



# TELECOM REGULATORY AUTHORITY OF INDIA



## E-NEWSLETTER FOR TRAI REGISTERED CONSUMER ORGANISATIONS

SEPTEMBER, 2017

### 1. Consumer Empowerment

TRAI, in the recent past, has launched following apps to empower the consumers. While TRAI is making efforts to enhance consumer awareness about these through advertisements in print and electronic media and CoP etc., CAGs may also like to educate consumers about these apps during their interaction/exchanges with them.

#### 1.1 RATE THE CALL QUALITY WITH TRAI MyCall App

TRAI MyCall is an Android application for Crowd Sourced Voice Call Quality Monitoring. The Application will help Mobile phone users to rate their experience about voice call quality in real time and help TRAI gather customer experience data along with Network data.

##### **Key Features**

- You can rate the call after it ends
- You can also rate a call later from call History & rate multiple calls together
- Option to mark call as dropped or poor network, background noise or audio delay
- Select your rating in the form of stars and indicate if the calls were made indoors, outdoors or while travelling.

**PLEASE HELP US IMPROVE  
YOUR MOBILE CALL EXPERIENCE**

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GET IT ON  
Google play

Issued in Public Interest by:  
**Telecom Regulatory Authority of India**  
(ISO 9001:2008 Certified)  
Mahanagar Doorsanchar Bhavan  
Jawaharlal Nehru Marg, New Delhi-110002  
Website: [www.trai.gov.in](http://www.trai.gov.in)

Let's Improve Voice Call Quality  
MyCALL App

For details, visit : <http://www.mycall.trai.gov.in>

## 1.2 REGISTER YOUR MOBILE NUMBER UNDER DND BY DOWNLOADING DND 2.0 APP

**WANT TO GET RID OF UNWANTED COMMERCIAL CALLS OR SMSs?**

**“MOBILE APP TRAI DND 2.0” IS YOUR ANSWER**

**Manage Unsolicited Commercial Communication (UCC) Easily**

- The app helps put your mobile number on the 'Do Not Disturb' (DND) register
- Register DND Preferences
- Change DND Preferences
- Lodge complaints about unwanted calls and SMSs
- Check status and get updates about action taken on your complaint

**OR DIAL 1909 TO MANAGE UCC EASILY**

GET IT ON **Google play**

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For details, visit : <http://www.nccprai.gov.in>

DND (Do Not Disturb) Services app helps smart phone users to register their mobile number under DND to avoid Unsolicited Commercial Communications(UCC)/Tele-marketing Calls/SMS This is based on TRAI Telecom Commercial Communication Customer Preference Regulations, 2010. New release will allow users to identify unwanted Call/SMS through in-built intelligence.

### **Key Features**

- App has an in-built anti-SPAM engine.
- Anti-SPAM engine works on crowdsourced feedback and dictionary built-up process.
- App will suggest probable SPAM, for unknown SMSs/Calls.
- Users can also suggest/mark unsolicited Calls/SMS as SPAM.
- Users can register their mobile number under DND category.
- Registration status under DND can be checked and updated according to the preference.
- Register UCC complaint to the Telecom Service Provider upon receiving unwanted Call/SMS.
- UCC complaint status can also be checked within the App.

## 2. Consumer Education

### 2.1 BEWARE OF TOWER FRAUD

TRAI receives lot of complaints about Tower Fraud. Fraud companies promising high rent for setting up of tower/BTS vanish after taking money in the name of govt. fee or taxes. So beware of such fraud calls. TRAI has no role (directly/indirectly) in installation of mobile towers.



### 2.2 Revised Methodology For Assessing Call Drops

TRAI has revised the method for assessing **Drop Call Rate (DCR)** – a QoS parameter due to significant gap between the performance level of service providers against the benchmark (2%) and the actual network performance being experienced by the subscribers.

Under the existing system, the performance on call drop is being assessed for the service area as a whole based on average of performance of all cells in the service area for one month. This averaging over the entire service area and over a period of one month in effect was hiding the poor performing cells that may be there in some areas on some days affecting service quality experience of the subscribers being catered to by these poor performing cells. As a result while service providers were meeting the benchmark on call drop, the customers were complaining about poor quality of service.

To overcome the problem, TRAI has reviewed the network parameters for mobiles services and has revised the parameters/methodology for assessing DCR through "**The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Fifth Amendment) Regulations, 2017**" dated 18.08.2017.

