

Subject: Comments on TELECOM CONSUMERS PROTECTION
(EIGHTH AMENDMENT) REGULATIONS, 2015

Respected Sir,

Thank you for coming out with paper to protect consumers from greedy telecom operators.

PAINFUL SITUATION DUE TO DETECTION OF AUTOMATIC DETECTION OF DATA CHARGES

-I hope this paper will bring relief to even those in lower rungs of society who are not aware of internet but still their money vanishes in flick of second and they are told its because they have used internet on their mobile.

-This is more painful for senior citizens who stay alone at home and are heavily dependent on mobile phones. They slip in to bad situation when they lose balance at time due to automatic detection of money and unable to reach for help when they are in dire need.

-Consumers have been witnessing same phenomenon with smartphone as it used to happen in case of feature phones when they were blamed for activating VAS even at odd hours when they will be sleeping. Even mobile internet or data services are also VAS but it activated on consumers mobile by default. This by default activation has come in to force since last 2-3 years.

My comments on the draft TELECOM CONSUMERS

PROTECTION (EIGHTH AMENDMENT)
REGULATIONS, 2015 are below:

1- Mobile data service should be activated only after explicit consent of subscriber.

2-If there is any change in price of data services then the customer should be informed on his mobile screen immediately through USSD and SMS about the new data charge. If he wishes to proceed with the changed data prices, he should be given option to reply through SMS. I am pushing for SMS as there customer should have written proof to resolve dispute with telecom operator.

3-Use of data during international roaming should be restricted as it is in case of ISD calls.

4-There should be no activation of services by default except making local /STD call and SMS.

5- ACTIVATION OR DEACTIVATION of SERVICES:
There are too many numbers/ code now that a subscriber need to remember for activating or deactivating a service. There should be a common number for deactivating or activating services.

Like 1900 can be configured to be used for this service and subscribers should be allowed to activate or deactivate service in

simple manner -- a manner in which people at lower rung of society/elderlies also find it convenient.

Example: To activate a service just write 'A' or 'a' in the beginning of SMS and then name of service. Like A data or A DATA , D DATA or d DATA. for other services: a internattional roaming or d international roaming, a ring tone or d ring tone; a full dnd (DO NOT DISTURB), d full dnd. The commands should not be case sensitive.

The services can be further evolved in to short codes by using first letters. Like data can be christened as mobile internet and short code mi can be used. subscriber will just need to write a mi or d mi to activate or deactivate mobile internet.

To differentiate between 2G, 3G and 4G different short code can be used but it should be used only for activation. Like a 2G mi, a 3Gmi, a 4Gmi and to deactivate all these service, subscribe should allowed to write only d mi. even if subscriber uses same pattern as he did to activate service, like d 2Gmi , the service should be deactivated.

6- Some telecom operators have started using language that gives them opportunity to charge endlessly for data usage while

mentioning charges. Like Rs 175 for 1GB and 10 paise /10 kb thereafter. This language should be changed to Rs 175 for 1GB. Once a subscriber exhausts 90 per cent of his mobile internet subscription limit, telecom operator should ask subscriber through an SMS if the subscriber would like to extend it and give him opportunity to buy any other pack to extend services. like 1GB pack or 500 MB or 100 mb or 200 mb pack.

7- TRAI should issue consultation paper in national language Hindi for wider participation of public on such issues.