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**CONSULTATION PAPER ON DEACTIVATION OF SIMs DUE TO NON-USAGE**

**Q-1: What period of continuous non-usages of a SIM should kept as criteria for deactivation by the telecom service provider?**

Deactivation of non usage SIM is depends on the criteria of SIM purchased by subscriber . If the SIM is life time connection then the subscriber have right to use SIM whole life which are licensed by Govt. to service provider. If the SIM is used by subscriber for a limited period connection then before deactivation of the SIM in both condition a SMS may be forwarded to subscriber for deactivation of SIM. Before deactivation of SIM about **180 days relaxation** may be provided to the subscriber and by SMS/ CALL may be done by service provider.

**Q-2:** We are agree with the view of TRAI i.e. for the communicate to subscriber by press release, SMS ,WEB-Sites ,advertisement and so many ways before deactivation of SIM.

**Q-3:** It is the responsibility of service provider to confirm the deactivation period and also method for deactivation at the time of connection provided to subscriber i.e. at the time of enrolment to get the SIM. Some customers are residing in urban areas so the application Form and Term & condition may be clearly defined ,if possible application may be formed in same language , which subscriber can understand easily.

**Q-4:** No, deactivation of SIM may be applied in those cases where such condition formed part of the contract at the time of enrolment. But it is essential to the service provider to introduce the Plan before getting connection to the subscriber. So that there may not be any chance for deactivation.

**Q-5:** Retention or restoration terms must be introduced in the Term & Condition para before getting the connection. A limited period may be offered for restoration i.e. a limited period may be 180 days allowed to subscriber for the wireless subscribers or SIM users. A nominal charges may be charged by subscriber so that every person can restore easily and can used their familiar number.

**Q-6:** We are agree with TRAI view a reasonable period within which subscriber can restore their SiMs.

**Q-7:** Period of reactivation of SIMs may be 180 days after their deactivation of SIMs may be allowed to subscribers.

**FOR UPBHOKTA SANRAKSHAN EVEM KALYAN SAMITI**

**S/d PADAM MOHAN MISHRA,  
SECRETARY**

