**Broadband**

Q 1. Can the wireless Internet connection be misused?

A.Yes, there is a possibility of the wireless Internet connection getting misused, particularly if the Internet access is provided through Wi-Fi. To avoid that one should use proper authentication methods by using secured password and user name.

Q 2. Will keeping the modem on make any difference in the download limits?

A.Yes it can make some difference. When the PC and Modem is kept on, there is a trickling of packets from the Internet into the system, even though the PC is not connected to the Internet. Therefore, it is advisable to keep the modem off when one is not accessing Internet.

Q 3. What is the fair speed usage limit in case of unlimited data plan?

A.This is the limit of data consumption upto which the subscriber get the promised speed. After the limit get exhausted, the speed is reduced. TRAI has mandated the Telecom Service Provider clearly specifying their fair usage limit and the data speed to be provided after the fair usage limit gets exhausted.

Q 4. Even though broadband is not used frequently, still huge bills are received. What could be the reason?

A.Broadband service is available under various types of tariff packages with different download limits. Additional download of data beyond the permissible limit would attract additional charges. Therefore, user should subscribe to a Broadband package, which suits his/her requirement.

Q 5. What is the minimum download speed prescribed for broadband service provider?

A.

As per quality of service of broadband service (Second Amendment) regulations, 2014 a minimum download speed of 512 kbps will be provided to an individual subscribers by the service provider.

Q 6. What is the permissible minimum Broadband speed limit?

A.

As per the regulation on “Quality of Service standards for Broadband Services” issued by TRAI on 6th October, 2006, a subscriber should get minimum 80% of the subscribed broadband connection speed from ISP Node to user.

Q 7. How can a subscriber measure the download speed of his Broadband connection?

A.

Customers can check the speed through TRAI My Speed App by clicking on the speed check icon. The speed of the broadband is displayed generally in Kbps (Kilobits per second).

**Miscellaneous**

Q 1. What is the role of TRAI in commissioning-installation of mobile towers?

A.Telecom Regulatory Authority of India (TRAI) is neither directly nor indirectly involved in any manner, in levy of any tax /fees on leasing of premises for installation of mobile towers or for issuing any “No Objection Certificates” for the purpose.

Q 2. How blackout days are different from normal days?

A.Blackout days are special days on which Service Providers do not allow free/ concessional calls/ SMS. Tariff on these days will be as per the base plan in which consumer is enrolled. The number of blackout days is limited to five days in a calendar year. Service provider will publish the list of blackout days applicable for the calendar year on their respective websites before start of the year.

**Mobile Data**

Q 1. What are the guidelines for operators to activate|deactivate data on mobile services?

A.

No service provider shall activate or deactivate the data service on the Cellular Mobile Telephone connection of a consumer without explicit consent.

Subscribers can send SMS by typing ‘START’ or ‘STOP’ to 1925 to activate or deactivate a service. 1925 is a toll free number and subscribers can even make calls to 1925 for activation/deactivation of data services.

Operators need to send data usage information through SMS or USSD after every Session: Data used, Charges deducted, Balance.

Service providers will also send alert to the subscribers via SMS./E-mail each time when data usage reaches 50%, 90%, 100% of data limit of his plan.

**Mobile Number Portability**

Q 1. What is Mobile Number Portability?

A.Mobile Number Portability is a facility that allows a telecom service user to move from one operator to another operator irrespective of geographical area (e.g. Delhi to Mumbai). If a subscriber is not satisfied with the services of his current operator, he can port his mobile number to another service provider of his choice.

Q 2. What is the eligibility criterion for receiving a Unique Porting Request (UPC)?

A.

A valid Unique Porting Code (UPC), which is an 8-digit code (like an OTP for identification and verification), is essential for initiating a porting request. Satisfying all the following eligibility criteria will ensure receiving a UPC through SMS on the mobile number–  
(a) In the case of Post-Paid mobile connection, the subscriber has cleared ‘Outstanding dues’ towards the existing telecom service provider for the issued bill(s) as per normal billing cycle.  
(b) Activation in the present operator’s network is not less than 90 days.  
(c) Request for change of ownership of mobile number is not in process.  
(d) There are no pending contractual obligation(s) to be fulfilled by the subscriber as per the exit clause provided in the subscriber agreement.  
(e) The porting of the mobile number is not prohibited by the court of law.  
(f) The mobile number sought to be ported is not sub-judice.  
(g) A period of seven days has elapsed from the date of SIM swap/ replacement.  
In case the validations of any one or more conditions (a) to (g) are negative, the request for UPC will be rejected and the reason for rejection will be provided through SMS to the subscriber.

