

**Information note to the Press (Press Release no. 59 /2015)**

**For Immediate Release**

**TELECOM REGULATORY AUTHORITY OF INDIA**

**TRAI mandates the mobile operators to compensate the consumers in the event of dropped calls w.e.f. 01.01.2016.**

**New Delhi, the 16<sup>th</sup> October, 2015:** TRAI has today issued ninth amendment to the Telecom Consumers Protection Regulations, 2012 mandating the mobile service providers to provide compensation to the consumers for call drops with effect from 01.01.2016.

Call drop represents the service provider's inability to maintain a call once it has been correctly established i.e. calls dropped or interrupted prior to their normal completion by the user, the cause of the early termination being within the service provider's network.

In the past one year, consumers, at various fora, have raised the issue of call drops, complaining that their experience of making voice calls has deteriorated. TRAI has issued a Consultation Paper (CP) on 'Compensation to the Consumers in the Event of Dropped Calls'. The stakeholders were to submit written comments on the issues raised in the CP by 21.09.2015 and counter-comments by the 28.09.2015. An Open House Discussion was also held on 01.10.2015 in New Delhi to further discuss the matter.

After careful examination of the comments received from the stakeholders and further analysis, TRAI has decided to put in place a mechanism to provide relief to consumers by mandating the following to every originating service provider providing Mobile Services for each call drop within its network:



**(a) Credit the account of the calling consumer by one rupee**

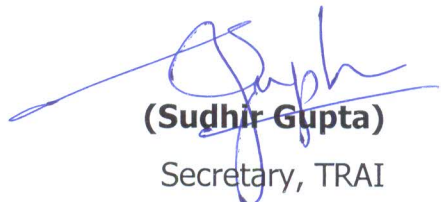
However, such credit in the account of the calling consumer shall be limited to three dropped calls in a day (00:00:00 hours to 23:59:59 hours).

**(b) Send a message through SMS/USSD to the calling consumer within four hours of the occurrence of call drop and the details of amount credited in his account**

**(c) In case of postpaid consumers provide the details of the credit in the next bill.**

The compensation to the consumers for call drops would become applicable from 01.01.2016 as the service providers would have to make suitable provisions in their systems.

TRAI is of the view that the mandated regime would provide relief to the consumers from the issue of call drops to some extent and spur the service providers to improve the Quality of Service. TRAI will keep a close watch on the implementation of the mandate as well as the measures being initiated by the service providers to minimize the problem of dropped calls and may undertake a review after six months, if necessary.

  
**(Sudhir Gupta)**  
Secretary, TRAI