

## **Telecom Regulatory Authority of India**

In exercise of the powers conferred upon it under sub-section (2) of section 11 of the Telecom Regulatory Authority of India Act, 1997 to notify, by an Order in the Official Gazette, tariffs at which Telecommunication Services within India and outside India shall be provided, the Telecom Regulatory Authority of India hereby makes the following Order.

### **THE TELECOMMUNICATION TARIFF ORDER, 1999**

#### **Section I**

##### **Title, Extent and Commencement**

#### **1. Short title, extent and commencement:**

- i. This Order shall be called "The Telecommunication Tariff Order 1999."
- ii. The Order shall cover tariffs for all Telecommunication Services throughout the territory of India as also those originating in India and terminating outside India.
- iii. The Order shall come into force on the date of its notification in the Official Gazette.

#### **Section II**

##### **Definitions**

#### **2. In this Order, unless the context otherwise requires:**

- a. "Act" means the Telecom Regulatory Authority Act of India, 1997.
- b. "Authority" means the Telecom Regulatory Authority of India.
- <sup>1</sup>[ba. "average variable cost" means total variable cost divided by total output during the relevant period;]
- c. "Basic Telecommunication Services" mean services derived from Public Switched Telephone Network (PSTN).
- d. "Ceiling(s)" mean(s) the upper limit(s) for tariff for telecommunication services as specified by the Authority from time to time.

<sup>2</sup>[da. "Combo Voucher" means a paper voucher or electronic voucher which on activation alters one or more items, for a period not exceeding ninety days, in the tariff plan of the consumer and adds monetary value to the prepaid account of the subscriber.]

<sup>3</sup><sup>4</sup>[(db)] "Date of Reporting" means the date on which the report from a service provider regarding the proposed tariff plan or any change in the existing tariff plan, is received at the Authority's office.]

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<sup>1</sup> Ins. by the Sixty-Third Amendment Order, 2018, cl. 3(a) (w.e.f. 16.02.2018)

<sup>2</sup> Ins. by the Fifty-Fifth Amendment Order, 2013, cl. 2(a) (w.e.f. 01.07.2013)

<sup>3</sup> Ins. by the Seventeenth Amendment Order, 2002, cl. 2.1 (w.e.f. 22.01.2002)

<sup>4</sup> Subs. by the Fifty-Fifth Amendment Order, 2013, cl. 2(b) (w.e.f. 01.07.2013), for the following: "(dd)"

<sup>1</sup>[dc. “Distinct Telecommunication Services” include (i) Wireline Access Service, (ii) Wireless Access Service, (iii) National Long Distance Service and (iv) International Long Distance Service and any other telecommunication service for which licence is granted;]

e. "Domestic Long Distance Telecommunication Service" means the telecommunication services required to connect one local area of a public telecommunication network to another within the territorial limits of India so as to allow for transmission of voice and non-voice signals across different geographical areas.

f. "Floor" means the lower limit of a tariff for a telecommunication service as specified by the Authority from time to time below which such tariffs may not be offered.

g. "Forbearance" denotes that the Authority has not, for the time being, notified any tariff for a particular telecommunication service and the service provider is free to fix any tariff for such service.

h. "International Long Distance Telecommunication Service" means telecommunication services required to connect a local area of a public telecommunication network within India to a local area of a public telecommunication network in another country so as to allow for the transmission of voice and non-voice signals.

i. "International Subscriber Dialing" means direct interconnection between an end user in India with another end user in another country by means of direct dialing through public networks.

j. "Leased Circuits" mean telecommunication facilities leased to subscribers or service providers to provide for technology transparent transmission capacity between network termination points which the user can control as part of the leased circuit provision and which may also include systems allowing flexible use of leased circuit bandwidth.

k. "Non-discrimination" means that service providers shall not, in the matter of application of tariffs, discriminate between subscribers of the same class and such classification of subscribers shall not be arbitrary.

<sup>2</sup>[ka. “non-predation” means not indulging in predatory pricing by a service provider having significant market power;

kb. “predatory pricing” means the provision of a Distinct Telecommunication Service in the relevant market at a price which is below the average variable cost, with a view to reduce competition or eliminate the competitors in the relevant market, as determined by the Authority;]

<sup>3</sup>[(<sup>4</sup>[kc]) ‘Premium Rate Service’ or ‘PRS’ means service for which charges are levied at rates higher than the rates applicable to the consumer as per his tariff plan.]

<sup>5</sup>[<sup>6</sup>[<sup>7</sup>[l. “Reporting Requirement” means the obligation of a service provider to report to the Authority any new

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<sup>1</sup> Ins. by the Sixty-Third Amendment Order, 2018, cl. 3(b) (w.e.f. 16.02.2018)

<sup>2</sup> Ins. by the Sixty-Third Amendment Order, 2018, cl. 3(c) (w.e.f. 16.02.2018)

<sup>3</sup> Ins. by the Fifty-First Amendment Order, 2012, cl. 2 (w.e.f. 20.04.2012)

<sup>4</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 3(d) (w.e.f. 16.02.2018), for the following: “ka”

<sup>5</sup> Subs. by the Seventeenth Amendment Order, 2002, cl. 2.2 (w.e.f. 22.01.2002), for the following: “l. “Reporting Requirement” means the obligation of a service provider to report to the Authority at least five working days before implementing any new tariff for telecommunication services under this Order and any changes thereafter.”

<sup>6</sup> Subs. by the Thirtieth Amendment Order, 2004, cl. 2.1 (w.e.f. 16.01.2004), for the following: “(l) “Reporting Requirement” means the obligation of a service provider to report to the Authority at least FIVE working days before the proposed date of implementation of any new tariff for telecommunication services under this Order and/or any changes therein, for the approval of the Authority.”

<sup>7</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 2 (w.e.f. 16.02.2018), for the following: “(l) “Reporting Requirement” means the obligation of a service provider to report to the Authority any new tariff for telecommunication services under this Order and/or any changes therein <sup>8</sup>[within seven working days] from the date of implementation of the said tariff for information and record of the Authority after conducting a self-check to ensure that the tariff plan(s) is/are consistent with the regulatory principles in all respects which inter-alia include IUC Compliance, Non-discrimination & Non-predation.”

<sup>8</sup> Subs. by the Fifty-Second Amendment Order, 2012, cl. 2 (w.e.f. 19.09.2012), for the following: “within SEVEN days”

tariff for telecommunication services under this Order or any change therein, within seven working days from the date of its implementation for information and record of the Authority, after conducting a self-check to ensure that the tariff, including promotional tariff, is consistent with the regulatory principles which, *inter-alia*, include transparency, non-discrimination and non-predation.]]]

<sup>1</sup>[la. “relevant market” means the market which may be determined by the Authority with reference to the relevant product market for Distinct Telecommunication Service and the relevant geographical market;

lb. “relevant product market” means the market in respect of a Distinct Telecommunication Service for which the licensor grants license to the telecom service providers;

lc. “relevant geographic market” means a market comprising the respective license service area for which the licensor grants license to the telecom service providers to provide Distinct Telecommunication Services.]

<sup>2</sup>[<sup>3</sup>[ld.] <sup>4</sup>[\* \* \* \* \*]

<sup>5</sup>[le.] <sup>6</sup>[\* \* \* \* \*]]

<sup>7</sup>[lf. “significant market power (SMP)” means a service provider holding a share of at least thirty per cent of total activity in a relevant market;

Explanation – Total activity shall be determined on the basis of either subscriber base or gross revenue.]

<sup>8</sup>[<sup>9</sup>[lg.] “Special Roaming Tariff Plan” or “SRTP” means a tariff plan in which, on payment offixed charge, if any, the incoming voice call while on national roaming is free.”]

m. “Special Services” mean those support and other ancillary services like phonogram, directory enquiry, manual trunk service, assistance, emergency services such as police, fire and ambulance provided by service providers through special interfaces located at the edge of the PSTN.

<sup>10</sup>[ma. “Special Tariff Voucher” means a paper or electronic voucher, which on activation alters one or more items of applicable tariff in the consumer tariff plan for a period not exceeding ninety days in terms of limited or unlimited usage of voice calls, SMS or data but does not provide any monetary value.]

n. “Standard package” means a package of tariffs which *inter-alia* comprises rental, call charges, free calls, deposits and other charges as may be determined by the Authority for specific telecommunication services from time to time.

<sup>11</sup>[(nn) “Reference Tariff Package of the Service Provider” means a package of tariffs as determined by each cellular service provider which shall specify the Monthly Rental and Airtime Charge per minute in the same format as provided earlier in the standard tariff specified under the Telecommunication Tariff Order.]

o. “Subscriber” means an end user of telecommunication services.

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<sup>1</sup> Ins. by the Sixty-Third Amendment Order, 2018, cl. 3(e) (w.e.f. 16.02.2018)

<sup>2</sup> Ins. by the Fifty-Fifth Amendment Order, 2013, cl. 2(c) (w.e.f. 01.07.2013)

<sup>3</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 3(f) (w.e.f. 16.02.2018), for the following: “la.”

<sup>4</sup> Del. the words ““Roaming Tariff Plan or “RTP” means a tariff plan in which the charges for outgoing voice calls and outgoing SMS, both local as well as long distance (inter-circle), shall not change with the location of the subscriber within the country.” by the Sixty-Fourth Amendment Order, 2018, cl. 2 (w.e.f. 24.09.2018)

<sup>5</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 3(f) (w.e.f. 16.02.2018), for the following: “lb.”

<sup>6</sup> Del. the words ““Roaming Tariff Plan-FR or “RTP-FR” means an RTP in which there is no charge for incoming voice calls while on national roaming, on payment of fixed charge, if any, as may be determined by the service provider.” by the Sixty-Fourth Amendment Order, 2018, cl. 2 (w.e.f. 24.09.2018)

<sup>7</sup> Ins. by the Sixty-Third Amendment Order, 2018, cl. 3(g) (w.e.f. 16.02.2018)

<sup>8</sup> Ins. by the Sixtieth Amendment Order, 2015, cl. 2 (w.e.f. 01.05.2015)

<sup>9</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 3(f) (w.e.f. 16.02.2018), for the following: “lc.”

<sup>10</sup> Ins. by the Fifty-Fifth Amendment Order, 2013, cl. 2(d) (w.e.f. 01.07.2013)

<sup>11</sup> Ins. by the Twenty-Third Amendment Order, 2002, cl. 2.1 (w.e.f. 06.09.2002)

- p. "Subscriber Trunk Dialing" means direct interconnection between two end users within India by means of direct dialing through public networks.
- q. "Supplementary Services" mean services which are provided specific to a subscriber's directory number and controlled either by the subscriber or by the service provider such as automatic alarm call service, call waiting, call diversion on busy or no reply, and any other such service.
- r. "Tariff(s)" mean(s) rates and related conditions at which telecommunication services within India and outside India may be provided including rates and related conditions at which messages shall be transmitted to any country outside India, deposits, installation fees, rentals, free calls, usage charges and any other related fees or service charge.

