

Shubham Ghosh_1

Yeah telecom companies should get fined due to their bad service not only for Call Drops they should be fined also due to low internet speed on 3G or 4G.

Deepak chowdary

The operators should new sites on demand and use of femto cell technology in malls and railway stations should reduce traffic burden on other Base stations

Deepak chowdary

1)Yes, call should be charged if it gets dropped before completion of pulse either a minute or second. Each Base station whose call dropping probability is less than TRAI standards should be splited to accommodate more calls with trade off of coverage area temporarily. In long term, operators should install new sites. 2)credit of talktime in pool balance with validity of minimum 30 days. 3) the validity must be 30 days and minutes/ seconds should be used for std/ local calls

GOKUL G J

yes they should pay compensation for each and every call drop.

Rakesh Sood

they have to every penny I spent on call drops. They charge me for a second.

Pushkar Kumar

Offcourse, If I don't pay my bill ontime. I am slapped with a fine. But, none of the telcos companies get ever get penalized for their poor services. If customers pay fine, telcos should come under this.

Prajith P S

Today registered a complaint with Vodafone Chennai circle in this regard - 117600728. Calls are getting dropped without a reason, even while registering the complaints with Vodafone at 198 number. The network shown in my mobile is full. I have two numbers (the other one used by my spouse) which also experience similar call drops. I understand that it is quite difficult to verify a genuine call drop, but service provider should'nt be permitted to bill the subsequent call from the user.

HIND

Stakeholders are requested to furnish their written comments by 21st September, 2015 and counter-comments by 28th September, 2015 to Smt. Vinod Kotwal, Advisor (F&EA), TRAI. The comments may also be sent by e-mail to advisorfea1@trai.gov.in. Comments and counter-comments would be posted on TRAI's website www.trai.gov.in. For any clarification/information, Advisor (F&EA) may be contacted at Tel. No. +91-11-23230752, Fax: +91-11- 23236650. TRAI..Please don't give fake e-mail id. Thanks!

HIND

MAILER-DAEMON@yahoo.com Today at 8:11 PM Hi. This is the qmail-send program at yahoo.com. I'm afraid I wasn't able to deliver your message to the following addresses. This is a permanent error; I've given up. Sorry it didn't work out. : 164.100.2.6 does not like recipient. Remote host said: 550 #5.1.0 Address rejected. Giving up on 164.100.2.6. When I send my comments to advisorfea1@trai.gov.in, I got failure report twice. Got fooled once again. Thanks!

HIND

My answers to the 4 questions is included in the PDF file attached hereby due to comment box's technical limitations. To post this comment in mygov.in, it took almost 5 hours & 8 login attempts due to worse network and internet speed (of Tata Docomo). Once I thought I wouldn't able to put this post and to upload my PDF file at all, due to these issues. Finally I gone to an internet cafe having Idea 3G. When I send my comments to advisorfea1@trai.gov.in, I got failure report. Fooled once again

https://taskmgmt.mygov.in/sites/default/files/mygov_144284587312648121.pdf

Mukesh Kapoor

This Small Amounts Will not hurt telecom Companies. They Can Expand their Networks but they are cost cutting on that Side. So Issue Big Amount of Fines and State Limits of Call Drop, With Increasing Amount of Fine on Every Stated Limit by TRAI. We as a Consumers Dont want any Compensation, But We want Good Service for our Money. As a Call Drop is much Costlier then 1 Rupee charged by the company. As a Regulator TRAI must increase the Fines on this Situation and this Will Pressurise the comp.

jay patel

This is good stuff but what is going to be happen is when the company need to charge for the call drop they will start to increase the call rate or net pack rate.

Deep Agrawal_1

In reference with Q4: As per my understanding call drops refer to phone calls which get disconnected abruptly due to network issues. Even though we may be able to address the situation of call drops, statistically, we might ignore other network issues which are quite similar. Issues such as either or both parties not able to hear each other. As per my experience, there has been a reduction in incidents of call drops, however incidents such as the one mentioned above have increased.

Rahul Gupta

The answer to the above questions are included in the PDF file attached as the work limit of this comment box is not enough to contain all the answers. To the other users: Please also send the

answers to the advisorfea1@trai.gov.in (link sends e-mail) #TRAI, #CallDrops, #ConsultationPaper, #MyGov

https://taskmgmt.mygov.in/sites/default/files/mygov_1442755108558.pdf

Dinesh Kumar

1.) Call Drop should not be charged 2.) As multimedia contents on the website has increased, Minimum speed of Internet should also be fixed at certain level and this should be greater than 32 KB/Second. (Service Provider cheat customers by writing in b(Bit) where as customer thinks in terms of B(Byte)).

Sunny Mulchandani

I have uploaded a PDF, Request you to go through it for my comments on this topic Thanks! Sunny

https://taskmgmt.mygov.in/sites/default/files/mygov_1442740490870451.pdf

Prakash Gupta

Please set zero call drop goal for all service providers lest their licences are cancelled or monthly tariff bill of beneficiary is waived off.

SUDAR VANNAN

1. Agreed, call drops shouldn't be charged, either it happens in the first 5 seconds, or happens after 5 mins. 2. A compensation should be given when the call drops are frequent for a number, either they have to rectify it, or compensate it. The compensation should be free talktime of 30 seconds for every call drop. 3. The customers can be able to use the free talktime whenever they want, and it shouldn't have an expiry date. 4. Most of the areas don't get full signal. This has to improve.

manish goyal

Dear Modi Sir, The similar problem like call drop is data usage. Companies are charging for 3 G service but the service is of lower grade like 2 G. In these type of cases the compensation should also be given. I have got one more suggestions of standard validity period like it should be of 30 days not less than that. Some companies are giving 28 days validity so they are creating one more month in a calendar year. So it should be standardized.

rishi kumar

I instead of creating a large tower of infra structure of telephone network we should create a small network that just act as repelling effect created in pond during rain, where rain is call rate and water is the whole network interaction.

Sagnik Sarkar

Q4: Call Drops itself are of great inconvenience which cannot be compensated for by merely penalizing TSPs. It would be wise for concerned authorities to sit with all stakeholders (viz. TSPs' representatives, scientific experts, policymakers, environmental scientists, and so on) and decide on taking measures to improve network quality and coverage to prevent, or at least reduce call drops.

Sagnik Sarkar

Q2: If TRAI proposes TSPs not to charge the caller last pulse when the call got dropped, then it would be unfair for the TSPs to be charged any additional penalty, which would seem like an overhead. I am against such penalties if the above is implemented.

Sagnik Sarkar

Q1: Agree. The principle should be that if a call gets dropped before any meaningful conversation can take place, it would be unjust to charge the caller. The structuring should be minute-wise, according to me. Whichever minute the call gets dropped in, charging should be upto the previous minute. That implies that if a call gets dropped in the first 1 minute, nothing should be charged of the caller at all.

saran r s

mobile networks are poor in small towns and villages especially BSNL. BSNL is becoming so poor in networks and GPRS packs. Consumer should also be compensated for call drops by the access service providers. I think credit of talk-time in rupees should be calculated and further they should be compensated. Within a minute of the call drop, the next call within a minute should continue in the last minute. with the same called no. on the second call drop, the whole of the call must not be charged at all.

Bhavya Mohan

Yes, consumer should also be compensated for call drops by the access service providers. I think that credit of talk-time in minutes/ seconds should be calculated and further they should be compensated.

Akshay Dhadha

compensation is a short term solution to the problem (though it will have a positive effect). the main aim should be to solve the problem permanently. TRAI has to play an important role in it and it can't just can't delegate the responsibilities on telecom companies. compensation should be given to customers as the sole aim of telecom companies is profit motive and customer service is secondary. there is no proper grievance redressal for our problems and even TRAI is not helping in this matter. take example of RBI. there is a banking ombudsman scheme for grievance resolution and even banks are penalized for any wrong doing. this makes banks to improve their service and infrastructure so that same problem is not occurring again. similarly if there telecom companies are penalized then then only they will improve. since the matter is related with money thus compensation is the best solution of it. but for this regulator has to be strong. I strongly support the compensation policy. why should we lose our hard earned money for the mistakes of others.

<http://www.youtube.com/v/akshaydhadda@gmail.com>

Prashantha Shankar narayan

Sir, I feel the telco or trai need to visit western or developed countries and study their mobile network. There we do not see mobile towers & no signal drops. Lets implement safe and secure mobile networks. Regarding call drops customer need to be paid double amount or talk time if there is call drop. If telco cannot provide better service then why are they selling new connections without enhancing infrastructure.

NITISH MANDAL

Yes I am agree with compensation for call drops. In West Bengal, call drops problem is terrible though

signal strength shows strong. Service provider may provide compensation through credit of talktime in monetary terms.

Siddhartha Sankar Misra

Sir I think the problem should be solved at root level. We are interested to use mobile network but opposing mobile tower. In this circumstances Govt may take a de-cession so that top of Govt building may be permitted establishing mobile tower on rent basis to private company/BSNL. Then the problem will be solved and extra revenue will also be earned.

Vinay_105

Thrsr big companies are taking money our poor illiterate people who dont know how to operate mobile when call is dropped it should not be charged this is very bad. for high society its not a very big thing but for common man it is very frustrating and very large money consuming on monthly basis this companies think most of Indians are fool they are taking advantage of this.

Pratap N_1

#TRAI should conduct periodic drive tests across the country and release the results public and compensation to the consumers in the event of dropped calls is indispensable.

https://taskmgmt.mygov.in/sites/default/files/mygov_14425152818216501.pdf

ASHVIN TREASURER

Answer 1: Within a minute of the call drop, the next call within a minute should continue in the last minute. with the same called no. on the second call drop, the whole of the call must not be charged at all. Answer 2: As in USA every TSP must mark on a Google Map, a colour coded map of signal strength in the area travelled by the customer. The signal strength shown on the mobile phone must show minimum clear voice quality as 1 bar, 2G Data as 2 bars, 3G as 3 bars, and 4g as 4 bars.

Akhilesh Bajpai

there must be a fixed penalty on monthly bills for every drooped call

Ruma Shukla

Telecom being the backbone of the programs of Digital India and Smart City, this is definitely a welcome move. Leave aside the Call dropping in remote/rural areas, it is very much a problem in NCR. In Vasundhara pocket of Ghaziabad Reliance network is very poor and call drop is frequent and irritating. Yes the measures mentioned by TRAI shall be adopted, for compensation to the consumers in the event of call drop, only way to nail the telecom giants.

Sharon Mathew

I think thats very much necessary!

Dhananjaya Parkhe

I wonder why NDA follows the same line as UPA. For UPA - Reforms meant providing Old Age Home support to favorite retired babus, judges and others as Regulators/ Governors and other positions of

profit. TRAI by NDA standards should have been revamped just as it did and formed NITI AAYOG. This is unfortunately, a regulator which is far far removed from the general public and does not cater to public grievances. The DND related complaints are the only ones they take and dispose unsatisfactorily.

Lokesh Roy

In my view calls are often being misused by the consumers. Mobiles are a drain on our purse as well as a health hazard. So any call drop beyond 5 seconds does not warrant any compensation. Calls should be charged as per the pulses.

RAJAT AGGARWAL

sir acc. to me call drop problem is because of network traffic problem. if company pay for this to everyone company comes in loss. a big loss. so if companies increase the tower then this problem automatically solved. increase tower decrease call dropping problem. but i want to say one more thing videocon company send msg to customer of 3.5 GB net in 251 rs for 60 days when we done recharge then they give 3 GB net in rs 251 for only 56 days please take any action against them

Dr Pavitra Roshan Choudhary

Tower rental period is over but tower operators are sleeping. I want to put one example of BSNL Tower at sector-9, Udaipur whose rent time agreement is over and party has so many time send the legal notices but to renew or shift the tower they are saying that call drop is our source of revenue. Problem is of laziness and over smartness of staff and DUE to this customers are getting problems and land lord is now not co-operating. Udaipur MP Arjun Ji Meena also take the interest but result is zero

DHARMARAJAN GANESAN

Call drops often happens when using for calling after some time in all mobile operators. Trai's suggestion for compensating users is a welcome step. First The capacity of the operators to be enhanced. For this a thorough study to be conducted to rectify the problem. In between, the call dropped minutes should not be charged for talk time usage, if call drop occurs during talking.

Anil Mahajane

I have tweeted my suggestion to honble PM on 25 August from my tweet handle. This will surely obliterate dreaded call dropping nexus on implementation. Surprisingly it doesn't involve charging the service provider.

Zulkharnine Sultana

credit of talk time, in slab system

ARAVIND S NAIR_1

1- YES 2- YES 3- MUST REFUND THE LOSS AMOUNT FROM THE ACCOUNT.. 4- GIVING FALSE ADVERTISEMENT AND NOT GIVING SUCH KIND OF BENEFITS TO THE CUSTOMERS.. THE RATE OF TALK-TIME IS HIGH.. THE COVERAGE ISSUES... DEDUCTING BALANCE WITHOUT SUBSCRIBING TO ANY VALUE ADDED SERVICES.... ABOUT THE MESSAGE OFFER (THE LIMIT OF 100 MUST BE REMOVED)

Sameer_19

Q4:Telcos would be disallowed to add subscribers till the time they satisfy TRAI's criteria. It was be higher in the beginning, but reducing on monthly basis to reach

Sameer_19

Please find my suggestions below - Q1:Calls dropped < 15 seconds should not be charged. But if the call was cancelled by user it should be charged. For other cases, calls should be charged as done presently. Q3&4:If there are more than 2 call drops/consumer in a month, additional talk time of 5 mins/additional call drop should be credited in prepaid. For postpaid consumers, discount of INR 5/additional call drop should be given in the monthly bill. 1/2

Biki Das

Compensation in the form of extra call duration and no call charges for the call in which the call drops will do

SUNIL KUMAR_276

my (our) area is Kalolipoyil,Chenoli road,Perambra,Kerala state, there is no sufficient net coverage in all service Providers like BSNL, IDEA, VODAFON, AIRTEL etc. Please increase mobile coverage and Tower power in our area. Now we cannot use internet, mobile phone properly. so humbly request you to increase mobile net work coverage & tower and establish Our honorable Prime ministers Digital India programme in our area. Yours faith fully,

Sachin Jain

As per my understandings, For Every Call Drop, Customer should be benefited with the entire talk time he spent during that call. Secondly, Service provider should be penalized for paying handsome amount in a Welfare account which could be used for Social Welfare Schemes. Additionally, Service Provider should be given a timeframe (max 30 days) to improve service in that location, failing which it should be penalized with hefty charges.

venugopal palakunta

I am using Airtel Mobile Connection and data connection in Bangalore. I am facing signal problem a lot addition to that call drops. And i am not provided with the data offer what they have said to me at the time of connection. I have raised almost 5 to 6 complaints for all these issues with Airtel. But there is no response from Airtel even after 15 days for some complaints. They will say that our executive will call you back, but we dont get any calls at all.

jom

The customers should get back their talk time or amount in the case of a call drop

Shailesh Nandani

Sir, Good Study by TRAI and good proposal by TRAI. (1)Customer may not be charged for the dropped call. (whether the call is dropped within 5 second or after 5 second) (2)Customer account may be credited by 1 minute talk time equivalent to local talk time. (3)Service provider may be penalize by token amount and the same may be credited to customer welfare account. Above

suggestion may be evaluated based on practical implementation issues.

shruthy v s

compensation shall be given in the form of extra talktime or cost of the call which the customer can choose.

shruthy v s

Sir Dropped calls occur when the network is weak. The service providers can give warning to the customers regarding weak network so that they can postpone important calls. The service providers now a days says that the person you are calling is switched off if the person is out of network coverage area and this creates confusion. Regarding compensation for dropped calls if the call drops before the receiver attends it and up to five seconds no compensation needed. but if the call drops after that

Abhilash V A

1.am agreeing with the idea 2.am agreeing d same. customers must get compensated by giving credit in talk time in minutes/seconds 4.read in newspaper dat #Trai has canceled the charging for service providers in case of calls between customers of service providers. By that service providers can reduce the call charge & make a roaming free nation. But after dat service providers increased Call charge per minute and only BSNL is providing free roaming. #MyGov must examine On this problem trust in #My

uddeshya

we don't want net neutrality which is defined by telecommunication sector....we want the actual NET Neutrality

Bibin George

Customers should be rewarded 5x for their loss. If customer is losing Rs 1 for call drop means company has to compensate Rs 5 to the customer. Another main looting by companies is in the data speed they are providing....Now a days all are offering 3g but actually the customer is not getting even 2g speed. I was using vodafone 3g and reliance 2g at a time. Most of the time reliance 2g is far better than vodafone 3g.

VIGNESH K_2

it is a good move!!!! since many year's telecom companies are looting us... so this should be active as early as possible.....

Manaobi Takhell

We know the truth "India is democracy country so call drop is right of telecom players." If 1000 times discussion there is no solution.....

Gaurang Bhaskar Dixit

it should be debit to service provider even i have raised complaint so many times to airtel, tata, vodafone but this people they are charging call to speaking with customer care and not listening to customer also. when we ask for complaint number they will say u will get sms. and nothing we are getting. funniest thing now days clearly they re telling we cant help to next few years. they are

upgrading towers. you have to bare cost or problem.

AMAN KUMAR

किसी भी तरीके से टेली कंपनी को दंड दिया जा सकता है सम्पूर्ण काल मुफ्त या २ मिनट मुफ्त परन्तु समस्या का हल होना जरूरी है

Yashwantsingh Panwar

Telecom operators should not charge for call drops. For a call which could have been completed in one minutes, customer lands up being charged for 3 minutes because of two call drops in between. Alternatively, till the call drop issue is not resolved, all operators should be forced to charge in seconds pulse and not in minute pulse

Vibhor Verma

Answer No.2- Yes we agree that calling consumer should also be compensated for call drops by the access service providers. (i) Credit of talk-time in minutes/ seconds would be appropriate for compensating the consumers upon call drop. Because if consumer is paying charges as per service provider conditions then why they face many problems while calling.

Bhavya_11

Do not charge apps for the licenses,we are totally against it.Charging apps for licenses will ultimately lead to burden on the customers/users and the idea of net neutrality will be defeated yet again.

sushil kumar gautam_1

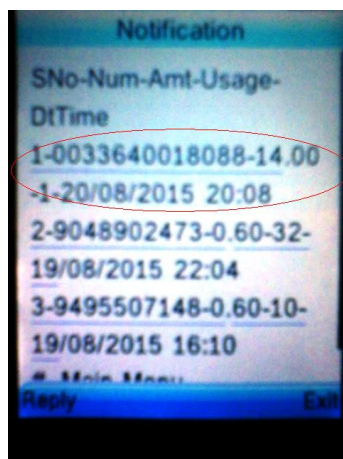
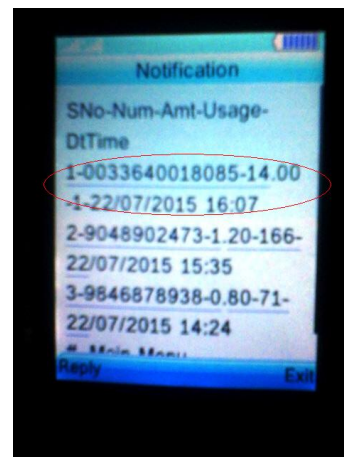
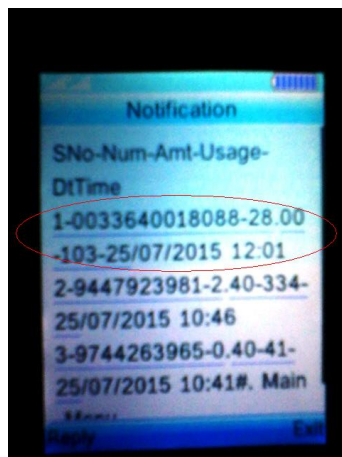
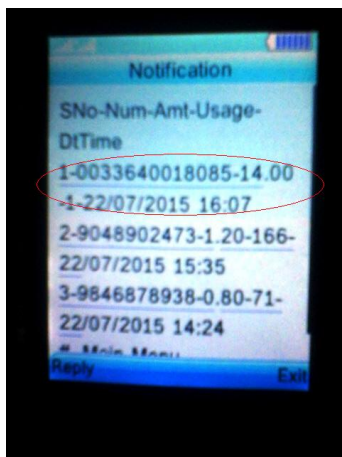
sir, I want to tell you that our primary school's education is very poor in up.

atif khan_2

we dont want licensing for whatsapp or any other app we use

RAJENDRAN K

Sir I am Rajendran k,From kerala.I request that a complaint for Vodafone kerala circle.In one month they have theft Lot of amount ib my number.14,28,amount will theft vodafone care will call ISD call on my number and theft it.I have 1 minute is 60sec.But company has 55-58 sec is one minute.i can attach some proof.



Pulkeet Mehra

1)Yes, calls should be charged if they are dropped before completion of pulse either a minute or second. Each Base station whose call dropping probability is less than TRAI standards should be splited to accommodate more calls with trade off of coverage area temporarily. In long term, operators should install new sites. 2)Credit of talktime in pool balance with validity of minimum 65 days. 3) the validity must be 65 days and minutes/ seconds should be used for std/ local calls

Sree_9

Q4 many times networks are not available for more than 2-3 days due to service providers technical problem.But while billing time they will count these days also for postpaid customers.

Amrendra_3

Lets get to the root of the problem. 1. Govt. creates an artificial scarcity during spectrum auction - high prices for spectrum - TSPs charge consumers more - but cut throat competition, therefore, quality gets compromised. 2. Why govt. doesn't come clean on radiation from mobile towers, harmful or not - currently due to low no. of towers radiations from towers are increased way beyond the limit - why have towers on pvt. property why can't govt. give them spaces and get money from TSPs.

Abhay Sinha

1. Consumer should be given credit for the last pulse which dropped. 2. Service provider should be charged INR 50 per dropped call. Unless penalty is stiff service provider would not address the issue.

Aditya Katiyar

Q1: Yes, I agree. Consumer should not be charged for the last pulse (minutes) which got dropped. Q2: (ii) Credit of talk-time in monetary terms. Q3: Consumer should be credited with call rate of one minute pulse rate according the type of call which was dropped (Local/STD/ISD).

Surya narayan Sahu

Compensation must be given to the customers as most of the sufferers are from rural areas where low income people's resides

SUJIT KUMAR SAHOO_1

whats the use of charging a call which went wayward in mid talk and the message could not be conveyed in a proper way.!!!???

sanjeev kumar_B

Yes i need trai s steps in controlling drops in mobile calling

Ashish Pandey

1. Yes, such calls/pulse should not be charged. The point stands valid because the very purpose of phone call is not fulfilled in that particular pulse. 2. Amount should be credited back in customer account in monetary terms. Additionally, service tax for that particular pulse tariff should also be credited as network provider has failed to offer appropriate service. 3.A log should be prepared for call drops areawise and should be periodically published publicly, service provider wise

Nikhil Kumar_51

Sir Q1) my opinon is yes can charge but in terms of per second cost and sir but telecom authorities are charging more amount per second so please bring it down especially airtel

Bharath_62

Modi ji Some villages dont even have mobile towers in this same era where we can interact with PM People use rupee coins boxes and some villages dont even hav that facility sir so please look into the matter Atleast they could call a ambulance in emergency

Vikas Srivastava

Call drops and data connectivity is a big issue. It must be solved in a scientific way. There are 2 aspect: 1. When call drop happen during a call,Teclo can not charge for this call and it must be free. 2. Data connectivity, when you are in 3G/4G Plan and you get only 2G connectivity, Telco need to compensate with Extra Top-up of 3G data for delay in service. This can be done using Mobile Application. I hope this will force Telco for QOS adherence. WHEN WE DONT PAY BILL TELCO BAR CALLS.

vineet Kumar singh_6

Or train ki ve kami hai sir

vineet Kumar singh_6

Sir I am vineet sir may aap say niwadan karna chahia ho ki aap bihar kay ak dist ka name sasaram hai waha pariyatan kay lea bahut kuch hai agar aap us par dyan day diji ga n to bhut logo ka ghar chalay gq or bihar ve smart ban jay ga

RAN VIJAY SINGH_2

The consumer has paid for a service and the service provider gets paid for delivering the service. If the service has not been provided or not been completely provided, the promise of service has been broken and hence the service provider should not be paid for the broken promise. I have read that the Japanese Train Service refunds the cost of ticket if the train is even one min late. The Station Master reportedly himself refunds the amount at the platform. This is the way to keep one's promise.

Aravind_62

1)Consumers should not be charged for the calls that are dropped in less than five seconds of connecting. 2)Consumers should be compensated for the STD calls that are dropped in terms of talktime without any restriction on using that talktime.#TRAI#CallDrops

Yuvraj Ajatshatru

Please the attached pdf. Bullet points: 1. Voice calls must be only in second pulses 2. limit the call drops per day per customer 3. Compensations in terms of second pulses only 4. Frequent drops (above a certain number) must lead to no calls charged during that calendar date 5. Poor connectivity also causes broken or scrambled voice. Consider this as well.

https://taskmgmt.mygov.in/sites/default/files/mygov_144215991256683.pdf

PRAKASH SINGH

DUE TO F.I.R PROCESS PUBLIC ARE SULFURING SO MUCH IN OUR COUNTRY . PLEASE THINK ON ITS SIR THANKS YOU PRAKASH SINGH

PRAKASH SINGH

RESPECTED MODI SIR, THIS IS NEW IDEA FOR MY GOVT. I HAVE SEEN SO MANY ADDRESS PROOF OF ONE PERSONS IN INDIA . CAN WE MAKE ONE PORTAL TO CONNECT ALL DEPARTMENT LIKE (R.T.O, AADHAR CARD , PAN CARD , ELECTION CARD, PASSPORT. IF YOU ARE READY TO CONNECT THIS, IT IS VERY EASY TO SEARCH ANY ONE IN INDIA. PERSON WILL THINK TO DO THE ANY WRONG ACTIVITIES IN INDIA. AND ONE MORE ADVISE TO THE GOVT PLEASE PLEASE PLEASE DO THE F.I.R SYSTEMS EASILY OR BY ONLINE PROCESS,

PRAKASH SINGH

HELLO SIR,

Ashish Keskar

Every call drop has to be compensated by the service provider. There has to be some check on this, and imposition of fine or compensation in terms of debiting the equivalent amount to the person's mobile should be the mode of compensation.

Nikhil Kothawade_1

1) Rampant use of different SIM cards leads load on the network which is one of the prime cause erupting call drop menace so frequently. Proper policy to issue SIM card can help to reduce the number of SIM cards which are used just for the sake of using schemes which comes with it. Also automatic network selection 2) and improving the network infrastructure can resolve the menace. 3) Off course asking TSP to pay penalty after reaching certain limit can improve performance of TSP

MURALI SANKAR

Irrespective of service providers, call drop is a universal menace in India. Why this is happening? 1. Consumers are taken for granted. 2. greed of the companies to earn more i.e. they give many more number of connections than they can afford. For each call dropped, that call shall be given free and additional talk time as penalty shall be given to the customer.

sambhav jain_8

consumers should get compensated for atleast the amount charged by telcos for dropped call. Consumer should not be charged for faulty service by the telcos.

Vishal Agarwal_11

Many times due to call drop we have to make multiple calls. The pulse of dropped call should be made free and reflect in the bill. If problem happens more than a limit then service provider should pay fine to consumer. We should also try to fix the issue as well.

Sangeetha Subbiah

#TRAI If "TRAI" updates the location, number of users in that location for a particular TSP, and the call drop rates in gov sites frequently that would help the users to identify the service of particular TSP in their area. So that users will not be blinded by the advertisements and salespersons of the TSPs.

Sangeetha Subbiah

#TRAI given "Consultation Paper on Call Drops" table 2.1 gives data about the call drop rates percentage against the Telecom Service Providers. TSP-5 has 17.29% of call drop rate. I think it is the basic right of the consumers to get to know the call drop rates of their Telecom service provider (TSP), better to state the name directly instead of marking them with numbering. More than the talk time and money back concepts, giving the option to select TSP based on the decent call drop rates will help.

Suraj Prasad Singh

SIR, whatever resources n technology we have in railway we should utilize them perfectly n efficiently. Carelessness of railways employees should be minimized in respect of rail accidents. After independence whatever railways n its ministers r telling in respect of train accidents, you n your ministry is singing the same song to-day. So what is difference between the previous rail ministers n the present rail minister while your Govt. has promised to change the systems. s.p. Singh

Suraj Prasad Singh

Respected Mr.Suresh Prabhu Ji, Sir, In every month one or two train accidents are happened all over the country.Your claims of safety of passengers are become only a delusion. Pls think that if in these train accidents,your relatives,your wife or son will get injured then how you will feel. I previously wrote to the Hon'ble Prime Minister n r again writing that do not show high dreams to the public in respect of railways i.e. bullet train n high speed train,but whatever systems you have ,

Saurabh Sinha

#TRAI Call Drop: Correction from my earlier post: If a customer requires more than two mobile connections, it should become mandatory to state special reasons for it. Telecom companies should be directed to check the database of its customers having more than two connections in a single name. This provision should be implemented strictly and at the earliest.

Saurabh Sinha

#TRAI Call Drop: in case of prepaid number and deducting Rs 5 from the total bill amount each time a call is dropped if the consumer is having a post paid number. There should also be a cap on the total number of mobile connections in the name of one person and each operator should be directed not to give more than two connections to a person so as to limit the number of mobile connections which will also reduce additional burden on telecom operators. If a customer requires more than one

Saurabh Sinha

#TRAI Call Drop: Call drop is a perennial problem which hampers flow of effective and important communication. To mitigate the problems of the consumers Telecom companies should upgrade their infrastructure and update the same on the respective websites. Till the time the problem is resolved completely telecom companies should compensate the consumers by not only not charging for the for call if it is dropped within ten seconds but also crediting Rs 5 in the customers balance in case of

Dinkar Jain

Q1. I am paying for a service and when the service is poor, it results in frustration. So the operator should be penalised for the entire call duration not just the pulse. Q2. Compensation should be in terms of talk time which should be credit to the user but it shouldn't have validity restrictions. Apart from this, TRAI should create a report based on the quality of service and should rate the telecom providers circle wise. So that consumers are able to take a decision based on it and make use of MNP. The scope of quality of service shouldn't be limited to the issue of call drops. It should also cover data services because it is essential for success of digital India initiative.

