



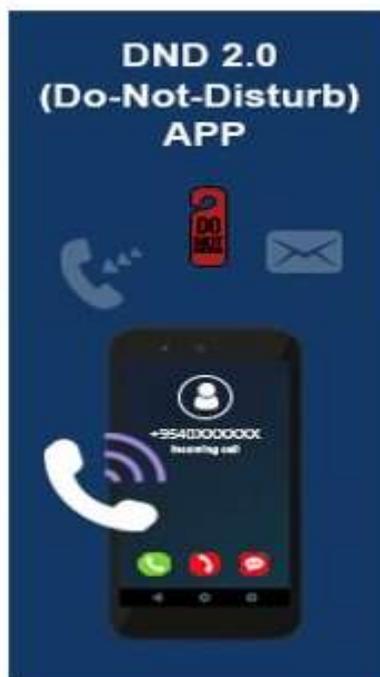
# TELECOM REGULATORY AUTHORITY OF INDIA



## E-NEWSLETTER FOR TRAI REGISTERED CONSUMER ORGANISATIONS

**AUGUST 2017**

### **TRAI's New Mobile Apps Cross 3 Million Downloads**



TRAI had launched 03 mobile Apps – (i) TRAI My Call App, (ii) DND 2.0 App and (iii) TRAI Myspeed App to improve transparency in service provisioning and to obtain valuable feedback from the consumers.



Chairperson addressing the gathering during launching of Mobile Apps

### (i) TRAI MyCall App

MyCall app provides a platform to telecom subscribers to Crowdsource their opinion about voice quality through feedback rating process. 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.

By Default, a pop up asking to rate the call would come after every call has ended. User can simply select their rating in the form of stars, select whether customer was indoor, outdoor or travelling and press submit.



In case of rating less than 3 stars users can also mark if they believed that call was dropped or poor network conditions.

There is an in-app help section which guides the user through all the intricacies of the app. Within the app, the users can see their average ratings on the home screen of the app. There is also a call history section (Figure 1) in the app from where the user can directly select 1 or multiple calls and rate them. A personal map based dashboard (Figure 2) shows the user their previous ratings and gives them the option to filter the ratings via time. The settings screen (Figure 3) gives the user control over what rating system they want (star or smiley), frequency of pop-up, data settings and other information about the app.



Figure 1: History



Figure 2: Dashboard



Figure 3: Settings

## **(ii) TRAI MySpeed App (Auto Test)**

MySpeed application allows users to measure 3G/4G cellular data speed experience and send the results to TRAI. The application captures and sends coverage, data speed and other network information along with device and location of the tests. The app does not send any personal user information. All crowdsourced results are reported anonymously and can be viewed on the interactive map based portal ([www.myspeed.trai.gov.in](http://www.myspeed.trai.gov.in)). This App will allow TRAI to collect test data from users periodically which will create a self representative picture of telecom service providers' network data performance



## **(iii) Do Not Disturb (DND 2.0) App**

DND (Do Not Disturb) Services app helps smart phone users to register their mobile number under DND to avoid Unsolicited Commercial Communication (UCC)/Telemarketing Call/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.

These Apps can be downloaded free of charges from Google Play Store. These mobile apps have so far registered more than 03 million downloads.

### Recommendations:

#### 1. **Recommendations on ‘Captive VSAT CUG Policy issues’ dated 18<sup>th</sup> July 2017**

Upon receipt of a reference from the Department of Telecommunications (DoT) in March, 2016, TRAI initiated a consultation process by floating a Consultation Paper on “Captive VSAT Closed User Group (CUG) Policy Issues” on 28<sup>th</sup> October, 2016 seeking comments of the stakeholders. Apart from the License Fee, certain other issues related to Royalty charges and procedural delay in approvals was also included in the consultation paper. After receipt of comments and counter comments from the stakeholders on the Consultation Paper, an Open House Discussion (OHD) was convened on 19<sup>th</sup> January 2017 at New Delhi.

