



सत्यमेव जयते

भारतीय दूरसंचार विनियामक प्राधिकरण

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
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F.No.305-14/2011-QoS

Dated: 23.06.2011

To

All Access Service Provider
BSNL, MTNL

Subject: To provide hard copy of telephone bills to the consumers- reg

Sir,

The attention of all access service providers is invited to para 13 of Telecommunication Tariff (Forty-Sixth Amendment) Order, 2008 dated 24th January, 2008, wherein, it is provided that "The Authority after careful consideration of the provisions relating to billing in the Indian Telegraph Rules, 1951, license agreements for Cellular, Unified Access, NLD and ILD licenses and also the views expressed by stakeholders is of the view that it is necessary to mandate the service providers to provide hard copy of the bill to its post-paid subscribers free of cost. However, if any customer opts for receipt of the bill through e-mail, instead of hard copy, the service providers can supply the same after obtaining explicit consent from the consumers. In all other cases, the service provider must ensure that the bills are generated and delivered to the consumers in printed form free of cost".

However, various complaints are being received in TRAI that telecom companies are forcibly giving soft copy of the bills instead of hard copy without the consent of their customers, which is against the above provisions of TTO(forty sixth amendment), 2008 dated 24th January, 2008.

All the access service providers are therefore, advised to strictly follow the above provisions of the Telecommunication Tariff (Forty Sixth Amendment) Order, 2008 dated 24th January, 2008. The bills should be given through e-mail only to the customers who have explicitly opted to receive the bills electronically. The explicit consent of the customers should be in a written form or through a confirmation by e-mail and the record of such explicit consent is to be kept for a period of one year. In all other cases printed bills should be generated and delivered to the consumers in printed form free of cost.

Yours faithfully,

(Shaji Abraham)
Joint Advisor (QoS)

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