	--	--	--	--
	Rural	Count	--	--	--	2	--	--	--	--	2
		%	--	--	--	67	--	--	--	--	--
	Overall	Count	--	--	--	3	--	--	--	--	3
		%	--	--	--	43	--	--	--	--	--
Others	Urban	Count	1	1	2	--	1	--	--	5	1
		%	100	100	50	--	100	--	--	--	100
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	1	1	2	--	1	--	--	5	1
		%	100	100	29	--	100	--	--	--	100

C.1. (Q 8b) Please specify the reason(s) for your dissatisfaction with the accuracy & completeness of the bills

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Charges not as per tariff plan subscribed r	Urban	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	9	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	1	--	--	--	--	1
%		--	--	--	7	--	--	--	--	--	
Tariff Plan changed without information	Urban	Count	--	--	1	1	--	--	--	--	2
		%	--	--	50	9	--	--	--	--	--
	Rural	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	33	--	--	--	--	--
	Overall	Count	--	--	1	2	--	--	--	--	3
%		--	--	50	14	--	--	--	--	--	
Charged for value added services not subscribed	Urban	Count	--	--	1	--	--	--	--	--	1
		%	--	--	50	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	1	--	--	--	--	--	1
%		--	--	50	--	--	--	--	--	--	
Charged for calls/services not made/used	Urban	Count	--	--	--	1	--	1	--	--	2
		%	--	--	--	9	--	100	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	1	--	1	--	--	2
%		--	--	--	7	--	100	--	--	--	
Calculations are not clear	Urban	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	9	--	--	--	--	--
	Rural	Count	--	--	--	3	--	--	--	--	3
		%	--	--	--	100	--	--	--	--	--
	Overall	Count	--	--	--	4	--	--	--	--	4
%		--	--	--	29	--	--	--	--	--	

(Q 9a) Have you made any billing related complaints in the last 6 months?

	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	--	--	1	11	--	1	--	--	13
		%	--	--	10	28	--	17	--	--	18
	Rural	Count	--	--	--	4	--	--	--	--	4
		%	--	--	--	50	--	--	--	--	16
	Overall	Count	--	--	1	15	--	1	--	--	17
		%	--	--	5	31	--	14	--	--	18
No	Urban	Count	2	6	9	29	4	5	3	--	58
		%	100	100	90	73	100	83	100	--	82
	Rural	Count	1	5	10	4	--	1	--	--	21
		%	100	100	100	50	--	100	--	--	84
	Overall	Count	3	11	19	33	4	6	3	--	79
		%	100	100	95	69	100	86	100	--	82

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

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	93	49	45	82	57	97	98	37	558
		%	47	24	21	42	29	35	44	32	34
	Rural	Count	91	75	27	96	48	51	95	26	509
		%	44	37	27	54	39	44	49	42	43
	Overall	Count	184	124	72	178	105	148	193	63	1067
		%	45	31	23	48	33	38	46	35	38
No	Urban	Count	107	153	174	111	138	179	127	79	1068
		%	54	76	79	58	71	65	56	68	66
	Rural	Count	116	129	74	82	75	66	99	36	677
		%	56	63	73	46	61	56	51	58	57
	Overall	Count	223	282	248	193	213	245	226	115	1745
		%	55	69	78	52	67	62	54	65	62

C.2. (Q 18) How often does your call drops during conversation?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircl	S-Tel	Overall
Very Frequently	Urban	Count	47	37	33	97	30	161	49	44	498
		%	24	18	15	50	15	58	22	38	31
	Rural	Count	65	56	24	103	37	73	43	19	420
		%	31	27	24	58	30	62	22	31	35
	Overall	Count	112	93	57	200	67	234	92	63	918
%		28	23	18	54	21	60	22	35	33	
Frequently	Urban	Count	14	23	4	20	31	10	23	15	140
		%	7	11	2	10	16	4	10	13	9
	Rural	Count	20	42	3	5	15	10	14	9	118
		%	10	21	3	3	12	9	7	15	10
	Overall	Count	34	65	7	25	46	20	37	24	258
%		8	16	2	7	14	5	9	13	9	
Occasionally	Urban	Count	53	142	139	73	59	104	83	50	703
		%	27	70	63	38	30	38	37	43	43
	Rural	Count	69	99	63	59	43	32	90	31	486
		%	33	49	62	33	35	27	46	50	41
	Overall	Count	122	241	202	132	102	136	173	81	1189
%		30	59	63	36	32	35	41	46	42	
Never	Urban	Count	86	--	43	3	75	1	70	7	285
		%	43	--	20	2	38	--	31	6	18
	Rural	Count	53	7	11	11	28	2	47	3	162
		%	26	3	11	6	23	2	24	5	14
	Overall	Count	139	7	54	14	103	3	117	10	447
%		34	2	17	4	32	1	28	6	16	

C.2. (Q 20) How often do you face signal problems?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Very Frequently	Urban	Count	1	--	--	1	2	--	--	--	4
		%	1	--	--	1	1	--	--	--	--
	Rural	Count	--	1	1	--	--	--	2	--	4
		%	--	--	1	--	--	--	1	--	--
	Overall	Count	1	1	1	1	2	--	2	--	8
		%	--	--	--	--	1	--	--	--	--
Frequently	Urban	Count	5	23	4	15	11	9	7	16	90
		%	3	11	2	8	6	3	3	14	6
	Rural	Count	5	44	4	4	9	10	7	6	89
		%	2	22	4	2	7	9	4	10	8
	Overall	Count	10	67	8	19	20	19	14	22	179
		%	2	17	3	5	6	5	3	12	6
Occasionally	Urban	Count	80	147	146	93	97	138	133	56	890
		%	40	73	67	48	50	50	59	48	55
	Rural	Count	99	114	68	77	56	39	113	35	601
		%	48	56	67	43	46	33	58	56	51
	Overall	Count	179	261	214	170	153	177	246	91	1491
		%	44	64	67	46	48	45	59	51	53
Never	Urban	Count	114	32	69	84	85	129	85	44	642
		%	57	16	32	44	44	47	38	38	39
	Rural	Count	103	45	28	97	58	68	72	21	492
		%	50	22	28	54	47	58	37	34	41
	Overall	Count	217	77	97	181	143	197	157	65	1134
		%	53	19	30	49	45	50	37	37	40

G.1. (Q 23) Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	22	13	7	31	24	28	40	18	183
		%	11	6	3	16	12	10	18	16	11
	Rural	Count	16	29	13	16	9	11	32	7	133
		%	8	14	13	9	7	9	16	11	11
	Overall	Count	38	42	20	47	33	39	72	25	316
		%	9	10	6	13	10	10	17	14	11
No	Urban	Count	178	189	212	162	171	248	185	98	1443
		%	89	94	97	84	88	90	82	84	89
	Rural	Count	191	175	88	162	114	106	162	55	1053
		%	92	86	87	91	93	91	84	89	89
	Overall	Count	369	364	300	324	285	354	347	153	2496
		%	91	90	94	87	90	90	83	86	89

C.3. (Q 25b) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Not informed of charges	Urban	Count	--	--	--	1	--	--	1	2	4
		%	--	--	--	100	--	--	100	50	--
	Rural	Count	1	--	--	--	--	--	--	--	1
		%	100	--	--	--	--	--	--	--	--
	Overall	Count	1	2	--	--	1	--	--	1	5
%		50	50	--	--	50	--	--	25	--	
Activated without consent	Urban	Count	--	--	--	--	--	--	--	2	2
		%	--	--	--	--	--	--	--	50	--
	Rural	Count	--	--	--	--	--	--	1	--	1
		%	--	--	--	--	--	--	33	--	--
	Overall	Count	--	2	--	--	--	--	--	1	3
%		--	50	--	--	--	--	--	25	--	
Not informed about toll free number for unsubscribing	Urban	Count	--	--	--	--	--	1	--	--	1
		%	--	--	--	--	--	50	--	--	--
	Rural	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	100	--	--	--	--	--
	Overall	Count	--	--	--	--	1	--	1	--	2
%		--	--	--	--	50	--	33	--	--	
Others	Urban	Count	1	--	--	--	1	1	--	--	3
		%	100	--	--	--	100	50	--	--	--
	Rural	Count	--	3	--	--	--	1	2	--	6
		%	--	100	--	--	--	100	67	--	--
	Overall	Count	1	--	--	3	--	1	2	2	9
%		50	--	--	100	--	100	67	50	--	