CHETAN_53

the telecom companies are making huge revenue. they should morally bear the cost of call drop. and also refund the users

Ganapathi_2

All the providers must bare whatever charges made for that call.we pay money for their service & should be more than best.i raised multiple complains with Airtel for very poor network coverage in my area & all i get as response is,they are looking into it & never looked up for more than an year now.For call drops,these should be the strict rules-pay the money back to customers for both postpaid

& prepaid connections; shutdown their services once and for all; heavy penalty for their worst services

animesh samadder

I was using bsnl data card for Internet but due to poor services I have written letter to local sdet and det for surrender of my connection three month back . I m still receiving Bill every month instead of settlement of my issue.

DEBASHISH BHATTACHARYA

If there is call drop at any point of time, the entire time and money charged for that call must be compensated. Also the operator must be penalised if this happens repeatedly every day for 7 days together, his licence must be revoked and his PBG must be encashed. We are paying for service and should have zero tolerance for bad/indifferent service. Once we build this ethos in the nation, we can then become a "zero defect society " like all developed countries.

hitesh kumar_20

Drop call ki bate ho rahi hain aaj Digital India mein TRAI abhi tak theft mobile tak to black list karti nahi na hi IMEI Track kar pate hain police wale. PM sir please Implement this First before taking about call drop. Yes there is system in police to Trace IMEI but on gounde 10% mobile bhi recover nahi ho pate jabki aaj k digital India time mein mobile recover technecally very easy IF ground implementaion ho sahi call drop is good initiative but Buniyadi requirements to poori karo user ki.

Angad Singh_13

Everything on the internet should be treated equally, there should be no quotes in in internet and that i think is the true definition of Net Neutrality.. Net neutrality in its current format is anti innovation and anti citizens. Whatsapp and viber should not pay for licenses just because they have harnessed the capabilities to let consumers do free calls using the internet. They have innovated it and they should be allowed to continue for free.

Pulkit Bhatnagar

Network companies should compensate us with one minute charge of call as in STD, local, etc.

JAGDISH PATHAK

It is very essential to regulate the Dropped call by upgradation of infrastructure of telecom operator. If any charges or penalty implemented to telecom operator, it will be directly or indirectly burden of people or consumers. so, some strict norms of operating the telecom system should made compulsory for telecom operator to minimize the dropped calls.

Abhishek_314

A suggestion that mobile operator IVR menu should be precise enough, so that a customer does not spend too much time pressing the numbers on the keypad to reach the desired help section of customer care.

Abhishek_314

i do feel that day by day the service provided by mobile operators are degrading . I face too much

call drop with airtel in banglore. Also some times when we dial a number in first attempt it will not give any ringing sound, some times it also tells that mobile is off , in next attempt it connect. Service is really a concern now, don't know which operator to go for, all are almost same.

Elsamma jose

I think compensation is not necessary for cut call since most companies have second pulse rate

Javalin Joseph

Signal drops and call drops are frequent in many important areas of Kochi city, kerala. Despite repeated complaints, the Vodafone mobile service provider is not doing anything. I am really annoyed due to deficient service of my mobile provider. Please do the needful for redressing my grievance.

ankit sarkar_1

Call drop situation is getting worse by the day in kolkata ...a reasonable compensation would be not to charge at least the dropped calls .

Aravind S Panicker

1. yes,dropped calls can't be charged. 2.yes,compensation with their-on plans. 3. talktime 4. some providers offers, they have high speed internet and fast downloading speed. but their performance is very poor.please ensure value for money.

SREEKANTHAN K N

1) Yes, the customer has to be compensated. 2) Compensation can be given in the form of discounts on bill, talk time credit by way of minutes/seconds depending on the customers plan. 3) They should not charge for the calls which have been disconnected due to call drop. 4) If there are more than 5-10 call drops in one bill cycle, customer should be given discount as a penalty to network. #TRAI #calldrops #mygov #ConsultationPaper

sunpreet

I support net neutrality in its true sense and not the diluted version of net neutrality which supports telecom companies. all VoIP services should remain free and internet should continue to mean everything available for everyone.

santhosh nair

In case of poor signal and non availability of data signal such as 3G, subscriber should be allowed to select any available network that provides better signal and be charged as per his approved billing plan at no additional cost to him. The service provider who is unable to provide services as promised should bear the difference in cost on account of selection of network with better signal. #TRAI, #CallDrops

mukesh dasbhai patel

Q1 first 5 second conversation not possible,must not charge, further not to charge for unuse pulse call.Q2 At this stage not to compensate,because infrastructure problem is from both side TSP & Govt. Q3 nil Q4 sugg.service industry first need infrastructure 2.Prevention is better than cure 3.Ground base

infrs advisable .Mukesh patel

Nilesh Singh_7

My area is Indralok Ph-6, bhayander . In my area network is worst of all service operators

Muhammad Ahmed

My area Jahangir Puri, New Delhi-33. Network is not properly available over here. Maximum two bars appear in mobiles. 3G connection worst here. Vodafone & MTS work on it to get more customers.

PRABHAT KUMAR

New area of operations should be given only after reviewing of current area operations and satisfaction of service of operators. also allotment of new connection must be restricted with proper operation infrastructure for call drop ..

Radhakrishnan VM

In my point of view if a call dropped the whether it is minute/second, mobile company should repay double of the dropped pulse to the customers This will bring the company itself, be a watchdog to resolve the issue. Private players exploiting customers, bsnl neglecting by providing poorer service with outdated technology.

Radhakrishnan VM

compensation is necessary and billing should be transparent. Mobile service providers really exploiting customers instead of serving.

Akash Kale

Call drops should not be charged because many times our villagers make call and it get dropped because of lack of Connectivity they loose money without talking it comesout to be a harassment.

Surya narayan Sahu

Calls which are dropped should not be charged in my village not a single tower is there although every one has mobile phone but all are harassed by call drop

<http://www.youtube.com/v/suryasahu21@gmail.com>

Baiju Sasidhara Kurup

All calls which is dropped should not be charged or should be refunded by the service providers. They can charge the calls which is not dropped, we are paying for the service to talk not to call again and again.

Raghunandan S

4]All telephone companies should go for per second billing.By this customer will not be overcharged while call is dropped,they will benefit in all calls.In U A E telecom provider' DU'is billing the consumer

in this way.

PRADEEP KUMAR L

yes, consumer should get 100% satisfaction and if not, to be compensated

Sanjay Middha

1) Yes, call drops must be compensated. It's a paid service & consumer expects satisfaction from it. 2) A uniform way of discounting "IN THE NET PAYABLE AMOUNT AFTER EVERY EXISTING PLAN BASED CONSIDERATION" to customers for each call drop regardless of service provider being private/ Govt. 3) For 1st 3 call drop incident 10% discount penalty as per point no 2 above and from 4th call drop incident deduction penalty is to DOUBLE. 4) Please see Attachment. #TRAI, #CallDrops, #ConsultationPaper

https://taskmgmt.mygov.in/sites/default/files/mygov_144204604910299181.pdf

G Sravan Kumar

1) Yes, the customer has to be compensated. They are not providing any free service, we are paying for it. 2) Compensation can be given in the form of discounts on bill, talk time credit by way of minutes/seconds depending on the customers plan. 3) They should not charge for the calls which have been disconnected due to call drop. 4) If there are more than 5-10 call drops in one bill cycle, customer should be given discount as a penalty to network. #TRAI #calldrops #mygov #ConsultationPaper

George Joseph_2

TRAI officials may give kind attention to BSNL. Its service is becoming poor and poor day by day. Call drops are increasing and the network coverage is very poor. Due to this problem we are forced to change our Service Provider. Being a company in public sector, it has to improve the quality of service in Land line, mobile and internet services.

pritesh gadiya

Every call drop should be penalised to operator with 10 minutes extra free talk time to consumer. Also call drop % should be declared in all advertisement and plans.

SANJOG JAIN

From the last point 2. TRAI make Call Drop Statics in public domain and also make it display in their advertise in compulsory. It will make certainly impact. Because customer will start consider this factor before choosing telecom operator. 3 & 4. Strong ethical behaviour norms for telecom company is essential. In era of competition call drop in between commercial or important talk is like murder. TRAI and Government should take immediate action.

SANJOG JAIN

1. Yes but it should not limit to 5 seconds because telecom company will allow this for 5 seconds and then drop the call. it is looking weird but it is true. They are doing intentionally. TRAI should design some software and scan this menace very minutely to stop such kind of malpractices. 2. Compensation should be to make telecom company better as customer wants to talk, compensation is not matter most

to them. Instead of compensation TRAI make it compulsory to publish Call Drop Statics

Shyam Murali

1) Yes, the customer has to be compensated. After all we only need to pay for the service what they are providing. So it shouldn't be biased. 2) Compensation should only be in terms of talk time credit by way of minutes/seconds which should depend on the customers plan. 3)As said in the above poll, last pulse, whether it is minute/second , must not be counted under chargeable service. 4) The above must be made applicable for both prepaid and postpaid users. #TRAI #calldrops #mygov

Deepu_6

Hello, As per my view point the first thing is that we need to cross check the reason behind the calldrops ,a clear investigation directly by the officials ,now about call drop compensation,it should be given to customers in the form of talk time not as money and if the call drops at 5 seconds or below that then it should not be charged,In peak time we need to call several times,if connects then choppy or windy sound,with my last provider i used to face severe(irritating) range problems

ARUN GOPI

Ans1)Yes.Because,nothing can be communicated to a person than a 'hello' within 5secs. Ans2)Yes,I agree.I think option no.1 is appropriate method of compensation. Ans3)Credit talk time shall be to be extent of dropped calls. Ans4)No.

SAURABH KUMAR GHOSH

#TRAI, #Calldrops, these days call drop and escaping of tower are major problems in Airtel services. Which is not beneficial to the consumers. The Net data pack reduces each and every time after tower escaping. Consumers are facing a lot of problems in that case. Airtel service providers must ensure to vanish this problems to facilitate the users.

SAURABH KUMAR GHOSH

#TRAI, #Calldrops, these days call drop and escaping of tower are major problems in Airtel services. Which is not beneficial to the consumers. The Net data pack reduces each and every time after tower escaping. Consumers are facing a lot of problems in that case. Airtel service providers must ensure to vanish this problems to facilitate the users.

Reshma.P.V

Call drop and data connection fail are the major issues in mobile sector.So customer should not charge only for call drop but also for data connection fail.We are consumers we have the right for better service.

parikshit_5

If the call gets dropped then it should not be charged to customer. However, compensation is not the only solution. Because in case of important call gets dropped it cannot be compensated by money. Hence, government should allow more mobile towers after proper checks on its environmental effects. Because operators cannot provide proper network strength in absence of required no. of mobile towers. If other developed countries can allow required no. of mobile tower, why can we not do it?

V K SUGATHAN

Call drops should not be charged from the consumer. In addition the same duration should be credited to the consumer as penalty against the service provider. Similarly break in data and reduction in speed also to be compensated to the consumer.

kiran kumari_2

I observe some old people(age above 75) are living in extremely poor condition in Bihar, and they have no BPL Card & they not got any old age pension facility. It my suggestion to our Govt. that give old age pension & other facilities through bank Saving Account (open with JANDHAN YOJNA), because MUKHIYA of their mohalla not co-operate them, you do something for him for better INDIA. kiran kumari my mail ID subhsri.ngo@gmail.com

Satya Bhushan Sarna

Customer must be fully compensated automatically for call drops, loss in data services. It is not just the call but also the opportunity loss. Computerised System has to take care. Customer Care employees hv no sensitivity, since they are neither connected with the company nor with the customers. There are vary many customers disheartened by the services provided by the customer care since there sole aim is earn & not serve & service providers are silent spectators to this, since it suits them.

PRANAV_PRADEEP

Since I couldn't open a new post in this forum. I would really like to mention something different but related to cellular connections. I wish to say that in India the Internet should be given free or atleast in low cost. We all know the advantages of internet. The networking or the communication possibility that internet can provide is enormous. Everybody need internet, it is more a sort of basic necessity like water, food shelter etc. but still we pay a chunk of money into it.

Satya Bhushan Sarna

Fully agree that customers must be adequately compensated for not only the call drops, data lines ie frequently internet disconnections, slowin down of data rate and harassment from customer care of major service providers. There is no system by customer is protected. Customer pays money and ends with defective service. On numerous times Airtel & Reliance credited to my account the balance after the customer care are confronted. It is not a fair trade practice there are many poor customers.

P T Thomas

Call drop is a major issue at many locations. Customer should be compensated with price discounts rather than providing extra talk time. There are lot of areas TSPs are exploiting consumers in many ways. I have noticed that some TSPs are switching the consumer's opted monthly plan to higher priced plans without customer's consent or approval. This is really unfair practice and need to be addressed. We welcome TRAI's initiative to know consumers concerns, views and suggestions through this media.

Prakash Tripathy

#TRAI: The truth is TSPs have inadequate infrastructure in relation to their consumer base. They should not charge for call drops before 5 sec as the caller has to start all over again. Subsequently it is immaterial whether the compensation is in the form of talk time or money. I suggest there may be

a performance audit of TSPs by independent experts every 3 years & they may award a score out of 10. This may motivate the TSPs for better service & poor performers will lose consumers.

Somen Ghatak

Now call drop is a biggest issue in mobile sector . 20% call should cut during network problems . we must be relives from this .and the operator will pay for this

paras gala

CUSTOMER SHOULD NOT CHARGE NOT ONLY FOR CALL DROP BUT ALSO FOR DATA CONNECTION FAIL. SOME TIME I FOUND DATA CONNECTION IS FAIL FOR MOMENT WHEN WE TRY TO DOWNLOAD.

BIDHAN NAYAK

Q1.Subscribers should not be charged FOR THE LAST PULSE if call is dropped.If the subscriber is ON PER MINUTE then he/she should not be charged if call is dropped within FIRST MINUTE OF CALLING.if ON PER SECOND PLAN then he/she should not be charged if call is dropped WITHIN FIRST 5 SEC. Q2. Yes.There must be compensation.Let individual subscribers choose the method of compensation by filling up choice once Q3. 1min for per min & 10sec for per sec plan Q4 Penalize operator with MAXIMUM DROPS

sency sunny

1) YES - Because how about showing a video in theater without some frames? Does anyone pay for watching it? Then why would someone has to pay for a call drop? In 5 second if the call is dropped then of course the answer is YES. If its more than a 5 second call then last pulse (sec/min) looks ok to me but there must be some extra refund for the time and effort of another call. 2) YES - provide the refund as pulse ie sec or min. 3) If the refund is sec, it shd be 10 secs for the least case.

VISHNU PRASAD_4

1) YES - we are consumers we have the right for quality service. 2) YES - CREDIT TO A OFFLINE ACCOUNT. IF WE WANT TO CONVERT IT TO TALKTIME WE CAN IF WE NEED ANY OTHER TYPE OF SERVICE WE CAN USE THAT WITH THIS SAME MONEY. 4) WE ALSO WANT CONNECT THE CALL ON FIRST ATTEMPT PHONE SHOWS THE NETWORK IS BUSSY. BSNL ALWAYS PLAYS THIS LIKE GAMES IN KERALA REGION.

NITHIN SEKHAR S

YES customer should not be charged compensation must be given for call drops as credit of talk time in minutes/seconds.

Pradeep Sikhwal

1 Yes the customers should not be charged for the call drops 2 Yes compensation must be done by adding credit of talk time in seconds/ minutes 3 You can also compensate in by adding all value added services \$ Call drops is the major one

fsedu

1.yes,customers must be compensated.2.yes,credit of talk times in monetary terms.3.talk times.The present services of IDEA is poor, now a days they are not connecting the phone calls, they are just sending msg... that you have a miss call and if you want to know just spend amount for that....

Vivek Kumar_79

1- Yes, consumer shouldn't be charged because as it depends on consumer either he is financially good or even though it is also possible on signal provided by companies as in some areas the service is not good, and this increase the dropping rates. Companies should have to take some loss for customers in case of the dropping calls. 2- The compensation should be done according to the (2) option. 3- There should limits according to the paisa/second. 4- Govt. have to focus on BSNL services.

PRAVEEN P_5

Q1: I don't agree to make the call free if it dropped within 5 seconds. We can make it free if the consumer called again to the same number within 2 minutes and talk for more than 5 seconds. Another solution is to declare per second rate throughout the nation.

Jayachandran K

It seems that call drops are purposely made by telephone companies to increase their revenue.Telephone companies should be made accountable and compensate the customer for this.Nowadays these call drops have increased to an alarming level.Eventhough the technology advances day by day..mobile phone clarity is declining day by day.

GOVINDAN M

1.yes,customers must be compensated.2.yes,credit of talk times in monetary terms.3.talk times.The present services of BSNL are so poor, the services must be improved and attractive,or else?

JAGDISH PATHAK

According to the past experience of administration of telephone operator company, if any charges of dropped call or any other charges recover from the company, it will be recover from customer by other sources, because, the company are for profit oriented, and not for only services to customer like NGO or charitable institution. I suggest that, there should be some regulation of minimum infra to be maintained by tele.operator, so that the drop call can be minimized, penalty or compe.not alternat

MELWIN SAMSON

1.Yes. no charge should be taken 2.Yes. Credit of talk time in seconds. 3.No limit. 4.Yes BSNL provider is so poor in their services.

Anoop kumar m

No charge for dropped calls... Compensation as talktime...

sarath c s

1. yes,dropped calls can't be charged. 2.yes,compensation with their-on plans. 3. talktime 4. some providers offers, they have high speed internet and fast downloading speed. but their performance is

very poor.please ensure value for money.

HARI_39

1. Call drops not to be charged 2.yes 3.as a talk time 4.by providing more talk time offers

aji

1,yes ,call drops not to be charged 2,yes 3,talk time 4,provide all citizen a certain minute talktime and certain MB data free for every month.

Vishnu Ganesh

1. Call drops not to be charged. 2. Yes,compensation according to consumer's plans 3. No limits 4. No loss should be there 4 both the consumer and the company...

revathy_6

or they are unable to press the numbers and reach the customer care executive. this is one of the problem to be seriously considered and solved.even if a citizen is digitally illiterate he should get all the benefits of a customer from the service provider. no body can deny their right.

sumoj kariyattu vayal

Q1. Yes, Call drops not to be charged Q2. call drops incurred this duration time is allowed to customer account as per their existing plan by seconds/minutes In Kerala Circle the call drops and its relating problems, which I have informed to the concerned around one year and they have not yet take any action. If they have to reorient and to tilt the antenna all call drops problem should be avoided and the Bsnl is getting more revenue. The Kerala Circle is not interested to do so and to avoid

revathy_6

i also support that call drops are not to be charged. also there is a problem with the customer care of the service providers, they are not available for the people who belong to digitally illiterate group. these companies simply take away the money of poor people by saying that they have pressed some number for the company's marketing call for hello tunes or some other value added services. when people try to complain against this , they get a busy tone on their customer care number

Gopikrishnan S

1. yes, Call drops not to be charged. 2.yes. 3 As Talktime. 4.By Providing more data offers.

Jaydeep Dave_2

1.3G Data as a compensation 2.Some decent national minutes free

R Rajendra Kurup

Q1. Yes, Call drops not to be charged Q2. call drops incurred this duration time is allowed to customer account as per their existing plan by seconds/minutes In Kerala Circle the call drops and its relating problems, which I have informed to the concerned around one year and they have not yet take any action. If they have to reorient and to tilt the antenna all call drops problem should be avoided and

the Bsnl is getting more revenue. The Kerala Circle is not interested to do so and to avoid

balakrishnan neeliyath

charges levied for dropped call should be refunded. That would ensure no loss to customer as well the tel coy. That is the fairest thing to do. any other kind will have variation

GIRIAPPEN

1) Yes, the consumer shall not be charged. 2) Yes. The consumer shall be compensated in tune with the nature of their connections. 3) No limits 4) Blocking of calls of consumers using STVs on festival days such as Christmas, New Year, Thiru Onam in Kerala shall be stopped. BSNL blocks calls from STVs on above mentioned festival days in Kerala.

sarath_14

Another main problem is service provider charge for 3g and not able to get the benefit of and able to use only 2g

ABHIJITH VARMA RAJAGOPAL

does it have any implication effect from the starting of this year or so? at least make them understand we are also Indians and we have the right to live here without any inequalities ..and also we are here to stand upon as a nation and not to make money for this multinationals ??????????

ABHIJITH VARMA RAJAGOPAL

4. actually i do not know what is happening...but i am sure that i experienced that while i am calling , some other persons that i do not know will talk to me like they are talking to their relatives.....why the connection is getting mixed, i dont know.....but are these service providers just made a decision to provide us only undervalued services for the money we are giving for them!!!!

PRAVEEN JAYARAJ

1. Yes. The consumer should not be charged. 2. Yes. Credit of talk time in seconds. 3. No limit. 4. No I have a suggestion for data packs also, i.e every network providers should maintain minimum speed for their customers whether they are using broadband, wimax, 3g or 4g. India currently ranked 115th internationally in terms of average internet speed. So in my opinion both Voice and Data services should be improved.

ABHIJITH VARMA RAJAGOPAL

3. actually i do not understand the question...but whatever it be ,,please be with the people and make this greedy educated literated service providers understand a lesson.....and ones again confirming that the government is with us!!!

ABHIJITH VARMA RAJAGOPAL

all these days ,the problem is there...but when people started asking questions they came with a readymade answer that the facilities or spectrum whatever is lacking.....why they are not making it as an issue for all these days..... 2. it should be returned in terms of minutes / seconds for me.....if they can take from us the money we have been saving,,then they have the bloody right give us back

what they unrightly taken from us!!!!

Saiprasad K

1.Yes, Should not be charged 2.Yes, Credit talk time in monetary terms 3.No limits 4.Lack of transparency in charges may prompt Service provider to compensate his losses , consumers always in the dark and deprived.

ABHIJITH VARMA RAJAGOPAL

1.i agree with it.....i am a bsnl user and i experienced this irritating behaviour from the mobile connection lot of times a day....why should we pay even when we are not the cause of the call drop? if the service providers are doing this for a while,,,how much profit they has been made out of this and made us fool of each other? they should pay for their greediness from now on.....

vineeth_15

1.Yes. no charge should be taken 2.Yes. Credit of talk time in seconds. 3.No limit. 4.Yes BSNL provider is so poor in their services.

Shibukumar D

Q-1.Yes,Q-2.Yes.Q-3.Talk time,Q-4.Yes Ring back tone not try to use as way of service providers advertisement, through the expense of customer. Customer spent his money for ring back tone only not for the companies advertisement,For Ex.copy to this this music press star nine.

Deepu Sridharan Nair

1. Yes, I agree on both counts. 2. Yes, I agree. They should ideally compensate the consumer in credit of talk-time in minutes/seconds. 3. There should be no limit to the creditable talk-time upon call drop and usage thereof. 4. The service provider should also be penalized by the Govt.

Shibukumar D

If we activate dailer tone(ring back tone), the service provider make it as a way of advertisement, that is why some one call us, first up all provider give message that there is a chance to copy the dialer tone(ring back tone) and the way of activating the tone. The subscriber pay money for the ring back tone only not for advertisement. Thus the provider make the subscribers time and value for thie advertisement. So pls avoid this way of system

Vinish

1.Yes. The consumer shouldnot be charged. 2.Yes. Credit of talk time in seconds. 3.No limit. 4.No

Jais George

1. The consumer should not be charged. 2. Credit of talk time in monetary terms. 3. No limit 4. The service provider should also be penalized by the Govt.

purushothama k

.Yes. The consumer should not be charged. 2.Yes. Credit of talk time in monetary terms. 3. No limit.

4. The service provider should also be penalized by the Govt.

Anand Verma

1- Consumer should not be charged for the last pulse or minute of call drop.(Only for the call drop pulse=1 pulse) 2-Yes,Service provider should compensate the double amount of pulse to consumer account. 3- No limit 4- No

vijayachandran nair

1.Yes. The consumer shouldnot be charged. 2.Yes. Credit of talk time in seconds. 3.No limit. 4.No

aman singh_30

The customer should not be charged by the telecom companies.The customer needs to be compensated in minutes and it would be better if they double it.#TRAI#call drops#MyGov

VINAYAK SINGH_3

Yes. The consumer should not be charged. Yes. Credit of talk time in monetary terms. No limit. The service provider should also be penalized heavily by the Govt.

Anirban Datta_2

1)yes, consumer should not be charged for call drop. 2)yes,company should credit of talk-time in minutes. 3)no limit. 4)No.

Jasvir singh_2

1)yes, consumer should not be charged for call drop. 2)yes,company should credit of talk-time in minutes. 3)no limit. 4)No.

Harsh kumar_19

govt first need break thr myth about mobile towers radiation

Alok Tripathi

1.Yes. The consumer should not be charged. 2.Yes. Credit of talk time in monetary terms. 3. No limit. 4. The service provider should also be penalized by the Govt.

Hareesh M H

1.Yes.The consumers should not be charged for the call dropped.Instead action should be taken against service providers for worse network. 2.Yes.The service providers should give sufficient compensation for the customers for the dropped calls. 3.Credit of talk time. 4.In Kerala even 2G services of BSNL are not available.This problem has to be solved. Nowadays even a student has to search online for various studies and activities. Therefore, the internet charges have to be reduced.

<http://www.youtube.com/v/Put youtube Video ID. e.g fIWwMxGilAY>

Manmohan_9

bsnl's service is the worst. I am staying in the town centre and my office is also in the heart of the town and at main road side. I have been using BSNL mobile for about 12 years now. Whenever I have to make a call or I have to attend a call, I have to come out of the building. Most of the time, I have to call 3 to 4 times to complete the call. BSNL has provided internet connectivity to me. But the connectivity is so slow that I have stopped using this feature.

madhav bansal

Due to the increasing rate of call drop in these days the mobile company have charged with a discount in bill. Today we all are suffering from the problem of call dropping.

Srinivas Keerthiprakasam

1.I agree should not charged if call is drop before 5 Seconds. After 5 seconds should charged like that particular customer plan. 2.(ii) Credit of talk-time in monetary terms 3.Call drop before 5 seconds, weak signals, etc... 4.Yes lot of relevance issues like this. if anyone cut the call like 0.59 seconds, but they mentioned 1.01 seconds and charged for extra 2 seconds.

Ashutosh Jaiswal_2

An immediate action must be taken against the telecom companies. And at the least the entire call cost be refunded to the customer unless the problem is resolved.

Madhu krishnan

1) Yes. If the call gets dropped at any moment after 5 sec, The last pulse should not be charged
2)Yes. The most convenient way is credit of talk time in minutes/seconds 3)Every network should be included and the refund must be given within seconds 4)I see one more problem. That is poor clarity of calling. 90% of things said from the other end does not reaches here. It results in more time consumption and more bill. This problem should be included in the poor service by networks. Thank you

Aneesh Melan

Call drop is an issue may be because of the Range also. I have a main point regarding the mobile data. Each time we activate some data plan and start browsing/downloading documents and when the proposed data plan time frame finishes it suddenly wash out our balance amount also in the phone(Large amount if it is 3G).Can mobile operators make a system which will cut the data automatically when the data plan ends so that there is no extra washout of our money.

Sarthak Kanodia

The call drop issue is very severe and finds it happening every day, specially when it is really very necessary to call someone. The compenstion should be made on per minute basis. that is if the call drops before one minute full compensatio. If call drops after one minute, charge for one minute and compensate for remaining time. The call drops have become a way of extra income to the providers, since we have to call 3 to 4 times for just a small talk.

Sebin

Yes the consumer should not be charged for the dropped calls.and also the consumer should be compensated for every dropped calls. why should only before five seconds? the customer should be compensated even the call has dropped after five seconds.. and should maintain calls quality.

KRISHNA KUMAR S V

1.yes I agree consumers shouldn't be charged for call drop instead the service providers should pay the consumers double the amount for call drop. 2.In monetary terms. 3.Due to the poor network of BSNL in Kerala,I have to carry an extra AIRTEL sim with me everywher.Even after paying 150 rs per month for internet we cannot avail the service due to poor internet connectivity.there is no use of complaining as they take no action on complaints.BSNL should be made responsible for their poor service

Abhishek Patra_1

For Each call dropped, two units should be deducted from the bill

CHITRA PILLAI

1. Yes the consumers should not be charged for the call dropped instead action should be taken against service providers for bad network. 2.Credit of talk time in monetary terms 4.BSNL provides the worst network and internet services in Kerala.Forget about 3G, 2G services are not available.Even after complaining no action has been taken by them.It looks as BSNL service providers are intentionally doing this to support private players.

Priyam Gupta

A4: There is one issue that must be addressed by TRAI about the call quality and signal interference in the cities as the call will not and you will be charged but still no one on either side of the call can communicate the voice quality is so poor that no person can correctly hear and interpret the message hence. "Hence person will be charged and call will not be dropped but none can talk."

ABDUL SALAM_1

We are using mobile not for jocking. when connection dropped in the event of talking business proposals of huge deals that incurred a huge loss for us.So it should be adequately compensated.....

Pranav Shetty

i do have one suggestion though..why consider only the first 5 seconds??Once a call is placed it should not drop unless and until we have finished talking and we ourselves drop the call..just charging the telecos for the first 5 seconds is not going to make any diff.. hats off to TRAI for atleast trying and bringing the erring mobile service providers in line with customer need.. Companies like Airtel do not value any of the customer complaints and dont even bother to look into the complaints..

Priyam Gupta

A3: There should be only one limit in crediting process that if the call drops more than 2% for any user his/her account must be credited by same amount he/she has been charged for dropped calls not more not less.

