

To,

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Consumer VOICE - Counter comments on --

TRAI Consultation Paper on Compensation to the Consumers in the Event of Dropped Calls dated 4th September, 2015

Operator wise Counter comments-

Vodafone: Firstly, the claim that there are no call drops is blatant lie and TRAI is expected to nail the same.

Even if we accept for argument sake the contention that there are unresolved issues between DOT, TRAI and the operator, why should the subscriber be made to suffer who is made to pay for the unsuccessful calls and his time in repeat calls. Does the operator allow a subscriber even 1 day delay in payment, immediate disconnection and late payment penalties are the order of the day.

Uninor: Already compensating, so acceptance that call drops do exist and these can be technically recognized and compensated.

TTSL: Even if we accept for argument sake the contention that there are unresolved issues between DOT, TRAI and the operator, why should the subscriber be made to suffer who is made to pay for the unsuccessful calls and his time in repeat calls. Does the operator allow a subscriber even 1 day delay in payment, immediate disconnection and late payment penalties are the order of the day.

Sistema Shyam TeleServices Ltd: Just because it is difficult to implement we can not let the subscriber suffer.

Reliance Com: Even if we accept for argument sake the contention that there are unresolved issues between DOT, TRAI and the operator, why should the subscriber be made to suffer who is made to pay for the unsuccessful calls and his time in repeat calls. Does the operator allow a subscriber even 1 day delay in payment, immediate disconnection and late payment penalties are the order of the day.

Competition is almost non-existent for VOICE specially between established operators as all of them are providing the same level of Call Drops so no choice for the subscriber.

Idea: Firstly, the claim that there are no call drops is blatant lie and TRAI is expected to nail the same.

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Airtel: Even if we accept for argument sake the contention that there are unresolved issues between DOT, TRAI and the operator, why should the subscriber be made to suffer who is made to pay for the unsuccessful calls and his time in repeat calls. Does the operator allow a subscriber even 1 day delay in payment, immediate disconnection and late payment penalties are the order of the day.

In general though operators tacitly accept Call-Drop phenomenon but blame everyone except themselves. Operators want DOT, TRAI and other Government agencies to address their problem areas (not all necessary genuine) and let the subscribers continue to suffer because every day there will be some new issues between authorities and operators.

Again in this consultation Call dropped by user due to bad call quality have not been addressed.

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