C.4. (Q 26) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	37	23	11	49	25	26	42	7	220
		%	19	11	5	25	13	9	19	6	14
	Rural	Count	41	14	8	39	9	5	46	2	164
		%	20	7	8	22	7	4	24	3	14
	Overall	Count	78	37	19	88	34	31	88	9	384
		%	19	9	6	24	11	8	21	5	14
No	Urban	Count	163	179	208	144	170	250	183	109	1406
		%	82	89	95	75	87	91	81	94	86
	Rural	Count	166	190	93	139	114	112	148	60	1022
		%	80	93	92	78	93	96	76	97	86
	Overall	Count	329	369	301	283	284	362	331	169	2428
		%	81	91	94	76	89	92	79	95	86

C.4. (Q 27) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	25	13	6	36	19	18	37	3	157
		%	68	57	55	73	76	69	88	43	71
	Rural	Count	34	11	7	30	8	4	33	1	128
		%	83	79	88	77	89	80	72	50	78
	Overall	Count	59	24	13	66	27	22	70	4	285
		%	76	65	68	75	79	71	80	44	74
No	Urban	Count	12	10	5	13	6	8	5	4	63
		%	32	43	45	27	24	31	12	57	29
	Rural	Count	7	3	1	9	1	1	13	1	36
		%	17	21	13	23	11	20	28	50	22
	Overall	Count	19	13	6	22	7	9	18	5	99
		%	24	35	32	25	21	29	20	56	26

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

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
None	Urban	Count	23	14	9	26	14	21	24	6	137
		%	61	61	82	53	56	81	57	86	--
	Rural	Count	24	6	7	22	7	2	28	2	98
		%	59	43	88	56	78	40	61	100	--
	Overall	Count	47	20	16	48	21	23	52	8	235
		%	59	54	84	55	62	74	59	89	--
Delay in deactivation resulting in repeat complaints	Urban	Count	12	8	1	15	11	4	12	1	64
		%	32	35	9	31	44	15	29	14	--
	Rural	Count	14	8	1	15	2	3	15	--	58
		%	34	57	13	38	22	60	33	--	--
	Overall	Count	26	16	2	30	13	7	27	1	122
		%	33	43	11	34	38	23	31	11	--
Customer care refused to register the complaint	Urban	Count	3	1	1	7	--	1	5	--	18
		%	8	4	9	14	--	4	12	--	--
	Rural	Count	3	--	1	4	--	--	3	--	11
		%	7	--	13	10	--	--	7	--	--
	Overall	Count	6	1	2	11	--	1	8	--	29
		%	8	3	11	13	--	3	9	--	--
Not aware of whom to contact	Urban	Count	--	--	--	1	--	1	1	--	3
		%	--	--	--	2	--	4	2	--	--
	Rural	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	3	--	--	--	--	--

.3. (Q 28 b) What difficulties have you faced while deactivating of such services and refund of charges levied?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Very Dissatisfied	Urban	Count	1	1	--	1	2	--	3	--	8
		%	3	4	--	2	8	--	7	--	4
	Rural	Count	3	--	--	--	--	--	--	--	3
		%	7	--	--	--	--	--	--	--	2
	Overall	Count	4	1	--	1	2	--	3	--	11
		%	5	3	--	1	6	--	3	--	3
Dissatisfied	Urban	Count	13	9	5	18	4	4	14	1	68
		%	35	39	45	37	16	15	33	14	31
	Rural	Count	14	8	2	20	4	2	13	--	63
		%	34	57	25	51	44	40	28	--	38
	Overall	Count	27	17	7	38	8	6	27	1	131
		%	35	46	37	43	24	19	31	11	34
Satisfied	Urban	Count	22	13	6	29	19	22	23	6	140
		%	59	57	55	59	76	85	55	86	64
	Rural	Count	18	4	6	19	5	3	27	2	84
		%	44	29	75	49	56	60	59	100	51
	Overall	Count	40	17	12	48	24	25	50	8	224
		%	51	46	63	55	71	81	57	89	58
Very Satisfied	Urban	Count	1	--	--	1	--	--	2	--	4
		%	3	--	--	2	--	--	5	--	2
	Rural	Count	6	2	--	--	--	--	6	--	14
		%	15	14	--	--	--	--	13	--	9
	Overall	Count	7	2	--	1	--	--	8	--	18
		%	9	5	--	1	--	--	9	--	5

(Q 29 b) Please specify the reason(s) for your dissatisfaction with the overall quality of your mobile service?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Automatic balance Deduction	Urban	Count	1	1	1	8	--	--	2	--	13
		%	100	25	50	53	--	--	67	--	--
	Rural	Count	3	2	--	2	--	1	2	--	10
		%	100	25	--	33	--	50	100	--	--
	Overall	Count	4	3	1	10	--	--	1	4	23
		%	100	25	50	48	--	--	50	80	--
Unauthorized activation of VAS	Urban	Count	--	1	1	2	--	--	1	1	6
		%	--	25	50	13	--	--	33	20	--
	Rural	Count	2	--	--	4	--	--	2	--	8
		%	67	--	--	67	--	--	100	--	--
	Overall	Count	2	1	1	6	--	1	--	3	14
		%	50	8	50	29	--	20	--	60	--
Poor customer Care	Urban	Count	1	3	--	16	--	--	1	1	22
		%	100	75	--	107	--	--	33	20	--
	Rural	Count	--	2	--	2	--	1	1	--	6
		%	--	25	--	33	--	50	50	--	--
	Overall	Count	1	5	--	18	--	1	1	2	28
		%	25	42	--	86	--	20	50	40	--
Poor Network	Urban	Count	--	5	1	7	--	--	2	6	21
		%	--	125	50	47	--	--	67	120	--
	Rural	Count	2	10	--	4	--	2	--	--	18
		%	67	125	--	67	--	100	--	--	--
	Overall	Count	2	15	1	11	--	6	2	2	39
		%	50	125	50	52	--	120	100	40	--
Voice quality is not good	Urban	Count	--	--	1	--	--	--	--	2	3
		%	--	--	50	--	--	--	--	40	--
	Rural	Count	--	2	--	--	--	--	--	--	2
		%	--	25	--	--	--	--	--	--	--
	Overall	Count	--	2	1	--	--	2	--	--	5
		%	--	17	50	--	--	40	--	--	--
Bills are not delivered on time	Urban	Count	--	--	--	2	--	--	--	--	2
		%	--	--	--	13	--	--	--	--	--
	Rural	Count	--	--	--	2	--	--	--	--	2
		%	--	--	--	33	--	--	--	--	--
	Overall	Count	--	--	--	4	--	--	--	--	4
		%	--	--	--	19	--	--	--	--	--

(Q 30) What kind of other services are you also taking from this service provider?

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Broadband	Urban	Count	3	16	15	12	4	10	4	--	64
		%	2	8	7	6	2	4	2	--	--
	Rural	Count	3	7	2	7	1	5	4	3	32
		%	1	3	2	4	1	4	2	5	--
	Overall	Count	6	23	17	19	5	15	8	3	96
		%	1	6	5	5	2	4	2	2	--
Wireline	Urban	Count	4	11	3	11	3	7	9	--	48
		%	2	5	1	6	2	3	4	--	--
	Rural	Count	7	3	4	3	4	2	4	--	27
		%	3	1	4	2	3	2	2	--	--
	Overall	Count	11	14	7	14	7	9	13	--	75
		%	3	3	2	4	2	2	3	--	--
Others	Urban	Count	12	29	27	20	26	55	18	18	205
		%	6	14	12	10	13	20	8	16	--
	Rural	Count	15	18	14	8	5	--	11	6	77
		%	7	9	14	4	4	--	6	10	--
	Overall	Count	27	47	41	28	31	55	29	24	282
		%	7	12	13	8	10	14	7	13	--
None	Urban	Count	182	149	175	151	162	204	197	98	1318
		%	91	74	80	78	83	74	88	84	--
	Rural	Count	184	177	81	160	113	111	176	53	1055
		%	89	87	80	90	92	95	91	85	--
	Overall	Count	366	326	256	311	275	315	373	151	2373
		%	90	80	80	84	86	80	89	85	--

C.4. (Q 42b)Were you able to connect to the Nodal officer without any difficulty?

