

***For Immediate Release***

**Information note to the Press (Press Release No. 110/2018)**

**TELECOM REGULATORY AUTHORITY OF INDIA**

**New Delhi, the 15<sup>th</sup> November, 2018:** Telecom Regulatory Authority of India (TRAI) today released consultation paper on Review of extant provision of sending the printed bills to postpaid subscribers of (i) landline and (ii) Mobile services as default option.

2. TRAI vide Telecommunication Tariff (46<sup>th</sup> Amendment) Order, 2008 mandates the service providers to provide hard copy of the bill to its post paid subscribers free of cost as a default option. However, if any customer opts for receipt of the bill through e-mail, instead of hard copy, the service provider can supply the same after obtaining explicit consent from the subscribers.

3. TRAI is in receipt of representations from the industry and their associations, Hon'ble MPs/MLAs/MLCs, prominent citizens etc. requesting a review of the provision of the Telecommunication Tariff Order (introduced through 46<sup>th</sup> Amendment) for provision of hard copy of the bill or the printed copy of the bill to the post paid subscribers and removal of the mandate of providing hard copy of the bill as the default option for postpaid subscribers. Environmental concerns relating to cutting of trees for papers used in printing of bills and changing mobile usage scenario in the context of more data usage on a smart phone were put forth as the main rationale to this demand. However, since consumers form an important segment of stakeholders on this issue, it has therefore, been decided by the Authority to hold a public consultation to have views of all the stakeholders, in the matter so that a holistic approach could be adopted to address this important issue.



4. In view of above, consultation paper bring the extant regulatory/legal provisions on the subject, Rationale for various options from Industry, as well as consumer perspective, other relevant factors and international practice on the subject have been cited in the consultation paper apart from the issues for consultation in form of seven questions. The following schedule is finalized for various events:

Last Date for comments: 10.12.2018

Last Date for Counter comments: 24.12.2018

5. The consultation paper is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

6. The comments and counter comments may be sent preferably in electronic form at [advfeal@trai.gov.in](mailto:advfeal@trai.gov.in). For any other clarification/information, Shri Kaushal Kishore, Advisor (F&EA), TRAI may be contacted at Tel/Fax: +91-11-23230752.

  
(S.K. Gupta)

**Secretary, TRAI.**