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Main reason for a customer to choose a postpaid plan in spite of its higher costs in comparison to the less benefits it fetches and the risk of a heavy bill is that it saves them from the hardships of going through the maze of plans each time they do a recharge. Elderly citizen, illiterate, and under privileged groups find it very difficult to choose recharges best suiting them and very often retailers (TSP's too with misleading offers) exploit their ignorance and trick them to pay much higher than what they ought to pay. In this context, consumers should be encouraged to opt postpaid plans whereby it will be just one time activity of choosing plans (they will be better informed by company representative- TSP will be responsible/liable) and of-course consumers should be able to move to any other tariff plans at their wish (To ensure competitiveness in the sector).

For prepaid customers the present stipulation of six months may also be modified to 24-30 months saving them from the agony of pondering over all plans quite very often.

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