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Date: Jan 31, 2016 11:09:18 PM
Subject: feedback for delivering broadband in transparent manner
To: "kapilhanda@traigov.in" <kapilhanda@traigov.in>

To,
Sh. Kapil Handa,
TRAI,

Sir,
thank you for giving me the opportunity to share comments on "Draft direction on delivering broadband services in a transparent manner".

Responses regarding:

Comments on definition of Broadband in India

National Telecom Policy - 2012 recommended minimum broadband speed to be increased to 2mbps by the year 2015. This never happened. I think we have reached a stage where 2mbps is not enough to handle basic internet services at optimal performance. My suggestion would be to set it at 4mbps download and 1mbps upload (or the top speed network is capable of in case of DSL which has technical limitations) for wired broadband connections as most internet service providers end up selling plans offering higher speeds for only a few GBs forcing the user to end up with minimum allowed speeds for the rest of the month. Plus the 80% regulation means that they would still be able to get away with by offering just 3.2mbps on a 4mbps connection to the end user.

Comments on Fair Usage Policy and transparency in alerts

I understand that fair usage policies are a necessary evil. This is why TRAI needs to ensure that minimum broadband speed is set at a level that allows the user to access the internet/web-services at reasonable speeds at all times on wired connections. I further recommend that TRAI should make it mandatory for the ISP to clearly state both upload and download speeds pre/post fair usage policy to the end user. This should apply at the time of applying for a new connection and in all communications (bills etc.) for zero confusion. Right now, companies like Airtel are offering 100mbps plans but the speeds are only applicable on downloads because the upload speeds are still restricted at 1mbps which are not revealed to the customer.

Comments on alerts given to subscribers regarding fair usage policy

I am in favour of alerts that are delivered through non-intrusive mediums like email and text. And user should be able to opt-out of either or both in case the alerts becomes a nuisance. User should also be able to access his usage on demand through a web portal. And ISPs should be instructed to ensure that usage is accurate. User should also be able to get on demand detailed data on the usage in case there is any discrepancy found. Customers of both Airtel and ACT have reported on our community that the usage shown by the ISP is nowhere close to their actual usage and there is no option available to them to challenge that.

Other comments on broadband in India

implementation of fiber optics is a must for digital india. fiber optics can support upto 1gbps speeds , it would be really helpful for boosting up the digital india initiative.

