



TELECOM REGULATORY AUTHORITY OF INDIA



NEWSLETTER

TRAI Launches Mobile Apps & Portal to Improve Consumer Interface/Feedback



TRAI launches New Mobile Apps and Web Portal

Policy initiatives of TRAI, over the years, have been mainly driven by the objective of protecting the interests of the consumers. TRAI recognize the importance of reaching out to the consumers not only to inform them of the measures taken to safeguard their interests, but also to take their valuable feedback to involve them in the decision making process of the TRAI.



India is a proud nation with more than a billion telecom consumers, spread across its vast geography. In consonance with the vision of digital India, TRAI places greater reliance on technology to communicate with this vast consumer base. TRAI launched couple of Mobile Apps last year with this vision in mind. Encouraged by their success and acceptance by consumers, TRAI has developed more consumer oriented Mobile Applications.

Chairperson, TRAI launched these Apps/Portal/Website on 5th June 2017 at New Delhi.

(i) TRAI MyCall App

Introduction

People face a lot of issues due to low voice call quality and inability to express their opinion on a centralized platform. MyCall app provides a platform to all telecom subscribers in India to Crowdsource their opinion 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.

About App

The app is extremely intuitive and user friendly. Once you download the app, unless you want to configure or change some settings, you are done. It's that simple.

By Default, a pop up asking to rate the call would come after every call has ended. You can simply select your rating in the form of stars, select whether you were indoor, outdoor or travelling and press submit. You have successfully rated the call.

You can also mark additional details such as noise or audio delay by pressing the additional info button. If you have rated less than 3 stars, you can also mark if you 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.

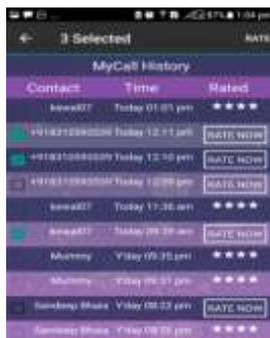
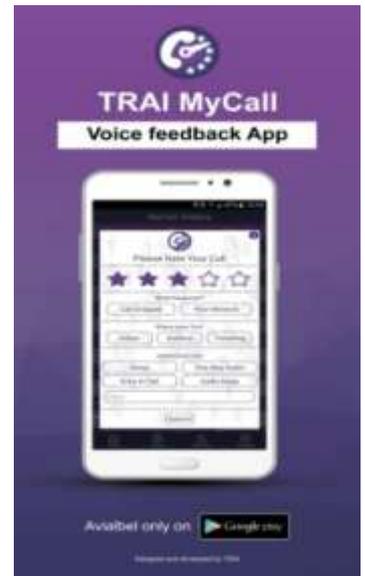


Figure 1: History

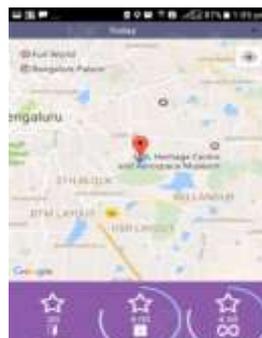


Figure 2: Dashboard

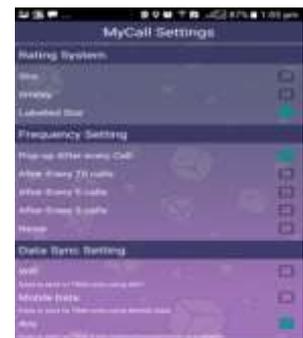


Figure 3: Settings

Key Features

- Ability to provide real time Feedback
- Historical & summarized feedback data
- Feature to rate a call later from History & ability to rate multiple calls together
- Map based feedback dashboards on the app
- Configurable rating frequency settings and data sync settings
- Hindi language support synchronized based on phone language setting
- Option to mark call as dropped or poor network
- Option to provide additional information such as background noise or audio delay

Where to Get the App

The app can be downloaded from Google Play Store.