Priyam Gupta

A2: Yes I agree that consumer should be compensated as he is facing the losses of the bad services of the TSP. It should be compensated in "Credit of talk-time in monetary terms". Because the credited talk time in his TSP account for utilizing the service and if he/she will be paid in form of money it is of no use to him as he/she has to re-credit the balance. Also in that way people will not make it a trick to earn money by finding the bad network service area.

Priyam Gupta

A1: Yes I agree with the proposal that calls should not be charged if it is dropped within 5 seconds and the last minute/sec of the dropped call.

Aneesh K

1: No charge below 5 sec. If it is above 5 sec then 60 sec divided into 4 and charge appropriately. Eg: If charge is 1 Rupee/min. If call drop in first 15 sec after 5 sec then charge 25 paise, if call drop in 15 sec-30 sec then charge 50 paise, 30 sec-45 sec-75 paise, 45 sec-60 sec-1 rupee. 2: Use the method mentioned in 1 or Credit of talktime in min/sec 3: Implement a monitoring scheme on voice/data charges.

Karan Desai_2

Telcos have been tormenting us (consumers) with all sorts of ridiculously high charges + they increase the rates whenever they want. It's time for a payback. Time to make them taste their own medicine. Why call drops? Just to earn illegally in the name of network issues. In these cases, telcos should be fined (refund) on double & triple the cost basis. For eg: If call dropped under 1 min, refund triple the cost. Anytime above 1 min, refund double the cost. They should be slammed with these charges like they do it to us. Won't take long to get them on track.

Karan Desai_2

Telcos have been tormenting us (consumers) with all sorts of ridiculously high charges + they increase the rates whenever they want. It's time for a payback. Time to make them taste their own medicine. Why call drops? Just to earn illegally in the name of network issues. In these cases, telcos should be fined (refund) on double & triple the cost basis. For eg: If call dropped under 1 min, refund triple the cost. Anytime above 1 min, refund double the cost. They should be slammed with these charges like they do it to us. Won't take long to get them on track.

Abhijit Samal

Call/Data price is increasing consistently, but consumer experience is deteriorating. Fluctuation of NW strength, Call Drop even on full NW, unavailability of internet are some of the major problems. > Mobile operators should be fined. > A consumer complain portal should be setup by the govt body. > This govt body should be given power to access the log details of a service provider. > Service providers should explain in their report about every call drop, network unavailability incidents.

Syed Imran_1

I've had a harrowing experience with Vodafone in Bengaluru. Every 2 minutes, the voice call drops. The call was Vodafone to Vodafone. Frustrating!! I demanded Vodafone to provide my call logs from 10-11 Sep 2015. They have not yet provided. They are allocating more spectrum to money spinner data. Ignoring voice. Suggestion: each time a telco drops a voice call they should credit Rs 10 each to caller and called party. #trai #calldrops #vodafone #bengaluru

Jerin G Varghese

definitely if call drops within five seconds the call shud not be charged.. And the service provider shud credit the user in monetary terms itself.. Service in border areas also may be considered to make it better for the benefit of lakhs n lakhs of border guarding personnel who are far away from home n wanna talk to there near n dear ones.



Shiyas Aliyar

1. I agree 2. Yes, if charged for calls, they should pay back for call drops within 5sec . It should be paid back. 3. Amount should be paid back as Talktime. 4. There should be a resolution for the speed fluctuations of 3g even after doing 3G offers. Most time customer gets only 2G speed.This problem should also be considered similar to call deterioration.

Praveen Kumar Nambisan T M

Q1. Dropped calls should not be charged at all. There should be a time limit (First 30sec) within which calls should not be dropped in case if does, it must not be charged. Q2. Yes. Best way of crediting the dropped calls is by talktime in min/seconds. Credit in monetary terms is hectic way as it needs more time and resource. Q3. Talking time for dropped calls must be credited in terms of time, i.e., seconds. Q4. Most of the network providers doesn't provide enough speed in both 2G as well as 3G

nethaji_4

call drop issue was there in airtel so i migrated to vodafone. I've subscribed for 3G data but speed is similar to 2G only , when i called them, they are saying you are using 3G oly sir. Very horrible

Venketesh A

call drop issue increasing day by day... Customers bleed each time after they make a call.. This should be avoided. Especially when we pay high tariff rates for the calls.. Even if the technology is advancing day by day there is no change in this area.. Another problem which soon will arise is Internet packages.. Hoping that necessary steps will be taken against the same.

kunal mehta_5

My concern is my house/nearby houses don't even get network let alone call drops. My service provider is Airtel. They say it is due to lack of network towers in our area. And that is due to radiation concerns. If that's the case maybe the engineers can boost the frequency of the signal or even provide a network booster for the colony. Or maybe share the network with a tower which has a good frequency eg; with Vodafone or Idea!

George Thomas

call his current usage total and Rs charge for the call. If we make international call we will never get

the usage charge by SMS. they are just bleeding the customer. Poor customer don't have any back up instant data to track his call log. This should be implemented immediately BY TRAI

George Thomas

All the telecom companies send call charges details through a flash SMS which you can't save and retrieve. These call usage charges SMS is not being currently send to POST PAID users by Vodafone. So they bleed the customer as he is unable to track his call charges. This should be made mandatory. Any product sold should have bill this should bill it should have bill no which can match with his consolidated detailed monthly bill using this SMS log. Each post paid customer should be provided with each

Anto Varghese

1. Customers should be compensated 2. Compensation should be twice the pulses(min/sec) like a penalty to the TelCo to not to repeat as they waste consumer's time 3. Talk time credit can be one option for non-internet tariff users. For internet users, can be 100MB * number of call drops which will make TelCo to correct the issue 4. In the era of 4G, we get 2G speed with 3G. This also should be corrected

akash_101

charge for dropping call is not just the problem. they deducts main account balance also. i experienced this problem several times last 6 months. they refunded me. but what if we are in a critical situation, and they deduct balance and we cant contact anybody. some of the service providers dont even care customers and they say they are the best in business. CHARGING THE CALL DROPS 1 if the call drops in the first 30 seconds they should pay us.

Vijesh P k

It's better to implement such a regulation on mobile operators, but one and only one question from me towards TRAI, before enforcing new laws what about the old one.....its very long before TRAI implemented rules on " ROAMING FREE INDIA " At this moment how many companies works on it where is " ROAMING FREE INDIA ", Do not waste money and time of our peoples, good bye.....

rajeev_35

1. call should not be charged at all. pls dont use 5 sec criteria. it should be around 60 sec. as all postpaid plan comes with minute charges. 2. credit of talktime in monetary term is more useful for people. with this they can also keep a tab on whether money is credited to their statement or prepaid balance or not. Provision of penalty if call drop exceeds predefined nos. 3. Data connectivity should also be considered. frequent issues with data connectivity also. same provision like call sho

Jobin A J

1. I agree 2. Yes, if charged for calls, they should pay back for call drops within 3sec. It should be paid back. 3. Amount should be paid back as Talktime. 4. There should be a resolution for the speed fluctuations of 3g even after doing 3G offers. Most time customer gets only 2G speed. This problem should also be considered similar to call deterioration.

George Thomas

Also telcos should provide even for prepaid & post paid customers the usage time with charge for each call with called party number. With opening and closing balance after each call so can keep track of what is happening. This SMS message should be made available in separat folder in his phone. So he can cross check his call log with his bill. Each monthly bill cycle in case post paid customers can recheck with his bill. In case of post paid customer each info SMS should have his Cumlitive cha

George Thomas

Easy way sort the call drop revenue loss is only allow companies to go for one second billing. So they don't get revenue for each minute without actually allowing customer to use it. TRAI should only allow TELECOM companies to declare traiff only on one second billing

adbul jabbar vh

1. I agree that calling consumers should not be charged for a call that got dropped within five seconds 2..Credit of talk-time 10 times more within 1 hour 3. plz send on sms on idea net work 9 digit number there charge make that number wrong but 4 idea give one offer on Kerala onnam Rs 119 recharge get full take time and i to i calls .15 ps full talk time only 100 costumer the ivr voice 5 days fist call time i am recharge rs 119 offer not get and my cash now i dont now

Bibeesh Soman Nair

Q1. I agree that calling consumers should not be charged for a call that got dropped within five seconds and also it will be better up to ten seconds. Q2.Credit of talk-time. Q3. They should refund the money back to mobile number and proper message should sent how much money has been refunded. Q4. Must be solve the network fluctuation between 2G and 3G. 90% time getting 2G only after paid 3G recharge.

MANEESH KRISHNAN

1. I agreed 2. Yes, if charged for calls, they should pay back for call drops 3. It's better to pay back in terms of talk time 4. As in my concern increase the network availability, many of them using BSNL because poor network , change to other providers

shihpoopz

Solve 3G Net Dropped

ABHISHEK ADIMULAM

Dear all, please kindly let we all know the meaning of net nuetrality..... that id wrongly posted by telecom companies please dont agree with telecos and please shape this process in public friendlybut not supporting the telecos and facebook,,,, please please be public friendly..... only

ANU A S

Q1. Yes , i agreed Q2. yes, if charged for calls, they should pay back for call drops Q3. It's better to pay back in terms of talk time Q4. As in my concern increase the network availability, many of them using BSNL because poor network , change to other providers and also provide best and better offers to customers

shihpoopz

Q1: YES, Call drops now are becoming frequent in the calls which lead to loss of money,time and the service providers are responsible for giving refunds Q2 :Yes, If these people are refunding money by crediting in mobile as minutes/seconds ,They should make sure the problem of call drop is been resolved.Otherwise there is no use in refund by this means Q3:Yes, If refunding in mobile balance ,the issue should be resolved. Q4 : internet facilities over charged compared to last year

vishal kolekar

For calldrop whatever the duration it is the customer should not be charged for the particular call drop. or the customer should get the compensation benefit for the calldrop occurs.

shihpoopz

Q1. I agree that calling consumers should not be charged for a call that got dropped within five seconds and also it is

RAVALAPURA MAHESANA

ravalapura primary school

Shrrimathu

As my knowledge un educated people's everyone cheated by today TSP's with various kinds of calls and ad's charges. Please Review DATA PACK PLAN rates too for tomorrow digital India's growth. Jai bolinath

Dr Kishan A Makwana

A simple suggestion is that the subscriber shouldn't be charged of the call is dropped within 5 seconds. And if the call is dropped after 5 seconds he/she should be compensated In terms of credits.

Soumitra Saha

TRAI should ask for compensation from telcos for the call drops, as they give & every telco assures for good service & large network base, as per their adds (network follows wherever you goes), i am using AIRTEL sim & Vodafone both, & getting call drops in my own home Compensation suggestions: 1. Telco should charge NIL for the calls which are getting dropped,it may be dropped within 1 min or more than 1 min, they should compensate for 5 mins charge, so they take it seriously & enhance ntwr

Poulomi Chakraborty

All Telecom companies and operators should have a limit on the number of subscribers they can add, and this should be based on the Infrastructure they have. Currently in India we have an infrastructure by each operator the Base Stations (Towers) and Core networks , which can support much less number of subscribers, than they are currently supporting. And this is creating call drop, call congestion. They should not be allowed to give unlimited mobile connections. There has to be a slab.

narendra singh_46

SIR EK AAM ADAMI ITNA DUKHI H KI VO KHI JANE SE BHALA MARNA HI PASAND KRTA H

HAMARE DESH MEH VEYVSTH ITNI KHARAB H KI KOI BHI APNA KAM KARNE SE KHUSH NHI H SABHI CHATHE H KI KUCH KRNA NA PADE OR SALARY GHAR PAR AA JAYE MEH BHI BHUJADA DUKHI HO GAYA HO ESIC HOSPITAL KI TARAF SE MERI WIFE JO KI KAREEB EK MONTH SE ESIC HOSPITAL KE CHAKAR KAT KAT KE DUKHI HO GAYE H MAGAR USKA ILAAZ NHI HO PAA RHA H NA TOH HOSPITAL MEH DAWA MILTI H OR NA HEE DOCTOR MIL TA HAI EK AAM ADAMI APNI SALARY INKE CHAKA

Jairam

Q1: Calling consumer should never be charged for the entire call in case of a call drop. A consumer calls another person for some purpose. Without completing the call, how can you tell the consumer's purpose was met. So provider should suffer for the whole call. Q2: Whatever loss occurred to consumer in terms of talk time should be credited, whether it is minutes/seconds or monetary loss as the case may be. Q3: Loss occurred should be credited without any condition. Q4: Avoid call drops.

Gangadhar_12

Q1. I agree that calling consumers should not be charged for a call that got dropped within five seconds and also it is much better within ten seconds. Q2.Credit of talk-time in minutes/ seconds Q3. They should refund the money back to mobile number. But the proper message should sent how much money has been refunded to the customer. Q4. Try to solve the range fluctuation issue between 2G and 3G .

Mohith P

Q1. I agree that calling consumers should not be charged for a call that got dropped within five seconds and also it is much better within ten seconds. Q2.Credit of talk-time in monetary terms Q3. They should refund the money back to mobile number. But the proper message should sent how much money has been refunded to the customer. Q4. Try to solve the range fluctuation issue between 2G and 3G .

Upendra Kumar Sharma

आदरणीय प्रधानमंत्री जी, मैं आपका ध्यान मराठवारा और वदर्भ की जल समस्याओं की ओर आकृष्ट करना चाहता हूँ। आप कच्छ के रन तक जब पानी पहुँचा सकते हैं तो वदर्भ और मराठवारा तक भी पहुँचा सकते हैं। गरीबी के कारण लोग मर रहे हैं। एक बच्ची की लाश मीडिया पर देख कर जब पूरा यूरोप हल्लि सकता है जब मराठवारा और वदर्भ में माताएँ अपने बच्चों को भोजन ना देने के कारण आत्महत्या कर रही हो, तो क्या यह चर्चा की बात नहीं है। आप एक कर्मठ और ईमानदार सोच के लोग हैं। आशा है आप मराठवारा व वदर्भ हेतु आवश्यक करवाई कर सकेंगे

Johnson Joseph

Q1,Certainly, I agree. Q2,I don't agree, If call drop within 5 seconds due to technical error by the service provider then they have to suffer. Q4, Service provider should be make sure that how much connections they can tolerate, for instance,bsnl couldn't able to provide services to their customers during peak hours.

SACHIN M N

Q1: YES, Call drops now are becoming frequent in the calls which lead to loss of money,time and the service providers are responsible for giving refunds Q2 :Yes, If these people are refunding money by crediting in mobile as minutes/seconds ,They should make sure the problem of call drop is been resolved.Otherwise there is no use in refund by this means Q3:Yes, If refunding in mobile balance ,the issue should be resolved. Q4 : internet facilities over charged compared to last year

girish vikraman

Extra second billing refund can be considered for limited within 5 seconds, if disconnected by customer. And it customer follows on minute pulse. 4: As mentioned on first point, the case of voice breakage even when mobiles showing full coverage is a fraud need to be considered seriously. I am living in Kochi, using Idea connection, and I got this issue in most part of Kochi. Even my friends complaints having same issue in city itself.

girish vikraman

2,3: Consumers should be compensated for call drops and extra second billing. In case this is prepaid, can be refund back as talk time, and in case of post paid, this can be adjusted against bills, but need to be specifically mentioned detail in bills. Else this will result in another ga me.

girish vikraman

1: 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. Also I have noticed that even when my phone shows full network range, my voice is breaking and I may not hear sound from other side. I consider this as fraud intentionally doing by mobile operators.

Biblesh meena

Reliance GSM is having the highest rates of call drop since past two years and in my opinion consumer should not be charged for the Dropped call or a call with no Audio Signals. These Telecom operators have made huge money out of this already and from here onwards they should credit a certain amount to the costumer as a compensatory bonus..

Ramesh P_4

Q1. Yes. Customer should not charged Q2. Yes. The network providers are deducting money for the calls which are dropped within no time Very difficult to continue the call but the message of dropped call charge will display at the moment itself Q3. They should refund the money back to mobile number. But the proper message should sent how much money has been refunded to the customer. Q4. Mobile network is fluctuating regularly even the customer keep the phone in same place for 30 mins or more

Lijo Jose_1

Q1: Yes, Customer should not be charged for dropped call. Q2. Credit of talk time in monetary terms Q3. Duration of talk time is to be ignored. Q4. Voice/internet services should meet up with the quality/speed service providers specify. #TRAI, #CallDrops, #ConsultationPaper, #MyGov

Sumeet K Sadanand

Q1. Yes I agree that the calling consumer should never be charged for call drop withing 5 secs. Call drops even after the 1st 5 secs should be considered seriously as a failure in meeting the service quality and the last pulse of the call should not be charged. Q2. Yes I agree that the Calling Consumer be compensated for the call drops by either method (i) or (ii). Q3. NIL. Q4. With regard to Mobile Data Usage TSPs are billing consumers for unused data. THIS NEEDS TO BE SERIOUSLY MONITORED.

Babu Paramb

>> Consumers should not be charged for a call that got dropped >> Credit talk-time in minutes/seconds >> Data quality does not come at the agreed range especially when there are more number of users per cell. This is the case in most of the areas in city limits and crowded places. This issue needs to be addressed.

Najeeb_1

Q1: Yes, Customer should not be charged for dropped call. Q2.(i) Credit of talk-time in minutes/seconds Q4.Customer service of most of the service providers is very poor especially BSNL in kerala.The bsnl internet facility is also very poor.Most of the places have no internet coverage especially 3G. High internet rate (rate/KB) also a problem

Ravindra Jain_2

If call is dropped, then that call charges for that particular minute when it got drop, should not be considered as billing it should be free of cost. As mobile company is charging per minute basis so lets say total call duration is 3 minutes whereas after 2 minutes in 3rd minute call got drop, then charges should be there for 2 minutes only. Or else Below comments are considerable: 1. There should be compensation for all call drops. 2. It should be refunded as talk time.

arun kumar_187

DEAR GOV, OUR MONEY HAS ITS OWN VALUE.AND WE ARE STRUGGLING TO MAKE A GOOD FUTURE FOR OUR CHILDREN,SO PLEASE DONT LET THIS CORPORATES TO TAKE OUR MONEY IN FREE.NOT IN CASE OF MOBILE CALL DROP IN ALL SIDE THIS GOVERMENT PLEASE DO CARE OF THE CITIZEN.BECAUSE WE TRUSTING THIS GOV A LOT

Sreekanth C Bose

1)Yes,Dropped calls should not be charged. 2)Yes,there should be compensation for all call drops. 3)Should be refunded as talk time. 4)Gov. should make sure that the quality of the internet services also fine and as per the plan,speed mentioned by service provider.

Sangeetha Subbiah

#CallDrops Q1:Yes Q2:Yes (iii)Credit of talk time or the equivalent amount will be useful for the prepaid customers.Whereas call drops are faced by the post paid customers who uses the CUG also.So as a common practice concept of "CallDrop points" could be introduced (like reward points concept of banks debit card or online purchases).Each call drops should earn a specified points.The customer should be provided an option to either redeem the points as cash or talk time or any other new plans...

vineeth kumar

should be punished network optr.bcz we are paying on it.if we cant make more than a 5 sec call 1 rupees should be credited on our acc.i complained to vodafone lot of time about the network but no action against it.

Abhijith K S

1)NO charges for any dropped calls 2)YES,In talk time should get a min speed for Internet in 3G at all time.

SREEKANTH C G

Q1: Yes, Customer should not be charged for dropped call. Q2.Credit of talk time in minutes/seconds. Q3.Duration of talk time is to be ignored. Q4.Customer service of BSNL is very poor in kerala.The bsnl internet facility is also very poor.Most of the places have no internet coverage.

o v gnana prakash

TRAI has to impose more and more regulations on the sector. As there are more and more towers coming left right and center, which is causing more harm to living birds and other creatures with huge environmental issues, they need to comeout with a plan of sharing one tower by maximum service providers. This results share on cost to the service provider, ultimately comes lesser tariff to the consumers. Also call's may not be disturbed or dropped due to this. As mentioned all points are fine.

Govindan K

I am using Vodafone and Idea but lam sorry to inform that last few months calls are dropping and range problem. Mobile companies should compensate such occures by cash or withdraw charges and improve broadcasting range.

Sooruj

Make it simple - - Providers to be charged Rs.1 per call drop. - Rs.1 per minute for service unavailability (voice and data) - Delay in addressing recorded customer complaint (with a tracking no:) on unavailability of data or voice to be charged Rs.1 per day till the issue gets resolved. - Providers to make provision for the customers to rate them on their quality of service and this data to be made public. TRAI to impose fine on providers that come low in customer satisfaction.

Anumol

1)yes,Dropped calls should not be charged. 2)Yes,there should be compensation for all call drops. 3)should be refunded as talk time.

Syam Krishnan_3

Q1: Yes, Customer should not be charged for dropped call. Q2.Credit of talk time in minutes/seconds. Q3.Duration of talk time is to be ignored. Q4.Customer service of BSNL is very poor in kerala. The bsnl & Idea internet facility is also very poor.Most of the places have no internet coverage.

ARUN M P

The telecom company has to pay for this because as a customer we pay the charges for the dis obeying policies of the company.So they have to bear this as 1. Replace the call 2. Review the Tariff for the call which they drops

tanya upadhyay

most of the networks provide a talktime limit on different recharge plans. in case of call drops they should include extra talktime and that should be informed to the customer so that the customer is sure

about not being cheated. If this cannot be done then the problem of call drop should be resolved somehow.

SHINE P K

Q1- yes Q2- yes Q3- on cash , maximum 5 minutes refund, again call dropped double charge Q4- Bsnl customer care is third class service and stop the bsnl 6 month validity.

Jithin Paul

Hi, It is not easy to say that the customer should not be charged by dropped calls. Because the dropped calls can be of any duration. As per my opinion the below points can be considered as solutions 1. If the call is not happening more than 5 secs then it should be considered under a special low rate tariff. 2. If the service providers can track dropped calls that last of only less than 5 seconds then that can be ignored and not charged.

Sibi krishnan K

--> Call should not be dropped until the customer ends the call. --> They should pay compensation if the call drops within 5 minutes. --> Increase the speed of internet and coverage. Can't connect to internet at most of the time. --> 3G services should extend #BsnlInternet #CallDrops

DIPIN VC

We want our money back to my phone number immediately..

mobin

Q1: Yes, Customer should not be charged for dropped call. Q2: Credit of talk time in minutes/seconds. Q3: Duration of talk time is to be ignored. Q4: Customer service of BSNL is very poor in Kerala. The BSNL internet facility is also very poor. Most of the places have no internet coverage.

Divya_67

yes there should be a compensation given to customers in case of all kinds of call drop

Sony K Koshy

Companies need to pay back cash or talk time for unnecessary call drops.

Anway Surendra Kale

hi team, i have few solutions in mind, 1. Call dropped should not be charged, 2. In case if it is difficult to track dropped call then overall call tariff should be reduced, 3. Free internet data should be given whenever call gets dropped, 4. Discount on mobile bills in case if it is a post paid subscriber in case of prepaid additional talk time should be given. **And finally they should erect more towers to avoid this problem**.

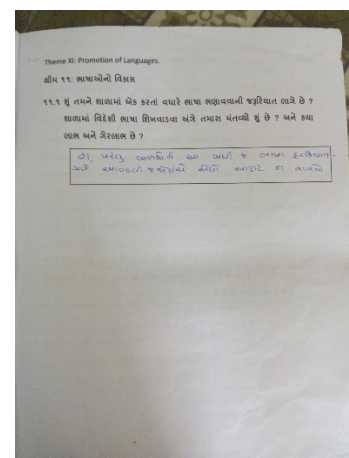
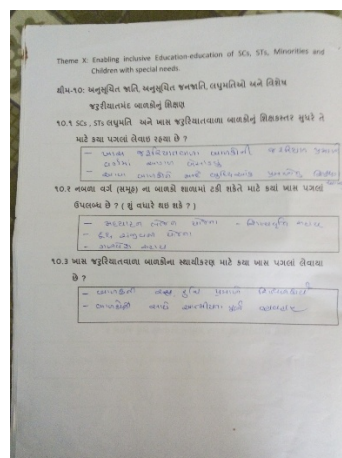
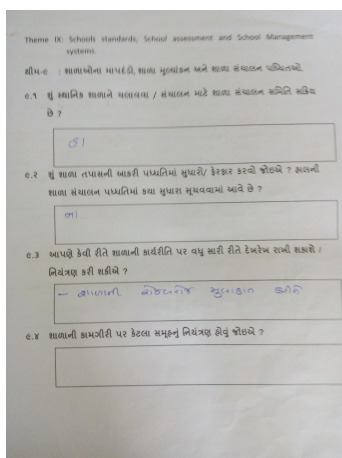
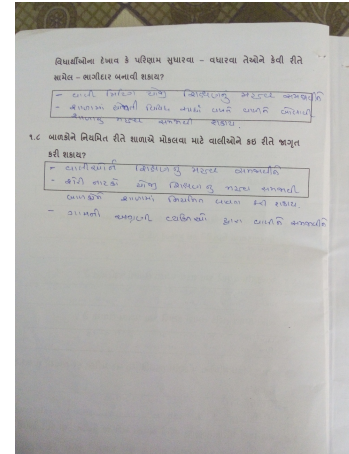
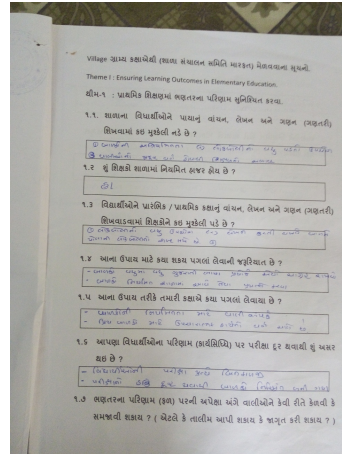
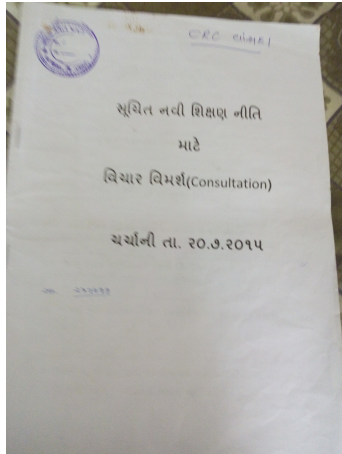
SARATH_13

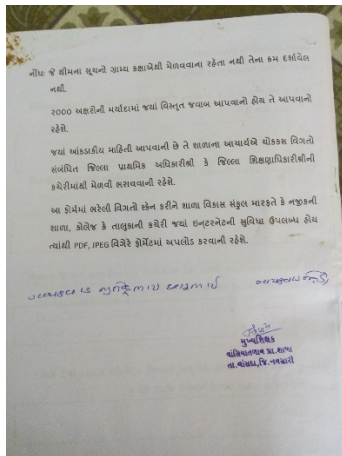
Many calls are like emergency type so call drop make many serious problems and issue in relations

so service provider not make any charge for such calls

DIPIKABEN T PATEL_1

navi shixan niti vansiyatalav ta vandsa dist navsari gujarat





Hitesh singh

dear sir..... im from rishikesh job aap rishikesh aye to apke ane se phle sare rishikesh me gandagi fali hui thi or apke ane se 1k din phle hi prsasan alert ho gya.... warna koi bhi apni jimmadari ko ni nibha raha tha mera aap se vinamr agrh h ki kripya asa hemesa ho to kitna accha ho please.....namsty thanku (have green day)

RAJESH C U

we want our money back if it breaks while calling.....

George Joseph_2

Call drops cannot be compensated by giving extra talk time. The service provider should not take any call charge for the same. Being a BSNL customer, I often experience call drops. The concerned authority should give proper instruction to the service providers to improve the quality of their service. They are not giving anything free, but the customers are paid for it. So TRAI has to make sure that, all the service providers are following the guidelines given by it.

peter_2

call drops will be causes the relationship with customers. many of them think we are deliberately closing the line. this cannot be compensate with mere call charges. please direct them to avoid

overloaded the capacity of the lines/spectrum. peter joseph.m.

Balan Nair

1. Yes, the calling consumer should not be charged as the consumer has to remake the call to complete the conversation which adds to his call cost, as the pulse rate changes. 2. i) Credit of talk-time in monetary terms will be useful as there are two categories in the mobile subscription. (1) Post paid and (2) the other Prepaid. To have uniform compensation, the monetary credit will be useful. 3. The entire value of call duration of dropped call should be compensated. 4. The loss of v

sunil narayanan

Many calls as in emergency type and the call drops is affect seriously many times .so companies pay either cash or talk time to customers.

Sivadarsh Sivadasan

Q3: There should be standards set for - Quality of call connectivity - Quality of voice clarity - Minimum coverage area - Coverage for mobile data connections like 2G/3G/4G if the company has license. -A TRAI callcentre can be set up for recieving complaints from Customers if feasible. There should be periodic surveys done by TRAI among customers of all service providers and action to be taken based on that. This will make sure that quality is maintained by all companies.

Sivadarsh Sivadasan

Q1: Yes, Customer should not be charged for dropped call. Five seconds can be increased to 10 or 15 seconds. It doesnt make sense to have a 5 seconds calls. Q2: Customers can be compensated by giving extra talktime in case of pre-paid and by discounts in bills in case of Post Paid. There is also problem in connecting itself when a number is dialed. If it takes repeatitive attempts to connect, Mobile companies to be penalised for providing bad service.

Parameswaran Nattukallingal

Customers calling others for urgent matters. Call Dropping discontinues talks and unable to solve problems due to lack of time. Hence compensation upto 30 minutes for each drops to ber given by the telecom service providers and also suitable penalty to be made for Govt. Dropped calls should not be charged. Compensation for all dropped calls to be provided by the TSP.The BSNL should provide compensation upto Rs.500 for non rectifying complaints within 3 days as presently they takes 1 month.

PARMAR_1

Telecom companies which ensure best services for his customer , although such a problem arise then company must be pay some compensation either in minutes or in Rupee .