<sup>1</sup>[ra. "Total cost" means the total cost with regard to telecom services, is the cost of provision of service including items such as employee cost, administrative cost, sales and marketing cost, maintenance cost, network operating cost, government charges, depreciation and amortization, finance charges and other cost attributable to the service during the referred period;

rb. "Total variable cost" means the total cost minus the fixed cost and share of fixed overheads, if any, during the relevant period.

rc. "Transparency" means the disclosure of all relevant information of every tariff plan by the service provider which enables the consumer to make an informed choice. The disclosed information, *inter alia*, is to be accessible, accurate, comparable, complete, distinct and identifiable, explicit and non-misleading, simple and unambiguous.]

<sup>2</sup>[<sup>3</sup>[rd.] "USSD" or "Unstructured Supplementary Service Data" means a real-time or instant session-based messaging service;

<sup>4</sup>[<sup>5</sup>[re.] "USSD based mobile banking and payment services" means delivery of banking and payment services through mobile phones over USSD]

<sup>6</sup>[<sup>7</sup>[rf.] "USSD session for USSD-based mobile banking and payment services" means a session over USSD between the mobile subscriber and the bank or its agent or any entity authorized by Reserve Bank of India for delivery of banking and payment services through mobile phones over USSD]]

<sup>8</sup>[s) Vertical price squeeze means differential tariff assuming the nature of anti-competitive conduct that may occur when an operator with significant market power controls certain key inputs required by competitors in downstream markets and where such operators or its affiliates use those key inputs to compete in the downstream market.]

<sup>9</sup>[(t) Words and expressions used in this Order and not defined but defined in the Act shall have the same meanings respectively assigned to them in the Act.

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<sup>1</sup> Ins. by the Sixty-Third Amendment Order, 2018, cl. 3(h) (w.e.f. 16.02.2018)

<sup>2</sup> Ins. by the Fifty-Sixth Amendment Order, 2013, cl. 2 (w.e.f. 01.01.2014)

<sup>3</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 3(i) (w.e.f. 16.02.2018), for the following: "ra."

<sup>4</sup> Subs. by the Sixty-First Amendment Order, 2016, cl. 2(a) (w.e.f. 22.11.2016), for the following: "rb. "USSD-based mobile banking services" means delivery of banking services through mobile phones over USSD;"

<sup>5</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 3(i) (w.e.f. 16.02.2018), for the following: "rb."

<sup>6</sup> Subs. by the Sixty-First Amendment Order, 2016, cl. 2(b) (w.e.f. 22.11.2016), for the following: "rc. "USSD session for USSD-based mobile banking services" means a session over USSD between the mobile subscriber and the bank or its agent;"

<sup>7</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 3(i) (w.e.f. 16.02.2018), for the following: "rc."

<sup>8</sup> Ins. by the Thirty-Third Amendment Order, 2004, cl. 2 (w.e.f. 08.12.2004)

<sup>9</sup> Subs. by the Thirty-Third Amendment Order, 2004, cl. 2 (w.e.f. 08.12.2004), for the following: "s."

## Section III

### Tariffs for Telecommunication Services

#### 3. Tariffs

Tariffs for various telecommunication services and their dates of implementation shall be as set out in <sup>1</sup>[<sup>2</sup>[<sup>3</sup>[<sup>4</sup>[<sup>5</sup>[<sup>6</sup>[Schedules I to XIII]]]]]]].

#### 4. Forbearance

<sup>8</sup>[Where the Authority has, for the time being, forbore from fixing tariff for any telecommunication service or part thereof, a service provider shall be at liberty to fix any tariff for such telecommunication services;

Provided that service provider shall comply with the reporting requirements in respect of such tariff.]

#### 5. Deposits

Unless otherwise provided for, no service provider shall seek or obtain from any subscriber in any form any amount as deposit for any telecommunication service in excess of one year's rental chargeable from the subscriber for the particular telecommunication service <sup>9</sup>[\* \* \* \*].

#### 6. Flexibility and Packages

- (i) The service provider shall offer the standard package(s) to all subscribers.
- (ii) Where a tariff has been specified as a ceiling, no tariff shall be fixed in excess of such ceiling.
- (iii) Where a tariff has been specified as a floor, no tariff shall be fixed below such floor.

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<sup>1</sup> Subs. by the Forty-Fifth Amendment Order, 2007, cl. 2 (w.e.f. 05.06.2007), for the following: "Schedules I to <sup>9</sup>[X]"

<sup>2</sup> Subs. by the Forty-Ninth Amendment Order, 2009, cl. 2 (w.e.f. 31.12.2009), for the following: "Schedules I to XI"

<sup>3</sup> Subs. by the Fifty-First Amendment Order, 2012, cl. 3 (w.e.f. 20.04.2012), for the following: "Schedules I to XII"

<sup>4</sup> Subs. by the Fifty-Third Amendment Order, 2012, cl. 2 (w.e.f. 01.10.2012), for the following: "Schedule I to XIII"

<sup>5</sup> Subs. by the Fifty-Fourth Amendment Order, 2012, cl. 2 (w.e.f. 20.11.2012), for the following: "Schedule I to XII"

<sup>6</sup> Subs. by the Sixty-Fifth Amendment Order, 2020, cl. 2 (w.e.f. 03.06.2020), for the following: "Schedule I to XIII"

<sup>7</sup> Subs. by the Sixty-Ninth Amendment Order, 2022, cl. 2 (w.e.f. 06.12.2022), for the following: "Schedule I to XII"

<sup>8</sup> Subs. by the Thirtieth Amendment Order, 2004, cl. 2.2 (w.e.f. 16.01.2004), for the following:

"Where the Authority has, for the time being, forbore from fixing tariff for any telecommunication service or part thereof, a service provider shall be at liberty to fix any tariff for such telecommunication services;

<sup>10</sup>[<sup>11</sup>Provided that the service provider shall comply with the reporting requirements as specified in the Telecommunication Tariff Order, 1999 and the Telecommunication Tariff (Seventeenth Amendment) Order, 2002 (1 of 2002) dated 22.1.2002 in respect of such tariff.]

<sup>12</sup>[<sup>13</sup>[\* \* \* \*]]"

<sup>9</sup> Del. the words "as specified in the relevant standard package" by the Sixty-Fourth Amendment Order, 2018, cl. 3 (w.e.f. 24.09.2018)

<sup>9</sup> Subs. by the Thirty-Fifth Amendment Order, 2005, cl. 2 (w.e.f. 31.03.2005), for the following: "IX"

<sup>10</sup> Subs. by the Twenty-First Amendment Order, 2002, cl. 2.1 (w.e.f. 13.06.2002), for the following: "Provided that the service provider shall comply with the reporting requirements in respect of such tariff."

<sup>11</sup> Subs. by the Twenty-Seventh Amendment Order, 2003, cl. 2 (w.e.f. 25.04.2003), for the following: "Provided that the service provider shall file the tariff plans with the Authority for information and record within SEVEN days from the date of launch of said tariff"

<sup>12</sup> Ins. by the Twenty-Third Amendment Order, 2002, cl. 2.2 (w.e.f. 06.09.2002)

<sup>13</sup> Del. the words "Provided further that a cellular mobile service provider who provides any other facility based service such as Basic service, National Long Distance service or International Long Distance service in the same service area in which it is providing cellular mobile services, shall report to the Authority for its approval in respect of any new tariff and/or any changes therein at least 5 working days before its implementation. Unless the Authority intervenes within the mandatory notice period of five working days, the service provider may implement the proposed tariff." by the Twenty-Seventh Amendment Order, 2003, cl. 3 (w.e.f. 25.04.2003)

- (iv) In all other cases, a service provider may, in addition to the standard package, offer alternative combinations of tariff to different classes of subscribers in a non-discriminatory manner.

<sup>1</sup>[Provided that every service provider providing cellular mobile service shall offer to the subscriber at least one pre-paid and one post-paid Tariff plan with pulse duration of one second for local and national long distance calls.]

<sup>2</sup><sup>3</sup>[(v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of SIX MONTHS from the date of enrolment of the subscriber to that tariff plan. However, any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or as having lifetime or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the Service Provider is permitted to provide such telecom service under the current license or renewed license. In the case of plans with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license.

- (vi) The subscriber in the said tariff plan shall be free to choose any other tariff plan, even during the said SIX MONTHS period or the specified validity period. All requests for change of plan shall be accepted and implemented immediately or from the start of next billing cycle.

- (vii) For any tariff plan, the Access Provider shall be free to reduce tariffs at any time. However, no tariff item in a tariff plan shall be increased by the access provider–

- (a) In respect of tariff plans with prescribed periods of validity of more than six months including tariff plans with lifetime or unlimited validity and also involving an upfront payment to be made by the subscriber towards such validity period, during the entire period of validity specified in the tariff plan;
- (b) In respect of other tariff plans, within six months from the date of enrolment of the subscriber; and,
- (c) In the case of recharge coupons with a validity of more than six months under any tariff plan, during the entire period of validity of such recharge coupon.]]

<sup>4</sup>[provided that nothing contained in this sub-clause shall apply to the calls terminated outside the country]

<sup>5</sup>[(viii) Where the terms and conditions of any tariff plan with lifetime validity or unlimited validity include any condition or stipulation which requires any subscriber to recharge for any specified minimum amount within specified time periods or intervals during such validity so as to keep the said tariff plan valid, such specified time period or interval, shall, in no case, be less than six months:

- (ix) In cases of straight tariff reductions where the declared intention of the operator is to extend the benefit to all subscribers without any attached liabilities, there shall not be any pre-condition of explicit positive action on the part of subscribers. Exercise of an option by the subscriber is relevant only when such options lead to any liability or adverse conditions on his part.]

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<sup>1</sup> Ins. by the Fifty-First Amendment Order, 2012, cl. 4 (w.e.f. 20.04.2012)

<sup>2</sup> Ins. by the Thirty-First Amendment Order, 2004, cl. 2 (w.e.f. 07.07.2004)

<sup>3</sup> Subs. by the Forty-Third Amendment Order, 2006, cl. 2 (w.e.f. 21.03.2006), for the following:

“(v) A tariff plan once offered by an Access Provider shall be available to a subscriber for a minimum period of SIX MONTHS from the date of enrolment of the subscriber to that tariff plan.

(vi) The subscriber in the said tariff plan shall be free to choose any other tariff plan, even during the said SIX MONTHS period. All requests for change of plan shall be accepted and implemented immediately or from the start of next billing cycle.

(vii) For any tariff plan, the Access Provider shall be free to reduce tariffs at any time provided that no tariff item in that plan shall be increased within said SIX MONTHS period.”

<sup>4</sup> Ins. by the Fifty-First Amendment Order, 2012, cl. 5 (w.e.f. 20.04.2012)

<sup>5</sup> Ins. by the Forty-Eighth Amendment Order, 2008, cl. 2 (w.e.f. 15.09.2008)

<sup>1</sup>[(x) Every service provider shall offer a Special Roaming Tariff Plan to its pre-paid and post-paid subscribers.]]

<sup>3</sup>[(xi) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher having a validity of thirty days.

<sup>4</sup>[(xii) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month and if the date of such renewal is not available in a month, the date of renewal shall be the last date of that month.]]]

