

Information Note to the Press (Press Release No6//2020)

For Immediate Release


Telecom Regulatory Authority of India

New Delhi, the 1st of Sep 2020: Telecom Regulatory Authority of India (TRAI) today released a Consultation Paper on 'Review of The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2006'. Full text of the consultation paper is available on TRAI's website at www.trai.gov.in.

2. Accurate metering of the usage of telecom services and minimizing the incidents of billing complaints have always been important issues for TRAI to protect the interests of the customers. In this regard, TRAI had notified the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation, 2006, on 21st March 2006. These regulations contain a Code of Practice for Metering and Billing Accuracy, which every Basic Service Provider and Cellular Mobile Service Provider has to comply with.

3. The objective of this consultation Paper is to deliberate upon the guidelines for metering and billing in the changing scenario of the telecom world. The focus of the consumer has shifted from voice to data. Technological solutions have come up which can get the process of audit conducted in more efficient and effective manner. Thus, there is a need to review The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2006.

4. Comments on the issues raised in the consultation paper are invited from the stakeholders by 29.09.2020 and counter comments, if any, by 13.10.2020. The comments and counter-comments may be sent, preferably in electronic format at advqos@traai.gov.in. For any clarifications or information, Shri Asit Kadayan, Advisor (QOS), TRAI may be contacted at Telephone Number +91-11-23230404, FAX Number +91-11-23213036.


(S.K. Gupta)
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