



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 Plans web application. The header includes the TRAI logo and navigation links for Tariff and TRAI Home. The main banner features the text 'TARIFF PLANS' and the TRAI logo, with circular buttons for LANDLINE, MOBILE, BROADBAND, PREPAID, and POSTPAID. The left sidebar contains filters for Device (Mobile, LandLine), Billing (Prepaid, Postpaid), and Circle (a dropdown menu). The main content area includes sections for Tariff Types (All Tariffs, Plan Voucher, STV, Combo, Top Up, SUK, VAS, Promo) and Roaming Options (ISD Pack, International Roaming Pack, National Roaming Pack). A Submit button is located below the Roaming Options section. At the bottom, there is a search bar with the text 'Search Tariff Plans of Telecom Operators'.

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 the snapshot given below :

There are 5 mandatory options to be selected in order to view the tariff products. These options are :

1. Device

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. Billing

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 checkbox 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). The user can select the checkboxes of those operators for which he wishes to view the tariff products. Please note that the operators that are not available in the selected circle will not be displayed, i.e. the consumer will not be able to select such an operator whose services are not available in the selected circle.

5. Tariff Type(s)

This option is to select one or more tariff types for which the consumer wishes to view the tariff products. The consumer can select one or more checkboxes to view the details of selected tariff product types. The user can also select 'All Tariffs' checkbox if he wishes to view tariff products for all the valid tariff types.

The consumer will need to select at least one tariff type check box. In case the consumer submits his selection with no tariff type selected, he will be prompted with a message box that he needs to select a tariff type in order to proceed further.

Tariff Product Type Selection

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

The screenshot shows the 'Tariff' selection page on the TRAI Home website. On the left, there are filter sections for 'Device' (Mobile selected, LandLine unselected), 'Billing' (Prepaid selected, Postpaid unselected), 'Circle' (a dropdown menu showing 'CIRCLE'), and 'Operator' (checkboxes for Airtel, BSNL, Idea, Jio, Tata Tele, and Vodafone). The main content area on the right is titled 'Tariff Types' and is highlighted with a red box. It contains a list of tariff types with checkboxes: 'All Tariffs' (checked), 'Plan Voucher', 'STV', 'Combo', 'Top Up', 'SUK', 'VAS', and 'Promo'. Below this, there is a 'Roaming Options' section with checkboxes for 'ISD Pack', 'International Roaming Pack', and 'National Roaming Pack', followed by a link to 'Additional Information' and a 'Submit' button. The bottom of the page features a large light blue area with the text 'Search Tariff Plans of Telecom Operators' and a stylized blue figure icon.

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 shows the TRAI Tariff filter interface. At the top, there is a header with the TRAI logo and 'Tariff' text on the left, and 'TRAI Home' on the right. Below the header, there is a data cap filter showing '0 GB to 500 GB'. The main filter section includes a 'Talktime' filter with a checkbox for 'Full Talktime & More'. The 'Price ₹ (Optional)' filter is highlighted with a red box; it features a slider with 'Min' and 'Max' input boxes, currently set to '0' and '1000' respectively. Below this is the 'Validity Days (Optional)' filter, which has a checkbox for 'More Than 365 Days' and a slider with 'Min' and 'Max' input boxes, currently set to '0' and '365' respectively. At the bottom of the filter section is a 'User Guide' button. A disclaimer at the very bottom states: 'Disclaimer : This portal is a beta version. The tariffs shown are of all TSPs of the following LSA's : Delhi, Gujarat, Kolkata, Odisha, Mumbai, Northeast, Andhra Pradesh, Jammu and Kashmir, Karnataka, Himachal Pradesh, Maharashtra and Bihar. This is'.

- **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 shows the 'Tariff' selection interface on the TRAI website. The interface includes several interactive elements:

- Total Data Capping:** A slider set from 0 to 500 GB, with input boxes for '0 GB' and '500 GB' below it. This section is highlighted with a red box.
- Talktime:** A checkbox labeled 'Full Talktime & More'.
- Price ₹ (Optional):** A slider with 'Min' and 'Max' labels, and input boxes for '0' and '1000'.
- Validity Days (Optional):** A checkbox labeled 'More Than 365 Days' and a slider with 'Min' and 'Max' labels, and input boxes for '0' and '365'.

