



Telecom Regulatory
Authority of India

CONSUMER VIEW USER GUIDE

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Overview

TRAI has launched the consumer view to enable the consumers to search and compare various tariff products as per their requirements. The consumer view enables the consumers to select a combination of various criteria and view the details of matching tariff products as per their selected criteria.

The consumer view provides the consumers with a platform where they can find the tariff product details of all the operators, view the tariff products based upon a selection criteria of their choice, and compare more than one products of a similar tariff product type from one or more operators. Besides, it also has the provision of downloading the tariff product details in excel as well as machine readable XML format.

The screenshot displays the TRAI Tariff Search Interface on a tablet. The interface is titled "TARIFF" and features a navigation bar with "Mobile" and "Landline" options. Below this, there are sections for "Prepaid" and "Postpaid" services, and input fields for "CIRCLE" and "OPERATOR".

The main content area includes several filter options:

- ☒ All Tariffs
- ☐ Combo
- ☐ VAS
- ☐ Plan Voucher
- ☐ Top Up
- ☐ Promo
- ☐ STV
- ☐ SUK

Below these filters, there are three optional criteria with sliders:

- Price ₹ (Optional):** A slider ranging from Min 0 to Max 1000.
- Total Data Capping (Optional):** A slider ranging from 0 GB to 500 GB, with checkboxes for 2G Data, 3G Data, and 4G Data.
- Validity Days (Optional):** A slider ranging from Min 0 to Max 365, with a checkbox for "More Than 365 Days".

At the bottom of the filter section, there is a "More Options" link and a "Submit" button. The footer contains links for "User Guide" and "Feedback", along with a disclaimer: "Disclaimer : This portal is a beta version. The tariffs shown are of all TSPs of Delhi Licensed Service Area (LSA) and all TSPs (except ...)

Tariff Definitions

Following are the details pertaining to the various tariff product types :

Plan Voucher: - “Plan Voucher” means a paper voucher or electronic voucher that enrolls a consumer into a tariff plan.

STV: - “Special Tariff Voucher” or “STV” means a paper voucher or electronic voucher, which on activation alters one or more items of applicable tariff in the consumer tariff plan for a particular period in terms of limited or unlimited usage of voice calls, SMS or Data but does not provide any monetary value.

Combo Voucher: - “Combo Voucher” or “CV” means a paper voucher or electronic voucher which on activation alters one or more items, for a particular period, in the tariff plan of the consumer and adds monetary value to the prepaid account of the subscriber.

Top Up: - “Top Up Voucher” means a paper voucher or an electronic voucher providing additional monetary value to the prepaid consumer without any restriction in terms of validity or usage.

SUK: - The Start-Up Kit shall not contain any Plan Voucher or Special Tariff Voucher or Combo Voucher. Provided that the service provider may provide to a consumer a tariff plan as part of the Start-Up Kit and such tariff plan shall cease to apply to such consumer on activation of a Plan Voucher.

VAS: - “Value Added Services” means services which are offered to add value to the core services, the core services being voice calls, voice or non-voice messages and facsimile transmission.

Mandatory Options Selection

The mandatory options section is as highlighted in red border in the snapshot given below :

The screenshot shows the TRAI Tariff Selection interface. The top section, highlighted with a red border, includes the TRAI logo, the word 'TARIFF', and selection options for 'Mobile' (selected) and 'Landline', 'Prepaid' (selected) and 'Postpaid', a 'CIRCLE' dropdown, and an 'OPERATOR' dropdown with a plus icon. Below this, there are checkboxes for 'All Tariffs' (checked), 'Combo', 'VAS', 'Plan Voucher', 'Top Up', 'Promo', 'STV', and 'SUK'. There are three optional sections: 'Price ₹ (Optional)' with a slider from 0 to 1000, 'Total Data Capping (Optional)' with a slider from 0 to 500 GB, and 'Validity Days (Optional)' with a slider from 0 to 365. A 'Submit' button is at the bottom, along with 'User Guide' and 'Feedback' links.

There are 4 mandatory options to be selected in order to view the tariff products. These options are :

- Mobile / Landline**

The user needs to select whether he wants to view tariff products related to mobile or landline. By default, the 'Mobile' options will be selected. In case the consumer wants to view the tariff products for landline, he needs to click the 'Landline' option.

