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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 Chairman,
Telecom Regulatory Authority of India,
New Delhi – 110 011.

03.10.2017

Kind attention: Shri, Asit Kadayan, Advisor (QoS)

Sub: Forwarding our view on Consultation Paper on Unsolicited Commercial
Communication – reg:

At outset; we express our sincere thanks and appreciation for taking this issue for reconsideration. This is one of the great nuisances to the telecom consumers; fortunately, the TRAI also fully aware of this. Instead of to giving point to point wise suggestion; sending Unsolicited commercial Communication has to be stopped straight away to the telecom consumers, it may send; those who wants. At present the service providers are sending UCC all without any request; this practices are unfair and exploiting the innocent telecom consumers.

The Commercial communication should send only on request and choice (including select by them) of the telecom consumers.

Instead, this service would provide; those who wants either fully or partly. They may allow in giving one SMS request to the telecom consumers to register this telemarketing. Otherwise; the present practice allowing the telemarketers to send the commercial communication and ask the telecom consumers either stop totally and partiality is totally against the interest of telecom consumers; most of them unaware of the stopping facility.

This facility is highlighted by only at TRAI outreach programmes and TSPs not speak about this facility to their consumers at their meeting.

Hence, we appeal to provide such facilities only to the telecom consumers those who wants either in total and partial..

Thanks and regards.

M. Sekaran.

President.