



# TELECOM REGULATORY AUTHORITY OF INDIA



**NEWSLETTER: Vol.I/2017**

**January 2017**

## Newsletter for Consumer Advocacy Groups (CAGs)

This newsletter brings you information and developments that have taken place during the month of January, 2017.

### 1. Seminar on 'Brainstorming Broadband: Developing a Roadmap for India'.

TRAI in collaboration with National Institute of Public Finance & Policy (NIPFP) conducted a Seminar on 18.01.2017 in New Delhi on 'Brainstorming Broadband: Developing a Roadmap for India'.

The seminar was organized in the framework of TRAI's policy objective to expand broadband access in India. It focused on the roadblocks to broadband proliferation and creating consensus on possible solutions. The discussions covered issues such as business case for rural broadband; demand side approaches focusing on encouraging uptake; spectrum availability and RoW challenges among others. The seminar was attended by representatives from Government Ministries, Industry stakeholders, experts, academia and consumer groups.

Shri Manoj Sinha, Hon'ble Minister of State (Independent Charge) for Communications inaugurated the seminar. A keynote presentation on "Status of Broadband in India" was made by Chairman, TRAI.

The experts deliberated on the various facets of the subject in four sessions namely (i) Journey thus far-Miles to go, (ii) Challenges in Wireline Broadband, (iii) Wireless: Promise and Pitfalls and (iv) Concluding Session. These sessions were chaired by Dr. Rahul Khullar, former Chairman, TRAI, Sh. Anil Kaushal, Member, Sh. Sudhir Gupta, Secretary and Sh. R.S. Sharma, Chairman, TRAI respectively



## **Recommendations:**

### **(i) Recommendations on “In-Building Access by Telecom Service Providers” dated 20<sup>th</sup> January 2017**

With a view to improve in-building coverage of telecom services, a consultation paper on “In-Building Access by Telecom Service Providers” was released on 6<sup>th</sup> June 2016. An Open House Discussion (OHD) on the issue was later held on 30<sup>th</sup> September 2016 at New Delhi. Based on the comments received and further analysis, recommendations on the subject were sent to DoT on 20.01.2017. Some of the important recommendations are:

- (i) TSPs/IP-Is be mandated to share the in-building infrastructure (IBS, OFC and other cables, ducts etc) with other TSPs, in large public places, commercial complexes and residential complexes in transparent, fair and non-discriminatory manner.
- (ii) Indulgence into exclusive contract prohibiting access to other TSPs may be treated as violation of the license agreement/registration.
- (iii) Suitable provisions for the creation of Common Telecom Infrastructure (CTI) inside the building should form part of the Model Building Bye-Laws.
- (iv) The essential requirement for telecom installations and the associated cabling should be formed part of National Building Code of India (NBC), being amended by Bureau of Indian Standards (BIS).
- (v) Completion certificate to a building to be granted only after ensuring that the CTI as per the prescribed standards is in place.
- (vi) Access to building including CTI facilities be available to the TSPs on a fair, transparent and non-discriminatory manner and minimum three TSPs/IP-Is should have presence in the building.

### **(ii) Recommendations dated 20<sup>th</sup> January 2017 on:**

- a. **“Verification of existing mobile subscribers through Aadhaar based e-KYC services”;** and
- b. **“Permitting outstation Aadhaar card holders for e-KYC of mobile subscribers”**

Aadhaar linked e-KYC service provides a robust mechanism to verify the identity of the person electronically and instantaneously from the source itself, based on the biometrics of the person. Thus, it takes care of the issues relating to fake/forged identity proof, manual entry into the system etc.

2. In this regard, TRAI on 6<sup>th</sup> January 2016 recommended acceptance and adoption of Aadhaar based e-KYC service alongwith Aadhaar based e-Sign as a valid alternative process. Subsequently, on 16<sup>th</sup> August 2016, DoT permitted the use of Aadhaar based e-KYC service of Unique Identity Authority of India (UIDAI) for issuing mobile connections to customers. These instructions are applicable only for issue of new SIM cards but excludes the huge existing mobile subscriber base from the ambit of e-KYC. Further, use of e-KYC process was not permitted for outstation customers by DoT.

