

Subject: **Comments on draft standards on QoS & Consumer protection**

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Sir

My comments with respect to the Consultation paper of TRAI on draft standards of QoS & Consumer protection, with clarification wherever required, are as under

Item 3 (4) As and when a new channel is introduced by distributor the channel should be offered for preview free of charge for a period of 2-4 weeks for both ala-carte and bouquet pack subscribers, before it is made a pay channel and a message should reflect the same on home page screen . Every channel including premium channels and bouquets should invariably be offered on a-la-carte basis with a maximum lock-in period of 30 days except for premium channels which should be offered on daily rate basis for all categories of subscription.

Every channel should have a unique identification number across all platforms and distributors and every distributor bouquet should have an identification number in addition to their assigned pack names for proper billing & identification purpose and cloned channels should bear an alphabetical suffix to the master channel ID,

Item 4(6) & 4 (7) : As there are no price limits on STBs, the installation & activation charges should be consolidated and limited to Rs. 250/- in all. There should not be any kind of activation charges except when subscription amount balance becomes Zero and a grace period of 4 days has elapsed, upon which a re-activation charge of max. Rs. 20/- can be levied. The prices indicated in draft standard are quite high, as consumers of all categories are already paying money for Set Top Box-STB on which there is no price control.

Item 11: An amount of max. Rs. 300/- can be charged for both dismantling and re-installation of CPE in case of shift of connection at a new address and a max. of Rs. 200 in case of shifting within same house/apartment complex on a single job call basis. Every subscriber should be provided TWO FREE SERVICE/MAINTENANCE CALLS every calendar year in case of disruption of TV services due to hardware issues incl, STB, terrestrial equipment, cabling etc., especially due to forces of nature. Faulty STBs should be replaced by the distributor with a new STB by payment of Rs. 300, or a repaired STB free of charges.

Thank you

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