

DRAFT QUESTIONNAIRE - B
for
Customers who have discontinued using the BSNL broadband 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										

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

Telephone number on which Broadband disconnected														
Month in which BSNL Broadband Services discontinued	Month	Year												
Please tell us how long you used BSNL Broadband services before surrender	Year	Month												

2. Please tell the 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

3. Please tell me have you purchased new broadband connection of any telecom operator post surrendering BSNL broadband?

Yes	
No	

4. If Yes in question-2:

I. Which service provider with which internet technology broadband are you using currently?

SERVICEPROVIDER	Give the name of technology (i.e. ADSL Broadband, FTTH, Wi-Max, 3G etc)
BSNL	
Airtel	
Tata	
Reliance	
Hathway	
Sify	
Other (Please specify) _____	

II. Are you satisfied with new Broadband service of other broadband company as compared to BSNL Broadband?

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

5. If No in question-2

Have you any plan to purchase new Broadband Connection.

Yes	
No	

Note- If Customer is interested to purchase new Broadband Connection then BSNL executive should explain the exiting BSNL Broadband Plan. If customer willing to take new BB connection of BSNL at that time then BSNL executive shall complete the all formalities.

6. If No in question-5

In case of requirement for internet connection in future would you reconsider to take BSNL broadband connection?

Definitely yes	Probably yes	Fairly likely	Probably not	Definitely not

7. From the following please tell what BSNL should improve on for you to 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)	

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

Yes	
No	

Format for fortnightly report

S.No	Item	Figure
1	Name of the circle	
2	Town in which the survey is being carried out	
3	Approximate Number of disconnected customers (last one year) / customer seeking disconnection in the town	
4	Number of customers on which survey attempted till date :	
5	Number of customers whose survey conducted till date:	
6	Number of customers who have applied for re-connection/fresh broadband connection in response to the survey	