

**Telecom Regulatory Authority of India
Notification**

New Delhi, the , 7th October 2004.

No. 301-37/2004-Eco.

In exercise of the powers conferred upon it under sub-section (2) of the section 11 of the Telecom Regulatory Authority of India Act, 1997, the Telecom Regulatory Authority of India (TRAI) hereby further amends the Telecommunication Tariff Order, 1999 as under, namely:

1. Short title, extent and commencement:

(i) This Order shall be called " The Telecommunication Tariff (Thirty Second Amendment) Order, 2004" (7 of 2004).

(ii) This Order shall come into force from the date of its publication in the Official Gazette.

2. In Schedule I [Basic Services (Other than ISDN)] of the Telecommunication Tariff (28th Amendment) Order, 2003, the following shall be added after Item (9.a):

10. Tariff for itemized bills in respect of long distance calls	Nil
11. Other matters as contained in Schedule I of Telecommunication Tariff (24 th Amendment) Order, 2003 relevant to tariff including billing cycle	Forbearance

3. In Schedule II [Cellular Mobile Telecom Service (CMTS)] of the Telecommunication Tariff (Twenty Fourth Amendment) Order, 2003, the following shall be inserted as item (7) and the existing item (7) in the Schedule II shall be renumbered as item (8) as under:

(7) Tariff for itemized bills in respect of long distance calls	Nil
(8) Other matters relevant to tariff including billing cycle	Forbearance

This Order contains an Explanatory Memorandum as at Annexure, which explains the reasons for this amendment to the Telecommunication Tariff Order, 1999.

By Order,

[M. Kannan]
Advisor (Economic)
Telecom Regulatory Authority of India

Explanatory Memorandum

TRAI has been receiving consumer complaints that the service providers are charging extra for providing the itemised bills in respect of long distance calls.

2. The Authority has considered the matter keeping in view the provisions in the licence agreements for basic, cellular, unified access service, National Long Distance (NLD) and International Long Distance (ILD) services relating to billing and customer service.

3. The license agreements for Basic Service, NLD and ILD services provide for giving itemized bills relating to long distance calls to customers without demanding any extra charge.

Under the provisions of CMTS and the Unified Access Service license agreements, it shall be the responsibility of the Licensee to issue or cause to be issued bills to its subscribers for use of the service. As per the licensing conditions, the billing system of the licensee shall be able to generate the billing information, in adequate details, to ensure satisfaction to the customer about the genuineness of the bill. The licence agreements for these services also mandate that the directions of TRAI, from time to time, in this regard shall apply.

4. The Authority has further taken note of the fact that in the absence of Carrier Access Code/Carrier Pre- Selection, the access providers are making the choice of NLDO/ILDO and also that the tariffs for the services are also determined by them.

5. Subscribers have the right to know and verify the charges for long distance calls levied by the service providers. The prepaid customers have the facility to ascertain this on a call-by-call basis without any extra charge.

However the billed customers i.e. the postpaid customers of several access providers are presently charged extra for obtaining this information. The Authority after careful consideration of the provisions relating to billing in the license agreements for basic, Cellular, Unified Access, NLD and ILD licenses and also the consumer interest in general, has decided to mandate that the bills raised by service providers should contain sufficient information required by the customer; and also that in case any customer requests for itemized bills relating to long distance calls it shall be provided free of charge.

6. This amendment order to TTO incorporates the decision of the Authority that if any postpaid customer requests for itemized bill relating to long distance calls, it should be provided free of charge by the access providers.