Q 3. What is the procedure for Mobile Number Portability?

A.

(a) Generate UPC at the point of sale of the Recipient Operator, i.e. the new operator, where you want to port your number to. Send an SMS from the mobile number which is to be ported, the word ‘PORT’ (which shall be case-insensitive, i.e., it can be ‘port’ or ‘Port’ etc.) followed by a space and the ten-digit mobile number which is to be ported, to 1900. The UPC will be received through SMS from 1901 on the same mobile number.  
(b) Fill the Customer Acquisition Form (CAF) and Porting Form of the Recipient Operator of your choice and mention the valid UPC. After submission of necessary payment and requisite KYC documents, collect new SIM from the operator at customer service centre/Point of Sale. You will receive a message from MNP service provider confirming the submission of your porting request along with the available withdrawal window of 24 Hours.  
(c) Porting within a Licensed Service Area (LSA) (e.g. porting within Gujarat LSA) takes 3 working days. The porting from one LSA to another LSA (e.g. Delhi to Mumbai) takes 5 working days. Also, in case of porting of Corporate number, Porting time is 5 working days. [there are 22 geographical regions in the country designated as LSA] Porting time in Jammu & Kashmir, Assam, and North East licensed service areas, shall be up to 15 working days.  
  
You will receive an SMS indicating the date and time for porting which is during night hours and there is no service for a maximum period of 4 hours.  
  
(d) Insert the new SIM in your phone. Post verification, your mobile number is active on the network of your new service provider.

Q 4. What are the grounds of Rejection of Porting Request?

A.

**For individual subscribers’ mobile numbers -** the porting request submitted by the subscriber to the Recipient Operator, with valid UPC within the validity period of UPC, will not be rejected.  
**For Corporate mobile numbers –** the porting request may be rejected by his existing operator, if the porting request is not accompanied by a valid authorization letter issued by the corporate entity.

Q 5. How can a customer withdraw his porting request?

A.

A subscriber may withdraw the porting request within 24 hours of submitting porting request by sending SMS to 1900. To cancel the port request, SMS the word, ‘CANCEL’ (which shall be case-insensitive, i.e. it can be ‘cancel’ or ‘Cancel’ etc.), followed by a space and the ten-digit mobile number, whose porting request is sought to be cancelled. With this, the port request and the existing UPC shall be cancelled. Also, after withdrawal, customer shall not be entitled to any refund of the porting charges paid, if any.

Q 6. What is the validity period of UPC?

A.

UPC will be valid for 4 (four) days for all areas except of Jammu & Kashmir, Assam and North East, where it will remain valid for 30 days. [ For Counting validity of UPC, the day on which UPC is generated is excluded.]

Q 7. What is the limit for corporate numbers porting attached to a single Authorization letter?

A.

Request for up to 100 Corporate mobile numbers can be made through a single Authorization letter.

Q 8. What are the charges to be paid for porting a mobile number?

A.

The upper limit for the Per Port Transaction Charge is Rupees six and forty-six paisa only for each porting request, if asked by the Recipient operator to whom you wish to port your number.

Q 9. Whether the subscriber will be informed about the porting process?

A.

Yes, the subscriber will be informed through SMS at every stage of porting i.e. submission of porting request, port withdrawal (if any), porting schedule, deactivation time by Donor operator and activation of SIM by new operator/RO.

Q 10. How can a telecom Subscriber get information about status of his MNP request?

A.

The subscriber will be informed through SMS at every stage of porting.

Q 11. What are Licensed Service Areas (LSAs) and MNP Zones?

The country has been divided into 22 geographical regions designated as LSAs. For the purpose of MNP, there are 2 MNP Zones with 11 LSAs each. They are as under:

|  |  |
| --- | --- |
| **Zone-1 Service Area** | **Zone-2 Service Area** |
| Jammu & Kashmir | Karnataka |
| Haryana | Kerala |
| Punjab | Andhra Pradesh |
| Himachal Pradesh | Tamil Nadu |
| Rajasthan | Assam |
| Uttar Pradesh(East) | Bihar |
| Uttar Pradesh(West) | Odisha |
| Gujarat | West Bengal |
| Delhi | North East |
| Maharashtra | Madhya Pradesh |
| Mumbai | Kolkata |

**Plans & Tariff**

Q 1. I have terminated my connection with my service provider. When will I get the refund of security deposit?