Under the amended Regulations, existing parameters have been replaced with two new parameters (i) **DCR Spatial distribution** or DCR Network\_Q<sub>SD</sub> (90,90) and (ii) **DCR temporal distribution** or DCR Network\_Q<sub>TD</sub>

(97,90). The DCR Network\_Q<sub>SD</sub> (90,90) implies that at least 90% of cells in network should perform better than specified 2% benchmark on at-least 90% of days. Likewise DCR Network\_Q<sub>TD</sub> (97,90) assures that at least 90% of days network should perform better than specified 3% benchmark for at-least 97% of the Cells. This revised approach for DCR will give better insight into the network performance of service provider and will help to identify local areas where Cell(s) have not performed well for many days and also to identify Day(s) on which many cells in the network have not performed well.

A provision of graded financial disincentive against TSPs for their failure to comply with the benchmarks of the new parameters with a maximum financial disincentive of at Rs.10 lakh has also been made under the revised regulations.

Revised methodology is technology neutral and will be applicable for 2G, 3G as well as 4G networks. The amended Regulation will be effective from 1<sup>st</sup> October, 2017.

### **3. Recommendations:**

#### **3.1 Recommendations on Cloud Services:**

TRAI has submitted its Recommendations on Cloud Services to DoT on 16.8.2017. Some of the main features of recommendations are mentioned below:-

- a) Light touch regulatory approach has been adopted to regulate cloud services.
- b) DOT shall prescribe a framework for registration of Cloud Service Providers (CSPs) industry bod(y)(ies), which are not for profit. All CSPs above the threshold to be notified by the Government have to become member of one of such industry body.
- c) Industry body will prescribe Code of Conduct (CoC) for its functioning which have to be followed by their members. In addition to CoC, there will be a governance structure of the Industry body aimed to support effective and transparent implementation, management and evolution of the CoC. Industry body, not for profit, may charge fee from its members, which is fair, reasonable and non-discriminatory.
- d) Industry body will also have a disclosure mechanism to promote transparency regarding interoperability, billing, data security and other related matters.
- e) A Cloud Service Advisory Group (CSAG) to be created to function as oversight body to periodically review the progress of Cloud Services and suggest actions, if any, to the Government.



- f) Telecommunication Standard Development Society of India (TSDSI) has been tasked to develop standards for ensuring interoperability for cloud services.
- g) Government may consider enacting an overarching and comprehensive data protection law covering all sectors.
- h) Government shall draw a robust Mutual Legal Assistance Treaty (MLAT) to address the jurisdictional issues and amend existing MLATs to include lawful interception or access to data on the cloud.
- i) Government shall continue its policy to promote cloud services through cloud infrastructure projects. Ministry of MSME may also continue to promote adoption of ICT in the sector including providing subsidies as being done at present

## 4. Directions

### **4.1 Direction regarding unsolicited bulk SMSs relating to investment in securities market on 10-8-2017.**

TRAI has issued Direction to service providers regarding unsolicited bulk SMSs relating to investment in securities market on 10-8-2017.

This direction mandates the cellular mobile telephone service providers to take following steps for controlling bulk messages relating to securities:

- (a) SMSs relating to investment advice/stock tips only from SEBI registered investment advisers, stock brokers, sub brokers, portfolio managers and merchant bankers shall be sent or allowed to be sent as transactional message only through registered Telemarketers;
- (b) Necessary arrangements shall be made to filter and block the SMSs sent by Telemarketers using bulk SMS channel containing certain key words relating to securities, such as buy, Sell, Hold, Accumulate, Target followed by Scrip code/ Scrip name provided by any recognized as stock exchange; and
- (c) Verify the identity of the sender by the service provider as registered telemarketer, as the case may be, and collect and keep the identified documents for one year.

## **5. Consultation Papers**

### **5.1 Consultation Paper on “Privacy, Security and Ownership of the Data in the Telecom Sector”**

TRAI has come out with a Consultation Paper on “Privacy, Security and Ownership of the Data in the Telecom Sector” on 09.08.2017. Through this Consultation Paper the Authority has decided to seek inputs of the stakeholders on the following:

- a) To identify the scope and definition of Personal data, Ownership and Control of data of users of telecom services.
- b) Understand and Identify the Rights and Responsibilities of Data Controllers.
- c) To assess the adequacy and efficiency of data protection measures currently in place in the telecom sector.
- d) Identify the key issues pertaining to data protection in relation to the delivery of digital services. This includes the provision of telecom and Internet services by telecom and Internet service providers (TSPs) as well the other devices, networks and applications that connect with users through the services offered by TSPs and collect and control user data in that process.

### **5.2 Consultation Note on “Solution Architecture for Technical Interoperable Set Top Box”**

TRAI on 11.08.2017, released a Consultation Note on “Solution Architecture for Technical Interoperable Set Top Box” presenting the solution architecture for technically interoperable STB to all the concerned stakeholders to seek their comments on proposed solution.

