



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi
Sponsored by Department of Consumer Affairs, Govt. of India



TELECOM ADVISORIES

TELECOM Benchmarks/QoS parameters

Tariff related issues:

- Presenting, marketing or offering tariff plan in any misleading manner is not permitted. All monthly fixed recurring charges which are compulsory for the subscriber under any given plan shall be conveyed as a single figure under one head.
- The Service Providers must inform the customer in writing, within a week of activation of service, the complete details of his tariff plan. In addition, as and when there are any changes in any aspect/item of tariff in the chosen package, the operator shall intimate, in writing, such changes to those subscribers whose tariff packages undergo a change.
- A tariff plan once offered by a service provider shall be available to a subscriber for a minimum period of 6 months from the date of his enrolment into that tariff plan. During this 6 months period, the service provider is free to reduce the tariff; but increase in any item of tariff in the plan is not permitted. However, the subscriber is free to choose any other tariff plan even during the 6 months period.
- Customer has the right to move from one tariff to another plan offered by his service provider any time without having to pay any fee for the migration. A subscriber's request for a change of tariff plan shall be accepted and implemented immediately or from the start of the next billing cycle.

Pre-paid customers:

- All services, which do not affect "talk time value", including incoming voice calls/SMS shall continue to be available to the Prepaid Subscribers during the entire validity period even if the talk time value has exhausted.
- The unused balance to pre paid subscribers has to be carried forward during the grace period applicable at the time of recharge.
- The subscriber is entitled to get details of the usage for a period of past 6 months at a cost not exceeding Rs. 50/- . The company is mandated to provide the information within 30 days of receipt of the request.

Value Added Services:

- No chargeable value added service, shall be provided to a customer without his explicit consent. Any value added service, which was earlier being provided free of charge, shall not be made chargeable without the explicit consent of the customer. The above provisions are also applicable to Internet Service Providers.
- Voice Mail Service should not be offered without the prior consent of the subscriber.
- TRAI has allowed the telecom service provider for auto-renewal of the VAS. The companies are required to send SMS within 3 days prior to the schedule date of expiry of the existing VAS. If the subscriber do not wish to renew the services, need to deactivate within 3 days of the SMS else the companies would renew the same.
- In case the value added service has been activated without explicit consent of the subscriber, the amount deducted from the subscriber's account is to refunded back within 24 hours.

Advertisement:

- The Service Providers must publish in all communications/ advertisements relating to premium rate services, e.g. ring tones, wall paper, astrology, quiz etc. the pulse rate/ tariff for the service.
- Websites of the service providers shall contain comparison of tariff plans in terms of estimated monthly bill. i.e. financial implications based on certain preset assumptions along with the complete details.

Rebate in rent for delays in repair of fault:

In case any fault in respect of fixed line is not repaired within 3 days rebates in rent should be given as follows:

- Faults pending for >3 days and <7 days : Rent rebate for 7 days.
- Faults pending for >7 days and <15 days : Rent rebate for 15 days.
- Faults pending for >15 days : Rent rebate for 1 month.

Credit limit for postpaid subscribers:

- Credit limit set for a postpaid subscriber shall be intimated by the operator to him in advance and whenever he reaches 80% of the credit limit, intimation should be given to him. Irrespective of the level of credit limit, the services of a subscriber shall not be disconnected as long as the amount due is below the amount of his security deposit.



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Refund of security deposit:

- The security deposit after adjustment of dues, if any, is required to be refunded to subscribers within a time frame of 60 (sixty) days. The service provider has also to pay an interest @ 10% per annum for any delay in making refund within the stipulated period.

Provision of detailed bill for STD/ISD charges:

- On the request from a post-paid subscriber, the operator has to provide detailed bill for STD/ISD calls free of charge.

Roaming:

- Whenever a subscriber roam into another license area he should be informed through SMS by the operator that he will be charged for the roaming facility only when he chooses to either make or receive a call while roaming and no roaming rental shall be charged until roaming is activated i.e. a call is either made or received while roaming.

Registration, maintenance of wait list for fixed telephone:

- Telephone connections should be provided to the prospective subscribers on first come first served basis without any discrimination.
- Operators should not deny Registration for provision of telephone connections to a prospective subscriber on any account until directed by the Licensor in writing to so refuse.
- Wait list should be maintained and strictly followed for providing telephone connections.

Consumer complaints:

- TRAI is not empowered to handle individual consumer complaints against service providers, but will look into issues of systemic failure or of generic nature affecting large number of consumers. Consumers may approach the service providers or Consumer Redressal Forum for redressal of their grievances.
- The complaints in the first instance may be lodged with toll free number of the customer care center of the service provider. In case the company is not able to resolve the issue satisfactory within the specified time, the complaint can be submitted to the Appellate Authority of the company.

Mobile Number Portability:

- The subscribers are free to change their service provider by retaining the same number. In case of a new number, the porting request can be made only after 90 days of the activation of the connection.
- In case of pre-paid subscriber, the balance amount of talk time at the time of porting the number shall lapse.
- An amount of Rs.19/- is chargeable as porting fee.

Unsolicited Commercial Communication:

- The subscribers who do not wish to receive telemarketing calls either fully or partially need to get registered their number with NDNC or NCPR, The registration could be done by telephone/SMS at 1909.
- The telemarketing calls has to be done by the registered telemarketer only.
- The telemarketers are mandated to originate telemarketing calls only from a 10 digit number using 140 series numbers. The telemarketing numbers are to originate from 9 digit alpha-numeric code.

STATE CONSUMER HELPLINES

GUJARAT	1800-233-0222, 079-27489945 / 46	MIZORAM	1800-231-1792
MADHYA PRADESH	155343, 0755-2559778/993	RAJASTHAN	1800 -180- 6030
MAHARASHTRA	1800 -22- 2262	ORISSA	1800-345-6724, 1800-345-6760, 0674-2351990, 0674-2350209
TAMIL NADU	044-28592828	KARNATAKA	1800-425-9339, 1967
BIHAR	1800 -345- 6188	KERALA	1800-425-1550
Chhattisgarh	1800-233-3663	UTTAR PRADESH	1800 -1800-300
Delhi	011-23379266	WEST BANGAL	1800 -345-2808
Haryana	1800-180-2087	FSSAI	1800-11-2100
Himachal Pradesh	1800-180-8026		

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