



TELECOM REGULATORY AUTHORITY OF INDIA



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

TRAI EVENTS



Chairman, TRAI delivering the keynote address at Startup Bridge India Conference at Stanford University (Stanford), California on 4th December, 2017.



Chairman, TRAI at the Inaugural Session of the International Satcom Conference organised by BIF on 'Accelerating Satellite Broadband for Inclusive Growth' held in New Delhi on 13th December, 2017.



Chairman, TRAI delivering a keynote address at the 17th Telecom Leadership Forum on the theme 'Digital Telecom for Digital India' held in New Delhi on 14th December, 2017.



Delegation from 'Malaysian Communication & Multimedia Commission' visited TRAI, New Delhi on 5th December, 2017 to discuss the action plan & support extended by TRAI on development of digital services in India, including digital ID & cashless payment.

OHD/WORKSHOPS



Chairman, TRAI addressing the audience at the Open House Discussion on 'Unsolicited Commercial Communication' held at IHC, Lodhi Road, New Delhi on 5th December, 2017.



Workshop at Bodhgaya (Bihar) held on 22.012.2017

1. Recommendations:

1.1 Recommendations on “Network Testing before Launch of Commercial Services” dated 4th December 2017

DoT, through its letter dated 9th September 2016, communicated that at present, network testing is being carried out by licensees on the basis of erstwhile practices followed by DoT/BSNL; and test SIM Cards are issued by such licensees to check the quality of network before the commercial launch of services. The present licences for various services issued by DoT do not prescribe any time period for network testing before commercial launch of services by the licensees. Therefore, DoT requested the Authority to provide its recommendations on testing of network before commercial launch of services including enrolment of customers for testing purposes before commercial launch, duration of testing period etc.

In this regard, a consultation paper was released on 1st May 2017, wherein various issues involved and the possible framework to bring clarity on the matter were discussed and the stakeholders were requested to provide their comments and counter-comments. An Open House Discussion was conducted on 18th August 2017. Based on the comments received and internal analysis, TRAI has finalized its recommendations and sent it to the Government on 4th December 2017. The key recommendations are:

- a) A TSP should be allowed to enrol test subscribers in testing phase to carry out the network testing before commercial launch of its services.
- b) The number of test subscribers that can be enrolled by a TSP in an LSA should be limited to 5% of its installed network capacity for that LSA. The service provider will submit the detailed capacity calculations of the network to DoT and TRAI atleast 15 days before commencing enrolment of test subscribers.
- c) There should be a limit of 90 days on the test phase involving test subscribers. However, if the TSP fails to conclude network testing due to valid reasons, it may make a representation to the Licensor, seeking additional time for network testing giving detailed justification, which may be decided by the Licensor on case to case basis.
- d) If a TSP wants to enrol test subscribers, it should give prior intimation to DoT and TRAI atleast 15 days before commencing enrolment of test subscribers.
- e) All licensing provisions related to the security and privacy such as ensuring adequate verification of each and every customer before enrolling him as a subscriber, protection and privacy of communication, maintaining Call Detail Record (CDR)/IP Detail Record (IPDR), Confidentiality of Information, Lawful interception & monitoring etc. must be complied with by the licensee.
- f) MNP facility should not be extended to network under testing.
- g) If a TSP wants to enroll test subscribers for the testing of its network, it should transparently give the following information to the test subscribers at the time of their enrolment:

- (i) During test phase, TSP is not mandated to adhere to specified level of QoS. Therefore, there may be sub-optimal level of network performance.
- (ii) The scope of services during the test period.
- (iii) MNP facility won't be available till the services are commercially launched.
- (iv) There won't be any charge (fixed charge or usage based charge) during the test phase.
- (v) Likely date of commercial launch.