2. Prepaid / Postpaid

The consumer needs to select whether he wants to view tariff products related to prepaid or postpaid. By default, the 'Prepaid' options will be selected. In case the consumer wants to view the tariff products for postpaid, he needs to click the 'Postpaid' option. This option will be available only if the user has opted for 'Mobile' related tariff products. If the consumer has selected 'Landline', the 'Prepaid / Postpaid' options will not be available.

3. Circle

This option is to select the Circle (Licensed Service Area) for which the consumer wishes to view the tariff products. The consumer will need to select a circle from the dropdown list. In case the consumer submits his selection without selecting a circle, he will be prompted with a message box that he needs to select a circle in order to proceed further.

4. Operator

This option is to select the Operator (Telecom Service Provider) for which the consumer wishes to view the tariff products. The consumer can select a particular operator from the drop down list if he wants to see the tariff product details for a particular operator only. If the consumer wants to view the tariff product details of all the operators, he needs to select the option titled 'All Operators' from the drop down list.

There is also a provision to select more than one operators (if the user wants to view tariff products for selective operators only). Besides the operators drop down list box, there is a 'Plus' icon which, when clicked, opens up a new box below the mandatory selections box. This box contains the list of various operators. Please note that the operators that are not available in the selected circle will be disabled by default, i.e. the consumer will not be able to select such an operator whose services are not available in the selected circle.

The consumer will need to select an option from the operator dropdown list. In case the consumer submits his selection without selecting an operator, he will be prompted with a message box that he needs to select an option from the operator drop down list in order to proceed further.

Tariff Product Type Selection

The tariff product type section is as highlighted in red border in the snapshot given below :

The screenshot displays the TRAI Tariff Product Type Selection interface. The form includes the following sections:

- TRAII TARIFF** header with tabs for **Mobile** and **Landline**, and **Prepaid** and **Postpaid**.
- CIRCLE** and **OPERATOR** dropdown menus.
- Tariff Product Type Selection** (highlighted with a red border):
 - ☒ All Tariffs
 - ☐ Combo
 - ☐ VAS
 - ☐ Plan Voucher
 - ☐ Top Up
 - ☐ Promo
 - ☐ STV
 - ☐ SUK
- Price ₹ (Optional)**: A range selector from **Min 0** to **Max 1000**.
- Total Data Capping (Optional)**: A range selector from **0 GB** to **500 GB**, with radio buttons for **2G Data**, **3G Data**, and **4G Data**.
- Validity Days (Optional)**: A range selector from **Min 0** to **Max 365**, with a radio button for **More Than 365 Days**.
- More Options** link.
- Submit** button.
- User Guide** and **Feedback** links at the bottom.

This section displays the list of tariff product types, each with a check-box besides it. The very first option titled 'All Tariffs' is selected by default. The consumer can select one or more tariff product types, as per the tariff products for which he wants to view the tariff product details.

This list of tariff product types is dynamically dependent upon the mandatory options of 'Mobile / Landline' and 'Prepaid / Postpaid', i.e. changing these options will change the tariff product type list options.

In order to make it more user friendly, the complete name of each of the tariff product type has been provided as a tooltip, i.e. when the consumer brings his mouse over a tariff product type, he will get to see a tooltip with the complete tariff product type name. E.g. when the consumer

brings the mouse over the 'SUK' option, he will get to see a tooltip with 'Start Up Kit' written on it.

Filter Selection (Optional)

The consumer view has been empowered with a host of filter options which can enable the consumer to shortlist his selection to a select few records, which would enable him to have a better focus on the tariff products matching his requirements.

The various filter options are as given below :

- **Price**

The consumer can select a price range for which he wants to view the tariff products. The consumer can use the slider option to select the suitable price range. In case the price range that the consumer is looking for is beyond the minimum and maximum values of the slider (as displayed in the boxes below the slider by default), the consumer can also manually enter the minimum and maximum values of the suitable price range in the boxes below the slider.

The screenshot displays the THAI Tariff Selection interface on a tablet. The interface includes the following elements:

- THAI Logo** and **TARIFF** header.
- Mobile/Landline** and **Prepaid/Postpaid** radio buttons.
- CIRCLE** and **OPERATOR** input fields.
- Filter Checkboxes:**
 - ☒ All Tariffs
 - ☐ Combo
 - ☐ VAS
 - ☐ Plan Voucher
 - ☐ Top Up
 - ☐ Promo
 - ☐ STV
 - ☐ SUK
- Price ₹ (Optional)** section (highlighted with a red box):
 - Slider range from **0** to **1000**.
 - Input boxes for **Min** (0) and **Max** (1000).
- Total Data Capping (Optional)** section:
 - Radio buttons for **2G Data**, **3G Data**, and **4G Data**.
 - Slider range from **0** to **500** GB.
 - Input boxes for **0** GB and **500** GB.
- Validity Days (Optional)** section:
 - Radio button for **More Than 365 Days**.
 - Slider range from **0** to **365** days.
 - Input boxes for **0** and **365**.
- More Options** link.
- Submit** button.
- User Guide** and **Feedback** links at the bottom.
- Disclaimer:** This portal is a beta version. The tariffs shown are of all TSPs of Delhi Licensed Service Area (LSA) and all TSPs (except...).