Sub Parameters	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	100	--	--	--	--	50
	Rural	Count	--	1	1	1	--	--	--	--	3
		%	--	100	100	100	--	--	--	--	100
	Overall	Count	--	1	1	2	--	--	--	--	4
		%	--	100	100	100	--	--	--	--	80
No	Urban	Count	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	100	--	--	--	50
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	1	--	--	--	1
		%	--	--	--	--	100	--	--	--	20

Q31 The following table shows the percentage of customers who aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS.

	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	53	56	38	76	61	79	75	27	465
		%	27	28	17	39	31	29	33	23	29
	Rural	Count	59	60	45	64	40	47	62	27	404
		%	29	29	45	36	33	40	32	44	34
	Overall	Count	112	116	83	140	101	126	137	54	869
		%	28	29	26	38	32	32	33	30	31
No	Urban	Count	147	146	181	117	134	197	150	89	1161
		%	74	72	83	61	69	71	67	77	71
	Rural	Count	148	144	56	114	83	70	132	35	782
		%	71	71	55	64	67	60	68	56	66
	Overall	Count	295	290	237	231	217	267	282	124	1943
		%	72	71	74	62	68	68	67	70	69

Q32 The following table shows the percentage of customers who registered with service provider for not receiving any unwanted tele marketing calls/SMS

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	10	4	6	18	14	10	15	7	84
		%	19	7	16	24	23	13	20	26	18
	Rural	Count	11	10	4	21	5	7	13	4	75
		%	19	17	9	33	13	15	21	15	19
	Overall	Count	21	14	10	39	19	17	28	11	159
		%	19	12	12	28	19	13	20	20	18
No	Urban	Count	43	52	32	58	47	69	60	20	381
		%	81	93	84	76	77	87	80	74	82
	Rural	Count	48	50	41	43	35	40	49	23	329
		%	81	83	91	67	88	85	79	85	81
	Overall	Count	91	102	73	101	82	109	109	43	710
		%	81	88	88	72	81	87	80	80	82

Q33A The following table shows the percentage of customers who significant reduction in number of unwanted tele marketing calls/SMS received even after registering

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
No change	Urban	Count	3	1	2	1	1	1	1	--	10
		%	30	25	33	6	7	10	7	--	12
	Rural	Count	1	--	--	1	--	--	2	--	4
		%	9	--	--	5	--	--	15	--	5
	Overall	Count	4	1	2	2	1	1	3	--	14
		%	19	7	20	5	5	6	11	--	9
Slight decrease	Urban	Count	--	--	--	--	--	--	--	1	1
		%	--	--	--	--	--	--	--	14	1
	Rural	Count	--	--	--	--	--	--	1	--	1
		%	--	--	--	--	--	--	8	--	1
	Overall	Count	--	--	--	--	--	--	1	1	2
		%	--	--	--	--	--	--	4	9	1
Considerable decrease	Urban	Count	--	--	--	1	4	--	2	--	7
		%	--	--	--	6	29	--	13	--	8
	Rural	Count	--	--	--	1	--	--	2	--	3
		%	--	--	--	5	--	--	15	--	4
	Overall	Count	--	--	--	2	4	--	4	--	10
		%	--	--	--	5	21	--	14	--	6
Stopped receiving	Urban	Count	7	3	4	16	9	9	12	6	66
		%	70	75	67	89	64	90	80	86	79
	Rural	Count	10	10	4	19	5	7	8	4	67
		%	91	100	100	90	100	100	62	100	89
	Overall	Count	17	13	8	35	14	16	20	10	133
		%	81	93	80	90	74	94	71	91	84

Q33b The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number.

	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	--	1	--	--	1	--	1	--	3
		%	--	100	--	--	20	--	33	--	17
	Rural	Count	--	--	--	1	--	--	1	--	2
		%	--	--	--	50	--	--	20	--	25
	Overall	Count	--	1	--	1	1	--	2	--	5
		%	--	100	--	25	20	--	25	--	19
No	Urban	Count	3	--	2	2	4	1	2	1	15
		%	100	--	100	100	80	100	67	100	83
	Rural	Count	1	--	--	1	--	--	4	--	6
		%	100	--	--	50	--	--	80	--	75
	Overall	Count	4	--	2	3	4	1	6	1	21
		%	100	--	100	75	80	100	75	100	81

Q33c The following table shows the percentage of customers who made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number and...

	Type		% Customers								
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	s-Tel	Overall
Complaint was registered by the service provider and informed about the action taken	Urban	Count	--	1	--	--	1	--	--	--	2
		%	--	100	--	--	100	--	--	--	--
	Rural	Count	--	--	--	1	--	--	--	--	1
		%	--	--	--	100	--	--	--	--	--
	Overall	Count	--	1	--	--	1	--	1	--	3
		%	--	100	--	--	100	--	100	--	--
Complaint was registered by the service provider and did not inform about the action taken	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
Service Provider refused to register the complaint	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
Difficult to lodge the complaint	Urban	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--

Q34a The following table shows the percentage of customers who aware of facility by which you can change your service provider without changing your mobile number

	Type	% Customers									
			Airtel	BSNL	TSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	83	103	76	141	101	129	113	30	776
		%	42	51	35	73	52	47	50	26	48
	Rural	Count	119	122	73	120	71	82	105	34	726
		%	57	60	72	67	58	70	54	55	61
	Overall	Count	202	225	149	261	172	211	218	64	1502
		%	50	55	47	70	54	54	52	36	53
No	Urban	Count	117	99	143	52	94	147	112	86	850
		%	59	49	65	27	48	53	50	74	52
	Rural	Count	88	82	28	58	52	35	89	28	460
		%	43	40	28	33	42	30	46	45	39
	Overall	Count	205	181	171	110	146	182	201	114	1310
		%	50	45	53	30	46	46	48	64	47

Q34b The following table shows the percentage of customers who Have you utilized SMS based Mechanism for getting 'Unique Porting Code' from your existing service provider

	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Yes	Urban	Count	3	1	1	8	14	11	4	1	43
		%	4	1	1	6	14	9	4	3	6
	Rural	Count	4	--	--	5	5	1	1	--	16
		%	3	--	--	4	7	1	1	--	2
	Overall	Count	7	1	1	13	19	12	5	1	59
		%	3	--	1	5	11	6	2	2	4
No	Urban	Count	80	102	75	133	87	118	109	29	733
		%	96	99	99	94	86	91	96	97	94
	Rural	Count	115	122	73	115	66	81	104	34	710
		%	97	100	100	96	93	99	99	100	98
	Overall	Count	195	224	148	248	153	199	213	63	1443
		%	97	100	99	95	89	94	98	98	96

Q34d The following table shows the percentage of customers if they have utilized the service of MNP, you satisfied with its entire process

	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Very dissatisfied	Urban	Count	--	--	--	--	--	1	--	--	1
		%	--	--	--	--	--	9	--	--	2
	Rural	Count	3	--	--	1	--	--	--	--	4
		%	75	--	--	20	--	--	--	--	25
	Overall	Count	3	--	--	1	--	1	--	--	5
%		43	--	--	8	--	8	--	--	8	
Dissatisfied	Urban	Count	1	--	--	--	3	1	--	--	5
		%	33	--	--	--	21	9	--	--	12
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	1	--	--	--	3	1	--	--	5
%		14	--	--	--	16	8	--	--	8	
Satisfied	Urban	Count	2	1	1	7	8	9	1	1	30
		%	67	100	100	88	57	82	25	100	70
	Rural	Count	1	--	--	4	5	1	1	--	12
		%	25	--	--	80	100	100	100	--	75
	Overall	Count	3	1	1	11	13	10	2	1	42
%		43	100	100	85	68	83	40	100	71	
Very satisfied	Urban	Count	--	--	--	1	3	--	3	--	7
		%	--	--	--	13	21	--	75	--	16
	Rural	Count	--	--	--	--	--	--	--	--	--
		%	--	--	--	--	--	--	--	--	--
	Overall	Count	--	--	--	1	3	--	3	--	7
%		--	--	--	8	16	--	60	--	12	

34 (C) When did you get 'Unique Porting Code' from your existing service provider

