



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA

भारत सरकार / Government of India

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DIRECTION

Dated: 27<sup>th</sup> February, 2018

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), to facilitate Mobile Number Portability for the subscribers of M/s Aircel Ltd. and M/s Dishnet Wireless Ltd in the licensed service areas of Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal.

No.116-22/2017-NSL-II- 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 TRAI Act, 1997), has been entrusted with discharge of certain functions, *inter-alia*, to ensure compliance of terms and conditions of license; regulate the telecommunication services; protect the interests of service providers and consumers of the telecom sector;

2. And whereas the Authority, in exercise of the powers conferred upon it by section 36, read with sub-clauses(i), (iii) and (v) of clause (b) of sub-section (1) of section 11, of TRAI Act, made the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) (hereinafter referred to as regulations);

3. And whereas M/s Aircel Ltd. and M/s Dishnet Wireless Ltd. (both collectively referred to as Aircel Group), vide their letter No. AL/TRAI/Corr/2018/21 dated 22<sup>nd</sup> February, 2018, informed that Aircel Group is undergoing deep financial stress due to various reasons which has also resulted in closing operations in six of their circles w.e.f. 31<sup>st</sup> January 2018;

4. And whereas M/s Aircel Group, vide their letter, referred to in para 3 above, has further informed that they have been severely impacted by their major Infra provider M/s GTL Infra who has turned off as much as one third of their total sites in different licensed service areas across the country and as an emergency measure, they are working out intra circle roaming arrangements with other telecom service providers to help their subscribers remain connected and opt for porting in case they choose to do so;

  
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5. And whereas M/s Aircel Group vide their letter, referred to in para 3 above, also mentioned that with large number of requests for porting, the generation of Unique Porting Codes (hereinafter referred to as UPCs), is also delayed due to capacity constraints in their server and therefore, in order to help their subscribers to port their mobile numbers into the network of their choice, M/s Aircel Group has requested the Authority to issue suitable direction for allotting additional codes to generate UPC in the licensed service areas where their subscriber base is in excess of one million; allow mobile number portability to subscribers where a period of ninety days has not elapsed from the date of activation into the network of M/s Aircel and extend validity of UPCs upto forty five days, to enable smooth porting;

6. And whereas as per the regulation 6 (a) of the regulations, every subscriber shall be eligible to make a request for porting his mobile number provided that a period of ninety days has expired from the date of activation of his mobile connection in the case of a mobile number not ported earlier; or from the date of activation of mobile number after its last porting, in the case of a mobile number which has been ported earlier, as the case may be;

7. And whereas M/s Aircel has already closed the services in the licensed services areas viz. Gujarat, Haryana, Himachal Pradesh, Madhya Pradesh, Maharashtra and Uttar Pradesh (West) with effect from 31<sup>st</sup> January, 2018;

8. And whereas due to disruption of services in the remaining licensed service areas viz. Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal, a large number of subscribers, both prepaid and postpaid, are being inconvenienced and facing difficulties in porting their mobile number to other service provider;

9. And whereas under normal circumstances the balance prepaid amount would have been utilized by the prepaid subscribers before porting out their mobile number but due to disruption in services, the subscriber is forced to port out the mobile number and leave behind the unspent prepaid balance amount with the licensee in the form of recharge coupon or plans;

10. And whereas regulation 18 of the regulations, *inter-alia*, provides that the Authority may, from time to time, issue such directions as it may deem fit to the service providers on any aspect of Mobile Number Portability for which provisions have been made in the regulations;

11. Now, therefore, in exercise of the powers conferred upon it under section 13, read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section (11), of TRAI Act, 1997 and regulation 18 of the Mobile Number Portability Regulations, 2009 (8 of 2009), the Authority, in order to protect the interest of subscribers of M/s Aircel Group and to facilitate the mobile number portability, hereby directs –

