



Dated the 11th April, 2012

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i) and (iii) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 on ensuring compliance of the terms and conditions of Unified Access Service License and 'Continuity of Service' to subscribers by M/s S Tel Private Limited

No.116-9/2012-MN----- Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as the "TRAI Act"), has been entrusted with discharge of certain functions, *inter alia*, to ensure compliance of terms and conditions of licence; to regulate the telecommunication services, protect the interests of consumers of the telecom sector; ensure technical compatibility and effective inter-connection between different service provider; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service to be provided by the service providers so as to protect the interest of the consumers of telecommunications service;

2. And whereas M/s S Tel Private Limited has, vide their letter No. S Tel/Imp/2012, dated 12th March, 2012 addressed to Secretary,

(Signature)

Department of Telecommunications and a copy endorsed to the Authority, inter-alia, informed as under:-
“the judgement delivered by the Hon’ble Supreme Court dated 2nd February, 2012 has led to en-masse network disconnections by all our network infrastructure service providers, bringing about a complete clamp down on our network connectivity and operations. As such, our infrastructure vendors have withdrawn the support and links to our MSCs, including managed services of our network” and that “...in absence of network and connectivity to our subscribers, all active network elements including MSCs, BSCs, IN, Packetcore, CRBT, SNSC, LI, Interconnect & VAS are being shut down till such time as necessary mitigation measures are implemented....”.....
..... “periodic reporting, implementation and compliance of regulations / directions pre-suppose existence of necessary conditions to pursue provision of telecommunication connectivity and services. Since these conditions have been prevented under the circumstances brought out hereinabove, the reporting, compliances and implementation required also stand obviated at this stage.”;

3. And whereas M/s MITS, a Mobile Number Portability (MNP) Service Provider, has vide their letter No. MITS/TRAI/017/2012, dated 14th March,2012 informed the Authority that M/s S Tel Private Limited has disconnected its links with MNP clearing house for Zone-2 with effect from 27th Feb,2012 and due to this disconnection all porting broadcasts to M/s S Tel are not being delivered impacting the call completion of current customers of S Tel;



