

**Answer to Q1 :**

Well, what difference will it make if a call drops after 5 seconds or within 5 seconds. Its a call drop.

If i am in a call, and it gets dropped, I should not be ideally charged for this as this is an incomplete service. As a consumer, I believe, if I make a call it should be completed. That is what i am expecting from a Telephone service provider.

I am pretty sure TSP's are able to distinguish between call drops and calls disconnected.

Now the main aim of this consultation should also include improving this services, hence infact TSP's should be charged for every call dropped.

Now, This charge should accumulate in a fund that would help in R&D to improve existing services and introduce new services innovative services to consumers.

This should be an independent Department that would only work on R&D of telecomm services. Or I am not sure if there is any existing R&D department they should be funded with this.

**Answer to Q2 :**

Well, If a dropped call is not charged that itself should be the compensation to consumer, hence there is no need of separate compensation to consumer.

**Answer to Q4:**

Well there is one more thing Internet services, First of all its not clear what is the speed of internet when using 3G and 2G. It will help distinguishing these 2 services. As a Consumer may be i am not that technical enough to understand when i am using 3G or 2G.

Hence, In this regards it should be clearly mentioned on GPRS Packs what speed should be expected if i use 3G or 2G. Say if I dont watch too many Videos 2G is enough. Hence it will be wise enough for me to select 2G plan. But there are people who end up with 3G plans that goes just a waste of these services and his pack data as well. This will be an effective way of making people use 3G or 2G services.

Now I am from Gujarat and right now because of riots I cannot use internet services, infact for some reason my service provider has even disconnected the calls service, whereas these services are enabled from other service provider. It gets difficult when your family cannot get in touch with you or vice versa. I hope TSP's Understand this.

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