



No: Sr. GM (BB)/Misc-09/27-10

dated 30/05/2011

To

**Chief General Managers**

(AP, Assam, Bihar, HR, J&K, KTK, Kerala, MP, NE-I, Orissa, RAJ,  
TN, UP (E), & UTL Telecom Circles)

**General Managers**

(Ahmedabad, Bangalore, Hyderabad, Pune, Cochin, Chandigarh & Lucknow SSAs)

**Subject:** Exit interview of disconnected broadband customers.

Kindly find enclosed herewith circle wise broadband disconnection report of April, 2011. As per this report, broadband disconnection rate is high in **AP, Assam, Bihar, HR, J&K, KTK, Kerala, MP, NE-I, Orissa, RAJ, TN, UP (E), UTL** circles. One of the main reasons of broadband disconnections is poor quality of service of broadband. To improve the QOS of broadband, customer's views about BSNL broadband services is required. Competent authority has decided to take following steps:

1. Start taking exit interviews of customers disconnecting their broadband connections in above- mentioned circles and **Ahmedabad, Bangalore, Hyderabad, Pune, Cochin, Chandigarh & Lucknow** SSAs also. Format of exit-interview is attached as Annexure-A.
2. Circle Broadband units must compile, analyze the report received from all SSAs and send the first report within 15 days in enclosed format (attached as annexure-B) to Broadband Cell, BSNL Corporate Office at **email id - broadbandbsnlco@gmail.com** or through Fax at **011-23734052**.

All CGMs are requested to give instruction to all SSA Heads/Field units to start above activities immediately.

**Matter may be treated as 'MOST URGENT'.**

(Anil Jain)  
Sr. GM (NWP-BB)

Copy to:

1. CMD/Dir (CFA) for kind information please.
2. CGM MH, PB & Gujarat circles for information & necessary action please.

Endt.No: PGM(D)/NIB-Tgt&achievement/08-09/81, dt. @ chennai -8 the 6.6.2011.

Copy forwarded to : All Head of SSAs, Tamilnadu Circle - for kind information . Necessary report in the format as per annexure A may be submitted within 10 days for further action please.

Encl: BB disconnection report  
& Annexure - A.

Asst. General Manager(BBO),  
O/o Principal General Manager(Dev),  
Tamilnadu Circle, Chennai-8.

**Broadband Disconnection Report for the Month of April, 2011**

S.No.	Circle	Cumulative Connections on 30/04/2011			%age Discon. of Gross	Total SSAs
		Active	Disconnec tion	Gross Connectio ns in system		
1	Andaman & Nicobar	0	0	0		1
2	Andhra Pradesh	268565	157434	425999	36.96%	22
3	Assam	44774	7200	51974	13.85%	7
4	Bihar	49467	5885	55352	10.63%	19
5	Chhattisgarh	45943	2771	47959	5.78%	6
6	Chennai TD	0	0	0		1
7	Gujarat	157151	5667	157828	3.59%	17
8	Haryana	128760	16373	145133	11.28%	9
9	Himachal Pradesh	34308	3779	38087	9.92%	6
10	Jammu & Kashmir	36615	5702	42317	13.47%	5
11	Jharkhand	49691	4631	54322	8.53%	6
12	Karnataka	192544	68744	261288	26.31%	19
13	Kerala	81448	21009	102457	20.51%	11
14	Kolkata TD	0	0	0		1
15	Madhya Pradesh	140043	22398	158383	14.14%	34
16	Maharashtra	302775	31032	332735	9.33%	30
17	North East I	17180	2035	19215	10.59%	3
18	North East II	6958	113	7071	1.60%	3
19	Orissa	83183	14595	97778	14.93%	13
20	Punjab	249026	26360	275386	9.57%	11
21	Rajasthan	208567	33342	241909	13.78%	24
22	Tamilnadu	373885	174200	548085	31.78%	17
23	UP (East)	150787	20719	171506	12.08%	33
24	UP (West)	79975	7615	87590	8.69%	16
25	Uttaranchal	43741	7023	50764	13.83%	6
26	West Bengal	71948	4189	57435	7.29%	14
	<b>Total</b>	<b>2408585</b>	<b>469526</b>	<b>3430573</b>	<b>13.69%</b>	<b>334</b>