- **Total Data Capping**

If the consumer has specific data requirements, he can select the option(s) of 2G Data, 3G Data and 4G Data, and set the minimum and maximum values of the slider as per his data requirements.

In case the data range that the consumer is looking for is beyond the minimum and maximum values of the slider (as displayed in the boxes below the slider by default), the consumer can also manually enter the minimum and maximum values of the suitable data range in the boxes below the slider.

The screenshot displays the TRAI Tariff selection interface on a tablet. The interface is divided into several sections for filtering and selecting a tariff plan. At the top, there are tabs for 'Mobile' and 'Landline', and 'Prepaid' and 'Postpaid'. Below these are input fields for 'CIRCLE' and 'OPERATOR'. A grid of checkboxes allows users to select different tariff types: 'All Tariffs', 'Combo', 'VAS', 'Plan Voucher', 'Top Up', 'Promo', 'STV', and 'SUK'. The 'Price ₹ (Optional)' section features a horizontal slider with 'Min' and 'Max' input boxes, currently set to 0 and 1000 respectively. The 'Total Data Capping (Optional)' section is highlighted with a red border and contains checkboxes for '2G Data', '3G Data', and '4G Data', along with a slider and input boxes for data volume, currently set to 0 GB to 500 GB. The 'Validity Days (Optional)' section includes a checkbox for 'More Than 365 Days' and a slider with input boxes for 'Min' (0) and 'Max' (365). A 'More Options' link is located below the validity section. At the bottom, there is a 'Submit' button with a right arrow, and links for 'User Guide' and 'Feedback'. A disclaimer at the very bottom states: 'Disclaimer : This portal is a beta version. The tariffs shown are of all TSPs of Delhi Licensed Service Area (LSA) and all TSPs (except...)'.

- **Validity Days**

The consumer can select the suitable validity range by setting the slider values in the validity section. The validity has to be in days.

In case the validity range that the consumer is looking for is beyond the minimum and maximum values of the slider (as displayed in the boxes below the slider by default), the consumer can also manually enter the minimum and maximum values of the suitable validity in the boxes below the slider.

In case the consumer wants to view only those tariff products for which the validity is greater than 365 days, the consumer can just select the checkbox titled 'More Than 365 Days' that is provided above the validity slider.

The screenshot displays the TRAI Tariff selection interface on a tablet. The interface is divided into several sections for filtering tariff plans. At the top, there are tabs for 'Mobile' and 'Landline', and radio buttons for 'Prepaid' and 'Postpaid'. Below these are input fields for 'CIRCLE' and 'OPERATOR'. The main section contains various checkboxes for filtering: 'All Tariffs' (checked), 'Combo', 'VAS', 'Plan Voucher', 'Top Up', 'Promo', 'STV', and 'SUK'. There are three optional sections with sliders and input fields: 'Price ₹ (Optional)' with a slider from 0 to 1000, 'Total Data Capping (Optional)' with a slider from 0 to 500 GB, and 'Validity Days (Optional)' which is highlighted with a red box. The 'Validity Days (Optional)' section includes a checkbox for 'More Than 365 Days' and a slider with input fields for 'Min' (0) and 'Max' (365). At the bottom, there is a 'Submit' button and a 'User Guide' link. A disclaimer at the very bottom states: 'Disclaimer : This portal is a beta version. The tariffs shown are of all TSPs of Delhi Licensed Service Area (LSA) and all TSPs (except...)'.

Following are the optional parameters which become visible when a user clicks on the 'More Options' link given below the 'Validity' section.

- **Unlimited Calls**

In case the consumer wants to view only those tariff products which offer unlimited local, STD or roaming calls, he can set the appropriate selection in this filter section by checking the respective check boxes.

