

TELECOM REGULATORY AUTHORITY OF INDIA



E-Newsletter



NOVEMBER 2019

HIGHLIGHTS



Dr. R.S. Sharma, Chairman, TRAI moderating the session on Present Status, Trends, New Technologies in Broadcasting Sector at the International Training Program jointly organised by TRAI and ITU

1. Recommendations

1.1 Recommendations on “Review of terms and conditions for registration of Other Service Providers (OSPs)”- Issued on 21.10.2019

TRAI has issued its recommendations on "Review of terms and conditions for registration of Other Service Providers (OSPs)" on 21.10.2019.

2. In this regard, a reference was received from the DOT vide its letter dated 10.09.2018, along with a list of important issues, seeking the recommendations of the TRAI on the terms and conditions for registration of Other Service Providers (OSPs). Further, background information on certain issues were also provided by DoT vide their letter dated 7.01.2019.

3. Authority issued a detailed Consultation Paper on 'Review of terms and conditions for registration of Other Service Providers (OSP)' on 29.03.2019, in order to deliberate on various aspects related to the matter and to seek comments from stakeholders on relevant issues. Subsequently, an Open House Discussion (OHD) was conducted on 15.07.2019 in Delhi, to seek further views of the stakeholders on various issues.

4. Based on the comments/inputs received from the stakeholders and on its own analysis, TRAI has finalized its Recommendations on 'Review of terms and conditions for registration of Other Service Providers (OSPs)'. The salient features of the recommendations are as follows: -

- (a) Clarity in definition of OSP has been brought. Only Voice based, outsourced OSP need to have registration at par with existing process. Data/internet based OSP would need to furnish intimation only.
- (b) Provision of services for captive purposes i.e. Captive Contact Centres have been kept out from the scope of OSP. They would require to furnish intimation only.
- (c) The complete process of registration / intimation shall be through online portal and time bound.
- (d) Multiple asp centres of single company within one LSA can be registered as single OSP.
- (e) Requirement of agreement bank guarantee for sharing of infrastructure between domestic and international OSP of same company has been removed.
- (f) Requirement of agreement and bank guarantee for availing Work from Home (WFH) facility has also been removed. Further, the requirement of PPVPN has been removed and any commercial VPN can be used to establish connectivity for WFH.
- (g) Internet obtained at one OSP centre can be shared with other OSP centres of same company (provided the ISP has geographical jurisdiction)
- (h) International OSP may have EPABX at foreign location.

- (i) Contact Centre Service Provider (CCSP)/ Hosted Contact Centre Service Provider (HCCSP) providing platform as a service are brought under registration. The CCSP/ HCCSP involved in reselling of telecom resources would require VNO license.
- j) CCSP/HCCSP to be given 3 months' time to get themselves necessary registration / license after declaration of the policy by DoT.

The above recommendations along with letter No.413-3/2018-NSL-I dated 21.10.2019 to Secretary (Telecom) has been sent to DoT for its consideration.



https://main.trai.gov.in/sites/default/files/Recommendation_21102019.pdf

1.2 Recommendation on KYC of DTH Set top Boxes issued on 24.10.2019

TRAI has received a reference from Ministry of Information & Broadcasting (MIB) vide its letter dated 27th December 2018 wherein TRAI has been requested to give its considered recommendations on desirability or otherwise of Know Your Customer (KYC) for Set Top Boxes, in DTH Services and if desirable, the process of same

The Authority recommends that:

(a) DTH operator should install the DTH connection at the address mentioned in the Customer Application Form (CAF) only and the address of such installed set top box must be verified by the representative of the DTH operator and record of such installation shall be maintained by the DTH operator.

(b) DTH operator should ensure identity of the subscriber by sending the one-time password (OTP) to his registered mobile number.

(c) In cases where registered mobile number is not provided by the subscriber/corporate body, DTH operator should collect Proof of Identity or any other similar document which can establish the identity of the user either in physical or electronic form before provisioning of DTH connection.