## **7. Reporting Requirement**

<sup>6</sup>(i) All service providers shall comply with the reporting requirement in respect of tariffs specified for the first time under this Order and also all subsequent changes;

PROVIDED that in respect of tariff plans offered by a telecom access provider <sup>7</sup>[or Internet service provider] to bulk customers, such as corporates, small and medium enterprises, institutions, etc., either in response to a tender process or as a result of negotiations between the access provider <sup>7</sup>[or Internet service provider] and such bulk customer, the reporting requirement as defined in sub-clause (1) of clause 2 shall not apply.

PROVIDED FURTHER that in respect of such tariff plans for bulk customers, all service providers shall, within SEVEN days after the close of every Quarter, consisting of three months, furnish brief details about the number of plans and the bulk customers availing them along with a certification, for information and record of the Authority, to the effect that all tariff plans for bulk customers implemented during the preceding Quarter are consistent with the regulatory principles in all respects which, inter-alia include IUC compliance, Non-discrimination and Non-predation.]

<sup>8</sup>[Provided also that nothing contained under this sub-clause shall apply to any Internet service provider during a financial year if the total number of its subscribers is less than ten thousand on the last day of the preceding financial year]

(ii) No service provider shall alter any tariff of any telecommunication service or any part thereof without complying with the Reporting Requirement.

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<sup>1</sup> Ins. by the Fifty-Fifth Amendment Order, 2013, cl. 3 (w.e.f. 01.07.2013)

<sup>2</sup> Subs. by the Sixtieth Amendment Order, 2015, cl. 3 (w.e.f. 01.05.2015), for the following: “(x) Every service provider shall offer a Roaming Tariff Plan and a Roaming Tariff Plan-FR to its pre-paid and post-paid subscribers.”

<sup>3</sup> Ins. by the Sixty-Sixth Amendment Order, 2022, cl. 2 (w.e.f. 27.03.2022)

<sup>4</sup> Del. the words “(xii) Every Telecom Service Provider shall offer at least one Plan Voucher, one Special Tariff Voucher and one Combo Voucher which shall be renewable on the same date of every month.” by the Sixty-Seventh Amendment Order, 2022, cl. 2(a) (w.e.f. 31.03.2022)

<sup>5</sup> Ins. by the Sixty-Seventh Amendment Order, 2022, cl. 2 (b) (w.e.f. 30.05.2022)

<sup>6</sup> Subs. by the Forty-Second Amendment Order, 2006, cl. 2.1 (w.e.f. 07.03.2006), for the following: “(i) All service providers shall comply with the Reporting Requirement in respect of tariffs specified for the first time under this Order and also all subsequent changes.”

<sup>7</sup> Ins. by the Fifty-Ninth Amendment Order, 2014, cl. 2(a) (w.e.f. 21.11.2014)

<sup>8</sup> Ins. by the Fifty-Ninth Amendment Order, 2014, cl. 2(b) (w.e.f. 21.11.2014)

<sup>1</sup>[<sup>2</sup>[<sup>3</sup>[<sup>4</sup>[(iii) If a service provider fails to comply with the Reporting Requirement, it shall, without prejudice to the terms and conditions of its licence, or the provisions of the Act or rules or regulations or orders made, or directions issued, thereunder, be liable to pay five thousand rupees, by way of financial disincentive for every day of delay subject to a maximum of two lakh rupees as the Authority may by order direct; The Authority may, on reference from any person or suo motu, examine the tariffs of a SMP to determine the existence of predatory pricing. The Authority may, after providing detailed reasons, disallow the relevant tariffs if they are found to be predatory.]]]]]

In case of tariff being found predatory, the service provider shall, without prejudice to the terms and conditions of its licence, or the provisions of the Act or rules or regulations or orders made, or directions issued, thereunder, be liable to pay by way of financial disincentive an amount not exceeding fifty lakh rupees per tariff plan for each service area as the Authority may by order direct.

Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the tariff order observed by the Authority.]]]]

<sup>5</sup>[(iv) <sup>6</sup>[\* \* \* \*]]

<sup>7</sup>[(v) <sup>8</sup>[\* \* \* \*]]

(vi) <sup>9</sup>[\* \* \* \*]

<sup>10</sup>[(vii) No service provider shall terminate any existing tariff plan without giving a notice of not less than thirty days to the subscriber of its intention to terminate the tariff plan.]

<sup>11</sup>[(viii) At any given point of time, not more than twenty five tariff plans shall be on offer by a service provider. This includes both post paid and pre paid tariff plans. This ceiling of twenty five tariff plans shall not be applicable to tariff plans offered by Internet Service Providers and the tariff plans offered by telecom access providers to bulk customers.]

(ix) All service providers shall comply with the condition of having not more than 25 tariff plans on offer

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<sup>1</sup> Subs. by the Seventeenth Amendment Order, 2002, cl. 2.3 (w.e.f. 22.01.2002) for the following: "iii. Unless the Authority intervenes within the mandatory notice period of five working days, the service provider may implement the proposed tariff."

<sup>2</sup> Del. the words "(iii) If the service provider does not hear from the Authority within FIVE working days from the date of reporting, the service provider shall, before implementation or making public announcement through any media, wait for another FIVE working days, unless in the meantime, the Authority intervenes." by the Thirtieth Amendment Order, 2004, cl. 2.3 (w.e.f. 16.01.2004)

<sup>3</sup> Ins. by the Fifty-Second Amendment Order, 2012, cl. 3(a) (w.e.f. 19.09.2012)

<sup>4</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 4 (w.e.f. 16.02.2018), for the following:

"(iii) if any service provider fails to comply with the Reporting Requirement, it shall, without prejudice to the terms and conditions of its licence, or the provisions of the Act or rules or regulations or orders made, or directions issued, thereunder, be liable to pay five thousand rupees, by way of financial disincentive, for every day of delay subject to maximum of two lakh rupees as the Authority may by order direct:

Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the tariff order observed by the Authority."

<sup>5</sup> Ins. by the Seventeenth Amendment Order, 2002, cl. 2.4 (w.e.f. 22.01.2002)

<sup>6</sup> Del. the words "No new tariff plan or any change in the existing tariff for any telecommunication service or part thereof which requires approval of the Authority prior to its implementation, shall be announced through any media prior to approval of that tariff plan or any change in the existing tariff by the Authority." by the Thirtieth Amendment Order, 2004, cl. 2.3 (w.e.f. 16.01.2004)

<sup>7</sup> Ins. by the Twenty-First Amendment Order, 2002, cl. 2.2 (w.e.f. 13.06.2002)

<sup>8</sup> Del. the words "All service providers shall pay a fee while reporting any new tariff plan or any changes/modifications in the existing tariff plan of any telecommunication service for approval of the Authority as specified in the "TRAI (Levy of fees and other charges for Tariff Plans) Regulation 2002". However, there shall be no levy of fee on tariff plans in respect of tariffs which have been forborne by the Authority." by the Fifty-Second Amendment Order, 2012, cl. 3(b) (w.e.f. 19.09.2012)

<sup>9</sup> Del. the words "All approvals for tariff plans if not implemented shall remain valid for a maximum period of six months from the date of the approval by the Authority. If a plan is not implemented within the timeframe of six months as above it would lapse and would need to be reported afresh for approval." by the Fifty-Second Amendment Order, 2012, cl. 3(c) (w.e.f. 19.09.2012)

<sup>10</sup> Subs. by the Fifty-Second Amendment Order, 2012, cl. 3(d) (w.e.f. 19.09.2012), for the following: "(vii) All service providers shall give an advance notice of not less than 30 days to the Authority and subscribers before terminating an existing tariff plan."

<sup>11</sup> Subs. by the Forty-Second Amendment Order, 2006, cl. 2.2 (w.e.f. 07.03.2006), for the following: "(viii) At any given point of time not more than 25 plans shall be on offer by a service provider. This includes both post paid and pre paid tariff plans."

including post-paid and pre-paid within 90 days from the date of publication of this order in the official Gazette with proper and due notice to the Authority and subscribers.

(x) All service providers shall at the time of reporting fresh tariff plans provide the following information;  
\*Number of tariff plans on offer to subscribers as on (the date of reporting).

- Pre-paid\_\_\_\_(wherever applicable)
- Post Paid\_\_\_\_(wherever applicable)]

**<sup>1</sup>[7A. Consequences for levy of excess charge by the service provider.-**

If the Authority finds that a service provider has collected from its subscribers any amount in violation of the provisions of this tariff order, the Authority may, by order, direct such service provider to refund such amount to the subscribers and also to pay, by way of financial disincentive, an amount not exceeding the amount collected from the subscribers:

Provided that no order for payment of any amount by way of financial disincentive shall be made by the Authority unless the service provider has been given a reasonable opportunity of representing against the contravention of the tariff order observed by the Authority.]

**8. Review of Tariffs**

- i. The Authority may, from time to time, review and modify a tariff for any telecommunication service or a part thereof.
- ii. The Authority may also at any time, on reference from any affected party, and for good and sufficient reasons, review and modify any tariff.

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<sup>1</sup> Ins. by the Fifty-Second Amendment Order, 2012, cl. 4 (w.e.f. 19.09.2012)

## Section IV

### Transparency and Consumer Protection

#### 9. Publication of Tariffs

- i. Tariffs to be charged by service providers from subscribers for telecommunication services along with the conditions thereof shall be published in such manner as the Authority may from time to time direct.
- ii. Information of tariff packages that a service provider may choose to offer to subscribers shall be accompanied by a comparison of the financial implications to subscribers under each package *vis-à-vis* the specified standard package(s).

#### <sup>1</sup>[10. Non-discrimination

No service provider shall, in any manner, discriminate between subscribers of the same class and such classification of the subscribers shall not be arbitrary:

Provided that every classification between subscribers shall be based on intelligible eligibility criteria where such criteria shall have a rational nexus to the purpose of the said classification.

Provided further that tariff in the nature of vertical price squeeze shall be a case of discriminatory tariff.]

#### <sup>2</sup>[11. Terms and Conditions of services:

The tariff specified by the Authority relates to quality of service parameters that may be set by the Authority through regulations notified from time to time and the service providers shall convey the terms and conditions of the provision of telecommunication services to subscribers which shall not in any manner be inconsistent with the provisions of this Order and other regulations or directions that may be issued by the Authority from time to time.]

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<sup>1</sup> Subs. by the Sixty-Third Amendment Order, 2018, cl. 5 (w.e.f. 16.02.2018), for the following:

**“10. Non-discrimination**

No service provider shall, in any manner, discriminate between subscribers of the same class and such classification of subscribers shall not be arbitrary.

<sup>3</sup>[Provided that different tariffs in the nature of Vertical Price Squeeze shall be a case of discriminatory tariff.]”

<sup>3</sup> Ins. by the Thirty-Third Amendment Order, 2004, cl. 3 (w.e.f. 08.12.2004)

<sup>2</sup> Subs. by the Sixty-Fourth Amendment Order, 2018, cl. 4 (w.e.f. 24.09.2018), for the following:

**“11. Terms and Conditions of Service**

<sup>2</sup>[The tariff specified by the Authority relates to quality of service parameters that may be set by the Authority from time to time. Service Providers shall clearly indicate the terms and conditions of the provision of telecommunication services to subscribers which shall not in any manner be inconsistent with the provisions of this Order. Such terms and conditions shall inter-alia include the following:

- (a) Terms and conditions under which such services may be obtained, utilized and terminated;
- (b) Terms and conditions relating to the use of service, billing, repair, fault rectification and the like;
- (c) Choice of the tariff packages available to a subscriber and procedure available for revising the choice along with the conditions thereof.]”

