

TRAI: Consultation Paper No. 20/2019

Your Ref: Consultation Paper on transparency in publishing tariff orders, dated 27th Nov 2019

Date: 7th February 2020

To
Advisor (F&EA-I),
Telecom Regulatory Authority of India, New Delhi, India

Sub: Comments on Consultation paper No. 20/2019 – Regarding

Sending through E-mail: advfea1@traai.gov.in

Dear Sir,

Please consider following on the subject noted above - Regarding

W.r.t Q13.

1. Immediately after subscription to a particular plan/change of plan/special tariff voucher/etc, the PDF format of tariff details are to be provided to that customer's E-mail, whatsapp or SMS the URL of the PDF tariff details on that mobile number. This tariff details PDF file should also contain the date, effective period, name, mobile number of the customer. For any future correspondence, customer can use this PDF format as a valid record. (including for pre-paid customers)
2. In case, a customer had a 3 months plan but unable to get satisfactory services from that TSP, so that customer wants to drop the services immediately after one week of having the above plan. In such conditions, TSP should refund the balance amount back to the customer after deducting some administrative charges & usage charges for that one week. This information is to be prescribed for each tariff plan. (Including pre-paid customers). Such customers should have facility for sending a simple SMS or get such facility at any nearest TSP's retail shop/POS.

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