Annexures
Annexure – I

QUESTIONNAIRE FOR CELLULAR MOBILE TELECOM USERS

<table>
<thead>
<tr>
<th>Name &amp; Address</th>
<th>Telephone Number</th>
<th>Household Income (per month)</th>
<th>Education Level</th>
<th>Name of Service Provider</th>
<th>Gender</th>
<th>Age</th>
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<tbody>
<tr>
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<td>Cellular Mobile</td>
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<td>Male</td>
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<td>Female</td>
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1. Type of connection
   (a) Individual (b) Corporate

2. Date of getting connection
   -------------------------------------------

3. Have you heard about Telecom Regulatory Authority of India?
   (a) Yes (b) No (c) Neutral

4. How did you come to know about Telecom Regulatory Authority of India?
   (a) Newspaper/Magazine
   (b) Radio/Television
   (c) Internet
   (d) Any Other (Please Specify) -------------------------------------------

5. Do you know that Telecom Regulatory Authority of India is helpful for Cellular Mobile Subscribers on the following account?
   (i) Facilitating Competition (a) Yes (b) No
   (ii) Laying Down & Monitoring Quality of Service (a) Yes (b) No
   (iii) Regulating Tariff (a) Yes (b) No
   (iv) Ensuring Universal Service Obligation/Rural Connectivity (a) Yes (b) No
   (v) Involving Stakeholders in Policy Consultation (a) Yes (b) No
   (vi) Protecting Consumer Interest (a) Yes (b) No

6. Do you think that the policy initiatives taken by the Telecom Regulatory Authority of India in telecom sector has improved competition?
   (a) Yes (b) No (c) Neutral

7. Has competition in telecom sector resulted in improved quality of service over the years?
   (a) Yes (b) No (c) Neutral

8. Has competition in telecom sector resulted in improved customer care over the years?
   (a) Yes (b) No (c) Neutral

9. Has competition in the telecom sector helped in reducing tariffs over the years?
   (a) Yes (b) No (c) Neutral
10. Has the competition among service providers helped in increasing the number of services for customers, such as, call history, short message service (sms), voice mail, call waiting, ringtones, mobile internet service, E-mail service, conferencing etc.?
   (a) Yes  (b) No  (c) Neutral

11. Has competition resulted in an increase in the number of innovative schemes being brought about by the telecom service providers?
   (a) Yes  (b) No  (c) Neutral

12. When you make a call the clarity of signal is of good voice quality in
   (a) Hundred out of Hundred Times
   (b) Ninety Five and above out of Hundred Times
   (c) Less than Ninety Five out of Hundred Times

13. How often you are able to successfully set-up a call with in your own telecom service provider’s network?
   (a) Hundred out of Hundred Times
   (b) Ninety Five and above out of Hundred Times
   (c) Less than Ninety Five out of Hundred Times

14. How often you are able to complete your call (Call Completion Rate)?
   (a) Hundred out of Hundred Times
   (b) Ninety Seven and above out of Hundred Times
   (c) Less than Ninety Seven out of Hundred Times

15. Do you encounter Inter-Cellular connectivity problems?
   (a) Yes  (b) No  (c) Neutral

16. Are you satisfied with the SMS delivery of your service provider?
   (a) Highly Satisfied  (b) Satisfied  
   (c) Indifferent  (d) Dissatisfied  (d) Highly Dissatisfied

17. If dissatisfied, what are the reasons for it?
   (a) Late Delivery  (b) Non-Delivery  
   (c) Incomplete Delivery  (b) Being charged for even non delivery and incomplete delivery  
   (c) Any Other (Please Specify)  

18. Are you getting unsolicited commercial calls and SMSs?
   (a) Yes  (b) No  (c) Neutral

19. Do you agree with the Telecom Regulatory Authority of India’s recent regulation that a ‘National Do Not Call (NDNC) Registry’ be maintained and the numbers listed there would not receive any Unsolicited Commercial Communication (UCC)?
   (a) Strongly Agree  (b) Agree  (c) Neutral  
   (d) Disagree  (e) Strongly Disagree

20. Have you experienced any fault(s) in your telecom connection in the past one month?
   (a) Yes  (b) No  (c) Neutral

(ii)
21. What was the nature of fault in your telecom connection?
   (a) Service Disconnected (b) Incoming Barred
   (c) Outgoing Barred
   (b) Any Other (Please Specify)  

22. How much time it took for the fault in your connection to get repaired?
   (a) Less than 24 hours
   (b) More than a day and Less than one week
   (c) More than one week

