

Telecom Regulatory Authority of India
Press Release - No. 17/2005
Dated:- 18/02/2005

TRAI obtains compliance report from Idea Cellular Ltd., Gujarat on refund of migration charges.

Following consumer complaints, the Authority had issued a direction on 26/10/2004 regarding levy of migration charges by Idea Cellular, Gujarat. As per this Direction Idea Cellular was to stop immediately the levy of one time fee (i.e. migration fee) from existing subscribers for moving them from "Buzz 99" Plan to "Buzz 199" Plan and also to make refund to those subscribers from whom such charges were collected since the launch of the plan 'Buzz 199'.

2. The Authority has obtained the compliance report and details of refunds made by Idea Cellular Ltd., Gujarat. The manner of compliance is summarized as follows:

- i) Levy of one time fee (migration fee) has been stopped.
- ii) 20,808 subscribers were migrated from 'Buzz 99' to 'Buzz 199' plan and a total sum of Rs.52,81,192 was collected as migration fee [@ Rs.249/subscriber] by Idea Cellular.
- iii) All the 20,808 subscribers have been refunded the migration fee and the total amount refunded is Rs.51,81,192.
- iv) In the case of active subscribers, the refund was made by crediting the amount to their account by way of necessary adjustment.
- v) In the case of deactivated customers, the amount was refunded by way of issuing cheque to the individual customers.
- vi) The SP has also given media coverage by giving advertisement in the newspaper about the refund ordered by TRAI.

3. The above position is taken on record by the Authority. In the event of any subscriber still having any complaint in the matter of the above said refund, he/she may write to M/s Idea Cellular Ltd., Gujarat with a copy endorsed to TRAI.