



TELECOM REGULATORY AUTHORITY OF INDIA



E-NEWSLETTER FOR TRAI REGISTERED CONSUMER ORGANISATIONS FOR MAY, 2018



“Proliferation of Broadband through Public Wi-Fi Networks” was submitted to Hon’ble Minister of State for Communications (Independent Charge) on 5th April, 2018



**Inaugural address
by Dr. R S Sharma
Chairman TRAI at
ITU-APT
Foundation of
India's National
Workshop on
Critical Telecom
Infrastructure at
New Delhi.**



1. Recommendations

1.1 Reference back on Recommendations on "Issues related to New DTH Licenses"

Ministry of Information and Broadcasting (MIB) on 12th March 2018 had referred back TRAI's recommendations on 'Issues related to New DTH Licenses' dated 23rd July 2014 as per proviso to section 11 of the TRAI Act 1997, for reconsideration and seeking views of TRAI on certain recommendations. On 12th April 2018, TRAI sent its recommendations to the Government on "Issues related to New DTH Licenses".

2. Open House Discussions

2.1 Open House Discussion (OHD) on the Consultation Paper on "Making ICT Accessible for Persons with Disabilities"

Telecom Regulatory Authority of India (TRAI) conducted an Open House Discussion (OHD) on 05th April, 2018 in New Delhi on the Consultation Paper on "Making ICT Accessible for Persons with Disabilities (PwDs)". The OHD was attended by Telecom Service Providers, Associations of Telecom Service Providers Manufactures, Manufacture's Associations, International Business Organizations, Consumer Advocacy Groups, Consultants, PwD Associations, Academicians and Experts.



2.2 Open House Discussion on Consultation Paper on “Empanelment of Auditors for Digital Addressable Systems”

An Open House Discussion (OHD) on Consultation Paper on Empanelment of Auditors for Digital Addressable Systems was held on 12th April 2018 at TRAI Headquarter, New Delhi.



2.3 Open House Discussion on Consultation Paper on “Issues relating to Uplinking and Downlinking of Television Channels” in India”

An Open House Discussion (OHD) on Consultation Paper on Issues relating to Uplinking and Downlinking of Television Channels in India” was held on 11th April 2018 at TRAI Headquarter, New Delhi.

3. Directions

3.1 Direction to M/s Aircel Ltd regarding extension of validity of UPCs on 17th April, 2018

Direction was issued on 17th April, 2018 to M/s Aircel Group (M/s Aircel Ltd. and M/s Dishnet Wireless Ltd.), inter-alia, for extension of validity of UPCs generated pursuant to direction dated 27th February, 2018 to facilitate Mobile Number Portability (MNP) for the subscribers of M/s Aircel Ltd. and M/s Dishnet Wireless Ltd. (together as M/s Aircel Group) in the licensed services areas of Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal.

3.2 Direction to M/s Aircel Group regarding refund on unspent balance and security deposit on 23rd April, 2018

In order to protect the interest of the telecom subscribers a Direction was issued on 23rd April, 2018 to M/s Aircel Group. (M/s Aircel Ltd and M/s Dishnet Wireless Ltd.) in the Licensed Service Areas of Gujarat, Haryana, Himachal Pradesh, Maharashtra and Uttar Pradesh (West), inter-alia, directing to:-

- (i) Process, in case of postpaid mobile subscribers the refund of the security deposits of all the post-paid subscribers and submit to the Authority the licensed service area wise compliance indicating the number of subscribers whose security deposit have been successfully refunded and number of subscribers along with details of the amount of security deposits unclaimed/ undelivered;
- (ii) For all the pre-paid subscribers ported out during the period from the 1st December, 2017 to 10th March, 2018, transfer the unspent balance in the account of the subscribers at the time of porting to the recipient operator and furnish to TRAI the details of refund made;
- (iii) process refund to the prepaid mobile subscribers who have not been able to port out by 10th March, 2018.

4. Consultation Papers

4.1 Consultation Paper report on “Proliferation of Broadband through Public Wi-Fi Networks” was submitted to Hon’ble Minister of State for Communications (Independent Charge) on 5th April, 2018

(i) Telecom Regulatory Authority of India (TRAI) brought out a Consultation Paper on “Proliferation of Broadband through Public Wi-Fi Networks” with a view to examine the need of encouraging public Wi-Fi networks in the country from a public policy point of view, discuss the issues in its proliferation, and find out solutions for the same. After considering the comments from the stakeholders and further analysis, the Authority came out with its Recommendations on “Proliferation of Broadband through Public Wi-Fi Networks” on 9th March, 2017.

