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*भारतीय मानक मसौदा*

## नेटवर्क सेवा बिलिंग – अपेक्षाएँ

*Indian Standard*

### Network services billing — Requirements

ICS 03.080.30; 35.240.99

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**DRAFT FOR COMMENTS ONLY**

*Draft Indian Standard*

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Information and Communication Services Sectional Committee, SSD 08

**NATIONAL FOREWORD**

This draft Indian Standard which is identical with ISO 14452 : 2012 ‘Network services billing — Requirements’ issued by International Organization for Standardization (ISO) will be adopted by the Bureau of Indian Standards on the recommendations of Information and Communication Services Sectional Committee, and approval of the Services Sector Division Council.

The purpose of this Standard is to address customer concerns about utility billing practices, a common source of complaints. Issues include bill shock, complexity, unclear pricing, inaccuracies, difficult payment methods, information overload, and unclear guidance on switching suppliers. These problems stem from poor pre-billing processes, unsatisfactory billing procedures, unclear bill presentations, and ineffective post-billing processes.

This standard aims to provide customers with clear, accurate, timely, and complete bills, enabling them to verify charges and build confidence in their supplier. It sets minimum requirements for billing and payment processes, aims to reduce complaints, ensures appropriate and consistent supplier-customer interactions, and establishes benchmarks for customer expectations. It supports smart metering technology and encourages billing innovation to help suppliers differentiate their services in competitive markets. Though primarily for utility bills with metered consumption, the principles can apply to all billing forms. Regional or national adaptations may be necessary to accommodate specific conditions.

The text of ISO Standard has been approved as suitable for publication as an Indian Standard without deviations. Certain conventions are, however, not identical to those used in Indian Standards. Attention is particularly drawn to the following:

a) Wherever the words ‘International Standard’ appear referring to this standard, they should be read as ‘Indian Standard’.

b) Comma (,) has been used as a decimal marker while in Indian Standards, the current practice is to use a point (.) as the decimal marker.

For the purpose of deciding whether a particular requirement of this standard is complied with the final value, observed or calculated, expressing the result of a test or analysis shall be rounded off in accordance with IS 2 : 2022 ‘Rules for rounding off numerical values (*second revision*)’. The number of significant places retained in the rounded off value should be the same as that of the specified value in this standard.

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Scope of ISO 14452 : 2012 is as follows:

This draft Indian Standard specifies the minimum requirements for billing of all consumption-based utility network services to domestic customers. It covers the processes required to produce the bill and to deal with issues that arise after the bill has been sent, as well as the content of the billing document or statement. This Standard is applicable to utility network services that are unmetered, metered at the point of delivery or metered remotely (e.g. on the supplier’s own premises), and it covers any unmetered or unmeasured charges appearing on the same bill as metered or measured charges, as well as flat rate charges.

This Standard does not cover pricing, except for a requirement to provide information to customers. It is only applicable to billing for consumption-based utility network services and it applies to all bills or statements for utility network services where there is an ongoing account relationship between the customer and the supplier, regardless of the payment method used.

Note —The technical content of this document has not been enclosed as these are identical with the corresponding ISO Standard. For details please refer ISO 14452 : 2012 or kindly contact.

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