

Dear sir

Disconnection of numbers should be done only when the operator provides sufficient communication to the customer about it. In this age of mobile banking and internet banking, mobile number is used in almost every transaction. I have my phone number connected with four bank accounts of mine, as my communication phone number. Passwords and balance, transactions passwords and electronic purchase information is sent as SMS to my phone number, which is a big threat, potentially revealing my bank account details to some other person.

What I suggest to TRAI is please give some hard guidelines in disconnecting connections, please ensure that the service provider has intimated the customer well in advance, and by all means, please consider giving the evidence of non usage to regulators as well as to the customer before disconnection of the number. Ensure that the old customer gets a priority when re-issuing a number which has been recycled rather than distributing it directly in public market.

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