FEDERATION OF CONSUMER AND SERVICE ORGANIZATIONS
Promoted exclusively to deal with the pressing issues..
(Regd. No.CAG/01/2016 as a Consumer advocacy group with TRAI)
No.5, 4th Street, Lakshmipuram,
Tiruchirappalli – 620 010. T.N. State.

The Secretary, 25.09.2019
Telecom Regulatory Authority of India,
New Delhi – 110 002

Kind attention to: Sh. Asit Kadayan, Advisor
(QoS),

Sir,

Sub: forward our Comment on Consultation Paper on Duration of alert for
called party – reg:

We respectfully submit our view on above consultation paper for your kind perusal and
necessary consideration in the interest of Consumer at large:

1. The duration of call alert may different among consumers, the normal time may
   fix as 15 seconds and reduction and increase of the time will be choice of
   consumers.

2. The ringtone may differ or fix for commercial calls.

Considering the interest of subscribers, the above suggestions may be taken to
account. ..

Thanking You,
Yours Sincerely,
M. Sekaran.
President.
Registered CAG with TRAI