<sup>2</sup> Subs. by the Sixth Amendment Order, 1999, cl. 2(i) (w.e.f. 24.09.1999), for the following:

“Service providers shall clearly indicate the terms and conditions of the provision of telecommunication services to subscribers which shall not in any manner be inconsistent with the provisions of this Order. Such terms and conditions shall inter-alia include the following:

- a. Terms and conditions under which such services may be obtained, utilised and terminated;
- b. Terms and conditions relating to the use of service, billing, repair, fault rectification and the like;
- c. choice of tariff packages available to a subscriber and the procedure available for revising the choice along with the conditions thereof.”

## **Section V**

### **12. Explanatory Memorandum**

This Order contains at Annex A, an explanatory memorandum to provide clarity and transparency to the tariffs specified in this Order.

## **Section VI**

### **Residuary Clauses**

### **13. Over-riding Effect**

In respect of matters covered by this Order the provisions thereof shall have over-riding effect over Rules framed under the Indian Telegraph Act, 1885, as also the terms and conditions of the licence of a service provider and any tariffs or conditions as may have been set by the service providers for provision of telecommunication services to subscribers.

### **14. Interpretation**

In case of dispute regarding interpretation of any of the provisions of this Order, the decision of the Authority shall be final and binding.

**BY ORDER**  
Kaushal Kishore Advisor  
(F&EA)

## SCHEDULE I

### BASIC SERVICES (OTHER THAN ISDN)

ITEM	TARIFF
<sup>1</sup> <u>(1) Date of Implementation</u>	<sup>2</sup> [1st May, 2003]
<u>(2) Registration Charges</u>	<sup>3</sup> <u>[FORBEARANCE]</u>
<u>(3) Installation Charges</u>	
(3.a) Fixed line telephony service using other than wireless in local loop technology	<sup>4</sup> <u>[FORBEARANCE]</u>
(3.b) Fixed line telephony service using wireless in local loop technology (Fixed and Limited Mobility)	Forbearance
<u>(4) Deposits</u>	
(4.a) Fixed line telephony service using other than wireless in local loop technology	<sup>5</sup> <u>[FORBEARANCE]</u>
(4.b) Fixed line telephony service using wireless in local loop technology (Fixed)	<sup>6</sup> <u>[FORBEARANCE]</u>
(4.c) Limited Mobility telephony service using wireless in local loop technology	Forbearance
(4.d) Handset for Limited Mobility telephony service using wireless in local loop technology if provided by service provider	Forbearance
<u>(5) Monthly Rentals For Rural Subscribers</u>	
(5.a) Fixed line telephony service including wireless in local loop technology (Fixed)	<sup>7</sup> [Capacity of local Exchange System (Number of Lines) <u>Senior Citizen (Rs)</u> <u>Others (Rs.)</u> ]
	Up to 999                      70                      70
	1,000 to 29,999              120                      120
	30,000 to 99,999            180                      200
	1 lakh and above            250                      280

<sup>1</sup> Subs. by the Twenty-Fourth Amendment Order, 2003, cl. 2 (w.e.f. 24.01.2003)

<sup>2</sup> Subs. by the Twenty-Sixth Amendment Order, 2003, cl. 2 (w.e.f. 27.03.2003), for the following: "1 April, 2003"

<sup>3</sup> Deleted and substituted by the Twenty-Eighth Amendment Order, 2003, Section II (w.e.f. 05.11.2003) and corresponding notes also stand deleted for the following: "Prevailing charges as on the date of this Order as ceilings"

<sup>4</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "Prevailing charges as on the date of this Order as ceilings"

<sup>5</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "Not to exceed twelve month's rentals as specified from time to time"

<sup>6</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

"Forbearance

Provided that,

The maximum period for deposit higher than at (4.a) above (i.e. higher than for fixed line telephony other than using wireless in local loop) is one year. At the end of one year of obtaining a wireless in local loop connection, unless the subscriber specifically demands the continuation of that connection on wireless in local loop, the additional deposit involved shall be refunded to the subscriber or interest paid on such additional deposit at the annual rate of interest for one year deposits prescribed by the State Bank of India."

<sup>7</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003), for the following:

<u>Capacity of local Exchange System (Number of Lines)</u>	<u>Senior Citizen (Rs)</u>	<u>Others (Rs.)</u>
Up to 999	70	70
1,000 to 29,999	120	120
30,000 to 99,999	180	200
1 lakh and above	250	280

Note: The definition of Senior Citizen shall be the same as for the purpose of payment of Income Tax."

	<p><b>Notes:</b></p> <p>(1) The definition of Senior Citizen shall be the same as for the purpose of payment of Income Tax.</p> <p>(2) Rural subscribers are those who reside in rural areas. For the purpose of this schedule, the definition of rural area shall be same as used in conducting the Census of India.]</p> <p>(3) Capacity of the Local Exchange system is the sum of the capacities of all exchanges in a local area. Any augmentation of the local exchange capacity after the date of implementation of this Order shall automatically be taken into account for re-classification for purposes of tariffs.</p> <p>(4) Short Distance Charging Area (SDCA) is one of the 2647 Local Areas whose details are provided in the Basic Service Licenses and also in the Numbering Plan wherein for each SDCA, a unique STD code is provided. Local call charges are applicable on Intra-SDCA traffic and for calls within the distance category “0 to 50 kms.”.]</p>
<p><b>(5.b) For Limited Mobility telephony service using wireless in local loop technology</b></p> <p><b>(5.c) For Limited Mobility telephony service using wireless in local loop technology if handset provided by service provider, without a deposit as stipulated in (4.d) above</b></p>	<p><sup>1</sup><b>[FORBEARANCE]</b></p> <p><sup>2</sup><b>[FORBEARANCE]</b></p>
<p><b><u>(6) Monthly Rentals For Urban (Residential) Subscribers</u></b></p> <p><b>(6.a) Fixed line telephony service including wireless in local loop technology (Fixed)</b></p> <p><b>(6.b) For Limited Mobility telephony service using wireless in local loop technology</b></p>	<p><sup>3</sup><b>[FORBEARANCE]</b></p> <p><sup>4</sup><b>[FORBEARANCE]</b></p>

<sup>1</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: “Rs. 200 per month”

<sup>2</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

“As in (5.b) above Plus Ceiling of Rs. 50.00 per month. This ceiling applies to all other amounts including, for example, depreciation and insurance premium, but excluding deposits.

**Notes:**

- <sup>5</sup>(1) Rural subscribers are those who reside in rural areas. For the purpose of this schedule, the definition of rural area shall be the same as used in conducting the Census of India.]
- (2) Capacity of the Local Exchange system is the sum of the capacities of all exchanges in a local area. Any augmentation of the local exchange capacity after the date of implementation of this Order shall automatically be taken into account for re-classification for purposes of tariffs.
- (3) Short Distance Charging Area (SDCA) is one of the 2647 Local Areas whose details are provided in the Basic Service Licenses and also in the Numbering Plan wherein for each SDCA, a unique STD code is provided. Local call charges are applicable on Intra-SDCA traffic and for calls within the distance category “0 to 50 kms.””

<sup>3</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

<b>Capacity of local Exchange System (Number of Lines)</b>	<b>Senior Citizen (Rs)</b>	<b>Others (Rs.)</b>
Up to 29,999	120	120
30,000 to 99,999	180	200
1 lakh and above	250	280

Note: The definition of Senior Citizen shall be the same as for the purpose of payment of Income Tax.”

<sup>4</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: “Rs. 200 per month”

<sup>5</sup> Subs. by the Twenty-Fifth Amendment Order, 2003, cl. 2 (w.e.f. 12.03.2003), for the following: “(1) Rural subscribers are those who reside in a rural SDCA as specified in the new Basic Service Licenses.”

<b>(6.c) For Limited Mobility telephony service using wireless in local loop technology if handset provided by service provider, without a deposit as stipulated in (4.d) above</b>	<sup>1</sup> <u>[FORBEARANCE]</u>				
<b>(7) Monthly Rentals For Commercial Subscribers in Urban Areas</b> <b>(7.a) Fixed line telephony service including wireless in local loop technology (Fixed)</b> <b>(7.b) For Limited Mobility telephony service using wireless in local loop technology</b>	<sup>2</sup> <u>[FORBEARANCE]</u> <sup>3</sup> <u>[FORBEARANCE]</u>				
<b>(8) Tariff per metered call for rural subscribers</b> <b>(8.a) Fixed line telephony service including wireless in local loop technology (Fixed)</b>  <b>(8.b) For Limited Mobility telephony service using wireless in local loop technology</b>	<table border="0"> <tr> <td><b>First 300 Metered calls per Month of the billing cycle (except for free calls) (Rs.)</b></td> <td><b>Metered calls in excess of the first 300 metered calls per month of the billing cycle (Rs.)</b></td> </tr> <tr> <td style="text-align: center;">0.80</td> <td style="text-align: center;">1.20</td> </tr> </table> <sup>4</sup> <u>[FORBEARANCE]</u>	<b>First 300 Metered calls per Month of the billing cycle (except for free calls) (Rs.)</b>	<b>Metered calls in excess of the first 300 metered calls per month of the billing cycle (Rs.)</b>	0.80	1.20
<b>First 300 Metered calls per Month of the billing cycle (except for free calls) (Rs.)</b>	<b>Metered calls in excess of the first 300 metered calls per month of the billing cycle (Rs.)</b>				
0.80	1.20				
<sup>5</sup> (9) Free calls (or uncharged calls) for rural subscribers in fixed line telephony service including wireless in local loop technology (Fixed) <b>(9.a)</b> <sup>6</sup> [* * * *] <b>(9.b) For Limited Mobility telephony service using wireless in local loop technology</b>	50 metered call units per month of a billing cycle]  * * * *] <sup>7</sup> <u>[FORBEARANCE]</u>				

<sup>1</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

“As in (6.b) above Plus Ceiling of Rs. 50.00 per month. This ceiling applies to all other amounts including, for example, depreciation and insurance premium, but excluding deposits.

**Notes:**

<sup>8</sup>(1) Urban subscribers are those who reside in urban areas. For the purpose of this schedule, the definition of urban area shall be the same as used in conducting the Census of India.]

(2) Capacity of the Local Exchange system is the sum of the capacities of all exchanges in a local area.”

<sup>2</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

<b>Capacity of local Exchange System (Number of Lines)</b>	<b>(Rs)</b>
30,000 to 99,999	220
1 lakh and above	310”

<sup>3</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

“Rs. 200 per month

**Notes:**

(1) “Commercial user subscribers” shall mean and include a person and/or an establishment carrying on any trade, business or profession or any work in connection with or incidental or ancillary thereto.

(2) Commercial monthly rentals are not specified separately for the lower exchange capacities.”

