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FEDERATION OF CONSUMER AND SERVICE ORGANIZATIONS

Promoted exclusively to deal with the pressing issues..

(Regd. No.CAG/01/2016 as a Consumer advocacy group with TRAI)

No.5, 4th Street, Lakshmipuram,
Tiruchirappalli – 620 010. T.N. State .

The Chairman,
Telecom Regulatory Authority of India,
New Delhi – 110 011.

05th, May, 2017

Kind attention to: Shri Sanjeev Banzal.

Dear Sir,

Sub: Consultation Paper on 'Introduction of UL (VNO) for Access Service authorization for category B license with districts of a State as a service area'

We please attach our view on the above consultation only on item No.8 on Quality of Service considering the interest of consumers as follows:

Q8) What QoS parameters shall be prescribed for UL (VNO) Cat.'B' licensees?

Ans): QoS parameters should be stringent and more effective to all telecom / VNO licensees'. We strongly believe and expecting in quality of service commitment. We have no right to work if we are not in position to meet almost all parameter framed under quality of service. Hence QoS parameters for UL VNO Cat B licensees should be with similar pattern of wire line segment which is imposed on TSP.

We will introduce/ advance the QoS parameter from time to time keeping in view in developing technology.

The following may be considered:-

- i. Auto SLA (Service level agreement) should be incorporated with CAF to any type of revenue generative customer i.e. big or small.

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- ii. Fault escalation matrix work more effectively.
- iii. Any complaint billing; it would be resolved within the time prescribed.
- iv. The complaints may be registered with complaint numbers and it should be resolved within the time prescribed.

Thanks and regards.

M. Sekaran.

President.

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