

Chapter 3: Issues for Consultation

Question 1: Whether TRAI should prescribe any format for publishing tariff? Please support your answer with rationale.

Answer : *Yes, if the authority formulate the format it will be unique for all TSPs and there is no option to formulate or manipulate by the TSPs.*

Question 2: If the answer to the Question 1 is yes, then please give your views regarding desirability of publishing tariffs on various modes of communication viz., TSP website/Portal, App, SMS, USSD message, Facebook, WhatsApp, Twitter, Customer care centers, Sales outlets etc. If the answer to the question is that tariffs should be published on multiple channels as above, please state whether TRAI should prescribe a separate format for each channel. Please also suggest the essentials of the format for each channel.

Answer : *As I think, the authority will formulate 1 or 2 unique format for all TSP and for all channels, e.i.- one format for all digital platforms like-Website/portal, app, face book, twitter, customer care center, etc. and another one will set for the USSD message and SMS, etc.*

Question 3: Whether the extant format prescribed for publishing tariff at TSP's website conveys the relevant information to consumers in a simple yet effective manner? If no, please provide the possible ways in which the same can be made more effective?

Answer : *No, it's not so simple for a consumer to understanding the actual parameters of a specific tariff or bundle offers. And some hidden terms and conditions, so the authority must prescribe a common format for disclosures of tariff information and other relevant information related with the package, bundle, or certain time framed tariff.*

Question 4: Whether the service providers be required to publish all the tariff offerings and vouchers in addition to the publishing of tariff plans, in the prescribed format? Please provide rationale for your response.

Answer : *Yes, all the Services provider should published separately all the tariff plans, Combo vouchers, Special Tariff vouchers, etc in authority prescribed format.*



Question 5: Whether there is a need to mandate TSPs to introduce a tariff calculator tool to convey the effective cost of enrolment and continued subscription? If yes, what can be the essential features of such a tool? If the answer is in negative, then please give reasons for not mandating such a tool.

Answer : Yes, the authority instruct the TSPs to introduce the tariff calculator tools to convey the effective cost of enrolment and continued subscription by a consumers

The Probable essential features of the tools are,

- 1) A consumer can easily calculate their cost of usage through a package or any spl tariff.*
- 2) The tariff calculator also helps the consumer to choose the plan as per their budget and their efforts.*
- 3) Tariff calculator also help a consumer to manage their monthly usage and save their hardness money.*

Question 6: Whether the service providers be asked to disclose clearly the implications of discontinuation of tariff plan after expiry of mandatory tariff protection period of six months on the provision of non-telecom services offered as a part of the bundle at the time of subscription to a particular plan? If yes, what should be the exact details that service providers may be required to provide in case of bundled offerings? If the answer is in negative, then please give reasons for not mandating such a disclosure.

Answer : Yes, the services provider must be inform and clearly disclose the reasons of discontinuation of the specified tariff plan.

Question 7: Whether the service providers be required to provide a declaration while reporting tariffs to TRAI and displaying tariffs through its various channels that there are no terms and conditions applicable to a tariff offering other than those disclosed here? Do we require additional measures to ensure that all the terms and conditions are clearly communicated to the subscribers and the Authority? If the answer to the above is yes, then please provide your suggestions in detail. If you do not agree with the above requirement, please provide detailed reasons for the same.

Answer : Yes, the TSPs should furnish a Declaration or Undertaking to the Authority regarding the all tariff they offer or display through their various channels is same and there is no other term and condition applicable, also the authority will cross examine the TSPs claims and if found any deviation the authority will penalized the TSPs for the false declaration they have made.



Question 8: Whether the service providers be required to publish details of all plans in the prescribed format including the plans not on offer for subscription but active otherwise? Please support your answer with rationale.

Answer : *The authority will formulate two separate format -1 for Offer Plans and 2nd for Non offer but active plans, and the services provider will follow the format, Consumer have the right to choose as they need or wish.*

Question 9: Whether the service providers be required to update the information on point of sale and retail outlets simultaneously with the launch/change of a tariff offer?

Answer : *Yes, It's mandatory for the all TSPs to update the all tariff related information on their point of sales(POS), retail outlets and other platform at least 3 days before of launch/ change of tariff through displaying poster or any other printed materials.*

Question 10: Whether the tariffs published in prescribed formats are displayed on websites of the service providers in an effective manner? If no, should the manner of display on website may also be prescribed by the Authority? If it is felt that the manner of display on website may be prescribed by the Authority, please give your views on the proposed display framework.

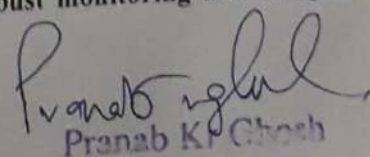
Answer : *It's mandatory for all TSPs to displayed the Tariff in website or any other digital platforms should be in Authority prescribed tariff format.*

Question 11: What are your views on introduction of concept of unique id and requiring the service providers to link the tariff advertisements etc. with corresponding tariffs published in TRAI prescribed formats including requirements to publish dates of implementation of tariff and that of reporting of tariff. Do you think that any other safeguards need to be introduced? If yes, please elaborate. Please support your answer with rationale.

Answer : N.A.

Question 12: Whether the proposed monitoring and compliance mechanism is enough to deter any violation of compliance with applicable regulations/directions. If no, please suggest further safeguards that may be introduced to ensure a robust monitoring and compliance mechanism.

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Answer : Yes, proposed monitoring and compliance mechanism is enough to deter any violation of compliance with applicable regulations/directions.

Question 13: Any other issue relevant to the subject discussed in the consultation paper may be highlighted.

Answer : NIL



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