



17<sup>th</sup> April 2023

Telecom Regulatory Authority of India  
Mahanagar Doorsanchar Bhawan  
Jawahar Lal Nehru Marg, (Old Minto Road)  
New Delhi – 110002

**Kind Attn: Mr. Tejpal Singh  
Advisor (QOS 1)**

**Subject: TRAI releases draft Telecom Regulatory Authority of India Repealing Regulations, 2023- inviting Comments from stakeholders on repeal of Regulation on Quality of Service of Dial-Up and Leased Line Internet Access Service, 2001**

Dear Sir,

This is in reference to TRAI releases draft Telecom Regulatory Authority of India Repealing Regulations, 2023 dated 3<sup>rd</sup> April 2023 - inviting Comments from stakeholders on repeal of Regulation on Quality of Service of Dial-Up and Leased Line Internet Access Service, 2001.

In this regard, we, Tata Teleservices Limited (TTSL) and Tata Teleservices (Maharashtra) Limited (TTML) [TTSL and TTML together called "TTL"] would like to submit our comments hereunder:

That the Authority has issued this draft regulation to repeal the Regulation on Quality of Service of Dial-up and Leased Line Internet Access Service, 2001, and proposed that sections IV and V be repealed from the same.

The Regulation issued by the Authority in 2001 on Dial-Up and Leased Line Internet Access Services, when dial-up was the only service available for accessing low-speed internet. As time has passed, telecommunication networks, both wireline and wireless, have evolved to offer high-speed broadband service, due to availability of high-speed broadband services there is no existence of dial up subscribers.

Similarly, leased line service is a Service Level Agreement (SLA) based service between two contracting parties (client and operator). Service providers also prioritize attending to their customers' grievances/complaints in order to provide best service.

Hence, the Regulation of 2001 on Quality of Service of Dial-up and Leased Line Internet Access Service looks to be obsolete in the current circumstances.

In view of the above, we, TTL, agree with the Authority's decision in repeal the 2001 Regulation on the Quality of Service for Dial-Up and Leased Line Internet Access Service.

Thanking you and assuring you of our best attention always

**TATATELESERVICES LIMITED**

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Thank you,

Yours sincerely,

A handwritten signature in green ink, appearing to be 'Satya Yādav', written over a horizontal dashed line.

**Satya Yādav**  
**Addl. Vice President – Corporate Regulatory Affairs**  
**Tata Teleservices Limited**  
**And**  
**Authorized Signatory**  
**For Tata Teleservices (Maharashtra) Limited**