

Information note to the Press (Press Release No. 40 /2017)

For Immediate Release

Telecom Regulatory Authority of India

TRAI issues Consultation Paper on “Data Speed under Wireless Broadband Plans”

New Delhi, 01.06.2017 – The Telecom Regulatory Authority of India (TRAI) has today issued a Consultation Paper on “**Data Speed Under Wireless Broadband Plans**”

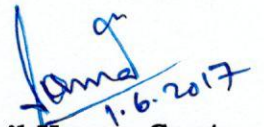
1. The surge in the number of broadband connections in the country has been accompanied by increasing reports of consumer dissatisfaction with the speed of data being provided to them under wireless broadband plans. Consumer empowerment and protection is a critical element of a well-functioning telecom market. Ideally, consumers who are dissatisfied with the services or prices offered by their operator should be able to easily switch to another provider, creating incentives for providers to innovate and offer competitive prices and Quality of Services (QoS). The ability of consumers to make rational and informed decisions in this regard is, however, constrained by several factors.

2. A user has various options in terms of technology and tariff plans for both fixed and mobile broadband services being offered by the service providers. However, the mobility offered by wireless broadband services, their wider availability in diverse locations and availability of small denomination data packs has contributed to the popularity of wireless broadband services among Indian subscribers. At the same time, the delivery of wireless services also faces certain unique challenges. The widespread adoption of wireless broadband services in the last few quarters makes it particularly important to take into account the problems that may be faced by the users of these services, particularly

in relation to data speeds.

3. Through the present Consultation Paper the Authority intends to seek the inputs of stakeholders on ensuring transparency and customer awareness regarding data speeds under wireless broadband plans.

4. Copy of the full text of the Consultation Paper is available on TRAI website: www.trai.gov.in. The written comments on the issues raised in the consultation paper are invited from the stakeholders by 29th June, 2017 and counter comments by 13th July, 2017. For any clarification/information Shri Arvind Kumar, Advisor (Broadband & Policy Analysis), TRAI may be contacted at Tel. No. +91-11-23220209 Fax No. +91-11—23230056.


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