



Volume II • Issue VII • Year 2009

DSK Legal Knowledge Center

Updates on

- Media and Entertainment

MEDIA AND ENTERTAINMENT

The Telecom Regulatory Authority of India (“TRAI”) issues guidelines for better internet/ broadband service

On March 2, 2009, TRAI issued guidelines to all service providers (ISPs, UASLs, CMSPs, BSOs) providing internet/ broadband to ensure better services to their subscribers (“Guidelines”).

The Guidelines require all service providers to undertake the following:

- Provide, as a good business practice, adequate information to subscribers regarding internet/broadband services being offered and marketed.

- Provide information regarding contention ratios adopted for different services by service providers in their tariff plans submitted to TRAI, manual of practice, call centers and on their websites.
- Publish contention ratio for different internet/broadband services on their website quarterly to facilitate the subscribers to take informed decision.
- Ensure availability of minimum required bandwidth in their network according to maximum contention ratio suggested by TRAI for different services based on the number of subscribers.

The detailed text of the Guidelines is available on TRAI’s website
<http://www.trai.gov.in/WriteReadData/trai/upload/misc/102/Guidelines2mar09.pdf>

DSK Legal Knowledge Center

Contact Details: dsklegal.knowledgecenter@dsklegal.com

Mumbai Office
4th Floor, Express Towers,
Nariman Point,
Mumbai 400 021
India
Tel: (91 - 22) 6658 8000
Fax: (91 - 22) 6658 8001

Delhi Office
46, Aradhana, Chanakyapuri,
New Delhi 110 066
India
Phone: (91 - 11) 2687 1122; 2687 1133;
2687 1144
Fax: (91 - 11) 2687 1155

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