

DRAFT QUESTIONNAIRE - A
for
BSNL BB current users and who have applied for surrendering their connection)

RESPONDENT DETAILS

RESPONDENTS HOUSE/OFFICE ADDRESS—COMPLETE ADDRESS IS MUST (Write in CAPITAL letters)

RESPONDENT NAME

RESPONDENT Address

PINCODE

MOBILE No.

PHONE No. (Res)

PHONE No. (Off)

Extn.

e-mail ID

INTERVIEWER NAME

INTERVIEWER Designation

INTERVIEW DATE

Main Questionnaire

1. We would like to know your current status with BSNL in terms of a using BSNL Broadband service?

Telephone number on which Broadband is working											
Please tell us how long you are using BSNL Broadband connection	Year	Month									
Which plan is being used?											
How much are you spending average per month on BSNL Broadband?	Rs.										

2. Kindly rate the response time from BSNL when you had applied for new broadband connection?

Very Speedily	Quite Speedily	Speedily	Not Speedily	Not at all Speedily

3. Kindly rate Mean time to repair taken by BSNL, when you would have lodged a complaint?

Very Speedily	Quite Speedily	Speedily	Not Speedily	Not at all Speedily

4. Kindly rate speed BSNL Broadband services?

Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very Dissatisfied

5. Kindly rate Billing/tariff of BSNL Broadband services?

Best in Market	Better than many operator	Average	Very poor

6. Kindly rate overall BSNL Broadband services?

Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very Dissatisfied

7. Are you aware about the BSNL Broadband high speed plans.

Yes	
No	

Note- BSNL executive should carry a pamphlet of all Broadband plans & explain to customer.

8. Are you aware about the promotional scheme of BSNL?

Yes	
No	

Note- w.e.f. 1st May 2015 Unlimited free night calling facility has been introduced by BSNL from its Landline to all service provider networks. (Any number of any service provider anywhere in India)

9. From the following please tell what should BSNL improve on for you to keep on using/ consider using BSNL Broadband services?

Reasons	Tick whichever is applicable.
Time taken by BSNL to activate connection	
Customer Care Services Centre	
Complaint registration process	
Promptness of BSNL in attending the complaints	
BSNL Staff behavior	
Improve Internet Speed	
BSNL Staff behavior	
Service on holidays/after office hours	
Overall Quality of Broadband Services	
Cheaper start up (kit) package cost	
Lower Broadband Tariff	
Accuracy of Billing	
Timeliness of bill	
Process for lodging a billing complaint & redressal thereof	
Other (specify)	

10. Please tell us how likely are you to recommend BSNL Broadband connection to your friends/ relatives.

Extremely Likely	Very Likely	Somewhat Likely	Not Very Likely	Not At All Likely

Additional Questionnaire for Customers who have applied for surrendering their connection

1. As you have applied to surrender BSNL broadband connection; please tell reason of surrender of BSNL broadband connection

Reason	
1. Speed of Internet connection	
1A. Slow download Speed of Internet connection	
1B. slow upload Speed	
1C. Poor surfing speed of the internet connection	
1D. Slow Speed of Internet connection when data limit was exhausted	
1E. Some Websites are not opening or more time taken to open	
1F. Issue in sending/Receiving of Emails	
1G. Any other (please specify)	
2. Cost / Rentals are high	
2A. Monthly rental for Broadband are high	
2B. High monthly rental for landline	
2C. Required Tariff Plan not available	

2D. High charges in data/ time bound tariff plans	
2E. Hassel in switching from one tariff plan to another	
3. Temporary usage/Shifted to other Mode	
3A. Internet was required for temporary use (e.g. Person using internet needs it for only 2 months in a year)	
3B. Person using internet in your family did not use it anymore	
3C. Shifting to other mode of internet (Data Card, 3G, Wi Max, Wi-Fi etc)	
4. Switched to another internet service provider due to	
4A. lower Monthly rental	
4B. Lower Usage Charges	
4C. Better Broadband speed/ data on similar cost	
4D. Any Other	
5. Quality/ technical/Security issues with internet connection	
5A. BSNL BB service not fulfilling our technical requirement like Configuration of Broadband for Multi Devices, Networking with two or more PCs	
5B. Secured Internet Connection required for Multi gadget utilization	
5C. The signal strength in wifi was never adequate	
5D. The voice service/ telephone along with internet connection was not working properly	
6. Modem Related	
6A. Issues in terms of Durability/ sturdiness of Modem	
6B. Problems like heating etc.	
6C. High cost for repair of device	
6D. Device not working properly & not repaired/ replaced despite several complaints	
6E Broadband Modem not supporting Wi-Fi	
7. Maintenance issues	
7A. Lineman/BSNL Official behavior	
7B. Poor & delayed response to restore BB by BSNL	
7C. Internet connection got disconnected very frequently	
7D. Any other, please specify	
8. Billing related issues	
8A. Wrong charges / Bill amount higher than expected usage	
8B. Activation/ Deactivation charges for Value Added services without permission	
8C. Issues with Online payments	
8D. Inadequate options through which payment can be made	
8E. Do not receive bills / on time	
8F. You had a billing discrepancy which never got solved	
9. Due to shifting to other locations	

2. As you said you are surrendering Broadband Connection due to change of place/locations. Please tell, are you shifting in same city or any other city or Abroad.

Same City	
Other City	
Abroad	

3. Do you have any plan to buy new broadband connection at new location?

Yes	
No	

4. If yes, would you reconsider to take BSNL broadband connection?

Yes	
No	

5. If yes, are you aware about the office of BSNL at new location. (BSNL executive should explain the procedure of shifting of Telephone in case of same city shifting & in case of other city shifting address of office at new location and contact details of concerned officials shall be provided to subscribers. If customer willing to take new connection/ shifting of connection at that time then BSNL executive shall complete the all formalities.)

6. If No, Which service provider are you planning to buy?

SERVICE PROVIDER	
Airtel	
Tata	
Reliance	
Hathway	
Sify	
Other1 (Please specify)	

7. Can you tell me the reasons due to which you are planning to chose a Private operator over BSNL?

Reasons	
You are assuming the service would be better	
You know for certain that the service would be better	
It is offering better post paid schemes (data, bundled services)	
It is offering higher data & validity period	
It is offering better speed of internet	
It is offering better schemes than BSNL	
Anything else (Pl. Specify)	

8. Will you be willing to consider continuing the BSNL Broadband Connection if your above mentioned concerns are addressed by BSNL ?

Yes	
No	