

P& P Section
Corporate office
6th Floor, Bharat Sanchar Bhawan,
H C Mathur Lane, Janpath,
New Delhi 110001



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

3-2/2010/PP-CM(Pt)

dated 10.2.2012

To

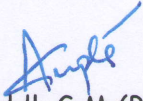
The Chief General Managers
All Telecom Circles/Metro Districts

Sub: Telecom Consumer Protection Regulations,2012-clarification regarding

TRAI has issued the following clarifications on certain queries raised by BSNL regarding
Telecom Consumer Protection Regulation,2012

| sl no | Query | Clarification from TRAI |
|-------|---|--|
| 1. | In the regulation a Plan voucher is to be issued for subscription to tariff plan which shall have some initial validity for the general plan. As the top up voucher cannot have any validity, how the validity of the above plan under general category can be extended beyond initial validity. | Whenever a customer is required to extend the validity period of his subscribed plan he has to activate a plan voucher available in the market. In case the same plan is not available under any of the plan voucher on offer, he has to activate any of the plan voucher on offer. This may result in change of plan. |
| 2. | As per the existing guidelines issued by TRAI the lifetime customer have to meet the criteria of minimum recharge condition of ₹ 200/- within 6 months to remain active. Whether the same minimum recharge condition shall be applicable to the life time customers under the revised guidelines issued as mentioned above. | The minimum recharge condition applicable for life time customers, if any, will not be affected by the provisions of the consumers Protections regulations, 2012 as these regulations do not contain any provisions relating to minimum recharge condition applicable for life time customers. |

| | | |
|----|---|---|
| 3. | Whether any minimum recharge criteria or usage criteria can be fixed for the general customers to remain active in the network | The consumers Protection regulations 2012 do not contain any provisions relating to minimum recharge criteria or usage criteria |
| 4. | A Plan voucher does not provide any monetary value as per the TRAI guidelines. It may be clarified whether free usage (for Voice/Video/SMS/Data etc) can be offered in the plan voucher. | Free usage in terms of minutes/ MB /number of SMS(for voice, SMS, VAS etc) can be offered in the plan voucher |


 Addl. G.M (PD-CM)
 BSNLCO

Copy to:

1. PGM(EB)/GM(EB I)/GM(EB II)/G.M (CDMA/WiMAX)/GM (VAS)/GM(NW O-CM) & G.M(S&M-CM) BSNLCO.
2. G.M(Nodal Centers), GSM/CDMA.