

----- Original Message -----

From Gaurav Sobti <gsobti@alumni.upenn.edu>

Date Mon, 21 Sep 2015 12:36:47 +0530

To advfea1@traf.gov.in

Subject Response: Consultation Paper on Compensation to the Consumers in the Event of Dropped Calls

To,

Smt. Vinod Kotwal,

Advisor (F&EA),

Telecom Regulatory Authority of India

I greatly appreciate this initiative of the Telecom Regulatory Authority of India to garner inputs on dropped calls compensatory mechanisms. Please find below my response in my capacity as an individual user of telecom services in India:

Q1: Do you agree that calling consumers should not be charged for a call that got dropped within five seconds? In addition, if the call gets dropped any time after five seconds, the last pulse of the call (minute/second) which got dropped, should not be charged. Please support your viewpoint with reasons along with the methodologies for implementation.

Yes, I agree with the within-5-seconds scenario. My viewpoint is supported by the basic tenets of service delivery: *staggered* service delivery cannot be construed as *successful* service delivery under any circumstances.

For post 5-seconds scenario, I urge the TRAI to consider the following:

- Amount of talk-time to be credited in case of call drop to the calling consumer's account whose current usage is on a per-minute pulse:
 - if call duration is greater than 5 seconds but less than 1 minute: no talk-time credit; also, no charge should be levied on the user
 - if call duration is greater than 1 minute but less than 5 minutes: 1 minute talk-time credit; also, last pulse should not be charged
 - if call duration is greater than 5 minutes: 1 minute talk-time credit; also, last 2 pulses should not be charged
- Amount of talk-time to be credited in case of call drop to the calling consumer's account whose current usage is on a per-second pulse:
 - if call duration is greater than 5 second but less than 1 minute: no talk-time credit; also, no charge should be levied on the user
 - if call duration is greater than 1 minute but less than 5 minutes: 1 minute talk-time credit; also, last 60 pulses should not be charged
 - if call duration is greater than 5 minutes: 1 minute talk-time credit; also, last 120 pulses should not be charged

Q2: Do you agree that calling consumer should also be compensated for call drops by the access service providers? If yes, which of the following methods would be appropriate for compensating the consumers upon call drop: (i) Credit of talk-time in minutes/ seconds (ii) Credit of talk-time in monetary terms (iii) Any other method you may like to suggest Please support your viewpoint with reasons along with the methodologies for implementation.

Yes, I agree. Compensation should be in the form of talk-time credit.

My viewpoint is supported by first-hand experience of international best practices; for example, telecommunication network operators in the United States of America compensate their consumers in the case of network failure.

Additionally, I suggest that the TRAI should demand the service provider to offer a SMS-based acknowledgement of failure, which concomitantly serves as a formal apology to the user.

Q3: If the answer to the Q2 is in the affirmative, suggest conditions/limits, if any, which should be imposed upon the provision of crediting talk-time upon call drop and usage thereof.

- There should be no cap on the total talk-time which may be cumulatively credited upon a call drop in a consumer's account in a day.
- There should be no restriction on usage of the free talk-time credited upon call drop.

Best,
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