

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1210
ANSWERED ON:10.12.2003
TRAI DIRECTION FOR VOICE MAIL SERVICE
PRABHA RAU;VILAS BABURAO MUTTEMWAR

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the cellular companies have been directed by the Telecom Regulatory Authority of India (TRAI) to provide the voice mail service facility only to those who have specifically asked for it;
- (b) if so, whether the direction given by the TRAI is being followed by the cellular companies;
- (c) if not, the reasons therefor;
- (d) whether complaints have been received against the cellular companies in this regard;
- (e) if so, the facts thereof; and
- (f) the action taken by the TRAI on complaints lodged against the cellular companies?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI , PRADHAN)

- (a) Sir, TRAI had issued the instructions to all cellular operators to provide Voice Mail Service only with the consent of cellular subscribers.
- (b) The instructions have been followed by all the cellular companies except M/s Bharti Cellular Ltd. The Company has explained that they are taking the consent of subscribers by informing them through SMS (Short Messaging Service) that the subscribers will be charged for retrieving the Voice Mail Message. They have also mentioned that the subscribers can deactivate Voice Mail Service from mobile phone itself. For new subscriber's M/s Bharti Cellular has confirmed that they will take subscribers' consent in the applicant's form itself. M/s Bharti have contended that this should be considered as subscriber's consent.
- (c) Does not arise in view of (b) above.
- (d) Yes, Sir.
- (e) The complaints are to the effect that Voice Mail Service has been provided on a default basis without the consumer specifically asking for it and/or without consumer consent.
- (f) TRAI had issued instructions to cellular companies as in (a) above after receipt of the complaints.