

COMMENTS ON

Draft (Second Amendment) to The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems Regulations 2017

Submitted by :

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Status :

Foundation of Last Mile Operators in Maharashtra

Comments :

We are indeed happy to see yet another progressive initiative by TRAI

Very regrettably, the MSOs without exception have leveraged all Regulations, be it DAS or NTO, to extract more from Customers and LMOs

We would therefore like to share our legitimate concerns and apprehensions

Concerns :

The MSO Systems and Business Rules are non-standardized

LCOs do not have limited or no visibility on the CRM System at MSO end

The few Call Centres set up/outsourced are less than efficient

Apprehensions:

MSO would feel no need to sign up MIA or the SIA that is unacceptable to LCOs

MSO would deal directly with our Customers and undertake other business bypassing us

Since MSO operate on Pre-paid basis, the Portal would be irrelevant to our Post-paid Customers

MSO may end up collecting the full Invoice value Online but delay in transmitting our Revenue Share/entitlement

Our Customer Data would become visible to the Third Party Portal

Proposition:

Over 90% of Cable Subscribers are owned by LMOs and the MSO has very little role beyond Technological Services in meeting with Customer requirements

We recognize the undeniable need for Technological upgrade and therefore propose that such Portal/s be LMO oriented and not MSO oriented

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