

# EMPOWERING INDIA DIGITALLY

## ENHANCING BROADBAND QUALITY & ENABLING CONSUMER CHOICE

**Date:** Wednesday, July 18, 2018  
**Venue:** Viceroy Hall, Hotel Claridges, New Delhi, India  
**Time:** 14:00 – 19:15 hours, followed by Dinner

### AGENDA

**14:00-15:00**      **Registration**

**15:00-16:15**      **Inaugural Session, “Broadband: A Highway for Inclusive and Sustainable Growth”**

This session will focus on the pre-requisites of India’s digital aspirations and how broadband services are envisaged to promote an inclusive socio-economic growth. The session would also witness release of an animation film, which highlights common Quality of Service (QoS) challenges faced by consumers on broadband services, information asymmetry & related challenges and advocates for the need for adoption of consumer broadband labels in India.

- **Bipul Chatterjee**, Executive Director, CUTS International
- **Ram Sewak Sharma**, Chairman, Telecom Regulatory Authority of India
- **Rajeev Chandrasekhar**, Member of Parliament, Rajya Sabha
- **Tathagata Satpathy**, Member of Parliament, Lok Sabha
- **Aruna Sundararajan**, Secretary, Department of Telecommunications

*Consumer Broadband Labels: Release of Animation Film & Research Report*

**16:15-16:30**      **Tea Break**

**16:30-17:40**      **Panel Discussion I, “Broadband Service Disclosures in India: Optimising Regulatory Framework”**

QoS for Broadband Services in India, has historically been deficient. This is further exacerbated by consumers making poor choice, while opting for broadband plans or continuing with their subscription. This may be attributed owing to the absence of accurate and adequate information being provided by the operators in a simple format to the consumers. This was also identified in a study, undertaken by CUTS and IIT Delhi, which focussed on QoS for mobile internet services in India. This suggests for a need of certain reforms in the existing QoS framework, which may enable informed decision making by consumers, according to their requirement and also incentivise improvement in QoS by operators. However, it is also important to hear the views of the

industry players and regulatory agency, as to what are the challenges they are facing in terms of providing adequate information to the consumers.

Thus, this session will attempt to map challenges and provide solutions to improve information disclosure in India.

**Presentation by Aaditeshwar Seth**, Associate Professor, Indian Institute of Technology, Delhi

**Chair: Sunil Bajpai**, Principal Advisor (CA,QoS,IT), Telecom Regulatory Authority of India

- **Rajan Mathews**, Director General, Cellular Operators Association of India
- **Vipin Tyagi**, Executive Director, C-DOT
- **Kartik Raja**, Co-Founder, Phimetrics
- **Manoj Gairola**, CEO, TelecomTiger

**17:40 - 19:00 Panel Discussion II, “Global Experiences: Broadband Service Disclosures”**

Across the globe, Telecom Regulators have mandated operators to disclose terms and conditions of their broadband services to consumers, albeit in different ways. While some mandate disclosures in shape of labels, some have been in form of code of practice, while other have kept it flexible for operators. While drafting regulations, regulators must have experienced certain challenges in terms of resistance by industry, appropriate design for disclosure, implementation and adoption by consumers. In line with these factors, relevant international and national experts will engage in a discussion. This session will provide critical insights on various disclosure mechanisms that may be localised for adoption in the Indian scenario as well as cross-learning for other countries.

**Presentation by Rahul Singh**, Policy Analyst, CUTS International

**Chair: U.K. Srivastava**, Principal Advisor (Networks, Spectrum and Licensing), Telecom Regulatory Authority of India

- **Martin Adolph**, Study Group Advisor, ITU
- **Tiago Sousa Prado**, Deputy Head, Economic Analysis Department, ANATEL, Brazil
- **Mahesh Uppal**, Director, ComFirst India Private Limited

**19:00-19:15 Concluding Session, “Key Takeaways”**

- **Udai S. Mehta**, Deputy Executive Director, CUTS International

**19:15-21:00 Dinner**