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- Presently the STBs deployed in the network are non-interoperable, i.e. the same STB cannot be used interchangeably across the different service providers. The lack of interoperability of STBs between different service providers has not only compromised the competition in the Pay-TV market but also a major hindrance to technological innovation, improvement in service quality, and sector growth.
- TRAI is in the process to laying down a framework of interoperable STBs. With this framework, the subscriber would be able to change its service provider without any need to re-invest in the new STB. The Center for Development of Telematics

(C-DOT), in close coordination with TRAI, has developed solution architecture for interoperable STB. The framework ensures that existing STBs deployed in the networks will continue to work without any interruption.

- Through this consultation note, TRAI presents the solution architecture for technically interoperable STB to concerned stakeholders for seeking their comments on proposed solution.

### **5.3 Draft Telecommunication Mobile Number Portability (7<sup>th</sup> Amendment) 2017**

TRAI had issued the Telecommunication Mobile Number Portability (MNP) Regulations 2009 (8 of 2009) dated 23<sup>rd</sup> September 2009 laying down the basic business process framework for implementation of MNP in the country. In a continuous endeavour to make MNP process more subscriber friendly, based on feedback from the stakeholders and its own analysis, TRAI has issued various Directions and amendments to the MNP regulations. The present consultation paper on amendment of MNP regulations has been released on 16<sup>th</sup> August, 2017, which is also a part of the same process.

Rejection of porting requests creates dissatisfaction and frustration among subscribers. It is observed that, grounds of rejection dependent on Unique Porting Code (UPC), namely 'UPC Mismatch' and 'invalid/expired UPC', jointly contribute around 40% of the total rejection of porting requests. Through this amendment, TRAI proposes a mechanism for sharing the UPC generated by Donor Operator with MNP Clearing House, which in turn can be approached by the Recipient Operator, to confirm the correctness and validity of the UPC submitted by the subscriber. This will result in reduction of rejection of porting requests and will increase subscriber satisfaction. The draft amendment also propose to make provision to transmit the relevant information viz. date of the bill, amount outstanding, last date of payment, date of the notice and period of notice given to the subscriber by Donor Operator through the MNP Clearing House.

### **5.4 Consultation Paper on 'Auction of spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 Mhz, 3200-3400 MHz and 3400-3600 MHz Bands' dated 28<sup>th</sup> August 2017;**

Department of Telecommunications through their reference dated 19<sup>th</sup> April 2017 sought recommendations of the TRAI on applicable reserve price, quantum of spectrum to be auctioned and associated conditions for auction of spectrum in 700, 800, 900, 1800, 2100, 2300, 2500, 3300-3400 and 3400-3600 MHz Bands. Based on the available information, a consultation paper has been released on 28<sup>th</sup> August, 2017.

In this consultation paper specific issues have been raised for consideration of stakeholders. The key issues raised are quantum of spectrum to be auctioned, optimal block size, duplexing scheme, spectrum cap, roll-out conditions and methods to be used for valuation and estimation of reserve price of spectrum.

## 6. Other Information

### 6.1 Telecom Subscription Data as on 31<sup>st</sup> July, 2017

Particulars	No. of Wireless subscribers (in Millions)	No. of Wire-line Subscribers (in Millions)	No. of Total subscribers (Wireless + Wire-line) (in Millions)
Urban Subscription	682.69	20.28	702.97
Rural Subscription	504.10	3.63	507.73
Total Subscription	1186.79	23.92	1210.71
Overall Tele-density	92.03	1.85	93.88
Share of Urban Subscription	57.52%	84.81%	58.06%
Share of Rural Subscription	42.48%	15.19%	41.94%
No. of Broadband Subscribers	292.73	18.14	310.87

Active wireless subscribers on the date of Peak VLR in July 2017 were 1,022.75 million.

In the month of July, 2017, 5.91 million requests were made for MNP. So far 294.87 million consumers have availed MNP facility.



## 7. TRAI EVENTS

### 7.1 Consumer Outreach Programmes:

TRAI organized 05 Consumer Outreach Programmes in the month of August, 2017 at the following places:

Sivasagar (Assam)	08.08.2017
Haldwani (Uttrakhand)	10.08.2017
Tarn Taran (Punjab)	10.08.2017
Vizianagaram (Andhra Pradesh)	30.08.2017
Kasauli (Himachal Pradesh)	31.08.2017

## PHOTO GALLERY



***CoP at Sivasagar (Assam) held on 08.08.2017***



***CoP at Haldwani (Uttarakhand) held on 10.08.2017***



***CoP at Tarn Taran (Punjab) held on 10.08.2017***



***CoP at Kasauli (Himachal Pradesh) held on 31.08.2017***

***Full details of the Directions/Orders, Consultation Paper/Report, Subscription Data, etc mentioned in this newsletter are available on TRAI website [www.trai.gov.in](http://www.trai.gov.in)***

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