<sup>4</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: “Forbearance subject to no charge for incoming calls”

<sup>5</sup> Subs. by the Sixty-Fourth Amendment Order, 2018, cl. 5(a) (w.e.f. 24.09.2018), for the following:

<b>“(9) Free calls (or uncharged calls) for rural subscribers”</b>	
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<sup>6</sup> Del. the following words by the Sixty-Fourth Amendment Order, 2018, cl. 5(b) (w.e.f. 24.09.2018):

<b>Fixed line telephony service including wireless in local loop technology (Fixed)</b>	50 metered call units per month of a billing cycle
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<sup>7</sup> Deleted and substituted by the Twenty-Eighth Amendment Order, 2003, Section II (w.e.f. 05.11.2003) and corresponding notes also stand deleted for the following: “No free calls shall be provided”

<sup>8</sup> Subs. by the Twenty-Fifth Amendment Order, 2003, cl. 2 (w.e.f. 12.03.2003), for the following: “(1) Urban subscribers are those who reside in Semi-Urban or Urban SDCAs as specified in the new Basic Service Licenses.”

<sup>1</sup> [10. Tariff for itemized bills in respect of long distance calls	NIL
10A. Tariff for provision of hard copy of the bill or printed copy of the bill to the customer	NIL
11. Other matters relevant to tariff including billing cycle	Forbearance]]
<b>(12) Pulse Rate for local calls</b>	<sup>3</sup> [FORBEARANCE]
<b>(13) Domestic Long Distance Tariffs for peak hours</b>	
<b>(13.a) For Intra-Circle calls</b>	<sup>4</sup> [FORBEARANCE]
<b>(13.b) For InterCircle calls</b>	<sup>5</sup> [FORBEARANCE]
<b>(14) International Subscriber Dialed calls</b>	Forbearance
<b>(15) Calls to Cellular Mobile</b>	
<b>(15.i) In Metros</b>	<sup>6</sup> [FORBEARANCE]
<b>(15.ii) In Circles</b>	<sup>7</sup> [FORBEARANCE]
<b>(16) PCOs/VPTs</b>	
<b>(16.a) Coin Collection Boxes (CCBs)</b>	
<b>(16.a.i) Tariff in rural areas</b>	<sup>8</sup> [FORBEARANCE]

<sup>1</sup> Subs. by the Thirty-Second Amendment Order, 2004, cl. 2 (w.e.f. 07.10.2004), for the following:

<b>(10) Tariff per metered call for urban subscribers</b>	
<b>(10.a) Fixed line telephony service including wireless in local loop technology (Fixed)</b>	<sup>9</sup> [FORBEARANCE]
<b>(10.b) For Limited Mobility telephony service using wireless in local loop technology</b>	<sup>10</sup> [FORBEARANCE]
<b>(11) Free calls (or uncharged calls) for urban subscribers</b>	
<b>(11.a) Fixed line telephony service including wireless in local loop technology (Fixed)</b>	<sup>11</sup> [FORBEARANCE]
<b>(11.b) For Limited Mobility telephony service using wireless in local loop technology</b>	<sup>12</sup> [FORBEARANCE]

<sup>2</sup> Subs. by the Forty-Sixth Amendment Order, 2008, cl. 2 (24.01.2008), for the following:

"10. Tariff for itemized bills in respect of long distance calls	Nil
11. Other matters as contained in Schedule I of Telecommunication Tariff (24th Amendment) Order, 2003 relevant to tariff including billing cycle	Forbearance"

<sup>3</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "120 seconds"

<sup>4</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

<b>"Radial distance between the long distance charging centres as applicable</b>	<b>(Rs.)</b>
Up to 50 kms.	Same as local call charge
Distance Categories Above 50 kms.	Forbearance subject to a ceiling of Rs. 8.40 per minute"

<sup>5</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

<b>"Radial distance between the long distance charging centres as applicable</b>	<b>(Rs.)</b>
Up to 50 kms.	Same as Local Call charge
Distance Categories Above 50 kms.	Forbearance subject to a ceiling of Rs. 8.40 per minute"

Notes:

- (1) Charging centres are classified as "Long Distance Charging Centre" (LDCC) and "Short Distance Charging Centre" (SDCC).
- (2) Charging Centre shall be the SDCCs in case of Long Distance Calls between adjacent LDCAs and within the same LDCA.
- (3) Charging Centre shall be the LDCCs in case of Long Distance Calls between non-adjacent LDCAs
- (4) Long Distance Charging Centre is a particular Trunk Automatic Exchange (TAX) in a long distance charging area as presently defined for the purpose of charging for Long Distance calls. Headquarters of a Secondary Switching Area are generally LDCCs.
- (5) Short Distance Charging Centre is a particular exchange in short distance charging area as presently defined for the purpose of charging trunk calls. Headquarters of Short Distance Charging Areas are generally SDCCs.
- (6) Country is divided into 322 Secondary Switching Area (SSA) as per the National Switching and Routing plans. It is a territory, whose boundary, generally but not necessarily, is co-terminus with those of one or more revenue Districts.
- (7) The Authority expects that tariffs for lower distance categories to be substantially below the ceiling.
- (8) The Interconnection usage charge should be paid by one operator to another as specified in the Interconnection Usage Charge (IUC) Regulation.

<sup>6</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

"Call charge of Rs. 1.20 per 90 seconds for calls from Fixed line to Cellular Mobile  
Tariff forbearance for calls from WLL (M)"

<sup>7</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

"Call charge of Rs. 1.20 per 60 seconds for call from fixed line to cellular mobile  
Tariff forbearance for calls from WLL (M)"

<sup>8</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "Re. 1.00 per metered call"

<sup>9</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

<b>First 300 Metered calls per Month of the billing cycle (except for free calls)</b>	<b>Metered calls in excess of the first 300 metered calls per month of the billing cycle (Rs.)</b>
<b>(Rs.)</b>	<b>(Rs.)</b>
1.00	1.20

<sup>10</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "Forbearance subject to no charge for incoming calls"

<sup>11</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "30 metered call units per month of a billing cycle"

<sup>12</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "No free calls shall be provided"

(16.a.ii) Tariff in urban areas (16.b) Tariff for local call from PCOs/VPTs (other than from STD/ISD PCOs/VPTs) (16.b.i) in rural areas (16.b.ii) in urban areas (16.c) Tariff for local and STD/ISD calls from STD/ISD PCOs/VPTs (16.c.i) in rural areas (16.c.ii) in urban areas	<sup>1</sup> [FORBEARANCE]  <sup>2</sup> [FORBEARANCE] <sup>3</sup> [FORBEARANCE]  <sup>4</sup> [FORBEARANCE] <sup>5</sup> [FORBEARANCE]
<b><u>(17) Dial-up Access charges for Internet during off-peak hours</u></b> <b><u>(18) All Other Matters Relevant to Tariffs, including billing cycle, and special and supplementary services not elsewhere specified</u></b>	<sup>6</sup> [FORBEARANCE]]  Forbearance
<b><u>EXPLANATORY NOTES:</u></b>	
<b><u>(a) Rural subscribers</u></b>	<sup>8</sup> [Subscribers residing in rural areas. For the purpose of this schedule, the definition of rural area shall be same as used in conducting the Census of India.]
<b><u>(b) Urban subscribers</u></b>	<sup>9</sup> [Subscribers residing in urban areas. For the purpose of this schedule, the definition of urban area shall be same as used in conducting the Census of India.]
<b><u>(c) Standard tariff package(s)</u></b>	A standard tariff package provides basic services at the tariffs specified in the schedule, and includes the specified number of free calls. Different rentals prescribed for the three categories of subscribers in (a) to (c) above imply that three different standard tariff packages are specified in this schedule.
<b><u>(d) Alternative tariff packages</u></b>	Alternative tariff and free call allowance could be offered to subscribers by service providers, in addition to those offered in the standard tariff packages. In the "alternative tariff packages", items for which tariffs are specified in terms of a ceiling will continue to be subject to the specified ceiling. Items for which a specific amount of tariff is shown in this schedule (e.g. rentals and call charges) may have any alternative tariff in the "alternative tariff package". Similarly, an alternative free call allowance could be provided in an "alternative tariff package" subject to a ceiling of 25 on total number of alternative tariff

<sup>1</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "Re. 1.00 per metered call"

<sup>2</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "Ceiling of Rs. 1.00 per metered call"

<sup>3</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following: "Ceiling of Rs. 1.20 per metered call"

<sup>4</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

"Ceiling of Rs. 1.20 per metered call

plus

Ceiling of Rs. 2 for each STD/ISD call (in addition to applicable Long Distance tariff)"

<sup>5</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, cl. 2 (w.e.f. 05.11.2003) for the following:

"Ceiling of Rs. 1.20 per metered call

plus

Ceiling of Rs. 2 for each STD/ISD call (in addition to applicable Long Distance tariff)"

<sup>6</sup> Subs. by the Twenty-Fifth Amendment Order, 2003, cl. 2 (w.e.f. 12.03.2003), for the following: "Reduced Dial-up charges for off-peak hours to be provided to ISPs using both access codes 172 XXX through E1/R2 lines and ISDN PRI Access code"

<sup>7</sup> Subs. by the Twenty-Eighth Amendment Order, 2003, Section II (w.e.f. 05.11.2003) for

"Reduced Dial-up charges for off-peak hours to be provided to the customers of ISPs using both access codes 172 XXX through E1/R2 lines and through ISDN PRI Access.

The off-peak hours shall be from 8 P.M. TO 8 A.M on all days."

<sup>8</sup> Subs. by the Twenty-Fifth Amendment Order, 2003, cl. 2 (w.e.f. 12.03.2003), for the following: "Subscribers residing in SDCAs specified as Rural in the new Basic Service License."

<sup>9</sup> Subs. by the Twenty-Fifth Amendment Order, 2003, cl. 2 (w.e.f. 12.03.2003), for the following: "Subscribers residing in SDCAs specified as Semi-Urban and Urban in the new Basic Service License."

	plans on offer.
<b><u>(e) Mandatory provision of standard packages</u></b>	Subscribers must have the option of getting basic services (other than ISDN) at tariffs and free call allowance specified in this schedule. In addition, the service provider may offer alternative tariff packages to the subscribers. The subscriber shall be free to choose among various tariff and free call offers available
<b><u>(f) Capacity of Local Exchange system (SDCA)</u></b>	The sum of the capacities of all exchanges in a local area. Any augmentation of the exchange capacity after the date of implementation of this Order shall automatically be taken into account for re-classification for the purposes of tariffs
<b><u>(g) Short Distance Charging Area (SDCA)</u></b>	Short Distance Charging Area (SDCA) is one of the 2647 Local Areas whose details are provided in the Basic Service Licenses and also in the Numbering Plan wherein for each SDCA, a unique STD code is provided. Local call charges are applicable on Intra-SDCA traffic and for calls within the distance category "0 to 50 kms"
<b><u>(h) Charging Centres</u></b>	Charging centres are classified as "Long Distance Charging Centre" (LDCC) and "Short Distance Charging Centre" (SDCC). For adjacent SDCAs, SDCC is the reference Charging Centre. For non-adjacent SDCAs, LDCC is the reference Charging Centre.
<b><u>(i) Long Distance Charging Centre (LDCC)</u></b>	Long Distance Charging Centre is a particular Trunk Exchange in a long distance charging area as presently defined for the purpose of charging for trunk calls. Headquarters of a Secondary Switching Area are generally LDCCs.
<b><u>(j) Short Distance Charging Centre (SDCC)</u></b>	Short Distance Charging Centre is a particular exchange in short distance charging area as presently defined for the purpose of charging trunk calls. Headquarters of Short Distance Charging Areas are generally SDCCs.
<b><u>(k) Secondary Switching Area (SSA)</u></b>	Secondary Switching Area (SSA) is a territory, whose boundaries, generally but not necessarily, are co-terminus with those of a revenue District and in which normally one Trunk Automatic Exchange is located.]

