

No. 101-03/2001-MN

Dated: 27th February 2003

To

Mr. Narendra Gupta

Chief Regulatory Affairs

Bharti Mobile Ltd

Qutab Ambience

H-5/12, Mehrauli Road, New Delhi-110030

Subject: Directive under Section 13 of TRAI Amendment Act on not giving proper

Information to the prepaid subscribers regarding the roaming facility.

Based on consumer complaint, the leaflet issued by Airtel in respect of Roaming has been scrutinized by TRAI and it is observed that the information contained therein as regards the state of roaming facility available to the consumer is not complete and clear enough to give a fair idea of what the services will be like in actual practice.

The subscriber, while purchasing a Roaming Coupon, is not informed that only incoming call facility is available where the Airtel network coverage is not available. Secondly, the Customer is also not informed about the uncovered areas.

To protect the consumer interests as per clause 11(1) (b) (v) read with 11(1)(d) of TRAI (Amendment) Act 2000, the Authority hereby directs you under Section 13 of TRAI Amendment Act to provide, in a clear and concise manner, the necessary information to the prepaid roaming customers about the uncovered areas and limitations in roaming facility. For this purpose suitable modifications in all relative publicity material may be made. Compliance, in this regard may be reported within seven days from the date of issue of this directive.

This issues with the approval of the Authority.

(Rajendra Singh)
Advisor (MN)