TELECOM REGULATORY AUTHORITY OF INDIA

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

Dr. R.S Sharma,Chairman, TRAI welcoming the Chairman Nigerian Communication Commission (NCC) Board. Delegation from NCC, Nigeria headed by Senator Olabiyi Durojaiye, NCC Board Chairman was on a study visit to TRAI from 27.08.2018 to 30.08.2018.

1. Recommendations

1.1 Recommendations on Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz and 3400-3600 MHz Bands dated 01.08.2018

Department of Telecommunications (DoT) vide its letter No. dated 19.04.2017 requested TRAI to provide applicable reserve price, quantum of spectrum to be auctioned and associated conditions for auction of spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz and 3400-3600 MHz Bands for all the LSAs under the terms of clause 11 (1) (a) of TRAI Act, 1997 (as amended).

2. After detailed consultation process the Authority finalized its recommendations on the subject and sent it to DoT on 1st August 2018. The salient features of the recommendations are given below:

- Entire available spectrum should be put to auction in the forthcoming auction.
- Barring the specific locations or districts where ISRO is using the 25 MHz (3400 MHz - 3425 MHz) of spectrum, the entire spectrum from 3300 MHz to 3600 MHz should be made available for access services and should be included in the forthcoming auction.

- 3300-3600 MHz should be auctioned as a single band and **Test-driven development (TDD)** based frequency arrangement should be adopted for this band.

- Spectrum in 3300-3600 MHz band should be put to auction in the block size of 20 MHz. To avoid monopolization of this band, there should be limit of 100 MHz per bidder. Since the TSPs are allowed to trade their partial or complete spectrum holding to another TSP, the limit of 100 MHz spectrum in 3300-3600 MHz band, shall also apply for spectrum trading. In case a TSP acquires more than one block, the entire spectrum should be assigned to it in contiguous form.

- No roll out obligations should be mandated for spectrum in 3300-3600 MHz band. However, to avoid any misuse of not mandating any roll-out obligations, the lock-in period for spectrum in this band for becoming eligible for spectrum trading should be 5 years instead of 2 years.

- The revised provisions of spectrum cap (i.e. 35% Overall cap and a Cap of 50% on the combined spectrum holding in the sub-1 GHz bands) should be extended to 3300-3600 MHz band also. Additionally, in 3300-3600 MHz band, there should be a spectrum holding cap of 100 MHz per licensee

- There is an urgent need of audit for all allocated spectrum both commercial as well as spectrum allocated to various PSUs/ Government organizations. This should be done by an independent agency on a regular basis.

- Recommended reserve price for various spectrum bands is as per table given below:

LSA	RECOMMENDED RESERVE PRICE (In Rs. Crore)							
	700 MHz	800 MHz	900 MHz	1800 MHz	2100 MHz	2300 MHz	2500 MHz	3300-3600 MHz
	Per MHz (Paired)					Per MHz (Unpaired)		
Delhi	915	640	NA	457	635	164	164	69
Mumbai	1122	727	NA	561	528	167	167	84
Kolkata	347	160	NA	173	115	38	38	26
Andhra Pradesh	557	390	NA	279	185	78	78	42
Gujarat	546	385	373	273	181	70	45	41
Karnataka	219	192	238	109	91	112	98	16
Maharashtra	729	510	NA	365	391	72	66	55
Tamil Nadu	199	174	235	100	394	151	132	15
Haryana	113	57	102	57	63	8	NA	8
Kerala	190	157	NA	95	203	20	NA	14
Madhya Pradesh	190	143	NA	95	68	9	NA	14
Punjab	177	157	NA	88	104	21	24	13
Rajasthan	211	266	NA	105	NA	6	NA	16
U. P. (East)	305	251	262	153	126	9	NA	23
U.P. (West)	230	161	211	115	76	12	NA	17
West Bengal	105	74	NA	53	35	6	NA	8
Assam	92	NA	NA	46	30	2	NA	7
Bihar	175	136	201	88	99	7	7	13
Himachal Pradesh	37	24	NA	18	12	1	1	3
Jammu & Kashmir	30	NA	NA	15	13	1	1	2
North East	25	NA	NA	13	6	1	NA	2
Orissa	54	47	NA	27	44	5	NA	4

1.2 Recommendations on "Promoting Local Telecom Equipment Manufacturing" dated 03.08.2018.

Telecom Regulatory Authority of India (TRAI) had issued Recommendations on "Promoting Local Telecom Equipment Manufacturing" on **03.08.2018**.

2.   The main recommendations made by the Authority are as follows:

(a)   The progress of indigenous telecommunication equipment manufacturing in the country should be monitored in Department of Telecommunications (DoT) at least at the level of Member, Telecom Commission. A dedicated unit in DoT should be made responsible for facilitation and monitoring of telecommunication equipment design, development, and manufacturing in the country.