## Schedule II

### Cellular Mobile Telecom Service (CMTS)

ITEM	TARIFF
<sup>1</sup> [(1) <b>Date of Implementation</b>	<sup>2</sup> [1st May, 2003]
(2) <sup>3</sup> [* * * *]	* * * *]
<b>(3) Refund of deposits.</b>	All deposits (including, inter-alia, STD/ISD deposits) must be refunded in full to the subscriber at the time of disconnection subject to the condition that outstanding subscriber bills, if any, may be adjusted in the final transaction.
<sup>4</sup> [(4) <b>Activation charge</b>	One time activation charge may be levied by a service provider only when a customer initially gets connected to the network of the service provider. No further activation charge shall be levied when a subscriber moves from one tariff plan to another.]
<b>(5) Roaming</b> <b>5.a) Regional &amp; National roaming.</b> <b>5.a.i) Refundable Security deposit</b> <b>5.a.ii) Entry Fee (one time charge)</b> <b>5.a.iii) Monthly Access Charge for Regional and/or National Roaming.</b> <b>5.a.iv) Airtime charge</b> <b>5.a.v) PSTN charge</b> <b>5.a.vi) Surcharge</b> <b>5.b) International Roaming.</b> <b>5.c) Other matters related to roaming.</b>	Forbearance Nil Rs. 100.00 as ceiling.  Rs. 3.00 per minute as ceiling. As applicable from time to time to the fixed network. 15% as ceiling on airtime component only Forbearance. Forbearance.

<sup>1</sup> Subs. by the Twenty-Fourth Amendment Order, 2003, cl. 2 (w.e.f. 24.01.2003)

<sup>2</sup> Subs. by the Twenty-Sixth Amendment Order, 2003, cl. 2 (w.e.f. 27.03.2003), for the following: "1 April, 2003"

<sup>3</sup> Del. the following words by the Sixty-Fourth Amendment Order, 2018, cl. 6(a) (w.e.f. 24.09.2018):

<b>(2) Rental and airtime charge</b>	Forbearance provided that: Every service provider shall specify a monthly rental and airtime charge per minute with a pulse duration of 30 seconds, as a "Reference Tariff Package of the Service Provider". No airtime charge for incoming calls in any of the tariff package i.e. Reference/Alternative.
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<sup>4</sup> Subs. by the Sixty-Fourth Amendment Order, 2018, cl. 6(b) (w.e.f. 24.09.2018), for the following:

<b>(4) Installation charge</b>	One time installation charge may be levied by a service provider only when a customer initially gets connected to the network of the service provider. No installation charge shall be levied when a subscriber moves from one package to another <sup>5</sup> [offered by a service provider and no up-front payment or recurring charges or fee or any such amount by whatever name or description, shall be levied from a subscriber of an existing life-time validity plan or unlimited validity plan (hereafter referred to as existing tariff plan) if such subscriber opts for migration to a new life-time validity or unlimited validity plan with lower entry fee.]
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<sup>5</sup> Subs. by the Forty-Eighth Amendment Order, 2008, cl. 3(a) (w.e.f. 15.09.2008), for the following: "offered by a service provider."

<b>(6) Tariff for prepaid service</b>	Forbearance; Provided that – <sup>1</sup> [(a) Every service provider shall offer and make available to the consumer at least one top up voucher, of denomination of rupees ten.] b) The charges for replacement of lost/damaged SIM card shall be based on cost with a reasonable mark-up. c) If there is any amount that is unused at the end of the validity period, this amount should be carried over to the renewed card, if such renewal is done within a reasonable, specified period. d) In the case of each pre-paid card package, the customer should be prominently and clearly informed of the total amount that is available in the pre-paid card package for making calls, i.e. to pay towards usage. <sup>2</sup> [(e) All services which do not affect “talk time value” including incoming voice calls/SMS shall continue to be available to the Pre-paid subscribers during the entire validity period even after the talk time value is exhausted.] <sup>3</sup> [(f) no amount, whether as fixed fee or otherwise other than--- (i) applicable taxes; and <sup>4</sup> <sup>5</sup> [(ii) a nominal fee, not exceeding ten percent of maximum retail price of top up voucher or three rupees, whichever is less, shall be levied towards administrative cost or expenses for each top up voucher.]]]
<sup>6</sup> [(7) Tariff for itemized bills in respect of long distance calls	Nil]
<sup>7</sup> [7A Tariff for provision of hard copy of the bill or printed copy of the bill to the customer	NIL]
<sup>8</sup> <sup>9</sup> [(8)] Use of USSD for USSD-based mobile banking and payment services	
<sup>10</sup> [(8.a) Charge for outgoing USSD session for USSD-based mobile banking and payment services	Nil]
<sup>11</sup> [(8.b)] Other matters related to USSD-based mobile banking and payment services.	Forbearance]
<sup>12</sup> <sup>13</sup> [* * * *]	* * * *]

<sup>1</sup> Subs. by the Fiftieth Amendment Order, 2012, cl. 2(a) (w.e.f. 19.04.2012), for the following: “a) At least one denomination of pre-paid cards offered by every Service Provider must be for an amount of Rs. 300.00 or less with a corresponding validity period of at least one month.”

<sup>2</sup> Ins. by the Thirtieth Amendment Order, 2004, cl. 3 (w.e.f. 16.01.2004)

<sup>3</sup> Ins. by the Forty-Eighth Amendment Order, 2008, cl. 3(b) (w.e.f. 15.09.2008)

<sup>4</sup> Subs. by the Fiftieth Amendment Order, 2012, cl. 2(b) (w.e.f. 19.04.2012), for the following: “a nominal fee, not exceeding two rupees towards administrative costs or expenses for each recharge under any tariff plan, shall be levied on any recharge exclusively meant for provision of talk time value.”

<sup>5</sup> Subs. by the Fifty-Third Amendment Order, 2012, cl. 3 (w.e.f. 01.10.2012), for the following: “a nominal fee, not exceeding two rupees for each top up voucher having maximum retail price below rupees twenty and not exceeding three rupees for each top up voucher having maximum retail price of rupees twenty or more, shall be levied towards administrative cost or expenses.”

<sup>6</sup> Ins. by the Thirty-Second Amendment Order, 2004, cl. 3 (w.e.f. 07.10.2004)

<sup>7</sup> Ins. by the Forty-Sixth Amendment Order, 2008, cl. 3 (w.e.f. 24.01.2008)

<sup>8</sup> Ins. by the Sixty-First Amendment Order, 2016, cl. 3 (w.e.f. 22.11.2016)

<sup>9</sup> Subs. by the Sixty-Second Amendment Order, 2016, cl. 2 (w.e.f. 27.12.2016), for the following: “(7B)”

<sup>10</sup> Subs. by the Sixty-Eighth Amendment Order, 2022, cl. 2 (w.e.f. 07.04.2022), for the following:

<sup>14</sup> [(8.a)] Charge for outgoing USSD session for USSD-based mobile banking and payment services	Ceiling of Rs. 0.50 per USSD Session
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<sup>11</sup> Subs. by the Sixty-Second Amendment Order, 2016, cl. 2 (w.e.f. 27.12.2016), for the following: “(7.b)”

<sup>12</sup> Ins. by the Fifty-Sixth Amendment Order, 2013, cl. 4 (w.e.f. 01.01.2014)

<sup>13</sup> Del. the following words by the Sixty-Second Amendment Order, 2016, cl. 2 (w.e.f. 27.12.2016):

(8) Use of USSD for USSD-based mobile banking services	
(8.a) Charge for outgoing USSD session for USSD-based mobile banking services	Ceiling of Rs. 1.50 per USSD Session
(8.b) Other matters related to USSD-based mobile banking services	Forbearance.

<sup>14</sup> Subs. by the Sixty-Second Amendment Order, 2016, cl. 2 (w.e.f. 27.12.2016), for the following: “(7.a)”

<sup>1</sup> [ <sup>2</sup> (9)] <b>Other matters relevant totariff including billing cycle.</b>	Forbearance.
<sup>3</sup> [ <sup>4</sup> <sup>5</sup> (14.a) National Roaming	
(14.a.i) Fixed charge for National Roaming	Nil provided that Special Tariff Voucher and Combo Voucher shall be permitted and in case of SRTP, the fixed charge shall be under forbearance.
(14.a.ii) Charge for outgoing local voice call while on national roaming	Ceiling of Re. 0.80 per minute
(14.a.iii) Charge for outgoing long distance (inter-circle) voice call while on national roaming	Ceiling of Rs. 1.15 per minute
(14.a.iv) Charge for incoming voice call while on national roaming	Ceiling of Re. 0.45 per minute
(14.a.v) Charge for outgoing local Short Message Services (SMS) while on national roaming	Ceiling of Re. 0.25 per SMS
(14.a.vi) Charge for outgoing long distance (inter-circle) Short Message Services (SMS) while on national roaming	Ceiling of Rs. 0.38 per SMS
(14.a.vii) Charge for incoming Short Message Services (SMS) while on national roaming	Nil
(14.a.viii) Surcharge while national roaming	Nil
(14.ab) International roaming	Forbearance
(14.ac) Any other item related to roaming but not falling under sub-item (14.a) and (14.ab) above	Forbearance.]]]

Notes:

- 1) The Reference Tariff Package shall always be available to the customer together with any other tariff offers.
- 2) The Service Provider shall give wide publicity to its Reference Tariff Package.
- 3) The Authority shall continue to monitor the tariffs in the market, and if required, shall reintroduce standard tariff package(s) for one or more licensed service areas as may be deemed necessary.
- 4) From time to time the TRAI will make public a comprehensive list of the Reference Tariff Packages of all CMSOs in the country through its web site and through consumer organisations registered with it to keep the public informed of all Reference Tariff Packages on offer.]

<sup>1</sup> Subs. by the Thirty-Second Amendment Order, 2004, cl. 3 (w.e.f. 07.10.2004), for the following: “(7)”

<sup>2</sup> Subs. by the Fifty-Sixth Amendment Order, 2013, cl. 3 (w.e.f. 01.01.2014), for the following: “(8)”

<sup>3</sup> Ins. by the Forty-Fourth Amendment Order, 2007, cl. 2 (w.e.f. 15.02.2007)

<sup>4</sup> Subs. by the Fifty-Fifth Amendment Order, 2013, cl. 4 (w.e.f. 01.07.2013)

<sup>5</sup> Subs. by the Sixtieth Amendment Order, 2015, cl. 4 (w.e.f. 01.05.2015)

### Schedule III

#### Radio Paging Services

ITEM	TARIFF
<b>1. <u>Date of implementation</u></b> <b>2. <u>Deposit</u></b> <b>3. <u>Registration Fee</u></b> <b>4. <u>Rental</u></b> <b>(4.a) Alphanumeric Service</b> <b>(4.b) Numeric Service</b> <b>5. <u>All other matters relevant to tariff, including supplementary services, value added services, billing cycle</u></b>	01 April, 1999 Prevailing charge as specified in the present licence as ceiling Prevailing charge as specified in the present licence as ceiling Rs. 300 per month as ceiling Rs. 175 per month as ceiling Forbearance

**Note:** The Authority will review the tariff and other conditions specified in this schedule once the detailed study on viability assessment of Radio Paging Services Providers that is currently in progress is complete. If the results of the study warrant, the tariffs will be changed.”

