



ved verma <sroqos@gmail.com>

Fwd: suggestions regarding speed and data transfer

1 message

A. Robert J. Ravi, Advisor <advqos@traf.gov.in>
To: sroqos@gmail.com

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----- Forwarded message -----

From: Kumar Sujith <kumarismedia@gmail.com>

To: advqos@traf.gov.in

Cc:

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Subject: suggestions regarding speed and data transfer

As the new traif guidelines to have minimum speed is good, but on the other hand there are lot other problem customers has been facing for a while, in actual data transfer is manipulated by these ISP. For example, If i am subscribing for 10gb unlimited plan,even though i havent used even 50% of actual, my speed will be reduced to 1X. I had experienced same issue multiple times. I have been using MTS MBlaze Ultra 3G plan with Rental 999+ taxes, but even during the last month, i experienced lot of manipulation regarding data usage and was not even offered the speed or service during the billing period.

1. There must be proper screening of connections, it might be impossible to check each and every connection, still we need to think a mechanism where each individual can be authorized to check the usage, through the device as well as through the portal of the ISP.
2. The ISP must provide full and efficient service without interruption during the billing cycle, in case they failed to do so, deduction in monthly rental as well as money back must be offered.
3. Each and every ISP must have efficient customer care, which must be fully dedicated, it is seen that third party outsourcing customer care service centres has been pathetic and big failure. Customer care people has no control or does not even possess enough knowledge of the rectification process
4. Every ISP ask the customer to buy dongle with each connection, it must be restricted, so that a customer can buy a dongle of his choice and it can be used with multiple ISP. Purchasing dongle along with each new connection is really wastage not just in terms of customer money also can be threat to the environment in coming years
5. Any maintenance or repair work must properly notified through sms as well through the portal.
6. TRAI must have a Speed testing portal which can be accessed by public, through which each TRAI can get proper control over the ISP in terms of speed and quality.
7. FUP must be taken off from the system so that ISP don't make undue benefit by manipulation.

Regards
Kumar.S.Sujith
Trivandrum