2. Based on inputs received from the stakeholders, views expressed during the OHD and its own internal analysis, TRAI formulated and issued its recommendations on 18<sup>th</sup> July 2017. The salient features of the recommendations are:

- Levy of separate licence fee for 2nd hub for Captive VSAT should be done away with;
- Present annual license fee at @ Rs. 10,000/- per VSAT terminal charged for VSAT terminals connected to first Hub shall be maintained for both the first and the second Hub and without levy of any minimum licence fee.
- The Entry Fee for Captive VSAT license may be reduced by 50% i.e. from Rs. 30 Lakh to Rs.15 Lakh
- FBG equivalent to License Fee for two quarters may be charged from Captive VSAT licensee.
- Royalty charge for Captive VSAT terminals should be calculated in line with the formula given in DoT circular dated 22<sup>nd</sup> March 2012. In the formula for calculation of Royalty charge, annual royalty factor needs to be multiplied by bandwidth factor and number of carriers assigned only.
- There is no justification for charging additional 25% amount as reuse factor for number of VSATs more than the number of carriers. These charges should be eliminated for calculation of Royalty charges. Accordingly, DoT may issue necessary clarification in this regard.
- In case delay in allotment of corresponding ground segment frequency by WPC extend beyond 3 months from the date of allotment of space segment

by DoS, the space segment charges payable by licensee to DoS may be borne by DoT till the time allocations/ clearances by WPC/ DoT/ NOCC are completed.

- Procedure for augmentation of bandwidth for Captive VSAT licensee shall be at par with those of Commercial VSAT, NLD, ILD licensees. Augmentation should be cleared at the level of NOCC and WPC only (not at the level of Apex Committee).
- Validity of WOL for Captive VSAT licensee should be for a period of 5 years at a time, instead of annual at present.
- The restriction/Cap of 512Kbps/2Mbps per VSAT as maximum data rates for Captive VSAT should be revised upwardly and accordingly DoT/TEC may revise its specifications.

## **2. Recommendations on 'Issues related to Closure of Access Services' dated 31<sup>st</sup> July 2017**

In order to ensure that subscribers are not put to undue hardships due to closure of access services, the Authority, *suo-motu*, initiated a consultation process on the issue. Accordingly, a Consultation Paper on "Issues related to closure of Access Services" was released on 30<sup>th</sup> November 2016 seeking the comments of the stakeholders. An Open House Discussion (OHD) on the issue was convened on 28<sup>th</sup> April 2017 at New Delhi.

2. Based on the comments received and further internal analysis, Recommendations on 'Issues related to closure of Access Services' have been issued 31<sup>st</sup> July, 2017. Some of the main recommendations are:

- a) A Unified Access Service (UAS) licensee should be permitted to discontinue any of the services, permitted under the scope of licence without the need to surrender the licence.
- b) If a UAS licensee decides to close down its wireless access services, which were being provided through the administratively assigned spectrum, it must surrender such spectrum immediately upon closure of wireless access services.
- c) In case of closure of access services through any technology in the entire service area or a part of it, the TSP should be mandated to give a 60 days notice to the Licensor and TRAI and 30 days notice to its effected subscribers, clearly stating the options available to the subscribers, including that of MNP facility.
- d) Various time-lines to be followed by DoT/WPC and the Licensee in the spectrum trading process has been recommended. These timelines will bring greater clarity and certainty in the entire process of spectrum trading. If the entire spectrum in all bands is being sold by a licensee, which will result in discontinuation of services, recommended timelines will remove uncertainties and facilitate the TSPs to given 60 days notice to DoT/TRAI and 30 days notice to its subscribers.
- e) If a subscriber wants to switch from one technology to other, within the same TSP, the same should not come under the definition Mobile Number Portability.

### 3. Additional Recommendations on 'Sale/Rent of International Roaming SIM Cards/Global Calling Cards of foreign operators in India'

The Department of Telecommunications on 10th March, 2017 requested the Authority to give additional recommendations, if any, on the issue of 'Sale/Rent of International Roaming SIM Cards/Global Calling Cards of foreign operators in India'.

The Authority, after due deliberations finalized additional Recommendations on 'Sale/Rent of International Roaming SIM Cards/Global Calling Cards of foreign operators in India' and forwarded the following recommendations to DoT on 14.06.2017.

