

No.
Dated: 23rd September, 2003

301-26/2003-TRAI-Econ.

To,

All Telecom Service Providers / COAI/ABTO/ISPAI

Subject: Issue of Directives under Section 13 read with Section 11(1)(b) of the Telecom Regulatory Authority of India Act, 1997 as amended by TRAI (Amendment) Act, 2000 in regard to publication of tariffs for consumer information,

Sir,

This is in continuation of TRAI`s guidelines issued vide letter of even number dated 1st August, 2003 on the above subject.

Whereas, it has been noticed by the Authority that several tariff plans are being published in the newspapers / media by service providers which are not in the FORMAT prescribed by the Authority in this regard.

AND WHEREAS, the Authority has observed that adequate information on financial implication on certain minutes of use, charges for other value added services etc. of a tariff plan is not available to the consumers.

AND WHEREAS, the Authority has taken a serious view of non-compliance of the guidelines issued by the Authority in this regard.

AND WHEREAS, the Authority has issued a `Regulation on quality of service of Basic and Cellular Mobile Telephone Services, 2000 dated 5th July, 2000 which inter-alia provides for parameters on customer perception of services.

AND THEREFORE, in exercise of powers vested in it under Section 13 read with Section 11(1)(b)(i) &(v) of the Telecom Regulatory Authority of India Act, 1997 as amended by TRAI (Amendment) Act, 2000, the Authority hereby directs all the telecom service providers to comply with the following in letter and spirit:

1) strictly adhere to the publication / advertisement of tariffs in the FORMAT prescribed by the Authority in its guidelines dated 01.08.2003,

2) for advertisement of tariff plans on hoardings, instead of using the FORMAT, it should be stated that ` information regarding financial implications may be obtained from the service provider`s website at www--------., and

3) The website of the service providers must cover the entire details of a tariff plan in the FORMAT prescribed for this purpose.

These directives come into effect immediately.

Yours faithfully,

[M.Kannan]
Advisor (Economic)