

Telecom Regulatory Authority of India

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Subject: Guidelines on Publication of tariffs for consumer information

TRAI today issued Guidelines on a tariff format for consumer information which should be published / advertised by the telecom service providers for tariff plans. These guidelines are intended to help the consumer to be better aware of the overall financial expenditure incurred under any particular tariff package, and will also help the consumer to compare various tariff packages which are on offer.

1. Background

The Authority issued a consultation note on 9th June 2003 seeking comments from all stakeholders / consumers for specification of a format which would give certain minimum information on the tariffs being provided by the service providers. The Authority has received number of responses from the stakeholders including consumer organizations on it.

After considering all the responses, the Authority has arrived at certain Guidelines on a tariff format for consumer information which should be published / advertised by all the telecom service providers for all tariff plans. These guidelines are intended to help the consumer to be better aware of the overall financial expenditure incurred under any particular tariff package, and will also help the consumer to compare various tariff packages which are on offer and are being advertised / published.

2. Guidelines :

- a) the publication / advertisement of tariffs should include the tariff information in the format attached herewith,
- b) these Guidelines should be implemented forthwith,
- c) For advertisement on hoardings, instead of the attached format, it may be stated that "information regarding financial implications may be obtained from the following address / website (address / website of the service provider)".

For further details please see TRAI's website www.trai.gov.in.

FORMAT

Information for Consumers

| | | | | | | |
|--|-----------------|--------|----------|------------------------------|--------|----------|
| 1. Name of Tariff Package | | | | | | |
| 2. Entry level cost viz security deposit, advance etc. | | | | | | |
| 3. Rental + other monthly recurring charges like plan fee, membership fee, commitment charges | | | | | | |
| 4. Monthly free call allowance (specify whether in minutes or rupees) | | | | | | |
| 5. Duration of Plan | | | | | | |
| 6. Any taxes, in addition to above | | | | | | |
| | Local Calls to: | | | Inter Circle STD >500Kms to: | | |
| | Fixed | WLL(M) | Cellular | Fixed | WLL(M) | Cellular |
| 7. Pulse Rate (in seconds) | | | | | | |
| 8. Per minute rate for free calls free calls= rental+other monthly charges+ interest on advance+2/3 % per month number of free minutes | | | | | | |
| 9. Financial implications in Rs./month for usage (Minutes) | | | | | | |
| (a) 100 minutes in addition to free calls | | | | | | |
| (b) 500 minutes in addition to free calls | | | | | | |
| 10. Exit options in plan | | | | | | |
| 11. Migration options in plan | | | | | | |
| 12. Where should customers complain about the Plan | | | | | | |