

Dear Sir,

I refer to your press release No. 59/2010, dated 16th November, 2010. I wish to inform you that there has been undue advantage taken by service providers with regard to the toll free Customer Care number, especially in Airtel per Three minute they are charging amount 50 Paise which is really burden for the customers. when i questioned the authority, then i got the SWEET reply, its TRAI rule. I strongly criticize and condemn charging the calls which is made to enquire if there is any problem. India is a country rich in population and every one ranging from child to adult aged 18-80 have mobile phones, the subscription will be crossed millions in the coming years, that being the case what is the reason to charge the calls which is made to rectify the problems to Customer Care Toll Free Number?

Reagrds,

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