### SCHEDULE IV

#### Domestic Leased Circuits

ITEM	TARIFF
(1) Date of implementation	01.08.2014
(2) Coverage	(a) All tariffs specified as ceilings (b) It is mandatory for domestic leased circuits to be provided through utilization of spare capacity when such capacity is available and when not available, on Rent and Guarantee Terms/Special Construction/Contribution basis. All service providers shall report to the Authority the commercial and economic basis of their terms and conditions with respect to Rent and Guarantee/Special Construction/Contribution basis etc. schemes, under the provisions of the Telecommunication Tariff Order, 1999 relating to reporting requirement. (c) Service providers may offer discounts on the ceiling tariffs. Discounts, if offered, shall be transparent and non-discriminatory, based on laid down criteria and subject to reporting requirement.
(3)(a) Ceiling tariffs for domestic leased circuits of E1 (2 Mbps), DS-3 (45 Mbps), STM-1 (155 Mbps) and STM-4 (622 Mbps) Capacities	As specified in Annexure to this Schedule
(3)(b) Tariff for domestic leased circuits of other speeds/capacities	Under forbearance
(3)(c) Chargeable distance for a domestic leased circuit	The chargeable distance for a domestic leased circuit shall not exceed 1.25 times the radial distance between the two ends of the domestic leased circuit.

<sup>1</sup> Subs. by the Thirty-Sixth Amendment Order, 2005, cl. 2 (w.e.f. 21.04.2005)

<sup>2</sup> Subs. by the Fifty-Seventh Amendment Order, 2014, cl. 2 (w.e.f. 01.08.2014)

(3)(d) Ceiling tariffs for domestic leased circuits of intermediate distances	The ceiling tariffs for distances lying in between the distances specified in Annexure to this Schedule shall be computed on pro-rata basis.
(4) Ceiling tariffs for end-links (or local leads)	<ul style="list-style-type: none"> <li>(i) Tariffs for end-links shall be same as the ceiling tariffs for domestic leased circuits specified under item (3) of this Schedule.</li> <li>(ii) In case such leasing is technically not possible then on Rent and Guarantee Terms/Special Construction/Contribution Basis</li> </ul>
(5) Ceiling tariffs for E1/R2 links for ISPs	<ul style="list-style-type: none"> <li>(i) Tariffs for E1/R2 links for ISPs shall contain the Port charges as specified in the Telecommunication Interconnection (Port Charges) Regulation 2001 (6 of 2001) and tariff for domestic leased circuit/end-link as specified under this Schedule.</li> <li>(ii) Each component of the tariff shall be specified separately in the bill.</li> </ul>
(6) Other matters relevant to domestic leased circuits not specified in this Schedule	Under forbearance

### Annexure to Schedule IV

**Ceiling tariffs (in Rs. per annum) for domestic leased circuits of E1 (2 Mbps), DS-3 (45 Mbps), STM-1 (155 Mbps) and STM-4 (622 Mbps) capacities**

**Table-I**

Distance (in Km)	Ceiling tariff for E1 (2 Mbps)
5	12,086
10	19,117
20	33,180
30	47,243
40	61,305
50	75,368
60	89,431
70	103,493
80	117,556
90	131,618
100	145,681
150	169,353
200	193,750
250	218,147
300	242,544
350	266,941
400	291,339
450	315,736
500	340,133
>500	341,000

**Table-II**

Distance (in Km)	Ceiling tariff for DS-3 (45 Mbps)	Ceiling tariff for STM-1 (155 Mbps)	Ceiling tariff for STM-4 (622 Mbps)
<50	<sup>1</sup> [613,000]	1,610,000	4,188,000
50	<sup>2</sup> [613,704]	1,610,973	4,188,531
60	<sup>3</sup> [719,174]	1,887,831	4,908,361
70	<sup>4</sup> [824,643]	2,164,689	5,628,191
80	<sup>5</sup> [930,113]	2,441,546	6,348,020
90	<sup>6</sup> [1,035,582]	2,718,404	7,067,850
100	<sup>7</sup> [1,141,052]	2,995,261	7,787,680
150	1,317,960	3,459,645	8,995,077
200	1,508,698	3,960,333	10,296,865
250	1,699,436	4,461,020	11,598,652
300	1,890,174	4,961,707	12,900,439
350	2,080,912	5,462,395	14,202,226
400	2,271,650	5,963,082	15,504,014
450	2,462,388	6,463,770	16,805,801
500	2,653,126	6,964,457	18,107,588
>500	2,654,000	6,965,000	18,108,000]]

<sup>1</sup> Subs. by the Fifty-Eighth Amendment Order, 2014, cl. 2(a) (w.e.f. 01.08.2014), for the following: “584,000”

<sup>2</sup> Subs. by the Fifty-Eighth Amendment Order, 2014, cl. 2(b) (w.e.f. 01.08.2014), for the following: “584,919”

<sup>3</sup> Subs. by the Fifty-Eighth Amendment Order, 2014, cl. 2(c) (w.e.f. 01.08.2014), for the following: “690,388”

<sup>4</sup> Subs. by the Fifty-Eighth Amendment Order, 2014, cl. 2(d) (w.e.f. 01.08.2014), for the following: “795,858”

<sup>5</sup> Subs. by the Fifty-Eighth Amendment Order, 2014, cl. 2(e) (w.e.f. 01.08.2014), for the following: “901,327”

<sup>6</sup> Subs. by the Fifty-Eighth Amendment Order, 2014, cl. 2(f) (w.e.f. 01.08.2014), for the following: “1,006,797”

<sup>7</sup> Subs. by the Fifty-Eighth Amendment Order, 2014, cl. 2(g) (w.e.f. 01.08.2014), for the following: “1,112,267”

**Schedule V**

**ISDN Services**

ITEM	TARIFF
<p>1. <b><u>Date of implementation</u></b></p> <p>(2) <b><u>Initial Deposit and Registration Deposit</u></b></p> <p>(3) <b><u>Installation and Testing Charges</u></b></p> <p>(3.a) <b><u>Wiring charges upto Network Terminal (NT) for Primary Rate Access (PRA)</u></b></p> <p>(3.b) <b><u>Wiring charges upto NT1 for Basic Rate Access (BRA)</u></b></p> <p>(3.c) <b><u>Subscriber Interface Bus</u></b></p> <p>(3.d) <b><u>For ISDN Terminals</u></b></p> <p>(3.d.i) <b><u>Ordinary ISDN Phone</u></b></p> <p>(3.d.ii) <b><u>ISDN PC Card</u></b></p> <p>(3.d.iii) <b><u>ISDN Feature Phone</u></b></p> <p>(3.d.iv) <b><u>Terminal Adopter</u></b></p> <p>(3.d.v) <b><u>ISDN PBX per port</u></b></p> <p>(3.d.vi) <b><u>G4 Fax Terminal</u></b></p> <p>(3.d.vii) <b><u>Videophone</u></b></p> <p>(4) <b><u>Monthly Rental for ISDN Equipment (optional)</u></b></p> <p>(4.a) <b><u>Ordinary ISDN Phone</u></b></p> <p>(4.b) <b><u>ISDN PC Card</u></b></p> <p>(4.c) <b><u>ISDN Feature Phone</u></b></p> <p>(4.d) <b><u>Terminal Adopter</u></b></p> <p>(4.e) <b><u>ISDN PBX per port</u></b></p> <p>(4.f) <b><u>G4 Fax Terminal</u></b></p> <p>(4.g) <b><u>Videophone</u></b></p> <p>(5) <b><u>Monthly Rental for Access</u></b></p> <p>(5.a) <b><u>For PRA</u></b></p> <p>(5.b) <b><u>For BRA</u></b></p> <p>(6) <b><u>Usage Charges</u></b></p> <p><b>For every B channel</b></p> <p>(7) <b><u>Rental for supplementary Services</u></b></p> <p>(7.a) <b><u>Direct Dialing in</u></b></p> <p>(7.b) <b><u>Calling Line Identification Presentation (CLIP)</u></b></p> <p>(7.c) <b><u>Line Hunting</u></b></p> <p>(7.d) <b><u>Closed User Group (CUG)</u></b></p> <p>(7.e) <b><u>Advice of Charge</u></b></p> <p>(7.f) <b><u>User to User Signalling</u></b></p>	<p><sup>1</sup>[May 1, 1999]</p> <p>Aggregate of all deposits (excluding security deposit for equipment) cannot exceed one year's rental</p> <p>The registration deposit should be combined with the initial deposit for the purpose of comparing with the maximum limit on deposits</p> <p>Installation and testing charges are one time charges</p> <p>Rs. 4,000 <sup>2</sup>[* * * *]</p> <p>Rs. 600 <sup>2</sup>[* * * *]</p> <p>Rs. 500 <sup>2</sup>[* * * *]</p> <p>Rs. 275 <sup>2</sup>[* * * *]</p> <p>Rs. 400 <sup>2</sup>[* * * *]</p> <p>Rs. 550 <sup>2</sup>[* * * *]</p> <p>Rs. 475 <sup>2</sup>[* * * *]</p> <p>Rs. 800 <sup>2</sup>[* * * *]</p> <p>Rs. 6,000 <sup>2</sup>[* * * *]</p> <p>Rs. 1,350 <sup>2</sup>[* * * *]</p> <p>The rates for monthly rental for individual ISDN equipment are applicable only if the equipment is hired from the service provider</p> <p>Rs. 550 <sup>2</sup>[* * * *]</p> <p>Rs. 800 <sup>2</sup>[* * * *]</p> <p>Rs. 1,100 <sup>2</sup>[* * * *]</p> <p>Rs. 950 <sup>2</sup>[* * * *]</p> <p>Rs. 1,600 <sup>2</sup>[* * * *]</p> <p>Rs. 12,000 <sup>2</sup>[* * * *]</p> <p>Rs. 2,700 <sup>2</sup>[* * * *]</p> <p>A ceiling of Rs. 5,000 per month upto 3 kms and Rs. 2,000 for each additional km or part thereof</p> <p>Rs. 1,000 <sup>2</sup>[* * * *]</p> <p>Rates as applicable to PSTN as ceilings. <b>There shall be no minimum usage charge</b></p> <p>Any change in the PSTN tariff will automatically imply a corresponding change in the usage rate applicable for every B channel</p> <p>NIL</p> <p>NIL</p> <p>NIL</p> <p>NIL</p> <p>NIL</p> <p>NIL</p>
<p>(8) <b><u>Minimum period of hire for temporary ISDN connection</u></b></p>	<p>One month</p>

