

Information note to the Press

For Immediate Release

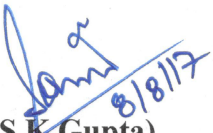
Information note to the Press (Press Release No. ⁵⁶/2017)

Telecom Regulatory Authority of India

TRAI Releases Report on Survey through Interactive Voice Response System (IVRS)

New Delhi, 8th August 2017: TRAI has conducted survey through IVRS to assess the customer perception on Quality of Service (QoS) of Cellular Mobile Operators in license service area of Delhi, Madhya Pradesh and Karnataka in the month of February 2017.

2. The survey broadly includes questions related to billing information, voice quality, network coverage area, customer care service, quality of service (call drops), satisfaction related to data speed, Do Not Disturb (DND) Services, Mobile Number Portability (MNP) service etc. The survey using IVRS mode captures satisfaction level of customers on above mentioned topics and makes assessment among the various cellular mobile operators in the three LSAs (Delhi, Madhya Pradesh and Karnataka).
3. The detailed IVRS Survey Report is available at TRAI website www.traigov.in.
4. TRAI has launched mobile app "TRAI My Call" for getting feedback from mobile users about their perception of voice call quality and call drop experience by them. Further details and links to download this app are available on TRAI website www.traigov.in.
5. In case of any clarification, Shri. Asit Kadayan, Advisor (QoS) can be contacted at Tel. No. 23230404 or at email.id: advqos@traigov.in.


8/8/17

(S.K Gupta)
Secretary Incharge