(ii) The recommendations envisaged a new framework for setting up of Public Data Offices (PDOs) who in agreement with Public Data Office Aggregators (PDOAs) should be allowed to provide public Internet access. PDOAs may be allowed to provide public Internet access subject to specific registration/license requirements (to be prescribed by the DoT) which will include obligations to ensure the e-KYC authentication and record-keeping requirements (for customers, devices and PDOs enlisted with the PDOAs).

(iii) On the basis of recommendations, TRAI initiated a Pilot to demonstrate a proof of concept on 16th October, 2017. After successful completion of the Pilot, a report was submitted to Hon’ble Minister of State for Communications (Independent Charge) on 5th April, 2018. The report elaborates the purpose, planning, and outcomes of the pilot as well as the way forward in the implementation of viable and affordable public Wi-Fi network for the proliferation of broadband in the country.

4.2 Consultation Paper on Review of Mobile Number Portability (MNP) process on 6th April, 2018

TRAI had issued the Telecommunication Mobile Number Portability (MNP) Regulations 2009 (8 of 2009) dated 23rd 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 reports submitted by Mobile Number Portability Service Providers (MNPSPs) are monitored periodically to study the pattern of rejection of porting requests by the Donor Operator (DO). Analysis of the reports suggests that the rejections on the grounds of "Unique Porting Code (UPC) Mismatch" and "Unique Porting Code (UPC) expired" constitute about 40% of the total rejections.

Accordingly, to address the issues faced by the telecom mobile subscribers, draft Telecommunications Mobile Number Portability (seventh amendment), Regulations 2017, were issued on 16th August, 2017 for seeking comments of the stakeholders. The proposed amendment was envisaged to result in reduction of rejection of porting requests leading to increased subscriber satisfaction.

The comments received from the stakeholders were examined and analysed. Through the comments it was observed that in addition to the amendments as proposed in the draft MNP regulations as mentioned in para above, various other issues were also raised by stakeholders and new mechanisms for UPC generation were suggested.

Due to recent closure/ discontinuation of wireless access services by some of the Telecom Service Providers (TSPs) in few or all the Licensed Service Areas (LSAs), substantial number of subscribers have been forced to port their mobile number to other TSPs. Consequent upon closure/ discontinuation of the services, TRAI has received large number of complaints related to the difficulties faced by the subscribers of these service providers in porting their mobile numbers. The major issues are non-generation of UPC by the Donor Operator or non-receipt of UPC by the subscriber, multiple times rejection of porting requests by donor operators on various grounds of rejections prescribed in regulation 12 of the MNP regulations, instances of fraudulent porting, issuance of interim bills for postpaid subscribers, non-refund of the prepaid balance and security deposits of post paid subscribers. These issues create inconvenience and dissatisfaction to the mobile subscribers.

The suggestions / comments submitted by the stakeholders during consultation on draft 7th amendment had necessitated further consultation among all the stakeholders. Due to recent closure of services by some of the operators, new issues as mentioned in para above have also emerged. In view of this, TRAI has issued a Consultation Paper (CP) on 'Review of Mobile Number Portability (MNP) process' covering all the existing issues with a vision to review and revamp the existing MNP process and make it more efficient and convenient for the telecom subscribers.

4.3 Consultation Paper on Issues related to Placing of Television Channel on Landing Page

TRAI released Consultation Paper on Issues related to Placing of Television Channel on Landing Page on 3rd April 2018. The consultation paper was issued with the aim to protect the interest of the consumer, to ensure fair growth of the sector, and to ensure unbiased TRP ratings. It raises various issues related to placement of television channels on landing page providing an opportunity to all the stakeholders to deliberate on the issues and to provide comments / suggestions thereof.

5. Other Information

5.1 Telecom Subscription Data as on 31st March, 2018

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	662.18	19.43	681.61
Rural Subscription	521.23	3.38	524.61
Total Subscription	1183.41	22.81	1206.22
Overall Tele-density	91.09	1.76	92.84
Share of Urban Subscription	55.96%	85.19%	56.51%
Share of Rural Subscription	44.04%	14.81%	43.49%
No. of Broadband Subscribers	394.65	17.95	412.60

Active wireless subscribers on the date of Peak VLR in March, 2018 were 998.00 million.

