

Information note to the Press (Press Release No. 196/2012)

For Immediate release

Telecom Regulatory Authority of India (TRAI) issues ‘The Telecom Consumer Protection (Fourth Amendment) Regulations, 2012’

New Delhi, 22nd October 2012 – Telecom Regulatory Authority of India (TRAI) has today issued “The Telecom Consumer Protection (Fourth Amendment) Regulations, 2012” permitting the access service providers to offer Combo Vouchers.

2. The Telecom Consumer Protection Regulation, 2012 (TCPR) permitted only three categories of vouchers, namely Plan Vouchers, Top-ups and STVs. There have been demands from several service providers and Cellular Operators Association of India to allow a fourth category of vouchers (Combo Vouchers). The Combo Vouchers would be an additional category of vouchers under the TCPR that would provide monetary value and tariff concessions through a single voucher.

3. Such vouchers would provide more flexibility to the service providers to offer innovative bundling of the products based on market segmentation. Further, use of Combo Vouchers afford the subscriber convenience of purchasing additional monetary value as well as well as getting benefit of special tariffs through a single transaction.

4. Keeping in view these facts, the Authority has decided, through the Fourth Amendment to the TCPR, to permit the Combo Vouchers as a fourth category of vouchers with certain safeguards to ensure that Top Up Vouchers are clearly distinguishable to subscribers. Top-Up Vouchers will be exclusively available in denomination of Rs.10 and multiples thereof. The Combo Vouchers will be available only in denomination other than Rs.10 and multiples thereof.

The Combo Vouchers which are in physical form will bear a blue colour band whereas the Top-Up Vouchers will bear a green colour band. The Combo Vouchers will also clearly mention the terms and conditions of offer so that consumers can make an informed choice. In addition, service providers will also mention the availability of standalone top up vouchers whenever combo vouchers are publicised.

5. The Telecom Consumer Protection (Fourth Amendment) Regulations, 2012 have been placed on TRAI's website. For any clarifications, on the above said Regulations, contact Mr. A. Robert Jerard Ravi, Advisor (CA&QOS), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, New Delhi-110002. (Tel No. 011- 23230404, Fax No. 011-23213036, email id: advqos@trai.gov.in

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Secretary