Information note to the Press

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For Immediate release

TRAI Releases Report of the independent agencies engaged for the Objective Assessment of Quality of Service and Customer Satisfaction Survey of Telecom Services in Orissa service area.

TRAI has conducted Network audit for the assessment of Quality of Service being provided by the service providers and collected customer perception of service and assessment of implementation and effectiveness of the Telecom Consumers Complaints Redressal Regulations, 2012 of Basic, Cellular Mobile and Broadband services during the period from April to June, 2012. The main findings of the reports are given below:-

2. Findings of the independent agency on Quality of Service

2.1 Cellular Mobile Telephone Service:

The objective assessment of quality of service and subjective customer satisfaction surveys of the service providers namely M/s Aircel, Airtel, BSNL, Idea, Tata (CDMA and GSM), RCOM (CDMA and GSM), RTL**,** MTS, Uninor, Videocon and Vodafone was conducted. Service Provider's performance on the selected Key Parameters in respect of cellular mobile telephone service based on one month data verification and the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "**A**".

2.2 Basic Telephone Service (Wireline):

The subjective customer satisfaction survey of the service providers, namely, M/s BSNL was conducted. Service Provider's performance on the selected Key Parameters in respect of Basic Telephone service (Wireline) based on the gradation on "Satisfaction" score scale i.e. scores of "Very Satisfied" to "Satisfied" on the matching parameters of the customers perception of services is annexed at "**B**".

Annexure "B"

<u>Basic Telephone Services</u>: Performance of Service providers on the selected key parameters based the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for April 2012 to June 2012 for Orissa Service Area:

Name of Service Provider	Network Availability (Survey)	Accessibility (Survey)	Metering and Billing (Survey)	Metering and Billing (Survey)	Maintainability (Survey)	Help Service (Survey)
	Customers satisfied with Provision of Service	Customers satisfied with network performance	%customers satisfied with billing performance (Post Paid)	%customers satisfied with billing performance (Pre Paid)	% Customers satisfied with Maintainability)	% Customers satisfied with help service
Bench marks	**≥ 90%**	**≥ 95%**	**≥ 95%**	**≥ 95%**	**≥ 95%**	**≥ 90%**
BSNL	79	75	91	--	71	56

Annexure "C"

<u>Broadband Services</u>: Performance of Service providers on the selected key parameters based on the proportion of satisfied customers on "Satisfaction" score scale i.e. score of very satisfied to satisfied in respect of related customer service perception parameters for April 2012 to June 2012 for Orissa Service Area:

Name of Service Provider	Network Availability (Survey) Customers satisfied with Provision of Service	Accessibility (Survey) Customers satisfied with network performance	Maintainability Survey Customers satisfied with Maintainability	Metering and Billing (Survey) % customers satisfied with billing performance (Post Paid)	Help Services (Survey) % Customers satisfied with help service)	Supplementary services (Survey) % Customers satisfied with supplementary service)
Bench marks	**≥ 90%**	**≥ 85%**	**≥ 85%**	**≥ 90%**	**≥ 90%**	**≥ 85%**
BSNL	89	50	15	88	69	79
Ortel	91	85	42	96	85	79

Annexure "D"

Service provider wise score on various provisions of the Telecom Consumers Complaint Redressal Regulations, 2012 in respect of Cellular Mobile, Basic Telephone and Broadband service for April to June, 2012 for Orissa Service Area:

S.No.	Sub Parameter	Aircel	Airtel	BSNL			IDEA	Reliance	TTSL	Rel Tel	VODAFONE	Uninor	Ortel
		Cellular (%)	Cellular (%)	Cellular (%)	Basic (%)	Broad band (%)	Cellular (%)	Cellular (%)	Cellular (%)	Cellular (%)	Cellular (%)	Cellular (%)	Broad band (%)
1	For prepaid customers awareness about item-wise usage charge details on request	14.8	15.3	14.0	---	---	19.3	11.5	18.9	17.9	13.7	14.7	---
2	If aware (for pre-paid customers) ever denied of item wise usage change details for pre paid	3.4	3.3	3.7	---	---	13.5	13.6	12.3	14.3	1.9	10.5	---
3	For new customers provisioning of "Manual of practice while taking the new connection	37.1	38.3	41.9	40.5	62.4	44.3	26.7	43.9	42.8	43.4	40.1	87.8
4	Awareness of call center for redressing grievances	60.4	63.8	60	---	---	67.3	53.2	67.8	59	58.2	49.1	---
5	Penetration of consumers made any complaint to the toll free number within last 6 months	49.6	50.8	52.6	32.1	47.0	54.4	52.7	52.5	47.4	47.8	49.5	61.2
6	Call center informing about the action taken on complaint	38.5	40.2	37.4	11.4	39.1	45.4	42.6	43.5	40.0	38.9	26.6	57.0
7	Resolution of billing complaint by customer care within 4 weeks of lodging complaint	22.2	30.7	13.8	21.4	18.8	21.3	8.3	18.8	19.1	22.2	14.9	5.0
8	Awareness about contact detail of appellate authority for redressing grievances	1.3	1.5	5.4	2.5	11.4	3.9	2.3	4.4	2.5	3.6	2.8	12.5