(ii) TRAI MySpeed App (Auto Test)

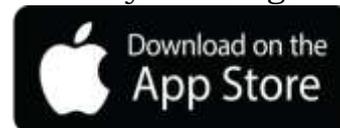
About My Speed

MySpeed application allows you 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). New release will allow TRAI to collect test data from users periodically which will create a self representative picture of telecom service providers' network data performance



Key Features

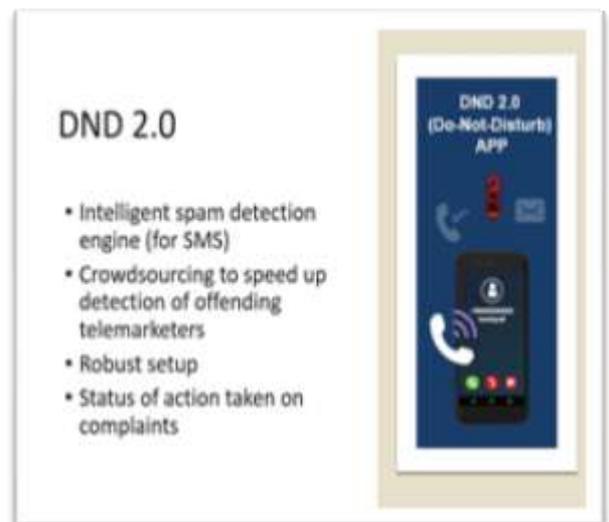
- App has an in-built mechanism for running automated speed tests.
- App can be viewed in Hindi language.
- In-App features to compare data experience across TSP on map based dashboard.
- MySpeed App respects subscriber's privacy and no personal information is captured.
- Data speed results are reported along with geo-location stamp, packet loss, network delay.
- App consumes minimal data for speed tests.
- Comparative analysis of Download/Upload speed and coverage can be viewed on TRAI MySpeed Portal.
- All tests done through App are based on widely used algorithms.



(iii) Do Not Disturb (DND 2.0) App

About DND 2.0

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.

(iv) Service Providers Portal

TRAI also regulates broadcasting and cable sector, which consists of large number of service providers including broadcasters, DTH operators, HITS operators, multi-system operators and local cable operators. The regulatory framework for broadcasting and cable TV services prescribed by TRAI stipulates various reporting requirements by these service providers. In order to effectively communicate and educate service providers about the regulatory framework, it is necessary that information about including registration/permission details, contact details and area of operation is available at a central place. The Service Providers Portal has been launched to collect the information from service providers online.

Key Features

- The portal will enable creation of a consolidated database of service providers of broadcasting and cable TV sector.
- The information captured through this portal will help in communicating with service providers.
- Enhance the ease of dissipation of information to service providers.
- Enable service providers to verify the details of a service provider with whom they intend to enter interconnection agreement.

(v) TRAI New Website (www.traigov.in)

TRAI time to time updates its website in terms of technologies and advanced features so that citizens are benefited more with presentable information related to Telecom and Broadcasting sector. The new version of TRAI Website is designed & developed using open source technologies and compliance to GIGW (Guidelines for Indian Government Websites).

It provides information like regulations, directions, recommendations and consultations etc of Telecom & Broadcasting sector to the citizens, subscribers and service Providers.

Key Features

- Facility to subscribe and get Notifications & Alerts. [CAGs may kindly take advantage of this simple subscription facility available in the new TRAI Website].
- RSS Feeds (Rich Site Summary)
- Online Comment Facility on Papers
- Tell a Friend
- Blogs & Discussion forums
- Visitor Analytics
- Responsive Website

Recommendations:

1. TRAI Recommends Establishment of “Office of Telecom Ombudsman” to Strengthen Grievance Redressal in Telecom Sector

With the objective of improving the existing grievance redressal mechanism TRAI had suo-moto, initiated a consultation process by issuing a Consultation Paper “Complaints/Grievance Redressal in Telecom Sector” on 28th July, 2016. An Open House Discussion (OHD) was held on the subject on 26th October 2016. The Authority issued Recommendations to the Central Government on the matter on 10th March, 2017.

