

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

From: Sekhar Banerjee <sekhar.bucn@gmail.com>

Date: Friday, September 12, 2014 2:27 am

Subject: comments on quality of service in digital addressable systems in cable service

To: sksinghal@traigov.in

> Respected sir,

>

> As per my opinion on the observation of practical situation the quality of service is not up to the mark as directed by you earlier.

> As per your consultation guide line you have emphasize on only billing procedure not on the entire matter related to service quality. However this is being observed that till date the DAS agreement with majority of operators has not yet been complete. MSO has started raising bills but in every bill some size able amount is being shown as due which we are unable to issue those bills as the cause behind is not known to us. The revenue sharing is not done till date. awareness regarding any matter to us and to subscribers is [zero.as](#) a result the ad hock process in billing is being continued. and the total structure is still remaining non transparent. The self explanatory process being followed by MSO without any discussion with us.

> Sir, making a law and its implementation and monitoring are equally important the system should be such that all tiers of the said industry may survive specially cable operators who are basically the pioneer of this big industry. you have given the billing rights only to MSO. with this regard operators can not do any thing where the discrepancies are arising

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> Thanks with Regards,

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> SEKHAR BANERJEE

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