

O/o PGM (Development), Tamilnadu Circle
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)



No.D30/BB/DA/ 2011-2012 / 15

dt at CH-8 the 29-6-2011

To

All Head of SSAs

BSNL- Tamilnadu Circle.

Sub : Exit interview of disconnected Broadband customers–reg.

Ref : Sr.GM (BB) / Mlsc -09 /27-10 dated the 30.5.2010.

Kindly find the Corporate letter cited under reference, with regard to exist interview of disconnected broadband customer, which is enclosed here with for ready reference for immediate action and further compliance.

First report on this subject may please be submitted with in a weeks time for consolidation and onward transmission to Corporate office.

Matter may please be treated as urgent.

signed

Dy. General Manger,(Tx)

BSNL

Tamilnadu Circle,

Chennai – 600 002

NWP-BB, BSNL Corporate Office 212,
Bharat Sanchar Bhawan
Janpath, N.Delhi-110 001
Ph. 011-23734057 Fax.011- 23734284



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.

Compiled report of Exit Interview Broadband Disconnected Customers Annexure-B

Name of circle

S	NO			Optional	
1				No of customers disconnected	
2				No of customers interviewed	
					(%age in terms of customers interviewed)
3				Plans used	
	A			Plan 250 or less	
	B			Plan 500-1000	
	C			Plan 2000-5000	
	D			Plan 5000-10000	
4				Average monthly bill (Rs.)	
	A			<500	
	B			500-1000	
	C			1000-2000	
	D			2000-5000	
	E			5000-10000	
5				Purpose for which BB was used	
	A			Home	
	B			Business	
6				How long BB is being used: (years)	
	A			< 1 year	
	B			1-2 year	
	C			>2 years	
7				Reasons of decision of surrendering BSNL BB connection	
	A			Excess Billing (if this is not the reason, go to 7(B))	
		i)		How many times you felt getting excess bills (Nos.)	
			a	2 times	
			b	> 2 times	
		ii)		How many times you tried to contact BSNL Office/ Official to settle excess bill (Nos.)	
			a	2 times	
			b	> 2 times	
		iii)		What type of response was received	
			a	Excellent	
			b	Very Good	
			c	Satisfactory	
			d	Poor	
			e	Non-satisfactory	
		iv)		What is outstanding/ disputed amount (in Rs.)	
			a	Rs. 1000-2000	
			b	Rs. 2000-5000	
			c	Rs. 5000-1000	
	B			Shifting to any other location (if this is not the reason, go to 7(C))	
		i)		Are you shifting	
			a	Within District	
			b	Within State	
			c	Within India	
			d	Outside India	
		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)	
				Would you like to use BB at new location also (N)	
	C			Frequent fault and poor response to repair by BSNL (if this is not the reason go to 7(D))	
		i)		How many times you experience fault per month on an average (Nos.)	
			a	2 times	

		b	3-5 times	
		c	6-10 times	
	ii)		What mode you used to book fault	
		a	198	
		b	1504	
		c	Call Centre	
		d	At CSC	
		e	any other	
	iii)		What was the major type of fault	
		a	Line Fault	
		b	Modem Fault	
		c	Exchange Fault	
		d	Computer fault	
		e	Other fault	
	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)	
		a	0- Worst,	
		b	10- V. Good	
D			Shifting to other mode of BB (Data card, 3G, Wi-max etc) (if this is not the reason, go to 7 (E))	
	i)	a	Were you satisfied with BSNL's services (Y)	
		b	Were you satisfied with BSNL's services (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 7 (F))	
	i)	a	What is your current plan	
		I	Home	
		II	General	
		III	Rural	
		IV	CSC	
		b	Plan	
		I	Plan 250 or less	
		II	Plan 500-1000	
		III	Plan 2000-5000	
		IV	Plan 5000-10000	
		c	Speed required	

		I	up to 256 kbps	
		II	256 up to 512 kbps	
		III	512 up to 1 Mbps	
		IV	1Mbps up to 2 Mbps	
		V	> 2 Mbps	
	ii)		Have you ever upgraded your speed plan (Y/N)	
			If (y) What was your previous plan	
		a	Home/	
		I	General	
		II	Rural	
		III	CSC	
		b	Plan	
		I	Plan 250 or less	
		II	Plan 500-1000	
		III	Plan 2000-5000	
		IV	Plan 5000-10000	
		c	Speed required	
		I	up to 256 kbps	
		II	256 up to 512 kbps	
		III	512 up to 1 Mbps	
		IV	1Mbps up to 2 Mbps	
		V	> 2 Mbps	
	iii)		What is normal speed you are experiencing	
		a	8-14 Hrs	
		I	up to 256 kbps	
		II	256 up to 512 kbps	
		III	512 up to 1 Mbps	
		IV	1Mbps up to 2 Mbps	
		V	> 2 Mbps	
		b	14-20 Hrs	
		I	up to 256 kbps	
		II	256 up to 512 kbps	
		III	512 up to 1 Mbps	
		IV	1Mbps up to 2 Mbps	
		V	> 2 Mbps	
		c	20-24 Hrs	
		I	up to 256 kbps	
		II	256 up to 512 kbps	
		III	512 up to 1 Mbps	
		IV	1Mbps up to 2 Mbps	
		V	> 2 Mbps	
	iv)		Have you ever complaint this to BSNL (Y)	
			Have you ever complaint this to BSNL (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	
8			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	
9	A		Would you recommend BSNL to others (Y)	
	B		Would you recommend BSNL to others (N)	

Broadband Disconnection Report for the Month of April, 2011

S.No.	Circle	Cumulative Connections on 30/04/2011			%age Discon. of Gross	Total SSAs	CDR Implemented SSAs
		Active	Disconne ction	Gross Connectio ns in svstem			
1	Andaman & Nicobar	0	0	0		1	0
2	Andhra Pradesh	268565	157434	425999	36.96%	22	15
3	Assam	44774	7200	51974	13.85%	7	7
4	Bihar	49467	5885	55352	10.63%	19	19
5	Chhattisgarh	45943	2771	47959	5.78%	6	6
6	Chennai TD	0	0	0		1	0
7	Gujarat	157151	5667	157828	3.59%	17	12
8	Haryana	128760	16373	145133	11.28%	9	8
9	Himachal Pradesh	34308	3779	38087	9.92%	6	5
10	Jammu & Kashmir	36615	5702	42317	13.47%	5	4
11	Jharkhand	49691	4631	54322	8.53%	6	6
12	Karnataka	192544	68744	261288	26.31%	19	18
13	Kerala	81448	21009	102457	20.51%	11	2
14	Kolkata TD	0	0	0		1	0
15	Madhya Pradesh	140043	22398	158383	14.14%	34	34
16	Maharashtra	302775	31032	332735	9.33%	30	27
17	North East I	17180	2035	19215	10.59%	3	3
18	North East II	6958	113	7071	1.60%	3	2
19	Orissa	83183	14595	97778	14.93%	13	13
20	Punjab	249026	26360	275386	9.57%	11	10
21	Rajasthan	208567	33342	241909	13.78%	24	22
22	Tamilnadu	373885	174200	548085	31.78%	17	17
23	UP (East)	150787	20719	171506	12.08%	33	30
24	UP (West)	79975	7615	87590	8.69%	16	11
25	Uttaranchal	43741	7023	50764	13.83%	6	5
26	West Bengal	71948	4189	57435	7.29%	14	13
	Total	2408585	469526	3430573	13.69%	334	289

Note : **Data of Broadband disconnection of CDR implemented SSAs**

Circles having maximum disconnections are

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

