

CTV & BB PARISHEBA

(A CABLE TV & BROADBAND SERVICE PROVIDER)

16, COLLEGE STREET,
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PHONE : 033-6456 6793

To,
MR. SUNIL KUMAR SINGHAL
ADVISOR (B & CS)
TELECOM REGULATORY AUTHORITY OF INDIA
NEW DELHI.

12.09.2014.

Sub: Comments on Standard of Quality of Service (Digital Addressable Cable TV Systems) Regulations 2012 (December of 2012.)

Respected Sir,

With due respect as a Local Cable TV Operator of West Bengal, I would like to draw your kind attention in respect of your processing of amendment of new regulations on Standard of Quality of Service (DAS) . We learnt it from the notice published in your website.

First, I would like to beg your kind attention about the allowed time, which is only 10 (ten) days, and to me which is very short to accumulate all the observations and place them before you.

There are so many disputes and discrepancies in all aspects of Digitization system, that we the LCOs as well as the subscribers are affected badly by the frequent implementations or changes imposed by the MSOs. There are sub-standard STBs (not certified by the BIS), lack of service, discrepancies in billing system (still going on ad-hoc billing instead of DAS billing), not allowing the share of revenue provided by the broadcasters and other concerns for telecasting their channels using our networks, switching off of the channels and switching of STBs without prior notice. The most dangerous one is after signing the SAF or CAF, a subscriber is not getting all the channels he/she had signed for. Thus, they are depriving not only the consumers but subsequently raising the angers of the consumers upon us.

I, therefore urge your good self to consider the seriousness of the situation and to intervene into the matter to build up a secured environment for the LCOs as well as the subscribers and oblige.

Thanking you,
Yours sincerely
For CTV & BB PARISHEBA

Debodipto Bhattacharya

(Proprietor)
9230015004/9830170004.

(DEBODIPTO BHATTACHARYA)