



TELECOM REGULATORY AUTHORITY OF INDIA



NEWSLETTER: Vol.II/2017

February 2017

Newsletter for Consumer Advocacy Groups (CAGs)

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

Directions

1) Direction to facilitate mobile number portability of subscribers of M/s Quadrant Televentures Ltd:

M/s Quadrant Televentures Ltd (M/s QTL) informed about discontinuation of its commercial GSM services in Punjab Service Area from the midnight of 15th February 2017 and requested the Authority (i) to issue suitable instructions to the MNP service providers (MNPSPs) to allow port out requests of QTL customers with Age on Network (AON) less than 90 days in relaxation of Regulation 6 of MNP Regulation 2009 dated 23.09.2009 and (ii) to allow the validity of the UPC codes expiring on midnight of 15th February 2017 for another 60 days.

After detailed examination, the Authority issued the following directions on 17th February 2017:

(a) M/s Quadrant Televentures Limited to –

- (i) Use Unique Porting Codes (UPCs) with service provider codes 'F', 'G', 'K', 'L' and 'N' in addition to the existing service provider code 'H' for all the subscribers in Punjab licensed service area and communicate UPC to the subscribers;
- (ii) Keep all the UPCs generated consequent to this direction and UPCs generated prior to and valid on the date of this direction, live and valid till 23:59:59 hours of 18th April, 2017, i.e. 60 days from the date of issue of this direction;

- (iii) respond to all requests for portability of mobile number portability made by its subscribers forwarded to M/s QTL by MNPSs till 18th April, 2017;
 - (iv) accept porting out request of its subscribers whose AON is less than 90 days;
 - (v) issue public notice of suitable size, within three days of issue of this Direction, in at least two leading newspaper in the Punjab licensed service area, out of which one newspaper should be in regional language and also on its website, informing its subscribers regarding extension of validity of UPCs till 23:59:59 hours of the 18th April, 2017 and to port out their mobile number to any other telecom service provider till the 18th April, 2017;
 - (vi) furnish compliance report of this direction to the Authority by 30th April, 2017 along with the details of the number of subscribers successfully ported out, remaining subscribers who could not port out and reasons thereof and total unspent amount of the pre-paid mobile subscribers.
- (b) all Telecom Service Providers and Mobile Number Portability Service Providers to recognize additional UPCs with service provider code as 'F', 'G', 'K', 'L' and 'N' for Punjab service area for the subscribers of M/s QTL.
 - (c) MNP Service Providers to allow porting out of mobile numbers of subscribers of M/s QTL with AON of less than 90 days; and
 - (d) MNP Service Providers to not to accept requests for porting of mobile numbers with M/s QTL as Donor Operator after 23:59:59 hrs of 18th April, 2017.

Consultation Paper

1. Consultation Paper on 'Regulatory Principles of Tariff Assessment'

Telecom Regulatory Authority of India released a Consultation Paper on 'Regulatory principles of tariff assessment' on 17th February, 2017. The consultation paper deals with emergent issues and challenges, inter-alia, related to regulatory principles of tariff assessment e.g. transparency, promotional offers, disclosures and non discrimination, adherence to the principle of non-predatory pricing, relevant market, assessment of dominant position etc. The consultation process aims to bring about greater clarity in interpretation of various regulatory principles set out in the (Telecommunication Tariff order, 1999) TTO in consonance with the best global practices.

Other Information:

1. Telecom Subscription Data as on 31st December, 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	662.60	20.55	683.15
Rural Subscription	464.78	3.86	468.64
Total Subscription	1127.38	24.41	1151.79
Overall Tele-density	88.00	1.90	89.90
Share of Urban Subscription	58.77%	84.19%	59.31%
Share of Rural Subscription	41.23%	15.81%	40.697%
No. of Broadband Subscribers	217.95	18.14	236.09

Active wireless subscribers on the date of Peak VLR in November, 2016 were 988.14 million.

In the month of December, 2016, 5.67 million requests have been made for MNP. So far 254.82 million consumers have availed MNP facility.

2. Data relating to average duration per hour of advertisements (commercial & self promotional) during peak hours in pay News & pay Non-news Channels

Data relating to average duration per hour of advertisements (commercial & self promotional) during peak hours (7 pm to 10 pm) in News & pay Non-news Channels for the period 27.06.2017 to 25.09.2017 has been uploaded on TRAI website on 21.02.2017 which can be accessed through link site www.traigov.in/whats-new.

TRAI EVENTS

1. Consumer Outreach Programmes:

TRAI organized 07 Consumer Outreach Programmes in the month of February, 2017 at the following places:

Koppal (Karnataka)	09.02.2017
Port Blair (A&N Islands)	10.02.2017
Akodra (Gujarat)	15.02.2017
Jammu (J&K)	16.02.2017
Osmanabad (Maharashtra)	27.02.2017
Beed (Maharashtra)	28.02.2017
Patna (Bihar)	28.02.2017

ARTICLES ON CONSUMER PROTECTION

Mobile Tower Fraud:

A disturbing incident came to light recently in Regional Office (RO), Jaipur when four young men from Sikar, Rajasthan came to the RO office to get a document/paper ostensibly issued by TRAI verified.

The boys on enquiry told the RO Jaipur officials that they had paid fifty thousand rupees to someone for installing a mobile tower in their village and they had been given this paper to get the same verified from TRAI. A picture of the letter said to have been issued by TRAI was taken and a first look suggests that it looks reasonably authentic especially to someone not really educated or aware of government functioning. The letter issued is a disturbing development as it shows the extent to which fraudsters are willing to go to achieve their ends. A picture of the letter is given below.

The boys were informed that a fraud had been committed and they had no way out but to approach the local police and get a FIR registered and hope for recovery of their money.

The incident highlights the need for all CAGs to take up this issue at all levels and educate all consumers with whom they interact, that TRAI has nothing to do with installation of mobile towers etc and anyone asking for money/favours in name of TRAI should be reported upon as a fraud and no action should be taken on any such demands/proposals. TRAI on its part has already been highlighting such frauds in its interaction with consumer during CoPs being organised by it.



Forged letter issued in the name of TRAI

PHOTO GALLERY

TRAI Interactions with Consumers/Consumer Groups



CoP at Koppal (Karnataka) held on 09.02.2017



CoP at Port Blair (A&N Island) held on 10.02.2017



CoP at Akodra (Gujarat) held on 15.02.2017



CoP at Jammu (J&K) held on 16.02.2017



CoP at Osmanabad (Maharashtra) held on 27.02.2017



CoP at Beed (Maharashtra) held on 28.02.2017



CoP at Patna (Bihar) held on 28.02.2017

Full details of the Directions/Orders, Consultation Paper/Report, Subscription Data, etc mentioned in this newsletter are available on TRAI website www.traigov.in

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

We are also on Facebook! Join! Us!

 <https://www.facebook.com/TRAI/>

We are also on Twitter! Join! Us!

 [@TRAI](https://twitter.com/TRAI)

TAKE ADVANTAGE OF MOBILE APPS LAUNCHED BY TRAI FOR CONSUMERS

NOW YOU CAN CHECK YOUR DATA SPEED

"TRAI MySpeed" APP

INTRODUCING

DOWNLOAD FREE ▶

Download on the App Store

GET IT ON Google play

Test your Data Speed using "TRAI My Speed" App

Share Your Data Experience with TRAI

Explore Data Speed of Telecom Operators in any area on TRAI Portal (<http://analytics.trai.gov.in>)

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Website: 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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For details, visit : <http://www.nccptrai.gov.in>