

From: **Advisor TRAI** <advbcs@traf.gov.in>
Date: Tue, Mar 17, 2015 at 10:30 AM
Subject: Fwd: Regarding draft tariff order prescribing framework for commercial interoperability of CPE in DTH services
To: sahoop39@gmail.com
Cc: traicable@yahoo.co.in

from adv(b&cs)

----- Forwarded message -----

From: Srikanth Garlapati <srikanth.garlapati@gmail.com>
To: advbcs@traf.gov.in
Cc:
Date: Tue, 17 Mar 2015 10:08:44 +0530
Subject: Regarding draft tariff order prescribing framework for commercial interoperability of CPE in DTH services
Sub: Comments Regarding draft tariff order prescribing framework for commercial interoperability of CPE in DTH services

Sir,

I feel it is a very good initiative taken by the TRAI in protecting the interest of the consumers as well as preventing ewaste.

Currently the DTH companies are not handling the complaints of the consumers properly. Complaints do not get answered. Even if the complaints are escalated to their so called nodal officers or their appellate authority the complaints are still being ignored. I had bitter experiences with two DTH companies. Unfair trade practices are being followed. If there is competition and the fear of losing the customer, the companies will behave well with the customer.

Dish TV is providing Internet based login to manage my DTH account. But it has options only to add new channels or upgrade the packages. They have not given option to downgrade the package or delete channels. Those things have to be done by calling the call center. I think the callcenter activities of DTH services as well as nodal officers and their appellate authorities must be monitored by the TRAI officers.

Thanking you.
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