

B I B L I O G R A P H Y

- 1 - Interview Schedule I & II
- 2 - Bibliography

INTERVIEW SCHEDULE FOR SUBSCRIBERS

(Question Sheet-1)

Title/subject " Problems of Telephone Customers":

A) Personal Information :

1. Name of the telephone customers :
2. Local Address :
3. Permanent Address :
4. Mother Tongue :
5. Education :
6. Have you taken any technical education : Yes/No
7. Have you taken phone from which category :
 - a) O.Y.T.Special
 - b) O.Y.T.General
 - c) Non-O.Y.T.Special
 - d) Non-O.Y.T.General
8. Telephone Number :
 - a) Residential
 - b) Office

B) FAMILY BACKGROUND :

1. What is the total yearly income of your family ?
2. What is your father's profession ?

C) NEW CONNECTION OF TELEPHONE :

1. How much period was taken to get the connection after your application ?

Ans.

2. Have you faced any difficulties to get the connection?

Ans.

3. After getting the telephone connection have you faced any difficulty while dialling-up to the desire number. Just as no dialing tone noisy or continuous sound ?

Ans.

4. When you are talking with a destination person in between you are getting a cross talk ? What you will do? Is it happened some times with you ?

Ans.

5. When you have dial a desired number and the person is replying from the same number but you are unable to hear him ? What you will do ?

Ans.

6. Have you faced any difficulties to get a telephone in special category for small scale industry on the certificate of District Industrial Centre ?

Ans.

7. In which season you are facing much more difficulties on your telephone instrument ?
a) Raining, b) Winter, c) Summer.

Ans.

D) TELEPHONE BILLS :

1. Have you got any experience regarding excess of bill? If any with whom you have enquired ? How it is settled?

Ans.

2. Have you got any experience that the call which you have not been made but bill is received in your name?

Ans.

3. In case you are using your telephones but you have not been received your telephone bill ? What you have done? How you have paid the same ?

Ans.

4. In case of telephone instrument faulty, what you have done? How you have got the replaced ? How much period was taken ?

Ans.

5. Have you felt any difference between telephone with S.T.D. & Telephone without S.T.D./I.S.D. Facility in telephone bill ?

Ans.

6. What is the loss & benefit of telephone connection from underground cable and overhead cable ? By which way the disturbance is minimised by telephone department?

Ans.

E) SHIFTING OF TELEPHONE :

1. What mean by shifts of telephone ?

Ans.

2. What is type of shifts of telephone ?

Ans.

3. To whom telephone shifting is permitted ?

Ans.

4. When you was shifted your telephone ? Where ? Why? If yes, what charges you was paid ?

Ans.

5. Is there any condition by which the telephone is to be shifted ?

Ans.

6. What difficulties are being faced ? While shifting a telephone from one place to another within local area?

Ans.

7. Is there any specified form by which the shifting is carried out ? By whom it is filled-up & signed ?

Ans.

8. How many days the application of telephone shifting to be given ?

Ans.

9. Is there any procedure to get contact with telephone exchange for shifting of telephone ?

Ans.

10. Can a subscriber carry out the telephone instrument from old premises to new premises ?

Ans.

11. From where you will get proper & correct information regarding shifting of telephone ?

Ans.

12. Have you faced any difficulty by your telephone mike (transmitter) talking with destination person, as well as with your receiver ?

Ans.

13. What remedial action was taken by you or telephone department ?

Ans.

F) TRANSFER OF TELEPHONE :

1. What mean by transfer of telephone ?

Ans.

2. By whom the permission of transfer of telephone is being given ?

Ans.

3. What are the conditions by which the telephone is to be transfer ?

Ans.

4. What is the time limit for the transfer application of telephone ?

Ans.

5. Can a telephone under special category be transferred to a near relative ?

Ans.

6. To whom the transfer of the telephone is permissible after the death of hirer ?

Ans.

7. What is the fee for transfer of telephone ?

Ans.

8. Is transfer of telephone to a third party permitted ?
If yes, from which category ?

- 1) O.Y.T. General
- 2) O.Y.T. Special
- 3) Non-O.Y.T.General
- 4) Non-O.Y.T. Special.

9. What is the fee for third party transfer ?

Ans.

10. Is the transferee was responsible make the any other payment, besides the transfer fee for third party transfer ?

Ans.

11. Is there any specified form by which the transfer is carried out ? By whom it is filled up & signed ?

Ans.

12. What are the documents/certificates required to be sent alongwith the application ?

Ans.