(b)   India should aim to achieve the objective of 'net zero imports of telecommunication equipments' by 2022. For this purpose, Telecom Equipment Manufacturing Council (TEMC), should identify and recommend specific areas of priorities.

(c)   For promoting research, innovation, standardization, design, testing, certification and manufacturing indigenous telecom equipment, Telecom Research and Development Fund (TRDF), with initial corpus of Rs. 1000 Crore, should be created. Subsequently, setting up of Telecom Entrepreneurship Promotion Fund (TEPF) and Telecom Manufacturing Promotion Fund (TMPF) should also be considered.

(d)   A Telecommunication Equipment Development Board (TEDB) should be constituted in the DoT, under the Telecom Engineering Centre (TEC), for faster and coordinated decisions relating to funding of and incentives for design, development, and manufacturing of telecommunication equipment in the country. It should be responsible for facilitating innovation, R&D (Research and Development), testing and certification, and manufacturing in the telecom sector in the country.

(e)   Universities/ technical institutes offering specialization in telecommunication technologies and system design should be setup/ identified near the Telecom Products Development clusters.

(f)   Telecommunication Technology and Systems Design Labs should be setup in these Universities/ technical institutes in collaboration with Telecom Equipment Manufacturers and Telecom Service Providers.

(g)   Participation of indigenous research institutions, telecom service providers, and telecom equipment manufacturing companies in deliberations at international organizations like IEEE, 3GPP, One M2M, ITU, and ETSI etc. should be encouraged.

(h)   Permissions for trials of new technologies/ products and running pilot projects should be simplified.

(i)   Alternate Dispute Resolution Framework for time bound resolution of patent licensing disputes should be institutionalized in the country.

(j)   A common portal should be developed for self declaration of Standard Essential Patents (SEP) by the patent holders in the telecom products. The portal should have the facility for listing of registered telecom product design, manufacturing, marketing, and System Integration (SI) companies along with their designs/ products so that development of the complete ecosystem in the country can be facilitated.

(k)   To expand understanding about patent filing policies and procedures, the patent information cells should be created in leading Universities/ technical institutions to be identified for promoting research, innovation, and development of telecom technology and systems designs.

(l)   Telecom Engineering Centre should be made responsible for regulation and accreditation of telecom products testing and certification agencies in the country.

(m)   Mandatory testing and certification of the telecom equipment in the country should be started at the earliest.

(n)   To expedite setting up of testing and infrastructure facilities in the country, the Government should incentivize setting up of such facilities by private entities. These facilities should be accredited by the Telecom Engineering Centre.

(o)   All telecom products meant for use in the telecommunication network or by consumer and marketed in the country should be classified as either fully finished imported products or Indigenous products. Indigenous products should be further classified into Made in India Products, Designed in India Products or Designed and Made in India Products.

(p)   DoT should immediately review its Preferential Market Access (PMA) policy, issued in October 2012, so that the products specified under the Policy as well as the norms of the value addition specified in the Policy can be aligned with the present day's local market realities.

(q)   PMA policy should be made applicable for all public telecom networks to address the national security concerns.

(r)   Telecom Service Providers should be incentivized for deploying indigenous telecom products, beyond the quantities to be mandated under the PMA, by giving them graded incentives.

2. Name and Logo Design Contest

A contest was conducted as part of TRAI's initiative in recommending rolling out of Public Wi-Fi Network Services through Wi-Fi Access Network Interface (WANI) Architecture, wherein the contestants were required to suggest a logo and a better alternative name to Public Data Office (PDO) entity. The contest commenced on 19.05.2018 and was closed on 02.07.2018.   A total of 1044 entries for Logo Design and 517 entries for alternative Name for PDO were received.

2.   Entries were evaluated on the basis of elements of creativity, originality, composition, technical excellence, simplicity, artistic merit and visual impact and on how well they communicate the theme of WANI. The Authority has selected the Winner as well as the entries for the Consolation Prize for the "Logo Design" contest as under:

1. Sh. Ajit Singh   -   Winner
2. Sh. Kashinath Basappa Udnur   -   Consolation Prize
3. Ms. Sony Jha   -   Consolation Prize
4. Sh. Praveer Punjabi   -   Consolation Prize
5. Sh. Lalit Kumar   -   Consolation Prize
6. Sh. Ninad Gawde   -   Consolation Prize

The Winner is entitled to the prize money of Rs. 50,000.00.   The Consolation prize winners are entitled for the award of Rs. 10,000.00 each.   The Authority could not find any entry suitable for prizes under Name part of the contest.