In the month of March, 2018, 19.67 million requests were made for MNP. Till the end of March, 18, a total of 370.83 million consumers have availed MNP facility since its implementation.

5.2 Report of Independent Drive Test (IDTs)

TRAI has been regularly conducting the Independent Drive Tests (IDTs) through its appointed agency in cities, Highways and rail routes. Independent Drive Tests (IDTs) on four highways and six rail routes were conducted during the period 31st October 2017 to 29th December 2017, to assess the network quality provided by cellular mobile telephone service providers. The Key Performance Indicators (KPIs) were assessed for the networks of all telecom service providers operating in the region. KPIs for voice services were Coverage; Call Setup Success Rate; Drop Call Rate; Block Call Rate, Handover Success Rate; Rx Quality.

The details of IDTs are given below.-

Highways:-

- Bangalore to Belgaum 31st Oct to 1st Nov 2017
- Hyderabad to Bangalore 6th Dec to 7th Dec 2017
- Silchar-Shillong-Guwahati 21st Nov to 22nd Nov 2017
- Belgaum to Mumbai 2nd Nov to 3rd Nov 2017

Railways:-

- Delhi to Chandigarh 29th Dec 2017
- Howrah-Dhanbad-Gaya 21st Dec 2017
- Dibrugarh- Guwahati 18th Dec 2017
- Bhubaneswar -Tatanagar 15th Dec 2017
- Ahmedabad to Mumbai 13th Dec 2017
- Indore to Bilaspur 5th Dec to 6th Dec 2017

Detailed reports of IDTs in the above highways and rail routes are available on TRAI website namely www.trai.gov.in.

5.3 Process developing Online Tariff filling portal

“TRAI is in the process of developing Online Tariff filling portal, where all the Access Service Providers will submit their tariff offers to the Authority through XML API web services. To enable consumers to see tariff of different TSPs in different Licensed Service Areas (LSAs) at a single place, a beta version of the Tariff portal was released by TRAI in www.tariff.trai.gov.in on 16.04.2018. For easy access various tariff plans and other tariff instruments for Delhi and Gujarat LSAs are available in the portal in a downloadable format. To carry out necessary modifications on this portal, feedback of consumers and stakeholders was obtained.”

4. Consumer Outreach Programmes

Consumer Outreach Programmes

1	Kavaratti (Lakshadweep)	09.04.2018
2	Surendra Nagar (Gujarat)	11.04.2018
3	Neemuch (Madhya Pradesh)	12.04.2018
4	Tezpur (Assam)	26.04.2018
5	Gurgaon (Haryana)	27.04.2018

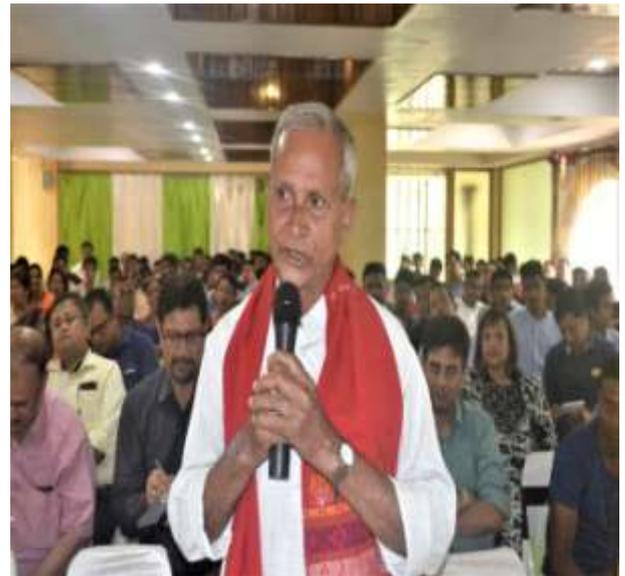
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CoP at Kavaratti (Lakshadweep) held on 09.04.2018



CoP at Neemuch (Madhya Pradesh) held on 12.04.2018



CoP at Tezpur (Assam) held on 26.04.2018



CoP at Gurgaon (Haryana) held on 27.04.2018

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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