
Fwd: Consultation Paper on Amendment to the Standards of Quality of Service for Wireless Data Services Regulations, 2012

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Subject: Consultation Paper on Amendment to the Standards of Quality of Service for Wireless Data Services Regulations, 2012

Hello! I am a customer.

Answer 1: Prescribing benchmarks for minimum download speed is a great customer friendly decision TRAI has taken. The TSPs are deceiving us after making false promises of providing high download speed both in 3G & 2G in their advertisements. The speeds they provide are far below than what they propose to provide. This is a type of cheating, which is being done by the TSPs, as there is no one to monitor the downloading speed they provide the customers. So as a customer I think that TRAI should prescribe a benchmark for minimum downloading speed as early as possible.

Answer 2: The TSPs should mention the minimum downloading speed alongside their tariff plan. That will enable the customer to choose his own TSP in a more reliable way.

Thank you