

Written comments on the draft regulations and consultation paper on the Telecom Commercial Communications Customer Preference (Tenth Amendment) Regulations, 2012” prescribing further measures to tighten the framework for controlling the menace of unsolicited commercial communications are as under:-

If the Originating Access Provider to whom a complaint has been forwarded under sub-regulation (6) finds that, the unsolicited commercial communication has been sent through voice call and the subscriber making such call is not registered with the Authority as a telemarketer, it shall direct the subscriber to forthwith discontinue the sending of unsolicited commercial communications, and if such subscriber sends a commercial communication through voice call to any subscriber on the second occasion, charge rupees five hundred from such subscriber, and if such subscriber sends a commercial communication through voice call to any subscriber on the third occasion, disconnect all the telecom resources of such subscriber.

This will save the consumers from unnecessary harassment by the service providers.