3. The existing paper-based KYC process is not robust enough and the possibility of significant number of working SIMs, which may have been acquired on fake/forged identity, cannot be fully ruled out. The owner of such fake identity would not even be aware that SIM(s) are working in his/her name. The Authority has received several cases from State Police (crime branch) wherein it has been found that hundreds of SIM cards have been obtained on fake documents. The existence of such SIM cards poses a real security challenge. It is essential that not only the new subscribers are enrolled through e-KYC process, but the existing subscriber base should also be verified through e-KYC process in a phased manner within a defined timeframe. Further, barring the e-KYC process for outstation customers results in artificial restriction and avoidable inconvenience.

4. To overcome these challenges, the Authority has sent its recommendations to DoT on 20<sup>th</sup> January 2017. The key recommendations are:

- (a) DoT may work with the TSPs, to evolve a framework to verify the existing mobile subscribers through Aadhaar based e-KYC services in a phased manner and within a defined timeframe. However, this process should be optional to the service providers as well as mobile subscribers. The subscribers may have to be given some sops in terms of free talk-time or data to encourage them to undergo the e-KYC process.
- (b) Aadhaar based e-KYC should be permitted for outstation customers also at any place within the service area.

**(iii) Recommendations on “Issues related to Digital Terrestrial Broadcasting in India”**

TRAI had suo-motu issued a consultation paper on “Issues related to Digital Terrestrial Broadcasting in India” on 24<sup>th</sup> June 2016 with a view to review the existing terrestrial TV broadcasting scenario on implementation of DTT across the country. The Authority has sent its recommendations to Ministry of Information and Broadcasting on the issue on 31.01.2017. The salient features of the recommendations are:-

- DTT services may be introduced throughout the country in a time bound manner to provide alternate affordable platform to consumers in accessing TV channels, Mobile TV services and other value added services.
- Private players should be permitted to provide DTT services along with the public service broadcaster (Doordarshan) to ensure plurality and competition in the market. Private participation expected to bring in investment and speed up the digitisation process, thereby benefiting the consumers by providing variety of TV channels and value added services.
- A total of seven DTT transmitters may be allowed in a particular service area for making DTT as a competitive platform for providing rich bouquet of services including SDTV, HDTV channels, Mobile TV services and value added services.

- Maximum number of DTT providers may be capped at five (one public broadcaster and four private broadcasters) at a particular place as per availability of spectrum.
- Ministry of Information and Broadcasting in consultation with Wireless Planning and Coordination Wing of Department of Telecommunications and other technical agency such as Broadcast Engineering Consultants India Limited (BECIL) may carry out comprehensive frequency planning for roll out of DTT services in a time bound manner.
- Digital Terrestrial transmission may be implemented in the country in the following three phases with complete migration and analog switch off by December 2023.

Phases	Timeframe
Phase I ( Metro cities )	31st December 2019.
Phase II (cities having more than 10 lakh population as per Census 2011)	31st December, 2021
Phase-III (Rest of India)	31st December, 2023

- A minimum overlap of three month must be provided as simulcast period for migration from Analog to digital platform before analog switch off.
- A Coordination Committee may be set up by the Ministry of Information and Broadcasting to steer implementation of DTT as a mission mode project to ensure creation of a facilitating environment and timely completion for digitisation of terrestrial broadcasting.

### **1. Consultation paper on 'Approach towards Sustainable Telecommunication' –Issued on 16.01.2017**

TRAI received a reference from the Department of Telecommunications on 23rd November 2015 seeking recommendations on 'Implementation of Renewable Energy Technology (RET) in Telecom Sector' for Methodologies for measuring Carbon Emission and calibration of Directives issued by DoT in 2012 and approach for its implementation.

2. This Consultation paper outlines the significance of energy efficiency in modern telecommunication networks and suggests directions for optimizing network performance in terms of energy demands. The methodology which may be adopted for calculation of carbon footprint of the network has been deliberated in detail. Keeping in view the various aspects of energy efficiency in telecom networks, the way ahead to achieve the renewable energy targets in telecom sector has been discussed.

3. Through this consultation paper TRAI is seeking the views of the stakeholders on many significant issues i.e., approach for calculating the carbon footprint, need for auditing the carbon footprint of a telecom network by a third party auditor and its mechanism, formulas suitable for calculation of Carbon footprints from Grid supply and DG sets, options available for renewable energy solutions, support to industry for effective implementation of RET/Energy efficient solution, methodology for setting new Renewable energy targets in the telecom sector and the timeframe for achieving these targets etc.

### **2. TRAI issued Consultation Paper on Net Neutrality on 4th January 2017:**

TRAI issued Consultation Paper on Net Neutrality on 4<sup>th</sup> January 2017, for seeking the comments of stakeholders. In view of the complexity of the subject, TRAI undertake two stage-consultation processes on Net Neutrality.

