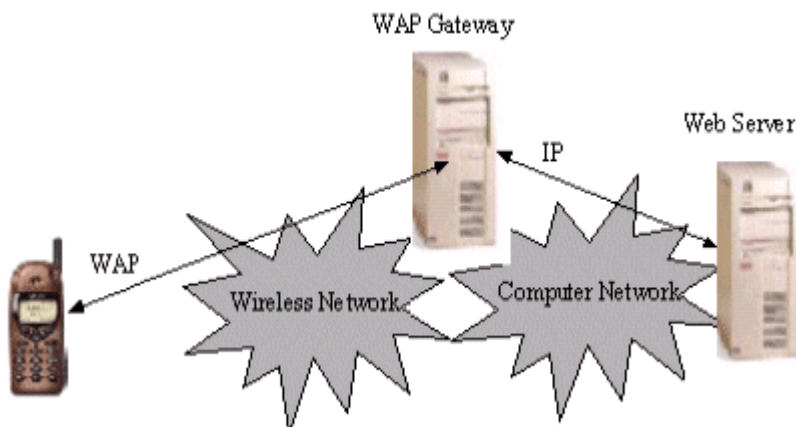


**Comments on
“Standards of Quality of Service for Mobile Data Services
Regulations, 2012” (...of 2012) dated theXXth July, 2012**

Background: Mobile technology is rapidly growing in scope and importance, providing extensive, seamless access to computer networks, including the Internet. The wireless Internet is already a reality in many places, and will pervade the lives of more and more of us as increasingly capable mobile phones, two-way pagers, PDAs, and other devices make their way into our pockets. By 2010, Internet-enabled handheld devices will outnumber PCs, and the wireless Internet will become the dominant form of communication.

This is the high time of mobile instrument technology, mobile service technology and application softwares. This trend of the development of the technologies will increase the number of data services users in coming days. An overview of the data user is as below.



Regulation No.	Regulation text for reference.	comments
Regulation 3 (1)	Quality of Service parameters for mobile data services	For the calculation of the parameters, specified time period is not decided by TRAI. It has to be fixed by the TRAI, otherwise there will not be uniformity to judge the quality of service through parameters.
Not available in the draft Regulations	Customer centric parameter like rebate, refund and disconnection are not mentioned in draft regulation	Customer centric parameters to be included in the final regulations like <ul style="list-style-type: none"> i. Rebate in case of services faulty or below benchmarks. ii. Refund time period to be fixed in case of below benchmark or faulty service. iii. Time period for the disconnection of the service.
Background 1.1 of the explanatory memorandum.	Quality of Service Standards for dial-up and leased line internet access through the Regulation on Quality of Service Dial-Up and Leased Line Internet Access Service, 2001 dated 10thDecember, 2001.	Most of the Internet Service Providers (ISPs) are the customer of the leased line service providers. Further, I would like to drag your kind attention that the Quality of Service Dial-Up and Leased Line Internet Access Service, 2001 dated 10 th December, 2001 does not have any parameter for the fault repair, refund, rebate and disconnection of the lease line. In this case we may say that main source is

Avdesh Kumar, M.Sc.,MCA, PGD(PM&IR), MBA(Gold Medalist)

		free to do any things in their own way. Then it will be difficult to ISPs to give services as per the prescribed QoS parameters of TRAI. Therefore, it is utmost needed to set the parameters for the Lease line service providers also for fault repair, rebate, disconnection etc.
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(Avdesh Kumar)
Contact No.9968314432

Note: Comments are to be considered as my individual view in the interest of the telecom industry.