(a) No Objection Certificate (NOC) issued to 23 companies/Service providers who did not respond to the letter issued by TRAI on 27<sup>th</sup> August, 2016 be processed for cancellation. Also, actions may be initiated against the nine firms who have changed their address and have not intimated the same to DoT.

(b) For making an informed decision before a customer purchases a calling card/International SIM, it is recommended that each service provider should have a portal with the following features:

i. Graphical User Interface (GUI) for the customers to see the network coverage of International SIM cards and Global cards being offered by the service providers.

ii. Customer complaints monitoring system (CCMS): Besides the Service Providers Website, Real time feed of the CCMS should be made available on the website of DoT so that monitoring of complaints lodged and time bound redressals given can be viewed by the customers and DoT, as per following frame-work:

S.No.	Nature of Complaint	Max time duration for redressal
(a)	Non Activation of Services (Call/Data or both)	With-in 2 hours of lodging of complaints
(b)	High billing/Over billing	With-in five working days from the date of lodging of complaint

iii. Escalation Matrix with functional mobile numbers and email address of senior executives and officers should be provided to the customer along with the Card being bought so that he can approach them in case of difficulty.

iv. The CCMS should have a feature wherein the customer after returning from his international visit is able to give feedback and obtain refunds if any from the service provider.

(c) Purchase of Global Calling cards/International SIM cards be done through digital mode only i.e. Net Banking, Credit cards, Debit cards, e-Wallets. Following details are recommended to be captured in respect of each customer:

- i. Bank A/c details
- ii. Aadhar Card
- iii. PAN card

- (d) In addition to the provision listed Circular No 808-02/2014-CS-I dated 05 August, 2014 issued by DoT for levying of a penalty of Rs.500/- (Rupees Five Hundred) per hour for delay in activation of SIM/calling card beyond the time limit mentioned for activation of such cards in India, it is recommended that in case the customer reports non activation of services, no usage of the card for reasons beyond the control of the customer like poor network coverage, incompatibility of handsets etc, the service provider, in case of Prepaid Card customer would refund the entire amount paid by the customer to the service provider. In addition, service provider should pay a penalty of Rs.5000/- (Rupees Five Thousand) to the customer as compensation for the inconvenience and incidental charges. In case of the Post-paid card customer also the service provider should pay the similar penalty of Rs.5000/- (Rupees Five Thousand). In both the cases, the remittance of penalty and refund as applicable should be completed within Fifteen days of his/her return and reporting of non usage by the customer. Service provider before refunding the amount would ascertain the non usage of the card and the details of the same would be shared with the customer.
- (e) For early settlement of complaint, an Appellate Authority consisting of representatives from the Service provider and DoT be instituted. It may be made mandatory for the service providers to inform the users about the grievance redressal mechanism. In case it is found that the complaints of non working of cards are more than 10% of the total number of cards sold monthly by the service provider, then the NOC of the service provider be cancelled.

### **Consultation Papers**

#### **1. Consultation Paper on Data Speed under Wireless Broadband Plans**

TRAI came out with a Consultation Paper on “Data Speed under Wireless Broadband Plans on 01.06.2017. Through this Consultation Paper the Authority intends to seek the inputs of stakeholders on ensuring transparency and customer awareness regarding data speeds under wireless broadband plans.

#### **2. Consultation Paper on “Issues related to Digital Radio Broadcasting in India”**

TRAI on 10.07.2017, released a consultation paper on “Issues related to Digital Radio Broadcasting in India” in order to seek stakeholders’ comments on various issues relating to development of an eco-system for deployment of Digital radio broadcasting by private FM radio broadcasters.

