

With regards discontinuation of hard copies of telephone bills, my opinion is as follows:

1. Paper bill is retained for record which can be referred in case of any dispute with telecom companies. In india still problems of overcharging and wrong charging exists.

2. Many people are not literate and how the soft copies are going to help them

3. I am a banker and in our case also we give option of e statement but still it will take time to make them as replacement of passbook or bank statement or credit card statement

4. In case of telephone companies there should be strict compliance of data integrity and quick retrieval of old data. In one query I learnt that telecom companies keep data for few quarters only and retrieval is long process.