

To

All Cellular Mobile Service Providers
All Unified Access Service Providers

Subject: Direction on information to customers about complete details of the tariff plan.

1. The Authority has received a number of complaints from consumers in the recent past that while taking new connections through franchisees/agents of service providers, they were promised certain tariffs for calls and certain facilities/services like CLIP, roaming fee etc., free of charge, or that charges for certain facility/services were not mentioned. However, when they received the bill they noticed that the charges were not as promised by the franchisee/agent or that charges were levied for some service/facility, which was not mentioned or shown to the customer while taking new connection.
2. In the Authority's Direction to all Access Providers dated 2nd May, 2005 it has been provided that the complete details of the tariff plans as well as the financial implications for various usage slabs should be included in the tariff brochures available at retail outlets. It is understood from the complaints received by the Authority that the complete tariff details or tariff brochures were not shown or provided to the prospective customers by the franchisees/service providers while taking new connections. Thus in the above cases, lack of information on complete details of the tariff plan to the customer had led to complaints and consequent customer dissatisfaction.
3. in view of the above, in the consumer's interest, the Authority in exercise of its power conferred upon it under Section 13 read with Section 11(1)(b)(i) and (v) of the Telecom Regulatory Authority of India Act, 1997 and clause 9 of the Telecommunication Tariff order 1999, hereby directs all the Cellular Mobile Service Providers and Unified Access Service Providers to inform the customer 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.

This issues with the approval of the Authority.

(Sudhir Gupta)
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