1.3   Advisory to All Distribution Platform Operators (DPOs) of Broadcasting and Cable Services for providing bills to the Persons with Disabilities (PwDs) in accessible form

The Telecom Regulatory Authority of India (TRAI) has recently issued its recommendations on "Making ICT Accessible for Persons with Disabilities" to the Government on 09.07.2018.   In its recommendations, the Authority has, inter-alia, underlined the need for Service Providers to provide bills to the PwDs in accessible form based on their choice. In this regard, DPOs need to seek option from the subscriber(s) and once the option is obtained as indicated in para 2 below, DPOs may send the printed bill in the accessible format. In addition, the subscribers who demand bill in electronic format, the same may be provided by the DPOs on email ID of the subscriber in accessible format.

2.   In view of the above, all DPOs are advised that:-

(i)   Suitable changes in the Consumer Application Form (CAF) for providing bills in accessible form may be made seeking type of disability from the subscriber;

(ii)   A mechanism may be devised to provide accessible bills to the subscribers as per PwD subscriber's requirement;

(iii)   Bills for persons with low vision should be provided in large font size;

(iv)   Bills for blind persons may be provided in Braille script;

(v)   Bills for persons with hearing disabilities may be provided in machine readable form;

(vi)   Bills in any other format as deemed fit for PwDs under RPWD Act, 2016 may be provided; and

(vii)   In no case bills are to be send in picture format (jpg, png etc)

2. Workshops

2.1 Workshop on Capacity Building of Consumer Advocacy Groups (CAGs) at Aurangabad, Maharashtra

TRAI conducted a "Regional Workshop on Capacity Building of Consumer Advocacy Groups and Consumer Education" at Aurangabad, Maharashtra on 31.08.2018.   In the forenoon session of the workshop which was attended by TSPs operating in Delhi, Haryana, Chhattisgarh, Madhya Pradesh, Maharashtra and Mumbai licensed service areas (LSAs) and the CAGs from these areas, deliberations were held amongst TRAI, CAGs and TSPs on various consumer centric issues particularly with regard to redressal of consumer grievances by TSPs, efforts being made by CAGs and TSPs in enhancing consumer education. During the workshop CAGs shared their experiences and informed about the issues being faced by consumers in their respective areas. TSPs apprised of the efforts being made by them in this direction. During the workshop TRAI team impressed upon TSPs for timely redressal of consumer grievances to enhance consumer satisfaction and urged both CAGs and TSPs to enhance consumer education so that they can take advantage of the rights granted to them under various regulations, directions and orders issued by TRAI.

In the afternoon session, experts from Ministry of Electronics, Information Technology (MEITY), New Delhi and M/s Ernst & Young made presentations on two important subjects viz. "Digital India: On Overview" and "Cyber Security in Digital Era" respectively.

Speaker's educated the audience about the growing digitalization in different sectors, with more and more services being brought on digital platform and how this is improving and impacting of our day to day life. Audience was also informed about the precautions to be taken while using the internet to enhance date privacy and security.

3. Other Information

3.1 Telecom Subscription Data as on 31.07.2018.

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	639.71	19.07	658.78
Rural Subscription	517.33	3.20	520.53
Total Subscription	1157.04	22.27	1179.32
Overall Tele-density	88.73	1.71	90.44
Share of Urban Subscription	55.29%	85.61%	55.86%
Share of Rural Subscription	44.71%	14.39%	44.14%
No. of Broadband Subscribers	442.29	17.95	447.12

Active wireless subscribers on the date of Peak VLR in July, 2018 were 1006.27 million.

In the month of July, 2018, 4.83 million requests were made for MNP. Till the end of July 18, a total of 391 million consumers have availed MNP facility since its implementation.

3.2 Conducting of Independent Drive Tests (IDTs) :

TRAI has been regularly conducting the Independent Drive Tests (IDTs) through its appointed agency in cities, Highways and rail routes. Independent Drive Tests (lDTs) in six cities, eight Highways and seven Railway Routes were conducted during the period 18.05.2018 to 10.07.2018, to assess the network quality provided by cellular mobile telephone service providers. The Key Performance Indicators (KPls) were assessed for the networks of all telecom service providers operating in the region. KPls for voice services were Coverage; Call Setup Success Rate; Drop Call Rate; Block Call Rate, Handover Success Rate; Rx Quality.