The salient features of the recommendations are as follows:

- a) There is a need for an independent and appropriately empowered structure to be created for resolution of grievances of telecom consumers. An Office of Telecom Ombudsman needs to be established.
- b) The Office of Telecom Ombudsman can be established under rules framed by the Central Government, similar to the institution of the insurance ombudsman under the Redress of Public Grievances Rules, 1998 (RPG Rules). Alternatively, the Government can choose to create the ombudsman office through a legislation to be passed by the Parliament.
- c) A three stage grievance redressal mechanism for telecom sector has been proposed as follows:
 - i. Resolution by Telecom Service Providers [TSPs]
 - ii. Resolution by Consumer Grievance Redressal Forum [CGRF]
 - iii. Determination by Telecom Ombudsman
- d) The consumer should in the first instance approach TSP to seek a solution. It will be the duty of the TSP to look into the request and address the consumer's concerns within the time frames stipulated by the Authority.
- e) In case the TSP fails to resolve the complaint in a manner that is satisfactory to the consumer; or does not provide a response; or fails to do so within the prescribed time lines laid down by TRAI, the customer will have the option to seek further redress through the new independent mechanism recommended by the Authority. This will consist of a process of a resolution based on fact finding by CGRF, followed by, if necessitated, determination by the Telecom Ombudsman.
- f) Only such complaints that relate to clearly identifiable and measurable rights vested with the individual subscriber flowing out of the contract of service with the TSP, Rules/Regulations/Requirements laid down by the Authority or the Licensor, which have a bearing on the relationship between the TSP and the individual consumer may qualify.

- g) CGRFs are proposed at Licensed Service Areas/State level by leveraging existing field formations of DoT like Public Grievance [PG] Cells, Telecom Enforcement, Resource and Monitoring Cells [TERM] Cells etc that already has a reasonable presence across the country. The CGRF shall be primarily responsible for settling the facts, facilitating mediation and will also offer a solution if the parties themselves cannot arrive at a settlement.
- h) Depending on the complexity, facts and circumstances of any particular case, CGRF may choose to seek assistance or guidance from other groups or institutions or independent experts who are well placed to represent consumer interests. This may include CAGs empanelled by TRAI, Central/State Government Departments, legal aid centers, National and State Consumer Helpline Centers, premier institutes in the field of law like National School of Law, and various other bodies that may be identified by the Central or the State Governments for this purpose.
- i) If not satisfied with the process at the level of CGRF, the consumer may choose to proceed for determination by the Ombudsman. Ombudsman will be required to act in accordance with the principles of natural justice. It will have the power to award compensation to the consumer, award costs and issue directions to the TSP for the performance of specific obligations. The decision of the Ombudsman will be final and binding on the parties.
- j) In order to function as an effective Body, the ombudsman should have the power to levy penalties on the TSPs.
- k) The ombudsman will have offices at national levels and sub-national levels covering each State.
- l) The new system should be based on technology-driven solutions that can provide redress remotely to consumers using their phones, Internet etc. TSPs will be required to maintain video calling or similar facilities at their local offices, which can be used by the consumer to interact with the CGRF or Ombudsman's office, in case it is required.
- m) A centralized web based system to be put in place which will allow flow of information from each level of the grievance redressal mechanism to the Ombudsman, thereby obviating the need for the same information to be provided again at various stages.

A portion of the existing, not in addition, license fee is recommended as the funding mechanism for the CGRF and Ombudsman. In addition to this fixed fee there will be a variable component payable by each TSP depending on the volume of complaints being filed against it and admitted before the Ombudsman's office.

2. Recommendations on “Proliferation of Broadband through Public Wi-Fi Networks”

TRAI came out with its Recommendations on “Proliferation of Broadband through Public Wi-fi Networks on 9th March, 2017. The salient features are as follows:

