

Subject: **Consultation Feedback on draft standards of QoS & Consumer protection (DAS) regulations 2016**

To: mkasim@traf.gov.in, ks.rejimon@nic.in

Date: 11/15/16 01:29 PM

From: Sangeetha Madhira <sangeetha.madhira@gmail.com>

Dear Sir

My feedback and response to the consultation paper on proposed draft standards of QoS & Consumer protection (DAS) regulations 2016, **as a retail home based consumer** is given under

Chapter II , Para 4 : Installation charges of Rs. 350 & Activation charges of Rs. 100 as proposed in regulations are far exceeding current pricing regime where customers pay an all inclusive price for set top box in the range of Rs. 1000-1500, which includes STB cost including delivery, installation charges and also One month subscription to a high end bouquet costing in the range of Rs. 400-500 if subscribed to separately. **Please donot seperate such costs with break ups making buying a connection very expensive. Please allow market forces to determine the same without any kind of regulatory intervention, which can come if things deteriorate in future.**

Chapter II , Para 11: Charges for relocation within same premises or otherwise are also very expensive with the above mentioned break ups. Please fix a reasonable consolidated service charge of Rs. 200 for both de-commissioning hardware & re-installation of the same at new premises to make it ready for viewing channels. Once a relocation request is placed, no channel costs should be debited for a period of maximum 5 days or till reactivation of channels for viewing post re-installation, whichever is earlier. This activity is critical not just for consumer but also service provider in earning revenue hence the charges should be quite reasonable and equivalent to a normal service call for repairing hardware.

Chapter III , Para 6 : Currently DTH operators are allowing base pack and additional packs only with some special conditions tagged like mandatory Three or Four packs etc (without any reference / specification of monthly minimum subscription) or with a combination of regional pack etc. **Further a subscriber who subscribed to channels as packs are not allowed to pick & choose to pay for stand alone channels, even if they exceed the minimum monthly charges specified in Alacarte channel selection option**, which is unfair and result in forcing consumers pay for channels they donot intend to watch even if they wish to subscribe to one channel. Similarly consumers located in Southern States if they choose for regionally offered packs, subscription to any Hindi pack is priced exorbitantly, which is not so otherwise. And if a North India located subscriber opts for any South Indian language pack, the same is priced disproportionately. This is an unfair practice considering that many people from South India move for job and professional reasons to Northern India and similarly North Indians move to South for similar reasons. This should be explicitly prohibited.

Similarly those who opt for Alacarte channels are not allowed to subscribe to bouquet packs of additional channels even if they pay higher than minimum monthly charges, because the Alacarte channels are priced exorbitantly high. And this should not be allowed to continue, even if tariff related conditions like bouquets should cost minimum 85% of included channels priced on alacarte basis as proposed in another consultation paper.

Yours faithfully

M Sangeetha

Mob: 9492144470

Addr: F-205., Dhruvatara., 6-3-652

Somajiguda., Hyderabad 500082