G) SAFE CUSTODY OF TELEPHONE :

1. Can a telephone be kept under telephone departmental safe custody ? If you, How many days? Yes/No

Ans.

2. What are the rental charges for the period of safe custody ?

1) For short duration of safe custody :

2) For long duration of safe custody :

3. In case of the subscriber will get bills in respect of a telephone under safe-custody ? Yes/No

If yes, what is the duration ?

Ans.

4. Is there any specified form for applying for keeping a telephone in safe custody Yes/No

Ans.

5. What will be the re-opening/restoration charges for short duration and longer duration of telephone ?

Ans.

FAULTS :

Is there following faults was made with your instrument ?

- 1) Disconnection of Telephone
- 2) Ring Trouble,
- 3) Instrument Fault
- 4) Parcel Loop,
- 5) 'A'Line and 'B' Line fault
- 6) Noisy sound
- 7) Wrong number/Dial Fault
- 8) Excess of Bill/Wrong Bill
- 9) Dead Phone.

FACILITIES :

1. Are there any extra facilities available for new telephone connection ? Yes/No

If yes, which facilities are given ?

Ans.

2. What facilities are provided to handicapped while taking a new connection from telephone department ?

Ans.

3. What facilities are provided to the owner of small scale industry while taking a new telephone connection from telephone department ?

Ans.

4. Is use of cordless telephone as an attachment to a subscribers telephone permissible ?

Ans.

5. What are the types of Telephone Instruments ?

Ans.

6. Is there provision for the use of long cards on telephone?

Ans.

INTERVIEW SCHEDULE FOR TELEPHONE DEPARTMENT

(Question Sheet - 2)

• In the following question sheet some questions coming from telephone customers and some other from the researcher.

1. What mean by cross talk ? What you will take action of this problem ?
2. What is difference between Telephone with S.T.D. and Telephone without S.T.D./I.S.D. facility in Telephone Bill?
3. What are the objectives of S.T.D. & I.S.D. facility ?
4. Is there any condition/procedure to take this facility ?
5. What is the loss and benefits of telephone connection from underground cable and overhead cable ? By which way the disturbance is minimised by Telephone Department ?
6. What are the features of underground cable ?
7. What are the objectives of underground cable ?
8. What type of exchanges are established in Kolhapur city? What are the functions of these exchanges in Kolhapur city?
9. What is difference between Normal Telephone and cordless as well as salular Telephone ? Is there any connection of TV Telephone in India ?
10. What are the objectives of cordless Telephone and salular Telephone ?
11. What are the functions of both telephone ?
12. How it is better than normal telephone ?
13. Is there any condition/procedure of cordless and salular Telephone ?
14. What are the procedure to take the cordless and salular Telephone ? In both cases licence is essential ? If yes, why it is essential ?
15. Is there any procedure/condition to the new connection for small scale Industry ? For this connection which documents are rquired ?

16. What facilities are provided to the owner of small scale Industry while taking a new telephone connection from Telephone Department ?
17. Is there any procedure/condition to the new connection for Handicapped ? For this connection which documents are required ? (customers)
18. What facilities are provided to the handicapped customers from Telephone Department ?
19. What is difference between shifting of Telephone within the same exchange area and from one station to another station (All India basis).
20. For whom the Rebate in rental is allowed ? Why ?
21. What mean by TAXS ? (Trunk AUTOMATIC EXCHANGE) What are the function of this exchange ?
22. What extra facilities are provided for new Telephone connection ?

BASIC PROBLEMS ABOUT THE TELEPHONE INSTRUMENT

- 1) Disconnection of Telephone,
- 2) Ring Trouble,
- 3) Instrument Fault
- 4) Parcel Loop,
- 5) 'A' Line and 'B' Line fault
- 6) Noisy sound,
- 7) Wrong Number/Dial Fault
- 8) Excess of Bill/Wrong Bill
- 9) Dead Phone.

LEASED SERVICE :

- 1) What mean by Hot Lines or point to point speech circuits?
- 2) What mean by FAXS ?
- 3) What are the objectives and functions of this machine?
- 4) Is there any condition and procedure to take this FAXS machine on leased basis or owned ? Can it is obtained with Normal Telephone ?
- 5) What is mean by subscriber's owned EPABS ?
- 6) What mean by manual and Automatic PBXS ? What is difference between of both ?
- 7) What is mean by manual Exchange and Electronic Exchange?
- 8) What is basic difference of both Exchanges?

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