- i) DoT may amend the terms of the ISP license to allow for sharing of active infrastructure, in line with the Unified License (UL).
- ii) DoT may re-visit TRAI’s recommendations and consider de-licensing spectrum in the 5.725 –5.825 GHz spectrum band for outdoor usage.
- iii) Subject to the DoT’s agreement with the Authority’s interpretation, the DoT issue a clarification in respect of Clause (1)(xxii) of the UL VNO Guidelines, specifically clarifying that there is no exclusivity requirement upon UL VNO licensees for internet services.
- iv) Existing requirement of authentication through OTP for each instances of access may be done away with. Authentication through eKYC, eCAF and other electronic modes be allowed for the purposes of KYC obligations. In consultation with the security agencies, DoT may consider authentication by MAC ID of the device or through a mobile APP which stores eKYC data of the subscriber and automatically authenticate the subscriber.
- v) The import duty applicable upon Wi-Fi access point equipment be revisited in coordination with the Ministry of Commerce. This will reduce cost of providing Wi-Fi service in the country leading to proliferation of broadband services.
- vi) A new framework should be put in place for setting up of Public Data Offices (PDOs). Under this framework, PDOs in agreement with Public Data Offices Aggregators (PDOAs), should be allowed to provide public Wi-Fi services. This will not only increase number of public hotspots but also make internet service more affordable in the country.
- vii) PDOAs may be allowed to provide public Wi-Fi services without obtaining any specific license for the purpose. However, they would be subject to specific registration requirements (prescribed by the DoT) which will include obligations to ensure that e-KYC, authentication and record-keeping requirements (for customers, devices and PDOs enlisted with the PDOAs) are fulfilled by the PDOAs. This will encourage village level entrepreneurship and provide strong employment opportunities, especially in rural areas.
- viii) Authentication through eKYC, eCAF and other electronic modes be allowed for the purposes of KYC obligations cast upon PDOAs. This would enable PDOAs to obtain eKYC information and automatically authenticate the user device based on parameters such as the device’s MAC ID or through a mobile APP, which will store data required for authentication of the subscriber. This will further improve user experience.
- ix) PDOAs be allowed to enter into agreements with third party application/ service providers for the purposes of managing authentication and

payment processes. Appropriate guidelines may be issued to ensure that customer consent is obtained, and other issues surrounding privacy and protection of sensitive personal information are addressed. This will encourage innovation in authentication and payment processes resulting in ease in access of the Wi-Fi services.

3. Recommendations on “Spectrum Usage Charges and Presumptive Adjusted Gross Revenue for Internet Service Providers and Commercial Very Small Aperture Terminal Service Providers”

Department of Telecommunications vide letter dated 25th June, 2014 sought TRAI’s recommendations on rates for SUC, percentage of AGR including minimum AGR, allied issues like schedule of payment, charging of interest, penalty and Financial Bank Guarantee (FBG) pertaining to ISP licence. Also, floor level (minimum) AGR based on the amount of spectrum held by commercial VSAT operators.

A consultation paper was issued on 19th August 2016 and an Open House Discussion was held on 19th January 2017. The Authority gave recommendations to the DoT on 7th March 2017.

The salient features of the recommendations are given below:

- (i) The existing system of spectrum assignment on location/link-by-link basis on administrative basis to ISP licensees in the specified bands (viz 2.7 GHz, 3.3 GHz, 5.7 GHz and 10.5 GHz) to continue.
- (ii) Minimum presumptive AGR should not be made applicable to ISP licensees.
- (iii) SUC should not be levied as percentage of AGR and existing formula based mechanism of charging SUC to continue and also the existing system of payment of SUC charges on annual basis by ISP licensees should continue.
- (iv) The interest for delayed payment of SUC by ISP licensees should be 2% above the SBI PLR rate existing on the beginning of the relevant financial year and there should be no requirement of FBG for ISP licensee in respect of formula based SUC payable.
- (v) The minimum presumptive AGR should not be made applicable to commercial VSAT license.
- (vi) The SUC should not be more than 1% of AGR irrespective of the data rate.
- (vii) DoT may take up with DoS to evolve a system where the VSAT licensees are not made to run from pillar to post to get their services activated. The clock should start from the day the bandwidth is allotted by DoS and DoT should allot frequency within 3 months of allotment of spectrum by DoS. The two departments may also explore the possibility of implementing an on-line application for automating the whole process to bring in transparency.
- (viii) DoT should make arrangement to accept online payment of financial levies /dues such as LF, SUC and other fees that are paid by the licensees for obtaining licence/ approval/clearance/issue of NOC from DoT.
- (ix) DoT should put in place a comprehensive, integrated on-line system that acts as a single window clearance for the allocation/clearances/ issuance for approval/clearance/issue of NOC and other permissions to the licensees.

