

BHARAT SANCHAR NIGAM LIMITED

5th Floor, Bharat Sanchar Bhavan,
Harish Chandra Mathur Lane, Janpath,
New Delhi-110001.

[Regulation]

No. 1-19/2012-Regln. / 1503

Dated: 20th December, 2012

To:

The Secretary
Telecom Regulatory Authority of India,
MTNL Telephone Exchange Building,
Jawahar Lal Nehru Marg, (Minto Road),
New Delhi-110002.

(Kind Atten: Shri Raj Pal, Advisor (F&EA))

SUB: - Comments on Consultation paper on "Deactivation of SIMs due to Non-usage"

Respected Sir,

Kindly refer to the Press Release No., 228/2012 dated 30.11.2012 vide which you had released Consultation Paper no. 16/2012 on the subject mentioned above.

The Comments from BSNL on above subject are as enclosed(Annexure-I) herewith for kind information and on necessary action at your end.

Encl: As above.


21/12/12
(Raghuvir Singh)
AGM (Regin-II)

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

Ans: 180 days. BSNL is already giving 15 days of Grace Period I and 165 days of Grace Period II

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?

Ans: Outgoing voice call, Incoming Voice call, Outgoing SMS, Incoming SMS, Data transfer & Activation of a voucher.

Q.3 Which methods should be used for communicating the criteria of deactivation of SIMs to the subscribers in a transparent manner?

Ans: Sending SMS.

Q.4 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?

Ans: All cases, except where customer gives in writing.

Q.5 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 and conditions under such a scheme?

Ans: Payment of ₹ 50/- per month.

Q.6 whether the monetary value remaining on a prepaid SIM should be forfeited upon deactivation of the SIM due to non usage or it should be refunded/returned back to the subscriber?

Ans: Forfeited.

Q 7. 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?.

Ans: 1 month

Jeena Joseph.
20.12.12