

Mathur, Subodh

From: DR. NK Chaudhary <sro-ca@traf.gov.in>
Sent: 19 June 2026 10:21
To: Mathur, Subodh
Subject: [EXT] Counter comments

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Key Points from Service Providers	
24/7 Human Support: Providers are resisting the rule to provide live human customer care agents 24/7, arguing that it increases operational and infrastructure costs.	This Bus refu exe
Standardized Menus: They object to a standardized, simple 3-level menu on IVRS (phone systems) and mobile apps that makes it easy for users to file complaints or speak directly to an agent.	It is enfo
Escaping Accountability: Providers want exemptions from complaints related to poor network experiences, blaming third-party apps, operating systems, or device hardware instead.	This resp case to gi seek allow

With Warm Regards



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