JAYACHANDRAN_7

Q1.No amount should be charged in event of call drops irrespective of call duration Q2.Credit of talk time in minutes/seconds Q3.Duration of talk time is to be ignored Q4.Customer service of BSNL is very poor.At the out set it has to be set right and then proceed with corrective steps against call drops

Tapoban Raha

I have a vodafone connection which I am using for the past 2 years. Recently, I am facing problems like call drops, low 3g internet speed. I immediately notified them about the problems that I am facing, still now there is no solution to it and it has been 5 days. This companies does not give importance or they feel as a customer I wont be able to take any action against them. It is high time that the government should take strict actions against this MNC's.

T Gautaman

For call drops, create a helpline number which can be called or receive text messages, for giving call date, time, call from number and call to number. If the complaint is verified, then the telcom operator can be asked to reimburse the cost of the call. To avoid misuse of this mechanism, logs of those complain frequently must be maintained. This can be compared with logs of other subscribers in the area to see whether it is genuine or not.

Prasanth K V

1. If call is dropping within 5 seconds after call got connected Service providers should not charge us
2. If call drop happens, we have to get the compensation in the form of talk time. 3. One more important thing is Quality of the service, most of the time voices are not clear during the call.

PRAVEEN C

Calculate call drop monthly basis. First need an application which monitoring dropped calls and it will automatically generate monthly report and This application need a provision to register complained to TRAI and Vendor. The penalty is calculation should be number of call drop happens in a month. For Example If two or less than two call drop happens no amount pay to the users .3 to 5 drop in a month vendor should pay rupees 100 pm .6-10 drop rupees 1000 pm. More than 10 Fill cause against vendor

Ranjeet Singh

Most important thing is that what is the mechanism govt. have to determine that if any call is dropped or not. suppose i am talking with someone and suddenly my call is get dropped by Operator then how will compensate me???????? You just do set a rule to cancel/suspend the license of poorest (suppose any operator has given the worse service last year then he will be punished) operator. Or you can set a limit of call drop percentage to punish the operator.

Banni Pulikottil

For the dropped calls, let them refund Credit of talk-time in minutes/ seconds, for the first time. On repeating, let there be a fine too.

Ronish Cheenath Raphael

A technical failure is not avoidable. May be the dropped call should not be charged by the service provider. I think similar rules should be applied for a Internet/CableTV providers as well.

Shinoj V K

Call drop is on the rise and the telecom companies should give 100 minutes free call time to all consumer every month until they stop call drop..

Remya K Sasi

As a first step Government should take necessary steps to make BSNL perfect. 1. If call is dropped within 5s customers should not be charged. If Call Drop Rates of telecom service providers (TSPs) were higher 10% penalty should be imposed to providers. 2. (i) 4. Call drops is most affected in BSNL connection. Not only call drops getting connected is difficult. Once BSNL offer competent service customers opt BSNL only, this inturn makes other providers to become more better.

Jay Munjpara

#Reliance CDMA has lots of #CallDrops from last 2 months, also NO coverage at home.

Jyothish Kumar K V

Q1 : The call should not be charged if a call drop in 5 sec. If the call gets dropped even after 5 sec, it should not be charged. Service providers should bear the loss. They are already cheating consumers by introducing various non-sense schemes. The SPs must give better service to the consumers. Q2 : (III) They should adjust the amount in broadband services. The SPs are charging a huge amount for internet browsing, it should be free. Q3 :NA Q4 :They can improve by installing more towers

Ashwath Pathange

Call drop is on he rise and the telecom companies should give 100 minutes free call time to all consumer every month until they stop call drop..

Vijayakumar Bhaskaran Nair

It is harassing. Because the call receiver may be thought as " the caller using prepaid connection so balance insufficient" So it may punishable. It may try that call self drop or auto-drop, then a massage displayed as "call may end?"

Ashwath Pathange

Nett Neutrality is good in its original version.. All VoIP should be free..

RAHUL THUMMAR

detailing out the call drop and additional talk time given to the individual customer.

Vishakh OT

Q1: Customer making a call to complete their conversation as their wish (not sure about 5 seconds). The customers should not charge if the call dropped in-between, irrespective of time limit/pulse. Govt. may take a policy like call will be dropped in every 30 minute if continuously talking by considering the health of citizen. Q2: (i) Credit of talk-time in minutes/ seconds.

RAMACHANDRA IYER

I THINK IT IS PURPOSEFULLY DONE BY SERVICE PROVIDERS. THEY SHOULD BE PUNISHED FOR FINED. BECAUSE OF THIS CALL DROPS I HAD TO CALL AGAIN THEREBY I AM LOSING MONEY OR TALKTIME. WE MAY BE COMPENSATED FOR THE LOSS. BSNL FIRST IN THE LIST. THEN OTHERS GIANTS. NOBODY CAN BE SPARED. CENTRAL GOVT SHOULD TAKE IMMEDIATE

STEPS TO PREVENT THIS MALPRACTICE.

HRISHIKESH SATHYAN

here i request you to deduct Kerala circle idea cellular call charges and internet charge. Especially in Kerala government they are earning by the tax we are paying & not at all giving any benefits to the customer. for example increasing in amount in internet charges and decreasing in free internet usage. like wise in call charge before it was 1 paisa/sec now it was Rs 1.72 per minute. In my opinion towards TRAI is to think different which useable for the telecom customers.

Jayaram R

I am from Irinjalakuda,Kerala having BSNL mobile connection. Quite often there are call drop problems and break in the communication long before the minimum allowed pulse duration even during local calls. No doubt, the efficiency of the service should be increased and adequate compensation should be given to the user for causing mental discomfort and waste of time.

purushothaman Hebbar

detailing out the call drop and additional talk time given to the individual customer.

purushothaman Hebbar

The Call drop is a latest phenomenon and it happens frequently. I believe that, it is a game plan of the telecom operators for increasing their revenue. the solution of this is to increase number of towers and the capacity of the frequencies. company should be allowed to sell the extra spectrum owned by them and any profit earned out of such sale should be taxable. the consumer should be given extra talk time for such call drops and the operator should give a detailed and itemized bill.

premarajan k

I am from Assam and frequently travel to Arunachal pradesh and Assam. My service provider is BSNL and tl am facing lot of problem due to call drop, one way speech and poor network.My request is that dropped call shouldn't be charged with in a particular second.

Siddharth Sane

the dropped call shouldn't be charged. compensation in terms of talk time or money in that persons telecom account will be of no loss to the telecom provider. as the money still stays with the company and so does the customer because of the extra talk time he's gotten which the customer won't leave unused but is of no use as the customer will continue to face dismal call quality and call drops. not charging for the dropped call is the best penal action possible to keep telecom providers in check

Aditya Barmecha

My service provider is Aircel and there is a lot of issues regarding network.

Satyajit Routray

I agree with TRAI that consumer shouldn't be charged if it drops within 5 sec at any time. The consumer should be compensated via talk time/credit in case prepaid customer and via monetary return in bill in case postpaid customer. it would make TSP more serious about their service offering

to consumers. Along with TRAI should open to receive any other complains & monitor service time to time productively.

Alfie Francis

its harassing and penalising of Consumers. Once we make or receive a call it gets cut more than OR conversations unheard for some time. Consumer has to make call again by the time other person also will be trying. So re-establishing takes time. If call gets cut midway WITHIN 15 seconds (5 seconds is too little) company should credit full charges of that call to callers account and should not charge to the next call in same number made within 15 seconds. A National Complaint Cell Mob Is needed.

Sooraj B Krishna

Sir, Trai Please solve issue for coverage First.. 2000-persons are facing coverage issue my village area. out off coverage ma area BSNL,IDEA,VODAFONE,AIRTEL,AIRCEL,MTS,RELIANCE,TATA... 2g,3g allll PLease share this information Tivandrum distict,Nedumagadu Taluk,Vembayam Panchayath,mottammod-Punkumoodu-chiramukku-perumkoor..wards..... propper KITHARAMOOZHI-VAZHAVILA-KAITHAKUZHI AREAS..4g login timenow no 2G coverage.. ther also using 2000 to 3000 mobile connections but not propper cvrge

Sasikmar Chenan

It is my experience that calls are disrupted during the call and many have complaint me that my number is not reachable even when my signal strength is strong. Disruption of calla(mainly call cut during talk) causes monitory loss as well as time loss.

Manoj Nair_5

There is no voice clarity also call drop is increased it also problems with shortage of Mobile towers Q1. If call is dropped due to signal problem then the call should not be charged. Q2. It should be given in the form of Money back otherwise they are not serious about call drop Q3. There should be reimbursement based on where call drop happened in local areas or in roaming areas

Aneesh Chandrasekharan Kallekkad

people complain they are not able to reach me (when I have full strength signal) and afterwards I get a missed call alert from BSNL stating that such and such person had called you. I guess this issue is geographically inclined towards kerala circle alone. when I am in roaming (hyderabad, Bangalore) no issues whatsoever regarding call drops or call clarity

Aneesh Chandrasekharan Kallekkad

using BSNL - call clarity is pathetic in my circle (alathur, Palakkad, kerala), intermittent call drops, intermittent network not available issue, I can get through to any other service provider from my BSNL connection but if I dial another BSNL customer he/she s always out of coverage area for the first attempt. if a call is dropped due to carrier issue there should be some mechanism in place to reimburse the talk time

Sanker Gopalakrishnan

Q1. Call drops occurs mainly due to the poor signal strength in the network(BSNL) which I am using. Even if its due to poor signal strength charge the provider if the call drops less than 30 secs. Q2.

Pay back the customer a fine (cash). Q3. Another issue which needs to be addressed is the 3G range. Paying for 3G rent monthly, most of the times we are getting only 2G. I am mentioning about BSNL in Kerala circle. I migrated from Airtel to BSNL to support a Central Govt initiative.

jithin krishna

Anyway the call is dropped we can give to the money in talk time. Then the most important problem is daily increasing money in our network companies

Niju_P P

facing serious call drop issues for the past 2 month in airtel and Tata docomo from Bangalore. the ans is following , Q1. If call is dropped due to signal problem then the call should not be charged. Q2. Credit the talk time in minutes/seconds ,if call is dropped there should be some kind of reimbursement Q3. There should be reimbursement based on where call drop happened in local areas or in roaming areas

DEEPU K M

Telephone operators must return money by talk time to customers if there arises any issue of call drop during a call. But how it can be identified whether call drop arisen due to operator or customer ? #TRAI, #CallDrops, #ConsultationPaper, #MyGov

Anandakrishnan G

I had used Airtel Tata docomo and Idia...for all the three providers call drop is a main problem...Its a better action that not charging any cost for call drop...I choose credit of talktime in minute or seconds...

Suneel P Chaturvedi

Firstly the mobile companies should integrate their network n do tower sharing. Till then they should create a easy access complaint portal for call drops n refund the amount to the customer

LOVEDEEP_1

Telom should pay compensation for it. Compensation amount should be four times cost of the dropped call. Out of which half amount should be credited into government's account which would be treated as fine penalty. And remaining half amount should be credited to consumer's mobile account balance.

HARIKRISHNAN R_3

I am facing call drop problem mainly for my BSNL number.

PRADEEP H

Last 8 years i am using BSNL services and sevearly facing call drop even in 10-20 seconds after getting the call connected. Warm welcome to Govt of India for seeking such opinion and discussion.

SANJU S_1

I had faced call drop problem from Airtel and Bsnl. If the call has been dropped before 5 sec the

customer should not be charged and after 5 sec, if dropped it should be better to charge rate 10 second before the call drop. The calling consumer should also be compensated for call drops. The other issues: 1) Overrate of Data charge imposed when there is no Data plan activated.(victim as an Airtel customer) 2) Even if in range circle,not able to call or receive any call(Victim using Bsnl)

Sudharsan R

Not just call drops but worst data drop every minute and they name it unlimited internet with FUP with huge data tariffs one cannot afford with worst speed then what they market, TRAI has become a sick and Disease regulator in India, In this case it is funny to watch Prime Minister and Telecom Minister scream for Digital India with World's worst mobile operators who are only money making by cheating the public.

Subin Krishnan

I am using Airtel from last 7 years. Till now I have registered more than 2 dozen complaints about call drop. If I use 2G network the problem continues. They are not giving 3G network with out doing 3G plans. In 3G network I dont have the problem. But I have to recharge with 3G plans every 3 days. If the data expires they are automatically disconnecting the 3G network. Because of that i am forced to t charge if data expires. Wh the roaming symbol in 3G network? Are they using a forbidden network

VIVEK M P

TELEPHONE OPERATORS CAN GAVE MORE TOWERS AND THE DROPPED CALLS MUST GAVE MONEY TO CUSTOMERS BY TALKTIME.

MOHAMMED RAFI_1

Last 10 years i am using airtel prepaid number. last one year i have lots of problems call drop and so many times if any one call to my number my number showing out of area. i cant received many urgent calls about this problem. service provider have to answer for this and pay for this.

Jayasree P K

Ans1: Yes 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. Ans 2: Yes the calling consumer should be compensated for call drops by the access service providers by crediting the call to the talktime.

Karthik_171

#consultationpaper #mygov Recent days, no.of users of mobile network has been increased a lot, but nor the towers capacities neither numbers not increased in most places. Only very few service providers maintaining call quality. But we agree that call drops are increased mainly in evening time, service providers are turned money minded and their focus is only on earning money through 3G/4G. Basic of a network is to provide hassle free call quality and connectivity which they fails to meet.

Rakesh Kumar Mahto_1

??? ????? ???? ?? ?????? ??? ????? ??? ????? ?????? ?? ????? ?????? ??????? ?????? ?? ????? ???????

Ankur Khandelwal

telecom company should pay the amount of next call we made after call drop.

chander shekhar_8

After auction of spectrum, telecom industry has increased the cost of monthly rental by up to 20-30% but their services are just like irritating to people. They are only focus on high speed internet browsing but what about your investment in infrastructure (towers)? Is it capable for providing 3g or 4g speed? No, because their towers are not capable for providing high speed internet, they are fraudulently charging money from us at 3g or 4g rate.

chander shekhar_8

Call dropping, difficulties in internet access at 3g price, voice problem, etc. This is a new way to earn operating profit by telecom industry and misleading to people. In this situation our government should have to take help of proper audit by CAG and if any gain arising due to such forgery, then we should charge penalty on all income @ 300% and took action against such forgery as provided in law.

Abhilash Krishnan_1

Telecom companies should not charge the customers if there is call drop due to signal issue. Nowadays there are large number of malpractices by telecom companies to earn more money.

SUCHITRA RAGHAVACHARI

Sir, 1. call drops due to poor signal intensity should not be charged 2. the service provider along with TRAI should decide the base time limit - 5 to 10 seconds to denote dropped calls 3. such designated calls can be compensated by adding the lost talk time depending on the area / type of usage 4. most often call drops are due to poor tower signals, not that there are few, but the telecom cos do not fully utilise their bandwidth. 5. Maintenance & tower sharing in congested areas should be advised.

Sachin Mohan P

Q1. If call is dropped due to signal problem then the call should not be charged. Q2. Credit the talk time in minutes/seconds, if call is dropped there should be some kind of reimbursement Q3. There should be reimbursement based on where call drop happened in local areas or in roaming areas Q4. Set a govt. That maintain and overview the standard of services.

SHIVAM AMBASTHA

A1: Yes I do agree that with call drops telecom company is profiting, but not with how it should be compensated. A2&3: If a customer is using an unlimited talk time pack and the call gets dropped. He is not losing money because he has already paid that. What I would suggest that talk-time in monetary terms is better idea but it should be paid as the amount that would have cost during the whole conversation at the standard rate of the network without any packs. A4: Check the data speed provided.

Arunav Talukdar

This problem should be resolved or else, the Telcos should be fined heavily and made to compensate. If they can charge us 100 extra, for a days delay in paying our monthly bills, why shouldn't they be

liable for their inaction's. Telcos should also be monitored closely, as discontinuing their connection is near to impossible. Their retention guys will try all their wits to delay the closure. This needlessly strains the consumers.

Jitendra Mishra_6

frequent data connection lost of bsnl

Anurag Gupta_23

Q1. If call is dropped due to signal problem then the call should not be charged. Q2.Credit the talk time in minutes/seconds ,if call is dropped there should be some kind of reimbursement Q3. There should be reimbursement based on where call drop happened in local areas or in roaming areas Q4. Set a govt. That maintain and overview the standard of services.

ashutosh dubey_10

Airtel 2g services has stopped working inumbai...pathetic netwot

Rajan_19

Q1. If call is dropped due to signal problem then the call should not be charged. Q2.Credit the talk time in minutes/seconds ,if call is dropped there should be some kind of reimbursement Q3. There should be reimbursement based on where call drop happened in local areas or in roaming areas Q4. Set a govt. That maintain and overview the standard of services. #TRAI #CallDrops #MyGov

Vamsi Krishna sure

Compensate the caller with double the per minute charge (1 rupee if 50ps is min charge) for every call drop. Post a threshold in a month, compensate with 10rs or more for every cal drop. Atleast 2 times call drop will happen if we talk for 10 minutes. Telecom operators are looting the customers.

Akshay bakore

Facing many times call drops in Vodafone and idea service provider.if call drops they not have to charge for that call,bcoz inconvenience is caused to the customer at the time of conversation.one more issue they raise there data pack charges but they are not able to provide service according there charges. TRAI please solve these issues as customers get hesitate from these issues in day by day life.

Puru aggarwal

Lot of call drops in airtel delhi. They shd be penalised by creating a system that whenever a call drops we ahd be able to send a message and airtel refund the Amount for all calls made to the same number on that particular day.

ABHISHEK BURNWAL

facing serious call drop issues for the past month in aircel and idea. i would request the government to fine the concerned the companies in the event of call drop.

Mayank_81

call drop has been a major problem with BSNL in the past. My suggestion is if the call gets dropped in between the conversation at anytime then the balance should not be deducted from the customer's account as it is causing inconvenience to him.

sumanta sahuo

call drop is a big issue now, Only BSNL can solve the problem by having a monitoring department which will give monthly service efficiency certificate to private players. and local governments too can do the same on yearly basis based on the report govt should rank all service provider and impose penalties

Ashutosh Tiwari_18

if call drop happen for any caller ,the telecom company must provide 10 min to 20 min talk time to customer account . the dropped call will not be charged . if call drop happened more then 5 times to 10 times a day then telecom company waive whole day call charge . if in particular circle call drop cases raise from 1000 + or 10000+ limit per week. company will get a warning from government . and I case company get such warning more then 3 time .license must be cancelled . Imposing penalty will not solve all problem . we need to take the license back if services are not provided properly . licence can be resale to other vendor by auction to Improve service .

Anirudh Damani

Q4: The number of towers per carrier in a geographical area should be directly linked to the number of customers that carrier is carrying. Beyond a certain limit the carriers additional load should be shed to other carriers (that have extra capacity) at a rate that is decided by TRAI (like a bank's parking/borrowing facility provided by the RBI) or if the other carriers don't have capacity then the carrier should be disallowed from adding new connections unless new tower are brought in.

Anirudh Damani

Q3: Carriers that don't resolve call drop issues don't deserve limits on their overall outgo to customers. The issues of call drops has been plaguing consumers for a very long time and except for lip service the carriers have done little else to improve their network.

Anirudh Damani

Q2: The calling customer should be compensated for the call drops and instead of penalizing the carrier the consumer that experiences call drops should be compensated like a bug identifiers are compensated by websites like Facebook, Google, etc. They should get the value of their entire phone call returned to them and Rs 5 per dropped call in addition for reporting a bug.

Anirudh Damani

Q1: Yes I agree that if a call is dropped in 5 seconds there should be not be a charge for the call to the consumer. #TRAI should also keep tab if a number of call drops are taking place within a certain geographical area. The tower in that area maybe overloaded or there may be some other impediment that the carrier should rectify immediately. A time limit should be put on that time to rectify pending which the carrier is penalized for each call drop in addition to being not charging the consumer

Prasadnair

If someone uses a jammer, is it possible to drop the call and immediately claim the balance????is there any possibility to commit a telecom fraud??? If yes, what is the mitigation??

Prakhar Verma

Q1. Yes, calls should be charged if they drop out before completion of pulse either a minute or second. In the short term every base station operating below TRAI standards should be splited for more call accomodation while temporarily reducing its coverage area. In the long term new sites should be installed by the operator. Q2 credit of talktime in pool balance with validity of minimum 60 days Q3 Validity should be 60 days with usage of minutes/seconds for STD/Local calls.

PIYUS PRASAD HARICHANDAN

I agree. The real issue is consumer shouldn't have to provide proof or calling Telco but compensation should be credited back to consumer with help of some audit software. Because this is the biggest problem for telecom consumers in india. I am from Odisha state and we are the biggest sufferers of this large scale mass fraud of the Telecom Operators. Airtel is the big daddy of all cheaters. After a limit there should a policy to cancell their license.

KRIPAN AYUDH ROY

Q1: Agreed. TRAI should develop some monitoring system for the quality of service provided to consumer in case of call drop, and if the service provider is violating rules, than call drops should not be charged on calling consumer. Q2: Agreed to Point (i), Such compensation should be acknowledged through SMS to the calling consumer and duly intimated to TRAI. Q3: provisions for such compensation should be made unconditional. Q4: The service providers should stop sending useless calls & SMS.

Hardik Shah_14

Q1. The Calling customer should not be charged for a call that gets dropped. Q2. Credit of twice the talk time in monetary terms should be provided to the calling customer. Q4. Serious consideration should be given towards ensuring that defaulting Telcos do not add new customers, till such time they can provide decent levels of service to the existing customers. They should also submit reports of complaints received from customers in this regard to concerned authorities. quarterly basis.

Sourish Ghosh_2

Providers charge you by minute or secs - if call is charged per minute and gets dropped then that minute's charge should not be made and one extra minute is to be added to the customer account, same goes for call unit as seconds.

Pinaki Ghosh

Credit of talk time in minutes should be provided to the customer along with a 20% penalty for inconvenience caused. Example if the call gets dropped in 10 seconds he should get back 12 seconds of talk time. For post paid consumers, the bill should specify the seconds that is credited back.

Shailendra Verma

I agree. The real issue is consumer shouldn't have to provide proof or calling Telco but compensation should be credited back to consumer with help of some audit software.

Ashutosh_56

Call drops should be reimburse and credited to balance whenever call drops. Also 2G should be removed (use less). Data plan should not be over charged. There should be a fixed monthly plan for unlimited data and voice call for all network operators.

Dheeraj Agrawal

Yes customer should not be charged if the call is dropped due to network issue. After every call, reason for disconnection should be sent as soon flag to billing team. In case this situation is true, he should be reimbursed in monetary terms. Postpaid users will get money while prepaid can get minutes. There should be a limit of 100 Rs for the operator but if the limit is achieved more then twice in a given period of 6 months, it should provide additional compensation.

Aadil Belim

In one of the episode of dna zee news on TRAI'S act was awesome. minimum internet speed should kept approx 100kbps. and all the greiviance should be rectified

Tilok_3

Very good initiative, All Telcos in our country has taken subscribers on ride sofar, Moving out from one service provider to another but QoS remains same. I would request Govt to enforce all Telco to mark their CDR with an indicator if it was call dropped and that CDR should be charged with 0 Rs rated. In prepaid it should credit back for that call session charges. Penalizing Service provider will make then to improve their QoS. India is second largest subscriber base in world.

P Sunil Dutt

Q1. The Calling customer should not be charged for a call that gets dropped. Q2. Credit of twice the talk time in monetary terms should be provided to the calling customer. Q4. Serious consideration should be given towards ensuring that defaulting Telcos do not add new customers, till such time they can provide decent levels of service to the existing customers. They should also submit reports of complaints received from customers in this regard to concerned authorities quarterly basis.

anindya patra

#CallDrops During my commute from home to office regularly call drops at least 5 to 10 times. Even during night call drops from a static position like home. This is getting Horrible day by day. We are paying premium charges for availing services but those are absolutely not upto the mark. and call often drops while it is just start of the minute pulse. I am using a vodafone postpaid 8697742200 connection. And i want this to be dealt with stringent action be it penalty or punishment

mohanraj_24

Govt should take serious action against this issue. Also the amount should be refunded to the struggled customer. 2G speed also be set to as it was actual...

Deepak Maheshwari

The best method is to put all tariff plans in seconds, so that wherever/whenever the call drops it will be charged to actual use of seconds & not the per min. plan which causes hefty loss to subscribers.

No penalty otherwise will ever be paid to the consumers from the operators as there will be many glitches in the system & operators will make merry with the Govt. officials as usual. As on today also the subscribers are overcharged in voice calls as well as Data services.

Kulendra Singh Rathore

A1: Complete Agree with all point. there has been serious ignorance of regular TRAI warnings by telecom operator.... Also penalty should be such that, it does not effect customer. A2: Any Financial punishment can not be solution. Take some strict action. A3: Need experts views. A4: Yes, customer feels helpless to resolve their problems, if problems arises due to fault of these operators. always assistance is given for improvement but no

Shashank M_1

Yes I agree that the call drops shouldn't be charged to the customers. In addition, I believe that a mechanism should be in place to ensure that call drops are penalized to the service provider through cumulative talktime (minutes/hours) which can be redeemed after a minimum accumulation (min 5 min). Talktime accumulation can also be taken as a measure by the regulator of the quality of service being provided by the provider. Maximum no of call drops by any provider can lead to a govt penalty.

Ravin Kayasth

Ans1: Yes the customers shud b compensated. The earlier call as well as the dropped call be made free as compensated. Ans2: The compensation shud be in the terms of talktime adjustments. Also the fine / compensation shud b doubled if same consumer is affected again & again like the traffic fines. Ans3: As above Ans4: There shud be threshold limit for particular service provider say 1% of their service base if they report call drops to TRAI then that service provider shud b fined heavily

Indira Gaekwad

The companies should be governed by strict rules and regulations and in no way consumers should be charged for which the services is not provided. Consumers should should get credit in monetary terms and at the same time the companies must be fined.Implementation of rules and regulations and check on the issue is important.

Ravin Kayasth

Ans1: Yes the customers shud b compensated. The earlier call as well as the dropped call be made free as compensated. Ans2: The compensation shud be in the terms of talktime adjustments. Also the fine/compensation shud b doubled if same consumer is affected again and again like the traffic fines. Ans3: As above Ans4: There shud be threshold limit for particular service provider say 1% of their service base if they report call drops to TRAI then that service provider shud b fined heavily

Neeraj Gupta_17

Government charging the telecom providers for call drop is absolutely correct for middle class people. Recently there is lot of calls drops and line disturbances, which does not improve in-spite of regular complains to service provider. Some strict action should be taken to resolve this problem.

MAYURESH GANU

Completely agree with the aspect of punishment/penalty for the telecom operators. Recently, the voice

quality of calls have dropped drastically and even after making several complains the the operators, they do not give a fair response, which is disappointing.

Anibrata Hari

We want the actual net neutrality not the one which is defined by the telecom companies. I have the right to access what i want.

Manish Chandra

A1: Complete Agree with all point. However, There should be some strict punishment/penalty to operator for the ignorance of regular TRAI warnings. Also penalty should be such that, it does not effect customer. As financial penalty is easily recovered from customer. A2: Any Financial punishment can not be solution. Take some strict action. A3: Need experts views. A4: Yes, customer feels helpless to resolve their problems, if problems arises due to fault of these operators.

koleshwar mahto

Telecom companies should be fined heavily if there are maximum number of call drops instead of giving monetary compensation to public consumer. We should see that the problem is resolved and zero defect on quality of calls (call drop) and find solution rather than getting accustomed to the problem. For Major telecom companies giving monetary compensation to the consumers is not a big deal. It will just add 1% to 5% burden on their revenue.

Manikanth Koganti

1 Answer: Here in my view postpaid customers are at heavy loss as the postpaid plans will deal with Minutes say for example 399/- plan of some operator gives 500 Local minutes + SMS+ Data, where if call gets dropped within 5 seconds it cost 1 minute for them. So I want the Operator to check the itemised bills and have a proper check for number of call dropped within 5 seconds and reverse the charges imposed on customer with tax. for prepaid customers anyway charges depends on number of second

Abhishek Kumar Patel_2

Well Known truth Better USE of Spectrum Will be Only in Using CDMA for Voice Services

Satej Karandikar

When you need to make four calls instead of one 60 seconds call, the telecom operators are putting their hand in your wallet and overcharging you. We need to stop call drops in the first place. It is just fair to not be charged for call drops or be given compensation for the same. #TRAI#CallDrops#MyGov

Rishikesh Samant_1

In a service industry each piece of a service is associated with a charge. In this case dropped call is a symbol of bad service and hence the charges associated to it must be refunded to the customer OR the customer is not charged for what could not utilized. This should apply to VOICE and DATA equally.

Ravi Hugar

Call Drops has been a menace for long in the Telecom Arena. Yes, the Service Providers should not charge for the Call Drops, instead they should credit back the Talktime or the Amount to the Customers. This is a clear principal of "No Charges for No Services". Simple!!.

Rajeev Bhargava_1

In fact the telecom companies should pay back double the sum they charge for a call apart from not charging for call drops. They should be punished for their wrong doing. In foreign countries they themselves immediately deduct the full amount of the call if they feel the voice quality was bad leave alone CALL DROP. Why should a customer made to pay for a service he had been denied.

Abhishek Kumar Patel_2

5.CDMA Technology should be use in india to reduce the call drop issue. 6.Its well known the capacity and call quality in CDMA technology is better than other technology. 7. CDMA coverage is much better as compare to other technology and similarly call drop will reduce in cdma technology as compare to others

JAYA RAO

I hope call drop includes internet connectivity. If not net connectivity is to be included. Telecom companies are just adding new customers without considering the available infrastructures. When issue raised about problems, they are boasting that network congestion due to more number of users. Heavy penalties should be imposed on them and effected customer need to be compensated suitably. At the same time Govt. need to impose restriction on revision of tariff.

