

Dear Sir

I append my views on the subject below:

Q1. What period of continuous non-usage of a SIM should be kept as criteria for deactivation by the telecom service provider?

A: 90 days

Q2: Which (one or more) amongst the following should be included in the scope of activity with regard to the criteria for deactivation of SIMs upon non-usage?

A: Outgoing Voice Call/Video call/SMS

I do not purport Data Transfer / Recharge / eTopup as a criteria as that can be an erroneous transaction.

I do not purport Incoming call/ SMS as a criteria as that can happen without the customer's active participation.

The idea is to have users who actively use the connection and root out passive users.

Q3. Which method(s) should be used for communicating the criteria of deactivation of SIMs to the subscribers in a transparent manner?

A. Prominent press & media releases, Emails and SMS to all customers. All TSP websites should have the information displayed on their websites and new enrollment forms and brochures prominently.

Q4. Should the condition of deactivation due to non-usage apply in all cases, or should it apply only in those cases where such a condition formed part of the contract at the time of enrolment?

A: It should apply to all cases of non-usage.

Q5. Whether there is a requirement of a connection retention scheme for the wireless subscribers who wish to retain their mobile connections active/ live even after long continuous periods of non-usage? If yes, what should be the terms, conditions and charges under such a scheme?

A: Yes, a retention scheme can be introduced, especially for customers who might be moving or visiting another state/country and would like to retain their original number on return.

Charges equivalent to what is charged as "safe custody charges" for postpaid users can be levied, subject to a maximum of Rs 50 per quarter. The customer should be allowed to pre-pay the same through a recharge or at the counter for a period of maximum 2 years.

Q6. Whether the monetary value remaining on a pre-paid SIM should be forfeited upon deactivation of the SIM due to non-usage or it should be refunded/returned back to the subscriber?

A: The value in the SIM should be forfeited by the customer.

Q7. Whether there is a requirement for specifying a period, within which a wireless subscriber should be allowed to reactivate his SIM, that was deactivated due to continuous non-usage? If yes, what should be such reactivation period and other terms & conditions thereof?

A: The customer should be allowed to reactivate the same number/SIM within 90 days of deactivation, beyond which the number should go for churning.

Thank You

Warm Regards,
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