A.The respective service providers are required to refund security deposits within a period of 60 days after closure of the connection. In case security deposit is not refunded within the stipulated period, service providers are required to pay interest at the rate of 10% per annum for the delay.

Q 2. What are the roaming charges for my network?

A.The roaming charges vary from one service provider to another. A subscriber can know about roaming charges by contacting his service provider. However TRAI has put a ceiling limit on national roaming charges that can be charged by Service providers from subscribers. These are as follows: • Rs. 0.80 per minute for outgoing local calls. • Rs. 1.15 per minute for outgoing National Long Distance (NLD). • Rs. 0.45 per minute for incoming calls. • Rs. 0.25 for outgoing local SMS. • Rs. 0.38 for outgoing long distance (inner- circle) SMS. • Receiving SMS is free while on national roaming. • There are no roaming charges on data usage.

Q 3. Is there a minimum validity period prescribed for tariff plans?

A.A tariff plan, once offered by a service provider, shall be available to a subscriber for a minimum period of SIX months from the date of enrolment of the subscriber to the tariff plan. This implies that no tariff component of that plan can be hiked for a period of 6 months from the date of enrolment of a subscriber to that tariff plan. Service providers may though reduce the tariff. However, the Subscribers are free to move to other tariff plans of their choice at any time.

Q 4. Can a subscriber view tariff plan offered by various TSPs at a single place

A.Yes, a subscriber can view tariff plans and other tariff instruments and make comparisons offered by TSPs at tariff portal of TRAI.

Q 5. Is there a single tariff plan, which may best suit all subscribers?

A.

There is no single tariff plan which is uniformly best suited for each and every subscriber. There are a large number of tariff schemes in the market targeted at different user categories. It is essential for a subscriber to estimate his expected volume of usage and the pattern of usage and other preferences before deciding on the plan he should subscribe to.

Q 6. Whether any charges have to be paid for migration from one plan to another?

A.No charges are payable by the subscriber for migration from one tariff plan to another tariff plan.

**Recharge coupons &Top-ups**

Q 1. it permissible for service providers to charge processing fee on talk-time top-ups?

A.Service provider shall not charge fixed charges / processing fees etc., on exclusive talk-time top-ups. However, nominal fee not exceeding 10% of the top up value subjected to the ceiling of Rs.2/- towards administrative cost as well as applicable service tax can be levied.

Q 2. Can the unused amount in recharge coupons be carried forward?

A.Yes, any unused balance in the prepaid account shall be carried forward and credited if the subscriber recharges within the period specified for the purpose.

**Redressal of Consumer Grievances**

Q 1. A consumer has made a request for termination (closure) of the service. How long has he to wait? What about rentals and other dues?

A.The service provider shall terminate the connection within 7 days. They cannot charge rental or any other charges beyond the period of 7 days of request for closure made by the customer. Further, fresh bills shall be raised only after adjustment of the security deposit. The closure/ termination of service shall not be made conditional upon payment of dues/ bills/settlement of dispute. The outstanding amount of security deposits has to be refunded within 60 days of closure/ termination of service. In case of delay in refund beyond 60 days, a consumer is entitled to interest at the rate of 10% per annum for the number of days refund is delayed beyond 60 days.

Q 2. What is the time limit within which a billing charging complaint has to be resolved?

A.A billing complaint has to be resolved within 4 weeks. Any credit/ waiver/ adjustment, arising out of such resolution of complaint has to be made to customer’s account within one week of resolution of the complaint.

Q 3. In case the fault is not rectified within the certain period, is the consumer entitled to any relief?

A.Yes, in the case of basic telephone (wire line) connection, for delayed rectification of faults, the customer is entitled to rent rebate at the following rates: (a) Faults pending for more than 3 days and up to 7 days: Rent rebate for 7 days. (b) Faults pending for more than 7 days and up to 15 days: Rent rebate for 15 days. (c) Faults pending for more than 15 days: rent rebate for one month.

Q 4. What is the time limit for disposal of an appeal by the appellate authority?

A.The time limit for disposal of the appeal by the appellate authority is 39 days from the date of filing of the appeal. The Appellate authority is required to consult the Advisory Committee having a representative of TRAI registered CAG while disposing of the appeal.

Q 5. Is there any time limit for making appeal to the appellate authority?

A.Yes, the appeal has to be filed within 30 days after expiry of time limit prescribed for redressal of complaint. However, the appellate authority may entertain any appeal filed after the expiry of 30 days.

