

Telecom Regulatory Authority of India

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TRAI releases Customer Survey Report on perception of Internet services

TRAI today released the Survey Report on customer perception regarding quality of service of Internet. In its endeavor to improve the quality of Internet services in the overall interest of the growth of the sector, TRAI conducted an online customer survey during 8th May 2003 to 7th June 2003 through its website.

About 4000 customers responded to the survey which had queries pertaining to the provision of service, accessibility problems, problems while using Internet, customer service, tariff, Internet Telephony and Broadband.

The survey of customer responses indicate the perception of users. Some of the main perceptions are as follows :

- I. There has been a reduction in the number of attempts required for dialup connection.
- II. Some ISPs are not fully complying with QOS benchmark pertaining to a new connection becoming operational within 6 hours of obtaining the connection. These mainly include BSNL, MTNL, VSNL, Satyam and Dishnet
- III. The survey shows that 28% of dialup Internet users in the country are facing the problem of frequent disconnections.
- IV. Also, 47% users feel that their Internet access speeds are very slow
- V. There has been an improvement in the fault repair service from a satisfaction level of 24% in 2001 to 86% in 2003. The improvement in VSNL, BSNL and MTNL is however less than that in others.

VI. Customers feel that international calls mainly to USA, Europe and Gulf through Internet Telephony are economical, but users are not satisfied with quality of voice transmission.

The customer responses also show that they prefer flat rate charging, and would like to obtain Broadband Connection with “128 kbps” average minimum speed and “Always on” connectivity for less than thousand rupees per month as “flat charge”.

The consumers have also shown appreciation for the spread of cyber cafes and are finding these as a means for easy access.

Complete survey report is available on TRAI website www.trai.gov.in.

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