

# Haryana Technical Association

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{Kind attention: Sh. A. Robert J. Ravi }

No. RegIn/5-5/2014/ Dated: the 05th May 2014

Sir,  
Sub:- Comments on Consultation paper on "The Standards of Quality of Service for Wireless Data Services Regulations, 2012"

Kindly refer to your office press release dated 21-04-2014 on the subject mentioned above vide which you have called for the written comments on the said consultation paper from all concerned stakeholders. HTA's point wise comments are as follows.

Question 1: What are your views on prescribing benchmarks for minimum download speed as above? Please give your comments with justification.

Response: Yes, minimum download speed benchmarks should be prescribed a minimum download speed for wireless data services on technology basis because in rural area's it will play a vital role to get better internet access. In present time at some locations singles are full but internet access is zero it will be very beneficial for those area consumer to get minimum internet access speed.

Question 2: Should the service provider be mandated to inform the minimum download speed to customers along with each tariff plan?

Please give your comments with justification.

Response: yes, should be mandated to inform the minimum download speed to customers along with each tariff plan. Because now a day's many of the service providers provide useless data for selling of their products. They provide the amount of net for the customer along with the highest downloading speed but not the true limit which the customer receives.

Thus the service provider must advertise minimum download speed as per norms so that the costumer can get the required speed. Plan should not be like 2gb for 1 month or 5gb per month plan. But it should be like 2gb per month @ 112kb/s or so on. It will be easy to understand by the consumer about their plans. If the client doesn't receive the resided speed he can contact the service provider or can take legal action on fraud done to them

Yours sincerely

**Alok Saran**

GM (HTA Regulation)

