

From: **Sagar Peswani** <[sagarazy@gmail.com](mailto:sagarazy@gmail.com)>  
Date: Feb 2, 2016 7:52:53 PM  
Subject: Comment to consultation paper dated 20th January,2016.  
To: [kapilhanda@traigov.in](mailto:kapilhanda@traigov.in)

Dear sir,

This email is a comment on the **draft direction on delivering broadband services in transparent manner.**

India's Internet population is growing at very high rate. Unfortunately consumers ,new and existing, find themselves with a shockingly large data invoice. This could be due to inefficiency of Telecom Service Providers(hereinafter referred to as TSPs). I would like to recommend that TSPs also send a USSD alert or a flash message to their users at the end of the day regarding their data usage or amount of data remaining. It can also be confusing for new as well as existing customers to use IVR of their service providers. Hence, I urge it to improve and simplify use of the IVR. By improving the IVR, users who want to know of their balance, modify services or other self-service can do so more smoothly.

Most of the TSPs' websites have hidden terms and condition or do not have updated table of rates. This becomes very inconvenient for a working person with little time to spare. It is, therefore, advised to display all terms, conditions and licenses in an adjacent column updated not later than 24 hours of policy change(if any). The TSPs' websites would be more useful if it is equipped with an unbiased speedtest so that their consumers can test and verify rate of transfer.

As the country's web connection is growing, so the need for increase in rate of transfer. It is difficult to get a lot of work done at speeds as low as 512 kbps. The fixed broadband service needs to be increased to 2 mbps in the least. Higher speed usually means better parallel processing and better transfer between various systems. This would help the independent Indian developers publish their open source code, without relying on big corporates, signing a devil's deal in the process, by using peer-to-peer transfer from their system to those who want to contribute and help grow the community. The TSPs must try and maintain a stable, low latency so that users with real time work can continue their operation without latency spikes and are hence better able to compete with those from other countries.

Thank you,

Sagar Peswani