Binayak Bhattacharjee

Any call drop should not be charged whether it's for 5 seconds or longer. It should act as a deterrent for the telcos rather than an incentive to customers. As soon as the call is dropped, an SMS should be sent by telcos informing the user that the dropped call would not be charged. TRAI should also levy a penalty amount on the telco that reaches a certain maximum limit of call drops in 30 days period. Illegal tower removal also adds to call drops and should be enforced through a policy .

Mahabaleshwar Sheregar

Calling consumer must be compensated by crediting 50% of the call cost so that it becomes a deterrent to the service provider and quality improves.

Rishabh_63

A1. Yes I agree that there should be no charge on dropped calls. Not only is the consumer losing time and getting irritated, being charged for any poor service is not justified. A2. Credit of talk-time in monetary terms It will be clear that this much amount has been credit for dropped-calls. There will be no hidden terms and conditions that can be applied. A3. Full amount for that minute should be refunded. A4. The network quality is very poor. Much Scope of improvement & regular monitoring

Abhishek Kumar Patel_2

1.Drop Call charges should not deduct for prepaid consumer. 2. If Charges deducted by error then it should be auto refunded within 5 minute so consumer can make call again (might be case of emergency) 3. Frequent call drop happens where operator do not have towers . like government area

colonies for this govt and local body need to take step and notify operator and offer them place. 4. Jammer used by Central Jail and other govt body should work within Required places.

Nikhil kumar_50

Q1-if call drop before 5 sec then telecom should refund the balance that have been charged ,as well as if call drop after 5 sec then money charged for last minute should be refunded. Q2- credit of talk time in minute/sec

Abhinanda

Service provider should not charge for the call drops and also they should give proper network availability for the customers. In Bengaluru also we face lot of network issues.

Sarath Kumar Navarajan

A1. Yes I agree that there should be no charge on dropped calls. Not only is the consumer losing time and getting irritated, being charged for any poor service is not justified. A2. Credit of talk-time in monetary terms It will be clear that this much amount has been credit for dropped-calls. There will be no hidden terms and conditions that can be applied. A3. Full amount for that minute should be refunded. A4. The network quality is very poor. Much Scope of improvement & regular monitoring

Deepak Agarwal_17

cont : I am chasing for this problem from last 2-3 months that on poor signal situation the company clears up themselves by saying "The site is not under current plan, will consider in future development". A basic connectivity is utmost requirement and if the company is not able to provide so they should be penalized or rather display on their form that we have no service in these these area's. I am attaching a complete mail related to this.

https://taskmgmt.mygov.in/sites/default/files/mygov_144188497911868451.pdf

Roop Saini

A1. Yes I agree that there should be no charge on dropped calls. Not only is the consumer losing time and getting irritated, being charged for any poor service is not justified. A2. Credit of talk-time in monetary terms It will be clear that this much amount has been credit for dropped-calls. There will be no hidden terms and conditions that can be applied. A3. Full amount for that minute should be refunded. A4. The network quality is very poor. Much Scope of improvement & regular monitoring

Ranjeet Singh

There is very simple law "You have some players to run and you want them to do their best. then what will you do?" Either you will set a reward for best performer or set a punishment for least performer(In both case you will create sense of competition in mind of players). Today all TOs have problem of call drop so they are not competing with each other. Just set a rule to suspend/cancel the license of least performer and see the magic. You will need not to spend a single paisa on this.

manas arora

Q1- If a call is made between two people and it gets dropped, telec-op shouldn't charge for the entire call. You can't have the barriers of if and buts in the form of 5/10 sec, etc. Call is a paid service from the customer and from the govt(in form of spectrum) and it cannot be treated as a favour from the

telecom which happens currently in the country.

Deepak Agarwal_17

cont1 - like waiver of a month charges. If the penalty be high then these operators will get the things working. Q2 : Frankly speaking i am totally not in favor of doing these compensation sort of stuff. It can be used as a measure to make the consumer happy but this will raise certain dispute also related to whether mine was a call drop or deliberate disconnection like wise. Q4 : The other most important issue which is also related to the call drop only is that poor signal strength. continue :

Deepak Agarwal_17

Q1 - Yes, Disconnection of call is violating the basic requirement of having a mobile connection, if that is not working how this can be charged. Beside this there should be 24*7 connectivity be available. The idea of waiving the charges can be implemented in many ways. But what i feel that this will not solve the problem. The details of disconnection should be furnished on a fortnightly/monthly basis. if the frequency of disconnection is more than 10 - 15 % then the company should be penalized

Dhiraj Jaju

Yes. i do agree that calling consumers should not be charged for a call that got dropped within five seconds and we should get Credit of talk-time in monetary terms. I have used Airtel as well as BSNL telecom services and frustrated due to call dropping or call not sent. and getting charge in such instances. so please take appropriate action on the same.

benjamin stanley_1

Q2- Credit of talktime per minute Q3- operator should pay give free full talktime for these call drops . postpaid certain % discount on bill amount. TRAI save the consumer from this horrible cheats and money minded operators

Vimesh Shah

In case of call drop or low data connectivity, telecom company should give the monetary benefit to its customer in place of adding of minute or second to talk time as customer will be not able to monitor how much time he/she had call. Monetary compensation will be in mind of customer and can catch company if they fail to compensate customer on time.

Shailesh Kumar Gupta_2

Q1 - Yes, Call dropping defeat the very purpose of having a mobile connection. It is a direct case of defective services. Hence there is no point of charging even though partially services provided, rather it amounts to penalty. Q2&Q3 - Yes, as per view point in Q1, it should be compensated. I propose to impose a discount in the ratio of % call dropped during billing period. Q4 - We need to monitor the Internet bandwidth "claimed Vs actual" provided by service providers. 3G work as 2G mostly.

benjamin stanley_1

Its an everyday frustration of having calls go unheard or getting cut by itself and still service operators charge for it. A cheating, horrible and cheap way to make money by telecom operators. talking about data usage , have to shell a bomb for the services operators provide . every month rate increases , usage decreases and so is validity. so to answer for TRAI quests , my suggestions are,;

Q1-no charges to be applied for 1st 10sec of call usage as usually the calls goes on and nothing happens

Deepak Babani

A prescribed limit should be set, if call drops exceeds that limit then customer should get compensation in form of credit of talk time in monetary terms. The amount of reimbursement should double of the amount which charged for that call. They telecom companies should also be penalised as many times they don't provide promised bandwidth for data connectivity.

Mukul Pandey_3

Yes compensation should be given to customer by telecom operator. If someone has an emergency, and he needs to call someone for help where can he call because calls are not connecting. In my case I am fighting with Airtel for last three months and no action has been taken till today. Every time I complained to customer care they provide me new complaint number and the previous complaint they closed at their end so that if someone audit their complaint logs those complaints were closed by on time

https://taskmgmt.mygov.in/sites/default/files/mygov_144188359111954161.pdf

NARESH BHADRECHA

My current operator is the leading service provider in the country yet many times call drops and I pay for 3G but never get even 2G staying in heart of the city. Considering that users are charged Rs.100 for late payments. I would request the same fine imposed for each call drop from the service provider. Another suggestion is that user has different plans. Based on the monthly rental user can be discounted 10% of the rent

Prashant Mathur_3

Data services should be added to this as they run on the same network and due to poor network customer don't get the service they pay for.

vivek kumat

When call drops, it is not known by us by which side the call was dropped. So if a BSNL customer calls Airtel and call drops how to know this thing which network defaulted? So the Network Provider Company should have an alert system through SMS or something else by which they communicate to the customer that the call/network was hindered on their part (in an apologetic manner) and they should suitably credit call time/ data to the customer. In non-metro cities, data is often hindered.

Rahul Galav

1. need to define criteria and spread awareness what is a call drop. 2. Compensation should directly be given to the customer. 3. In case of re-occurring call drops, there should be some penalty which also should be given to customer, so that way customers will also be aware about the issue and the benefits what govt is providing to them after Telco's make some non-compliance in service.

Senthi P

Substantial increase in demand is there in telecom sector; which they just can't manage mainly in cities. If you call up, many times it will say call is not reachable even then it is reached call drops

occurs at frequent interval.

Saurabh Rathore_3

A1: Yes. For any drop call no charges should be applied A2: Credit of talk-time in minutes/ seconds. A3: It should be double the amount of charges taken by Provider. A4: Rule should be implied for data charges as well. if 3G service taken and consumer get 2G service then no data charges should be implied and provider should compensate for bad service to consumer.

Sumit Batish

Not even a single day passes when i don't experience a call drop. 1) TRAI should come up with some compensations for the user in form of reimbursement/free minutes for post paid/pre paid consumer. 2) Telecom operators should be made to provide total number of call drops a consumer had, mentioned on their bills/balance info every month. 3) After monitoring, if they are not able to rectify the problem even after having with the required infrastructure, TRAI should slap them with hefty fines.

manish garg

Difficult to understand whether it was a call drop or call disconnected by user. However, if it is established that it was a call drop, then the consumer should not be charged for that pulse. In addition, a bigger problem is the paucity of the cell towers and multiple agencies demanding money to put in towers + local regulations. TRAI and DoT should work together to frame rule & guidelines for this - that should be honoured across India. Let DoT collect money and pass to local governments.

Aanshul Bhojwani

I agree with the proposal for monetary compensation for all call drops (a) within 5 seconds of call - entire compensation (b) beyond 5 seconds of call - the last pulse of the call (minute/second) which got dropped. There should be auto credit of compensation as an obligation on telco service provider.

Shekar Shetty

Mobile companies are cheating people to generate their income by backdoor practices here is two real example: Govt need to look in to this matter first, this is terrible than call drops. who will look into the poor people?.. i bet these problems faced by lacks of poor families.. please act on it

https://taskmgmt.mygov.in/sites/default/files/mygov_144188313826513.pdf

DEVESH_14

I agree with the proposal for monetary compensation for all call drops (a) within 5 seconds of call - entire compensation (b) beyond 5 seconds of call - the last pulse of the call (minute/second) which got dropped. There should be auto credit of compensation as an obligation on telco service provider.

Yuvaraj Kumar K

Quality lost by telecom providers now. Need to set some restrictions to them . I have faced lot of call drops. Put some strict condition that telecom providers need to know if call drops happen.

Nirmal Thawani

1. Yes customer should not be charged for the call that got dropped within the 1st minute. 2. If the call gets dropped, then for that minute the customer should not be charged. 4. Companies should provide the information about their call drop rates to the consumers

Monica Bithar

The call Drops can be measured as follows: 1. No of call drops per consumer per day 2. The quality (static in the call, voice breaks etc) of the calls need to be taken into account, per day no of bad quality calls. The consumer should be compensated in monetary terms or talk-time depending on the type of connection they have pre paid or post paid. Apart from this a penalty needs to be levied on the service provider for failing to maintain/provide quality of service promised to the consumers

Vinay Arya

The calling company only needs to be penalized by the government if a particular amount of call drop issues are found against them in a certain period of time, let's just say a month. It would be much beneficial in contrast to the compensation of 50 paise, 30 paise etc. to be provided to the customer. Being customers and the stakeholders for a particular mobile operator, I only feel that the most important thing is call quality without any interferences. No compensation, only penalty.

Anandh Krishnamoorthy

I too agree. The telecom providers must be penalized for this lethargic error. They charge high amounts but when it comes to quality they stand at the last.

Vandit_1

I have calls frequently dropped in just 1 or 2 seconds of call. Need a compensation for this. In 2 seconds they can't charge for 1 minute. This is like a LOOT. Simply wanting to fill their accounts they should be heavily penalized by TRAI so that they stay on the line or get out of the business.

Abhishek Khetan_1

They should not charge for the call in which the call gets dropped at any point of time. And if number of call drops exceed a prescribed limit per customer he should be duly compensated in form of talktime in case of prepaid and discount on bill in case of postpaid. Also telecom companies should be heavily penalised for charging customers for data connectivity if they don't provide with the promised bandwidth.

Mahesh Pathak_1

1) When any personal call to another and call get drop with 10 sec, same number has been redial or to whom has call, dial to person from whom he or she received, consider as call drop, that call get not charge again, consider only one call. 2) Most of the customer are using the two SIM cards because of this issue, if service and network is improved this reduce the common man expenses and service provider is also benefit from it.

Dhiraj Gaggar

1. It should be made mandatory for the companies to mention about the number of call drops in their advertisements, websites and a board at all their offices. 2. Not charge for the entire call 3. If call is dropped twice in a row for the caller, the caller should get extra reimbursement at twice the rate being

charged by the company

MYNENI HITAL RAO

1)yes,consumer should not be charged for dropped calls,call for the same number for the next 120 sec should be made free. 2)credit should be in minutes 3)there should be discount on total bill for the month say 5%to 10%. 4)TRAI should not allow marketing calls on mobile network,they have to be banned totally on mobile network. 5)TRAI should not allow TELCOS to release new connections till the situation is improved to satisfactory level. 6)there should a mechanism wherein we can complain.

Srinivasan Mudaliar

1) the networks while travelling by train even in city is so stressful that it needs to be corrected first 2)try to get BSNL corrected first, sumtimes when even near the tower the calls drop 3)system should be introduced where in the top ups should be not in rupees but in minutes, BSNL has such one recharge where in you can top up minutes instead of rupees. so no balance is cut from your account for VAS services which you do not desire 4)how to monitor call drops ?????????

Aditya Raj Verma_1

1.Refund the amount of whole call .It means even call is drop on third minute,telco has to refund whole three minutes charges that all. 2.License should be cancel if telcos cross permissible limit of call drops.

Akash_40

Dear TRAI,firstly we have to give it to you for this great interactive forum. NaMo is really a star in that sense. A1 yes. Penalize them A2 pay back in minutes or seconds A3 automatic balance update and use it in one day 24 hours. A4- pesky calls,SMS, and pls pls pls they are providing pathetic data service. It is clearly not 3G/4G but they do charge under the garb of providing it. Thanks

Srinivas Tanubuddhi

A1: Yes. For any call drop no charges should be applied. A2: Credit of talk-time in monetary terms as we take the pain to reconnect the call. A3: It should be double the amount of charges taken by Provider. A4: Not only Call charges, We get charged for 3G service but will be provided 2G data connection most of the times.

Akash_40

Dear TRAI, Airtel has been charging exuberant rates in postpaid.I shifted to pre paid.I get pesky calls,SMS & this shows Airtel has circulated my number. Call drop is a regular feature of Airtel in Delhi. You must ask them to compensate consumers. Also they are providing G in the name of 3G which is the biggest scam of the decade. Please kick them out of the service and bring in better competition because clearly these guys have become complacent in the absence of state intervention.

Sharad Daga

Along with call drops, calls which get cross connection and calls in which either party is not receiving voice should also be made accountable for the telcos..

Sharad Daga

Let's be practical.. Each telecom provider should keep a call drop cell. A particular number should be generated by TRAI for sending a message in a particular format, where customers can text about particular call which has dropped. Now onus is on the telecom provider to verify it and once verified within a given time frame.. say 24 hours.. credits should be given in terms of talktime to the customer as well as the receiver of the call, which should be equal to the last pulse of the call.

sandeep_249

tari should strictly warn the service provider. as we r paying so it's their responsibility to provide us good network service. I request tari to take action against this happening

shobhit joshi

A1: Yes. For any drop call no charges should be applied A2: (i) Credit of talk-time in minutes/seconds. A3: It should be double the amount of charges taken by Provider. A4: Rule should be implied for data charges as well. if 3G service taken and consumer get 2G service then no data charges should be implied and provider should compensate for bad service to consumer.

Anupam Pawale

Before call drop, the MSP should focus on network connectivity. In large growing cities like Pune, Indore, Ahmedabad the population is growing and the mobile towers are not increasing by that pace. So that results more in network congestion and call drops. Also mobile network in high rise buildings is very bad, that also needs urgent attention. #CallDrops compensation should be there.

Anoop Jain_2

1. Call Drop should be compensated with incremental charge - first n times they pay X amount then it will increase further with Y multiplier or addition for calls drop beyond n times. 2. If that amount/talk usage is time bound. then penalty amount will be added to next cycle. 3. Company should publish the areas in which they have poor network such user should have different call rates.

Santosh_108

A technical probe should be empaneled by TRAI consisting of govt bodies, to analyze the technical perspectives of call drops by the service provider. This is inline with the fact that service providers are nowadays focusing mainly upon the development of 3G and 4G; ignoring the 2G network. In the hoard of competition among service providers, 2G network is hugely impacted.

Suraj Singh_38

Yes the call drops of Vodafone, Airtel and Reliance are very frequent in Pune and Hyderabad. Telcos need to invest in infrastructure, increase the number of towers. Every call drop should be compensated with entire money refund deducted for dropped call.

Naveen Raghunathan

Ans-1 : Yes, completely agree. A consumer should not be charged if a call has been dropped from the operator's end. It does make sense by not charging only the last pulse as consumer has to dial in again. There are few plans where the call rate varies in the first few minutes and the remaining time thereafter. Ans-2: (i) Credit of talk-time in monetary terms. Ans-3: No Ans-4: No

Karthikgayan

1. Penalty to the Telecom service provider 2. must not charge for dropped call 3. Termination of license after certain limits for the same complains from consumers.

KISHUR KUMAR HAZARIKA

penalty should be charged from service provider and amount should not be deducted from user account

tushar pareek

1. Penalty to the Telecom service provider 2. must not charge for dropped call 3. Termination of licence after certain limits for the same complains from consumers.

Santosh Kumar Singh

For each call drop, service provider should pay double the call rate to user. If trend is up continuously, cancellation of license must be considered. Also include un-informed deduction in pre-paid connection. They just insert caller tune or song and deduct money without knowledge of user.

Nandish Chothani

Strict #NetNeutrality Implementation should be Applicable as US did. Because Search Engine are earning much profit through deviating & Biasing & Blocking & Favoring some Content over others and it also not user friendly and it's Risky for everyone. and It will Help to Avail Correct Information Efficiently & Effectively in Time Bound manner.

Amit Shah

1. Penalty to the Telecom service provider 2. must not charge for dropped call 3. Termination of licence after certain limits for the same complains from consumers.

Vaibhav Chaturvedi_4

call drop is big issue in INDIA and it should be solved.....because we are paying but we are not getting those service for which we are eligible

Nandish Chothani

4) Some Service Providers are Starting VAS & other Service automatically and at its own option without customers letting know, Now Uneducated people are only knowing how to Dial Call and Receive and not knowing Reading Messages and all so, I feel that Companies are doing This thing intentionally so My Suggestion is that Before starting any new Service Company Must Call Consumer to avail Confirmation, also avail Confirmation from Existing users. #ConsultationPaper #MyGov

Nandish Chothani

.... Continuously for More than 2 to 3 Times (as sometime call center employee Disconnect call Between Conversion) So,It's not acceptable 3) Telecom Companies are earning huge & arbitrary & unethical Profit through charging high rates So, There should be Restriction Limit on % Profit as per taking Reasonable Variable Base (No. Of Active Customers) , So May be Due to that companies may

charge Reasonable charges for their Services..... #ConsultationPaper, #MyGov

Shekar Shetty

Mobile companies are cheating people to generate their income by backdoor practices here is two real example: Govt need to look in to this matter first, this is terrible than call drops. who will look into the poor people?.. i bet these problems faced by lacks of poor families.. please act on it

https://taskmgmt.mygov.in/sites/default/files/mygov_144187253526513.pdf

Nandish Chothani

A1: 100% agree, Call Dropped then should not charge whole call charges. A2: Refunding DOUBLE (as Penalty) Money or Minutes or Seconds A3: No Limit A4: 1) Now Days Company are providing Unlimited Internet Plan But, after Certain Usage Speed got Decreased, I feel that this is not acceptable thing as in USA AT&T Company Paid 100 Million Penalty for doing same things. 2) Some Service Providers are Block Customer Care No.(198)if we Dial.... #TRAI, #CallDrops, #ConsultationPaper, #MyGov

sachin Saturwar

net speed increse in all platform..all Operater net speed ke nam kr cheating krte hai

Premjith Prabhakaran

3g srvcies of BSNL is real cheating...

Jayesh Kumar

In addition to call drop, there should also be penalty for deficiency in data services too. Most of them call their internet package 3G, but very rarely does one get such speed. At times, its just doesn't work even if the network says 3G. If a customer is not getting 3G service s/he should be charged for 2G rates then.

Jayesh Kumar

Not just compensation for call drops, penalties too should be levied. It has to be in monetary terms, as post paid customers pay hefty monthly charges for lower call rates. Service provider shall pay not at the rate of twice the maximum call rate charged by them. Penalties levied must hurt them well enough, forcing them to make investments and improve service quality. They could be provided with some margin for incidental issues, say up to 5%.

Soma Sekhar_2

Yes. Consumers should be compensated for call drops by telcos. I 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. This is because, if it is charged, the telcos can utilize call drops as a way to increase their revenue.

kshitiz_4

Yes punishment to telecom operators for call drops is necessary but there should be a able system to log the call drops so that operators cant fool the system. i think compensation is a good idea. but the cost of spectrum should also be decreased by govt in interest of consumers as the hefty price of spectrum is to be paid by end consumers and not the operators. #TRAI #calldrops

kshitiz_4

Yes punishment to telecom operators for call drops is necessary but there should be a able system to log the call drops so that operators cant fool the system. i think compensation is a good idea. but the cost of spectrum should also be decreased by govt in interest of consumers as the hefty price of spectrum is to be paid by end consumers and not the operators. #TRAI #calldrops

dinesh Kumar Singhaniya

It would be great move. #CallDrops

Ashish Gupta

Q4: Customer should be able to notify TRAI of call drop with simple text toll-free SMS (say, "DROP dd/mm/yyyy"). TRAI should compile this data by provider, circle, month and publish results publicly. This metric should be monitored and TRAI should expect to see gradual decline, failing which overall penalties may be imposed of significant amount.

Ashish Gupta

Q2 & Q3: If stringent limits are enforced for Q1, then customer needn't be compensated for all call drops. But companies should pay 2x the cost of 10 minutes talk-time in monetary terms for each and every call drop after first 2 in any calendar week and first 4 in any calendar month. This money shouldn't have restriction of usage within certain duration.

Ashish Gupta

Q1: Yes, and increase limit to first 15 seconds. Reason: It takes 5 seconds to even start communicating beyond hello and no information has been conveyed typically so far. Further, for drop after first 15 seconds, last pulse + 1 minute should not be charged. Reason: When repeat call is made to continue the conversation, background context of conversation is repeated which wastes time. It takes about 30-60 seconds to get into flow of things.

Ramesh Babu

BSNL wont change. Even they didnot respond for any query. First of all BSNL has to check for signals in all the places. They never bother to check. First change come from BSNL service provider. If there is no signal what is fun of drop signal

anil kumar_270

Calling consumers should not be charged for call drops by TSP. Because incomplete conversation is miscommunication and more dangerous than non-communication. It creates stress/panic to communicator as well as receiver. Any method for crediting may be applied. However focus should be to ensure improvement in Quality of Service from the TSP. If number of more call drops in particular area and TSP not taking appropriate steps for improvement, it should be penalised by Govt.

Astitv Gulati

Also, Why not use the railway network around NCR and the country and the Delhi Metro to Stations to install light weight towers that can atleast assist in extending the network range if not at full capacity.

Astitv Gulati

A1. Yes. within 5 seconds should not be charged. above 5 seconds, the last pulse should be reimbursed in whatever manner suitable. A2. Yes. ii) credit is better than mins/sec during emergencies. A3. Whatever keeps the operators in check or else impose strict penalties. around the globe, govts have strict penalties in place which actually set the standard. why cant we do that ? penalise it. thats when we all will learn to respect the law. A4. Yes. despite DND, we get a lot of texts.

Abhilasha Negi_1

Forget about enhancing data usage, the telcoms should 1st provide a decent network for making or receiving a phone call in metro cities like Mumbai. Like others, I have been complaining Vodafone about its horrible network for past 2 years but nothing has improved. Infact thanks to my router (and ofcourse my internet provider), I can have a clearer and longer conversation through whatsapp/skype/hangouts/viber than a normal GSM call

Gautam Khurana_1

Raising complaints to airtel since Oct 2013. Still zero network at my hone in central Delhi.

Anupreet Chatterjee

Companies must recharge with the highest amount of the recharge plans they offer whenever the call drops takes place.

indranil bhattacharji

q1) if call dropped compensation of deducted balance should be made. q2) the compensation should be made to the balance within a minute in the account. There is huge lack of cellular tower for Services and growing users need strong network invest on infrastructure and we pay a lot and being a user it really hurts!!!

saurabh jadhav

we dont want net neutrality to be define by telecom companies...Indian constitution has given us a right to do whatever we want to speak,see.its our right, that we can access anything we want at any time. n for what reasons you have ban "porn"..if you have guts go n ban the politicians who have a criminal background,who do corruption...n please its India not a Pakistan to do such things....

MANAN Bhatt_1

#OROP #EXSERVICEMEN #SEWADAR DEAR VETERANS LETS REMEMBER ALL OUR #BROTHERS WHO WORKED AS #SEWADAR IN! #HOUSEHOLDS PLEASE WRITE DOWN IN THE COMMENTS NAMES OF THE #SEWADARS WHO HAVE WASHED DIRTY LINEN AT YOUR #HOUSEHOLDS #SALUTE TO ALL OUR #BROTHERS FOR CORRECTLY AND EFFECTIVELY UTILISING #MILITARYMEN. BY MENTIONING YOUR SEWADAR'S NAME AND RANK IN COMMENTS TO THIS

THREAD YOU WILL ALSO BE PAYING HIM TRIBUTES FOR HIS #SLAVERY oops #SERVICE TO THE #NATION oops #HOUSEHOLD the pm forgot to mention. #OROP is for house maids too. Thank you maj gen for OROP to ourselves. WE ALL ARE #EXSERVICEMEN. #UNITEDWESTAND WHEN IT COMES TO #OROP, #OFFICERS ARE ALSO #EXSERVICEMEN, OUR FELLOW #BROTHERS. AND #SLAVERY IS IN #INDIA BECAUSE OF THE #IAS LOBBY #BABUS. IT IS DUE TO #BABUS THAT OUR PAY PERKS PENSION ARE SO MEAGER THAT WE CAN ONLY PLAY #GOLF GO TO #CLUBS AND #PARTIES. #WIDOWS #PENSIONS WILL SEE STAGGERING RISE OF RS.1500/- FROM PREVIOUS HAFTY PENSION PAY CHEQUEOF RS. 3500/- POST #OROP #WIDOWS TOO WILL HAVE A BLAST IN THEIR LIVES. #GOLF #CLUB #PARTIES. HOWEVER OUR BROTHERN #OFFICERS WITH MEAGER PENSION RISE OF RS .20,000/- TO RS 40000/- WILL BE THE #BIGGEST LOSERS OF #OROP SO OUR #PROTEST AT JANTAR MANTARSTILL CONTINUES

ABHISHEK TIWARI_37

1)Yes, call should be charged if it gets dropped before completion of pulse either a minute or second. Each Base station whose call dropping probability is less than TRAI standards should be splited to accommodate more calls with trade off of coverage area temporarily. In long term, operators should install new sites. 2)credit of talktime in pool balance with validity of minimum 30 days. 3) the validity must be 30 days and minutes/ seconds should be used for std/ local calls

Anant Seth

Yes, call ought to be charged in the event that it gets dropped before finish of heartbeat either a moment or second. Every Base station whose call dropping likelihood is not exactly TRAI gauges ought to be splited to oblige more cancels with exchange of scope range briefly. In long haul, administrators ought to put in new locales. credit of talktime in pool parity with legitimacy of least 30 days. the validity must be 30 days and minutes/ seconds should be used for std/ local calls

AMRITESH_1

The call drop problem is the serious issues with every service provider ranging from government player BSNL to Private players.In very precise i would like to suggest that TRAI should impose Credit penalty in case of call drop to the service providers by means of Credit of Double talk time in case of call drop taking place for 3 times in a day to the calling consumers .If call drop is more than 3 times then the service provider should be bound to pay the whole of the monthly tariff

Aroon Kaliyur

A great way to compensate consumers whose calls get dropped is to introduce a system where the following happen: i) In case of prepaid subscribers, ₹5 is added to their mobile balance automatically. This is an amount that is adequate compensation in terms of fairness to the consumer as well as affordability to the TSP. ii) In case of postpaid, 10 minutes of calls and 5 SMSes are not charged subsequent to the call drop, in addition to the free-usage pack the consumer might have.

Avinash Kuwade

MTNL sabse zayada call drop hote hai The consumer should get compensation in minutes or the consumer should get they money back of the time he/she has wasted due to call drop

jishnu radhakrishnan

30% of my calls get dropped within few seconds. When I complaint to the Bsnl local authority they said my phone is having trouble, i charged my phone and still the problem occurred... now they are

telling that my locality is having some trouble. I am getting a tower is 2.5 km away from my home, but not getting a tower within 1 km.. I am from Kerala. my number is 9497073888

karan shah

1)Yes, call should be charged if it gets dropped before completion of pulse either a minute or second. Each Base station whose call dropping probability is less than TRAI standards should be splited to accommodate more calls with trade off of coverage area temporarily. In long term, operators should install new sites. 2)credit of talktime in pool balance with validity of minimum 30 days. 3) the validity must be 30 days and minutes/ seconds should be used for std/ local calls

Madhanraj M

I support net neutrality as its original definition not the definition as by telecos department. Freedom to access any the whole internet at any time without having to pay more is net neutrality.

Rohit Balasubramanian

1) Calls shouldn't be charged if call drops occur within 5 seconds. 2)Compensation should be in form of Rs.1000 for prepaid customers and a free month for prepaid customers. New customers shouldn't be given a compensation of any form 3)the validity must be for a month and minutes/ seconds should be used for std/ local calls 4) Not that I can think of

Amit Srivastava

Most of the telecom companies are providing 2G speed against the price of 3G. Amongst these telecom companies BSNL is on the top of the list.

