

**Subject:** Response to Consultation Paper on Draft Model & Standard Interconnection Agreements between Multi System Operator (MSO) and Local Cable Operator (LCO) for offering cable TV services through Digital Addressable Systems

To,  
The Advisor (B&CS),  
TRAI

Sir,  
Please find my response below on consultation paper

I found draft agreement balanced and well covered from both LCO and MSO, there are two points I would like to highlight two points which may be incorporated:

**1. *Ownership of managing billing disputes escalations and collections***

- There may be instances wherein customer may dispute the bill or for cases wherein LCO is not able to recover dues from customer due to various reasons. MSO need to be primary owner to ensure resolution in case of collection due to billing disputes. In case of delay without dispute, LCO need to provide a mechanism to recover amount from the customer. This is provide a clear ownership for such scenarios

**2. *Resolution Matrix and escalation mechanism to handle disputes***

- There are instances wherein LCO does not proactively resolve the issue and state dependency on MSO wherein no such case may not exist. This does not provide transparent view to customer highlighting whose fault exist (LCO or MSO) in such cases
- There is a need to define a clear escalation matrix and mechanism to ensure customer does not suffer due to delays from LCO and such agreement need to be drafted between LCO and MSO.

From:  
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