

### **Protection of Consumer Interests at a Glance**

- Upon activation of SIM in case of prepaid connection, the consumers have to buy Topup Voucher or Combo Voucher to add money to their account and they can change the tariff for any item by buying a Special Tariff Voucher. Also they can change the tariff plan by buying a Plan Voucher.
- Immediately on activation of the voucher the prepaid consumer will receive details about the amount charged, validity, details of tariff and benefits specific to the vouchers through SMS according to the type of voucher activated.
- Whenever a consumer makes a call or data usage or activates any VAS services, details regarding duration and charges deducted including balance in account will be provided through SMS or USSD.
- Prepaid consumers can get itemized usage for calls, SMS, data and VAS services from the service providers for any period in the past 6 months.
- A toll-free code is also available for obtaining information about the tariff plan, balance and various VAS services activated.
- The processing fee in a voucher will not be more than 10% of MRP, subject to a maximum of Rs.3/-.
- A tariff plan once offered shall be valid for minimum six months. (both for prepaid and post paid)
- Consumers are free to migrate from one plan to another plan without any charge.
- Consumers have an option to selectively receive telemarketing calls and SMS.
- Consumers can register complaint for receipt of such calls/SMS within three days of receipt at 1909.
- Telemarketing SMS/Calls cannot be made from a 10 digit number.
- Consumers can send any number of SMS, but all SMS after 100 per day will be charged at least 50 paise per SMS.
- The consumer can deactivate any value added services at any time through SMS or IVRS mode on toll-free number 155223.
- There shall not be more than 5 black out days in a year.
- Operators have to publish all tariff plans at the Customer Care Centres, retail outlets and on their website and regularly update the tariff plans in the website.
- Publication of tariff plans in newspapers at least once in six months.
- No tariff plan can be changed within six month of activation of the tariff plan.
- Billing complaints should be resolved within four weeks.
- Do not respond to missed calls with numbers having prefix other than +91.
- Service providers to clearly convey to the consumers “Fair Usage Policy” i.e. the usage limit at the assured speed for broadband services.
- The mobile consumer can move from one service provider to another service provider within the same area retaining the existing number by Mobile Number Portability (MNP).
- Instructions have been issued recently for protection from deactivation due to non-usage. No deactivation after 90 days of non-usage, after deduction of Rs 20 per month of non usage.
- Requests for termination to be completed within a time limit of 7 days.
- Customers not to be charged rental or any other charges beyond the period of 7 days of request for closure made by the customer.
- In case of postpaid consumers, the consumer should be informed upon reaching 80% of the credit limit.
- Consumers can contact the complaint centre of the service providers for redressal of the complaints and service requests. These numbers are toll-free.

- When the consumer registers a complaint at the complaint centre, he will get a docket number through SMS. After resolution of the complaint the consumer will be informed through another SMS.
- If the consumer is not satisfied with the resolution he can approach the appellate authority of the service provider. Such appeals will have to be disposed of within 39 days.
- The consumers can monitor the status of their complaint through a “web based complaint monitoring system” established by the service provider.
- The consumers can visit the portal – [www.tccms.gov.in](http://www.tccms.gov.in) - which facilitates locating the “Consumer Care Number”, “General Information Number”, contact details of the complaint centre and Appellate Authority of the service provider.
- The Digitization of cable TV network has already started; there will be complete transition to Digital Cable TV by 31.12.2014.
- Such digitalization can provide various value added services including broadband for the consumers.
- The cable operators should have a designated complaint handling and redressal system.
- In Digital Cable TV Consumers can choose individual channels and pay only for the channels chosen.
- Consumer will get choices in the number of channels and these can offer HD/3D channels.
- In case of Digital Cable TV the consumers have the option to take STBs on rental, hire-purchase or out right purchase.
- Consumers MUST fill up the CAF (Customer Acquisition Form) at the time of taking a digital TV connection.

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