Q 6. If the complainant is not satisfied with the redressal of the complaint at the Call Centre level, who should be contacted?

A.The complainant should contact Appellate Authority of the service provider and lodge his appeal. There are no fee charges for filling the appeal. The contact details of Appellate Authority are available on the service provider’s web site. A customer can register his appeal with the Appellate Authority of service provider also by dialling toll free no. 198.

Q 7. What is the time limit for redressal of complaints at the Call Centre?

A.The Call Centre has to redress the complaints as per the provisions in the QoS Regulation where no parameters are prescribed, complaints relating to faults/disruption of service have to be rectified within 3 days and all other complaints with 7 days.

Q 8. Can TRAI help a consumer in resolving individual complaints?

A.The TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. As per the Telecom Consumers Protection Regulations, 2012, a Subscriber is required to take recourse of the two tier mechanism of call centre and the Appellate authority of the service provider for having the grievance redressed.

**TRAI Apps**

Q 1. What is the feature of TRAI MyCALL app?

A.People face a lot of issues due to low voice call quality and inability to express their opinion on a centralized platform. MyCall app provides a platform to all telecom subscribers in India to voice their opinion about their call quality including call drop and provide a feedback to TRAI. This feedback helps TRAI to analyse performance of service providers and put the same in public domain so that people can make an informed decision while choosing their service provider.

Q 2. What are the features of MySpeed (TRAI) app?

A.This application allows you to measure your data speed experience and send the results to TRAI. The application captures and sends coverage, data speed and other network information along with device and location of the tests. The app does not send any personal user information. All results are reported anonymously.

Q 3. What are the features of Do Not Disturb (DND 3.0) app?

A.The app helps users to register their preference for DND, change his preference and monitor the status of his complaints with regards to UCC. o This app consists of an intelligent spam detection engine (for SMS only) to assist the subscriber in reporting. o Anti-SPAM engine works on crowd sourced feedback and dictionary built-up process. o App will suggest probable SPAM for unknown SMSs/ Calls. o Users can also suggest/ mark unsolicited Calls/ SMS as SPAM. o Updates about action taken on complaints within the App.

Q 4. What are the different types of TRAI apps available and in which operating system?

A.

There are **3 TRAI** apps available namely **Do Not Disturb (DND 3.0)**, **MySpeed (TRAI)** and **TRAI MyCALL**. These **3 apps** are available in **Android** operating system and **MySpeed (TRAI)** & **TRAI MyCALL** are also available on **iOS**.

Unsolicited Commercial Communications(UCC)

Q 1. Is it permitted to use mobile number for Telemarketing activities?

A.No. In case a consumer uses his/her telephone connection to send promotional messages, his telephone connection will be liable for disconnection on the first complaint and his/her name and address may be blacklisted for a period of two years

Q 2. What is the procedure of making a complaint?

A.In case any subscriber receives unsolicited commercial communication after expiry of seven days from the date of his registration in NCPR/DND, he/she may make a complaint to the service provider through voice call or SMS to toll free short code 1909 or through DND App within 3 days of receipt of such UCC. For registering the complaint through SMS, the subscriber should forward the SMS to 1909 in the following format: The UCC, XXXXXXXXX, dd/mm/yy where XXXXXXXXXX is the telephone number or header of the UCC.

Q 3. What is the procedure for registration in NCPR?

A.Consumer can register his/her preference(s) in NCPR by dialling 1909 or by sending SMS to 1909. You can also register using TRAI DND 2.0 mobile app.

Q 4. How can one avoid getting unsolicited commercial communication (UCC)?

A.Consumer can block all commercial communications (calls and SMSs both) or can selectively block UCCs from specified seven categories [1) Banking/insurance/ financial products/credit cards; 2) Real Estate; 3) Education; 4) Health; 5) Consumer goods and automobiles; 6) Communication/ Broadcasting / Entertainment/IT and 7 Tourism and leisure] by registering his/her preference in National customer Preference Register (NCPR) also known as DND Registry.

**SMS**

Q 1. Is incoming SMS free while roaming?

A.Yes.

**Prepaid**

Q 1. A prepaid subscriber feels that he is being overcharged. Can he get itemized usage details in respect of his mobile connection?

A.

Yes, if a prepaid subscriber makes a request for itemized usage details, the service provider is required to supply to him the same for a period of six months preceding the month in which the request has been made. The service provider may charge a reasonable cost not exceeding Rupees Fifty for providing such details.

Q 2. Can a pre-paid subscriber migrate to post-paid and vice-versa?

