
----- Original Message -----

From Ashwani K Anand/ <akanand05@gmail.com>

Date Sat, 05 Sep 2015 18:09:42 +0530

To TRAI <ap@traigov.in>

Subject Consultation Paper on Call drops Comments as a Consumer-Sep 05,15

**COMMENTS ON CONSULTATION PAPER DATED SEP 04, 2015
REGARDING CALL DROPPING**

----- Original Message -----

From: **Ashwani K Anand/** <akanand05@gmail.com>

Date: Sat, Sep 5, 2015 at 1:34 PM

Subject: Consultation Paper on Call drops Comments as a Consumer-Sep 05,15

To: advisorfea1@traigov.in

Cc: ak anand <akanand05@gmail.com>

Stakeholders are requested to furnish their written comments by 21st September, 2015 and counter-comments by 28th September, 2015 to Smt. Vinod Kotwal, Advisor (F&EA), TRAI. The comments may also be sent by e-mail to advisorfea1@traigov.in. Comments and counter-comments would be posted on TRAI's website www.traigov.in. For any clarification/information, Advisor (F&EA) may be contacted at Tel. No. +91-11-23230752, Fax: +91-11- 23236650.

Smt. Vinod Kotwal,
Advisor (F&EA),
TRAI.

Madam,

Reference the TRAI Consultation Paper on Call drops following are my comments as a consumer having six mobile phones of Airtel and Vodafone with the problem existing on both. So where does customer port out or port in. in such a situation TRAI should come out with directions of compensation as proposed in the Consultation Paper.

Before answering the questions in the Consultation Paper, I would like to state that the TRAI must ask mobile companies to introduce per second pulse for Postpaid subscribers to minimise the financial loss.

In the present per minute pulse on Postpaid Plans, if I have to talk for 30 seconds and my call gets dropped thrice I pay for four calls of one minute each. Per second pulse for Postpaid Subscribers will to some extent minimise the financial loss though inconvenience would remain.

Why should Postpaid Subscribers pay for repeated call drops on per minute pulse due to redial of same number within a short span of calling time? Per second call will reduce increased bills to some extent as the billed amount gets increased due to present per minute call pulse for Postpaid subscribers.

Q1: Do you agree that calling consumers should not be charged for a call that got dropped within five seconds? In addition, if the call gets dropped any time after five seconds, the last pulse of the call (minute/second), which got dropped, should not be charged. Please support your viewpoint with reasons along with the methodologies for implementation.

Yes consumers should not be charged for a call that gets dropped within five seconds. If the same number is repeated within 30 seconds (as at times it takes to get connectivity) the last pulse should be waived from charging.

In case my call gets dropped within five seconds and I redial the same number the failed previous call should not be charged. In case the call has exceeded the five second period and I have made a call to the same number again and it gets dropped again and I redial the same number then I should not be charged for the last pulse of the dropped call.

In such a case when the call gets dropped repeatedly and the same number is dialled repeatedly, the sum total of the seconds in which the repeated calls took place should be taken and then charges for total duration must be taken into account for charging.

Suppose I dialled Number X. Call got dropped repeatedly and it took me four redials to complete the conversation. The duration of four conversations was 10 seconds, 8 seconds, 12 seconds and 15 seconds. The total of four repeated calls becomes 45 seconds. If charged on per minute pulse I would be charged for four minutes. But I should be charged for only one minute pulse as the call dropped repeatedly, the same number was dialled repeatedly and the total talk time was only 45 seconds in four attempts.

Q2: Do you agree that calling consumers should be compensated for call drops by the access service providers? If yes, which of the following methods would be appropriate for compensating the consumers upon call drop: (i) Credit of talk-time in minutes/ seconds (ii) Credit of talk-time in monetary terms (iii) Any other method you may like to suggest Please support your viewpoint with reasons along with the methodologies for implementation.

Yes calling consumers should be compensated for call drops.

(i) Credit of talk time in minutes / seconds would be solution only if such minutes are allowed to be carried forward in next billing cycle in case they are not exhausted in the current billing cycle. Presently all left over benefits of talktime, SMS etc available in various Plans lapse with the change in billing cycle.