The first stage, of pre-consultation, was an attempt to identify the relevant issues in all the areas on which the DoT had sought TRAI's recommendations, for which, pre-consultation paper was released in May 2016.

In the Second stage, TRAI has considered all relevant issues identified during the pre-consultation process and the preliminary inputs gathered from stakeholders on these issues. The purpose of this stage of consultation is to proceed towards final views on policy or regulatory interventions, where required on the issue of Net Neutrality.

## Open House Discussions

### 1. OHD on the consultation paper on “Captive VSAT CUG Policy issues”

A Consultation Paper on ‘Captive VSAT CUG Policy issues’ was circulated on 28<sup>th</sup> October 2016 seeking comments of the stakeholders. Thereafter, an OHD on the issue was convened 19<sup>th</sup> January 2017



### 2. Open House Discussion (OHD) on Consultation paper on “Proliferation of Broadband through Public Wi-Fi Networks”

TRAI has conducted an Open House Discussion (OHD) on Consultation paper on “Proliferation of Broadband through Public Wi-Fi Networks” on 09.01.2017 at New Delhi. The OHD was attended by telcos, Internet Service Providers (ISPs), payment solution firms and start-ups, Wi-Fi solution providers, Wi-Fi/ mobile device makers, academia, system integrators, Network Equipment Manufacturers, Software Vendors, and Government officials.



### 3. Open House Discussion (OHD) on Consultation paper on “Internet Telephony (VoIP)”

TRAI has conducted an Open House Discussion (OHD) on Consultation paper on “Internet Telephony” on 12.01.2017 at New Delhi. The OHD was attended by TSPs, Telecom Associations and Government officials.



#### Other Information:

#### 1. Latest available telecom subscription data (as on 31<sup>st</sup> October, 2016):

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	621.77	20.61	642.38
Rural Subscription	456.66	3.91	460.57
Total Subscription	1078.42	24.52	1102.94
Overall Tele-density	84.34	1.92	86.26
Share of Urban Subscription	57.66%	84.04%	58.24%
Share of Rural Subscription	42.34%	15.96%	41.76%
No. of Broadband Subscribers	200.49	17.93	218.42

Active wireless subscribers on the date of Peak VLR in October, 2016 were 970.47 million.

In the month of October, 2016, 4.93 million requests have been made for MNP. So far 244.39 million consumers have availed MNP facility.

## TRAI EVENTS

### 1. Consumer Outreach Programmes:

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

Bhubaneswar (Odisha)	24.01.2017
Jalna (Maharashtra)	25.01.2017
Dholpur (Rajasthan)	27.01.2017
Khargone (Madhya Pradesh)	30.01.2017
Giridih (Bihar)	30.01.2017

**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)**

**MahanagarDoorsancharBhawan, JawaharLal Nehru Marg,  
(Old Minto Road), New Delhi-110 002.**

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## PHOTO GALLERY

### TRAI Interactions with Consumers/Consumer Groups



*CoP at Bhubaneswar (Odisha) held on 24.01.2017*



*CoP at Jalna (Maharashtra) held on 25.01.2017*



***CoP at Dholpur (Rajasthan) held on 27.01.2017***



***CoP at Khargone (Madhya Pradesh) held on 30.01.2017***

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

# FED UP

## UNWANTED COMMERCIAL CALLS OR SMS?



TRAI'S NEWLY LAUNCHED  
"DND SERVICES"  
MOBILE APP  
IS YOUR ANSWER



### Manage Unsolicited Commercial Communication (UCC) Easily

- This app helps put your mobile number on the 'Do Not Disturb' Register.
- 7 days after registration, if you still receive unwanted commercial calls/SMS, complain to your telecom service provider (TSP) using this app.
- Download App today from the Google Play store and Mobile Seva App Store.  
*iOS version coming shortly*

### ALSO GET THE SAME BENEFIT BY DIALING OR SMS TO 1909

- Call or SMS 1909 and Register on 'Do Not Disturb' (National Customer Preference) Register
- Unwanted calls will be blocked **7 days** after registration
- If you still get unwanted commercial calls or SMS, complain on 1909 for action against caller

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Mahanagar Doorsanchar Bhavan  
Jawaharlal Nehru Marg, New Delhi-110002  
Website: [www.trai.gov.in](http://www.trai.gov.in)



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