

Telecom Regulatory Authority of India

Sub: Short Consultation on the Issue of Providing Hard Copy of the Bill Free of Cost to Post Paid Subscribers of Telecom Access Service.

Date: 31.12.2007

Background

The Authority had an occasion to examine the issue of whether subscribers of telecom access service are required to pay for the hard copy of the bill which is issued to the subscribers by the service providers particularly to those who are on the post paid platform.

2. After examining the issue in detail, keeping in view the provisions of Indian Telegraph Rules 1951, cellular mobile telecom service and unified access service license agreements, etc. it emerges that no post paid subscriber is liable, to pay for the bill containing summary details of the payments to be made by the subscriber.

3. The bill represents the true extent of service actually provided by the service provider and also the details about the service and conditions which are available to the subscribers. The Authority is convinced that issue of hard copy of the bill will continue to be required in the context of the fact that all telecom access subscribers may not be having access to computer and internet to obtain the bill through e-mail. Further, a number of important information which are required to be captured in the bill by the service providers as per Authority's Direction No.303-4/2007-QoS, dated 4.5.2007 would not be possible to be captured in Short Messaging Service (SMS). Therefore, in the interest of consumers and as per the provisions of the existing rules and agreements entered into by the service provider with the licensor, the service providers give the bill in an understandable form to their consumers. The Authority had noted that the service providers in other sectors such as power, gas, water utility services are not charging any amount for providing hard copy of the bill.

4. Keeping these in view, the Authority has decided to initiate this consultation process towards amending Telecommunication Tariff Order to incorporate an explicit provision for providing bill in hard copy free of cost to all post paid subscribers which in any case is provided for in the relevant rules and relevant license agreements.

5. The draft Telecommunication Tariff Order amendment accordingly incorporates the provision whereby access service providers are mandated to supply hard copy of the bill free of cost to its post paid subscribers.

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TELECOM REGULATORY AUTHORITY OF INDIA

DRAFT NOTIFICATION

New Delhi, the , _____ December, 2007

The Telecommunication Tariff (Forty-Sixth Amendment) Order, 2007

(No. _____ of 2007).

No. 301-18/2007-Eco. --- In exercise of the powers conferred upon the Telecom Regulatory Authority of India under sub-section (2) of section 11, read with sub-clause (i) of clause (b) of sub-section (1) of the said section, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), the Telecom Regulatory Authority of India (TRAI) hereby makes the following order further to amend the Telecommunication Tariff Order, 1999, namely:-

- 1** (1). This Order shall be called The Telecommunication Tariff (Forty-Sixth Amendment) Order, 2007.
- (2) This Order shall come into force from the date of its publication in the Official Gazette.

2. In Schedule I to the Telecommunication Tariff Order, 1999 (hereinafter referred to as the Principal Tariff Order), for items 10 and 11 and entries relating thereto, the following items and entries relating thereto shall be substituted, namely :-

Schedule – I

Basic Services (Other than ISDN)

ITEM	TARIFF
“10. Tariff for itemized bills in respect of long distance calls	NIL
10 A. Tariff for provision of hard copy of the bill or printed copy of the bill to the customer	NIL
11. Other matters relevant to tariff including billing cycle	Forbearance”.

3. In Schedule II to the Principal Tariff Order, after item 7 and entries relating thereto, the following item and entry relating thereto shall be inserted, namely:-

Schedule II

Cellular Mobile Telecom Service (CMTS)

ITEM	TARIFF
“7A Tariff for provision of hard copy of the bill or printed copy of the bill to the customer	NIL

[M. Kannan]
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Telecom Regulatory Authority of India

Note.1. – The Telecommunication Tariff Order, 1999 was published in the Gazette of India, Extraordinary, Part III, Section 4 under notification no.99/3 dated 9th March, 1999, and subsequently amended by the following notifications, namely:-

Amendment No.	Notification No. and Date
1 st	301-4/99-TRAI (Econ) dated 30.3.1999
2nd	301-4/99-TRAI(Econ) dated 31.5.1999
3rd	301-4/99-TRAI(Econ) dated 31.5.1999
4th	301-4/99-TRAI(Econ) dated 28.7.1999
5th	301-4/99-TRAI(Econ) dated 17.9.1999
6th	301-4/99-TRAI(Econ) dated 30.9.1999
7th	301-8/2000-TRAI(Econ) dated 30.3.2000
8th	301-8/2000-TRAI(Econ) dated 31.7.2000
9th	301-8/2000-TRAI(Econ) dated 28.8.2000
10th	306-1/99-TRAI(Econ) dated 9.11.2000
11th	310-1(5)/TRAI-2000 dated 25.1.2001
12th	301-9/2000-TRAI(Econ) dated 25.1.2001
13th	303-4/TRAI-2001 dated 1.5.2001
14th	306-2/TRAI-2001 dated 24.5.2001
15th	310-1(5)/TRAI-2000 dated 20.7.2001
16th	310-5(17)/2001-TRAI(Econ) dated 14.8.2001
17th	301/2/2002-TRAI(Econ) dated 22.1.2002
18th	303/3/2002-TRAI(Econ) dated 30.1.2002
19th	303/3/2002-TRAI(Econ) dated 28.2.2002
20th	312-7/2001-TRAI(Econ) 14.3.2002
21st	301-6/2002-TRAI(Econ) dated 13.6.2002
22nd	312-5/2002-TRAI(Eco) dated 4.7.2002
23rd	303/8/2002-TRAI(Econ) dated 6.9.2002
24th	306-2/2003-Econ dated 24.1.2003
25th	306-2/2003-Econ dated 12.3.2003
26th	306-2/2003-Econ dated 27.3.2003
27th	303/6/2003-TRAI(Econ) dated 25.4.2003
28th	301-51/2003-Econ dated 5.11.2003
29th	301-56/2003-Econ dated 3.12.2003
30th	301-4/2004(Econ) dated 16.1.2004
31st	301-2/2004-Eco dated 7.7.2004
32nd	301-37/2004-Eco dated 7.10.2004
33rd	301-31/2004-Eco dated 8.12.2004

34th	310-3(1)/2003-Eco dated 11.3.2005
35th	310-3(1)/2003-Eco dated 31.3.2005
36th	312-7/2003-Eco dated 21.4.2005
37th	312-7/2003-Eco dated 2.5.2005
38th	312-7/2003-Eco dated 2.6.2005
39th	310-3(1)/2003-Eco dated 8.9.2005
40th	310-3(1)/2003-Eco dated 16.9.2005
41st	310-3(1)/2003-Eco dated 29.11.2005
42nd	301-34/2005-Eco dated 7.3.2006
43rd	301-2/2006-Eco dated 21.3.2006
44 th	301-34/2006-Eco dated 24.1.2007
45 th	301-18/2007-Eco dated 5 th June, 2007.