(ii) Credit of talk time in monetary terms would be a much better option. Credit talk time must be adjusted against the chargeable talk time in the current billing cycle itself.

Q3: If the answer to the Q2 is in the affirmative, suggest conditions/limits, if any, which should be imposed upon the provision of crediting talk-time upon call drop and usage thereof.

Conditions / Limits detailed above itself. Credit talk time on account of dropped calls must be adjusted against the chargeable talk time in the current billing cycle of the subscribers and net bill amount be levied.

Also sum total of dropped calls must be taken as the total pulse time and charges be levied accordingly.

Suppose I dialled Number X. Call got dropped repeatedly and it took me four redials to complete the conversation. The duration of four conversations was 10 seconds, 8 seconds, 12 seconds and 15 seconds. The total of four repeated calls becomes 45 seconds. If charged on per minute pulse I would be charged for four minutes. But I should be charged for only one minute pulse as the call dropped repeatedly, the same number was dialled repeatedly and the total talk time was only 45 seconds in four attempts.

Q4: Is there any other relevant issue which should be considered in the present consultation on the issue of call drops?

The pulse of all Postpaid and Prepaid subscribers must be made per second in all plans to minimise financial loss to the subscribers.

In case of Prepaid subscribers the free pulses in seconds get exhausted due to call drops.

Also Telecom Service Providers must be asked to act on the following observations contained in Para 2.16 and 2.18.

2.16 From the above table, it can be seen that, during the period from quarter ending (Q.E.) June, 2013 to Q.E. March, 2015, the growth in minutes of usage (MOU) of GSM network has been 12% and increase in 2G data usage has been 106%. However, the number of 2G BTSs grew by 8% during this period. Similarly, the growth in 3G data was 252% whereas the number of Nodes B increased by 61% during the same period.

2.18 As may be observed from the above table, the investment made in the network infrastructure (other than radio spectrum) in wireless access service segment rose by 4.6% from Rs. 2,02,366 crore in F.Y. 2012-13 to Rs. 2,11,691 crore in F.Y. 2013-14. During this period, the minutes of usage grew by 6.8% . Clearly, investment has not kept pace with the usage. Thus, prima facie, it appears that lack of investment in network infrastructure by the wireless access providers may be one of the main reasons for the problem of call drops. 6 During this period, data usage grew by more than 100%,

Thanking you,

Ashwani K Anand
9815535622

356 Sector 22-A
Chandigarh 160 022

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Date Sat, 05 Sep 2015 18:09:42 +0530
To TRAI <ap@traigov.in>
Subject Consultation Paper on Call drops Comments as a Consumer-Sep 05,15

E-MAIL TO advisorfea1@traigov.in WITH REFERENCE TO CONSULTATION PAPER ON CALL DROPS FAILED. HENCE SENT AT THIS E-MAIL ADDRESS

----- Original Message -----

From: **Mail Delivery Subsystem** <mailer-daemon@googlemail.com>
Date: Sat, Sep 5, 2015 at 1:31 PM
Subject: Delivery Status Notification (Failure)
To: akanand05@gmail.com

Delivery to the following recipient failed permanently:

advisorfea1@traigov.in

Technical details of permanent failure:

Google tried to deliver your message, but it was rejected by the server for the recipient domain traigov.in by mailgw.nic.in. [164.100.10.19].

The error that the other server returned was:
550 #5.1.0 Address rejected.

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2.18 As may be observed from the above table, the investment made in the network infrastructure (other than radio spectrum) in wireless access service segment rose by 4.6% from Rs. 2,02,366 crore in F.Y. 2012-13 to Rs. 2,11,691 crore in F.Y. 2013-14. During this period, the minutes of usage grew by 6.8%⁶. Clearly, investment has not kept pace with the usage. Thus, prima facie, it appears that lack of investment in network infrastructure by the wireless access providers may be one of the main reasons for the problem of call drops. ⁶ During this period, data usage grew by more than 100%,

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