Dear Sir/Madam

Please refer my input for question No 2 below:

2)   What are the reasonable traffic management practices that may

need to be followed by TSPs while providing Internet access services

and in what manner could these be misused? Are there any other

current or potential practices in India that may give rise to concerns

about net neutrality?

I have observed a few times, breaks, in the continuation of the transmission of the data packets. Now if one wants to do a video or voice call through mobile apps (Viber, Skype etc.), those calls will get disconnected in between, or the voice goes in between and then again comes back. Due to this, users have poor experience of telephony with app based services and they go back to normal calls. Interestingly this type of mechanism does not affect other activities like browsing or watching videos (from YouTube etc.) because browsing lag is taken care when the page is getting rendered and in case of videos there is a small buffering portions precedes the video always.

Hope the observation would be helpful. Thanks ☺