



SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)

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No:- SNEA/KLA/CGM/2016-17/126

dtd at TVM, the 23-5-2017

To

The CGMT,
BSNL, Kerala Circle,
Thiruvananthapuram.

Respected Sir,

Sub: Unauthorized Charges by Content Providers, reg:

Several broadband and mobile customers are still complaining about excess monthly telephone charges by way of additional amount towards value added services like Hungama services, a value added service ever launched by BSNL. The customers feel very much disappointed and sometimes cheated over such excess charging for which they never consented to link to their services. Customers are shocked over receiving bills for these value added services linked to the broad band/mobile service without their consent and getting billed for even more than thousand rupees on Hungama account in their monthly bill. Field units have reported such incidents being faced by customers who had kept their telephones in safe custody as well. Deactivations as well as Refund requests are still flowing to many CSCs and Call centres in our circle.

We all know that linking such services without customers consent and charging them is really unethical and unfair on our part and hence to be curbed once for all. Some customers claim that even after making requests for deactivating these unsolicited VAS features, the services continue to be offered and billed. It is also a fact that there is no provision for refunding. Customers are forced to run from pillar to post to get their grievance addressed to their satisfaction. Ultimately a good number of customers are surrendering their connections due to this act by content providers which cannot be afforded by BSNL especially in the present stiff competitive environment and revenue crisis. Even though the bills are raised as per the data supplied by the content providers, the complaints are registered against BSNL that too even in many public consumer complaint redressal forums. Such cases are being reported by many print media as well inviting bad reputation for BSNL in public at times.

It is high time for BSNL to review launch of such value added services as these services has already made adverse impact on customer satisfaction, loyalty and BSNL image raising a big question mark over

its unique and much acclaimed capability of ensuring highly transparent billing. In this regard, it is suggested that strict instructions may be issued to such content providers to activate the service only with the written consent or at least by e-mail from the customer, if not, the content provider service is not stopped forthwith.

With Warm Regards

Sincerely Yours



T Santhosh Kumar
Circle Secretary
SNEA, Kerala Circle.

Copy to:- 1. The GM (S&M- CM), O/o the CGMT, BSNL Kerala Circle

2. GS SNEA CHQ, New Delhi