

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

UNSTARRED QUESTION NO:3892
ANSWERED ON:14.12.2009
HARASSMENT OF SUBSCRIBERS
Chauhan Shri Dara Singh

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

- (a) whether most of the mobile service provider companies are misleading the subscribers in the name of providing facility of free incoming calls for life time;
- (b) if so, the details thereof; and
- (c) the steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) to (c) The subscribers in the lifetime validity plans are entitled to incoming free calls subject to terms and conditions as conveyed at the time of their enrolment of such plans.

Telecom Regulatory Authority of India (TRAI) has prescribed regulatory guidelines to bring clarity in the lifetime offering and to protect the interest of the subscribers vide Telecommunication Tariff (Forty Third Amendment) Order dated 21st March, 2006 which inter-alia mandated:

- (i) Tariff plans offered as having lifetime validity in lieu of an upfront payment shall continue to be available to the subscriber as long as the service provider is permitted to provide such telecom service under the current license or renewed license.
- (ii) Hike in any item in a lifetime tariff plan during the specified lifetime validity period is prohibited; and
- (iii) The service provider shall inform the subscribers of the month and year of expiry of his current license.

Further, in order to prevent the practice of service providers prescribing too frequent recharges as a condition to continue lifetime validity, TRAI, vide its Telecommunication Tariff (Forty Eight Amendment) Order has mandated that such recharge conditions, if prescribed, shall in no case be less than six months.