

TELECOM REGULATORY AUTHORITY OF INDIA
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TRAI directs M/s Vodafone Essar Mobile Services Ltd. to refund the charges levied for value added service where it was provided without explicit consent of consumers

New Delhi, 13th March, 2008: The Telecom Regulatory Authority of India (TRAI) today directed M/s Vodafone Essar Mobile Services Ltd. to refund to all consumers, within fifteen days, the charges levied for value added services in all cases where the value added services were provided without explicit consent.

The Authority had received complaints from the subscribers of M/s Vodafone Essar Mobile Services Ltd. regarding provision of value added services without consent. TRAI had been in correspondence with the service provider in these matters for quite a long time and the service provider admitted technical error. Based on the explanation furnished by the service provider, it cannot be concluded that the value added service was provided with the explicit consent of the consumers, particularly when the consumers have denied having given any such explicit consent.

In the above circumstances, to protect the interests of consumers, the Authority directed M/s Vodafone Essar Mobile Services Ltd. to refund to all consumers, within fifteen days, the charges levied by the M/s Vodafone for value added services, in all cases where the value added services were provided without explicit consent, including all cases where subscribers denied or disputed having given their consent for activation of such value added services or for continuation of such services which were initially offered free of charge.

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Authorised for Issue

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