The details of lDTs are given below.-

Cities:-

- Vishakhapatnam from 28th May to 1st June 2018
- Jaipur from 4th June to 8th June 2018
- Mangalore from 11th June to 13th June 2018
- Madurai from 18th June to 22nd June 2018
- Cochin from 25th June to 29th June 2018
- Triuchirappalli from 25th April to 27th April, 2018

Highways:-
- Kolkata to Jhargram on 25th May 2018
- Bhopal to Damoh on 28th May 2018
- Bhopal to Dhar on 29th May 2018
- Portblair to Mayabunder on 14th June 2018
- Kolkata to Berhampore on 25th June 2018
- Cochin to Trivandrum on 30th June 2018
- Delhi to Dehradun on 2nd July 2018
- Delhi to Amritsar on 9th July to 10th July 2018

Railway Route:-

- Hyderabad to Vishakhapatnam on 28th May to 29th May 2018
- Jaipur to Udaipur on 1st June 2018
- Bangalore to Chennai on 15th June 2018
- Delhi to Gorakhpur on 5th June to 6th June 2018
- Hyderabad to Nagpur on 21st June 2018
- Guwahati to Naharlagun on 27th June to 28th June 2018
- Delhi to Jammu on 5th July to 6th July 2018

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

3.3 Release of user-centric views of TRAI website and unified Mobile-apps:

With a view to make TRAI website more friendly to the users and to enrich the browsing experience of stakeholders, a need was felt to customise it in 4 broad category of users i.e. consumers, service providers, researcher/students and consultants in addition to the existing format. Accordingly on TRAI website four new optional views have been created viz. 'Consumer view', 'service providers' view', 'Researcher/student view' and 'start up/consultant view'.

Apart from above, presently TRAI has three mobile apps namely '**DND 2.0**', '**TRAI Myspeed**', '**Mycall app**'. The 'DND 2.0' app facilitates the consumers an easy way to register their number in DND registry and to lodge complaints against unsolicited messages or calls. "TRAI Myspeed" app allows the consumers to measure data speeds and crowdsource to TRAI, thus enabling TRAI to know the users' experience of mobile speeds directly from the consumers. 'MyCall' App allows consumers to give feedback on the Call quality and TRAI receives the crowdsourced data and monitors the Quality of Service, Corresponding to Myspeed and MyCall data, TRAI has developed analytics dashboards. The same can be seen on analytics portals of TRAI.

With a view to bring all three TRAI apps on single platform, TRAI has launched an app namely '**TRAI Apps'** on Google Play store. This one app has wrapped all the three TRAI mobile apps under the same '**TRAI Apps'**.

3.4 Launching of availability of TRAI Mobile Apps on UMANG platform (App).

With a view to reach out to consumers, TRAI has now integrated its Mobile Apps namely DND 2.0 & MyCall with UMANG Platform. Chairperson, TRAI launched the integration in a function held at TRAI, New Delhi on 07.08.2018

2.   UMANG (Unified Mobile Application for New-age Government) is an App developed by National e-Governance Division (NeGD), Ministry of Electronics and Information Technology (MeitY) to facilitate e-Governance. It provides a single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies and other citizen centric services. It provides a unified approach where citizens can install one application to avail multiple government services. From now onwards, TRAI'S Mobile Apps namely DND 2.0 & Mycall shall also be available on UMANG platform.

3.   Presently, UMANG has more than 50 lacs downloads and TRAI apps individually have more than 4 lakhs downloads. With a view to increase reachability and facilitate citizens, NeGD and TRAI have integrated DND2.0 and My Call App on UMANG Android platform (App). Consumers having Android phones can either download the TRAI apps individual from Google Play Store or can Access it directly from the UMANG application.

4. Consumer Outreach Programmes

Consumer Outreach Programmes

1	Dhamtari (Chhattisgarh)	02.08.2018
2	Morbi (Gujarat)	02.08.2018
3	Noida (UP)	03.08.2018
4	Namakkal (Tamilnadu)	07.08.2018
5	Golaghat (Assam)	09.08.2018
6	Samba (J&K)	24.08.2018
7	Nellore (Andhra Pradesh)	28.08.2018
8	Jowai (Meghalaya)	29.08.2018
9	Charkhi Dadri (Haryana)	30.08.2018
10	Bhagalpur (Bihar)	30.08.2018

PHOTO GALLERY

CoP at Dhamtari (Chhattisgarh) held on 02.08.2018

CoP at Morbi (Gujarat) held on 02.08.2018

CoP at Noida (Uttar Pradesh) held on 03.08.2018

CoP at Namakkal (Tamilnadu) held on 07.08.2018

CoP at Samba (Jammu and Kashmir) held on 24.08.2018

CoP at Nellore (Andhra Pradesh) held on 28.08.2018

CoP at Jowai, Meghalaya on 29.08.2018

CoP at Charkhi Dadri (Haryana) held on 30.08.2018

CoP at Bhagalpur, Bihar on 30.08.2018

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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