The screenshot displays a mobile application interface with a 'Less Options' section. Within this section, the 'Unlimited Calls' filter is highlighted with a red rectangular box. This filter contains three checkboxes labeled 'Local', 'STD', and 'Roaming'. Below the 'Unlimited Calls' filter is the 'Daily Data Capping' filter, which includes three checkboxes for '2G Data', '3G Data', and '4G Data', followed by three radio buttons for data volume ranges: '< 1 GB', '1 to 2 GB', and '> 2 GB'. Below these are the 'Talktime' filter with a 'Full Talktime & More' checkbox, and the 'Other Packs' filter with checkboxes for 'ISD', 'Int. Roaming', and 'Nat. Roaming'. At the bottom of the filter section are links for 'Advance Filters' and 'Clear Filters', and a blue 'Submit' button with a right-pointing arrow.

- **Daily Data Capping**

This filter gives the consumer an option to view the tariff products that offer a daily data capping. The consumer can select whether he wants to view tariff products with daily data capping for 2G Data, 3G Data or 4G Data.

After making this selection by checking the appropriate checkboxes, the user can select whether he wants to view tariff products with daily data capping of less than 1GB, between 1 and 2 GB, or greater than 2GB. For this purpose, three radio buttons have been provided and the user can select any one of them as per his requirements.

The screenshot shows a mobile application interface with a 'Less Options' section. It contains several filter categories: 'Unlimited Calls' with checkboxes for Local, STD, and Roaming; 'Daily Data Capping' with checkboxes for 2G Data, 3G Data, and 4G Data, and radio buttons for < 1 GB, 1 to 2 GB, and > 2 GB; 'Talktime' with a checkbox for Full Talktime & More; and 'Other Packs' with checkboxes for ISD, Int. Roaming, and Nat. Roaming. At the bottom, there are 'Advance Filters' and 'Clear Filters' links, and a 'Submit' button. A red rectangular box highlights the 'Daily Data Capping' section.

- **Talktime**

Through this filter, the consumer can select to view only those tariff products which offer full talk time or more. If the consumer checks the checkbox titled 'Full Talktime & More', only those tariff products will be displayed that offer full talktime or more.

This screenshot is identical to the one above, showing the same mobile application interface with filter options. However, a red rectangular box highlights the 'Talktime' section, which includes the checkbox for 'Full Talktime & More'.

- **ISD Packs / Roaming Packs**

If the consumer wants to view only 'ISD Pack' product types, he needs to check the checkbox titled 'ISD Pack'

If the consumer wants to view only 'International Roaming Pack' product types, he needs to check the checkbox titled 'International Roaming Pack'

If the consumer wants to view only 'National Roaming Pack' product types, he needs to check the checkbox titled 'National Roaming Pack'



Advance Filters

Apart from the standard filter options, there is an additional option of advance filters, that can be used by consumers to further shortlist their result sets by applying these advance filters. These advance filters have been divided into 4 sub-categories viz. 'Local Calls', 'STD Calls', 'SMS' and 'Roaming Calls'.

The 'Local Calls' segment offers multiple checkboxes to the consumer so that he can select 'Peak' or 'Off Peak' options for 'On-Net' or 'Off-Net' Local Call call related tariff products.

The 'STD Calls' segment offers multiple checkboxes to the consumer so that he can select 'Peak' or 'Off Peak' options for 'On-Net' or 'Off-Net' STD Call call related tariff products.

The 'SMS' segment offers multiple checkboxes to the consumer so that he can select 'On-Net' or 'Off-Net', or 'International' SMS call related tariff products.

The 'Roaming Calls' segment offers two checkboxes to the consumer so that he can select 'Local Outgoing' or 'STD Outgoing' roaming call related tariff products.

Advance Filters [Clear Filters](#)

Local Calls:

- ☐ Mobile On Net - Peak
- ☐ Mobile On Net - Off Peak
- ☐ Mobile Off Net - Peak
- ☐ Mobile Off Net - Off Peak
- ☐ Landline On Net - Peak
- ☐ Landline On Net - Off Peak
- ☐ Landline Off Net - Peak
- ☐ Landline Off Net - Off Peak

STD Calls :

- ☐ Mobile On Net - Peak
- ☐ Mobile On Net - Off Peak
- ☐ Mobile Off Net - Peak
- ☐ Mobile Off Net - Off Peak
- ☐ Landline On Net - Peak
- ☐ Landline On Net - Off Peak
- ☐ Landline Off Net - Peak
- ☐ Landline Off Net - Off Peak

SMS :

- ☐ Local On Net
- ☐ Local Off Net
- ☐ National On Net
- ☐ National Off Net
- ☐ International

Roaming Calls :

- ☐ Local Outgoing
- ☐ STD Outgoing

[Submit >](#)

[User Guide](#) [Feedback](#)

Results Pane

After making the appropriate selections, the consumer will push the 'Submit' button provided below the filters section. This will bring up a summary pop-up with the details of the parameters as selected by the consumer. The consumer can either press the 'Confirm' button (to view the results), or the 'Cancel' button (to go back and change the selection parameters). If the user clicks the 'Confirm' button, it will display the results pane below the 'Submit' button.

