QUESTIONNAIRE FOR BASIC SERVICE TELECOM USERS

Name & Address
Telephone Number
Household Income (per month)
Education Level
Name of Service Provider
Gender
Age

□ Fixed Line

1. Usage Type
   (a) Residential   (b) Commercial

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
   (b) Internet   (d) Any Other (Please Specify)---------------

5. Do you know that Telecom Regulatory Authority of India is helpful for Basic Service 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 telecom service providers helped in increasing the number of services for customers, such as, call history, short message service (sms), call waiting, bill reminder, ringtones, internet, conferencing, etc.?
    (a) Yes   (b) No   (c) Neutral

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

12. Was the activation period for your telephone connection as promised by your service provider?
   (a) Yes  (b) No  (c) Neutral

13. If No, then how many days it actually took you to get your connection activated?
   (a) Less than 7 days  (b) Between 7 to 15 days  (c) More than 15 days

14. What were the reasons for delay?
   (a) Address problem
   (b) Your Non-availability at home, except on Sundays
   (c) Because of service provider
   (d) Any other reason (specify) -------------------------------------------

15. Are you satisfied with the network performance of your connection in relation to clarity of signal parameter?
   (a) Highly Satisfied  (b) Satisfied  (c) Neutral
   (d) Dissatisfied  (e) Highly Dissatisfied

16. How often you are able to complete your call (Call Completion Rate)?
   (a) Hundred out of Hundred Times
   (b) More than Fifty Five out of Hundred Times
   (c) Less than Fifty Five out of Hundred Times

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

18. 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

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

20. What was the nature of fault in your telecom connection?
   (a) Phone Dead
   (b) Service Disconnected
   (c) Outgoing Barred
   (d) Any Other (Please Specify) -------------------------------------------

21. How much time it took for the fault in your connection to get repaired?
   (a) Less than One day  (b) Within 3 days  (c) More than 3 days
22. 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

23. 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

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

25. Do you support the Telecom Regulatory Authority of India’s suggestion for the introduction of 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

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

27. 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) High number of Unsolicited Calls
   (e) High number of Faults
   (f) Poor Fault Handling
   (g) Poor Customer Care
   (h) Misleading Tariff Plans
   (i) Billing Disputes
   (j) Any Other (Please Specify)  -------------------------------

28. 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

29. If yes, whether you are able to understand clearly the tariff plan?
   (a) Yes
   (b) Somewhat Difficult
   (c) Not Clear and Very Difficult

30. What is your mode of payment of bill?
   (a) By cash          (b) By cheque
   (c) By Electronic Clearance
   (d) Any Other (Please Specify)  -----------------------------------

31. Are you able to understand clearly the bills sent by your service provider?
   (a) Yes               (b) Somewhat Difficult
   (c) Not Clear and Very Difficult
32. Have you ever encountered any problem related to the billing?
   (a) Yes  
   (b) No  
   (c) Neutral

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

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

35. Have you ever closed your account?
   (a) Yes  
   (b) No  
   (c) Neutral

36. If yes to above, what was your telephone number and name of service provider?

37. How much time it took you to get the refund of the security deposit?
   (a) Less than 60 days  
   (b) More than 60 days  
   (c) Could not get

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

39. 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)  

40. 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

41. 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

42. 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

43. 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

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

45. If yes, please name one or two?

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

47. 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

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