A.

Yes, migration from pre-paid to post-paid and vice-versa is allowed without any migration charge and without having change in mobile number.

Q 3. Can a prepaid subscriber avail any services even after his talk time is exhausted?

A.

Services which do not affect talk time value, including incoming voice calls and SMS shall continue to be available to the prepaid subscribers during validity period even after talk time value has exhausted.

**Complaint**

Q 1. What is the role of TRAI in handling telecom consumer complaints?

A. In order to protect the interests of consumers, TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. Through this mechanism, a consumer can lodge service-related complaints at the complaint centre of his/her Telecom Service Provider (TSP). In case a complaint is not redressed satisfactorily by the Service Provider at the complaint centre, an appeal can be registered with the Appellate Authority of the TSPs. (The details of concerned regulations can be [downloaded here).](https://www.trai.gov.in/sites/default/files/TCCR_Regulations_05Jan2012.pdf#_blank) B. It is clarified that individual consumer complaints are not handled by the TRAI.

Q 2. How can I register my complaint?

A. Complaints can be lodged at the Complaint Centre of the respective Service Providers. To get the details of the complaint center for lodging a complaint with your telecom service provider [Click Here.](https://tccms.trai.gov.in/Queries.aspx?cid=1#_blank)

Q 3. What happens when I register my complaint with the Complaint Centre?

A. The Complaint Centre of the service provider, immediately on receipt of a complaint from a consumer, shall register such complaint and communicate, through SMS, to the consumer the docket number, date and time of registration of the complaint and the time within which the complaint is likely to be resolved. The Service providers take further actions to resolve the complaints as per processes defined.

Q 4. What is the time limit for resolution of the complaints at the Complaint Centre?

A. The Service Provider has to redress the complaints lodged at its Complaint Centre as per the provisions in the QoS Regulations. Where a time limit has not been specified under the Quality of Service regulations issued by the Authority, the complaints and service requests shall be addressed within a time period not exceeding three days.

Q 5. How will I know of the completion of action on my complaint?

A. On completion of action on a complaint, the service provider shall communicate to the consumer, through SMS or email or post, the details of action taken on the complaint and the procedure for preferring appeal to the Appellate Authority.

Q 6. If the complainant is not satisfied with the redressal of the complaint at the Complaint Centre, who should be contacted?

A. Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified in regulation 8, such consumer may prefer an appeal to the Appellate Authority of the concerned service provider for redressal of his complaint. To get details of the appellate authority to escalate the issue in case your complaint has not been addressed satisfactorily by the telecom service provider [Click Here.](https://tccms.trai.gov.in/Queries.aspx?cid=3#_blank)

Q 7. Is there any time limit for making appeal to the appellate authority?

A. Every appeal under sub-regulation (1) shall be preferred within a period of thirty days after the expiry of the time limit specified in regulation 8; Provided that the Appellate Authority may entertain an appeal after the expiry of the said period of thirty days but before three months from the expiry of the time limit specified in regulation 8, if it is satisfied that there was sufficient cause for not filing it within that period.

Q 8. What is the time limit for disposal of an appeal by the appellate authority?

A. The time limit for disposal of the appeal by the appellate authority is approx. 39 days from the date of filing of the appeal.

Q 9. In case the fault is not rectified within the certain period, is the consumer entitled to any relief?

A. Yes, for delayed rectification of faults, the customer is entitled for rent rebate as follows:  
In respect of Basic (Wireline) Services:  
(a) Faults pending for more than 3 days and up to 7 days: Rent rebate for 7 days.  
(b) Faults pending for more than 7 days and up to 15 days: Rent rebate for 15 days.  
(c) Faults pending for more than 15 days: rent rebate for one month. In respect of Broadband (Wireline) Services:  
(a) Faults Pending for > 3 working days and < 7 working days: rebate equivalent to 7 days of minimum monthly charge or equivalent usage allowance  
(b) Faults Pending for > 7 working days and < 15 working days: rebate equivalent to 15 days of minimum monthly charge or equivalent usage allowance  
(c) Faults Pending for > 15 working days: rebate equivalent to one month of minimum monthly charge or equivalent usage allowance

Q 10. What is the time limit within which a billing charging complaint has to be resolved?

A. **For Basic (Wireline) and Cellular Services:**  
A billing and charging complaint has to be resolved within 6 weeks.  
Any credit/ waiver/ adjustment, arising out of such resolution of complaint has to be made to customer’s account within one week of resolution of the complaint.  
  
