

## TELECOM REGULATORY AUTHORITY OF INDIA

PRESS RELEASE No. 52

Dated: 19<sup>th</sup> May, 2008

Some Service providers were charging for Caller Line Identification Presentation (CLIP) by making it a compulsory item of the tariff plans. The Authority, as a part of its continued endeavour to protect the interests of consumers and to make tariff offers more transparent, had issued a direction on 23/8/07 to all access service providers mandating that the CLIP cannot be made a compulsory chargeable item in any tariff plan. This decision inter-alia meant that if a service provider wants to charge for CLIP, it could be levied from only those subscribers who want to avail the facility and also on obtaining their explicit consent. The direction became effective from 7<sup>th</sup> September 2007.

2. Some service providers sought extension of time for re-structuring the existing tariff plans (where CLIP is a mandatory item of tariff) so as to make the CLIP as optional item of tariff. This request of the Service Providers was accepted by the Authority subject to the condition that no customer will be charged for CLIP as a compulsory item of tariff after 7<sup>th</sup> September, 2007 and if a customer is charged for CLIP as a compulsory item, the same had to be refunded.

3. The service providers who had sought extension of time have since submitted their compliance to the Authority. As per the details provided by the service providers, an amount of Rs.2.30 crores was refunded to 1,96,275 subscribers for the CLIP charges levied from them as a compulsory item of tariff in the intervening period between 7<sup>th</sup> September 2007 and the date of compliance with the direction of the Authority. This refund marks total implementation of the consumer friendly decision announced by the Authority in August 2007.

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