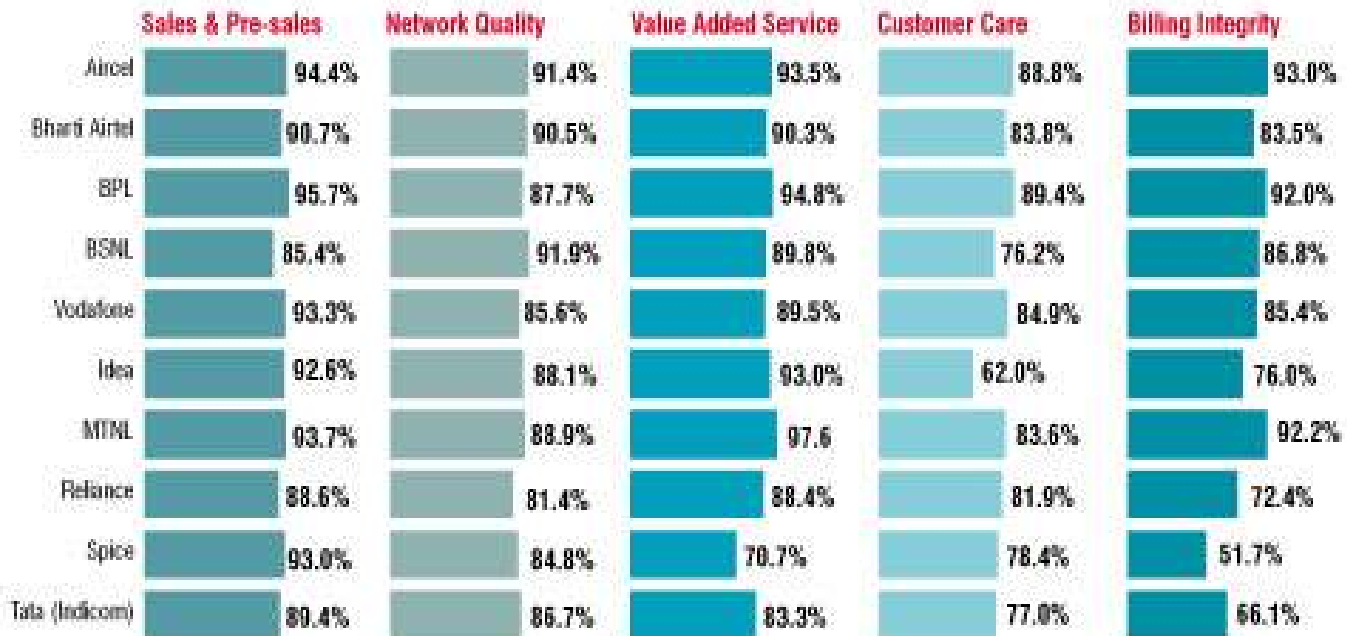


## Satisfaction Scores: Overall



BPL has the largest number of satisfied customers in the area of sales/pre sales followed closely by Aircel. Network performance was most satisfactory for BSNL, but is neck-to-neck with Aircel, followed by Bharti Airtel. In the value added services segment MTNL topped the charts leaving behind bigwigs such as Airtel and Vodafone. In customer care BPL emerged as the topper whereas in billing Aircel scored highest

For full report refer "Voice & Data" April 2008 issue or  
[http://voicendata.ciol.com/content/top\\_stories/108040201.asp](http://voicendata.ciol.com/content/top_stories/108040201.asp)