(d) The Authority recommends that there is no need to mandate physical verification at regular intervals as it will incur huge cost burden to the DTH operators and inconvenience to the consumers. However, for existing set top boxes, which are not attached to any mobile number of the subscribers, efforts should be made by the DTH operator to associate such set top boxes issued by them to link with a mobile number within a period of two years. Further in case where it is not possible to link with a mobile number, document for proof of identity of the subscriber should be collected by the DTH operator.

(e) The Authority recommends that there is no need to mandate DTH operators to incorporate Location Based Services (LBS) in DTH set top boxes.



https://main.trai.gov.in/sites/default/files/Recommendation_24102019.pdf

1.3 Recommendations on Allotment of spectrum to Indian Railways for Public Safety and Security services issued on 25.10.2019

DoT through its letter dated 27th February 2019 informed that Indian Railways has proposed to install an Ultra-high-speed LTE based communication corridor along their network for Train-ground and Train-Train communication. In this connection Indian Railways requested DoT to reserve 15 MHz of spectrum in 700 MHz band for the purpose and to begin with 10 MHz to be allocated free of cost as the proposal is devoid of any commercial gain, but only for enhancing security and passenger amenities. Through the said letter, DoT requested TRAI to provide its Recommendations on administrative allotment of spectrum to Indian Railways and the quantum, price, appropriate frequency band (including 450-470 MHz band) and any other related issue.

2. In this regard, a Consultation Paper (CP) on 'Allotment of spectrum to Indian Railways for Public Safety and Security services' was issued on 24th June 2019.

3. Based on the comments/inputs received from the stakeholders and on its own analysis, TRAI finalized its Recommendations on 'Allotment of spectrum to Indian Railways for Public Safety and Security services'. The salient features of the recommendations are as follows:

- a) Out of the 35 MHz (paired) spectrum available in 700 MHz band, 5 MHz (paired) spectrum may be allocated to Indian Railways for implementing ETCS Level-2, MC PTT + Voice, IoT based asset monitoring services, passenger information display system and live feed of Video Surveillance of few coaches at a time. The remaining 30 MHz (paired) in 700 MHz band may be put to auction in the forthcoming auction.
- b) To implement the Video Surveillance System for all coaches of the Train (Security services), Indian Railways may explore other communications means such as-
 - (i) Dumping the Video Surveillance data to the system using high capacity WiFi when the train reaches a station.
 - (ii) Using Public Telecommunication Network (TSPs network) for sending continuous video surveillance data streams to its control centre.
- c) Efficient and timely utilization of spectrum be ensured through a process of periodical monitoring. Further, the 1.6 MHz spectrum already assigned to IR in 900 MHz band may be taken back from IR upon migration to LTE based network.
- d) As Indian Railways would be using the assigned spectrum along its railway track network and stations only, DoT may explore the possibility of assigning the same spectrum in other areas for area-specific limited use to other entities for captive use. However, it should be ensured that there is no interference to the Railways' network from such use.
- e) Spectrum may be assigned to Indian Railways on administrative basis for captive use only and not to offer any commercial services such as Wi-Fi onboard.

- f) Spectrum charges may be levied based on formula basis as prescribed by DoT for Royalty Charges and License Fee for captive use.

https://main.trai.gov.in/sites/default/files/Recommendations_25102019.pdf



2. Regulations

2.1 The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019 issued on 09.10.2019

Telecom Regulatory Authority of India (TRAI) has released Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019 (6 of 2019) on 9th October 2019

Through this regulation (second amendment), TRAI has mandated the DPOs to allow the consumers to access channels/bouquets available on its platform and have ease in selection of channels and bouquets (addition/deletion) of their choice, view their subscription and modify the same through the TRAI's APP/Portal. DPOs are also mandated to share/exchange the information through API with the TRAI whenever the Authority asks for the same for ensuring integration with the TRAI's APP.

https://main.trai.gov.in/sites/default/files/Regulation_09102019.pdf



2.2 TRAI has issued a letter to DPOs dated 22nd October 2019 regarding API Specification on 22.10.2019

Telecom Regulatory Authority of India (TRAI) has released Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019 (6 of 2019) on 9th October 2019

In the explanatory memorandum to the above said regulation it has also been mentioned that the Authority is in the process of finalising the API Specifications which will be communicated separately to the DPOs.