	Type	% Customers									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Within 5 minutes	Urban	Count	--	--	1	5	7	3	3	1	20
		%	--	--	100	63	50	27	75	100	47
	Rural	Count	1	--	--	3	4	--	--	--	8
		%	25	--	--	60	80	--	--	--	50
	Overall	Count	1	--	1	8	11	3	3	1	28
		%	14	--	100	62	58	25	60	100	47
After 5 to 10 minutes	Urban	Count	--	--	--	2	2	1	--	--	5
		%	--	--	--	25	14	9	--	--	12
	Rural	Count	--	--	--	1	--	--	1	--	2
		%	--	--	--	20	--	--	100	--	13
	Overall	Count	--	--	--	3	2	1	1	--	7
		%	--	--	--	23	11	8	20	--	12
After 10 minutes	Urban	Count	2	1	--	1	4	5	1	--	14
		%	67	100	--	13	29	45	25	--	33
	Rural	Count	--	--	--	1	1	1	--	--	3
		%	--	--	--	20	20	100	--	--	19
	Overall	Count	2	1	--	2	5	6	1	--	17
		%	29	100	--	15	26	50	20	--	29
Never	Urban	Count	1	--	--	--	1	2	--	--	4
		%	33	--	--	--	7	18	--	--	9
	Rural	Count	3	--	--	--	--	--	--	--	3
		%	75	--	--	--	--	--	--	--	19
	Overall	Count	4	--	--	--	1	2	--	--	7
		%	57	--	--	--	5	17	--	--	12

Q35 On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider

	Type	Customer Ranking									
			Airtel	BSNL	TTSL	Reliance	Idea	Vodafone	Aircel	S-Tel	Overall
Average score	Urban	Count	200	202	219	193	195	276	225	116	1626
		Mean	8.3	8.1	8.5	7.8	8.2	8.3	8.0	7.5	8.1
	Rural	Count	207	204	101	178	123	117	194	62	1186
		Mean	8.5	7.3	7.6	7.8	8.3	8.3	8.1	7.5	7.9
	Overall	Count	407	406	320	371	318	393	419	178	2812
		Mean	8.4	7.7	8.2	7.8	8.3	8.3	8.0	7.5	8.0

Annexure 3: Detailed Tables (Broadband Customers Survey)

A. Service Provision

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

	Type		BSNL
More than 7 to 15 days ago	Urban	Count	4
		%	1
	Rural	Count	5
		%	3
	Overall	Count	9
		%	2
More than 15 day to 30 days ago	Urban	Count	4
		%	1
	Rural	Count	2
		%	1
	Overall	Count	6
		%	1
More than 30 days ago	Urban	Count	378
		%	98
	Rural	Count	181
		%	96
	Overall	Count	559
		%	97

Qus.3 . In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?

	Type		BSNL
Within 24 hrs	Urban	Count	7
		%	2
	Rural	Count	3
		%	2
	Overall	Count	10
		%	2
2-3 days	Urban	Count	9
		%	2
	Rural	Count	2
		%	1
	Overall	Count	11
		%	2
4-7 days	Urban	Count	22
		%	6
	Rural	Count	14
		%	7
	Overall	Count	36
		%	6
More than 7 days	Urban	Count	64
		%	17
	Rural	Count	49
		%	26
	Overall	Count	113
		%	20
Not applicable	Urban	Count	284
		%	74
	Rural	Count	120
		%	64
	Overall	Count	404
		%	70

Qus.5(b) Please specify the reason(s) for your dissatisfaction with the clarity of the bills issued by your service provider in terms of transparency and understandability

	Type		BSNL
Difficult to read the bill	Urban	Count	1
		%	20
	Rural	Count	2
		%	18
	Overall	Count	3
		%	19
Difficult to understand the language	Urban	Count	2
		%	40
	Rural	Count	1
		%	9
	Overall	Count	3
		%	19
Calculation-on not clear	Urban	Count	1
		%	20
	Rural	Count	7
		%	64
	Overall	Count	8
		%	50
Item-wise charges not given	Urban	Count	1
		%	20
	Rural	Count	2
		%	18
	Overall	Count	3
		%	19
Others	Urban	Count	2
		%	40
	Rural	Count	1
		%	9
	Overall	Count	3
		%	19

Qus.6(b) Please specify the reason(s) for your dissatisfaction with the accuracy/completeness of the bills?

	Type		BSNL
Charges not as per tariff plan subscribed	Urban	Count	--
		%	--
	Rural	Count	4
		%	19
	Overall	Count	4
		%	3
Tariff plan changed without information	Urban	Count	2
		%	2
	Rural	Count	3
		%	14
	Overall	Count	5
		%	4
Charged for value added services not requested	Urban	Count	52
		%	51
	Rural	Count	2
		%	10
	Overall	Count	54
		%	44
Charged for calls not made	Urban	Count	8
		%	8
	Rural	Count	8
		%	38
	Overall	Count	16
		%	13
Others	Urban	Count	40
		%	40
	Rural	Count	5
		%	24
	Overall	Count	45
		%	37

Qus.7 Have you made any billing related complaints in last 6 months?

	Type		BSNL
Yes	Urban	Count	79
		%	20
	Rural	Count	29
		%	15
	Overall	Count	108
		%	19
No	Urban	Count	307
		%	80
	Rural	Count	159
		%	85
	Overall	Count	466
		%	81

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

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

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

	Type		BSNL
Yes	Urban	Count	133
		%	34
	Rural	Count	46
		%	24
	Overall	Count	179
		%	31
No	Urban	Count	253
		%	66
	Rural	Count	142
		%	76
	Overall	Count	395
		%	69

Qus.17 . How often do you face a problem with your Broadband connection?

	Type		BSNL
Very frequently	Urban	Count	106
		%	27
	Rural	Count	39
		%	21
	Overall	Count	145
		%	25
Frequently	Urban	Count	177
		%	46
	Rural	Count	111
		%	59
	Overall	Count	288
		%	50
Occasionally	Urban	Count	97
		%	25
	Rural	Count	37
		%	20
	Overall	Count	134
		%	23

Never	Urban	Count	6
		%	2
	Rural	Count	1
		%	1
	Overall	Count	7
		%	1

Qus.18 What was the broadband connection problem faced by you in last 6 months related to, please specify?

	Type		BSNL
Problem was related to my computer Hardware/software	Urban	Count	19
		%	20
	Rural	Count	9
		%	24
	Overall	Count	28
		%	21
Problem was related to broad band and modem provided by the service operator	Urban	Count	76
		%	80
	Rural	Count	28
		%	76
	Overall	Count	104
		%	79

Qus20(a) Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.

	Type		BSNL
Yes	Urban	Count	44
		%	11
	Rural	Count	18
		%	10
	Overall	Count	62
		%	11
No	Urban	Count	342
		%	89
	Rural	Count	170
		%	90
	Overall	Count	512
		%	89

Qus.20(c) Please tell me the reasons for your dissatisfaction with the process of activating value added services or the process of unsubscribing.

	Type		BSNL
Not informed of charges	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Activated without consent	Rural	Count	3
		%	21
	Urban	Count	2
		%	33
	Overall	Count	5
		%	25
Not informed about toll free no. for unsubscribing	Urban	Count	3
		%	21
	Rural	Count	3
		%	50
	Overall	Count	6
		%	30
Others	Urban	Count	8
		%	57
	Rural	Count	1
		%	17
	Overall	Count	9
		%	45

Qus 21(a) In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus 21(b) Have you complained to your service provider for deactivation of such services and refund of charges levied?

	Type		BSNL
Yes	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
No	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus21(c) What difficulties you have faced while deactivating of such services and refund of charges levied?

	Type		BSNL
None	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Delay in deactivation	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Customer care refused to register	Rural	Count	--
		%	--
	Urban	Count	--
		%	--
	Overall	Count	--
		%	--
Not aware of whom to be contacted	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus22 (b) How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?

	Type		BSNL
Very Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Dissatisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Very Satisfied	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus23 (b) Please specify the reason(s) for your dissatisfaction

	Type		BSNL
Extra charges are added	Urban	Count	2
		%	7
	Rural	Count	3
		%	9
	Overall	Count	5
		%	8
bad customer care	Urban	Count	5
		%	18
	Rural	Count	5
		%	14
	Overall	Count	10
		%	16
Bills Not delivered on time	Urban	Count	3
		%	11
	Rural	Count	2
		%	6
	Overall	Count	5
		%	8
Connectivity is low	Urban	Count	3
		%	11
	Rural	Count	8
		%	23
	Overall	Count	11
		%	18
Speed is very slow	Urban	Count	17
		%	61
	Rural	Count	27
		%	77
	Overall	Count	44
		%	70
Others	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

Qus.24 How many persons in your house are using this Broadband connection?

	Type		BSNL
Average score	Urban	Count	386
		Mean	3.11
	Rural	Count	188
		Mean	3.54
	Overall	Count	574
		Mean	3.25

Qus.24(a) What kind of other telecom services are you also taking from your service provider?

