

Re: Counter- comments on the Draft Recommendations dated 31st December 2019 on "Network Testing before Commercial Launch of Services for Wireline Access Service"

From: Dua Consulting

Date: 13th February 2020

I. Summary of our inputs on the Recommendations for Network Testing before Commercial Launch of Services for Wireline Access Service

Our comments address the following key points:

- It may be clearly established as to what comprises test subscriber, and who may fall under the given 5 % capacity.
- We recommend that there should be an elaborate prescribed set of tests based on the principles as set by TEC or DOT. Reference to these standards should be made so that there is a commonality testing procedure.
- Due diligence of the test subscriber (customer, or business partner or employee) should be obtained as is done prior to issuance of commercial service to an individual.
- Quality of standards should not be compromised.

II. Dua Consulting's point wise reply to the draft Recommendations

- 1. Clause 2(a) There should be no restriction on the time-limit, if the network testing is conducted using wireline telephone test connections given to employees and business partners for test purpose only.*

Clause 2 (b) The number of test subscribers that can be enrolled by a TSP in an LSA should be limited to 5% of its installed network capacity for that LSA. The service provider will submit the detailed capacity calculations of the network to DoT and TRAI at least 15 days before commencing enrolment of test subscribers.

Comment: The given Recommendations do not define "test subscribers" and "test connections". We suggest that an overall capacity limit for test purposes should be capped at 5%. This should contain employees, business partners, etc.

We also seek clarification if these recommendations will also be applicable to existing subscribers who are opting to enter new services.

2. *Clause 2(c) There should be a limit of 90 days on the test phase involving test subscribers. However, if the TSP fails to conclude network testing due to valid reasons, it may make a representation to the Licensor, seeking additional time for network testing giving detailed justification, which may be decided by the Licensor on case to case basis. The requisite norms to be followed for extension of timeline for network testing may be formulated by the licensor. The total time period for network testing provided to the TSP shall not exceed 180 days.*

Comment: There appears to be a contradiction between the Clause 2(a) and 2(c). Clause (a) mentioned that there shall be no time limit, whereas this clause prescribes a limit of 90 days. Does this mean that parties under 2(a) would not be covered in the definition of test subscriber referred to in clause 2 (b) ?

3. *Clause 3(a) It should give prior intimation to DoT and TRAI at least 15 days before commencing enrolment of test subscribers.*

Comment: The parameters for testing should be under standards which may be prescribed by TEC or DOT so that there is a commonality in testing procedures.

4. *Clause 3(b) All licensing provisions related to the security and privacy such as ensuring adequate verification of each and every customer before enrolling him as a subscriber, protection and privacy of communication, maintaining Call Detail Record (CDR)/IP Detail Record (IPDR), Confidentiality of Information, Lawful interception & monitoring etc. must be complied with by the licensee.*

Comment: Due diligence of the customer, and all required details as required for any subscriber to a TSP should be complied with in case of issuance of test service to customers.

5. *Clause 4 (a) During test phase, TSP is not mandated to adhere to specified level of QoS. Therefore, there may be suboptimal level of network performance.*

Comment: Testing should be carried out to determine whether the system complies with minimum quality of Service and gives adequate favoring for augmentation of capacities. TSPs should be required to adhere with specified QoS standards.