### 3. Consultation paper on “Ease of Doing Business in Broadcasting Sector”

TRAI on 31.07.2017, released a consultation paper on “Ease of Doing Business in Broadcasting Sector” with the following objectives:-

- (i) To review various policy issues related to the broadcasting sector with a view to create a conducive and business friendly environment in the sector.
- (ii) To identify procedural bottlenecks that effect ease of doing business in broadcasting sector and recommended measure for simplifying the rules, regulations and bring more transparency and clarity in policies/ framework of the broadcasting sector.
- (iii) To remove entry barriers by laying down well defined and transparent procedures and processes thereby creating level playing field and competition in the sector.
- (iv) To facilitate innovation and technology adoption in the sector for providing better quality of services to the consumers.
- (v) To steer further growth of the sector by attracting investment through investors friendly policies.
- (vi) To promote indigenous manufacturing of broadcasting equipments.

#### Other Information:

#### 1. Telecom Subscription Data as on 30<sup>th</sup> June, 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	680.66	20.31	700.97
Rural Subscription	506.18	3.69	509.87
Total Subscription	1186.84	24.00	1210.84
Overall Tele-density	92.12	1.86	93.98
Share of Urban Subscription	57.35%	84.62%	57.89%
Share of Rural Subscription	42.65%	15.38%	42.11%
No. of Broadband Subscribers	282.51	18.33	300.84

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

In the month of June, 2017, 5.88 million requests were made for MNP. So far 288.97 million consumers have availed MNP facility.

## **2. Yearly Telecom Service Performance Indicator Report for the year 2016**

TRAI released the Yearly Telecom Service Performance Indicator Report' for the calendar year, 2016. The report provides broad perspective of the Telecom Services in India and presents the key parameters and growth trends of the Telecom Services, Cable TV, DTH and Radio Broadcasting Services in India for the period covering 1<sup>st</sup> January, 2016 to 31<sup>st</sup> December, 2016.

## **3. Indian Telecom Services Performance Indicator Report**

TRAI released the 'Indian Telecom Services Performance Indicator Report' for the quarter ending March, 2017.

## **4. Workshop on “Review of Interconnection Usage Charges”**

TRAI conducted a Workshop on “Review of Interconnection Usage Charges” on 18.07.2017 at New Delhi. This day-long Workshop was attended by Access Service Providers (ASPs). The ASPs made presentation on their view point with respect to the approach to be used for prescribing termination charge. This Workshop was also attended by officers from National Institute of Public Finance and Policy (NIPFP) and Indian Council for Research on International Economic Relations (ICRIER), New Delhi.



## 5. Workshop on Public Open Wi-Fi Pilot

TRAI conducted a Workshop on “**Public Open Wi-Fi Pilot**” on 25.07.2017 at Bengaluru. The objective of the pilot is to formulate framework architectures and specifications for providing public Wi-Fi services through Public Data Offices (PCOs). The Workshop was well attended by various stakeholders including industry representative.



## 6. Open House Discussions

- OHD on Consultation Paper on "Introduction of UL (VNO) Access Service authorization for Category 'B' license with districts of a State as a Service Area" held on 6<sup>th</sup> July 2017 at Pune.
- OHD on Consultation paper on “Review of Interconnection Usage Charges” held on 20.07.2017 at New Delhi.



## TRAI EVENTS

### 1. Consumer Outreach Programmes:

TRAI organized 19 Consumer Outreach Programmes in the months of June and July, 2017 at the following places:

Palwal (Haryana)	08.06.2017
Shillong (Meghalaya)	08.06.2017
Srinagar (Uttrakhand)	15.06.2017
Tenali (Andhra Pradesh)	16.06.2017
Ferozpur (Punjab)	20.06.2017
Mangaldai, Darang (Assam)	21.06.2017
Ramanagara (Karnataka)	22.06.2017
Anuppur (Madhya Pradesh)	22.06.2017
Dharamshala (Himachal Pradesh)	28.06.2017
Parbhani (Maharashtra)	28.06.2017
Hingoli (Maharashtra)	29.06.2017
Jajpur (Odisha)	29.06.2017
Hazaribagh (Jharkhand)	30.06.2017
Theni (Tamilnadu)	07.07.2017
Leh (Jammu & Kashmir)	12.07.2017
Jhargram (West Bengal)	20.07.2017
Sultanpur (Uttar Pradesh)	20.07.2017
Bundi (Rajasthan)	21.07.2017
Burhanpur (Madhya Pradesh)	27.07.2017

**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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