	Type		BSNL
Mobile	Urban	Count	138
		%	36
	Rural	Count	96
		%	52
	Overall	Count	234
		%	41
Wireline	Urban	Count	206
		%	54
	Rural	Count	111
		%	60
	Overall	Count	317
		%	56
Others	Urban	Count	11
		%	3
	Rural	Count	--
		%	--
	Overall	Count	11
		%	2
None	Urban	Count	99
		%	26
	Rural	Count	49
		%	27
	Overall	Count	148
		%	26

Qus 25 Are you aware of the facility for measuring the broadband connection speed provided by your service provider?

	Type		BSNL
Yes	Urban	Count	91
		%	24
	Rural	Count	54
		%	29
	Overall	Count	145
		%	25
No	Urban	Count	295
		%	76
	Rural	Count	134
		%	71
	Overall	Count	429
		%	75

Qus.32 Please specify the reason(s) for your dissatisfaction with the system of resolving of complaints by call centre/customer care/ helpline

	Type		BSNL
Difficult to connect to the call centre	Urban	Count	--
		%	--
	Rural	Count	1
		%	9
	Overall	Count	1
		%	4
Customer care executive not polite	Urban	Count	1
		%	6
	Rural	Count	2
		%	18
	Overall	Count	1
		%	4
Customer care not equipped with adequate information	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Time taken by call centre for redresser of complaint is too long	Urban	Count	3
		%	18
	Rural	Count	5
		%	45
	Overall	Count	8
		%	29
Customer care ex. Was unable to understand the problem	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--
Others	Urban	Count	11
		%	65
	Rural	Count	3
		%	27
	Overall	Count	14
		%	50
No Reason Given	Urban	Count	--
		%	--
	Rural	Count	--
		%	--
	Overall	Count	--
		%	--

SURVEY A: Basic Service (WireLine)

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

S1.1. Which landline service provider are you using currently? **READ OUT & TICK**

[1] Airtel [2] BSNL [3] Reliance [4] Tata Indicom [5] MTS/ Sistema Shyam [6] HFCL [7] MTNL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2. Name: _____ **S1.3. RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's: _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **S1.5. Age (in years):** Less than 25 25-34 35-44 More than 45

STD Code	Telephone Number

S1.6 Please tell us your Occupation: Service Business/self employed
 Student Housewife Retired

S1.7. RECORD Usage Type: Residential Commercial

S1.8. RECORD Area: Rural Urban

S1.9. User Type: Postpaid Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] HP [6] Delhi [7] Uttar Pradesh(East) [8] Uttar Pradesh(West)

S1.11. RECORD District: _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: Telephonic In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a) . Have you taken a telephone connection, shifted your connection or had your connection temporarily suspended in the last 6 months?	[1] Yes ADMINISTER Q.NOS. 1 - 3 [2] No SKIP TO SECTION B
1(b). In case you have taken a telephone connection in the last 6 months, how satisfied are you with time taken to provide working phone connection?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	[1] Yes [2] No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

B. BILLING RELATED (Only for Postpaid Customers) (For Pre-Paid customers go to Q 10)

4. How satisfied are you with the time taken to deliver your bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied
5(a). How satisfied are you with the quality of your bills? accuracy & completeness of the bills?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q5(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	[1] Charges not as per tariff plan subscribed [2] Tariff plan changed without information [3] Charged for value added services not subscribed [4] Charged for calls/services not made/used [5] Details like item-wise charges are not provided [6] Calculations are not clear [7] Others (please specify) _____
6. Have you made any billing related complaints in the last 6 months?	[1] Yes [2] No → (If No, go to Q 8)
7. How satisfied are you with the process of resolution of billing complaints?	[4] Very Satisfied [3] Satisfied [2] Dissatisfied [1] Very Dissatisfied

<p>8. How satisfied are you with the clarity of the bills sent by your service provider in terms of transparency and understandability?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q 9(a)) 9. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____</p>

For Prepaid Customers only

<p>10(a) How satisfied are you with the charges deducted for every call i.e. amount deducted on every usage?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>(Ask this question only if 1 OR 2 is coded in Q10(a)) 10(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____</p>
<p>10(c). Have you made any complaint related to charging/credit/waiver/validity/adjustments in the last 6 months?</p>	<p><input type="checkbox"/> 1 Yes (If Yes, go to Q 10(d)) <input type="checkbox"/> 2 No</p>
<p>10(d).How satisfied are you with the resolution of such billing complaints and the resulting refund/credit/waiver of excess charges on account of such resolution of complaints?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>10(e). How satisfied are you with the ease of recharging process and the transparency of recharge offer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 10(f) only if 1 OR 2 is coded)</p>

<p>10(f) Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Lack of complete information about the offer</p> <p><input type="checkbox"/> 2 Charges/Services not as per the offer</p> <p><input type="checkbox"/> 3 Delay in activation of recharge</p> <p><input type="checkbox"/> 4 Non availability of all denomination recharge coupons</p> <p><input type="checkbox"/> 5 Others (please specify) _____</p>
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C. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

<p>11. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q 16)</p>
<p>12(a). How satisfied are you with the ease of access of call centre/customer care or helpline?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>12(b). How satisfied are you with the ease of getting an option for "talking to a customer care executive"?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>13. How satisfied are you with the response time taken to answer your call by a customer care executive?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>14. How satisfied are you with the problem solving ability of the customer care executive(s)?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

D. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

<p>16. How satisfied are you with the availability of working telephone (dial tone)?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>17. How satisfied are you with the ability to make or receive calls easily?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>
<p>18. How satisfied are you with the voice quality?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p>

E. MAINTAINABILITY (FAULT REPAIR)

<p>19. How many times has your telephone connection required repair in the last 6 months?</p>	<p><input type="checkbox"/> 1 Nil <input type="checkbox"/> 2 One time</p> <p><input type="checkbox"/> 3 2-3 times <input type="checkbox"/> 4 More than 3 times</p>
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20. How long did it take generally for repairing the fault after lodging a complaint?	<input type="checkbox"/> 1 day	<input type="checkbox"/> 2-3 days
	<input type="checkbox"/> 4 - 7 days	<input type="checkbox"/> more than 7 days
21. How satisfied are you with the fault repair service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied

F. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

22. Do you use services like call waiting, call forwarding, voice mail or any other supplementary services / value added services?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ (If No, go to Q 26(a))
23. How satisfied are you with the quality of the supplementary services / value added service provided?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	
24(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> Not informed of charges		
	<input type="checkbox"/> Activated without consent		
	<input type="checkbox"/> Not informed about toll free number for unsubscribing		
	<input type="checkbox"/> If any other reasons, please specify		
25. In the last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	→ (If No, go to Q 26(a))
(Ask only If Yes in Q25)			
25(a).How satisfied are you with the resolution of your complaint for deactivation of VAS?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied	
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied	

G. OVERALL CUSTOMER SATISFACTION

26(a). How satisfied are you with the overall quality of your telephone service?	<input type="checkbox"/> Very Satisfied	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very Dissatisfied
	(Ask Q 26(b) only if 1 OR 2 is coded)	

<p>(Ask this question only if 1 OR 2 is coded in Q25(a))</p> <p>26(b) Please specify the reason(s) for your dissatisfaction</p>	<p>1. _____</p> <p>_____</p> <p>2. _____</p> <p>_____</p> <p>3. _____</p> <p>_____</p>
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H. GENERAL INFORMATION

<p>27. What kind of other services are you also taking from this service provider?</p>	<p><input type="checkbox"/> Broadband <input type="checkbox"/> Mobile</p> <p><input type="checkbox"/> Others <input type="checkbox"/> None</p>
<p>28(a) Have you terminated a telephone connection that you had in the last 6 month?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>28(b) If Yes, Please name your service provider?</p>	<p><input type="checkbox"/> Airtel <input type="checkbox"/> BSNL <input type="checkbox"/> TATA Indicom</p> <p><input type="checkbox"/> Rel Com <input type="checkbox"/> MTNL <input type="checkbox"/> HFCL</p> <p><input type="checkbox"/> Shyam/MTS <input type="checkbox"/> MTNL</p>
<p>29. How many days were taken for termination of your telephone connection?</p>	<p><input type="checkbox"/> 1 day <input type="checkbox"/> 2-3 days</p> <p><input type="checkbox"/> 3-4 days <input type="checkbox"/> more than 7 days</p>
<p>30. Are you aware that in case your fault was not repaired within 3 days you are entitled for rent rebate?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>31. Are you aware about the facility for registering your telephone number with the service provider for not receiving unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>32(a). Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(b))</p> <p><input type="checkbox"/> No</p>
<p>(Ask only if Yes in Q 32(a))</p> <p>32(b). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?</p>	<p><input type="checkbox"/> Stopped receiving <input type="checkbox"/> Considerable decrease</p> <p><input type="checkbox"/> Slight decrease <input type="checkbox"/> No change</p> <p>(Ask Q 32(b) only if 3 OR 2 OR 1 is coded)</p>
<p>(Ask only if 3 OR 2 OR 1 coded in Q 32 (b))</p> <p>32.(c) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your telephone number?</p>	<p><input type="checkbox"/> Yes —————> (If Yes, go to Q 32(c))</p> <p><input type="checkbox"/> No</p>

