

**CONSUMER PROTECTION ASSOCIATION  
HIMMATNAGAR  
DIST. : SABARKANTHA  
GUJARAT**



**CONSULTATION PAPER ON AMMENDMENT TO THE STANDARDS OF QUALITY OF SERVICE FOR WIRELESS DATA SERVICES REGULATION 2012**

**Introduction:**

Providing benchmark for wireless Data services is a key challenge for today's wireless mobile network. Limited bandwidth, varying channel conditions, mobility as well as Quality of service interface requirements between a variety of wireless and wired network infrastructures are very complex problem to solve. Initiative taken by TRAI is praiseworthy.

**Question 1:**

What are your views on prescribing benchmarks for minimum download speed as above? Please give your comments with justification.

We agree with the benchmarks prescribed by TRAI.

Because :

- \* Prescribing benchmarks for minimum download speed is the ability to provide different priority to different :
  - Applications users
  - Data flow
  - To guarantee a certain level of performance to a data flow.
  
- \* Benchmarks guarantees are also important if, network capacity is insufficient.

To quantitatively measure download speed, several related aspects of the network service should be considered, such as :

Error rates,

Bandwidth,

Throughput,

Transmission delay,

Availability,

Jitter, etc.

**Apart from this ,**

**Telephony and streaming video, is requirements on metric that reflects or predicts the subjective experienced quality. In this context benchmarks is the acceptable cumulative effect on subscriber satisfaction of all imperfections affecting the service. In other terms, the benchmarks should be :**

- 1. Subjective business concept**
- 2. The required "user's perceived performance"**
- 3. The required degree of satisfaction of the user        or**
- 4. The targeted number of happy consumers.**

Question 2:

Should the service provider be mandated to inform the minimum download speed to customers along with each tariff plan? Please give your comments with justification.

Yes

- \* It will create awareness among the consumers and
- \* Create market transparency.

( Dr. Kashyapnath )  
President