

Telecom Regulatory Authority of India

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TRAI to obtain online customer feedback about perception regarding quality of Internet Services

Internet has become an indispensable means for exploration and exchange of information world over. In its endeavor to improve the quality of Internet services in the overall interest of the growth of the sector, TRAI had earlier conducted a customer survey and public consultation and based on the inputs, TRAI had set benchmarks for Quality of Service for Internet Services in December 2001.

TRAI has been monitoring the quality of service by ISPs through periodical performance monitoring reports. In addition TRAI would like to obtain the feedback about the quality of Internet service through an online customer survey. This survey questionnaire also contains questions relating to Internet Telephony, and Broadband services, with an aim to obtain customers feed back on these services also.

This survey is being conducted using the TRAI website www.traigov.in for providing an inexpensive and user-friendly access to all the Internet users. A questionnaire on 'Customer perception regarding Quality of Service of Internet services' has been launched on the above website, which can be filled and submitted on-line. The response form can also be downloaded from the above website and the same can be sent to TRAI after filling the required information. The last date for receiving the responses will be 7^h June 2003.

Please visit the TRAI website www.traigov.in for detailed questionnaire.

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