<sup>1</sup> Subs. by the First Amendment Order, 1999, cl. 2 (w.e.f. 01.04.1999), for the following: "01 April, 1999"

<sup>2</sup> Del. the words "as ceiling" by the Twenty-First Amendment Order, 2002, Section III (w.e.f. 13.06.2002)

<p><b>(9) Rental for temporary ISDN connection</b></p> <p><b>(9.a) For PRA</b></p> <p><b>(9.b) For BRA</b></p> <p><b>(10) Surrender before provision</b></p> <p>11. <u>Security Deposit for equipment hired from the Basic Service Provider</u></p> <p><b>(12) All other matters relevant to tariff, including billing cycle</b></p>	<p>A ceiling of Rs. 10,000 per month upto 3 kms and Rs. 4,000 for each additional km or part thereof</p> <p>Rs. 2,000 per month <sup>1</sup>[* * * *]</p> <p>Actual expenses incurred are chargeable</p> <p>The security deposit cannot exceed the equipment's prevailing market price</p> <p>Forbearance</p>
<p><sup>2</sup>[Explanatory Notes;</p>	
<p>a) Standard Tariff Package</p> <p>b) Alternative Tariff Package</p>	<p>The Standard Package provides ISDN services at the tariffs specified in the schedule.</p> <p>Tariff package offered to subscribers in addition to that offered in the Standard Package, as an alternative.]</p>

<sup>1</sup> Del. the words "as ceiling" by the Twenty-First Amendment Order, 2002, Section III (w.e.f. 13.06.2002)

<sup>2</sup> Ins. by the Twenty-First Amendment Order, 2002, Section III (w.e.f. 13.06.2002)



**“Schedule VIII**  
**Telex and Telegraph Services**

<b><u>ITEM</u></b>	<b><u>TARIFF</u></b>
<u>(1) Date of implementation</u>	<u>01 April, 1999</u>
<u>(2) All matters relevant to tariff</u>	<u>Forbearance”</u>

**Schedule IX**

**Global Mobile Personal Communication by Satellite (GMPCS)**

<b><u>ITEM</u></b>	<b><u>TARIFF</u></b>
<b><u>(1) Date of implementation</u></b>	01 April, 1999
<b><u>(2) All matters relevant to Tariff, including billing cycle</u></b>	Forbearance

<sup>1</sup>[<sup>2</sup>Schedule X

**International Private Leased Circuit (IPLC)-(Half Circuit)**

ITEM	TARIFF								
<b>(1) Date of implementation</b>	<sup>3</sup> [ <sup>4</sup> [29-11-2005]]								
<b>(2) Coverage</b>	(a) All tariffs specified as ceilings (b) The ceiling tariff in respect of each capacity specified in Item No. 3 of this Schedule will be applicable for all destinations and types of cable systems used for carrying either voice or data. (c) Service providers may offer discount on the ceiling tariff. Discounts, if offered, shall be transparent, non-discriminatory based on laid down criteria and should be reported to TRAI. (d) It is mandatory for International Private Leased Circuit Service Providers to offer Half Circuits for all routes/destinations for which circuits are offered by them.								
<b>(3) Tariff for IPLC</b>	<table border="1"> <thead> <tr> <th>Capacity/Speed</th> <th>Ceiling Tariff per annum (Rupees in Lakhs)</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td>13</td> </tr> <tr> <td>DS-3</td> <td>104</td> </tr> <tr> <td>STM-1</td> <td>299</td> </tr> </tbody> </table>	Capacity/Speed	Ceiling Tariff per annum (Rupees in Lakhs)	E1	13	DS-3	104	STM-1	299
Capacity/Speed	Ceiling Tariff per annum (Rupees in Lakhs)								
E1	13								
DS-3	104								
STM-1	299								
<b>(4) Tariff for capacity/speed below E1</b>	Forbearance								
<b>(5) Tariff for IPLC through satellite media</b>	Forbearance								
<b>(6) All other matters relevant to IPLC</b>	Forbearance]]								

<sup>1</sup> Ins. by the Thirty-Fourth Amendment Order, 2005, cl. 3 (w.e.f. 11.03.2005)

<sup>2</sup> Subs. by the Thirty-Ninth Amendment Order, 2005, cl. 2(ii) (w.e.f. 08.09.2005), for the following:

**Schedule X**

**International Private Leased Circuit (IPLC)-(Half Circuit)**

ITEM	TARIFF								
<b>(1) Date of implementation</b>	1.4.2005								
<b>(2) Coverage</b>	(a) All tariffs specified as ceilings (b) The prescribed ceiling tariff will be applicable for all destinations, capacities and types of cable systems used for carrying either voice or data. (c) Service providers may offer discount on the ceiling tariff. Discounts, if offered, shall be transparent, non-discriminatory based on laid down criteria and should be reported to TRAI. (d) It is mandatory for International Private Leased Circuit Service Providers to offer Half Circuits for all routes/destinations for which circuits are offered by them.								
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DS-3	104								
STM-1	299								
<b>(4) Tariff for capacity/speed below E1</b>	Forbearance								
<b>(5) Tariff for IPLC through satellite media</b>	Forbearance								
<b>(6) All other matters relevant to IPLC</b>	Forbearance”								

<sup>3</sup> Subs. by the Fortieth Amendment Order, 2005, cl. 2 (w.e.f. 16.09.2005), for the following: “16.09.2005”

<sup>4</sup> Subs. by the Forty-First Amendment Order, 2005, cl. 2 (w.e.f. 29.11.2005) for the following: “from a date to be notified separately”

## “SCHEDULE XI

(See clause 3)

Tariff for unsolicited commercial communication referred to in clause (b) of sub-regulation (3) of regulation 16 of the Telecom Unsolicited Commercial Communications Regulations, 2007 (4 of 2007).

ITEM	TARIFF
1. Unsolicited commercial communication made from Basic Services (Other than ISDN)	<sup>3</sup> [Rs.500 for every first unsolicited commercial communication and Rs.1000 for every subsequent unsolicited commercial communication, referred against item 1]
2. Unsolicited commercial communication made from Cellular Mobile Telecom Service (CMTS)]	<sup>4</sup> [Rs.500 for every first unsolicited commercial communication and Rs.1000 for every subsequent unsolicited commercial communication, referred against item 2.]”

<sup>1</sup>[<sup>2</sup>[\* \* \* \*]]

<sup>1</sup> Ins. by the Forty-Fifth Amendment Order, 2007, cl. 3 (w.e.f. 05.06.2007)

<sup>2</sup> Del. the following words by the Sixty-Fourth Amendment Order, 2018, cl. 7(d) (w.e.f. 24.09.2018):

“SCHEDULE XI

(See clause 3)

Tariff for unsolicited commercial communication referred to in clause (b) of sub-regulation (3) of regulation 16 of the Telecom Unsolicited Commercial Communications Regulations, 2007 (4 of 2007).

ITEM	TARIFF
1. Unsolicited commercial communication made from Basic Services (Other than ISDN)	<sup>3</sup> [Rs.500 for every first unsolicited commercial communication and Rs.1000 for every subsequent unsolicited commercial communication, referred against item 1]
2. Unsolicited commercial communication made from Cellular Mobile Telecom Service (CMTS)]	<sup>4</sup> [Rs.500 for every first unsolicited commercial communication and Rs.1000 for every subsequent unsolicited commercial communication, referred against item 2.]”

<sup>3</sup> Subs. by the Forty-Seventh Amendment Order, 2008, cl. 2(a) (w.e.f. 17.03.2008), for the following: “Rs. 500/- for each unsolicited commercial communication referred against item 1.”

<sup>4</sup> Subs. by the Forty-Seventh Amendment Order, 2008, cl. 2(b) (w.e.f. 17.03.2008), for the following: “Rs. 500/- for each unsolicited commercial communication referred against item 2.”

<sup>1</sup>[**SCHEDULE XII**

(See clause 3)

Tariff for porting of a mobile number referred to in sub-regulation (4) of the regulation 7 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009)

ITEM	TARIFF
1. Porting charge payable by the subscriber to the Recipient Operator.	The Per Port Transaction charge specified in regulation 3 of the Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge Regulations, 2009 (9 of 2009), as ceiling.]

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<sup>1</sup> Ins. by the Forty-Ninth Amendment Order, 2009, cl. 3 (w.e.f. 31.12.2009)

<sup>1</sup>[<sup>2</sup>[<sup>3</sup>[<sup>4</sup>[\* \* \* \*]]]]

**<sup>5</sup>[SCHEDULE XIII  
(See clause 3)**

Tariff for Short Message Services (SMS) and Cell Broadcast alerts/messages disseminated by service providers through Common Alerting Protocol platform

ITEM	TARIFF	
	Per SMS (in Rupees)	Per Cell Broadcast (in Rupees)
(1) Alerts or messages sent during non-disaster situations, other than those sent as per directions issued under the Disaster Management Act, 2005 (53 of 2005)	0.02	Nil
(2) Alerts or messages sent prior to notification of disaster or after the expiry of disaster, as per directions issued under the Disaster Management Act, 2005 (53 of 2005)	Nil	Nil
(3) Alerts or messages sent during a disaster situation, as per directions issued under the Disaster Management Act, 2005 (53 of 2005)	Nil	Nil
(4) Alerts or messages sent during a disaster situation, other than those sent as per directions issued under the Disaster Management Act, 2005 (53 of 2005)	0.02	Nil]

<sup>1</sup> Ins. by the Fifty-First Amendment Order, 2012, cl. 6 (w.e.f. 20.04.2012)

<sup>2</sup> Del. the following words by the Fifty-Third Amendment Order, 2012, cl. 4 (w.e.f. 01.10.2012):

“SCHEDULE XIII  
(See Clause 3)

Tariff for Premium Rate Services

S. No.	ITEM	TARIFF
1.	Calls made to participate in contests and competitions and to vote in television and radio programmes.	Four times of the applicable local call charges in the Tariff plan opted by the subscriber, as ceiling.
2.	SMS sent to participate in contests and competitions and to vote in television and radio programmes.	Four times of the applicable SMS charges in the Tariff plan opted by the subscriber, as ceiling.
3.	All other matters relevant to tariff for Premium Rate Services.	Forbearance.”

<sup>3</sup> Ins. by the Fifty-Fourth Amendment Order, 2012, cl. 3 (w.e.f. 20.11.2012)

<sup>4</sup> Del. the following words by the Sixty-Fifth Amendment Order, 2020, cl. 3 (w.e.f. 03.06.2020):

“SCHEDULE XIII  
(See clause 3)

Tariff for Short Message Services sent by persons other than a telemarketer registered under regulation 14 or an entity sending transactional message, referred in clause (k) of sub-regulation (2) of regulation 20 of The Telecom Commercial Communications Customer Preference Regulations, 2010 (6 of 2010)

ITEM	TARIFF
1. Upto one hundred SMS per SIM per day	Forbearance
2. Every SMS beyond one hundred SMS per SIM per day	Not less than fifty paise per SMS”

<sup>5</sup> Ins. by the Sixty-Ninth Amendment Order, 2022, cl. 3 (w.e.f. 06.12.2022)