<p>(Ask only if Yes in Q32 (c)) 32.(d) If Yes then ask Please indicate whether -</p>	<p><input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken</p> <p><input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken</p> <p><input type="checkbox"/> 3 Service Provider refused to register the complaint</p> <p><input type="checkbox"/> 4 Difficult to lodge the complaint</p>
<p>33. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?</p>	

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

<p>34(a). Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>34(b). Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 40)</p>
<p>35. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)</p>	<p><input type="checkbox"/> 1 Docket number received for most of the complaints</p> <p><input type="checkbox"/> 2 No Docket number received for most of the complaints</p> <p><input type="checkbox"/> 3 It was received on request</p> <p><input type="checkbox"/> 4 No docket number received even on request</p>
<p>36. Did the Call Centre inform you about the action taken on your complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>37. Was your complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
<p>38. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact details of the Nodal Officer?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 43)</p>

39(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If No, go to Q 43)
39(b). Were you able to contact to the Nodal officer without difficulty?	<input type="checkbox"/> Yes <input type="checkbox"/> No
40. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
41. How satisfied are you with the redressal of the complaint by the Nodal Officer?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied (Ask Q 42 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q41) 42. Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> Difficult to connect to the Nodal Officer <input type="checkbox"/> Nodal Officer not polite/courteous <input type="checkbox"/> Nodal Officer not equipped with adequate information <input type="checkbox"/> Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> Nodal Officer was unable to understand the problem <input type="checkbox"/> Others (please specify)_____
43. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If No, go to Q 47)
44. Have you filed any appeal in last 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If No, go to Q 47)
45. Did you receive any acknowledgement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
46. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Appeal filed only recently

(Q47 to Q49 are for Prepaid Customers only)	
47. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
48. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> Yes <input type="checkbox"/> No —————> (If No, go to Q 50)
49. What were the reason(s) for denying your request?	<input type="checkbox"/> No reason given <input type="checkbox"/> Technical problem <input type="checkbox"/> Others (please specify) _____
50. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new telephone connection?"	<input type="checkbox"/> Yes <input type="checkbox"/> No

SURVEY B: CELLULAR MOBILE TELEPHONE SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of **TRAI – Telecom Regulatory Authority of India** a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

S1.1 Which mobile phone or fixed wireless phone (FWP) service provider are you using currently? **READ OUT & TICK**

- [1] Airtel [2] BSNL [3] Reliance Communications [4] Tata Indicom
 [5] Reliance Telecom [6] Idea [7] Vodafone [8] Dishnet [9] S Tel
 [10] Sistema Shyam [11] Spice Comm [12] MTNL [13] Aircel [13] Unitech

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2Name: _____ **S1.3 RECORD Gender:** Male Female

Could you please sign here. We are taking your signature to establish that someone has actually taken **your** feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Please tell us your Mobile/ fixed wireless No. STD Code: _____ Telephone Number: _____

S1.5. Age (in years): 1 Less than 25 2 25-34 3 35-44 4 More than 45

S1.6 Please tell us your Occupation: 1 Service 2 Business/self employed
 3 Student 4 Housewife 5 Retired

S1.7. RECORD Usage Type: 1 Residential 2 Commercial

S1.8. RECORD Area: 1 Rural 2 Urban

S1.9. User Type: 1 Postpaid 2 Prepaid

S1.10. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
 [5] HP [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.11. RECORD District: _____ **Address:** _____

S1.12. RECORD Name of SDCA: _____

S1.13. RECORD Name of Exchange: _____

S1.14. RECORD Mode of Interview: 1 Telephonic 2 In-person

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1. How satisfied are you with the process and time taken to activate the mobile connection, after you applied and completed all formalities?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
2. Have you been informed in writing, at the time of subscription of service or within a week of activation of service the complete details of your tariff plan?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
3. How satisfied are you with the ease of understanding or with provision of all relevant information related to tariff plans & charges?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

B. BILLING RELATED – PREPAID CUSTOMER

4(a) How satisfied are you with the accuracy of charges for the services used such as call, SMS, GPRS etc.?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
4(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____

5(a). Have you made any complaint related to charging/credit/waiver/ validity/ adjustments in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No (If Yes go to 5(b))
5(b).ASK IF YES IN Q.5a. How satisfied are you with the resolution of the complaints and the resulting refund/ credit/ waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(c). How satisfied are you with the ease of recharging process and the transparency of recharge offer?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(d) only if 1 OR 2 is coded)
5(d) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Lack of complete information about the offer <input type="checkbox"/> 2 Charges/Services not as per the offer <input type="checkbox"/> 3 Delay in activation of recharge <input type="checkbox"/> 4 Non availability of all denomination recharge coupons <input type="checkbox"/> 5 Others (please specify) _____
5(e) Did you get information regarding call duration, amount deducted for call and balance in the account after every call?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

C. BILLING RELATED – POSTPAID CUSTOMER

6. How satisfied are you with the time taken to deliver your bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
7(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q7(a)) 7(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify) _____

8(a). How satisfied are you with the accuracy & completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q8(a)) 8(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed <input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not subscribed <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Calculations are not clear <input type="checkbox"/> 6 Others (please specify) _____
9(a). Have you made any billing related complaints in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 10)
9(b). How satisfied are you with the process of resolution of billing complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICES/CUSTOMER CARE INCLUDING CUSTOMER GRIEVANCE REDRESSAL

10. In the last 6 months, have you contacted customer care/ helpline/ call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 16)
11. How satisfied are you with the ease of access of call centre/customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the ease of getting an option for "talking to a customer care executive"?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
15. How satisfied are you with the time taken by call centre/customer care /helpline to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

16. How satisfied are you with the availability of signal of your service provider in your locality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
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17. How satisfied are you with the ability to make or receive calls easily?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
18. How often does your call drops during conversation?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
19. How satisfied are you with the voice quality?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

F. MAINTAINABILITY

20. How often do you face signal problems?	<input type="checkbox"/> 4 Never <input type="checkbox"/> 2 Frequently	<input type="checkbox"/> 3 Occasionally <input type="checkbox"/> 1 Very Frequently
21. How satisfied are you with the availability of signal in your area?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
22. How satisfied are you with the restoration of network (signal) problems?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES AND VALUE ADDED SERVICES

23. Have you subscribed to any supplementary services like call forwarding, call diverting and value added services like ring tone, alerts, GPRS, e-mail, voice mail or any other such services, in the last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 24)	
24. How satisfied are you with the quality of the supplementary / value added services provided?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(a) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
25(b) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges <input type="checkbox"/> 2 Activated without consent <input type="checkbox"/> 3 Not informed about toll free number for unsubscribing <input type="checkbox"/> 4 If any other reasons, please specify	

26. In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
27. ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
28(a). What difficulties have you faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> 1 None <input type="checkbox"/> 2 Delay in deactivation resulting in repeat complaints <input type="checkbox"/> 3 Customer care refused to register the complaint <input type="checkbox"/> 4 Not aware of whom to contact <input type="checkbox"/> 5 Others please specify _____
28(b).How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

29(a).How satisfied are you with the overall quality of your mobile service?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q29(a)) 29(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ _____ 2. _____ _____ _____ 3. _____ _____ _____