Note : Data of Broadband disconnection of CDR implemented SSAs

Circles having maximum disconnections are

- 1 AP
- 2 TN
- 3 Karnataka
- 4 Kerala
- 5 Orissa

**Exit Interview Format for Broadband Disconnected Customers**

**Annexure-A**

Name of circle :

		Optional	Answers
	1	Name	
	2	Telephone No	
	3	Plans used	
	4	Average monthly bill	
	5	Purpose for which BB was used	
		<b>Mandatory</b>	
1		How long BB is being used: ( years)	
2		Reasons of decision of surrendering BSNL BB connection	
A		<b>Excess Billing (if this is not the reason, go to B)</b>	
	i)	How many times you felt getting excess bills (Nos.)	
	ii)	How many times you tried to contact BSNL Office/ Official to settle excess bill (Nos.)	
	iii)	What type of response was received Excellent/ Very Good/ Satisfactory/ Poor/ Non-satisfactory	
	iv)	What is outstanding/ disputed amount ( in Rs.)	
B		<b>Shifting to any other location (if this is not the reason, go to C )</b>	
	i)	Are you shifting	
	a	Within District (Y/N)	
	b	Within State (Y/N)	
	c	Within India (Y/N)	
	d	Outside India (Y/N)	
	ii)	If answer to B(i) is Y, for a,b or c	
	a	would you like to use BB at new location also (Y/N)	
	b	If (a) above is Y, would you prefer BSNL (Y/N)	
		Any other operator (Y/N)	
	c	If answer to (b) is any other operator, reasons (Descriptive)	
	d	If answer to (b) is BSNL, would you like local office of BSNL at new location to contact you (Y/N)	
C		<b>Frequent fault and poor response to repair by BSNL ( if this is not the reason go to D)</b>	
	i)	How many times you experience fault per month on an average (Nos.)	
	ii)	What mode you used to book fault (198/ 1504/ Call Centre/ At CSC/ any other)	
	iii)	What was the major type of fault ( Line Fault/ Modem Fault/ Exchange Fault/ Computer fault/ any other)	
	iv)	What was mean time to response	
	a	0-4 hours	
	b	4-8 hours	
	c	Same day	
	d	Next day	
	e	more than next day	
	v)	What is your rating of BSNL official repairing BB (On a scale of 0-10, 0- Worst, 10- V. Good)	
D		<b>Shifting to other mode of BB (Data card, 3G, Wi-max etc) (if this is not the reason, go to E)</b>	
	i)	Were you satisfied with BSNL's services (Y/N)	
	ii)	Which new mode of BB you are adopting	
	a	Data Card	
	b	3G on mobile	
	c	3G on computer (Tablet etc)	

		d	Wimax connection	
		e	Any other	
	iii)		Which operator you are choosing for new BB	
		a	BSNL	
		b	Airtel	
		c	Tata	
		d	Vodafone	
		e	Idea	
		f	Aircel	
		g	MTS	
		h	any other	
	iv)		What is the reason of proposed change	
		a	Economy	
		b	mobility	
		c	Free from faults	
		d	Free from hassles iof billing	
		e	Any other	
E			Promised speed is not delevered (if this is not the reason, go to step F)	
	i)		What is your current plan	
		a	Home/General/Rural/CSC	
		b	Plan	
		c	Speed required	
	ii)		Have you ever upgraded your speed plan (Y/N)	
			If (y) What was your previous plan	
		a	Home/General/Rural/CSC	
		b	Plan	
		c	Speed required	
	iii)		What is normal speed you are experiencing	
		a	8-14 Hrs	
		b	14-20 Hrs	
		c	20-24 Hrs	
	iv)		Have you ever complaint this to BSNL (Y/N)	
	v)		Are you closing down BB connection or shifting to any other BB option	
		a	Closing down	
		b	Shifting	
F			Any other reason	
			what is the reason of closing BB connection	
3			Are you using any other BSNL service	
		a	Mobile(2G/3G)	
		b	Fixed Line	
		c	Leased line/ MPLS-VPN etc	
		d	VSAT	
		e	Managed Services	
		f	Any other service	
4			Would you recommend BSNL to others (Y/N)	