

## Chapter-6

### Issues for Consultation

- (I) As per the extant provision of TTO (46<sup>th</sup> Amendment), provision of hard copy of the bill or printed copy of the bill to postpaid subscribers is mandated as a default option. Is there a need to change the extant default option, i.e., provision of paper bill without any charge to postpaid subscribers of Wire line and (ii) Mobile services? Kindly support your answer with rationale.

**Comment: - With the Outburst of IT revolution, time has come to make E-Bill Default option and printed bill as optional.**

- (II) As against the existing practice of issue of printed bill to postpaid subscribers of (i) Wireline and (ii) Mobile service, unless a subscriber opts for electronic-bill (e-bill), should e-bill now be made the default option? And if so, why?

**Comment: - Yes, E- Bill should be default option to avoid wastage of Papers**

- (III) If e-bill is made default option then how the bills would be made available to Postpaid subscribers of (i) Wireline and (ii) Mobile services with (a). Subscribers of Feature phones and (b). Subscribers who do not have e-mail facility.

**Comment: - Through SMS, link of Bill Copy can be sent or softcopy may be sent through Whatsapp.**

- (iv) If a subscriber opts for e-bill and requests for change the option to printed bills, will there be a charge for providing the printed bill? Kindly provide reasons for your answer.

**Comment: - If Customer Opt for Printed bill, nominal charges may be applied. Charges should apply so customer encourage to opt for e Bill.**

- (v) What could be the safeguards for subscribers who do not wish electronic bills and prefer to get printed bills?

**Comment: - with justified reason Printed bill may be provided with Nominal Charges.**

- (vi) TRAI has mandated specified set of information to be printed on bills to postpaid subscribers. If the printed bill is not issued, then how the specified set of information will be conveyed to subscribers? Should the same be mandated for e-bills also? Kindly support your comments with justification.

**Comment: - we can include all mandatory instruction/information in e Bill.**

- (vii) Any other issue relevant to the subject discussed in the consultation paper may be highlighted.

**Comment:- No Comments**

