



Trai Office <traí.mn@gmail.com>

MNP feedback

1 message

Shashank Rachapudi <shashankrachapudi@gmail.com>
To: traí.mn@gmail.com

Fri, Aug 18, 2017 at 11:38 PM

Hi TRAI

MNP is very useful tool for customers.

I suggest to consider following points.

- (a) Mainly reduce the porting time of 7 days.
So customers opt for new sim instead of mnp (lesser activation time).
- (b) Increase validity of UPC code
- (c) The fixed time of 90days must be reduced to 30days compulsorly.

If a customer ports to a new network and if that particular network is weak in his/her residing place or working place he has bare with that problem for 90days.

So to avoid such things please reduce to one month.

Thank you
Shashank

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On Jul 29, 2017 20:55, "Shashank Rachapudi" <shashankrachapudi@gmail.com> wrote:

Dear TRAI

Myself Shashank very much interested in telecom sector.

I humbly request to TRAI to consider the following points...

- (a) MNP & NMNP is very useful option.
But time taken i.e. 7 working days to port seems on higher side.
- (b) Also the condition of 90days to port to new operator in some cases might be a problem for customer.
I think it can be reduced to 30days.
- (c) Tariff packs (rate reduction booster) of almost all operators for voice are per minute based.
When call drop issue was highlighted all over the country even this point was also raised.

- (d) Free incoming roam calls are free nowadays except Tata Docomo and Reliance.

But other main concern is roam outgoing calls which is now 80p per min for local and 1.15rs per min for std calls.

As incoming calls are free customers tend to give miss call to speak to others.

So I suggest that roam out going calls either should be equal to home calls or if any call rate boosters are used then same should be applicable while at roam.

If not atleast charges should be per second basis.

- (e) One more cheaper trick played by telecom operators (except bsnl)
is not alerting customer before the validity of STV special tariff voucher ends.

Also USSD option to check validity of booster packs is also not easily available.

So this tends customer to talk without noticing the validity of booster which is normally 28days or so...

This causes loss to customer.

(f) Now trend is all about 4G and even 5G.

But I have seen, heard, even experienced the problem of 2G signals (required for calls) being very weak signals or large blind spots even in major cities and towns.
I think comparatively rural areas there is no such problems.

In rural areas either we will be having good signals or not all.

So the main basic requirement of urgent calls wont be possible in many blind spots in cities and towns.

Even if calls connects the voice quality is very very poor.
This really creates major problem for customers making urgent calls.

This can be known only when real ground test is done.

Please please consider these issues of our telecom domain.

Thank you

Shashank

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