23. What is the electronic response time from the customer care of your telecom service provider?
   (a) Less than 20 seconds
   (b) Between 20 to 40 seconds
   (c) More than 40 seconds

24. What is the operator assisted response time from the customer care of your telecom service provider?
   (a) Less than 60 seconds
   (b) Between 60 to 90 seconds
   (c) More than 90 seconds

25. How would you rate the nature of customer care personnel of your service provider?
   (a) Warm (b) Cold (c) Neutral

26. Do you support the Telecom Regulatory Authority of India’s suggestion for introducing the concept of number portability by which you can change your service provider yet retain your telephone number?
   (a) Strongly Support (b) Support
   (c) Neutral (d) Oppose
   (e) Strongly Oppose

27. Are you satisfied with the quality of service provided by your telecom service provider?
   (a) Highly Satisfied (b) Satisfied
   (c) Indifferent (d) Dissatisfied
   (e) Highly Dissatisfied

28. If not satisfied, what are the reasons/problems?
   (a) Poor Call Set-up Success Rate
   (b) Poor Signal Clarity
   (c) Poor Call Completion Rate
   (d) Poor SMS Service
   (e) High number of Unsolicited Calls and SMSs
   (f) High number of Faults
   (g) Poor Fault Handling
   (h) Poor Customer Care
   (i) Misleading Tariff Plans
   (j) Billing Disputes
   (k) Any Other (Please Specify)  

29. Have you been informed in writing, within a week of activation of service, the complete details of your tariff plan?
   (a) Yes (b) No (c) Neutral
30. If yes, whether you are able to understand clearly the tariff plan?
   (a) Yes  (b) Somewhat Difficult  (c) Not Clear and Very Difficult

31. What type of connection you are having?
   (a) Prepaid  (b) Postpaid

32. If you have post-paid connection then what is your mode of payment of bill?
   (a) By cash  (b) By cheque  (c) By Electronic Clearance  
   (d) Any Other (Please Specify) ..............................................

33. Are you able to understand clearly the bills sent by your service provider?
   (a) Yes  (b) Somewhat Difficult  (c) Not Clear and Very Difficult

34. Have you ever encountered any problem related to the billing?
   (a) Yes  (b) No  (c) Neutral

35. What type of problems you have encountered related to billing?
   (a) Overcharged  (b) Non-Receipt of Bill  (c) Late Receipt of Bill
   (d) Any Other (Please Specify) ..............................................

36. Have you ever made any complaint to your service provider related to the billing?
   (a) Yes  (b) No  (c) Neutral

37. If Yes, how much time it took to get it resolved?
   (a) Less than 4 weeks  (b) Between One month and two months  (c) More than two months

38. What was the period of refunds/payments due to you from the date of resolution of your complaint?
   (a) Less than 4 weeks  (b) Between One month and two months  (c) More than two months

39. Do you believe that telecom companies are concentrating mostly in urban areas?
   (a) Yes  (b) No  (c) Neutral

40. What could be the reason for telecom service providers’ reluctance to venture more into rural areas?
   (a) Less Profit  (b) Less Facilities  (c) Lack of Government Support
   (d) Any Other (Please Specify) ..............................................

41. Do you know that it is mandatory on the part of service provider to cater to the needs of the rural sector?
   (a) Yes  (b) No  (c) Neutral

(iv)
42. Do you suggest some penalties against the firms, which are providing less coverage to the rural sector than the norm laid down by the Telecom Regulatory Authority of India?  
(a) Yes  (b) No  (c) Neutral

43. If yes, then suggest the type of penalty which Telecom Regulatory Authority of India should impose on them?  
(a) Warning  (b) Monetary  
(c) Suspension of License  (d) Termination of License

44. Do you think Telecom Regulatory Authority of India should play more active role in order to ensure higher rural telecom connectivity?  
(a) Yes  (b) No  (c) Neutral

45. Have you heard about any consumer organization/NGO registered with Telecom Regulatory Authority of India?  
(a) Yes  (b) No  (c) Neutral

46. If yes, please name one or two?

47. Have you heard about Open House Sessions of Telecom Regulatory Authority of India regarding consultation of Telecom Policies?  
(a) Yes  (b) No  (c) Neutral

48. Have you ever accessed Internet to read or study the regulations and policy initiatives undertaken by the Telecom Regulatory Authority of India?  
(a) Yes  (b) No  (c) Neutral

49. Do you think that there is an urban bias in the process of consultation with stakeholders in the telecom policy-making process?  
(a) Yes  (b) No  (c) Neutral