

Information Note to the Press (Press Release No. 107/2007)

Telecom Regulatory Authority of India

For Immediate Release

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Sub: Short Consultation on the Issue of Providing Hard Copy of the Bill Free of Cost to Post Paid Subscribers of Telecom Access Service.

New Delhi, 31st December, 2007 : The Authority had an occasion to examine the issue of whether subscribers of telecom access service are required to pay for the hard copy of the bill which is issued to the subscribers by the service providers particularly to those who are on the post paid platform.

2. After examining the issue in detail, keeping in view the provisions of Indian Telegraph Rules 1951, cellular mobile telecom service, and unified access service license agreements, etc., it emerges that no post paid subscriber is liable, to pay for the bill containing summary details of the payments to be made by the subscriber.

3. The bill represents the true extent of service actually provided by the service provider and also the details about the service and conditions which are available to the subscribers. The Authority is convinced that issue of hard copy of the bill will continue to be required in the context of the fact that all telecom access subscribers may not be having access to computer and internet to obtain the bill through e-mail. Further, a number of important information which are required to be captured in the bill by the service providers as per Authority's Direction No. 303-4/2007-QoS, dated 4.5.2007 would not be possible to be captured in Short Messaging Service (SMS). Therefore, in the interest of consumers and as per the provisions of the existing rules and agreements entered into by the service provider with the licensor, the service providers give the bill in an understandable form to their consumers. The Authority had noted that the service

providers in other sectors such as power, gas, water utility services are not charging any amount for providing hard copy of the bill.

4. Keeping these in view, the Authority has decided to initiate this consultation process towards amending Telecommunication Tariff Order to incorporate an explicit provision for providing bill in hard copy free of cost to all post paid subscribers which in any case is provided for in the relevant rules and relevant license agreements.

5. Stakeholders are requested to offer their views if any on this proposal of the Authority to amend the Telecommunication Tariff Order.

6. Written submission in electronic form would be appreciated & the same may be submitted on or before 18th January, 2008.

7. Full text of the draft Telecommunication Tariff (46th Amendment) Order, 2007 is placed in the website of TRAI www.trai.gov.in under the head “Consultation Paper”.

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Authorized for issue

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