The results pane first displays the number of matching records and the total number of records. Thereafter, it displays the 'Compare' button on the left side and two icons, one each for excel and XML on the right side. Each of these icons can be clicked by the consumer to download the result set in the respective format.

Below this, the complete result set of the tariff products matching the consumer's selection parameters are displayed in a tabular format. The various columns of the results display table are :

1. Product : Displays the name of the tariff product type.
2. Price : Displays the price of the respective tariff product.
3. Talktime : Displays the talktime in Rs. for the respective tariff product.
4. Validity : Displays the validity (in days) of the respective tariff product.
5. TSP : Displays the logo of the respective operator (TSP)
6. Tariff Summary : Displays the brief summary of the respective tariff product.







In the 'Tariff Summary' column, below the summary details, there is a link titled 'More'. Clicking on this link will bring up a popup enumerating the primary parameters of the respective tariff product in a tabular format.

The 'Compare' button has also been provided at the end of the results pane.

The result pane display is as per the snapshot given below :

Found 257 Matching Records in 1108 Records

Compare

Product ▲ ▼	Price ▲ ▼	Talktime ▲ ▼	Validity ▲ ▼	TSP ▲ ▼	Tariff Summary
Prepaid Top Up	₹ 140	₹ 116	-		Get Rs.115.64 Talktime with Rs.140 Recharge More...
Prepaid Top Up	₹ 140	₹ 140	-		TT140 More...
Prepaid Top Up	₹ 140	₹ 116	-		Full Talktime Rs, 140 More...
Prepaid Top Up	₹ 140	₹ 140	-		Full Talktime Rs, 140 More...
Prepaid Top Up	₹ 140	₹ 116	-		"RS. 115.64 TALKTIME" More...
Prepaid STV	₹ 135	-	28 days		Free Local & STD onnet calls, free 100 local minutes on other network, 500 mb 2G/3G data per day More...

Sorting Options

In the column headings in the results pane, one red triangle and one inverted red triangle icon is displayed. Clicking on the red triangle will arrange the records in an ascending order as per the column name, whereas clicking on the inverted red triangle will arrange the records in a descending order as per the column name. E.g., if the consumer clicks on the inverted red triangle in the 'Price' header column, the records will be displayed from a lower price to a higher price sequence.

Download Options

At the top of the results pane, there are two icons on the right side. The first icon (excel logo) can be clicked by the consumer to download the complete details of all the tariff products displayed in the results pane in an excel file.

The second icon (XML icon) can be clicked by the consumer to download the complete details of all the tariff products displayed in the results pane in machine readable XML format.

Tariff Product Comparison

Besides each tariff product name in the 'Product' column, there is a checkbox. The consumer can check multiple checkboxes of the same product type (maximum 5) to compare the selected tariff products in a separate window.

The consumer can check the checkboxes belonging to multiple operators, but the tariff product type needs to be same for the comparison. After the selection, when the consumer clicks on the 'Compare' button, a new window will automatically open up, with the comparison display of the selected tariff products in a tabular format.

There are 5 comparison parameters, namely 'Price', 'Talktime', 'Validity', 'Daily Data Capping' and 'Total Data Capping'. By default, all these parameters will be checked, and the comparison table will display the comparative values for all these parameters. If the consumer unchecks a particular parameter checkbox, the row displaying the specific parameter values will be removed from the table. The consumer can bring back the row by checking the unchecked checkbox, if required.

The last row of the comparison table displays a 'More' icon for each of the columns. Clicking on this will bring up a table below the comparison table. This table will consist of the important parameters of the selected record.