2. Directions

2.1 Directions dated 13th December 2017 to M/s Reliance Communications Ltd. and M/s Reliance Telecom Ltd. regarding facilitation of MNP for subscribers pursuant to discontinuation of voice services in various licensed service areas

Direction was issued to all Access Service Providers, MNPSs and M/s Reliance Communications Limited and M/s Reliance Telecom Ltd on 13th December 2017 to facilitate Mobile Number Portability for the subscribers, pursuant to discontinuation of voice services in licensed service areas of Bihar, Delhi, Himachal Pradesh, Jammu & Kashmir, Kolkata, Madhya Pradesh, Mumbai, Orissa, Punjab, Rajasthan and West Bengal by M/s Reliance Communications Limited and in the licensed service areas of Assam, Bihar, Himachal Pradesh, Kolkata, Madhya Pradesh, North East, Orissa and West Bengal by M/s Reliance Telecom Limited w.e.f. 31st January 2018.

2.2 Direction dated 20th December 2017 to M/s Aircel Ltd. and M/s Dishnet Wireless Ltd. regarding facilitating MNP

Direction was issued to all Access Service Providers, MNPSs and M/s Aircel Ltd in order to facilitate Mobile Number Portability for the subscribers of M/s Aircel Ltd pursuant to notice of surrender of License given under clause 10.3 of Unified Access Service in licensed service areas of Gujarat, Haryana, Himachal Pradesh, Madhya Pradesh, Maharashtra and Uttar Pradesh (West) by M/s Aircel Ltd. and M/s Dishnet Wireless Ltd w.e.f. 30th January 2018.

2.3 Direction dated 14th December, 2017 to all service providers regarding submission of compliance reports of benchmarks of QoS parameters.

Direction was issued to all service providers to submit their complaints reports, within a period of 21 days of the end of each quarter ending on the 31st March, the 30th June, the 30th September and the 31st December of the year, on quarterly basis in respect of the parameters of the Cellular Mobile Telephone Service under Network Service Quality Parameters in the revised format.

2.4 Direction dated 14th December, 2017 to all service providers for publishing information relating to performance with respect to QoS benchmarks on the website of the service providers.

Direction was issued to all service providers to publish on their website, on quarterly basis, the performance with respect to the benchmark of Quality of Service parameters in the revised format within 45 days after the end of every quarter.

3. Consultation Papers

3.1 Consultation Paper on “Making ICT Accessible for Persons with Disabilities”

Persons with disability (PwDs) are often not able to access the ICT services on account of lack of necessary accessibility features or unaffordable prices of the equipment or due to unavailability of required services to make them compatible for use by such persons. Since access to telecommunication and broadcasting services has become an essential component of economic growth and upliftment of people, it is important that necessary steps are taken to ensure that PwDs are able to access these services and the barriers that hinder this access are identified and removed.

2. Keeping the above in view, the Authority has suo-motu initiated the consultation process by floating a paper on “Making ICT Accessible for Persons with Disabilities” on 20.12.2017 for seeking comments of the stakeholders. The objective of the paper is to identify key areas where policy interventions are needed to understand the barriers being faced by the PwDs in accessing the telecom and broadcasting services so that affirmative actions at policy level in the form of recommendations to the Government or formulation of regulation or advisory to equipment/service providers or a combination of these can be taken. The main issues raised are as under:-

- ❖ The challenges faced by PwDs in accessing telecommunication and broadcasting services and the reasons for desired benefits of ICT not reaching them despite several policies interventions.
- ❖ Various corrective measures the need to be taken by the Government to enable better access of these services by PwDs.
- ❖ Whether international accessibility standard be adopted for telecom and broadcasting services and devices in India.
- ❖ Whether the government/TRAI should mandate the device (mobile handset and television, computer etc.) manufacturers to have accessibility features for Pwds.

- ❖ How the CSR fund of the companies can be used for development of assistive tools, services, applications and how to enhance consumer awareness.

