



## **Association of Unified Telecom Service Providers of India**

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AUSPI/12/2008/011

18<sup>th</sup> January 2008

Shri Nripendra Misra  
Chairman  
Telecom Regulatory Authority of India  
Mahanagar Door Sanchar Bhawan  
Jawahar Lal Nehru Marg  
New Delhi - 110002

**Sub: TRAI's short consultation regarding provision of hard copy of bill**

Dear Sir,

We are pleased to enclose our response to the short consultation on the issue of providing hard copy of bill to postpaid subscribers.

We hope that the Authority will take our views into consideration while coming out with its recommendations.

Thanking you,

Yours faithfully,



**S.C.KHANNA  
SECRETARY GENERAL**

Copy to: Shri A K Sawhney, Member TRAI  
Shri R N Prabhakar, Member TRAI  
Shri R K Arnold, Secretary, TRAI  
Shri M Kannan, Advisor (Economics), TRAI

**RESPONSE TO TRAI'S SHORT CONSULTATION ON THE ISSUE OF  
PROVIDING HARD COPY OF THE BILL FREE OF COST TO POST PAID  
SUBSCRIBERS ON TELECOM ACCESS SERVICE**

AUSPI'S comments on the above short consultation paper are as follows:

**Tariff for Hardcopy of Bill**

1. A bill/invoice provides information on extent of services utilized by subscribers and payment that is due for utilizing such services. It is imperative for a service provider to issue bill. In this context **AUSPI agrees with the Authority that telephone bills containing summary of details has to be provided free of cost to the subscribers. However, operators be allowed to charge for duplicate bills required by subscribers.**

**Hard copies of bill and alternate mechanisms**

2. Online bills or bills through other electronic means are convenient means of receiving bills. Large section of subscribers, especially those having internet access prefer to access bills and make payment through electronic means. Online access to bills has benefits like any-where access, no waiting or possibility of delay in post, no wastage of paper and therefore eco friendly etc.

3. **Considering the convenience of electronic bills to a large section of subscribers, AUSPI recommends that hard copy of bills should not be mandated and choice of receiving bills-hard copy or soft copy should be left with the subscribers.**

**Proposed Amendments in TTO'99**

The proposed amendment to TTO'99 (forty sixth amendment) proposes that hard copy of bills cannot be charged. The amendment tends to provide all bills including hardcopy of itemized bills for local calls as well as duplicate bill required by subscribers cannot be charged. Since itemized bills for local calls and duplicate bill demanded by customer can be charged, AUSPI suggests that **new clause 10 B and 7 B may be added in the TTO (Forty Sixth Amendment) as indicated below.**

**Schedule I**  
**Basic Services (Other than ISDN)**

<b>ITEM</b>	<b>Tariff</b>
10A. Tariff for provision of hard copy of the bill or printed copy of the bill to the customer	NIL
<i>10 B Tariff for provision of hard copy of the bill or printed copy of the itemized bill for local calls to the customer and duplicate bill</i>	<i>Forbearance</i>

**Schedule II**  
**Cellular Mobile Telecom Service (CMTS)**

<b>ITEM</b>	<b>Tariff</b>
7A. Tariff for provision of hard copy of the bill or printed copy of the bill to the customer	NIL
<i>7 B Tariff for provision of hard copy of the bill or printed copy of the itemized bill for local calls to the customer and duplicate bill</i>	<i>Forbearance</i>