



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



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No: 10-6/2016-BB&PA

Date: 21.10.2016

To,
The Secretary,
Department of Telecommunications,
Sanchar Bhawan, 20, Ashoka Road, New Delhi

Subject: Violation of the provisions of License Agreements and the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Vodafone India Limited

The Authority received a letter No. RJIL/TRAI/2016-17/230, dated the 14th July, 2016 from M/s Reliance Jio Infocomm Limited (hereinafter referred to as RJIL) providing details of inadequacy of E1s with M/s Vodafone India Limited (hereinafter, referred to as Vodafone) (a copy of the letter dated the 14th July, 2016 is annexed as **Annexure-I**).

2. The Authority, vide letter No. 10-6/2016-BB&PA, dated the 19th July, 2016 asked Vodafone to do the needful and furnish their response on the issues raised by RJIL (a copy of the letter dated 19th July, 2016 is annexed as **Annexure-II**).

3. The Authority received a letter No. RJIL/TRAI/2016-17/341, dated the 4th August, 2016 from RJIL requesting the Authority to direct Vodafone to provide requisite number of additional E1s to remove congestion at inter-operator Points of Interconnection (hereinafter, referred to as POIs), which is severely hampering the ongoing test trial of RJIL's services (a copy of the letter dated the 4th August, 2016 is annexed as **Annexure-III**).

4. The Authority received a letter No. VIL/LT/2016-17/331 dated the 19th August, 2016 from Vodafone in response to the Authority's letter mentioned in para 2 above (a copy of the letter dated the 19th August, 2016 is annexed as **Annexure-IV**).

5. The Authority received a letter No. RJIL/TRAI/2016-17/411 dated the 12th August, 2016 from RJIL requesting the Authority to immediately direct the telecom service providers to provide PoIs to RJIL without any dimmer or delay, per capacities indented by RJIL in its letter dated the 21st June, 2016 addressed to respective telecom service providers. (A copy of letter dated the 12th August, 2016 is enclosed as **Annexure V**).

6. The Authority received a letter No. RSM/COAI/2016/183 dated the 2nd September, 2016 from COAI wherein it was mentioned that they are in no position, by way of network resources, or financial resources, to terminate volumes of traffic of RJIL which are markedly asymmetric. It was also mentioned that their members are not obliged to entertain interconnect requests which are derived from abnormal induced traffic patterns that game the IUC regime and are anti-competitive (a copy of the letter dated 2nd September, 2016 is annexed as **Annexure-VI**).

7. In view of the COAI's letter referred above, a meeting was held with telecom service providers including Vodafone on the 9th September, 2016 wherein Vodafone along with Bharti Airtel Limited and Idea Cellular Limited confirmed that they agree with all the letters of COAI including letter under reference. It was categorically conveyed to these telecom service providers that they should ensure that the consumers do not suffer because of the inadequacy of POIs (a copy of the minutes of the meeting is annexed as **Annexure-VII**).

8. The Authority received a letter No. RJIL/TRAI/2016-17/630, dated the 15th September, 2016 from RJIL providing details of call failure with Vodafone and seeking the Authority's intervention to resolve the matter in order to protect the interests of the Indian customers (a copy of the letter dated the 15th September, 2016 is annexed as **Annexure-VIII**).