3. Last date for receiving comments and counter comments is 12th February and 26th February, 2018 respectively.

3.2. Consultation Paper on Issues relating to Uplinking and Downlinking of Television Channels in India”

On 19th December 2017, TRAI released Consultation Paper on Issues relating to Uplinking and Downlinking of Television Channels in India seeking comments of the stakeholders on the issues relating to permission for uplinking and downlinking of satellite TV channels and setting up of teleports. Issues for consultation are as under : -

A ISSUES RELATING TO SATELLITE TV CHANNELS

- Definition of 'News and Current Affairs channels' and 'Non-News and Current Affairs Channels'
- Net-worth of eligible companies
- Processing fee for application
- Grant of license/ permission for Satellite TV Channels
- Entry Fee and License fee
- Encryption of TV channels
- Operationalisation of TV channel
- Transfer of License

B ISSUES RELATED TO TELEPORTS

- Meaning of a teleport;
- Entry Fee, Processing fee, and License fee for teleport license;
- Restriction on the number of teleports;
- Location of Teleports;
- Optimum use of existing infrastructure;
- Unauthorized uplink by teleport operator; and
- Guideline for purchase/ disposal of teleport equipment in the license

3.3 Consultation Paper on “Empanelment of Auditors for Digital Addressable Systems”

On 22nd December 2017, TRAI released Consultation Paper on Empanelment of Auditors for Digital Addressable Systems seeking comments of the stakeholders on various audit – empanelment related issues such as scope of audit, eligibility criteria and experience, length of empanelment, audit fee and

payment terms, time period for completion of audit work, de-empanelment, reporting requirement of auditors.

It is pertinent to mention that TRAI brought a regulatory framework for digital addressable systems and notified the interconnection regulations namely the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 Dated 3rd March 2017. These regulations have provisions relating to technical audit and subscription audit wherein it has been provided that the Authority may empanel auditors for this purpose. Presently, these regulations are sub-judice in the Hon'ble High Court of Madras and Hon'ble High Court of Delhi. However, this consultation paper is a preparatory work before calling proposals for empanelment of auditors, and has no bearing on the said regulations or ongoing litigations. This consultation process will enable TRAI to prepare a comprehensive document to seek proposals from auditors in line with the industry requirement and formulate guidelines to auditors.

4. Other Information

4.1 Telecom Subscription Data as on 30th November, 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	664.94	19.95	684.89
Rural Subscription	497.53	3.47	501.00
Total Subscription	1162.47	23.41	1185.88
Overall Tele-density	89.81	1.81	91.61
Share of Urban Subscription	57.20%	85.20%	57.75%
Share of Rural Subscription	42.80%	14.80%	42.25%
No. of Broadband Subscribers	332.85	17.85	350.70

Active wireless subscribers on the date of Peak VLR in November, 2017 were 1,006.40 million.

In the month of November, 2017, 15.99 million requests were made for MNP. So far 330.98 million consumers have availed MNP facility.

4.2 Indian Telecom Services Performance Indicator Report

TRAI has released the 'Indian Telecom Services Performance Indicator Report' for the quarter ending September, 2017. The report provides broad perspective of the Telecom Services as well as cable TV, DTH and radio broadcasting services in India for the period from 1st July, 2017 to 30th September, 2017. The report is available on TRAI's website.

5. TRAI EVENTS

1	Tikamgarh, Madhya Pradesh	07.12.2017
2	Kohima (Nagaland)	09.12.2017
3	Villipuram (Tamilnadu)	12.12.2017
4	Meerut (Uttar Pradesh)	14.12.2017
5	Alipurduar (West Bengal)	14.12.2017
6	Tirupur (Tamilnadu)	14.12.2017
7	Buldhana (Maharashtra)	21.12.2017
8	Karimganj (Assam)	27.12.2017
9	Bhavnagar (Gujarat)	29.12.2017

PHOTO GALLERY



CoP at Tikamgarh (Madhya Pradesh) held on 07.12.2017



Cop at Kohima(Nagaland) held on 09.12.2017



Cop at Alipurduar(West Bengal) held on 09.12.2017



CoP at Villipuram (Tamil Nadu) held on 12.12.2017



CoP at Tirupur (Tamil Nadu) held on 14.12.2017

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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