

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

UNSTARRED QUESTION NO:3928
ANSWERED ON:21.04.2008
CHANGE IN MOBILE PLANS
Dube Shri Ramesh

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

- (a) whether a number of mobile service providers particularly Vodafone are changing the mobile plans of subscribers frequently without getting written confirmation from their subscribers thus overcharging the subscribers;
- (b) if so, the policy frame by the Union Government in this regard; and
- (c) the action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) to (c) Subscribers are free to choose from various tariff offers available. The subscriber has also right to migrate from one tariff package to another. Telecom Regulatory Authority of India (TRAI) has mandated that in migration from one package to another, the subscriber should not be charged any migration fee. Written request/confirmation by the subscriber for migration from one tariff plan to another is not mandated.

In order to protect the interest of the subscribers from frequent revision in tariff, Telecom Regulatory Authority of India (TRAI) has issued guidelines against hike in tariff as per which:-

- (i) A tariff plan once offered to the subscribers (i) by the Service Providers should be available for subscriber for a minimum period of six months.
- (ii) Any tariff plan presented marketed or offered as valid for any prescribed period exceeding six month or as having life time or unlimited validity in lieu of an upfront payment shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in case of life time or unlimited validity plans, as long as the Service Provider is permitted to provide service.
- (iii) No tariff item in a plan shall be increased by the Service Providers in the following situations:
 - (a) In respect of tariff plans with prescribed periods of validity of more than six months including tariff plans with life time or unlimited validity and also involving an upfront payment to be made by the subscriber towards such validity period, during the entire period of validity specified in the tariff plan;
 - (b) In respect of other tariff plan, within six months from the date of enrolment of the subscriber, and;
 - (c) In the case of recharge coupons with a validity of more than six months under a tariff plan, during the entire period of validity of such recharge coupon.

TRAI had directed M/s Vodafone Essar Mobile Service Ltd. on 13th March 2008 to refund charges levied for Value Added Service where it was provided without explicit consent of consumers.