

To,
Shri Sudhir Gupta,
Secretary,
Telecom Regulatory Authority of India,
New Delhi

Dear Sir,

I would like to Thank You for giving Opportunity to Present Views on the subject by bringing Consultation Paper

My Views on the Consultation Papers are as follows.

10A(i). Usage Data on the Base Price is Really Expensive, I do not think that Most of the People would have any Idea about the Costing of this at all.

According to My Calculation and Data Price available on the Internet on Service Provider Web Site

This is about Rs 8 Per MB and Rs 8,388 Per GB for Rate of Data @ 1p/10kb

This is about Rs 33 Per MB and Rs 33,500 Per GB for Rate of Data @ 4p/10kb

This is about Rs 82 Per MB and Rs 83,866 Per GB for Rate of Data @ 10p/10kb

By this Price, 5000 kb data would make balance very less for Normal Users who has not opted for any Data Pack.

In My Opinion this should be send after every 1500 kb of Data so that Customer is aware of the same and can take any suitable action

10A(ii). Alert should be send on 50%, 90%, **95%, 99%** and 100% after the consumption of the allotted Data.

After 100 % Usage or Expiry of the Data Pack action specified in the 10A(i) should Start

An Additional option should be Given to user that what should happen after the Expiry or Full Consumption of Data. This can be taken user opts for Data Services. The option could be as follows

(a) Data Services should Stop. This would help user to Save Balance getting Quickly Reduced and will give a window of time to apply some solution.

(b) Data Services should not stop and should be Charge at Base Tariff Rate.

10A(iii). By Default the International Roaming Internet Data service should be De Activated. This should be Activated only on the explicit consent of the consumer.

Indicative Data Charges on International Roaming

This is about Rs 4,505 Per MB and Rs 46,13,734 Per GB for Rate of Data @ 5.5 Rs /10kb

This is about Rs 6,553 Per MB and Rs 67,10,886 Per GB for Rate of Data @ 8 Rs /10kb

This is about Rs 8,192 Per MB and Rs 83,88,608 Per GB for Rate of Data @ 10 Rs /10kb

Service Providers like Vodafone are Pre Activating International Roaming on Pre Paid Number While on Post Paid Number they need to Pay some Deposit and Activate the same.

Such a Costly Activating International Roaming Service should be allowed to be Pre Activated ?

In My View this should not be Pre Activated at all and Customer needs to consent of the same before any Service Provider activate the same.

10B(i) There needs to be 2 Separate Category for Activation of Data at National Level and Data at International Level.

Separate Consent should be taken for Activation of the International Data Roaming and National Data as being done for Roaming. Considering the Fact that International Roaming is at least about 100 times More costlier then National Data Rates and National Data is also costlier as compared to .

Also the Activation of International Roaming for Phone and Activation for International Roaming for Data should be done Separately. Since in case of International Roaming for Phone one has control on the Incoming and outgoing while in case of Data one does not have control as many application might be Running in Background on Phone

By Default, the International Data Roaming should be De Activated once the consumer get back in India and one has to Re Activate the same when he intends to use again.

Day 1:- Person go to International Location :- By Default, the International Data Roaming is OFF and Person needs to Activate the same.

Day 5:- Person is back in India:- The International Data Roaming is to be Made OFF Automatically

Day 20:- Person goto International Location :- By Default, the International Data Roaming is OFF and Person needs to Activate the same once Again

Day 25:- Person is back in India:- The International Data Roaming is to be Made OFF Automatically

Day 30:- Person goto International Location :- By Default, the International Data Roaming is OFF and Person needs to Activate the same once Again

And this should continue.

Other Important Aspect which are Related to this Issue Which has not been Highlighted.

1. Service Providers have now made the Data packs with a Validity of 28 Days, those who are regularly use this pack every month has to Recharge this for 13 Times in 1 Year.

This type of Validity of 28 Days / 84 Days should not be allowed.

Now By this Smart Way the user has been Forced to do a monthly Re Charge for 13 Times as compared to 12 Month in one year.

This kind of Practice should be stopped and They should be made 30 Days / 90 Days or in Multiple of 30 Days.

