



TELECOM REGULATORY AUTHORITY OF INDIA



E-NEWSLETTER FOR TRAI REGISTERED CONSUMER ORGANISATIONS FOR FEBRUARY, 2019

1. Directions

1 Direction to distributors of television channels relating to implementation of New Regulatory Framework for Broadcasting and Cable Services issued on 24th January 2019.

Through this direction, the Authority directed all the distributors of television channels [Direct to Home (DTH) operators, Multi System Operators (MSOs), Headend in the Sky (HITS) operators and Internet Protocol Television (IPTV) operators] to comply with all the provisions of the new regulatory framework 2017 from 1st February 2019.

2. Direction to broadcasters of television channels relating to implementation of New Regulatory Framework for Broadcasting and Cable Services issued on 24th January 2019.

Through this direction, the Authority directed all the broadcasters of television channels to comply with all the provisions of the new regulatory framework from 1st February 2019.

2. Press Release

1. Press Release on Implementation of New Regulatory Framework for Broadcasting & Cable Services issued on 8th January 2019.

It was brought to the notice of the Authority that certain rumours/messages are being floated that the implementation of the new framework has been postponed or stopped or is being modified. The Authority clarified that the new framework has come into effect on 29th December 2018. The schedule of activities has been duly communicated to all the service providers for reaching out to the consumers and obtaining choices. All the service providers were again advised to strictly observe the timelines as provided in the migration plan dated 28th December 2018.

2. Press Release on Consumer choices in the New Regulatory Framework for Broadcasting and Cable Services issued on 10th January 2019.

The Authority noticed that several broadcasters were advertising their channels in the form of bouquets only. However, customer were reminded that they have option to choose channels on a-la-carte also and that the maximum retail price (MRP) of a channel on a-la-carte may be viewed in the Electronic Programme Guide (EPG) or Menu of their TV screens. Further, distribution Platform Operator (DPO) such as cable operators, DTH operators may provide discount on the MRP displayed on the EPG. It was also informed that every DPO has been requested to run Consumer Information channel preferably on channel No. 999 wherein consumer related information including the prices of channels on a-la-carte and bouquets are made available. It was reiterated that the consumer has complete freedom to choose their desired 100 Standard Definition (SD) channels within the network capacity fee of maximum Rs.130/- and that the desired channels could be in a-la-carte Free to Air channels or Pay channels or bouquet of pay channels or any combination thereof. The choice completely rests with the consumers.

It was also informed that DPOs are providing various options to consumers to exercise their choice which include:

- a. Personal contact by Local Cable Operator
- b. Calling on Call Centre Number
- c. Using Mobile: App or through DPO Website

3. Press Release on Direction to Service Providers regarding Implementation of New Regulatory Framework for Broadcasting & Cable Services issued on 24th January 2019.

It was brought to the attention of the Authority, that certain rumours and misleading information is still being circulated contending that further extension of the time period for obtaining consumer choices was under consideration. The Authority reiterated that there was no reason to consider any extension in view of the significant momentum in obtaining the choices and the assurances given all the service providers. The subscribers who had exercised their option within the prescribed time, would be migrated from 1st February, 2019. All subscribers were requested to exercise their option immediately without waiting for the last minute.

It was informed that the incidences have also been brought to the notice of the Authority that some Multi Systems Operators (MSOs) in far-flung areas and smaller towns were not implementing the new regulatory framework in letter and spirit. The Authority reiterated that every Distribution Platform operator (DPO) and the Broadcaster must implement the regulatory framework as per the press release dated 3rd July, 2018. The Authority issued an appropriate direction to all the DPOs (MSO/DTH/HITS/IPTV operators) and Broadcasters to this effect on 24th January 2019.

Further, the Authority had been receiving hundreds of complaints intimating that one of the DTH (Direct to home) service provider was not providing options to its subscribers to exercise their choices and providing misleading information in regard to implementation of new framework. The Authority had taken up the matter. The said DTH operator assured in writing that they would be complying with the new regulatory framework and would make the options available for obtaining the consumers choice. The Authority assured all the subscribers that all efforts were being made to ensure that there was no inconvenience or any disruption of TV services due to the migration to the new regulatory regime.

4. Press Release on 'TRAI ushers in new era for TV viewers with effect from 1st February, 2019' issued on 31st January 2019.

The Authority had received requests seeking clarification with regard to second or additional TV connections by a subscriber. The Authority clarified that the regulations provide for a cap (maximum limit) of Rs. 130/- as the Network Capacity fee for 100 SD channels with slabs of additional 25 channels @ Rs. 20/- maximum. The distributors can devise their own plans/tariff within these caps and the regulations do not prohibit offering of discounts or lower network capacity fee for second/additional connections. However, such discount should be uniform in the target market area of respective distributor in compliance with the Regulations and Tariff Order.

The Authority noticed that customers were being forced to opt for bouquets or predefined package without providing option to select pay or Free to Air channels on a-la-carte basis. In this regard it was clarified that customers are free to choose Free to Air channels and / or pay channels either on a-la-carte or in the form of bouquet or any combination thereof. In case any DTH / Cable Operator insisted on predefined packages or bouquets without providing real choices, subscribers are free to report it to TRAI.

3. Other Information

3.1 Telecom Subscription Data as on 31st December, 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 Telephone subscribers	647.52	18.76	666.28
Rural Telephone subscribers	528.48	3.11	531.59
Total Telephone subscribers	1176.00	21.87	1197.87
Overall Tele-density	89.78	1.67	91.45
Share of Urban Subscription	55.06%	85.78%	55.62%
Share of Rural Subscription	44.94%	14.22%	44.38%
No. of Broadband Subscribers	500.38	18.17	518.55

Active wireless subscribers on the date of Peak VLR in December, 2018 were 1026.37 million.

In the month of December, 2018, 4.76 million subscriber requests were made for MNP. Till the end of December, 2018, a total of 411.98 million consumers have availed MNP facility since its implementation.

4. Seminar

TRAI organised following seminars during the month of January,2019:

- i) Seminar on “Women empowerment through Digitization” organised at Bhopal (Madhya Pradesh) on 07.01.2019.
- ii) Seminar on “Towards a Safe and Secure Internet in India” organised at Jodhpur on 30.01.2019.

Experts drawn from Industry, prestigious academic institution educated the audience on different aspects related to the subject. Representatives from Telecom Service Providers, Consumer Advocacy Groups, Industry and educational institutes, prominent persons in the area participated and benefited from the deliberations held.

5. Consumer Outreach Programmes

1. Faridabad (Delhi NCR) 11.01.2019
2. Chikodi (Karnataka) 23.01.2019

PHOTO GALLERY



CoP at Faridabad (Delhi NCR) held on 11.01.2019



CoP at Chikodi (Karnataka) held on 23.01.2019

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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