  
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(a) M/s Aircel Group to –

- (i) generate UPCs with existing service provider code 'D' for the subscribers in Kerala licensed service area and communicate UPC to the subscribers through SMS;
- (ii) generate UPCs with service provider code 'F', in addition to the existing service provider code 'D', for the subscribers in Punjab licensed service area and communicate UPC to the subscribers through SMS;
- (iii) generate UPCs with service provider codes 'F', 'G', 'H' and 'K', in addition to the existing service provider code 'D', for the subscribers in Andhra Pradesh and Mumbai licensed service areas and communicate UPC to the subscribers through SMS;
- (iv) generate UPCs with service provider codes 'F', 'G', '1', '2' and '3', in addition to the existing service provider code 'D', for the subscribers in Karnataka licensed service area and communicate UPC to the subscribers through SMS;
- (v) generate UPCs with service provider codes 'F', 'G', 'H', 'K', 'L' and 'N', in addition to the existing service provider code 'D', for the subscribers in North East and Jammu and Kashmir licensed service areas and communicate UPC to the subscribers through SMS;
- (vi) generate UPCs with service provider codes 'F', 'G', 'H', 'K', 'L', 'N' and 'P', in addition to the existing service provider code 'D', for the subscribers in Kolkata and Odisha licensed service areas and communicate UPC to the subscribers through SMS;
- (vii) generate UPCs with service provider codes 'F', 'G', 'H', 'K', 'L', 'N', 'P' and 'Z', in addition to the existing service provider code 'D', for the subscribers in West Bengal licensed service area and communicate UPC to the subscribers through SMS;
- (viii) generate UPCs with service provider codes 'F', 'G', 'H', 'K', 'L', 'N', 'P', 'S', 'W' and 'Z', in addition to the existing service provider code 'D', for the subscribers in Assam licensed service area and communicate UPC to the subscribers through SMS;
- (ix) generate UPCs with service provider codes 'F', 'G', 'H', 'K', 'L', '1', '2', '3', '4' and '5', in addition to the existing service provider code 'D', for all the subscribers in Rajasthan licensed service area and communicate UPC to the subscribers through SMS;
- (x) generate UPCs with service provider codes 'F', 'G', 'H', 'K', 'L', 'N', 'P', 'Q', 'S' and 'Z', '1' and '2', in addition to the existing service provider code

  
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'D', for all the subscribers in Bihar licensed service area and communicate UPC to the subscribers through SMS;

- (xi) generate UPCs with service provider codes 'F', 'G', 'H', '1', '2', '3', '4', '5', '6', '7', '8' and '9' in addition to the existing service provider code 'D', for all the subscribers in Delhi licensed service areas and communicate UPC to the subscribers through SMS;
- (xii) generate UPCs with service provider codes '1', '2', '3', '4', '5', '6', '7', '8' and '9', in addition to the existing service provider code 'D', for all the subscribers in Uttar Pradesh (East) licensed service areas and communicate UPC to the subscribers through SMS;
- (xiii) generate UPCs with thirty six combinations of service provider and service area codes as 'FT', 'GT', 'QT', 'D1 to D9', 'F1 to F8', 'G1 to G8', 'Q1 to Q8', in addition to the existing service provider and service area code combination of 'DT', for the subscribers in Tamil Nadu (including Chennai) licensed service area and communicate UPC to the subscribers through SMS;
- (xiv) keep all the UPCs generated pursuant to this direction and UPCs generated prior to the date of this direction which are valid on that date, valid till 23:59:59 hours of 15<sup>th</sup> April, 2018;
- (xv) not to reject any porting-out request of its subscribers whose activation of mobile number in the network of M/s Aircel Group is of less than ninety days;
- (xvi) furnish by the 10<sup>th</sup> March, 2018, status of the number of prepaid and postpaid subscribers as on the 22<sup>nd</sup> February, 2018, in the MS excel format given below for all the licensed services areas:-

LSA	Total mobile subscribers in HLR	Number of mobile subscribers (Prepaid)	Number of mobile subscribers (Postpaid)

- (xvii) furnish monthly subscriber –wise information of unspent balance amount in MS excel format below for all the ported out prepaid subscribers, w.e.f. the date of Direction i.e. 27<sup>th</sup> February, 2018 till 15<sup>th</sup> April, 2018:-

LSA	MSISDN (Mobile number)	Date of porting	Balance amount of recharge of all kind (voucher/plan) left with M/s Aircel.

[Note: Data for the month of February and March, 2018 to be submitted by 1<sup>st</sup> April, 2018 and data for the month of April, 2018 by 11<sup>th</sup> April, 2018]; and

  
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(xviii) furnish compliance report of this direction to the Authority by 25<sup>th</sup> April, 2018 together with the details of the number of subscribers successfully ported out;

(b) all Telecom Service Providers and Mobile Number Portability Service Providers to recognize additional UPCs with combinations of service provider and service area codes as 'FT', 'GT', 'QT', 'D1 to D9', 'F1 to F8', 'G1 to G8', 'Q1 to Q8', in addition to the existing service provider and service area code combination of 'DT' for the Tamil Nadu licensed service area and service provider codes 'F', 'G', 'H', 'K', 'L', 'N', 'P', 'Q', 'S', 'W', 'Z', '1', '2', '3', '4', '5', '6', '7', '8' and '9', in addition to the existing service provider code 'D', for the subscribers of licensed service areas as mentioned in sub-para (a) (i) to (xii) above for the subscribers of M/s Aircel Group;

(c) Mobile Number Portability Service Providers to:-

(i) allow porting out of subscribers of M/s Aircel Group with 'age on network' less than ninety days;

  
27.02.2018  
(Syed Tausif Abbas)

Advisor (Network, Spectrum and Licensing)

To,  
All Access Service Providers and MNPSPs

To,  
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