

Questionnaire

You are requested to provide information to following questions along with supporting data and other details:

Q1. In present time of covid pandemic, where telecom networks are reportedly congested and number of complaints relating to poor internet speed are increasing, how would M/s BAL ensure present level of QoS to non-platinum data users after launch of the platinum scheme, where network priority has been promised to the Platinum customers? Will the act of providing priority to some, not affect the QoS of the rest on the network, as you are not creating any additional capacity and re-distributing the existing capacity?

Q2. All TSPs, including M/s BAL have argued time and again that in the case of wireless networks, data throughput to a user at a particular moment/location depends upon number of factors such as number of subscribers using data services, subscriber's device quality and type, peak/ off peak time, transmission bandwidth, external interference, website behaviour etc. Accordingly, neither average data speed nor minimum download speed has been committed to a 4G customer at present. Now, after launch of platinum plan, how a non-platinum customer can check and raise concern regarding deterioration in quality of services? What assurance can be given to such customers to protect their interest?

Q3. M/s BAL has acquired customers on its 4G network assuring best effort service for all such users in an Area/ Location/ BTS. With the introduction of Platinum customer scheme and according priority to such customers on network, the condition of offering services to them are being modified unilaterally without any information to such customers? How do you propose to communicate this fact to them? Your take on this issue.

Q4. Configuration of priority to certain number of subscribers on wireless telecom networks plays an important role when networks are congested. Does this mean that platinum customers will have better network experience, such as higher 4G speeds at the cost of deterioration of service offering to a large number of non-platinum customers who will suffer further? If no, then how would you demonstrate this with supporting data?

Q5. What do you mean by "Priority on Network" for Platinum customers? In respect to data services, is there any performance or experience commitment to such customers, or resource reservations to ensure better data service? If not, how would such customers make an informed choice and ensure that service obligations have been successfully discharged by M/S BAL?

Q6. Is any verifiable network or service parameter is being committed to Platinum subscribers? If so, please provide details. If not, then whether the advertisements released by M/S BAL for Platinum customers misleading?

Q7. Is it possible for a device to discover from the behaviour of the network that user is on Platinum Profile or non-Platinum Profile? If yes, then provide relevant technical details.

Q8. Different QCI parameters have been defined in successive release of LTE standards. Kindly provide the details of LTE standards implemented in M/S BAL network. Can M/S BAL confirm that whole of its existing network seamlessly supports the latest requirement?

Q9. What information are you providing to a customer to opt for platinum class? Do you feel that such information is adequate to take informed decision and subsequently get its interest adequately protected?

Q10. Is offer of platinum class and promise of priority on network resources not a ploy to encash consumer sentiments who are facing poor network service? What specific and definite advantage such platinum customers are likely to get in lieu of higher monthly commitment?

Q11. You have highlighted provision of Priority 4G network leading to faster speeds to the subscribers of Airtel Platinum Post-paid plan. However, the expressions “Priority 4G Network” and “Faster Speeds” are quite ambiguous unless defined. It has been observed that no specific details as regards the same have been provided in Terms and Conditions available on your website. In absence of such details, the information communicated appear to lack transparency and misleading consumers into subscribing to the plan in contravention of Directions issued by the Authority dated 26.03.2012. You are required to explain the same.