

**Information note to the Press (Press Release No.15/2008)**  
**Telecom Regulatory Authority of India**

**For Immediate Release**

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**TRAI mandates provision of hard copy of the summary Bill free of cost to Post paid subscribers**

Telecom Regulatory Authority of India (TRAI) today issued a Tariff Amendment Order mandating telecom access service providers to provide Hard Copy of the Bill Free of Cost to their Post Paid Subscribers. Salient features of the Telecommunication Tariff Order (46<sup>th</sup> Amendment) dated 24.1.2008 are given below:

- Hard copy of the bill / printed copy of the bill to be supplied **free of cost** for all postpaid customers of telecom access service.
- The Order is applicable across all types of tariff plans of Mobile (GSM and CDMA) and fixed line services in respect of post paid subscribers.
- Itemized bills for long distance calls will continue to be supplied **free of cost** by the access service providers.
- Itemized bill for local call remains under forbearance.
- Order becomes effective from 24<sup>th</sup> January, 2008.

2. TRAI had mooted a consultation process on 1<sup>st</sup> January, 2008 by circulating the draft Tariff Order alongwith a press release and a background note inviting comments of stakeholders on the issue of mandating access service providers to provide hard copy of the bill free of

cost to its post-paid customers. Stakeholders including Service Providers, Consumer Organizations and Associations of Service Providers had responded to this consultation process with written comments. Stakeholders have in general overwhelmingly welcomed the proposal of the Authority for mandating provision of hard copy / printed copy of the summary bill to the post paid consumers free of cost. The Authority after careful consideration of the provisions relating to billing in the Indian Telegraph Rules, 1951, license agreements for Cellular, Unified Access, NLD and ILD licenses, the views expressed by stakeholders and based on certain guiding principles and practices (see para 3 below) issued the 46<sup>th</sup> Amendment to the Telecommunication Tariff Order mandating provision of hard copy of bill free of cost to the postpaid Subscribers of Telecom Access Service.

3. In mandating these provisions vide 46<sup>th</sup> Amendment to TTO, the Authority is inter-alia guided by the following principles and prevalent practices:

- i) Provision of hard copy of the bill would enable the customers to understand and satisfy themselves about the genuineness of the bill, facilitate making payments, verify the charges incurred by the consumer and monitor usage or expenditure by consumer which would not be possible if the bill is sent through SMS / e-mail.
- ii) Most of the consumers who own a phone may not be having access to computer/internet to obtain bill through e-mail.
- iii) Service providers of other sectors such as Electricity Corporation, Water Utility Services, Financial Institutions are not charging any amount for providing the hard copy of the bill.

- iv) Provision of itemized bill in respect of long distance **calls free of cost** has already been mandated.

The Tariff Order is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

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**Authorized to issue**

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