Comparison

☒ Price ₹ ☐ Talktime ₹ ☒ Validity ☒ Daily Data Capping ☒ Total Data Capping

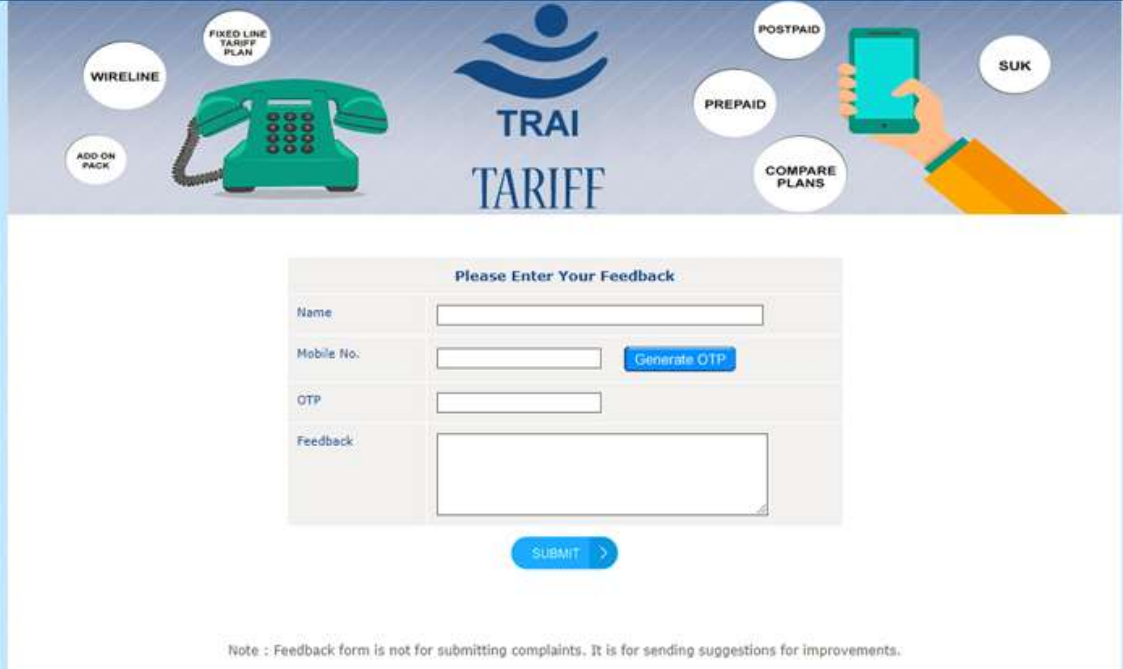
Price ₹	140	140	140	140	140
Validity (Days)	-	-	-	-	-
Daily Data Capping	-	-	-	-	-
Total Data Capping	-	-	-	-	-
More Details	More...	More...	More...	More...	More...

Disclaimer : This portal is a beta version. The tariffs shown are of all TSPs of Delhi Licensed Service Area (LSA). This is only for the purpose of getting feedback from the consumers to improve upon the user experience of this portal. The details of tariffs on this portal are as per the data submitted by TSPs to TRAI. However, consumers are requested to visit respective TSPs website/ customer care for latest applicable tariffs.

Feedback

The consumers can send across their valuable feedbacks that can help TRAI improve the consumer view portal. For this purpose, a 'Feedback' button has been provided below the tariff product types. Clicking on this button will open a new window with the feedback form.

In order to submit a feedback, a consumer will need to enter his mobile number and press the 'Generate OTP' button. The consumer will receive an OTP on the entered mobile number, which needs to be entered in the text box titled 'OTP'. The consumer also needs to fill in his name and his comments, and press the submit button.



The screenshot displays the TRAI Tariff Feedback Form. At the top, there is a header banner with the TRAI logo and the text "TRA I TARIFF". The banner also features several icons representing different tariff plans: "WIRELINE", "FIXED LINE TARIFF PLAN", "ADD-ON PACK", "POSTPAID", "PREPAID", "COMPARE PLANS", and "SUK". Below the banner, the form is titled "Please Enter Your Feedback". It contains four input fields: "Name", "Mobile No.", "OTP", and "Feedback". A blue button labeled "Generate OTP" is positioned next to the "Mobile No." field. A blue button labeled "SUBMIT" with a right-pointing arrow is located below the "Feedback" field. At the bottom of the form, a note states: "Note : Feedback form is not for submitting complaints. It is for sending suggestions for improvements."

Please Enter Your Feedback	
Name	<input type="text"/>
Mobile No.	<input type="text"/> Generate OTP
OTP	<input type="text"/>
Feedback	<input type="text"/>
SUBMIT >	

Note : Feedback form is not for submitting complaints. It is for sending suggestions for improvements.