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Subject:

To: cp@traf.gov.in

Cc: secretary@traf.gov.in

To

The Chairman

Telecom Regulatory Authority of India

Kolkata.

Sub : In the coming days, it is impossible for us to continue this process in our Cable TV Business ;

We are unable for monetary matter. New Tariff Order is not suitable for us.

1) I do Cable TV Business. I have a license for Cable TV business (License No. – KP 245) in the name Futurennet.Com Pvt. Ltd. Head Post Office Beliaghata, Reg. Office 48, Kustia Road, 1st floor, Kolkata – 700039. Before Trai New Order I could pay my employees within 10 days of the month. But after this tariff Order System when we are processing your rules and regulations, so many problems are arising and I am not giving salary to our staff within a month. Because starting of the month we are submitting Portal Loads payment, whatever we are calculating and end of the days we have no money. I have 21 staff & they have PF, ESIC. It is a very unhealthy system I can't give salary, not even Rs.200/- to Rs.500/- rupees is not possible to pay our staff. As a result my staffs are not giving facilities to the customers. Very less commission we are getting and if any problem in our cable system, there is any possibility to change the process as early as possible that customers are suffering and I am not giving quick service.

2) We are unable to deposits or transfer money to the companies Portal as most of the time the Bank is closed for 2 days in a week. If the Bank is closed on Saturday, we don't have enough money in advance to deposits it at the Bank on Friday. Any MSO does not want to take cheques for some small amount. Although they accept cheques after many requests, but if the cheque is too late to pass, it is too late to arrive money at the Portal. Due to which the customers had to wait 2 or 3 days to pay the pack recharge despite paying the bill. Can you tell me where is my fault ? Cable operators mental conditions is not good, customers tell us very wrong words, some person will push it. It is a very horrible situation. Show a way to be rescued from this terrible situation.

3) In current prepaid system customers and cable operators are paying their full money to the MSOs, but their favourite channels are being cut from the pack. They are demanding extra money by shutting down the channels. When asked about the Broadcaster, they say they did not Close the channels. You tell me then what exactly is the procedure.

4) Broadcaster rate for the channel Star Sports 1 Bangla Rs 6/-, but MSO ( DIGI CABLE COMM SERVICES PVT.

LTD. ) Portal is showing Rs.19/- what is this? Which one is right you tell us.

5) Customers will pay money but why they would sufferer and why they will not get proper benefit.

6) You are doing digitalized system and this system cannot provide good benefit for the customers, we are only for customers, many customers have so many difficulties. Which way we will give help, we are only cable operators.

7) Because the customers is so busy with their work, they can't remember when their cable pack is ending.

As a result, the channel is shutting down if they do not recharge in time. Because of this, if a reminder is provided for them 7 days in advance, then the customers will be helpful or otherwise many customers are leaving Cable Connections.8) Mobile phones are a necessity for everyone today so if we remind customers of this mobile phone 7 days

in advance, they will get service at the right time and their favourite channels will not closed.

9) If we will not pay to the Portal and again if you will give opportunity to the Cable Operators and Customers to pay as before in Postpaid mode then customers & Cable Operators will success for their service.

10) You have to turn off the newly launched prepaid system and restart the postpaid system because this method was very beneficial for everyone.

11) Customers will pay money but why they would sufferer and why they will not get proper benefit.

12) Some MSO, with the benefit of consumer will give free to air channel and giving opportunity for their package and channels. And after giving opportunity you will charge extra money, but this process is not good for future benefit. Why did you make this system?

13) With the introduction of new rules, the cable operators are facing a lot of problems, they are getting

frustrated, they will not go in any direction, they do not understand what will be good for them, and their situation is very worrying. Please help Cable Operators to give service to the customers. How long will this rule last?

14) Within industry 4 stake holder will get 80% and other 2 persons will get 10% , how it is possible? Please think about this system.

15) We will start digitalized system and cannot give proper service to the customer; we think this system will not give us future budget. Cable operator will die and physically hazard, please change the system and close it.

16) Broad custer only make us a contain and after these contain it should be published by satellite it is their work.MSO had done down link and after down link he give us contain to the LCO, & LCO had gone to all the customer house and give us signal and new equipments, wire, and maintain the call center. Now a day's weather was not too good, rain,storm,humidifies average rate will high, these persons are doing so money works, but person will take money, why these different?

17) If this system will continue we will know our digitalized system will not survive, so many social responsibility was here like party office, police station,club,mantal hospital we will give free services. For good business we will give some mercy for the social benefit. Here how can a cable operator will continue these process ALONE. MSO, Broadcaster can help us?

The NCF charge must be 100% right every cable operator only, NCF many equipment burnout need to replace, there are so many costing. Please consider 100% NCF charge to LCO

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