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Sent: Tuesday, July 30, 2024 7:17:25 AM

Subject: Reply to queries regardibg Telecom Tariff, Date of Release:26/07/2024, Closing Date: 16/08/2024

Consultation Paper on Review of Telecom Consumers Protection Regulations (TCPR), 2012

QUESTIONS FOR CONSULTATION intitiated by TRAI-

Question 1: How do current tariff plans offered by telecom service providers align with the preferences and usage patterns of consumers, particularly elderly individuals? Please Justify with rationale.

Ans. The pattern of Tariff plans of JIO is followed by VI & Airtel. Their all Tariff plans are COMBO pack with mandatory data plan which costs much more. Many consumers especially elderly people, students, house wives, daily wage labourers, economically weak section and many more such section of telecom consumers who use NON- SMART PHONE only for calling & SMS; for them paying extra money for internet is a real financial burden. Even students, who use SMART PHONE for academic purpose can use wifi internet services FREE at various secure Hotspot locations thus reducing their tariff cost and can only recharge for calling & SMS. So TRAI must regulate all telecom companies in India to arrange for AFORDABLE CALL/ VOICE & SMS PLANS separately thus reducing extra & unnecessary burden of buying INTERNET COMBO RECHARGE PACK in this ever increasing ECONOMIC INFLATION conditions.

Question 2: Is there a need for separate plans for Voice & SMS and data to meet the specific requirements of subscribers.

Please justify with reasons.

Ans. Yes, definitely. Justification already provided in question 1.

Question 3: Whether the maximum validity of Special Tariff Vouchers (STVs) and Combo Vouchers (CVs) should be

increased? Please Justify your response with reasons.

Ans. The recent nearly 25% increase of tariff cost of all 3 private telecom players in India is a direct economic slap to the consumers who may be economically marginal people or wealthy. The financial burden is mainly borne by poor & middle class people. When these section of consumers started to port to BSNL, the only GOVT owned telecom company in India all 3 private telecom players rolled out plans of old denomination but with 50% less validity period. This is a kind of cheating.

Remark:

I suggest the tariff validity period of all special plans must be restored to previous one. I also suggest that India Govt take necessary measures not to close BSNL but to increase its capabilities & technology so that the company can cater to larger section of people with very good quality telephone & data services. **And STOP COPYING USA & EUROPE IN EVERY SPHERE. INDIA IS EXTREMELY DFFERENT.**

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