



## भारतीय दूरसंचार विनियामक प्राधिकरण

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
(पुराना मिनटो रोड), नई दिल्ली-110002

### TELECOM REGULATORY AUTHORITY OF INDIA

Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
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Dated the 31<sup>st</sup> October, 2011

### DIRECTION

**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 on rejections of request for porting on the ground of “contractual obligation” by M/s Vodafone**

No. 109-23(1)/2011-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 the Authority made the Telecommunication Mobile Number Portability Regulations, 2009 [8 of 2009] on the 23<sup>rd</sup> September, 2009 (herein after referred to as regulation).

3. And whereas the Mobile Number Portability has been launched all over the country on 20<sup>th</sup> January, 2011 and the Authority while reviewing the status of its implementation noted that the percentage of rejections of the porting requests of subscriber is high;

4. And whereas the Authority has, after reviewing the implementation of the regulations in exercise of the powers conferred upon it under section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the TRAI Act, and clauses (a) and (h) of regulation 12 of the regulations, (herein after referred to as regulations) and to ensure compliance of terms and conditions of license and to protect the interest of consumers, issued direction to service providers dated 24<sup>th</sup> May, 2011 directing all the CMTS and UASP's not to reject a request for porting of a mobile number :--

- (a) if the outstanding payment due from the subscriber, in the previous paid bill, is less than rupees ten which the service provider may include