- 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 shows the TRAI Tariff filter interface. The header includes the TRAI logo and 'Tariff' on the left, and 'TRAI Home' on the right. The filter section on the left contains several options:

- Total Data Capping:** A slider ranging from 0 GB to 500 GB.
- Talktime:** A checkbox for 'Full Talktime & More'.
- Price ₹ (Optional):** A slider ranging from Min 0 to Max 1000.
- Validity Days (Optional):** A checkbox for 'More Than 365 Days' and a slider ranging from Min 0 to Max 365. This section is highlighted with a red border.

- 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 shows the TRAI Tariff filter interface with the 'Unlimited Calls' section highlighted by a red border. The filter section on the left contains several options:

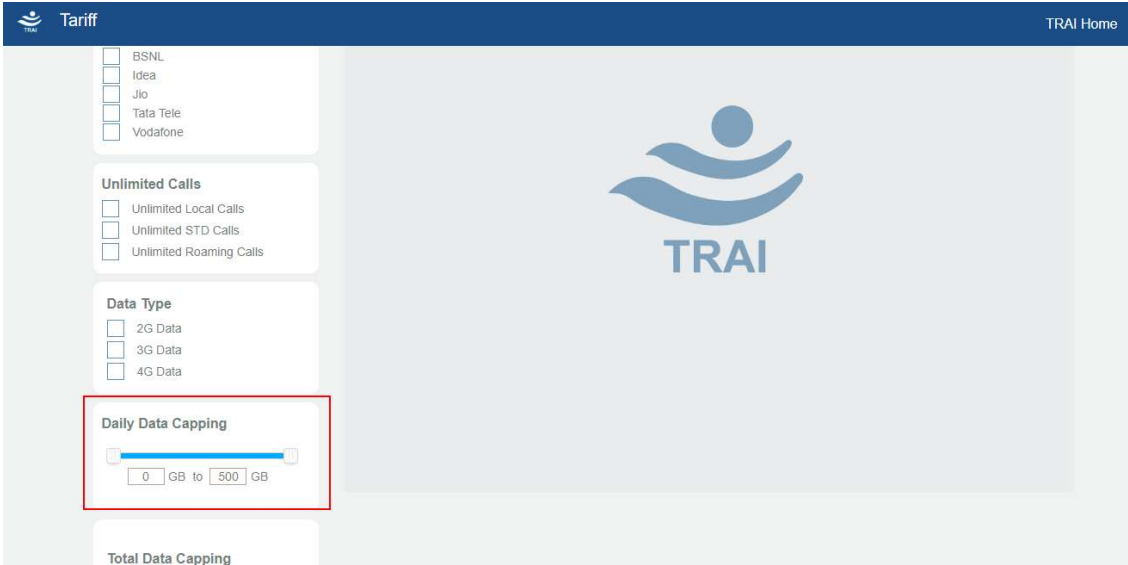
- Carrier Selection:** Checkboxes for BSNL, Idea, Jio, Tata Tele, and Vodafone.
- Unlimited Calls:** Checkboxes for 'Unlimited Local Calls', 'Unlimited STD Calls', and 'Unlimited Roaming Calls'. This section is highlighted with a red border.
- Data Type:** Checkboxes for 2G Data, 3G Data, and 4G Data.
- Daily Data Capping:** A slider ranging from 0 GB to 500 GB.
- Total Data Capping:** A slider ranging from 0 GB to 500 GB.

- **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 by setting the slider values.

In case the daily data capping 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 daily data capping in the boxes below the slider.



The screenshot displays the TRAI Tariff filter interface. The left sidebar contains several filter categories: Network (BSNL, Idea, Jio, Tata Tele, Vodafone), Unlimited Calls (Unlimited Local Calls, Unlimited STD Calls, Unlimited Roaming Calls), Data Type (2G Data, 3G Data, 4G Data), and Daily Data Capping. The Daily Data Capping section is highlighted with a red box and shows a slider ranging from 0 GB to 500 GB. Below the slider, there are input fields for manually entering the minimum and maximum values. The TRAI logo is visible in the background of the main content area.

