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FEDERATION OF CONSUMER AND SERVICE ORGANIZATIONS

Promoted exclusively to deal with the pressing issues..

(Regd. No.CAG/01/2016 as a Consumer advocacy group with TRAI)

No.5, 4th Street, Lakshmipuram,
Tiruchirappalli – 620 010. T.N. State .

The Chairman,
Telecom Regulatory Authority of India,
New Delhi – 110 002.

06th, Jan., 2017

Kind attn. To: Shri Sanjeev Banzal, Advisor
(Networks, Spectrum and Licensing),

Dear Sir,

Sub: Our (CAG of TRAI) suggestion in consultation paper on Issues related to
Closure of Access

We most respectfully forward the following as our suggestion in this consultation paper for your kind perusal and consideration in the larger interest of telecom consumers of this Nation:

Q.1. Is there a need for modification of the UASL and CMTS licences in line with Clause 30.3(b) of UL, for those licensees who have liberalized their administratively allocated spectrum?

YES

Q.2. Should discontinuation of services being provided through a particular technology, say CDMA, be treated same as discontinuation of any of the service under a Service Authorisation as per Clause 30.3(b) of UL? Please provide details along with justification.

Yes. A Service is promised with a supposedly superior technology and suddenly the subscribers are compelled to adopt GSM technology forcing them to buy new mobile sets, etc.

Q.3 What other conditions in these licenses be modified so as to keep pace with the developments? Please justify your answer.

(ii) Issues specific to spectrum trading

The TSP signal goes off often. This is poor service .And the TSP charges for Missed call alerts. Charging the customer for deficiency of service on the part of the TSP.

Q.4 Stakeholders are requested to comment upon:

(a) Is there a need to define a time-limit for DoT to take into its records the prior intimation given by TSPs regarding the spectrum trading? Please suggest time-lines for different activities within the Spectrum Trading Process.

No comments..

(b) Should the advance notice period to subscribers' be enhanced from 30 days period to say, 60 days, in case of closure of services so that a subscriber has sufficient time to consume his talk time balance? Please provide justification to your response.

Yes the time may extent to 60 days. In order to consume the talk time balance and avoid the consumer to be forced to exhaust the balance in a hurried manner and it may also consumers' optional.

(c) If a TSP is selling its entire spectrum in the LSA and intends to discontinue its access services being provided to its subscribers, should the TSP give the 60 days' advance notice to Licensor, TRAI and its subscribers, only after the spectrum trading is acknowledged by DoT/WPC as suggested in Para 23?

Yes

(d) Give any other suggestion to improve the existing **Spectrum Trading Process**.

The TSPs are not controlled effectively. They don't bother for drop calls or Lack of their tower signal.

(iii) Issues related to Mobile Number Portability (MNP): Process for bulk porting-out of the subscribers.

This happens only due to exploitation or poor service by the TSP

Thanks and regards.

M. Sekaran.
President.