



## Telecom Advisories

### Service Benchmarks/QoS parameters

#### Tariff related issues:

- All monthly fixed recurring charges which are compulsory for the subscriber under any given plan shall be conveyed as a single figure under one head.
- The Service Providers must inform the subscriber in writing, within a week of activation of service, the complete details of his tariff plan. In addition, as and when there are any changes in any aspect/item of tariff in the chosen package, the operator shall intimate, in writing, such changes to those subscribers whose tariff packages undergo a change.
- A tariff plan once offered by a service provider shall be available to a subscriber for a minimum period of 6 months from the date of his enrolment into that tariff plan. During this 6 months period, the service provider is free to reduce the tariff; but increase in any item of tariff in the plan is not permitted. However, the subscriber is free to choose any other tariff plan even during the 6 months period.
- Subscriber has the right to move from one tariff plan to another plan offered by the service provider at any point of time without having to pay any fee for the migration.

#### Pre-paid customers:

- All services, which do not affect "talk time value", including incoming voice calls/SMS shall continue to be available to the Prepaid Subscribers during the entire validity period even if the talk time value has been exhausted.
- The unused balance of pre-paid subscribers has to be carried forward during the grace period applicable at the time of re-charge.
- The subscriber is entitled to get details of the usage for a period of past 6 months at a cost not exceeding Rs. 50/- . The company is mandated to provide the details within 30 days of receipt of the request.

#### Value Added Services:

- No chargeable value added service, shall be provided to a subscriber without his explicit consent. Any value added service, which was earlier being provided free of charge, shall not be made chargeable without the explicit consent of the customer.
- Voice Mail Service should not be offered without the prior consent of the subscriber.
- TRAI has allowed the telecom service provider for auto-renewal of the VAS. The companies are required to send SMS within 3 days prior to the schedule date of expiry of the existing VAS. If the subscriber do not wish to renew the services, need to deactivate within 3 days of the SMS else the companies would renew the same.
- In case the value added service has been activated without explicit consent of the subscriber, the amount so deducted from the subscriber's account is to be refunded back within 24 hours.

#### Refund of security deposit:

- The security deposit after adjustment of dues, if any, is required to be refunded to subscribers within a time frame of 60 (sixty) days failing which the service provider has to pay an interest @ 10% per annum for delays beyond 60 days.

### STATE CONSUMER HELPLINE

**KNOWLEDGE RESOURCE MANAGEMENT PORTAL**  
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New Delhi

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Email - schkrmp.iipa@gmail.com

Website - www.consumeradvice.in, www.consumereducation.in



#### Rebate in rent for delays in repair of fault:

- In case any fault in respect of fixed line is not repaired within 3 days rebates in rent should be given as follows:

Faults pending for >3 days and < 7 days      Rent rebate for 7 days

Faults pending for >7 days and < 15 days      Rent rebate for 15 days

Faults pending for >15 days                      Rent rebate for 1 month

#### Provision of detailed bill for STD/ISD charges:

- On the request from a post-paid subscriber, the operator has to provide detailed bill for STD/ISD calls free of charge.

#### Roaming:

- Whenever a subscriber roams into another license area he should be informed through SMS by the operator that he will be charged for the roaming facility only when he makes or receives a call.

#### Mobile Number Portability:

- The subscribers are free to change their service provider by retaining the same number. In case of a new number, the porting request can be made only after 90 days of the activation of the connection.
- In case of pre-paid subscriber, the balance amount of talk time at the time of porting the number shall lapse.
- An amount of Rs.19/- is chargeable as porting fee.

#### Unsolicited Commercial Communication:

- The subscribers who do not wish to receive telemarketing calls either fully or partially need to get their number registered with NDNC or NCPR.
- The telemarketers are mandated to originate telemarketing calls only from a 10 digit number using 140 series numbers. The telemarketing messages are required to be identified through 9 digit alpha-numeric code.

#### Surrender of Telecom Connection:

- The connection can be surrendered by giving request in writing by personal visit/post/email. The companies are required to disconnect the connection within 7 days of the request.
- The last bill is to be generated after adjustment of security deposit if any.

#### Consumer complaints:

- The complaints in the first instance may be lodged with toll free number of the customer care center of the service provider. In case the company is not able to resolve the issue satisfactory within the specified time, the complaint can be submitted to the Appellate Authority of the company.

### STATE CONSUMER HELPLINES

<b>Andhra Pradesh</b>	1800-425-0082, 1800-425-2977	<b>Orissa</b>	1800-345-6724, 1800-3456760
<b>Bihar</b>	1800-345-6188	<b>Puducherry</b>	1800-425-1082,
<b>Gujarat</b>	1800-233-0222, 079-27489945, 079-27489946		1800-425-1083, 1800-425-1084, 1800-425-1085
<b>Haryana</b>	1800-180-2087	<b>Rajasthan</b>	1800-180-6030
<b>Himachal Pradesh</b>	1800-180-8026	<b>Tamil Nadu</b>	044-28592828
<b>Jharkhand</b>	1800-3456-598	<b>Telangana</b>	1800-425-00333
<b>Madhya Pradesh</b>	155343, 0755-2559778, 0755-2559993	<b>Tripura</b>	1800-345-3665
		<b>Uttar Pradesh</b>	1800-1800-300
		<b>Uttarakhand</b>	1800-180-4188
<b>Maharashtra</b>	1800-22-2262	<b>West Bengal</b>	1800-345-2808
<b>Mizoram</b>	1800-345-3891		