

The Telecom Regulatory Authority of India (TRAI) has floated a consultation paper on ways to boost transparency levels in all tariff-related communications of phone companies aiming consumer protection. {K2Splitter}

The Telecom Regulatory Authority of India (TRAI) has floated a consultation paper on ways to boost transparency levels in all tariff-related communications of phone companies aiming consumer protection.

The TRAI has sought stakeholder views on certain issues which include the need for telcos to give a declaration regarding the hidden terms and conditions in a tariff offering filed with the regulator. It has also sought feedback on requirement of standard template for publication of tariffs, and whether telcos should be mandated to publish details of all plans, including those not on offer but still active.

Additionally, it has sought views on whether telcos must be made to share details with consumers of all tariff offerings and vouchers.

Further, TRAI has also sought suggestions on whether a tariff calculator should be introduced to help consumers compute the effective cost of enrolment and continued subscription of a tariff plan. The sector regulator has sought views on whether telcos should publish tariffs via multiple channels, including the company website/portal, Facebook, Twitter, WhatsApp, text messages, USSD messages, and also through the telco's customer care centres/sales outlets and whether the manner of display of tariffs on telco websites should be prescribed by TRAI.

TRAI has requested feedbacks on introducing a unique ID, requiring a telco to link tariff-related advertisements with the corresponding tariffs published in the format prescribed by the regulator, citing the tariff's reporting and implementation dates.

TRAI is accepting comments and counter-comments on the paper till December 26, 2019 and January 9, 2020 respectively.

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