

This draft intends to seek comments of all those interested on the subject, for the purpose of protecting the rights and interests of consumers.

All interested are requested send their comments and views on this draft latest by 8th March, 2010.

Your comments may be sent in writing or through email to Director (Law & Regulations) PTA Headquarters F-5/1, Islamabad-mail. aliasghar@pta.gov.pk

Draft Amendments in the Telecom Consumers Protection Regulations, 2009

1. Regulation 6 to be re-worded as follows:

“Operators may withdraw the provision of any Service, limited time offer packages for value added services from Consumers, provided that such withdrawal is approved by the Authority, if required and thirty (30) days prior notice is given to Consumers:

Provided that the Operators shall inform Consumers through any of the following means:

- (i) Short messaging service;
- (ii) Website; and
- (iii) Print media.

Explanation: For the purpose of these regulations ‘packages for value added services’ shall include but not be limited to Short Messaging Service, Universal Access Service, Toll Free Service, Premium Rate Service, Content Based Services, Internet Service or as determined by the Authority from time to time”.

2. After clause (vii) in sub-regulation (2) of regulation 7, the following to be inserted:

“(viii) Press Advertisement”

3. After the first proviso appearing in sub-regulation (3) of regulation 7, the following new proviso to be inserted:

"Provided further that for each connection of the same Service subscribed in his/her own name a notice shall be given under the modes specified under sub-regulation (2) of regulation 7"

4. After clause (iv) of sub-regulation (1) of regulation 10 the following new clause to be inserted:

"(v) that no change in tariff shall be imposed unless seven (7) days prior notice is given to Consumers with respect to any Service:

Provided that Operators shall give prior notice to Consumers by the modes specified in sub-regulation (2) of regulation 7 and also place the information on the Operators website"