

To,
Smt. Vinod Kotwal,
Advisor (F&EA),
Telecom Regulatory Authority of India,
New Delhi

Dear Madam,

I would like to Thank You for giving Opportunity to Present Views on the subject by bringing Consultation Paper

Q1: Do you agree that calling consumers should not be charged for a call that got dropped within five seconds? In addition, if the call gets dropped any time after five seconds, the last pulse of the call (minute/second), which got dropped, should not be charged. Please support your viewpoint with reasons along with the methodologies for implementation.

The consumer Should not be Charged for any amount in case of Dropped Call. Assuming that You are speaking with some Customer Care or Support Center (This calls are associated with Lot of Call Hold and Waiting Time) and if the call gets Dropped then Poor Customer has to Re Dial the Number and has to Speak with New Person and has to Explain the Whole Problem once Again and hence all the Time and Resources of the Earlier calls go Waste.

Hence Concept of Non Charging of Last Pulse is not Practical and would not work in all cases.

Hence in case of Call Drop at any Time, the Entire calls should not be charged at all.

Q2: Do you agree that calling consumers should be compensated for call drops by the access service providers? If yes, which of the following methods would be appropriate for compensating the consumers upon call drop:

(i) Credit of talk-time in minutes/ seconds

(ii) Credit of talk-time in monetary terms

(iii) Any other method you may like to suggest

Please support your viewpoint with reasons along with the methodologies for implementation.

Service Provider must Compensate the Callers for the Dropped Call. There should be a Credit of at least 5 Minutes for Every Call Drop.

0-5 Minutes of Call :- Credit of 5 Minutes

5-10 Minutes of Call :- Credit of 10 Minutes

10-20 Minutes of Call :- Credit of 15 Minutes

20-30 Minutes of Call :- Credit of 20 Minutes

30-45 Minutes of Call :- Credit of 25 Minutes

45+ Minutes of Call :- Credit of 30 Minutes

Also there should be compensation to the Call Receiver also for the Dropped Call. This could be Flat Five Minutes of Call Credit.

If the Incoming Consumers in Roaming then Compensation as per above Duration should be Given.

Q3: If the answer to the Q2 is in the affirmative, suggest conditions/limits, if any, which should be imposed upon the provision of crediting talk-time upon call drop and usage thereof.

There should be No Limit to use the Credit. Also there should no Condition to use the Compensation Credit.

Q4: Is there any other relevant issue which should be considered in the present consultation on the issue of call drops?

How would Consumer come to Know the Call was Dropped ? After Every Dropped Call there should be Message Send to Customer Saying that it was a Dropped call and Reason for the Dropped call should be mentioned (if Known)

It seems that there is a Resources Crunch at a Service Provider and till the Time Resources Crunch does not sorted out they should be allowed to sell more Services to new consumers

In Many cases the calls do not get connected at all and Error you get is Message saying Mobile is switched off while the Mobile is Not Really Not Switched Off. The same Number gets connected in next attempt.

Thanking You,

Bhavesh Harish Patel

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