

Amit, BHEL

Ref: Certain issues relating to telecom tariff dated 13.10.10

My suggestions point wise:

1. More number of plans result in confusion among customers and also gives chance to operators for malpractices.

2. There should be only one plan, both for prepaid & postpaid for any operator. All other should be special tariff voucher for prepaid and special tariff plan for post paid. These special tariff voucher/plan should be applicable for at least 3 months.

eg. if a subscriber makes maximum intra circle calls, then he has to simply recharge relevant tariff voucher. If some one send more SMS than

calls, then he may opt for any SMS package. The number of special voucher should be decided on package for max. intercircle calls / intracircle calls / same network calls/ other network calls / SMS / GPRS /3G usage

3. Since all service provider do not have exactly same network quality and coverage, so standard plan may be restricted to individual service provider.

4. More number of plans result in confusion among customers and also gives chance to operators for malpractices.

5. 10 numbers of special voucher (and not plans) should be sufficient.

6. Rates for Premium call / SMS can be double the standard plan rate.

7. Premium services shall be activated by subscribers only by submitting

either prescribed formats at outlets or online. forms. These forms should mention charges to be levied.

8. yes, any customer availing a particular lifetime plan should be automatically transferred to a lower tariff similar plan being offered presently.

9.

10. Of course yes. It has been seen that the advertisements in any form

newspaper/radio/TV/internet just tell the lower tariff values. Rest is written as *terms and condition apply. It should be replaced full details of terms and condition and that too printed in same font size. In case of radio / TV advertisement, the terms and conditions should be

at same vocal speed and volume.

11. Yes, very true

--

Ref: Certain issues relating to telecom tariff dated 13.10.10

My suggestions point wise:

1. More number of plans result in confusion among customers and also gives chance to operators for malpractices.
2. There should be only one plan, both for prepaid & postpaid for any operator. All other should be special tariff voucher for prepaid and special tariff plan for post paid. These special tariff voucher/plan should be applicable for at least 3 months.
eg. if a subscriber makes maximum intra circle calls, then he has to simply recharge relevant tariff voucher. If some one send more SMS than calls, then he may opt for any SMS package. The number of special voucher should be decided on package for max. intercircle calls / intracircle calls / same network calls/ other network calls / SMS / GPRS /3G usage
3. Since all service provider do not have exactly same network quality and coverage, so standard plan may be restricted to individual service provider.
4. More number of plans result in confusion among customers and also gives chance to operators for malpractices.
5. 10 numbers of special voucher (and not plans) should be sufficient.
6. Rates for Premium call / SMS can be double the standard plan rate.
7. Premium services shall be activated by subscribers only by submitting either prescribed formats at outlets or online. forms. These forms should mention charges to be levied.
8. yes, any customer availing a particular lifetime plan should be automatically transferred to a lower tariff similar plan being offered presently.
- 9.
10. Of course yes. It has been seen that the advertisements in any form newspaper/radio/TV/internet just tell the lower tariff values. Rest is written as *terms and condition apply. It should be replaced full details of terms and condition and that too printed in same font size. In case of radio / TV advertisement, the terms and conditions should be at same vocal speed and volume.
11. Yes, very true

Thanks & Regards,

Amit Kumar Sharma,

Sr. Engineer, CE-Engg-TGC,

080-26998885(O), 9448819225

बीएच ई एल

Bharat Heavy Electricals Limited,



Electronics Division,

P.O. Box 2606, Mysore Road, Bangalore-560 026