

Migration between plans and billing platform

[Extracts from Direction dated 1ST September, 2008 regarding transparency in tariff offers]

No access service provider shall provide for any condition or barrier (tariff or non-tariff) such as the requirement of obtaining new SIM or change of telephone number, etc., by any telecom consumer who seeks to migrate across postpaid and prepaid platforms:

Provided that, the direction contained in this sub-paragraph shall be applicable in relation to migration from prepaid platform to postpaid platform subject to operational feasibility.

[[For more information refer to Direction No.301-31/2007-Eco. dated 1st September, 2008](#)]

[Extracts from 4th amendment to Telecom Tariff Order 1999]

Installation charge shall be imposed by any service provider only when a customer subscribes initially to the packages offered by the service provider. No installation charge shall be imposed when a subscriber moves from one package to another offered by a particular service provider.

[[For more information refer to 4th amendment to Telecom Tariff Order 1999](#)]