

Information note to the Press (Press Release No. 29/2014)

For Immediate release

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI issues Direction to MSOs in DAS areas to ensure - delivery of individual subscriber bills, provide option for online bill payment and electronic acknowledgement to the subscriber for the payment made.

New Delhi, 27th May, 2014- The Telecom Regulatory Authority of India (TRAI) has today issued Direction under the TRAI Act to Multi System Operators (MSOs) in Digital Addressable Cable TV Systems (DAS) areas to ensure - delivery of individual subscriber bills, provide option for online bill payment and electronic acknowledgement to the subscriber for the payment made, in areas where DAS has been implemented.

2. During the inspections of some of the MSOs, the Authority noted that the compliance to the provisions of the regulations and directions related to provision of bills and receipts to subscribers is not satisfactory. Accordingly, the MSOs registered for providing cable TV services in DAS areas have been directed to:-


- (i) ensure the delivery of bill to each subscriber by hand or post or email, as may be opted by the subscriber;
- (ii) provide, within 45 days of issue of this direction, on-line payment option in its Subscribers Management System for payment of bill by the subscriber;
- (iii) ensure, within 30 days of issue of this direction, that an electronic acknowledgement is sent to the subscriber, on his

registered mobile number or the e-mail address, immediately on his making any payment to the service provider.

The representative of MSO or its linked LCO, as the case may be, who collects the payment from the subscriber shall forward the details of the subscriber and the payment made, in front of subscriber itself, through his mobile phone to the Subscribers Management System. The Subscribers Management System on receipt of this information shall send an automatic acknowledgement of the payment received, to the subscriber either on his registered mobile number or his email address.

For any clarification/ information, Mr. Sunil Singhal, Advisor (B & CS) may be contacted at Tel. No.: +91-11-23221509, Fax: +91-11-23232476.

4. The full text of the direction is available on TRAI's website www.trai.gov.in.


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