

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:150  
ANSWERED ON:03.12.2003  
SURVEY BY TRAI  
PRABHA RAU

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether the Telecom Regulatory Authority of India (TRAI) has conducted any survey regarding the quality of voice for international calls offered by the internet service providers (ISPs) and the speed of internet access;

(b) if so, the outcome thereof; and

(c) the action taken by the Government to provide improved service to the customers by ISPs?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRADHAN)

(a) & (b) As per the TRAI Act 1997, as amended by TRAI (Amendment) Act, 2000, TRAI is mandated to lay down standard of Quality of service to be provided by to service providers. TRAI has also to ensure the quality of service and conduct periodical survey of such service provided by service providers so as to protect interest of the consumers of telecommunication service. Accordingly an online survey has been conducted by TRAI to find out the customers perception of quality of Internet Service (including Internet telephony) rendered during the period from May to June, 2003. The relevant summary of the findings is given in the Annexure.

(c) Government has permitted ISPs to set up international gateways for Internet using satellite medium as well as submarine cable medium so as to increase the availability of international bandwidth for use of Internet services. This will facilitate improved services to the customers.

Annexure

**SUMMARY OF FINDINGS**

1. How frequently do people use internet telephony ?

About 40% of the respondents are using Internet telephony out of which 20.75% use it once, 5% have use it twice, 2.75% used it thrice, 2% used it four times and 9.5% used it five times in the last one month.

2. How many people are not satisfied with the voice transmission ?

About 20% of the users discontinued once, 4% twice, 2.5% trice, 1.5% four times and 6% have discontinued the call 5 times for not being able to communicate properly, in the last one month.

3. Country wise breakup of total callers.

COUNTRIES	CUSTOMERS USING INTERNET
TELEPONY	
USA	808
GULF	70
EUROPE	148
OTHERS	610

4. How satisfied are people making the Internet Telephony calls ?

80% of users are satisfied .

5. Are the ISPs satisfying the expectation of a minimum speed of 28.8 Kbps.

ISP NAME	% OF USERS THAT AE NOT ABLE
TO GET MINIMUM SPEED OF 28.8	
KBPS	

VSNL	65.37
SATYAM/SIFY	16.4
DISHNET	46.17
BSNL/DOT	71.4
MANTRAONLINE	31.57
MTNL	73.13
OTHERS	51.1

6. Variation in the night and day time performance of the service provided by various ISPs.

Most of the users claim to have faster night time access than the daytime.