



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



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DIRECTION

Dated: 22nd February, 2018

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), regarding extension of the validity period of Unique Porting Codes, issued to the subscribers of M/s Reliance Telecom Limited, pursuant to the direction No.116-9/2017-NSL-II dated 13th December, 2017.

No.116-9/2017-NSL-II- Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority], established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act), has been entrusted with discharge of certain functions, *inter-alia*, to ensure compliance of terms and conditions of licence; regulate the telecommunication services; protect the interests of service providers and consumers of the telecom sector;

2. And whereas the Authority, in exercise of the powers conferred upon it by section 36, read with sub-clauses(i), (iii) and (v) of clause (b) of sub-section (1) of section 11, of TRAI Act, made the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) (hereinafter referred to as regulations);

3. And whereas M/s Reliance Telecom Limited (hereinafter referred to as M/s RTL) informed the Authority, vide its letter No. RCL&RTL/TRAI/17-18/7673 dated 29th November, 2017, regarding discontinuation of voice services and to provide only high speed data services in licensed service areas of Assam, Bihar, Himachal Pradesh, Kolkata, Madhya Pradesh, North East, Orissa, and West Bengal with effect from 29th December, 2017;

4. And whereas the Authority, vide its direction 116-9/2017-NSL-II dated 13th December, 2017, *inter-alia*, directed M/s RTL to generate UPCs for all its subscribers

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in the licensed service areas mentioned in para 3 above and keep all the UPCs generated pursuant to the direction valid till 23:59:59 hours of 31st January, 2018,

5. And whereas the Authority, post 31st January 2018, received many complaints from subscribers of M/s RTL, regarding non-receipt of the UPC or rejections of requests for porting their mobile number on various grounds and therefore requesting for extension of validity of UPC as well as last date of porting, so that they can port their mobile number to the operator of their choice;

6. And whereas pursuant to the direction dated 13th December, 2017, the licensed service area - wise count of ported numbers and rejection report of requests for porting mobile numbers of subscribers of M/s RTL, as provided by Mobile Number Portability Service Providers indicate that there are still large number of subscribers who remain to be ported out from the network of M/s RTL;

7. And whereas the Authority, vide sub-para (a) (xi) of para 12 of the direction No.116-9/2017-NSL-II dated 13th December, 2017, inter-alia, directed M/s RTL to furnish monthly report of subscriber –wise information of unspent balance amount in the MS excel format given below for all the ported out prepaid subscribers, w.e.f. the date of Direction dated 13th December, 2017 till 31st January, 2018:-

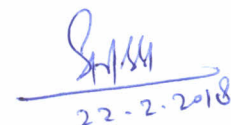
LSA	MSISDN (Mobile number)	Date of porting	Balance amount of recharge of all kind (voucher/plan) left with M/s RTL

[Note: Data for the month of December, 2017 to be submitted by 1st January, 2018 and data for the month of January, 2018 by 1st February, 2018]

8. And whereas the Authority, vide sub para (a) (xii) of para 12 of the direction dated 13th December, 2017, directed M/s RTL to furnish by 10th February, 2018, subscriber –wise information in MS excel format given below for all the prepaid mobile numbers who could not be ported out till 31st January 2018:-

LSA	MSISDN (Mobile number)	Balance amount of recharge of all kind (voucher/plan) left with M/s RTL

9. And whereas the regulation 18 of the regulations, *inter-alia*, provides that the Authority may, from time to time, issue such directions as it may deem fit to the service providers on any aspect of Mobile Number Portability for which provisions have been made in the regulations;



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10. Now, therefore, in exercise of the powers conferred upon it under section 13, read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section (11) of TRAI Act, 1997 (24 of 1997) and regulation 18 of the Mobile Number Portability Regulations, 2009 (8 of 2009), the Authority, in order to protect the interest of the telecom subscribers, hereby directs –

(a) M/s Reliance Telecom Limited to :-

- (i) keep all UPCs generated pursuant to the direction dated the 13th December, 2017, that have expired on the 31st January, 2018, valid till 23:59:59 hours of 20th March, 2018 and to ensure their delivery to the mobile subscriber;
- (ii) issue public notice of minimum size of 12 cm X 12 cm, within three days of issue of this Direction, in at least two daily newspapers registered with Registrar of Newspapers for India, Govt. of India in all the licensed service areas mentioned in the para 3 above, out of which one newspaper should be of national level of circulation (in the language Hindi or English) and another newspaper should be in regional language, informing mobile subscribers regarding extension of validity of UPCs, procedure to procure their UPC and to port their mobile number to any other telecom service provider till 23:59:59 hours of 20th March, 2018;
- (iii) issue public notice on the main page of its website with minimum font size of 20, informing the subscribers of the licensed service areas under reference regarding extension of validity of UPCs till 23:59:59 hours of the 20th March, 2018 and to port their mobile number to any other telecom service provider till the 20th March, 2018;
- (iv) furnish compliance report of sub-para (a)(xii) of para 12 of the direction dated 13th December, 2017 by 26th March, 2018, in addition to the information/ details sought as compliance vide direction dated 13th December, 2017 and the details of the number of subscribers successfully ported and remaining subscribers who could not port and reasons thereof;
- (v) to process refund to the prepaid mobile subscribers as directed vide sub-para (a)(ii) of para 13 of direction dated 19th January, 2018 and furnish compliance as per the schedule below:-

LSA	List of MSISDN (Mobile number) ported month-wise	Compliance to be submitted to the Authority by date
	22 nd February, 2018 till 20 th March, 2018	26 th March, 2018


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(vi) process refund to the prepaid mobile subscribers who do not wish to port out their mobile number or are not able to port out by 20th March, 2018, as per the procedure directed vide sub-para (a)(iii)(A) to (a)(iii) (D) of para 13 of direction dated 19th January, 2018 and submit compliance by 26th March, 2018;

(vii) submit the following information to the Authority by 26th March, 2018

Mobile number	Post paid /pre-paid	Amount refunded	Date of refund	Medium of refund viz. NEFT/RTGS/Cheque

(viii) furnish compliance report of this direction to the Authority by 26th March, 2018, together with the unspent prepaid balance amount along with number of subscribers available with M/s RTL to whom refund could not be provided and reasons thereof of such mobile subscribers;

(b) all Telecom Service Providers and Mobile Number Portability Service Providers to recognize additional UPCs with service provider codes as 'C', 'F', 'G', 'H', 'K', 'L', 'N', 'P', 'Q', 'S', 'W', 'X' and 'Z' in addition to the existing service provider code 'R' for the licensed service areas as mentioned in sub-para (a)(i) to (a) (v) of para 12 of the direction dated 13th December, 2017 for the subscribers of M/s RTL;

(c) MNP Service Providers to -

(i) allow porting of mobile numbers of subscribers of M/s RTL for the service areas referred in para 3 of this direction, with UPCs which expired on 23:59:59 hours of the 31st January, 2018 till 23:59:59 hours of 20th March, 2018;

(ii) not to accept after 23:59:59 hours of the 20th March, 2018, requests from the subscribers of M/s RTL, as donor operator, for porting of 2G/GSM and CDMA mobile numbers for the licensed service areas under reference.


(Syed Tausif Abbas)

Advisor (Network, Spectrum and Licensing)

To,

1. All Access Service Providers (Wireless)
2. Mobile Number Portability Service Providers

To,

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