

Transparency in Publishing Tariff Offers:

- Q1. The details of Tariff should reach to all the customers by selective methods i.e., / Tariff Note, TV Add in detail. The gap between TSPs and customers must be bridged. The information that has been provided earlier has created confusion among the customers. They could not notice that which channel is free and which is not. The details must be displayed on TV Screens in the local languages.
- Q2. It is essential to publish the Tariffs through App, SMS, Customer Care Centres and sales outlets too. This will help the customers to notice the details of Tariff.
- Q3. It will be more effective through APP and SMS along with TSPs Website.
- Q4. The customers will be aware that how much they are paying i.e. channel wise proposed rates if they are provided with Tariff offerings and vouchers. The format must be unique.
- Q5. There is a need to mandate TSPs to introduce a tariff calculator tool with a specific /special software.
- Q6. This may be decided on mutual understanding and on the local conditions.
- Q7. It is required to provide declaration while reporting Tariffs to TRAI and display through its various channels. Additional measures may be required if necessary.
- Q8. Publishing details of all plans in the said formats will help the customers to choose their choice and provide scope independence and budget saving.
- Q9. Updating the information on point of sale will provide information on the change of Tariff offer from time to time.
- Q10. The Tariffs published in the prescribed formats and displayed on websites of the service providers must be authentic. The Tariff may be displayed channel wise i.e. Monthly, Quarterly, Half-Yearly and so on.
- Q11. The concept of Unique ID is to link Tariff advertisements and publishing dates of implementation of tariff will safeguard the needs as well as the rights of customers.
- Q12. Yes, the proposed mechanism is enough to deter any violation of compliance with applicable regulations.
- Q13. The Rights of customers should be safeguarded by all means.