H. GENERAL INFORMATION

30. What kind of other telecom services are you using?	<input type="checkbox"/> 1 Broadband <input type="checkbox"/> 2 Wire line <input type="checkbox"/> 3 Others <input type="checkbox"/> 4 None
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31. Are you aware about the facility for registering your mobile number with the service provider for not receiving unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
32. Have you registered with your service provider for not receiving any unwanted tele marketing calls/SMS?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(a)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q 32) 33(a). Is there a significant reduction in number of unwanted tele marketing calls/SMS received even after registering?	<input type="checkbox"/> 4 Stopped receiving <input type="checkbox"/> 3 Considerable decrease <input type="checkbox"/> 2 Slight decrease <input type="checkbox"/> 1 No change (Ask Q 33(b) only if 3 OR 2 OR 1 is coded)
(Ask only if 3 OR 2 OR 1 coded in Q 33 (a)) 33.(b) Have you made any complaint to your service provider on getting such unwanted tele marketing calls/ SMS even after registering your mobile number?	<input type="checkbox"/> 1 Yes —————> (If Yes, go to Q 33(c)) <input type="checkbox"/> 2 No
(Ask only if Yes in Q33 (b)) 33.(c) If Yes, please indicate the following -	<input type="checkbox"/> 1 Complaint was registered by the service provider and informed about the action taken <input type="checkbox"/> 2 Complaint was registered by the service provider and did not inform about the action taken <input type="checkbox"/> 3 Service Provider refused to register the complaint <input type="checkbox"/> 4 Difficult to lodge the complaint
34(a). Are you aware of facility by which you can change your service provider without changing your mobile number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No —————> (If No, go to Q35)
34(b). Have you utilized SMS based mechanism for getting unique porting code?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
34(c) If yes, when did you get 'Unique Porting Code' from your existing service provider?	<input type="checkbox"/> 1 Within 5 miuntes <input type="checkbox"/> 2 After 5 to 10 miuntes <input type="checkbox"/> 3 After 10 miuntes <input type="checkbox"/> 4 Never
34 (d) If you have utilized the service of MNP, are you satisfied with its entire process?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

35. On a scale of 1 – 10 where 10 is very good and 1 is very poor, how do you rate your service provider?	
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QUESTIONNAIRE FOR ASSESSMENT OF IMPLEMENTATION AND EFFECTIVENESS OF TELECOM CONSUMERS PROTECTION AND REDRESSAL OF GRIEVANCES REGULATIONS, 2007

36. Are you aware of the call centre telephone number of your telecom service provider for making complaints?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
37. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 41)
38. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Complaint was registered and Docket number received <input type="checkbox"/> 2 Complaint was registered and Docket number not received <input type="checkbox"/> 3 Complaint was registered and docket number provided on request <input type="checkbox"/> 4 Complaint was registered and docket number not provided even on request <input type="checkbox"/> 5 Refused to register the complaint
39. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Not applicable
41. In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(a). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 46)
42(b). Were you able to connect to the Nodal officer without any difficulty?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
43. Did the Nodal Officer intimate you about the decision taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

<p>44. How satisfied are you with the redressal of the complaint by the Nodal Officer?</p>	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 45 only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q44) 45. Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer <input type="checkbox"/> 2 Nodal Officer not polite/courteous <input type="checkbox"/> 3 Nodal Officer not equipped with adequate information <input type="checkbox"/> 4 Time taken by Nodal Officer for redressal of complaint is too long <input type="checkbox"/> 5 Nodal Officer was unable to understand the problem <input type="checkbox"/> 6 Others (please specify) _____</p>
<p>46. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>47. Have you filed any appeal in last 6 months?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 50)</p>
<p>48. Did you receive any acknowledgement?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>49. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently</p>
<p>(Q50 to Q52 are for prepaid customers only)</p>	
<p>50. Are you aware that a prepaid customer can get item-wise usage charge details, on request?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
<p>51. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?</p>	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 53)</p>
<p>52. What were the reason(s) for denying your request?</p>	<p><input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 Technical problem <input type="checkbox"/> 3 Others (please specify)</p>
<p>53. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and</p>	

appellate authority for complaint redressal etc., while subscribing the new mobile telephone connection?"	<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No
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SURVEY C: BROADBAND SERVICE

Serial No.		
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Good morning/ afternoon/ evening. I am _____ from Market Pulse, a reputed market research and consulting company. We are currently doing a survey on satisfaction amongst phone and broadband users. This survey is being carried out on behalf of TRAI – Telecom Regulatory Authority of India a body set up by the government, so that customers like you get better service in future. We would appreciate if you could spare 15 minutes of your valuable time to answer a few questions. Thank you.

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

S1.1 Which broadband service provider are you using currently? **READ OUT & TICK**

- [1] BSNL [2] Tata Comm/VSNL [3] Airtel [4] Reliance [5] Sify
[6] Hathway [7] Shyam Telelink [8] You Telecom [9] Spectranet [10] HFCL

<IF ANY OPTION IS TICKED ABOVE, THEN CONTINUE ELSE TERMINATE>

S1.2 Name: _____ **S1.3 RECORD Gender:** 1 Male 2 Female

Could you please sign here. We are taking your signature to establish that someone has actually taken your feedback and not some one else's : _____ **(QUESTIONNAIRE WITHOUT SIGNATURE WILL BE CONSIDERED INVALID)**

S1.4 Tel: _____ **Age S1.5. Age (in years):** 1 Less than 25 2 25-60 3 More than 60

STD Code	Telephone Number

S1.6. RECORD Usage Type: 1 Residential 2 Commercial **S1.7.**

RECORD Area: 1 Rural 2 Urban
S1.8. User Type: 1 Postpaid 2 Prepaid
S1.9 E-mail

S1.10 User Type: 1 Prepaid 2 Postpaid

S1.11. RECORD State: [1] Jammu & Kashmir [2] Himachal Pradesh [3] Rajasthan [4] Punjab
[5] HP [6] Delhi [7] Uttar Pradesh (East) [8] Uttar Pradesh(West)

S1.12. RECORD District: _____

S1.13. RECORD Name of SDCA: _____ **S1.14. RECORD Name of Exchange:** _____

S1.15 RECORD Name of POP: _____

S1.16 RECORD Mode of interview: 1 Telephonic 2 In-person 3 E-mail 4 Web/Online

Address: _____

QUESTIONNAIRE FOR CUSTOMER SATISFACTION SURVEY

A. SERVICE PROVISION

1(a). When did you last apply for a broadband connection?	<input type="checkbox"/> 1 less than half month <input type="checkbox"/> 2 half month-1 month <input type="checkbox"/> 3 more than 1
1(b).After registration and payment of initial deposit by you within how many working days did the broadband connection get activated?	<input type="checkbox"/> 1 Within 7 working days <input type="checkbox"/> 2 More than 7 working Days
2. How satisfied are you with the time taken in the provision of the Broadband connection after registration and payment of initial deposit by you?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
3. In case your connection was temporarily suspended due to non-payment of bills, how much time was taken by the service provider to reactivate service after you made the payment?	<input type="checkbox"/> 1 Within 24 hrs. <input type="checkbox"/> 2 2-3 days <input type="checkbox"/> 3 4-7 days <input type="checkbox"/> 4 More than 7 days <input type="checkbox"/> 5 Not Applicable

B. BILLING RELATED - POSTPAID CUSTOMER

4. How satisfied are you with the timely delivery of bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied
5(a). How satisfied are you with the clarity of the bills issued by your service provider in terms of transparency and understandability?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 5(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q8(a)) 5(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 1 Difficult to read the bill <input type="checkbox"/> 2 Difficult to understand the language <input type="checkbox"/> 3 Calculations not clear <input type="checkbox"/> 4 Item-wise charges like total minutes of usage of local, STD, ISD calls and charges thereon not given <input type="checkbox"/> 5 Others (please specify)_____
6(a). How satisfied are you with the accuracy/completeness of the bills?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 6(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q6(a))	<input type="checkbox"/> 1 Charges not as per tariff plan subscribed

6(b) Please specify the reason(s) for your dissatisfaction. (Multiple Code)	<input type="checkbox"/> 2 Tariff plan changed without information <input type="checkbox"/> 3 Charged for value added services not requested <input type="checkbox"/> 4 Charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
7. Have you made any billing related complaints in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 9(a))
8. How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

C. BILLING RELATED - FOR PREPAID CUSTOMER ONLY

9(a). How satisfied are you with the accuracy of charges i.e. amount deducted on every usage?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 9(b) only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q9(a)) 9(b) Please specify the reason(s) for your dissatisfaction	<input type="checkbox"/> 1 charges not as per tariff plan subscribed <input type="checkbox"/> 2 tariff plan changed without information <input type="checkbox"/> 3 charged for value added services not requested <input type="checkbox"/> 4 charged for calls/services not made/used <input type="checkbox"/> 5 Others (please specify) _____
9(c).Have you made any complaints related to charging/credit/waiver/validity/adjustments in last 6 months?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
9 (d). How satisfied are you with the process of resolution of complaints and refund/credit/waiver of excess charges on account of such resolution of complaints?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

