

Subject	Response to consultation on Fair Usage policy
From	catchgops@gmail.com ; on behalf of; Gopal Srinivasan < gopal@gopal.me >
Date	Monday, November 15, 2010 4:39 am
To	eco@traf.gov.in

As a consumer, I wish to comment on operators' pursuit of a fair usage policy. It is anything but fair. There are two aspects to it -

1. The marketing of the plan is blatantly unfair. First, the user does not get the advertised speed and second it's not unlimited. The yardstick for setting a fair usage limit are highly arbitrary and not disclosed readily by the operators. Further, when a user goes over the fair usage limit, the speed is not halved but reduced all the way to the minimum of 256 kbps (i.e. from 4 Mbps to 256 kbps)

2. The measurement of usage is highly arbitrary. I have had my speeds reduced after just using 3 GB of a 50 GB limit (I pay Rs. 2999 a month for an 'unlimited' 4 Mbps plan). The operators are highly nontransparent on how they measure usage and it's impossible for a user to prove to the operator that they have used far less than the assigned limit.

I request that the good offices of TRAI step in vigourously to save consumers from this kind of blatant exploitation.

Thank you,
Gopal Srinivasan

Flat No. 708, Varuna,
My Home Navadweepa,
Madhapur,
Hyderabad 500081
Mob: 99899 33546