B.**Broadband (Wireline) Services:**  
A billing complaint has to be resolved within 4 weeks.

Q 11. A consumer has made a request for termination (closure) of the service. How long has he|she to wait? What about rentals and other dues?

A.

**For Basic (Wireline) and Cellular Services:** The service provider shall terminate the connection within 7 days. The service provider shall cease to charge rental or any other charges beyond the period of 7 days of request for closure made by the customer. Further, bills shall be raised only after adjustment of the security deposit and the closure/ termination of service shall not be made conditional upon payment of dues. The outstanding amount of security deposits has to be refunded within 60 days of closure/ termination of service. In case of delay in refund beyond 60 days, a consumer is entitled to interest at the rate of 10% per annum for the number of days refund is delayed beyond 60 days.

**VAS**

Q 1. How to deactivate VAS on mobile services?

A.Consumer can deactivate or stop VAS through a simple process by dialling or sending SMS to 155223 (toll free). Using SMS: Message/Text “STOP” from the mobile number to 155223. Receive a reply from 155223 with a list of VAS products activated on your phone. Press the appropriate key to deactivate the service. SMS confirming deactivation request (IVR/ SMS) followed by another SMS confirming that service has been deactivated will be sent by the operator.

Q 2. The service providers activate value added service like hello tunes, ring tunes, background music etc. on a telephone, mobile of a consumer without his|her consent and charge for the same. Is it permissible?

A.The service provider cannot activate any value added service, whether chargeable or free of charge, without the explicit consent of a customer. In case the subscriber seeks to unsubscribe the value added service within 24 hours if the VAS is more than a day or within 6 hours where the service is for a day, from the time of its activation, the service provider has to deactivate the value added service and adjust or refund the deductions made, if any.

**Post-paid**

Q 1. Can a service provider levy charge for provision of hard copy of the bill?

A.TRAI has prohibited levy of charges for provision of hard copy of the bill to the post-paid subscribers.

Q 2. How the post-paid subscribers will know his | her credit limit?

A.

Credit limit is set for every post-paid subscriber and it is mandatory for Service Providers to convey the same to the consumers in advance. The initial credit limit has to be intimated within 7 days of activation of the service. Consequences of charges exceeding the credit limit as well as the manner in which the credit limit can be enhanced is to be informed to the subscriber in advance.

The credit limit set for a post-paid customer is to be included in monthly statement / bill.

Q 3. Is it mandatory for operators to convey to post-paid subscribers all compulsory fixed charges?

A.

Yes, all monthly fixed charges, which are compulsory under a given tariff plan are to be shown under one head, for clarity and comparison of different tariff plans on offer.

**CLIP**

Q 1. Can the service provider charge for CLIP facility?

A.Yes, the service provider can charge for CLIP facility. However, charges for CLIP cannot be made compulsory in any tariff plan. Whenever CLIP is made chargeable, it shall be optional for subscribers and should be transparently conveyed.

**Bill**

Q 1. Can a service provider levy charge for provision of hard copy of the bill?

A.TRAI has prohibited levy of charges for provision of hard copy of the bill to the post-paid subscribers.

**Roaming**

Q 1. Charges applicable for SMS free while on international roaming?

A.Consumers are advised to check with their operator for tariff details applicable to the partner operator of countries being visited.

Q 2. Whether any fixed charge-rental can be levied by the service provider for providing national roaming services?

A.No fixed charge / rental in any form is permitted for accessing national roaming services.

**Internet**

Q 1. What are the guidelines for operators to activate/deactivate data on mobile services?

A.No service provider shall activate or deactivate the data service on the Cellular Mobile Telephone connection of a consumer without explicit consent. Subscribers can send SMS by typing ‘START’ or ‘STOP’ to 1925 to activate or deactivate a service. 1925 is a toll free number and subscribers can even make calls to 1925 for activation/deactivation of data services. Operators need to send data usage information through SMS or USSD after every Session: Data used, Charges deducted, Balance.

Q 2. Will keeping the modem on make any difference in the download limits?

A.Yes it can make some difference. When the PC and Modem is kept on, there is a trickling of packets from the Internet into the system, even though the PC is not connected to the Internet. Therefore, it is advisable to keep the modem off when one is not accessing Internet.

**Wireless Internet**

Q 1. Can the wireless Internet connection be misused?

A.Yes, there is a possibility of the wireless Internet connection getting misused, particularly if the Internet access is provided through Wi-Fi. To avoid that one should use proper authentication methods by using secured password and user name.