Tariff TRAI Home

☐ BSNL
☐ Idea
☐ Jio
☐ Tata Tele
☐ Vodafone

Unlimited Calls
☐ Unlimited Local Calls
☐ Unlimited STD Calls
☐ Unlimited Roaming Calls

Data Type
☐ 2G Data
☐ 3G Data
☐ 4G Data

Daily Data Capping
 GB to GB

Total Data Capping

- **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.

The screenshot displays a web interface for filtering tariff products. The top navigation bar is dark blue with a logo on the left and 'Tariff' in the center, and 'TRAI Home' on the right. Below the navigation bar, there are several filter sections. The 'Talktime' section is highlighted with a red rectangular box. It contains a checkbox labeled 'Full Talktime & More'. Other visible filter sections include 'Total Data Capping' with a slider and input fields for '0 GB' and '500 GB', 'Price ₹ (Optional)' with a slider and input fields for 'Min 0' and 'Max 1000', and 'Validity Days (Optional)' with a checkbox for 'More Than 365 Days' and a slider with input fields for 'Min 0' and 'Max 365'.

- **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'

The screenshot displays the TRAI Tariff search interface. On the left sidebar, there are four filter sections: 'Device' with radio buttons for 'Mobile' (selected) and 'LandLine'; 'Billing' with radio buttons for 'Prepaid' (selected) and 'Postpaid'; 'Circle' with a dropdown menu showing 'CIRCLE'; and 'Operator' with checkboxes for Airtel, BSNL, Idea, Jio, Tata Tele, and Vodafone. The main content area has a 'Tariff Types' section with checkboxes for 'All Tariffs' (checked), 'Plan Voucher', 'STV', 'Combo', 'Top Up', 'SUK', 'VAS', and 'Promo'. Below this is a 'Roaming Options' section, which is highlighted with a red box, containing checkboxes for 'ISD Pack', 'International Roaming Pack', and 'National Roaming Pack'. To the right of this section is a link for 'Additional Information'. A 'Submit' button is located below the 'Roaming Options' section. The bottom of the page features a large search bar with the text 'Search Tariff Plans of Telecom Operators' and a blue magnifying glass icon.

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 options can be viewed by clicking on the 'Additional Information' link. 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.

The screenshot displays a web application titled 'Tariff' with a 'TRAI Home' link in the top right. The interface is divided into a left sidebar and a main content area. The sidebar contains sections for 'LandLine', 'Billing' (with 'Prepaid' selected), 'Circle' (with a dropdown menu), 'Operator' (listing Airtel, BSNL, Idea, Jio, Tata Tele, and Vodafone), and 'Unlimited Calls'. The main content area features a 'Roaming Options' section with checkboxes for 'ISD Pack', 'International Roaming Pack', and 'National Roaming Pack', followed by a link to 'Additional Information'. Below this, a red-bordered box highlights the 'Local Calls', 'STD Calls', 'SMS', and 'Roaming Calls' sections. The 'Local Calls' section includes checkboxes for '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', and 'Landline Off Net - Off Peak'. The 'STD Calls' section includes checkboxes for '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', and 'Landline Off Net - Off Peak'. The 'SMS' section includes checkboxes for 'Local On Net', 'Local Off Net', 'National On Net', 'National Off Net', and 'International'. The 'Roaming Calls' section includes checkboxes for 'Local Outgoing' and 'STD Outgoing'.

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 sorting options, and then number of matching records and the total number of records. Thereafter, it displays the 'Compare' and 'Reset Filters' buttons on the right 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.

For each of the records, the logo of the respective TSP is displayed, along with the tariff summary of the tariff product. 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.

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

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

The screenshot shows the TRAI Tariff website interface. On the left, there are filters for 'Circle' (set to Delhi), 'Operator' (Airtel, Idea, Jio, MTNL, Tata Tele, Vodafone), 'Unlimited Calls' (Local, STD, Roaming), and 'Data Type' (2G, 3G, 4G). The main area displays a list of tariff plans with columns for Product, Price, Talktime, and Validity. The plans are sorted by TSP. At the top right, there are 'Compare' and 'Reset Filters' buttons. Below the list, there are two icons for downloading the data: an Excel icon and an XML icon.

