

ISSUES FOR CONSULTATION

1. What are your views on the proposal of blocking the delivery of SMS from the source or number or entity sending more than a specified number of promotional SMS per hour with similar signatures as proposed in the above Para?

***Ans:** Yah, this is the best way. There should be a system to entitled by the customer for selecting his choice, he is should not be under control of unsolicited sms s pressure.

Many people do not know about 1909. Text and voice SMSs are really hurting the customer many times. Some people realize not to have the phone in a pocket.

The regulations and the rights of the customer should reach the person then only it will work out.

The telemarketers are for no reason disturbing the customer for their imaginary benefits.

The proposed para is sufficient for implementation.

2. What should be the limit on the number of SMS per hour to be specified in this regard? Please give your views along with reasons thereof (para 2.1.1 to 2.1.4).

***Ans:** the specified No of SMSs per hour only suggested. SMSs with promotional type shall be identified and blocked with out any reason.

3. Please give your comments on the proposal to mandate the telecom service providers to obtain an undertaking/agreement from registered telemarketers and other transactional entities that in case they want to outsource promotional activities to a third party, they will engage only a registered telemarketer for such promotional activities. What are the other options available to control such activities? Please give your views along with reasons thereof (para 2.2.1 to 2.2.3)?

***Ans:** The Registered telemarketer is completely responsible for misappropriation of transactional entities of third party. First of all these registered provider should not have the right to give any consent to other transactional entities to work their business on the permit of telemarketers. They are purely trying to self motivated and profit oriented, and business development centric ideas only there they are not supposed to do any transaction through the registered telemarketer. The provision strictly is avoided. If they want should approach Trai for registration.

4. Please give your comments along with reasons thereof on the proposal to disconnect telecom resources after ten violations, of entities for whom the promotion is being carried out? Also indicate whether ten violations proposed is acceptable or needs a change. Justify the same. (para 2.3.1 to 2.3.3)?

***Ans:** 3 chances are more than sufficient for excuse; definitely there must be the punishment like disconnection. 10 times violation is quite meaningless.

5. What additional framework may be adopted to restrict such subscribers or entities from sending UCC, other than the one proposed above (para 2.3.1 to 2.3.3)?

***Ans:** The adopted policy is much effective to restrict the Subscribers. First of all they should not have the right to grant any permission to entities. When they do so must take the prior permission from TRAI.

6. What are your views on the time frame for implementation of the facility for lodging UCC related complaints on the website of service providers? Please give your comments with justification (para 2.4.1 to 2.4.3).

***Ans:** 21 days of time frame is more than sufficient for implementation of lodging UCC related complaints

7. Do you propose any other framework for registering UCC complaint for easy and effective lodging of complaints (para 2.4.1 to 2.4.3)?

Ans: I don't think necessary to modify any thing to existing regulations. The proposed points are suitable and worthy for keeping up the rights of the consumer.

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