

To

The Chairman

Telecom Regulatory Authority of India

New Delhi.

Sub: Comments on the Consultation Paper to Review measures to protect telecom consumers interest

Dear Sir

Please find the responses detailed underneath with relevant issue.

5.1. What should be the benchmark for the parameter —Provision of a landline Telephone after registration of demand ?

Response: Today, landline telephony has a negative growth rate for the simple reason that there are too many hassles involved in getting a connection plus the waiting period. A maximum waiting period of 3 full working days should be set as a benchmark to provide connection provided the technical feasibility exists.

5.3. Do you suggest any changes to the benchmark for the parameter for landline fault repair, including rent rebate for delay in rectification of fault?

5.4. What framework do you suggest to ensure payment/adjustment of Rebate for prolonged fault?

R: All faults need to be attended to within 24 working hours and completely repaired within 48 hours. A rebate on the rental on a pro-rata basis (from the time of complaint lodgement) should be applicable if the benchmark is breached, and an additional fine equal to the rent rebate if the fault persists over 5 days. Exemption can be granted only in cases of natural or militant calamity. The amount should be adjusted in the immediate following bill.

5.9. Do you agree with the time period of four weeks provided for resolution of billing/ charging complaints? If not, please suggest alternatives.

R: A maximum period of 2 weeks should be provided for cash refunds unless the customer agrees to have the same adjusted in the next billing cycle.

5.10. Do you agree with present provisions regarding period of one week for applying credit/waiver/adjustment to customer's account ?

R: Same as above for 5.9.

5.17. What method of alert do you prefer for premium service calls (Call rates higher than normal local call charges rates) before such calls are put through?

R: A 5-second warning message which includes the call rate involved.

5.22. What are your suggestions about the location of the menu option for talking to a customer care agent/executive in the IVR?

R: The option should be a fixed one (ex, dial 9 or 0) on all levels from the second level onwards.

5.23. Should TRAI mandate all service providers to provide complaint booking number accessible from other telecom networks also for complaint booking in case of service disruption? Should such call centre number be toll free?

R: Yes, all operators should have their customer care numbers as toll-free numbers even when dialed from other networks. Either an existing number (like 98850 98850 as for Vodafone AP) or the operator can have a new 1800 series toll free number dedicated for customer complaints.

5.24. Do you agree that docket numbers should also be sent as SMS?

R: Yes. Even in the case of landline / broadband complaints, a docket number needs to be sent to the customer's registered mobile number along with the details of the complaint and the expected time frame for rectification. Also, alerts about resolution of the complaint need to be sent by sms, and a redressal mechanism established if the customer is unhappy with the service.

Thanking You

Regards,
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Hyderabad