

To,

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VOICE COMMENTS ON CONSULTATION PAPER “ISSUE/EXTENSION OF DTH LICENCE” OF TRAI

We at VOICE as part of our advocacy initiative in Telecommunications continuously raise different issues with Policy makers impacting consumers based on the knowledge through Consumer feedbacks. We also publish a magazine “CONSUMER VOICE” for consumer empowerment. As registered CAG with TRAI we are in forefront of providing inputs to TRAI related to consumer concerns and interests.

In continuation of these efforts from VOICE, we hereby submit our comments on “**ISSUE/EXTENSION OF DTH LICENCE**” as under-

Q 2.1: Should an entry fee be charged at the time of issue of a new licence to the existing DTH licencees? In case an entry fee is to be charged, what should be the quantum of such entry fee?

NO COMMENTS.

Q 2.2: What should be the period of the DTH Licences to be issued to existing DTH licencees on the expiry of the licence period of 10 years?

NO COMMENTS.

Q 2.3: What should be the period of extension/renewal of the licences, to be prescribed in the DTH Guidelines, for the extension/renewal of the new DTH licences on their expiry?

NO COMMENTS.

Q 2.4: What should be the quantum and the validity period of the bank guarantee to be furnished by an existing DTH licencee on the issue of a new licence?

NO COMMENTS.

Q 2.5: Any other relevant issue you would like to comment upon.

A 2.5: For renewal of licenses for existing licensees following two issues should be included-

- **PAST CONSUMER EXPERIENCE**: While renewing the licenses performance of the licensee on prescribed QOS parameters should be one of the critical criteria.
 - For performance rating of say 97% or below, renewal should be denied.
 - For performance between 97% to 98%, renewal should be subject to performance during next 2 quarters. If no improvement, renewal should be withdrawn. Additionally renewal fee for these cases should be charged @ 125% of normal renewal fee.
 - For performance between 97% to 98% renewal should be subject to performance during next 4 quarters. If no improvement, renewal should be withdrawn. Additionally renewal fee for these cases should be charged @ 110% of normal renewal fee.

- **PORTABILITY**: Commitment to portability should be the pre-condition for all renewals. And the portability should be mandatorily put in place within 1 year of renewal. Inability to port is the biggest consumer grievance as this is the main reason consumer complaints are being overlooked by all the DTH service providers. Knowing their monopolistic hold over consumers, now all the service providers have started-
 - Demanding arbitrary visit charges
 - Backing out of their commitments
 - Refusing to provide after-sales services in some areas claiming these are out of their operational zone
 - Increased blackouts due to various excuses

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VOICE