2. If I am Subscribed to Data for a Specific No of Days and if you consume the Data in the Middle of the Period and Validity is still there then Why should the Rate Changed to Base Tariff ?

For Eg. If I have taken 1 GB Plan with a Validity of 28 Days at the Price of Rs 251 then if say I have consumed 1 GB in say 15 Days then after the consumption of the 1 GB Why should I be Charged with a Base Tariff / Non Concessional Tariff for the Reaming Validity ?.

In fact I should Charged with the Pro-Rata Basis on the Price. In case of the above Example , I should be Charged with 0.029921532 p/10kb and NOT 4p/10 kb

In the above example the Base Tariff is about **130 Times** more the Data Pack Tariff.

This Pro Rate Charge should be levied till the Expiry of the Pack which one has taken.

In Real Life, I have not come across any Place where excess consumption is Charges at Much Much Higher Charges for Extra Usage then

Say You have Given a Order of 500 Plates a Caterer @ x Price at a Function and you happen to consume Say 550 Plates then I think that Caterer will Charge Full 550 Plates @ x Price.

He will not say that 500 Plates @ x and Rest 50 @ 130 * x Price.

In current Scenario, the Base Tariff is Much Much Higher then Data Pack Tariff and this not in Interest of Consumers.

Excess Usages should Charged with the Pro-Rata Basis on the Data Pack Tariff Price till the Validity of the Pack is Not Over.

3. Data Charges should be Specified Per MB and Per GB as well.

Currently most of the Service Providers are Giving the Price p/kb, Which is very Difficult for the End User to Understand and do the conversion of the Price Per MB or Per GB.

As the Call Rates are Specified in Minutes or Seconds and Not in Milliseconds or microseconds. So Why should Data Price be Specified in kb ?

I am quite sure that not many people would be aware of the fact that a 4p/kb would become Rs 33,500/ GB

Data Charges should also be Specified Per MB and Per GB as well.

4. Could Service Provider Make Balance Negative after the consumption of Entire Available Balance for Pre Paid Number ?

I have seen cases where Service Provider do not Stop the Data Service even after Balance becomes Zero and allows to go Negative. I have personally seen a case where this has gone to **-95**. The user had a balance of Rs 1200 + While going abroad and had not activated the International Roaming (Vodafone's Web Site Read "You need to Send ACT IR as an SMS to 111 to activate International Roaming") and balance became **- 95** when came back to India.

Here's everything you need to know about International Roaming to enjoy your trip abroad without worries!

Everything you need to know

Roaming Services

How to activate and use international roaming service

You need to send ACT IR as an SMS to 111 to activate International Roaming.

You'll be charged a monthly rental of Rs.99 when any of the following chargeable events are performed while on International Roaming:

- > Making an Outgoing call- USSD Callback* or Direct dial
- > Answering an incoming call
- > Sending Messages
- > Using GPRS

The User confirms that he has not send any such SMS to 111 or any asked Vodafone for Activation of the International Roaming.

Yet Vodafone Activated the International Roaming without any Consent from the User and made the Balance of Rs 1200+ to -95.

When Consumer went back to India then he was not able to call any one as the Balance was - 95 Rs.

The user had to literally BEG a Phone from someone Unknown at the Mumbai International Airport, as Vodafone (Happy to Help) had stopped Outgoing Calls due to Negative Balance, requested that person to allow him to make a call using his Phone. Fortunately for that consumer the Unkown Person helped him by allowing to make a call from his Mobile. (I would say that This in True Sense is Happy to Help)

The complaint was Escalated to Appellate Authority as well. Yet the Various Replies from Appellate Authority @ Vodafone Mumbai says as follows.

As discussed, we wish to inform you that International roaming service is a pre activated service on prepaid accounts. You'll be charged a monthly rental of Rs.99 when any of the following chargeable events are performed while on International Roaming:

Reply 2

We re-confirm that chargeable events were performed from the above mentioned Vodafone mobile number in international roaming. Hence, you were charged for using the services accurately.

As mentioned earlier the same is also updated on our website and it states that- "You'll be charged a monthly rental of Rs.99 when any of the following chargeable events are performed while on International Roaming".

- Making an Outgoing call- USSD Callback* or Direct dial,
- Answering an incoming call
- Sending Messages
- Using Data.