Pratik Mankar_2

I am Idea user. I am getting lots of problem during connecting internet and am trying to register my complaint but somehow its not possible. Also price of net pack and normal call rate also very high. So everyone knows as a student for study purpose Internet is neccessary. My point is simple that Net nutrility is important to us not only for using socialy but also study purpose. If this is not possible so reduce cost of netpacks.

VAHARA BANAS KANTHA

vahara deesa bk

https://taskmgmt.mygov.in/sites/default/files/mygov_144181010911879851.pdf

SANDIYA BANAS KANTHA

sandiya deesa bk

https://taskmgmt.mygov.in/sites/default/files/mygov_144180995311879791.pdf

Siddharth Mannan

1)Yes, call should be charged if it gets dropped before completion of pulse either a minute or second. Each Base station whose call dropping probability is less than TRAI standards should be splited to

accommodate more calls with trade off of coverage area temporarily. In long term, operators should install new sites. 2) credit of talktime in pool balance with validity of minimum 30 days. 3) the validity must be 30 days and minutes/ seconds should be used for std/ local calls

Kapil Sharma_9

Establishing the definition of 'missed call' is a first hurdle to climb. Differences in definition by operator and user need to be ironed out first. Penalty may be in form of credit into billing account till infrastructure improves over a specified period of time. If infrastructure doesn't improve in specified time, then dual penalty of credit into billing account and increased talk time must be imposed. Billing will need to be itemised for dropped calls as well.

To,
Smt. Vinod Kotwal,
Advisor (F&EA), TRAI

SUB: - Reply on the four questions on which TRAI has invited comments concerning the call drop issue from the public.

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.

Ans: Yes. I agree with the second statement too. The reason is call drop issue mainly originates due to the inefficiency, unethical financial interest and low quality voice service of the TSPs. TSPs are conducting pilferage through this practice. It is virtually misappropriation of consumers' cash balance. They have no delay (or policy paralysis) in decision-making process concerning to call rate hike, etc. TSPs are periodically doing such activities, with great enthusiasm, either in 6 months or 1 year gap regularly.

Q2: Do you agree that calling consumer should also 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.

Ans: Yes.

Case 1:- Usually the method of 'Credit of talk-time in monetary terms' would be appropriate for compensating the consumers upon call drop. The simple justifiable reason is that the consumer is debited in monetary terms while making a call and not in minutes or seconds (**except** in case where talk-time is granted to consumer *in minutes* as per the respective offer / plan of the TSP). So the customer should be definitely credited, with regards to the compensation also, in monetary terms.

The Exception:-

Case 2 :- Where talk-time is granted in minutes as per the respective offer / plan of the TSP, then in those case 'Credit of talk-time in minutes/ seconds' would be apt with an extended validity minimum for a period equivalent to *that voice plan's original validity (in days)*.

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.

Ans: Already specified in Q2.

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

Ans: The Topic:-***Telecom Service Providers (TSPs) and relevant issues with internet service in India.***

I humbly wish to draw yours' crucial and critical attention towards this issue too, which I have under-mentioned in detail.

Telecom Service Providers (TSPs) and issues with internet service in India

COMMON ISSUES with the Internet Service Providers (ISPs):-

1. Extremely poor experience while using the internet.
2. Internet Service Providers' services are deteriorated day by day, drastically, both qualitatively and quantitatively. But they are too enthusiastic in making:-
 - Regular / periodical price (i.e. MRP) hike of data pack,
 - More and more limited data quantity / benefit per plan in comparison with the MRP,
 - Lesser validity period / data validity (in days),
 - More restrictions are imposed through FUP (Fair Usage Policy) limit. But users are not getting any perceivable advantages with the FUP limit, actually.That means, there is a considerable appreciation in super-net profit of TSPs by these malpractices, day by day.
3. Frequent **network disconnections** result in reloading the webpage, further uploading or downloading the data, image, audio, video files, etc. *from the scratch* resulting in loss of data credited and thereby valuable money, time and effort. *Note that, this issue is **very similar to the call drop issue**.*
4. Significant instability in **internet speed** due to range or signal strength variation, lack of network or poor network performance, etc.
5. If a customer's data usage exceeds the activated data plan (i.e. for **data over-usage**), they will **charge** like anything (e.g. 10 paisa per 10KB or 4 paisa per 10KB, etc.), especially the private Telecom Service Providers.
6. **Making Complaint(s)** to their call centres is an utter waste of precious time, money and effort. They don't wish to hear any complaints with respect to lack of network either permanently or

temporarily (i.e. for 2G or 3G or both), instability of range and internet speed resulting in high fluctuations, etc. ISPs have no concern about *customer satisfaction*. Even customers are allowed to contact certain TSPs' call centre only once in a day. e.g. Tata Docomo

7. **Wastage of unused data**, often significantly, when the validity period get expired. The real culprits for this issue are *the very low browsing speed* and *the network and connectivity issues*. Thus the customer absolutely losses their hard-earned money too.

Note: - In this month-end, I'm going to lose a minimum of 2GB of unused data, if I do not activated a new 2G data plan from Tata Docomo. What's the use of activating a new plan further, without having proper and consistent network and internet speed?

8. * **"Reserved MB or Reserved Data"** Concept, a new way for exploiting the customer, rudely.

* **"Reserved MB" Concept:** - You have stopped browsing after noticing that you have a balance of few Megabytes in your data account. Still you may become an over-user of certain amount of Megabytes and your ISP will charge for that over-usage at 4 paisa per 10 KBPS (or 10 paisa per 10 KBPS, etc.) as per their scheme.

Wonder! Don't gets panic... Here comes the application of Reserved MB (or Reserved Data) concept.

"As per this concept, for each session of your browsing, each application (in the computer or mobile phone) will keep a reserve of certain amount of MB for its usage from the data credited in your account. If you run multiple sessions, simultaneously or otherwise; then more and more Megabytes will be kept as reserve. These Megabytes reserved by other applications is called **Reserved Data or Reserved MB**". Thus *Idea cellular* has clarified my doubt.

That means, even if the customer lost cash from his/her main account *in the form of* over-usage of a data plan; still he/she may find certain amount of megabytes in the data account. It is nothing but the *Reserved MB*. Reserved MB is the sole property of ISP and you have no access to it. So they don't even set-off that megabytes from yours' over-used MB. Eventually the outcome is *data loss plus become the victim of over-charging*.

Caution:-By applying *materiality concept*, as idea cellular has 1 crore customers in kerala's telecom circle, even *single Reserved MB per customer* will be equal to **1 crore MB of reserved data from 1 crore customers** (i.e. 1 Reserved MB per customer x 1 crore customers). They can resale this 1 crore MB of reserved data without any further cost at all. So the entire income will be profit, as the entire cost is already recovered in the earlier sale. The *materiality concept* equally applies for **UNUSED DATA in the customer's data account** too. Hence *reserved MB* and *Unused Data* are absolutely profit boosters of ISPs.

Final word: - *What a wonderful idea! Seetji....*

Call Drop vs Internet Disconnection

Call Drop and Internet Disconnection are the two sides of the same coin. These issues are of very similar nature. A small comparison.... Let's check!

<u>Characteristics of VOICE Service's issues</u>	<u>Characteristics of DATA Service's issues</u>
<ol style="list-style-type: none"> 1. Sudden disconnection of call, while making the call. 2. In a voice call, a calling consumer needn't required to repeat what he mentioned earlier to the call-receiving customer in the line due to the call drop (unless there exist issues like <i>lack of sound clarity in the network, voice-breaking, overlapping of two or more calls, noise interruptions in the line, voice lag, lack of network, etc.</i> while making the call). 	<ol style="list-style-type: none"> 1. Sudden disconnection of internet due to lack of network frequently while conducting browsing, downloading a file, uploading a file, etc. 2. In data service, if a user lost the internet connection; then he has to download or upload that file further from the scratch (i.e. from the very beginning) or to re-load the webpage. He / she is forced to do so, even if completed almost in full or half the way of downloading / uploading process. Thus the data consumed earlier to download / upload the required file or browsing a website became absolutely waste and thereby loses money, time and effort ultimately.
<p>3. Unethical Benefits to TSP:-</p> <ul style="list-style-type: none"> ○ Savings in terms of huge capital investments and the interest thereon (for infrastructural facilities and its continuous enhancement) in telecom sector to provide quality services to customers. ○ Customer is compelled to use further, <i>the voice service of the relevant TSP</i> to make a call as a result of issues like call drop, etc. This help them to generate addition profits from the additional call(s) consumed. ○ Customer is also forced to use further, <i>the data service of the relevant TSP</i> for browsing, etc. as a result of issues like frequent network disconnection or lack of network. This help them to generate addition profits from the additional data consumed. ○ Unethical financial interest of TSPs is the main reason behind these issues. These malpractices are purely intentional to loot the customers. 	

- Deployment of minimal resources for voice service and data service, but maximum earnings to TSP through unethical optimal utilization.

4. Losses to customer:-

- Loss of hard-earned money (i.e. financial loss), valuable time and effort (i.e. physical loss).
- Unable to convey information (*including* info of very urgent nature) in a timely manner (in case of voice service).
- Unable to perform tasks (*including* very urgent jobs or activities) in a timely manner (in case of data service).
- Considerable time-lag in browsing, downloading and uploading (in case of data service).
- Low quality services to customer with high MRP (i.e. MRP vs Service Quality).
- Forced to bear the cost of TSP's fake advertisements that convey false and mis-representing information (including the offers) about their services.
- Finally become fooled and deceived by the relevant TSP(s).

PROOF 1:- Realistic screenshots of frequent network disconnections and data wastage/loss to customer thereby.

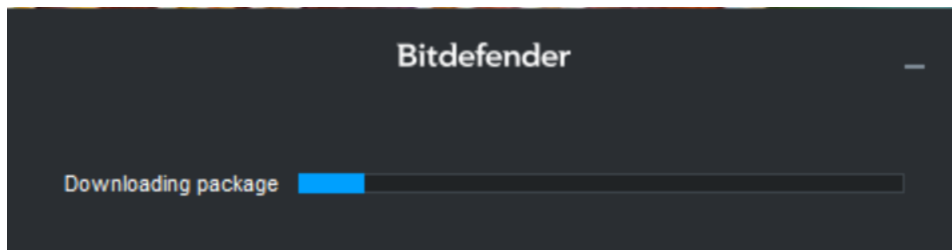


Figure 1:- Downloading the package of Bitdefender Internet Security.

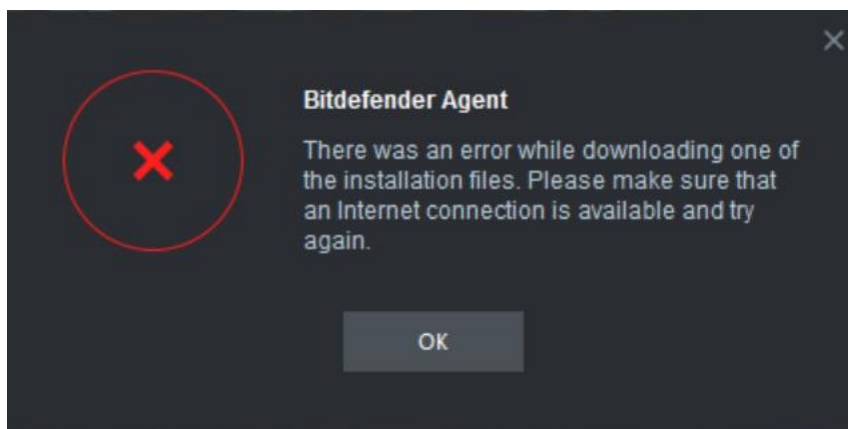


Figure 2:- When the downloading process completed around 10% - 15%, suddenly internet got disconnected either due to poor network or lack of network and thereby an error occurred in downloading.

I have made 3 attempts and lost 215MB of data in total, as I need to further download the file from the scratch, each time. Finally I gave up the downloading task, as all the 3 attempts were virtually failures. The entire data (in MB) which was already downloaded got waste utterly. This issues is a common phenomenon, if one tries to download / upload even a file having 50MB or more. It is absolutely impossible to download / upload *medium, large or very large files*. Only result you could grab is to loss the MB or GB credited in your data account. Thus **Tata Docomo** is merely looting customers.

One can experience the same with **BSNL** too.

2G SERVICE

Main factors to be considered:-

➤ NETWORK AND CONNECTIVITY

In case of **Tata Docomo**, getting the network and thereby the connectivity is a troublesome task either inside or outside the home, etc. Customers are experiencing disconnections, frequently.

Idea Cellular has better network for 2G compared to Tata Docomo. But it is also not up to the mark or customer expectation.

What's the use of **BSNL**'s network and thereby connectivity, if there is no speed at all?

Note: - BSNL is very much keen on charging considerable periodical rental (as per the various plans offered) from pre-paid customers during every 6 months' interval, etc. for extending the validity of the SIM. Why they are not showing such interest in providing quality service? In my knowledge, no private TSPs are following such a practice, at least directly.

Airtel stands somewhere in between Tata docomo and Idea cellular.

➤ INTERNET SPEED

Tata Docomo claims that they provides a speed of 32 kbps - 48 kbps (what an awesome speed range for browsing!) for 2G. But actual speed is too low in comparison with their statement. That too highly inconsistent and thereby widely fluctuating. In most cases, customers experience extreme time-lag while browsing, downloading and uploading.

In case of **BSNL**, a snail wakes much faster than their 2G speed. As per their call centre, 2G internet speed is anywhere in-between 5,760 kbps and 14,400 kbps. They too specified that 3G speed is also in the same range. In reality, if one got at least 1% (i.e. 57.60 kbps) of the official minimum speed (i.e. 5,760 kbps) *once in a while*, then that user is a lucky guy in the 2G network.

Idea Cellular claims that they provides a speed of 256 kbps for 2G. In reality, usually the speed is only up to 10 percentage of their claim. That too significantly inconsistent and thereby widely fluctuating in nature.

Airtel is in between Tata docomo and Idea cellular. Their actual speed is much less, even though they claims a speed in between 60 kbps and 70 kbps.

Internet Service Providers (in our area)	*Official Internet Speed of 2G (as per their claim)
1. BSNL	5,760 KBPS - 14,400 KBPS
2. Tata Docomo	32 KBPS - 48 KBPS
3. Airtel	60 KBPS – 70 KBPS
4. Vodafone	40 KBPS - 120 KBPS
5. Idea Cellular	256 KBPS

* Subject to network and signal strength (i.e. range and its variations).

3G SERVICE

- No 3G service at all for **Tata Docomo, Bharathi Airtel** and **BSNL** in my area [Panchayat / Village: - Perinjanam, Taluk: - Kodungallur, District: - Thrissur, State: - Kerala, Postal Code: - 680686]. For **Idea cellular** also, it's too hard to get the 3G.

For idea cellular, even if they states that they have a speed of 21mbps for 3G; actually the average speed in my area is much less than 100 kbps. That too considerably inconsistent and thereby highly varying in nature (e.g. 1kbps – 1015 kbps). One can even experience a speed of 10 kbps or less, with often network disconnections and lasting network failure. ***In case of certain ISPs, the user will not able to perceive any difference between 2G and 3G services.***

Note: - If a customer activated a 3G plan and there is no 3G network / coverage at all in his area (either temporarily or permanently), he will get the benefit of 2G service instead of 3G service. This can be called as **3G through 2G approach**.

“What an idea! 2G service at 3G price.” (i.e. MRP: - 3G data price, but Service quality type: - 2G data service).

Wise marketing strategy for selling 2G data service and earing super-profit therefrom. It's like selling 'Rotten apple' in the brand name 'Export-Quality apple' at superior price and eye-catching package.

Internet Service Providers (in our area)	*Official Internet Speed of 3G (as per their claim)
1. BSNL	5,760 KBPS - 14,400 KBPS
2. Tata Docomo	3.2 MBPS
3. Airtel	400 MBPS – 600 MBPS

4. Vodafone	60 KBPS - 122 KBPS
5. Idea Cellular	21 MBPS

* Subject to network and signal strength (i.e. range and its variations).

LAUNCHING OF 4G SERVICE

We are daily hearing the news that Bharathi Airtel (already launched), Reliance communication, BSNL, Idea Cellular, Tata Docomo, etc. are going to launch 4G service. Without providing **adequate quality services** in 2G and 3G, they are going to launch a new service called 4G. For whom they are going to launching this? Appropriate answer will be 'For themselves with absolute financial interest and to rob the consumers'. It's nothing but misappropriation by ISPs.

Kindly note the fact that:-

- Many areas in INDIA including mine, is still out of the **3G** service.
- Many areas in INDIA, is experiencing worst 3G service. I.e. **price** of data pack is at **3G rate**, but **quality** of service is **2G type** or even bad.
- Certain Internet Service Providers' **2G** service are very worst, while certain ISPs' 2G service are not up to their claims or customer expectation or the both.

So granting the license for 4G in the current scenario will be just like provide more and more options for pick-pocketing the consumers or performing day time burglary in suit and boot, through various crooked means.

RECOMMENDATIONS

The methodologies for proper implementation:-

- Don't allow any Telecom Service Providers to render 4G service in India (or at least in the respective state), without providing consistent required quality service both in 2G and 3G throughout India (or throughout that specific state). Note the fact that 'Without having a robust foundation, any structure will collapse, as the time passes'.
- Please regularly monitor **the quality of their service** (including the consistency factor) *in terms of* key aspects such as network and connectivity, browsing speed, data carry forward issues, grievance redressal mechanism of TSP and reasonability of data pack's price, validity period, quantity of data benefit, etc.
- Set the proper, reasonable and standardized *parameters* for evaluation, either state-wise or country-wise, based on above-mentioned key factors (and other key aspects which you considered as valuable) for data service such as 2G, 3G and 4G and for the voice service too.

- Implement an appropriate mechanism to regularly monitor, evaluate, to take corrective measures if required with the assistance of an efficient and effective feedback system and for the review. Otherwise it will be like issuing license for looting the consumers. Please also refer to my '**TRAI consumer forum**' concept.
- Implement a flexible mechanism in order to safeguard a customer from **high post-usage charge or overage** (e.g. 10 paisa per 10KB or 4 paisa per 10KB, etc.). Instead of *the overage plan* mentioned above, please provide the customers an **OPTION** from which they could opt from, when the data credited as per the plan gets exhausted. The options are: - (i) *Activate a new data plan from the available choice of TSP*; (ii) *Activate the existing data plan*; (iii) *Stop the data usage*; (iv) *Any other relevant options which you or our consumers may consider as critical*.
- **Carry forward of unused data** should be permitted at least for a period equivalent to *the exhausted data plan's original data validity (in days)*, **without imposing** any conditions such as new data plan activation before the expiry of existing plan, etc. Thus can save the customers from losing the data credited and thereby their hard-earned money.
 - Also implement a mechanism to notify the customer about *the date of expiry of that carry forward data along with its unused balance info*, when the expiry period approaches. E.g. 1 week before, etc.
 - You can decide whether *the carry forward option for unused data* should be allowed only within the similar type of data service (i.e. 2G to 2G or 3G to 3G, etc.) or in-between different types of data services (i.e. 2G to 3G, 3G to 2G, 3G to 4G, etc.)
- Launch a permanent user-friendly **online platform** (preferably multi-lingual i.e. state-wise) of **TRAI** where customers can interact directly with the TRAI officials and thereby report on various local issues on voice and data service concerning to his / her TSP, make suggestions on TRAI's consultation paper, provide customer-feedback regarding the effectiveness of remedial measures taken by TRAI, etc. (E.g. **TRAI consumer forum**.)
 - If you allotted *an individual space* for each TSP / ISP, in that platform; then it would be very much helpful for you especially in terms of time and effort.
 - Mandates its advertisement (especially in the respective state's official language) on all sales packages of data and voice services of TSPs in a prominent manner, in the national dailies and other mass communication media.

CONCLUSION: - Please remember that! **The consumers treat the TRAI and the Central Government as a last resort to resolve both the voice and data services issues. Yours' remedial action counts for consumer justice, a lot.**

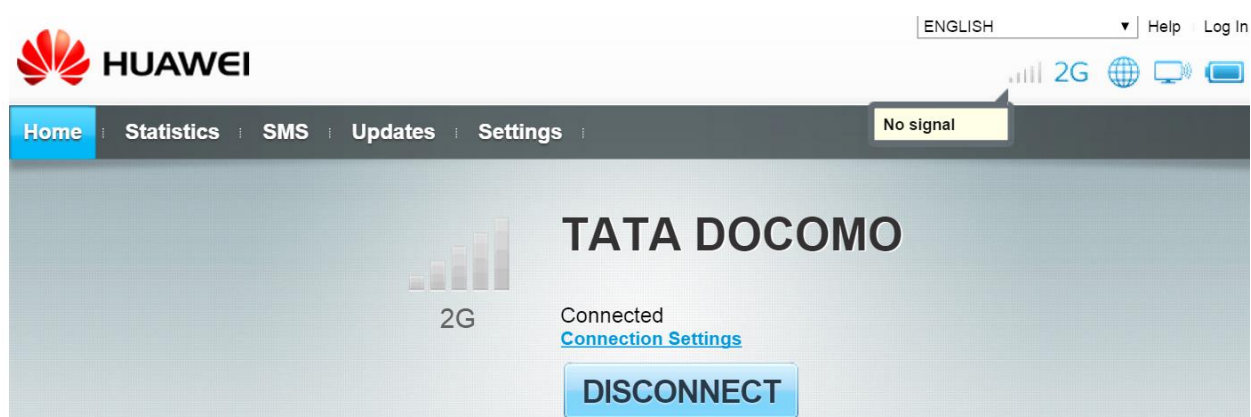
PROOF 2:- Screenshots of the Network issues



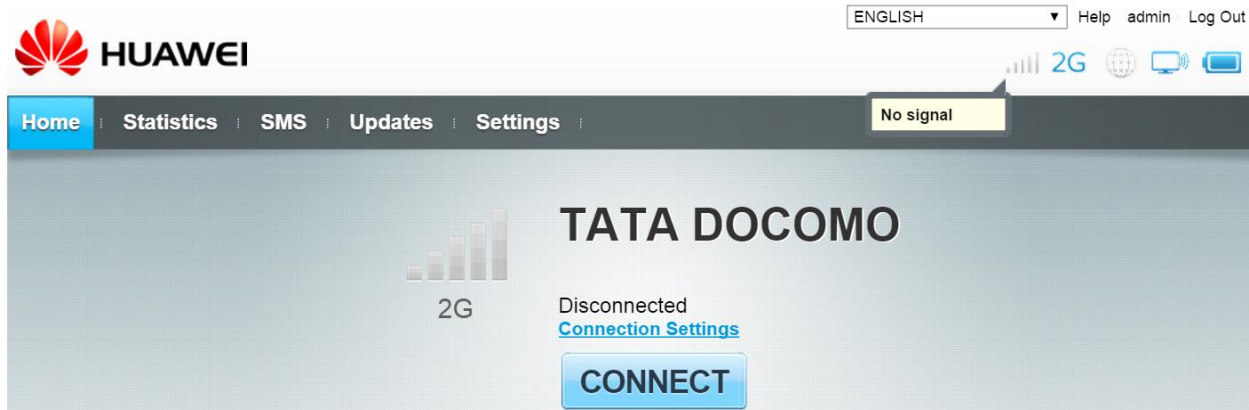
Tata Docomo and the buddy customer 'Mr. LUCKY'



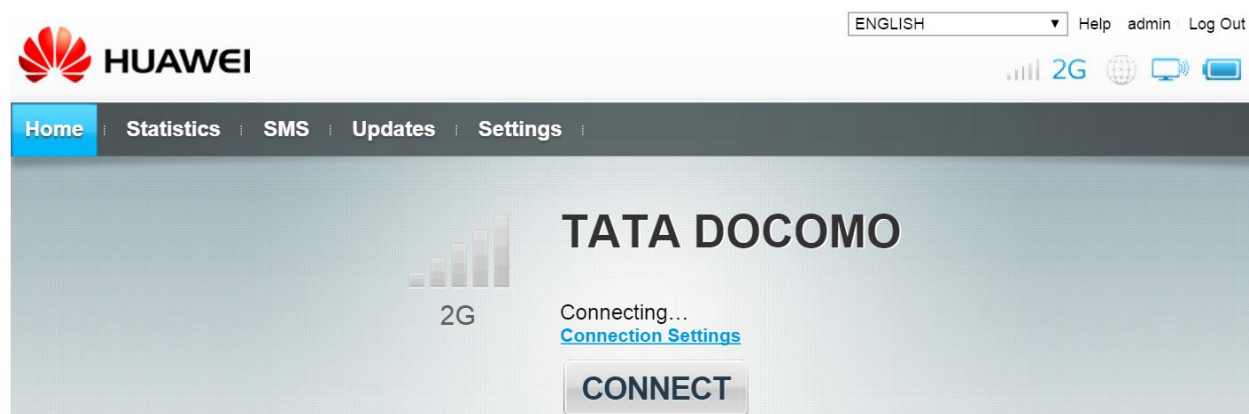
Scene 1:- Screenshot of Weak signal.



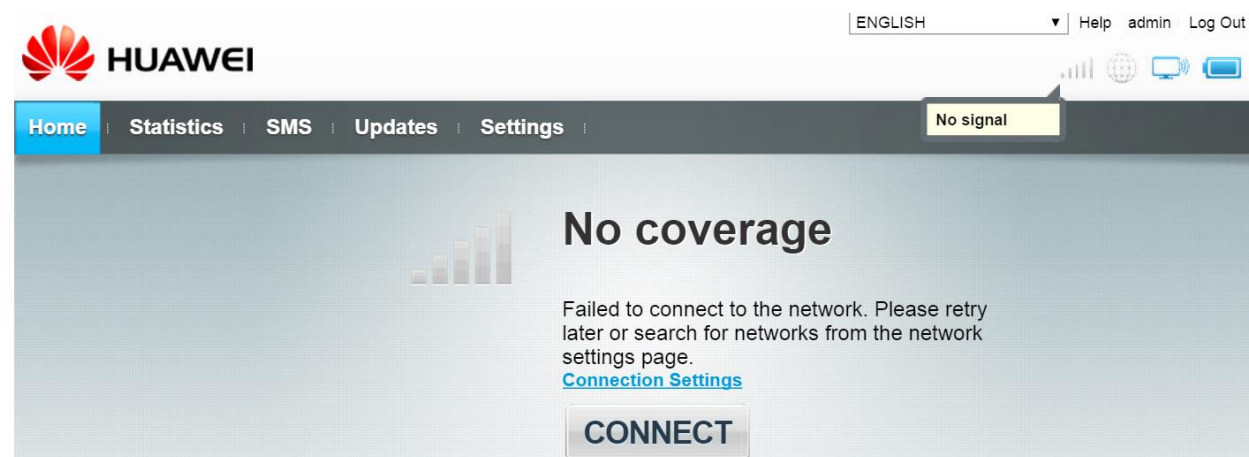
Scene 2:- Signal Icon can't get any signal from the Tata Docomo's network, while being connected to the network. This will subsequently results in very slow browsing speed, hanging of internet and / or disconnection.



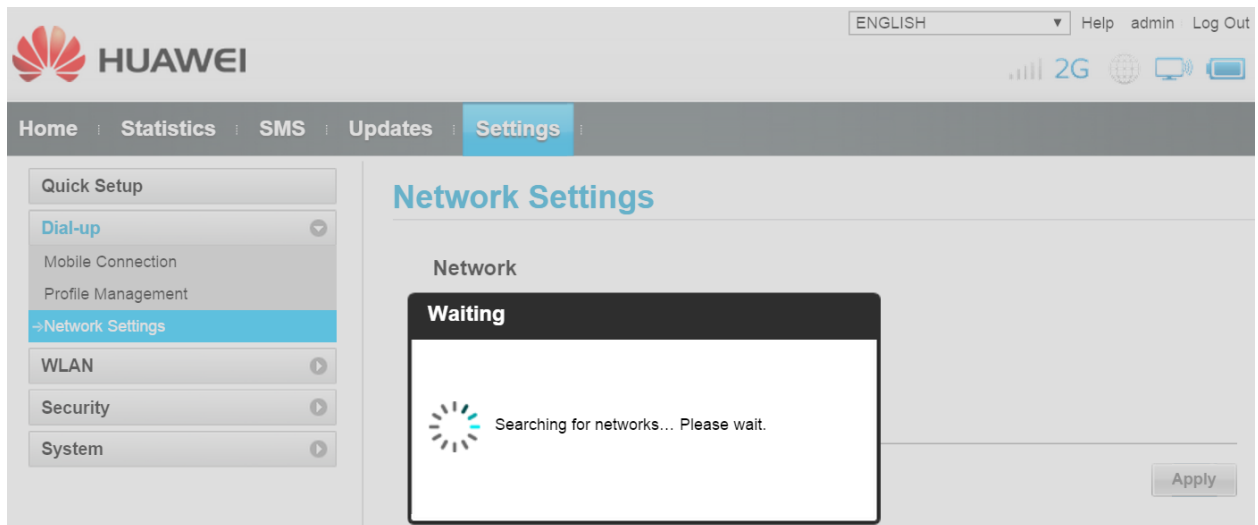
Scene 3:- Network got disconnected due to lack of signal or range.