Operator	Product	Price	Talktime	Validity
Airtel	"100 MB 2G/3G/4G DATA, UNLIMITED LOCAL STD ALL CALLS,100 SMS LOCAL STD ALL, HOME/ROAM FOR 1 DAY.T&C"	₹ 9	₹ 10	1 days
Vodafone	Talktime of Rs 18.00 and 1 Local Vodafone Night minute for 7 days.	₹ 23	₹ 18	-
Airtel	"200 MB 2G/3G/4G DATA, UNLIMITED LOCAL STD ALL CALLS,100 SMS LOCAL STD ALL/DAY, FREE OUTGOING IN NATIONAL ROAMING FOR 2 DAY.T&C"	₹ 23	₹ 24	2 days
Idea	50 MB 3G(30 days)+ Loc/STD @1.5p/sec (60 days) + 0.6p/10Kb (90 days)			

Sorting Options

The user can sort the result set as per various options viz. TSP name, tariff product type, price, talktime and validity.

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.

TARIFF PLANS



LANDLINE

MOBILE

BROADBAND

PREPAID

POSTPAID

Comparison

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

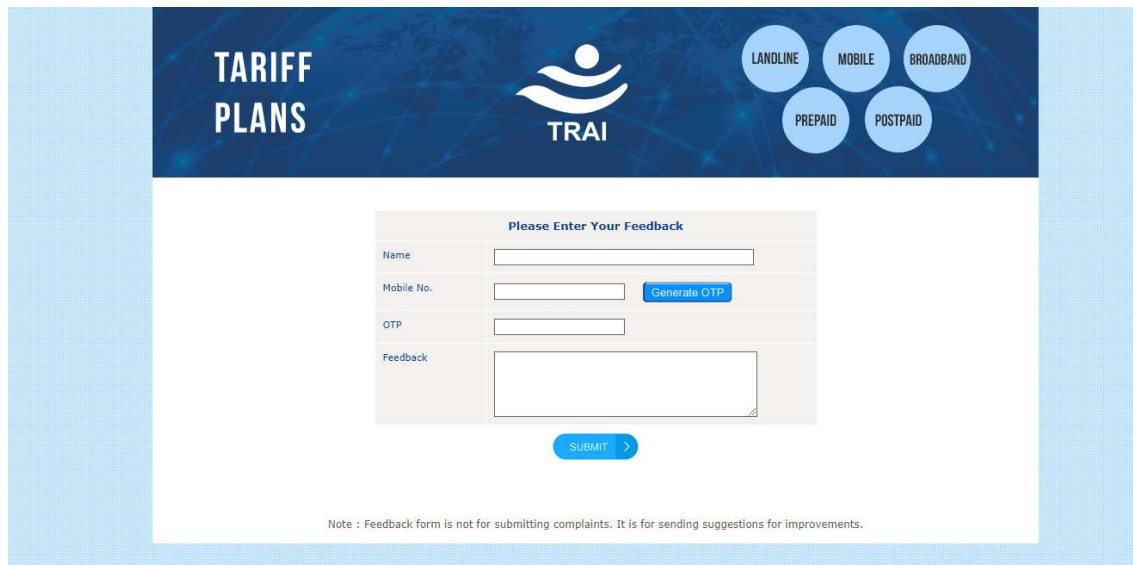
	airtel	vodafone	idea
Price ₹	9	23	57
Talktime ₹	10	18	22
Validity (Days)	1	-	60
Daily Data Capping	-	-	-
Total Data Capping	100 MB	-	-
More Details	More...	More...	More...

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 Plans Feedback Form. The header features the text "TARIFF PLANS" on the left, the TRAI logo in the center, and five circular buttons labeled "LANDLINE", "MOBILE", "BROADBAND", "PREPAID", and "POSTPAID" on the right. The main content area contains a form titled "Please Enter Your Feedback" with the following fields: "Name" (text input), "Mobile No." (text input with a "Generate OTP" button to its right), "OTP" (text input), and "Feedback" (text area). A "SUBMIT" button with a right arrow is positioned below the form. At the bottom, a note states: "Note : Feedback form is not for submitting complaints. It is for sending suggestions for improvements."