

### *Issues for consultation*

Q.1. Ans: 180 days. In most of the countries the visitor visa is allowed for a maximum period of 6 months, therefore if a person goes on visitor visa to a foreign country the period of 180 days is justified and more over in the foreign countries there is a problem of no net working.

Q. 2.Ans: Out going calls and activation of voucher. Both should be considered together, not separately.

Q. 3. Ans: For the fresh subscribers, the printing it on the cover of Start Up Kit(SUK) and on the back page of customer acquisition form (CAF) is O.K., but for those existing subscribers who are already enrolled with T.S.P it is very important to communicate the message and confirm it that message has been reached or not. In most of the cases when the subscriber goes out of India, the link does not activate or in the absence of no net working is available and therefore, SMS etc., can not reach the subscriber. Therefore, notifications on the company's

Web site as well as SMS both should be try together.

Q.4 Ans: The condition of deactivation due to non usage should apply in all cases and for this all TSP should ensure that they have communicated this change to the existing subscribers also.

Q. 5. Ans: This should be undertaken from the subscriber side that even after long continuous periods of non-usage, if the mobile connection remain active, the subscriber may continue with the same TSP for minimum one or two years. As far as charges are concern double the charges from the normal charges should be levied during the period of non usage only.

Q.6. Ans: If there is a contract then it is O.K. not to refund the balance to the subscribers, otherwise the balance amount must be returned to the subscriber after disconnection because of non usage. We had experienced that in some cases the T.S.P. had disconnected the mobile services without genuine reasons and ultimately forfeited the balance.

Q.7. Ans. This question is related more or less to that of question no. 1. After hearing from the TSP about non usage of SIM one month period will be sufficient for reactivate his SIM. In special cases like out of country this period can be extended.