D. HELP SERVICE

10. In the last 6 months, have you contacted customer care/helpline/call centre of your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 15)
11(a). How satisfied are you with the ease of access of customer care or helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied

11(b). How satisfied are you with the ease of getting an option for “talking to a customer care executive”?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
12. How satisfied are you with the response time taken to answer your call by a customer care executive?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
13. How satisfied are you with the problem solving ability of the customer care executive(s)?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
14. How satisfied are you with the time taken by call centre/customer care /helpdesk to resolve your complaint?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

E. NETWORK PERFORMANCE, RELIABILITY AND AVAILABILITY

15. How satisfied are you with the speed of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
16. How satisfied are you with the amount of time for which service is up and working?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

F. MAINTAINABILITY

17. How often do you face a problem with your Broadband connection?	<input type="checkbox"/> 1 Never <input type="checkbox"/> 3 Frequently	<input type="checkbox"/> 2 Occasionally <input type="checkbox"/> 4 Very Frequently
(Ask if response to Q17 is Frequently/Very Frequently) 18. What was the broadband connection problem faced by you in last 6 months related to, please specify?	<input type="checkbox"/> 1 Problem was related to my computer hardware/ software <input type="checkbox"/> 2 Problem was related to the broadband connection and modem provided by the service provider.	
19. How satisfied are you with the time taken for restoration of Broadband connection?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied

G. SUPPLEMENTARY SERVICES

20(a) .Do you use any value added services or supplementary services such as static/ fixed IP addresses, e-mail IDs etc.	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 23(a))	
20(b) How satisfied are you with the process of activating value added services or the process of unsubscribing?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 2 Dissatisfied	<input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 1 Very Dissatisfied
20(c) Please tell me the reasons for your dissatisfaction.	<input type="checkbox"/> 1 Not informed of charges	

	<input type="checkbox"/> Activated without consent <input type="checkbox"/> Not informed about toll free number for unsubscribing <input type="checkbox"/> If any other reasons, please specify
21(a). In last 6 months have you faced the problem of unauthorized activation of VAS by your service provider?(such as static/fixed IP addresses, email-ids, antivirus packages, etc)	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(b). ASK IF YES IN Q26. Have you complained to your service provider for deactivation of such services and refund of charges levied?	<input type="checkbox"/> Yes <input type="checkbox"/> No → (If No, go to Q 23(a))
21(c). What difficulties you have faced while deactivating of such services and refund of charges levied?	<input type="checkbox"/> None <input type="checkbox"/> Delay in deactivation resulting in repeat complaints <input type="checkbox"/> Customer care refused to register the complaint <input type="checkbox"/> Not aware of whom to be contacted <input type="checkbox"/> Others please specify _____
22.How satisfied are you with the resolution of your complaint for deactivation of VAS & refund of charges levied?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied

G. OVERALL CUSTOMER SATISFACTION

23(a). How satisfied are you with the overall quality of your Broadband service?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied
(Ask this question only if 1 OR 2 is coded in Q22(a)) 23(b) Please specify the reason(s) for your dissatisfaction	1. _____ _____ 2. _____ _____ 3. _____ _____

H. GENERAL

24. How many persons in your house are using this Broadband connection?	-----
24(a). What kind of other telecom services are you also taking from your service provider?	<input type="checkbox"/> Mobile <input type="checkbox"/> Wireline <input type="checkbox"/> Others

	<input type="checkbox"/> 4 None
25. Are you aware of the facility for measuring the broadband connection speed provided by your service provider?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
26. On a scale of 1-10 where 10 is very good and 1 is very poor, how do you rate your service provider?	-----

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

27. Are you aware of the call centre telephone number of your telecom service provider for making complaints/query?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 31)
28. Have you made any complaint within last 6 months to the toll free Call Centre/customer care/ Helpline telephone number?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (If No, go to Q 34(a))
29. With respect to complaint made by you to the call centre, please specify which of these was most applicable to you? (Single Code)	<input type="checkbox"/> 1 Docket number received for most of the complaints <input type="checkbox"/> 2 No Docket number received for most of the complaints <input type="checkbox"/> 3 It was received on request <input type="checkbox"/> 4 No docket number received even on request
30. Did the Call Centre inform you about the action taken on your complaint?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
31. How satisfied are you with the system of resolving of your complaints by call centre/customer care/ helpline?	<input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied <input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied (Ask Q 32 only if 1 OR 2 is coded)
(Ask this question only if 1 OR 2 is coded in Q 28) 32. Please specify the reason(s) for your dissatisfaction. (multiple code)	<input type="checkbox"/> 1 Difficult to connect to the call centre executive <input type="checkbox"/> 2 Customer care executive not polite/courteous <input type="checkbox"/> 3 Customer care executive not equipped with adequate information <input type="checkbox"/> 4 Time taken by call centre for redressal of complaint is too long <input type="checkbox"/> 5 Customer care executive was unable to

	<p>understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
33. Was your billing/charging complaint resolved satisfactorily by call centre/customer care within four weeks after lodging of the complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><input type="checkbox"/> 3 Not applicable</p>
34(a). In case the complaint has not been resolved by the call centre, you can contact the next level called as Nodal Officer. Are you aware of the contact detail of the Nodal Officer?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q37)</p>
34(b). Have you ever made a complaint to the Nodal Officer regarding your complaints not resolved or unsatisfactorily resolved by the call center/customer care?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (If No, go to Q 37)</p>
34(c). Were you able to connect to the nodal officer without any difficulty?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No</p>
35. Did the Nodal Officer intimate you about the decision taken on your complaint?	<p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>
36(a). How satisfied are you with the redressal of the complaint by the Nodal Officer?	<p><input type="checkbox"/> 4 Very Satisfied <input type="checkbox"/> 3 Satisfied</p> <p><input type="checkbox"/> 2 Dissatisfied <input type="checkbox"/> 1 Very Dissatisfied</p> <p>(Ask Q 36(b) only if 1 OR 2 is coded)</p>
<p>(Ask this question only if 1 OR 2 is coded in Q36(a))</p> <p>36(b). Please specify the reason(s) for your dissatisfaction. (Multiple Code)</p>	<p><input type="checkbox"/> 1 Difficult to connect to the Nodal Officer</p> <p><input type="checkbox"/> 2 Nodal Officer not polite/courteous</p> <p><input type="checkbox"/> 3 Nodal Officer not equipped with adequate information</p> <p><input type="checkbox"/> 4 time taken by Nodal Officer for redressal of complaint is too long</p> <p><input type="checkbox"/> 5 Nodal Officer was unable to understand the problem</p> <p><input type="checkbox"/> 6 Others (please specify)</p> <p>_____</p>
37. In case the complaint has not been resolved by the Nodal Officer or you are not satisfied with the decision taken by the Nodal Officer, you can file an appeal to the appellate authority of the service provider. Are you aware of the contact details of the appellate authority for filing of appeals?	<p><input type="checkbox"/> 1 Yes</p> <p><input type="checkbox"/> 2 No → (if no go to Q 41)</p>
38. Have you filed any appeal in last 6 month?	<p><input type="checkbox"/> 1 Yes</p>

	<input type="checkbox"/> 2 No → (if no go to Q 41)
39. Did you receive any acknowledgement?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
40. Did the appellate authority take a decision upon your appeal within 3 months of filing the appeal?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 Appeal filed only recently
(Q41 to Q43 are for prepaid customers only)	
41. Are you aware that a prepaid customer can get item-wise usage charge details, on request?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No
42. Have you been denied of your request for item-wise usage charge details for your pre-paid connection?	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No → (if no go to Q 44)
43. What were the reason(s) for denying your request?	<input type="checkbox"/> 1 No reason given <input type="checkbox"/> 2 technical problem <input type="checkbox"/> 3 Others (please specify) _____
44. Have you been provided the Manual of Practice, containing the terms and conditions of service, toll free number of call centre and contact detail of Nodal Officer and appellate authority for complaint redressal etc., while subscribing the new Broadband connection?"	<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No

THANKS

Name of the interviewer: _____
 Name of the scrutinizer: _____
 Back-check done by: _____
 Name of field officer: _____

Date: _____
 Date: _____
 Date of back-check: _____