

**Information note to the Press**  
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**Telecom Regulatory Authority of India**

*For Immediate Release*

**TRAI issues “Telecom Consumers Protection (Eleventh Amendment) Regulations, 2020 (7 of 2020)”**

New Delhi, 30<sup>th</sup> September 2020 – The Telecom Regulatory Authority of India (TRAI) today issued **“Telecom Consumers Protection (Eleventh Amendment) Regulations, 2020 (7 of 2020)”**.

2. With the enactment of this amendment, a new chapter is added in the Telecom Consumers Protection Regulations, 2012 providing the regulatory framework for International Mobile Roaming Services. The amendment is another step of TRAI in empowering the consumer and ensuring protection of consumer from bill shocks.
3. The amendment has been carried out after an elaborate consultation process wherein a consultation paper was placed on the website of TRAI for comments and counter comments of the stakeholders. After receipt of comments and counter comments, the TRAI organised Open House Discussion (OHD) through the videoconferencing mode. The online OHD provided stakeholders another opportunity to participate in the consultation exercise and share their valuable views.
4. International Mobile Roaming (IMR), which allows customer of a mobile operator in one country to obtain service (voice, SMS or data) from an operator in another country using the same handset and mobile number is one area of telecom services which is characterised by significant instances of bill shocks. Accordingly, the consultation paper discussed various measures which can be prescribed to eliminate or significantly reduce the instances of bill shocks. Based on the inputs obtained from stakeholders during the consultation process, the Authority decided to enhance the requirements of provision of information relating to various aspects of IMR Services viz., selection of tariff, data usage, availing services in an area which is not covered under the subscribed tariff etc. Apart from the same, to prevent unintentional usage consequent levy of charges, the Authority has decided that by default the IMR Service should be kept inactive and be activated only on request from the consumer. All the aforesaid changes have been included in the Telecom Consumers Protection Regulations, 2012 and shall come into effect within 30 days of publication of the same in Official Gazette.
5. Details of these amendments along with the examination of issues raised by stakeholders during the consultation process are available on the TRAI website [www.trai.gov.in](http://www.trai.gov.in).
6. In case of any clarifications, Shri Kaushal Kishore, Advisor (F&EA), TRAI may be contacted at email id: [advfeal@traigov.in](mailto:advfeal@traigov.in) or at Telephone Number +91 11 23230752.

  
(S. K. Gupta)  
Secretary