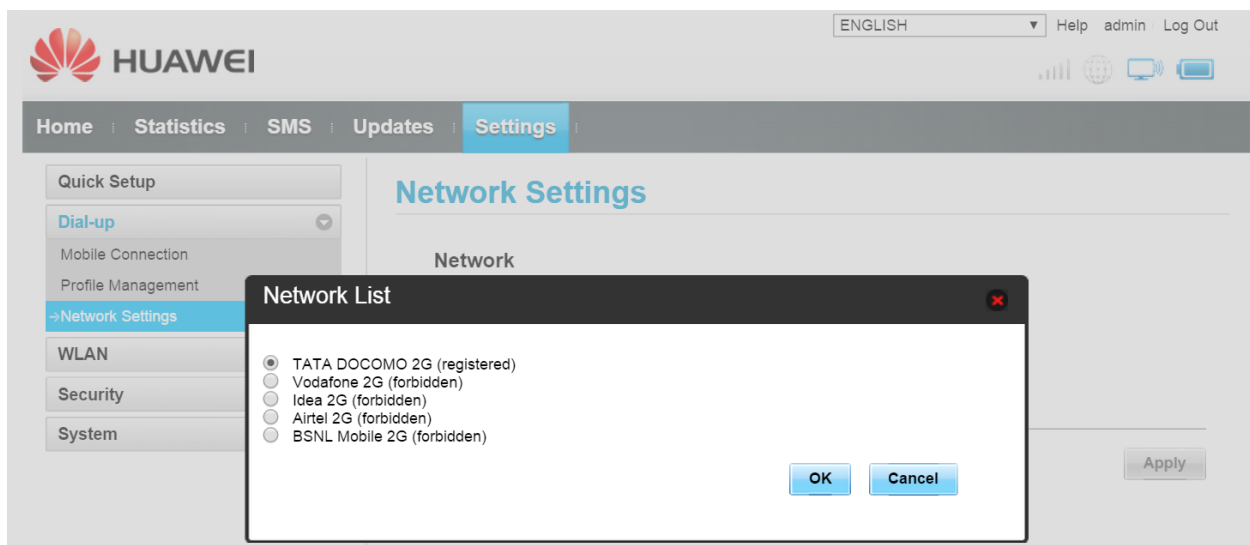
Scene 4:- Trying to connect to the network. Still there is no signal or range.



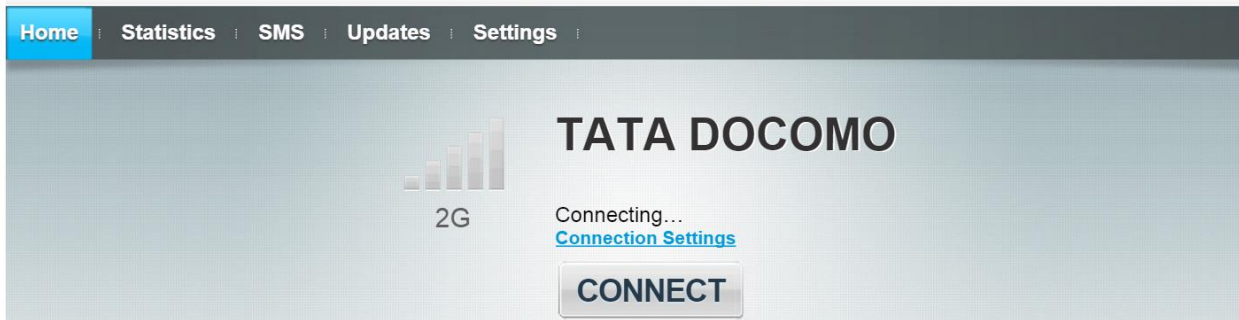
Scene 5:- The attempt to get connect to the network became a failure. There is no coverage and thereby a network issue. Again the signal icon shows no signal.



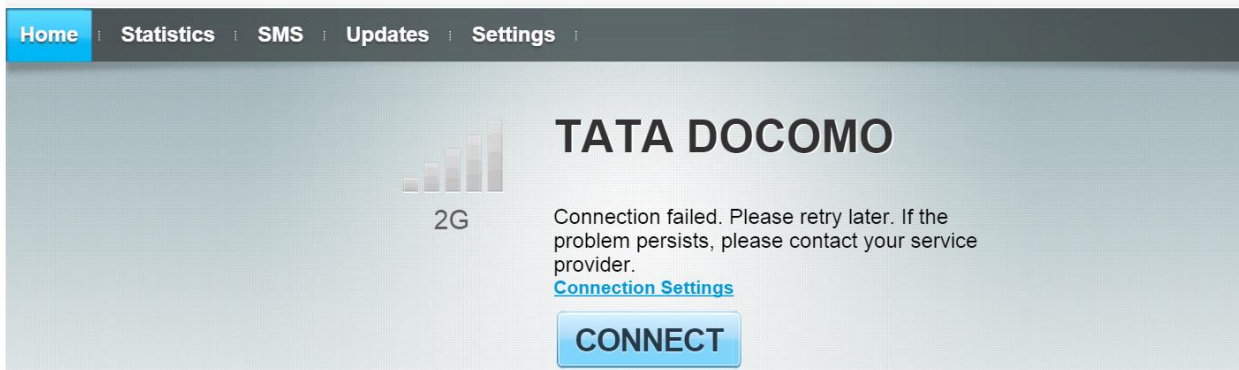
Scene 6:- Screenshot of manual network searching in 2G network mode.



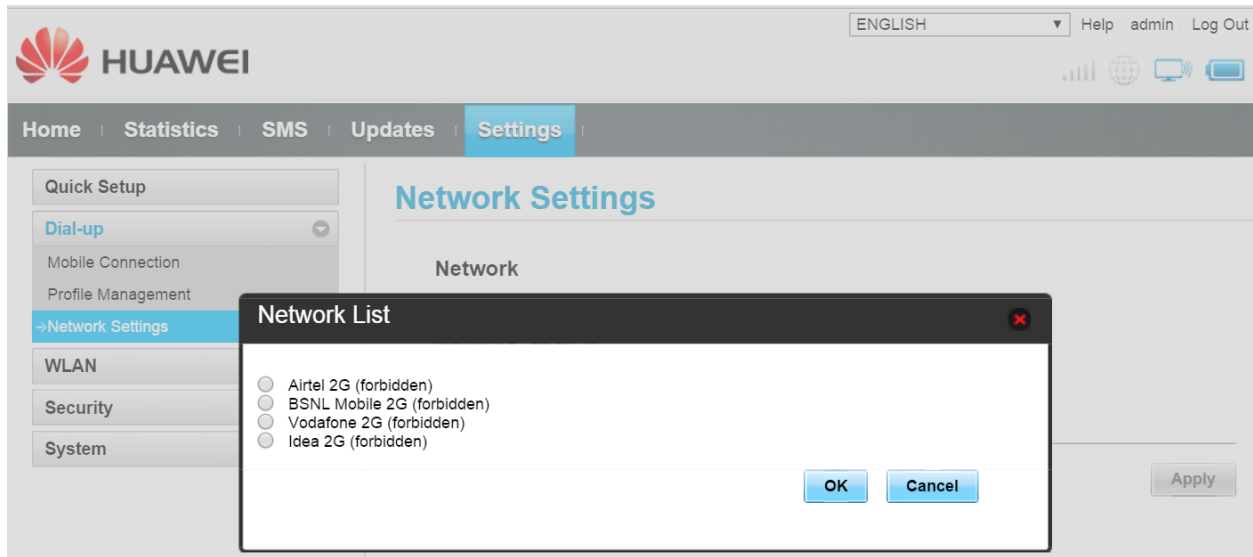
Scene 7:- Result of manual network search in 2G network mode. It list out the available 2G networks in my area including my ISP, Tata Docomo. Other networks are forbidden for me as they are not my TSP.



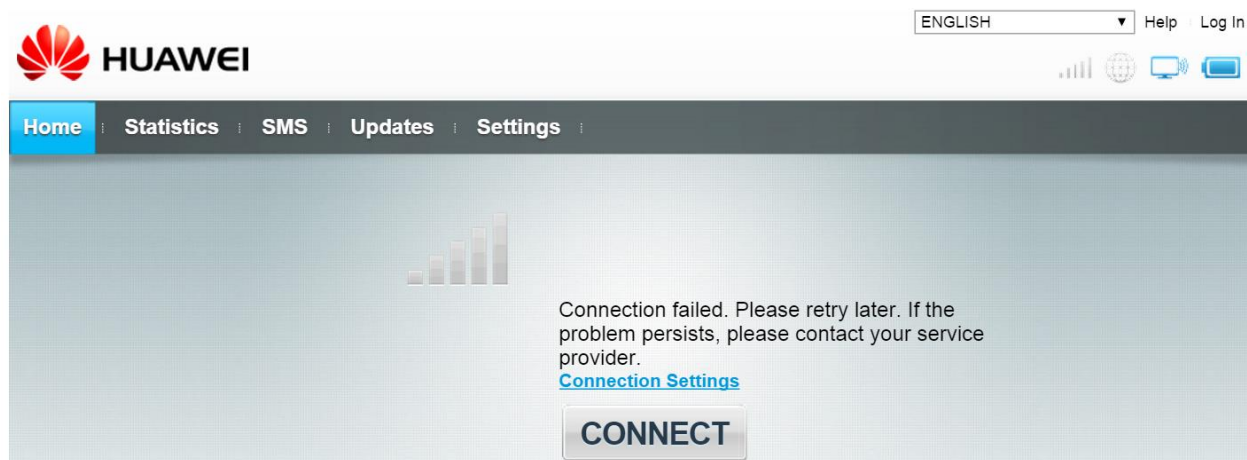
Scene 8:- Trying to connect to the network further. Yet there is no signal or range.



Scene 9:- The second attempt to get connect to the network also became a complete failure. There is no coverage and thereby no network at all. Still the signal icon shows no signal. My device suggested me to contact my service provider i.e. the TSP.



Scene 10:- Conducting a further manual network searching in 2G network mode. The result is no network persist for Tata Docomo at all (i.e. Tata Docomo is not in the network list). It got suddenly vanished in the veil or drawn a veil over it.



Scene 11:- No Coverage, No Network and No Signal at all. So No Internet.....

THE END

Moral:- The king customer will be always on the loser's side with **triple loss** i.e. the money, time and effort (both physical and mental).

HIND

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tra

A1. Consumer should not be charged for calls getting dropped with 5 sec. Providers come with minute pulse, which if gets

dropped at any time during call, then the providers makes money for that call and subsequent calls the subscriber makes to

complete his conversation.

In my opinion, all the call tariffs must be in second pulse. No minute or higher pulses be allowed. So that when call drops, the

subscriber wont be effected much. Second pulse will force the providers to come up with better connectivity.

A2. In case call drops to be compensated, they should be done in terms of second pulses. Getting money back to customer will

be a hell of task, as to how and when the money will be coming to customer.

A3. If the call drop is frequent, that is more than 5 times a day, then the provider must be deprived of charge for all of the

calls/pulses that the cutomer utilized during that calendat date. The provider need not be asked to pay anything extra to customer

than the customer has paid to avail the service.

A4. Another issue, where the call gets dropped, but the customer was connected for some seconds before the call got dropped.

It is evident that the service/connectivity is not good enough. Hence the customer would have struggled to talk over phone. His

voice would be for sure broken or scrambled. So there must be a clause for a max number call drops per customer per day. If

call drops exceeds that number, then the customer should not be charged for any of the calls made during that calendar date.

To,
Smt. Vinod Kotwal,
Advisor (F&EA),
TRAI.

SUB: 4 Questions by TRAI seeking public opinion on the issue of frequent Call Drops

TRAI asked for the public opinion on the call drop issue and requested the consumers to answer the following 4 questions:

Here are our answers.

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.

Ans: This is without doubt that calling consumer should not be charged for the dropped call (within 5 sec) but even if the call gets dropped anytime during the length of the conversation, **the complete call should not be charged** if the length is below 5 minutes OR the first 5 minutes should not be charged if the length is more than that. The cap of five minutes is only in the support of Telecom Companies.

The motive of TRAI and the Ministry of Communications and IT is to meet the quality of service benchmarks and that can be done if strict rules are applied. We want to reach to a situation where calls are not dropped at all, and for that the Regulator and the Govt. should bind the Telecom Companies to take the issue seriously. **First 5 sec and Last Pulse limit is very less for these cash rich companies who have ignored this issue since long and are still not serious about it.**

Q2: Do you agree that calling consumer should also 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.

Ans: Yes, the calling consumer should definitely be compensated and the compensation should be in monetary terms (point ii).

The amount as per the applied tariff should be credited to the consumers' prepaid or postpaid account with reference to the rules mentioned in the first point. The credit compensation is important because, Telecom users in the present time use various services in addition to the calling through the mobile phones. If the compensation is made in the monetary terms, the consumer can avail it in a better way.

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.

Ans: The amount as per the tariff of the consumer should be credited to the consumers' prepaid or postpaid account in monetary terms with reference to the rules mentioned in the first point. He should be able to use that credit across services that the Telecom Operator provides.

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

Ans: Apart from Call Drops, many customers are also facing the poor connectivity issues inside their houses or offices or at certain places. To overcome this, the Telecom Companies should be bound to release mapping of the signal strength at the different parts of the city like it happen in few other countries.

Rahul Gupta
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Hyderabad

- 1) Yes, call drops must be compensated. It's a paid service & consumer expects satisfaction from it.
- 2) A uniform way of discounting "IN THE NET PAYABLE AMOUNT AFTER EVERY EXISTING PLAN BASED CONSIDERATION" to customers for each call drop regardless of service provider being private/ Govt.
- 3) For 1st 3 call drop incident 10% discount penalty as per point no 2 above and from 4th call drop incident deduction penalty is to DOUBLE.
- 4) Please earmark sufficient sites for cell towers enough for service providers to handle cellular traffic successfully and yet maintain cellular radiation within limits

#TRAI #calldrops #mygov #ConsultationPaper

Answer to Q1 :

Well, what difference will it make if a call drops after 5 seconds or within 5 seconds. Its a call drop.

If i am in a call, and it gets dropped, I should not be ideally charged for this as this is an incomplete service. As a consumer, I believe, if I make a call it should be completed. That is what i am expecting from a Telephone service provider.

I am pretty sure TSP's are able to distinguish between call drops and calls disconnected.

Now the main aim of this consultation should also include improving this services, hence infact TSP's should be charged for every call dropped.

Now, This charge should accumulate in a fund that would help in R&D to improve existing services and introduce new services innovative services to consumers.

This should be an independent Department that would only work on R&D of telecomm services. Or I am not sure if there is any existing R&D department they should be funded with this.

Answer to Q2 :

Well, If a dropped call is not charged that itself should be the compensation to consumer, hence there is no need of separate compensation to consumer.

Answer to Q4:

Well there is one more thing Internet services, First of all its not clear what is the speed of internet when using 3G and 2G. It will help distinguishing these 2 services. As a Consumer may be i am not that technical enough to understand when i am using 3G or 2G.

Hence, In this regards it should be clearly mentioned on GPRS Packs what speed should be expected if i use 3G or 2G. Say if I dont watch too many Videos 2G is enough. Hence it will be wise enough for me to select 2G plan. But there are people who end up with 3G plans that goes just a waste of these services and his pack data as well. This will be an effective way of making people use 3G or 2G services.

Now I am from Gujarat and right now because of riots I cannot use internet services, infact for some reason my service provider has even disconnected the calls service, whereas these services are enabled from other service provider. It gets difficult when your family cannot get in touch with you or vice versa. I hope TSP's Understand this.

-Sunny Mulchandani(Sunny.Mulchandani@hotmail.com)

Dear Honourable Prime Minister Shri Narendra Modi:

1. Calling consumer should not be charged for the minute, in which the call got dropped even before the last second. Consumers should not get the loss of even one second.
2. Calling consumers should be compensated by the access service providers, if calls got dropped more than three times, by crediting talk-time in minutes, if it is more than five times, by crediting talk-time in monetary terms. The compensation of credit of talk-time should be doubled proportional to the increase of call drops.
3. It is a great idea, considering TSPs to make periodic disclosure of capacities, coverage and steps taken for rectification of call drops and improvement of quality. TRAI should make their disclosures public.
4. I would suggest TRAI should conduct periodic drive tests across the country and should release the results public.

The aforementioned points 3 & 4 will help the consumers to choose the TSP and it will encourage the TSPS to provide a quality service.

Regards,

Pratap N.

To,
Smt. Vinod Kotwal,
Advisor (F&EA), TRAI

SUB: - Reply on the four questions on which TRAI has invited comments concerning the call drop issue from the public.

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.

Ans: Yes. I agree with the second statement too. The reason is call drop issue mainly originates due to the inefficiency, unethical financial interest and low quality voice service of the TSPs. TSPs are conducting pilferage through this practice. It is virtually misappropriation of consumers' cash balance. They have no delay (or policy paralysis) in decision-making process concerning to call rate hike, etc. TSPs are periodically doing such activities, with great enthusiasm, either in 6 months or 1 year gap regularly.

Q2: Do you agree that calling consumer should also 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.

Ans: Yes.

Case 1:- Usually the method of 'Credit of talk-time in monetary terms' would be appropriate for compensating the consumers upon call drop. The simple justifiable reason is that the consumer is debited in monetary terms while making a call and not in minutes or seconds (**except** in case where talk-time is granted to consumer *in minutes* as per the respective offer / plan of the TSP). So the customer should be definitely credited, with regards to the compensation also, in monetary terms.

The Exception:-

Case 2 :- Where talk-time is granted in minutes as per the respective offer / plan of the TSP, then in those case 'Credit of talk-time in minutes/ seconds' would be apt with an extended validity minimum for a period equivalent to *that voice plan's original validity (in days)*.

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.

Ans: Already specified in Q2.

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

Ans: The Topic:-***Telecom Service Providers (TSPs) and relevant issues with internet service in India.***

I humbly wish to draw yours' crucial and critical attention towards this issue too, which I have under-mentioned in detail.

Telecom Service Providers (TSPs) and issues with internet service in India

COMMON ISSUES with the Internet Service Providers (ISPs):-

1. Extremely poor experience while using the internet.
2. Internet Service Providers' services are deteriorated day by day, drastically, both qualitatively and quantitatively. But they are too enthusiastic in making:-
 - Regular / periodical price (i.e. MRP) hike of data pack,
 - More and more limited data quantity / benefit per plan in comparison with the MRP,
 - Lesser validity period / data validity (in days),
 - More restrictions are imposed through FUP (Fair Usage Policy) limit. But users are not getting any perceivable advantages with the FUP limit, actually.That means, there is a considerable appreciation in super-net profit of TSPs by these malpractices, day by day.
3. Frequent **network disconnections** result in reloading the webpage, further uploading or downloading the data, image, audio, video files, etc. *from the scratch* resulting in loss of data credited and thereby valuable money, time and effort. *Note that, this issue is **very similar to the call drop issue**.*
4. Significant instability in **internet speed** due to range or signal strength variation, lack of network or poor network performance, etc.
5. If a customer's data usage exceeds the activated data plan (i.e. for **data over-usage**), they will **charge** like anything (e.g. 10 paisa per 10KB or 4 paisa per 10KB, etc.), especially the private Telecom Service Providers.
6. **Making Complaint(s)** to their call centres is an utter waste of precious time, money and effort. They don't wish to hear any complaints with respect to lack of network either permanently or

temporarily (i.e. for 2G or 3G or both), instability of range and internet speed resulting in high fluctuations, etc. ISPs have no concern about *customer satisfaction*. Even customers are allowed to contact certain TSPs' call centre only once in a day. e.g. Tata Docomo

7. **Wastage of unused data**, often significantly, when the validity period get expired. The real culprits for this issue are *the very low browsing speed* and *the network and connectivity issues*. Thus the customer absolutely losses their hard-earned money too.

Note: - In this month-end, I'm going to lose a minimum of 2GB of unused data, if I do not activated a new 2G data plan from Tata Docomo. What's the use of activating a new plan further, without having proper and consistent network and internet speed?

8. * **"Reserved MB or Reserved Data"** Concept, a new way for exploiting the customer, rudely.

* **"Reserved MB" Concept:** - You have stopped browsing after noticing that you have a balance of few Megabytes in your data account. Still you may become an over-user of certain amount of Megabytes and your ISP will charge for that over-usage at 4 paisa per 10 KBPS (or 10 paisa per 10 KBPS, etc.) as per their scheme.

Wonder! Don't gets panic... Here comes the application of Reserved MB (or Reserved Data) concept.

"As per this concept, for each session of your browsing, each application (in the computer or mobile phone) will keep a reserve of certain amount of MB for its usage from the data credited in your account. If you run multiple sessions, simultaneously or otherwise; then more and more Megabytes will be kept as reserve. These Megabytes reserved by other applications is called **Reserved Data or Reserved MB**". Thus *Idea cellular* has clarified my doubt.

That means, even if the customer lost cash from his/her main account *in the form of* over-usage of a data plan; still he/she may find certain amount of megabytes in the data account. It is nothing but the *Reserved MB*. Reserved MB is the sole property of ISP and you have no access to it. So they don't even set-off that megabytes from yours' over-used MB. Eventually the outcome is *data loss plus become the victim of over-charging*.

Caution:-By applying *materiality concept*, as idea cellular has 1 crore customers in kerala's telecom circle, even *single Reserved MB per customer* will be equal to **1 crore MB of reserved data from 1 crore customers** (i.e. 1 Reserved MB per customer x 1 crore customers). They can resale this 1 crore MB of reserved data without any further cost at all. So the entire income will be profit, as the entire cost is already recovered in the earlier sale. The *materiality concept* equally applies for **UNUSED DATA in the customer's data account** too. Hence *reserved MB* and *Unused Data* are absolutely profit boosters of ISPs.

Final word: - *What a wonderful idea! Seetji....*

Call Drop vs Internet Disconnection

Call Drop and Internet Disconnection are the two sides of the same coin. These issues are of very similar nature. A small comparison.... Let's check!

<u>Characteristics of VOICE Service's issues</u>	<u>Characteristics of DATA Service's issues</u>
<ol style="list-style-type: none"> 1. Sudden disconnection of call, while making the call. 2. In a voice call, a calling consumer needn't required to repeat what he mentioned earlier to the call-receiving customer in the line due to the call drop (unless there exist issues like <i>lack of sound clarity in the network, voice-breaking, overlapping of two or more calls, noise interruptions in the line, voice lag, lack of network, etc.</i> while making the call). 	<ol style="list-style-type: none"> 1. Sudden disconnection of internet due to lack of network frequently while conducting browsing, downloading a file, uploading a file, etc. 2. In data service, if a user lost the internet connection; then he has to download or upload that file further from the scratch (i.e. from the very beginning) or to re-load the webpage. He / she is forced to do so, even if completed almost in full or half the way of downloading / uploading process. Thus the data consumed earlier to download / upload the required file or browsing a website became absolutely waste and thereby loses money, time and effort ultimately.
<p>3. Unethical Benefits to TSP:-</p> <ul style="list-style-type: none"> ○ Savings in terms of huge capital investments and the interest thereon (for infrastructural facilities and its continuous enhancement) in telecom sector to provide quality services to customers. ○ Customer is compelled to use further, <i>the voice service of the relevant TSP</i> to make a call as a result of issues like call drop, etc. This help them to generate addition profits from the additional call(s) consumed. ○ Customer is also forced to use further, <i>the data service of the relevant TSP</i> for browsing, etc. as a result of issues like frequent network disconnection or lack of network. This help them to generate addition profits from the additional data consumed. ○ Unethical financial interest of TSPs is the main reason behind these issues. These malpractices are purely intentional to loot the customers. 	

- Deployment of minimal resources for voice service and data service, but maximum earnings to TSP through unethical optimal utilization.

4. Losses to customer:-

- Loss of hard-earned money (i.e. financial loss), valuable time and effort (i.e. physical loss).
- Unable to convey information (*including* info of very urgent nature) in a timely manner (in case of voice service).
- Unable to perform tasks (*including* very urgent jobs or activities) in a timely manner (in case of data service).
- Considerable time-lag in browsing, downloading and uploading (in case of data service).
- Low quality services to customer with high MRP (i.e. MRP vs Service Quality).
- Forced to bear the cost of TSP's fake advertisements that convey false and mis-representing information (including the offers) about their services.
- Finally become fooled and deceived by the relevant TSP(s).

PROOF 1:- Realistic screenshots of frequent network disconnections and data wastage/loss to customer thereby.

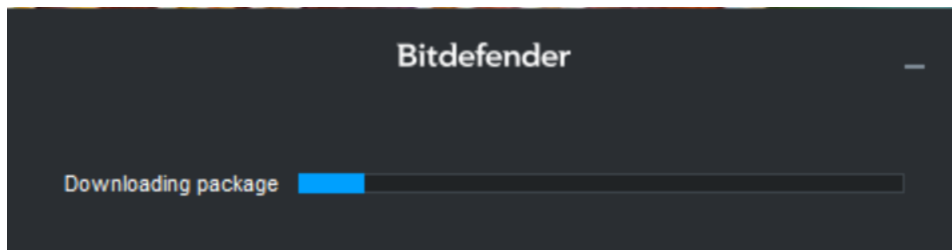


Figure 1:- Downloading the package of Bitdefender Internet Security.

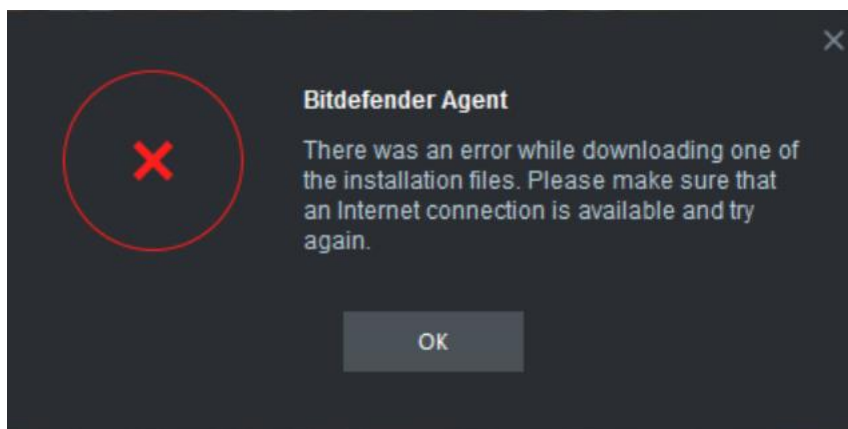


Figure 2:- When the downloading process completed around 10% - 15%, suddenly internet got disconnected either due to poor network or lack of network and thereby an error occurred in downloading.

I have made 3 attempts and lost 215MB of data in total, as I need to further download the file from the scratch, each time. Finally I gave up the downloading task, as all the 3 attempts were virtually failures. The entire data (in MB) which was already downloaded got waste utterly. This issues is a common phenomenon, if one tries to download / upload even a file having 50MB or more. It is absolutely impossible to download / upload *medium, large or very large files*. Only result you could grab is to loss the MB or GB credited in your data account. Thus **Tata Docomo** is merely looting customers.

One can experience the same with **BSNL** too.

2G SERVICE

Main factors to be considered:-

➤ NETWORK AND CONNECTIVITY

In case of **Tata Docomo**, getting the network and thereby the connectivity is a troublesome task either inside or outside the home, etc. Customers are experiencing disconnections, frequently.

Idea Cellular has better network for 2G compared to Tata Docomo. But it is also not up to the mark or customer expectation.

What's the use of **BSNL**'s network and thereby connectivity, if there is no speed at all?

Note: - BSNL is very much keen on charging considerable periodical rental (as per the various plans offered) from pre-paid customers during every 6 months' interval, etc. for extending the validity of the SIM. Why they are not showing such interest in providing quality service? In my knowledge, no private TSPs are following such a practice, at least directly.

Airtel stands somewhere in between Tata docomo and Idea cellular.

➤ INTERNET SPEED

Tata Docomo claims that they provides a speed of 32 kbps - 48 kbps (what an awesome speed range for browsing!) for 2G. But actual speed is too low in comparison with their statement. That too highly inconsistent and thereby widely fluctuating. In most cases, customers experience extreme time-lag while browsing, downloading and uploading.

In case of **BSNL**, a snail wakes much faster than their 2G speed. As per their call centre, 2G internet speed is anywhere in-between 5,760 kbps and 14,400 kbps. They too specified that 3G speed is also in the same range. In reality, if one got at least 1% (i.e. 57.60 kbps) of the official minimum speed (i.e. 5,760 kbps) *once in a while*, then that user is a lucky guy in the 2G network.

Idea Cellular claims that they provides a speed of 256 kbps for 2G. In reality, usually the speed is only up to 10 percentage of their claim. That too significantly inconsistent and thereby widely fluctuating in nature.

Airtel is in between Tata docomo and Idea cellular. Their actual speed is much less, even though they claims a speed in between 60 kbps and 70 kbps.

Internet Service Providers (in our area)	*Official Internet Speed of 2G (as per their claim)
1. BSNL	5,760 KBPS - 14,400 KBPS
2. Tata Docomo	32 KBPS - 48 KBPS
3. Airtel	60 KBPS – 70 KBPS
4. Vodafone	40 KBPS - 120 KBPS
5. Idea Cellular	256 KBPS

* Subject to network and signal strength (i.e. range and its variations).

3G SERVICE

- No 3G service at all for **Tata Docomo, Bharathi Airtel** and **BSNL** in my area [Panchayat / Village: - Perinjanam, Taluk: - Kodungallur, District: - Thrissur, State: - Kerala, Postal Code: - 680686]. For **Idea cellular** also, it's too hard to get the 3G.

For idea cellular, even if they states that they have a speed of 21mbps for 3G; actually the average speed in my area is much less than 100 kbps. That too considerably inconsistent and thereby highly varying in nature (e.g. 1kbps – 1015 kbps). One can even experience a speed of 10 kbps or less, with often network disconnections and lasting network failure. ***In case of certain ISPs, the user will not able to perceive any difference between 2G and 3G services.***

Note: - If a customer activated a 3G plan and there is no 3G network / coverage at all in his area (either temporarily or permanently), he will get the benefit of 2G service instead of 3G service. This can be called as **3G through 2G approach**.

"What an idea! 2G service at 3G price." (i.e. MRP: - 3G data price, but Service quality type: - 2G data service).

Wise marketing strategy for selling 2G data service and earing super-profit therefrom. It's like selling 'Rotten apple' in the brand name 'Export-Quality apple' at superior price and eye-catching package.

