

Question 1: How do current tariff plans offered by telecom service providers align with the preferences and usage patterns of consumers, particularly elderly individuals? Please Justify with rationale.

- Many people (especially elder people) using Feature Phone without Android/iOS system are losing money due to this. Call, SMS and data need separate plan. This will come as a relief to many people who only using Voice plan.

Question 2: Is there a need for separate plans for Voice & SMS and data to meet the specific requirements of subscribers. Please justify with reasons.

- Of course. Call, SMS and data need separate plan. This will come as a relief to many people who are not using data plan. Many people using Feature Phone without Android/iOS system are losing money due to this. introducing voice and SMS only tariff plans in the market could provide more options tailored to the needs of consumers. Therefore it is requested to avoid Bundle Plan and implement separate Plan for each.

Question 3: Whether the maximum validity of Special Tariff Vouchers (STVs) and Combo Vouchers (CVs) for consumers should be increased? Please Justify your response with reasons.

- Yes. Termination of outgoing services after 4 days of Plan Validity is not valid & justifiable. There was no such method before. This is inconvenient, difficult and infringes on the rights of paying customers. Therefore it is requested to avoid Bundle Plan and implement separate Plan for each.

Question 4: Are there specific consumer segments that would benefit from longer validity periods for Special Tariff Vouchers (STVs) and Combo Vouchers (CVs)? Please Justify along with rationale.

- Yes. Elderly individuals, Childrens/Students, Women find it difficult to recharge as often as others.

Question 5: In the current scenario, where dealers are doing recharge of vouchers online instead of selling physical vouchers. How relevant is colour coding of physical vouchers? Please justify with reasons.

- Very useful. Elderly individuals and persons with vision problems get benefit with implementing this.

Question 6: Whether colour coding can be introduced in digital mode to enhance consumer convenience and clarity? Please Justify your response with rationale.

- Yes. Elderly individuals get benefit with this. Colour coding in digital mode will enhance consumer convenience and clarity.

Question 7: In the present situation where recharge of vouchers is carried out through digital mode, is there any relevance of reserving denomination of Rupees Ten and multiple thereof only for Top up Vouchers. Please Justify with reasons.

- Yes. It will easier for consumers.

Question 8: Whether all types of vouchers can be allowed to be offered in any denomination of the choice of service provider? Please Justify along with rationale.

- No. It will be choice of the consumer. Denomination of Rupees Ten and multiple thereof is convenient for customers.