

**Fwd: Responses**

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Answer to Q1: No, the current tariff plans provided by Telecom Service Providers (TSPs) are not adequately aligned with the preferences and usage habits of elderly individuals. Many older adults predominantly use feature phones that lack advanced capabilities such as internet browsing and app usage. As a result, they have little need for bundled plans that include data services, SMS, and other features. Their primary need is for affordable, voice-only plans that focus solely on making and receiving calls. Unfortunately, the market currently lacks such targeted offerings, leaving elderly users with limited options that do not fully cater to their specific needs.

Answer to Q2: Yes, there is a clear need for a voice-only tariff plan in the current telecom landscape. Considering the specific needs of elderly users and others who primarily use their phones for voice communication, it is essential for TSPs to introduce at least one voice-only plan. Such a plan would address the unmet needs of a significant portion of the population, ensuring that telecom services remain inclusive and accessible to all users, regardless of their technological preferences or requirements.

Regards  
Assistant professor  
University of Delhi

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