



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



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Guidelines for Telecom Service Providers for ensuring transparency and uniformity in the process of tariff recharges/payments through Third Party Apps/Websites

F. No. 310-7(28)/2016-F&EA: In the recent past in Indian telecom service sector, tariff recharges/payment of bills through third party Apps/websites recharges (*hereinafter referred as Channel Partner*) have been increasingly recognised as a convenient mode of transaction. These Channel Partners are appointed by licensed Telecom Service Providers (TSPs) on commission/fee basis for the work done. It has also been noted that on many occasion, Channel Partner(s) appoint sub Channel Partner(s) to do the contracted work between TSP(s) and Channel Partner(s). There exists a possibility of time gap between TSP(s), Channel Partner(s) and sub Channel Partner(s) in updating the information on the day of tariff product launch/revision which may cause inconsistency and subscribers may not get perceived benefits. Considering the process involved and magnitude of growing transactions, the Authority, with an objective to ensure transparency, uniformity and protection to the subscribers in the process of tariff recharges/payments through Channel Partner or sub Channel Partners on their behalf, issues following guidelines to the TSP(s) providing access services or internet services:

- (i) There should not be any difference in the features of tariff products and benefits available on the TSP's website and Channel Partner's/sub Channel Partner's website(s)/app(s). A mechanism should be introduced by the TSP(s) where a new tariff product or any change in any tariff product is updated concurrently on Channel Partner(s) App(s)/website(s). Only after ensuring updation of tariff product(s) on Channel Partner(s), tariff product should be made live for the subscribers.
- (ii) TSP should ensure and direct the Channel Partners that any agreement between Channel Partner and sub Channel Partner(s) should include suitable clauses on subscriber relations, attending subscriber grievances, recharge process and tariff updation apart from other technical requirements and guidelines as contained in agreement between TSP and Channel Partner. Since Channel Partner(s) and sub Channel Partner(s) are non-licensed entities and appointed by TSP(s) based on mutually agreed terms and conditions, all responsibilities for

ensuring compliance of terms and conditions of the license agreement and other regulatory guidelines shall remain with the TSP.

- (iii) Any new tariff product or any change in existing tariff product should be made live only at midnight (between 00:00 Hrs and 02:00 Hrs) on the date of the launch or change in tariff product.

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