4. Recommendations on “Sharing of Infrastructure in Television Broadcasting Distribution Sector

TRAI on 29.03.2017 came out with its Recommendations on “Sharing of Infrastructure in Television Broadcasting Distribution Sector.

The salient features of these recommendations are as follows:

- (i) The Central Government should encourage sharing of infrastructure, wherever technically feasible, in TV broadcasting distribution network services, on voluntary basis.
- (ii) On voluntary basis, sharing of head-end used for cable TV services & transport streams transmitting signals of TV channels, among MSOs, should be permitted.
- (iii) To enable sharing of head-end used for cable TV services, the MSO registration condition regarding 'having an independent digital head-end of his own and provide digital addressable cable services from his head-end' should be suitably amended so as to allow sharing of head-end.
- (iv) The HITS operator and MSOs should be allowed to share the HITS platform, on voluntary basis, in flexible ways, for distribution of TV channels. The sharing of transport streams transmitted by HITS platform, between HITS operators and MSOs, should be permitted.
- (v) To ensure efficient use of scarce satellite resources, the DTH operators, willing to share DTH platform and transport stream of TV channels, on voluntary basis, should be allowed to do so with prior written intimation to MIB and TRAI.
- (vi) The distributors of TV channels should be permitted to share the common hardware for their Subscriber Management Systems applications and Conditional Access Systems applications.
- (vii) While sharing the infrastructure with another distributor of TV channels, the responsibility of compliance to the relevant Acts/ rules/ regulations/ license/ orders/ directions/ guidelines would continue to be of each distributor of TV channels independently.

Consultation Papers

1. Consultation Paper on "Introduction of UL (VNO) for Access Service authorization for category B license with districts of a State as a service area":

TRAI issued the Consultation Paper on "Introduction of UL (VNO) for Access Service authorization for category B license with districts of a State as a service area" on 20th March 2017 raising specific issues, for consideration of stakeholders. This consultation paper is limited to the issues related to the modalities for the introduction of UL (VNO) Cat-B for Access Service authorization for service area under geographical area of a District of a State/UT.

2. Consultation paper on "Ease of Doing Business":

It is important to identify the bottlenecks, obstacles or hindrances that are making it difficult to do telecom/broadcasting business in India and thus, require regulatory intervention. Separate pre-consultation/consultation papers on issues relating to "Ease of Doing Business" in Telecom and Broadcasting Sectors have been issued on 14.03.2017 and 17.04.2017 respectively.

Other Information:

1. Telecom Subscription Data as on 30th April, 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	675.48	20.52	696.00
Rural Subscription	499.12	3.78	502.90
Total Subscription	1174.60	24.30	1198.90
Overall Tele-density	91.34	1.89	93.23
Share of Urban Subscription	57.51%	84.44%	58.05%
Share of Rural Subscription	42.49%	15.56%	41.95%
No. of Broadband Subscribers	265.98	18.25	284.23

Active wireless subscribers on the date of Peak VLR in April 2017 were 1,014.90 million.

In the month of April, 2017, 4.96 million requests have been made for MNP. So far 277.72 million consumers have availed MNP facility.

TRAI EVENTS

1. Consumer Outreach Programmes:

TRAI organized 06 Consumer Outreach Programmes in the month of May, 2017 at the following places:

Tonk (Rajasthan)	17.05.2017
Panna (Madhya Pradesh)	18.05.2017
Mirzapur (Uttar Pradesh)	25.05.2017
Navsari (Gujarat)	25.05.2017
Suryapeta (Telangana)	30.05.2017
Darjeeling (West Bengal)	30.05.2017

PHOTO GALLERY

Open House Discussion (OHD) convened with stakeholders



OHD on 'Spectrum, Roaming and QoS related requirements of machine-to-machine (M2M) communications' held on 7th April 2017 at New Delhi



OHD on 'Issues related to closure of Access Services' held on 28th April 2017 New Delhi

TRAI Interactions with Consumers/Consumer Groups



CoP at Tonk (Rajasthan) held on 17.05.2017



CoP at Panna (Madhya Pradesh) held on 18.05.2017



CoP at Mirzapur (Uttar Pradesh) held on 25.05.2017



CoP at Navsari (Gujarat) held on 25.05.2017

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

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