Internet Service Providers (in our area)	*Official Internet Speed of 3G (as per their claim)
1. BSNL	5,760 KBPS - 14,400 KBPS
2. Tata Docomo	3.2 MBPS
3. Airtel	400 MBPS – 600 MBPS

4. Vodafone	60 KBPS - 122 KBPS
5. Idea Cellular	21 MBPS

* Subject to network and signal strength (i.e. range and its variations).

LAUNCHING OF 4G SERVICE

We are daily hearing the news that Bharathi Airtel (already launched), Reliance communication, BSNL, Idea Cellular, Tata Docomo, etc. are going to launch 4G service. Without providing **adequate quality services** in 2G and 3G, they are going to launch a new service called 4G. For whom they are going to launching this? Appropriate answer will be 'For themselves with absolute financial interest and to rob the consumers'. It's nothing but misappropriation by ISPs.

Kindly note the fact that:-

- Many areas in INDIA including mine, is still out of the **3G** service.
- Many areas in INDIA, is experiencing worst 3G service. I.e. **price** of data pack is at **3G rate**, but **quality** of service is **2G type** or even bad.
- Certain Internet Service Providers' **2G** service are very worst, while certain ISPs' 2G service are not up to their claims or customer expectation or the both.

So granting the license for 4G in the current scenario will be just like provide more and more options for pick-pocketing the consumers or performing day time burglary in suit and boot, through various crooked means.

RECOMMENDATIONS

The methodologies for proper implementation:-

- Don't allow any Telecom Service Providers to render 4G service in India (or at least in the respective state), without providing consistent required quality service both in 2G and 3G throughout India (or throughout that specific state). Note the fact that 'Without having a robust foundation, any structure will collapse, as the time passes'.
- Please regularly monitor **the quality of their service** (including the consistency factor) *in terms of* key aspects such as network and connectivity, browsing speed, data carry forward issues, grievance redressal mechanism of TSP and reasonability of data pack's price, validity period, quantity of data benefit, etc.
- Set the proper, reasonable and standardized *parameters* for evaluation, either state-wise or country-wise, based on above-mentioned key factors (and other key aspects which you considered as valuable) for data service such as 2G, 3G and 4G and for the voice service too.

- Implement an appropriate mechanism to regularly monitor, evaluate, to take corrective measures if required with the assistance of an efficient and effective feedback system and for the review. Otherwise it will be like issuing license for looting the consumers. Please also refer to my '**TRAI consumer forum**' concept.
- Implement a flexible mechanism in order to safeguard a customer from **high post-usage charge or overage** (e.g. 10 paisa per 10KB or 4 paisa per 10KB, etc.). Instead of *the overage plan* mentioned above, please provide the customers an **OPTION** from which they could opt from, when the data credited as per the plan gets exhausted. The options are: - (i) *Activate a new data plan from the available choice of TSP*; (ii) *Activate the existing data plan*; (iii) *Stop the data usage*; (iv) *Any other relevant options which you or our consumers may consider as critical*.
- **Carry forward of unused data** should be permitted at least for a period equivalent to *the exhausted data plan's original data validity (in days)*, **without imposing** any conditions such as new data plan activation before the expiry of existing plan, etc. Thus can save the customers from losing the data credited and thereby their hard-earned money.
 - Also implement a mechanism to notify the customer about *the date of expiry of that carry forward data along with its unused balance info*, when the expiry period approaches. E.g. 1 week before, etc.
 - You can decide whether *the carry forward option for unused data* should be allowed only within the similar type of data service (i.e. 2G to 2G or 3G to 3G, etc.) or in-between different types of data services (i.e. 2G to 3G, 3G to 2G, 3G to 4G, etc.)
- Launch a permanent user-friendly **online platform** (preferably multi-lingual i.e. state-wise) of **TRAI** where customers can interact directly with the TRAI officials and thereby report on various local issues on voice and data service concerning to his / her TSP, make suggestions on TRAI's consultation paper, provide customer-feedback regarding the effectiveness of remedial measures taken by TRAI, etc. (E.g. **TRAI consumer forum**.)
 - If you allotted *an individual space* for each TSP / ISP, in that platform; then it would be very much helpful for you especially in terms of time and effort.
 - Mandates its advertisement (especially in the respective state's official language) on all sales packages of data and voice services of TSPs in a prominent manner, in the national dailies and other mass communication media.

CONCLUSION: - Please remember that! **The consumers treat the TRAI and the Central Government as a last resort to resolve both the voice and data services issues. Yours' remedial action counts for consumer justice, a lot.**

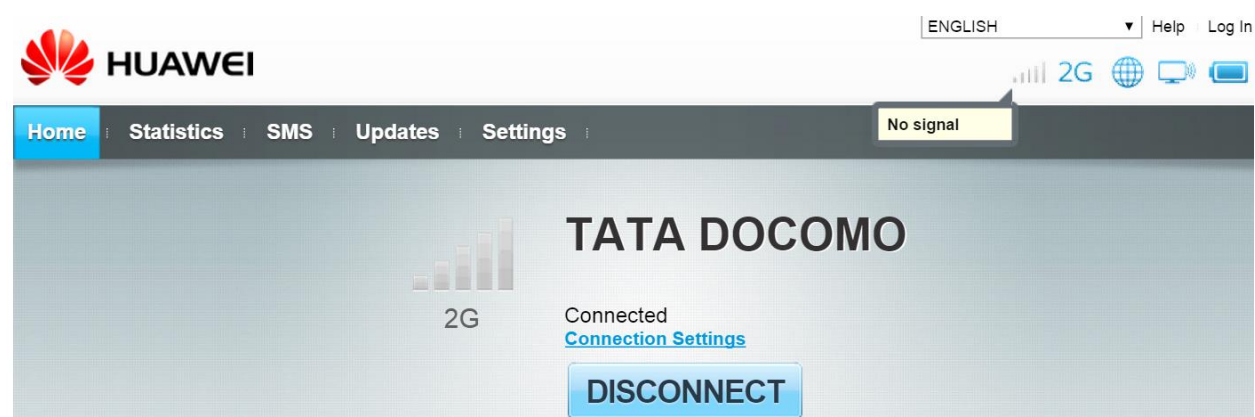
PROOF 2:- Screenshots of the Network issues



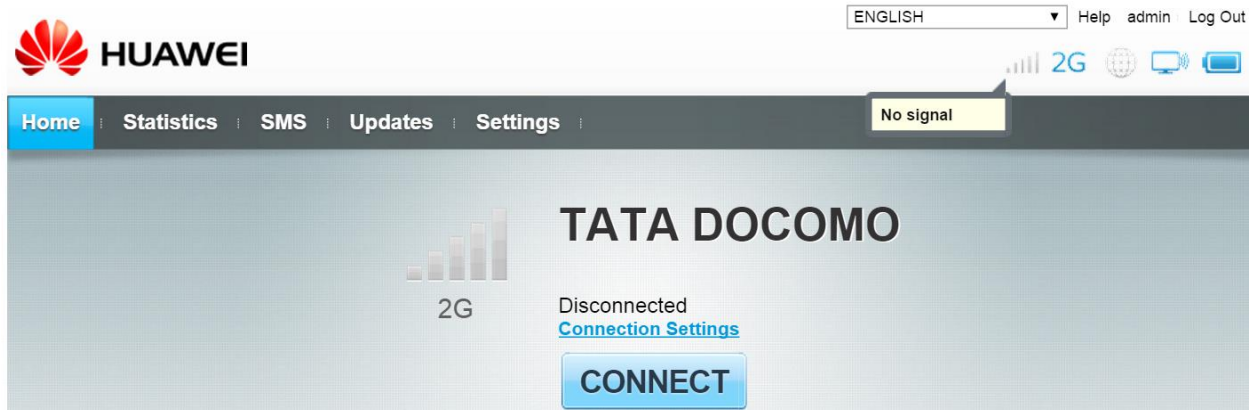
Tata Docomo and the buddy customer 'Mr. LUCKY'



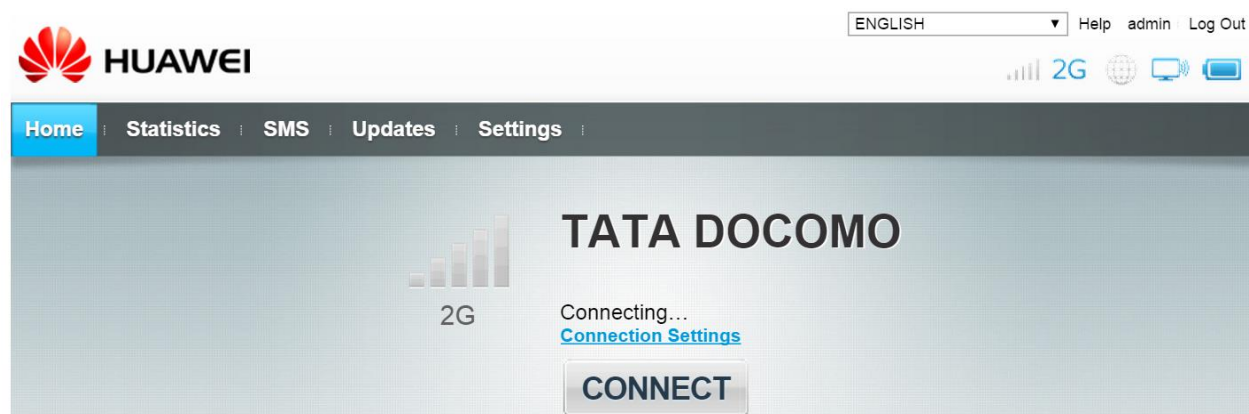
Scene 1:- Screenshot of Weak signal.



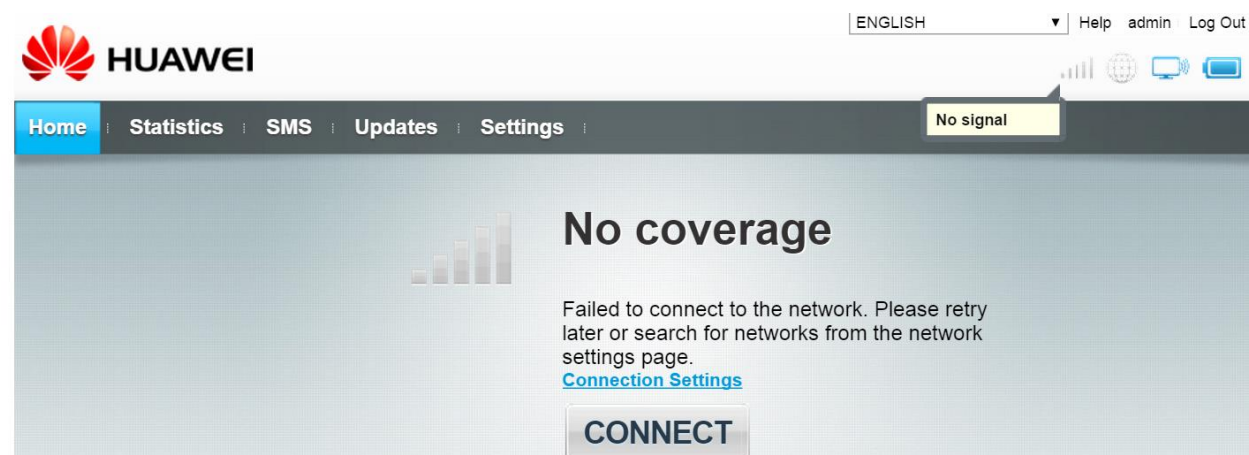
Scene 2:- Signal Icon can't get any signal from the Tata Docomo's network, while being connected to the network. This will subsequently results in very slow browsing speed, hanging of internet and / or disconnection.



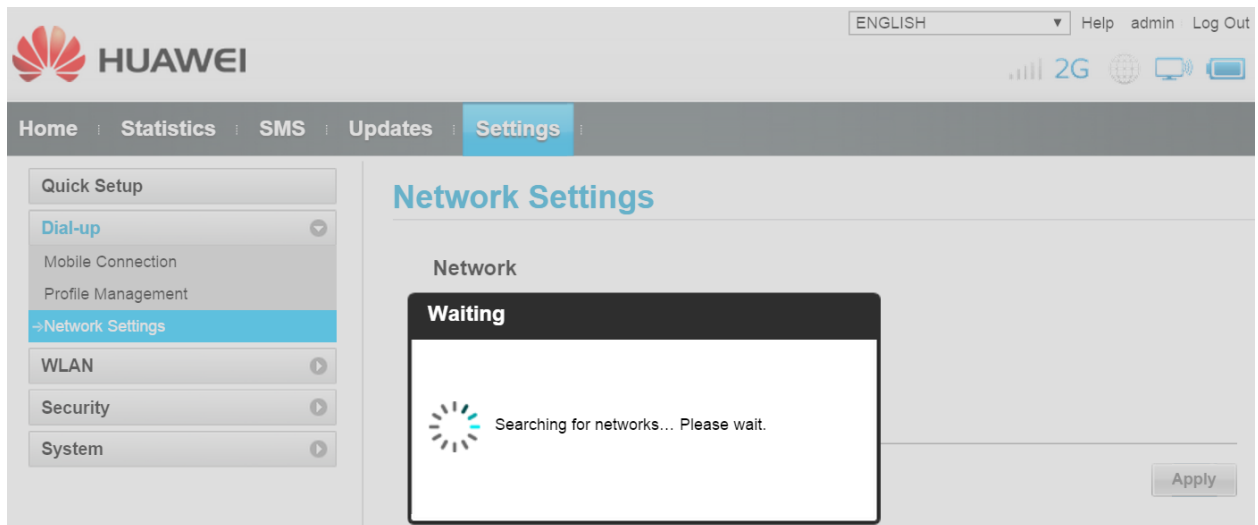
Scene 3:- Network got disconnected due to lack of signal or range.



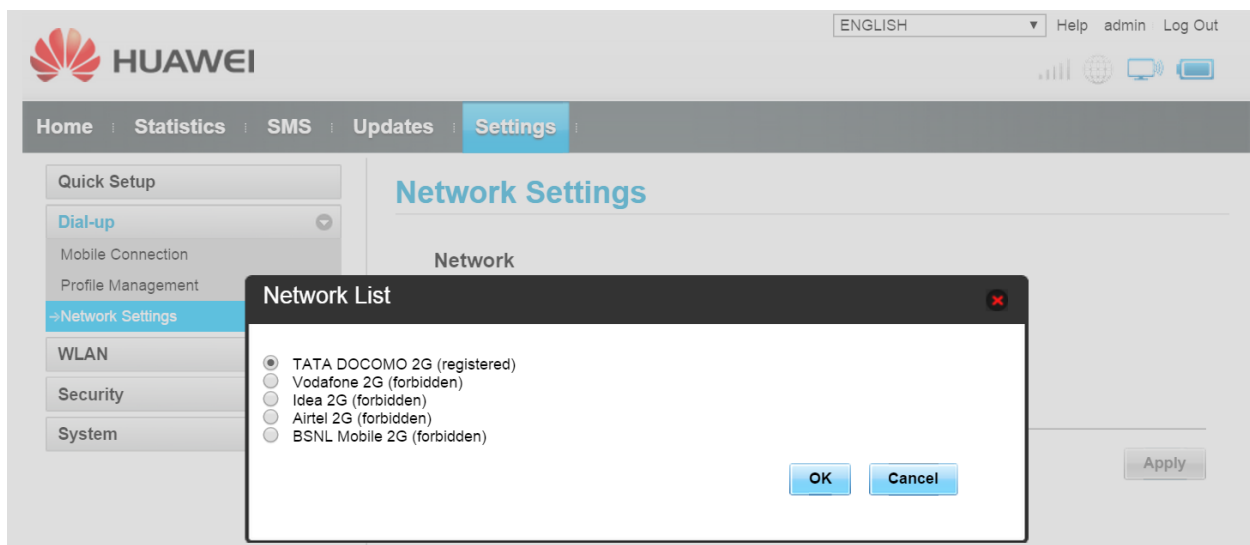
Scene 4:- Trying to connect to the network. Still there is no signal or range.



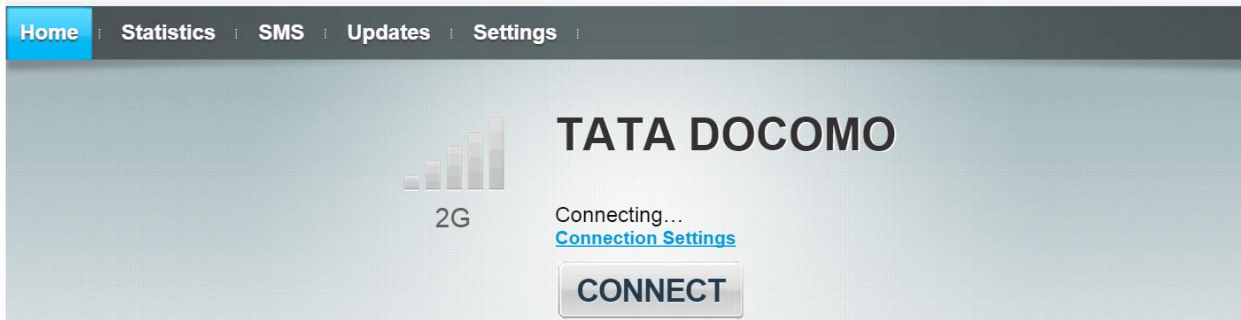
Scene 5:- The attempt to get connect to the network became a failure. There is no coverage and thereby a network issue. Again the signal icon shows no signal.



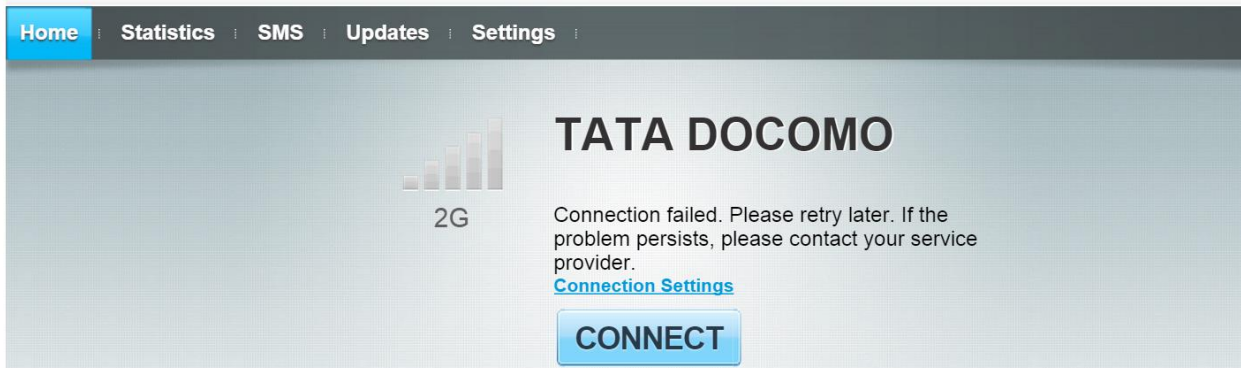
Scene 6:- Screenshot of manual network searching in 2G network mode.



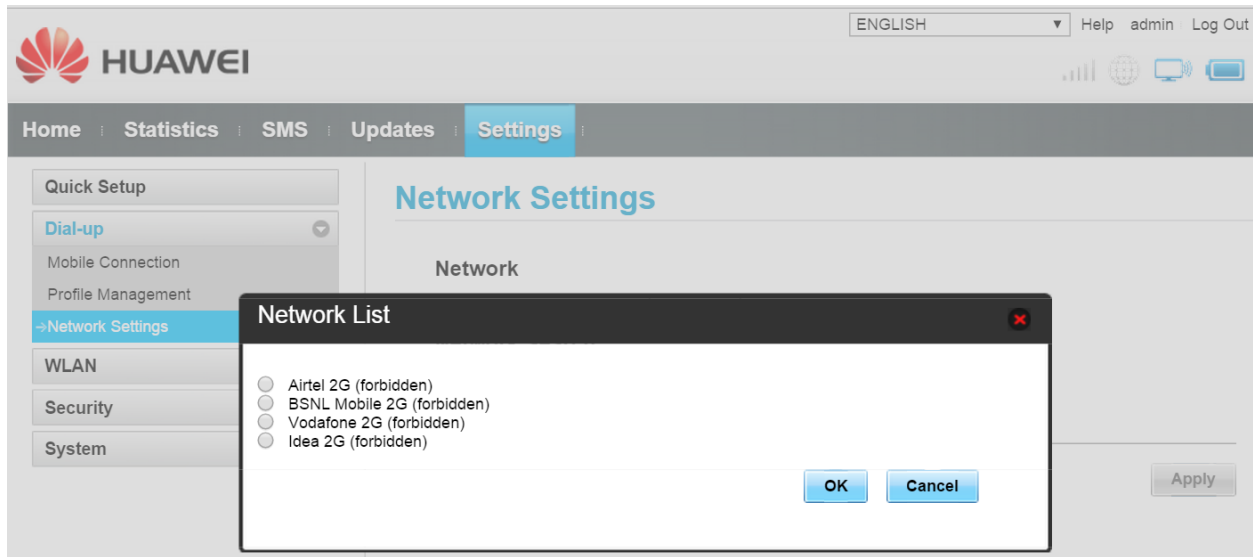
Scene 7:- Result of manual network search in 2G network mode. It list out the available 2G networks in my area including my ISP, Tata Docomo. Other networks are forbidden for me as they are not my TSP.



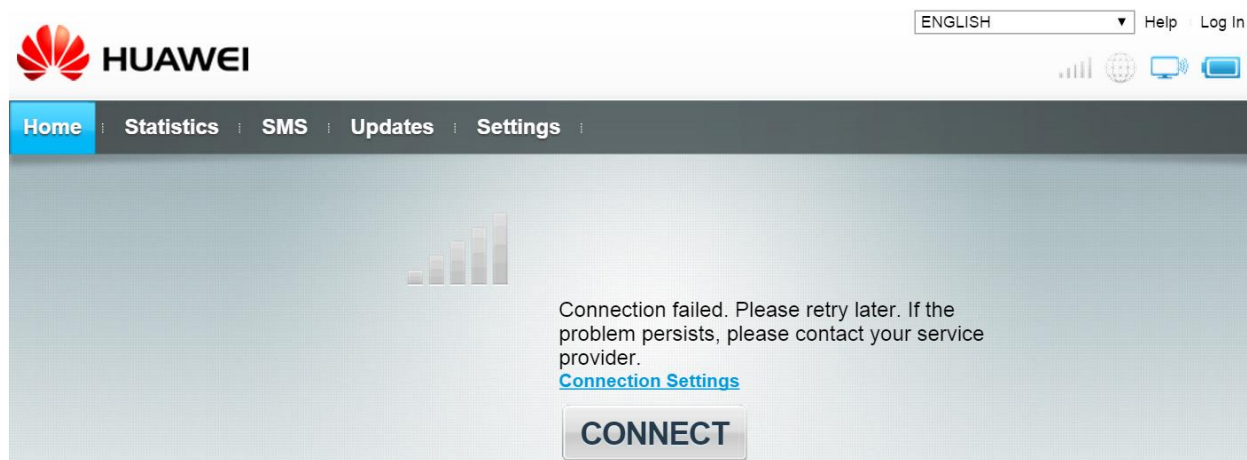
Scene 8:- Trying to connect to the network further. Yet there is no signal or range.



Scene 9:- The second attempt to get connect to the network also became a complete failure. There is no coverage and thereby no network at all. Still the signal icon shows no signal. My device suggested me to contact my service provider i.e. the TSP.



Scene 10:- Conducting a further manual network searching in 2G network mode. The result is no network persist for Tata Docomo at all (i.e. Tata Docomo is not in the network list). It got suddenly vanished in the veil or drawn a veil over it.



Scene 11:- No Coverage, No Network and No Signal at all. So No Internet.....

THE END

Moral:- The king customer will be always on the loser's side with **triple loss** i.e. the money, time and effort (both physical and mental).

HIND

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Dear Honourable Prime Minister Shri Narendra Modi:

1. Calling consumer should not be charged for the minute, in which the call got dropped even before the last second. Consumers should not get the loss of even one second.
2. Calling consumers should be compensated by the access service providers, if calls got dropped more than three times, by crediting talk-time in minutes, if it is more than five times, by crediting talk-time in monetary terms. The compensation of credit of talk-time should be doubled proportional to the increase of call drops.
3. It is a great idea, considering TSPs to make periodic disclosure of capacities, coverage and steps taken for rectification of call drops and improvement of quality. TRAI should make their disclosures public.
4. I would suggest TRAI should conduct periodic drive tests across the country and should release the results public.

The aforementioned points 3 & 4 will help the consumers to choose the TSP and it will encourage the TSPS to provide a quality service.

Regards,

Pratap N.

To,
Smt. Vinod Kotwal,
Advisor (F&EA),
TRAI.

SUB: 4 Questions by TRAI seeking public opinion on the issue of frequent Call Drops

TRAI asked for the public opinion on the call drop issue and requested the consumers to answer the following 4 questions:

Here are our answers.

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.

Ans: This is without doubt that calling consumer should not be charged for the dropped call (within 5 sec) but even if the call gets dropped anytime during the length of the conversation, **the complete call should not be charged** if the length is below 5 minutes OR the first 5 minutes should not be charged if the length is more than that. The cap of five minutes is only in the support of Telecom Companies.

The motive of TRAI and the Ministry of Communications and IT is to meet the quality of service benchmarks and that can be done if strict rules are applied. We want to reach to a situation where calls are not dropped at all, and for that the Regulator and the Govt. should bind the Telecom Companies to take the issue seriously. **First 5 sec and Last Pulse limit is very less for these cash rich companies who have ignored this issue since long and are still not serious about it.**

Q2: Do you agree that calling consumer should also 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.

Ans: Yes, the calling consumer should definitely be compensated and the compensation should be in monetary terms (point ii).

The amount as per the applied tariff should be credited to the consumers' prepaid or postpaid account with reference to the rules mentioned in the first point. The credit compensation is important because, Telecom users in the present time use various services in addition to the calling through the mobile phones. If the compensation is made in the monetary terms, the consumer can avail it in a better way.

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.

Ans: The amount as per the tariff of the consumer should be credited to the consumers' prepaid or postpaid account in monetary terms with reference to the rules mentioned in the first point. He should be able to use that credit across services that the Telecom Operator provides.

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

Ans: Apart from Call Drops, many customers are also facing the poor connectivity issues inside their houses or offices or at certain places. To overcome this, the Telecom Companies should be bound to release mapping of the signal strength at the different parts of the city like it happen in few other countries.

Rahul Gupta
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- 1) Yes, call drops must be compensated. It's a paid service & consumer expects satisfaction from it.
- 2) A uniform way of discounting "IN THE NET PAYABLE AMOUNT AFTER EVERY EXISTING PLAN BASED CONSIDERATION" to customers for each call drop regardless of service provider being private/ Govt.
- 3) For 1st 3 call drop incident 10% discount penalty as per point no 2 above and from 4th call drop incident deduction penalty is to DOUBLE.
- 4) Please earmark sufficient sites for cell towers enough for service providers to handle cellular traffic successfully and yet maintain cellular radiation within limits

#TRAI #calldrops #mygov #ConsultationPaper

Answer to Q1 :

Well, what difference will it make if a call drops after 5 seconds or within 5 seconds. Its a call drop.

If i am in a call, and it gets dropped, I should not be ideally charged for this as this is an incomplete service. As a consumer, I believe, if I make a call it should be completed. That is what i am expecting from a Telephone service provider.

I am pretty sure TSP's are able to distinguish between call drops and calls disconnected.

Now the main aim of this consultation should also include improving this services, hence infact TSP's should be charged for every call dropped.

Now, This charge should accumulate in a fund that would help in R&D to improve existing services and introduce new services innovative services to consumers.

This should be an independent Department that would only work on R&D of telecomm services. Or I am not sure if there is any existing R&D department they should be funded with this.

Answer to Q2 :

Well, If a dropped call is not charged that itself should be the compensation to consumer, hence there is no need of separate compensation to consumer.

Answer to Q4:

Well there is one more thing Internet services, First of all its not clear what is the speed of internet when using 3G and 2G. It will help distinguishing these 2 services. As a Consumer may be i am not that technical enough to understand when i am using 3G or 2G.

Hence, In this regards it should be clearly mentioned on GPRS Packs what speed should be expected if i use 3G or 2G. Say if I dont watch too many Videos 2G is enough. Hence it will be wise enough for me to select 2G plan. But there are people who end up with 3G plans that goes just a waste of these services and his pack data as well. This will be an effective way of making people use 3G or 2G services.

Now I am from Gujarat and right now because of riots I cannot use internet services, infact for some reason my service provider has even disconnected the calls service, whereas these services are enabled from other service provider. It gets difficult when your family cannot get in touch with you or vice versa. I hope TSP's Understand this.

-Sunny Mulchandani(Sunny.Mulchandani@hotmail.com)

tra

A1. Consumer should not be charged for calls getting dropped with 5 sec. Providers come with minute pulse, which if gets

dropped at any time during call, then the providers makes money for that call and subsequent calls the subscriber makes to

complete his conversation.

In my opinion, all the call tariffs must be in second pulse. No minute or higher pulses be allowed. So that when call drops, the

subscriber wont be effected much. Second pulse will force the providers to come up with better connectivity.

A2. In case call drops to be compensated, they should be done in terms of second pulses. Getting money back to customer will

be a hell of task, as to how and when the money will be coming to customer.

A3. If the call drop is frequent, that is more than 5 times a day, then the provider must be deprived of charge for all of the

calls/pulses that the cutomer utilized during that calendat date. The provider need not be asked to pay anything extra to customer

than the customer has paid to avail the service.

A4. Another issue, where the call gets dropped, but the customer was connected for some seconds before the call got dropped.

It is evident that the service/connectivity is not good enough. Hence the customer would have struggled to talk over phone. His

voice would be for sure broken or scrambled. So there must be a clause for a max number call drops per customer per day. If

call drops exceeds that number, then the customer should not be charged for any of the calls made during that calendar date.