We regret that we would be unable to reverse Rs.1324 as the same was correctly charged to you.

Your query has been fully addressed and stands resolved post necessary resolutions provided and has thus been closed effective 18/08/14.

Mr. Patel, given below is the Service Request reference number: in case you need to check the status on your e-mail, you can share this number with us.

Service Request Number: 979089824

Power to you! For easy access to an array of services you can Dial *111# from your phone and access our phone based menu for information regarding your bill, account balance, data plan details/usage and more.

In case you need any further assistance, please do call or email us. We'll do our best to help you.

Happy to help,

Yusuf Khan

On behalf of Appellate Authority

But Vodafone had activated the International Roaming without Consent of the Subscriber and then the Appellate Authority @ Vodafone Mumbai Says that "*International roaming service is a pre activated service on prepaid accounts*" While their Web Site says "*You need to Send ACT IR as an SMS to 11 to activate International Roaming*".

What is the cost of Such Pre Activated Service for a Pre Paid User is **only Rs 46,13,734 Per GB**

The above complaint is still remains unresolved as Vodafone has refused to give the Full Refund of Rs 1324, Wrong Charges of the Service for which the person had never opted for and has Not given consent. But Vodafone on its own has activated for all Pre Paid Users without informing the Users. Vodafone had offered a Credit of Rs 500 for the same, but Consumer Refused to accept Charity of Rs 500 from Vodafone and said "your offer of Rs 500 is not acceptable at all as we are not **bargaining** with vodafone. Vodafone has to refund rs 1324 (1130 + 99 + 95) and NOT RS 500."

Reply Vodafone's Appellate Authority in Mumbai

We can certainly offer you a talk time credit of Rs.500 towards your number. Kindly revert to us in case you wish to avail the same.

Given below is the Service Request reference number; in case you need to check the status on your e-mail, you can share this number with us.

Service Request Number: 882449116

In case you need further assistance, please do call or email us. We'll do our best to help you.

Dial *111# from your phone and access our phone based menu for information on your bill, account balance, data plan details/ usage.

Happy to help.

Suchita Baria
On behalf of Appellate Authority

Reply from User to Vodafone

also how can balance in prepaid number can not go negative. my balance had gone negative to -95 rs. how this can ever happen in pre paid number. have i asked vodafone to give me credit ?

your offer of Rs 500 is not acceptable at all as we are not bargaining with vodafone.

Vodafone has to refund rs 1324 (1130 + 99 + 95) and NOT RS 500.

The above matter has been highlighted to TRAI and the consumer is Yet to get any Response from TRAI on the complaint But they have referred some of the issues in this Consultancy Paper, which is Definitely a Positive Step, But I think that More Issues also needs to be addressed in this area also.

I have Read on internet that some user has got Balance of **- 1278 Rs** and some one has Rs **- 444 Rs** in the Balance as well. While the Operator is Eating Balance the Subscriber is not aware of this at all.

It might not be always possible for all the users to throw the SIM Card and have another Number to save on Recharge of Negative Balance and I do not know weather Service Provider would allow the porting of the Number to other Operator due to Negative Balance in the Pre Paid Number.

What Happens after the Balance Becomes Negative Outgoing is stopped and One can't make any call and if you are in Roaming Location then your Incoming gets also Blocked in this case. You might have to Beg a Phone from some one unknown When you do Further

Recharge then Your Negative Balance gets Adjusted First and whatever is left (if any) gets Credited in Your Account.

Service Providers should remember that this is a Pre Paid Number and No Credit Should be Given Voluntarily by Service Providers and that too if they decide to give the same on their own then they should not expect it back.

There should be a Regulation where in which It should be made Compulsory Not to Reduce the Balance beyond Rs 0 and If service Providers wants to do Charity or Social Service then they should do at their Expense and Balance should not become Negative and should stay at 0.

5. Carry Forwards of the Unused Data

Most of the Service Provider does not allow Carry Forward of Un used Data in the Next Recharge.

Operator should be asked by Regulator to carry Forward the Unused Data.

I hope that TRAI takes note of the above suggestions and take the suitable steps and issues the Guidelines which are in the Interest of Consumers.

Thanking You,

Bhavesh Harish Patel

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