

TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg,
(Old Minto Road), Delhi 110 002.

New Delhi, the 16th January 2012.

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997, on tariff publications.

F. No. 301-14/2010-ER.— Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the Authority), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act 1997 (24 of 1997) (hereinafter referred to as TRAI Act, 1997), has been entrusted with discharge of, *inter alia*, the functions of regulating the telecommunication services and laying down the standards of quality of service to be provided by the Telecom access service providers so as to protect the interests of consumers of telecommunication service;

2. And whereas one of the important aspects of good quality of service is transparent manner of offering tariff plans that are easily understandable and comparable, so as to facilitate the telecom subscribers to choose the tariff plans that best meet their requirements;

3. And whereas the Authority had issued direction No. 301-26/2003-Eco. dated 2nd May, 2005 specifying the formats for publication/advertisement of tariffs for postpaid and prepaid subscribers and had also directed that the websites of the Telecom access service providers shall contain complete details of the tariff plans as well as the financial implications for various

usage slabs in the specified format and the details shall be included in the tariff brochures available at retail outlets;

4. And whereas pursuant to the complaints and representations received from the consumers seeking more transparency in the provision of telecommunication services and tariff offers, the Authority issued consultation paper on "Certain Issues relating to Telecom Tariffs" seeking comments of the stakeholders *inter alia*, on measures required to further improve transparency in tariff offers and facilitate subscribers to choose suitable tariff plan;

5. And whereas the Authority, after due consideration of the comments received from the stakeholders, has arrived at the conclusion that the existing regulatory measures relating to publication of tariff plans need to be revised;

6. And whereas clause 9 of the Telecommunication Tariff Order, 1999 dated 9th March 1999, *inter alia*, provides that tariffs to be charged by service providers from subscribers for telecommunication services along with conditions thereof shall be published in such manner as the Authority may, from time to time, direct;

7. Now therefore, the Authority in exercise of the powers conferred upon it under section 13 read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 and clause 9 of the Telecommunication Tariff Order, 1999 directs all the telecom access service providers :-

- (i) to publish, service area wise, within fifteen days of the date of issue of this Direction, all tariff plans for post-paid subscribers in the format 'A' at Annex - I and make available such tariff plans in the format 'A' to the subscriber at the Customer Care Centres, the points of sale,

retail outlets and on the website of the telecom access service provider;

- (ii) to publish, service area wise, within fifteen days of the date of issue of this Direction, all tariff plans for pre-paid subscribers in the format 'B' at Annex - II and make available such tariff plans in the format 'B' to the subscriber at the Customer Care Centres, the points of sale, retail outlets and on the website of the telecom access service provider;
- (iii) to ensure that the tariff plans published in formats 'A' and 'B', referred to in sub-paras (i) and (ii) above, are updated on the website and Customer Care Centre of the service provider every time there is a change in any of the tariff plans and make available the updated tariff plans in formats 'A' and 'B', by the 7th day of January, April, July and October at their points of sale and retail outlets;
- (iv) to publish, within thirty days of the date of the issue of this Direction, all tariff plans in the respective formats 'A' and 'B' along with the address of the website and the contact details of Customer Care Centres at least in one regional language newspaper of the service area and one English newspaper and repeat such publication at an interval of not more than six months; and
- (v) to confirm to the Authority the fact of the publications, as directed at sub-para (iv) above along with the dates and names of the newspapers, within fifteen days of such publication.

8. This Direction shall come into effect immediately and supersede the direction No. 301-26/2003 Eco dated 2nd May, 2005.

RAJ PAL
ADVISOR (ER)

To:
All Telecom Access Service Providers
(As per list attached)

Format – A for Publication of Postpaid Tariff Plans

Sl. No.	Particulars/ services	Details	Tariff Plan Titles (#)							
			P ₁		P ₂		P ₃		P ₄	
1.	Registration /Activation/Installation fees/ charges, if any									
2.	One Time charge, if any (specify whether convertible to security deposit)	Plan enrolment								
		Advance rental / other charges								
3.	Security Deposit (Refundable), if any	Local								
		STD								
		ISD								
		Intl roaming								
		Others								
4.	Monthly Rental / Minimum billing amount, if any									
5.	Free/discounted calls/SMS/data transfer if allowed (specify the conditions, if any)	Local								
		STD								
		ISD								
		SMS								
		Data								
6.	Monthly usage discount/ discount against fixed charges, if any									
7.	Pulse Rate									
8.	Billing Period /Cycle									
9.	Call charges									
a.	Local	on net	Voice	Video	Voice	Video	Voice	Video	Voice	Video
		off net								
		Mobile/Fixed(*)								
b.	STD	on net								
		off net								
		Mobile/Fixed (*)								
c.	ISD	ISD tariff to be made available on website & point of sale								
10.	SMS	Local								
		National								
		International								
11.	Data	Home								
		Roaming								
12.	Charges while Roaming-National		Voice	Video	Voice	Video	Voice	Video	Voice	Video
		Local outgoing								
		STD Outgoing								
		Incoming								
	SMS (Local/STD/ISD)									

(#)The term tariff plan will have the same meaning as contained in the unique numbering guidelines issued vide TRAI letter No. 301-31/2008-Eco. Dated 8th April 2009 and P1 to P4 columns are illustrative and can be added as per the requirements/ (*) As applicable e.g., whether from fixed to mobile or mobile to fixed.

Format – B for Publication of Prepaid Tariff Plans

Sl. No.	Particulars / services	Details	Tariff Plan Titles(#)							
			P ₁		P ₂		P ₃		P ₄	
1.	One time charges, if any									
2.	Free calls/SMS/data transfer, if any (included in one time charges)									
3.	SIM / Account Validity									
4.	Tariff Validity (initial / promotional / base)									
5.	Pulse rate									
6.	Call charges (initial / promotional / base, if any)									
a.	Local		Voice	Video	Voice	Video	Voice	Video	Voice	Video
		on net								
		off net								
b.	STD	Mobile/Fixed (*)								
		on net								
		off net								
c.	ISD	Mobile/Fixed (*)								
		on net								
		off net								
d.	SMS	Local	ISD tariff to be made available on website & point of sale							
7.	Data	National								
		International								
		Home								
8.	Charges while Roaming- National	Roaming								
		Local outgoing	Voice	Video	Voice	Video	Voice	Video	Voice	Video
		STD Outgoing								
		Incoming								
9.	Special benefits, if any	SMS (Local/STD/ISD)								
10.	Recharge/other condition, if any									

(#)The term tariff plan will have the same meaning as contained in the unique numbering guidelines issued vide TRAI letter No. 301-31/2008-Eco. Dated 8th April 2009 and P1 to P4 columns are illustrative and can be added as per the requirements/ (*) As applicable e.g., whether from fixed to mobile or mobile to fixed.