

TELECOM REGULATORY AUTHORITY OF INDIA

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TRAI DECIDES THAT OPERATORS TO CHARGE FOR PREPAID AUTO-ROAMING ONLY AFTER CONSENT OF SUBSCRIBER

Instances had come to the notice of the Authority where a Cellular Mobile Service Provider (CMSP) had activated auto-roaming facility for all the Prepaid subscribers without seeking their consent. Pre-activated auto roaming facility may create a situation where even those subscribers who do not want to avail the service will end up paying the activation fee for roaming. Thus, whenever a customer leaves the home network service area, he has no option except to pay the roaming charges. TRAI is of the view that as this supplementary service has a financial implication for subscribers, the consent of the subscriber should be essential.

The Authority, therefore, has prescribed that this service should not be provided to any customer without his consent. Accordingly, TRAI advised all CMSPs to discontinue charging for the auto roaming facility without subscriber's consent, with immediate effect and provide this service only to those pre-paid customers who opt to avail this facility while roaming. CMSPs were advised to ensure compliance to the Authority within 5 days from the issue of the letter by TRAI.