

Question 1:

What are your views on prescribing benchmarks for minimum download speed as above?
Please give your comments with justification.

The minimum speed should be made a percentage of maximum speed say atleast 30-40% of maximum speed advertised. Currently the proposal talks of maximum minimum speed at 1 Mbps with 95% success rate. When TSPs indicate 3G speed of 7.1 Mbps why should minimum speed kept at 1 Mbps which is 14% of maximum speed indicated. Minimum speed should be kept at 2.5 Mbps atleast.

We have several experiences of TSPs indicating speed of up to 3.1 Mbps/6.2 Mbps and actual speed is not even 10% of the same. When queried they indicate that it is up to so it can be anywhere below the maximum speed. They take the consumers for a solid ride in this process. To restrict such bogus claims it would be better to prescribe the minimum speed as a percentage of maximum speed claimed by the TSPs

There should also be stringent penalties for not adhering to minimum speed prescribed to ensure the TSPs flagrantly don't violate the provisions

Question 2:

Should the service provider be mandated to inform the minimum download speed to customers along with each tariff plan?
Please give your comments with justification

Minimum download speed should be clearly prescribed and adhered to. Telecom Service Providers should be asked to announce the minimum speed at the same level of prominence alongside information on maximum speed in all their advertisements. Else information on minimum speed would be put in smallest of fonts amongst the huge amount of data in their contract.

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