

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
UNSTARRED QUESTION NO.1411  
TO BE ANSWERED ON 19<sup>th</sup> DECEMBER, 2018**

**STOPPING SERVICES BY COMPANIES**

†1411. SHRI RAKESH SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether telecom companies are stopping services despite sufficient balance in the account of mobile subscribers in the country;
- (b) whether telecom companies are unnecessarily threatening the subscribers by sending text message in this regard;
- (c) if so, the details thereof; and
- (d) whether the Government has issued directions to such companies in this regard and if so, the details thereof?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &  
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS  
(SHRI MANOJ SINHA)**

(a) to (d) Madam, some Telecom Service Providers (TSPs) have implemented tariff plans wherein the terms and conditions include the condition of recharge every 28 days to continue to avail uninterrupted services. According to tariff plans, failure to comply with the prescribed mandatory recharge will result in stoppage of service. The TSPs are conveying this requirement to subscribers through public notice and individual SMS. Telecom Regulatory Authority of India has issued letter on 27.11.2018 to all the TSPs individually not to disconnect the services where adequate prepaid account balance exists.

\*\*\*\*\*