Through this letter, the Authority has finalised the API specifications and directed the DPOs to share the URLs of production APIs as envisaged in API specification document.

https://main.trai.gov.in/sites/default/files/API_Specifications_22102019_0.pdf



2.3 The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations 2019 issued on 30.10.2019

Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019 [hereinafter referred to as the Draft Regulations] was issued on 27th August 2019. These Draft Regulations amended Schedule III of the Interconnection Regulations 2017, on the following issues: -

- i) Digital Rights Management Systems
- ii) Transactional capacity of CAS and SMS system
- iii) Fingerprinting – Support for Visible and Covert fingerprinting in STBs
- iv) Watermarking network logo for all pay channels

After consideration the comments of stakeholders and inhouse analysis, the Authority finalized the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019



https://main.traai.gov.in/sites/default/files/Regulation_30102019.pdf

3. Directions

3.1 Direction dated 17th October 2019 regarding implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 for providing service area codes and service providers codes

TRAI had issued the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018, on 13th December 2018, to the principal regulations of Telecommunication Mobile Number Portability (MNP) Regulations 2009 (8 of 2009). The revised MNP process is scheduled to be in force w.e.f. 11th November 2019.

2. Through these amendment regulations a major shift in the mechanism for generating Unique Porting Code (UPC) has been provisioned. Pre-validation of eligibility conditions for porting will determine generation of UPC by the Mobile Number Portability Service Provider (MNPSP). This shall ensure smooth porting in new framework, thus making the porting process faster and convenient to the mobile subscribers. Validity of UPC as per new process will be 4 days for all Licensed Service Areas (LSAs), barring the LSAs of Jammu & Kashmir, Assam and North East, where validity of UPC will still be 30 days.

3. Individual porting requests of Intra-Licensed Service Area (Intra-LSA) nature will be completed in 3 working days; whereas the porting requests of Inter-License Service Area (Inter-LSA) nature and all porting requests under corporate category (including Intra-LSA and Inter-LSA) will be completed in 5 working days. (For

example - porting request of the mobile subscriber 'X' (individual) of Karnataka LSA who wants to change his operator within Karnataka LSA will be completed in 3 working days, whereas the service request of a person 'Y' (individual) who wishes to port his mobile number from Karnataka LSA to Delhi LSA service area will be completed in 5 days).

4. Through these directions, the format of Unique Porting Code (UPC), its validity in special licensed service areas (LSAs), (namely Jammu & Kashmir, North East, Assam) and other LSAs have been detailed. Also formats of SMS for generating UPC and submitting request for cancellation of port request have been given. The access service providers and MNPSPs have been directed through this direction to set up in their mobile network and system, respectively, a mechanism to receive requests for UPC and cancellation and execute the same accordingly.

3.2 Direction dated 17th October 2019 to all Telecom Service Providers and MNPSPs for providing final opportunity to the subscribers of Aircel Group for porting their mobile numbers by 31st October 2019.

M/s Aircel Ltd. and M/s Dishnet Wireless Ltd. (both collectively referred to as M/s Aircel Group), vide their letter dated 22nd February, 2018, inter-alia had requested the Authority to issue suitable direction for allotting additional codes to generate unique porting codes (UPCs) in the licensed service areas where their subscriber base is in excess of one million; allow mobile number portability to subscribers where a period of ninety days has not elapsed from the date of activation into the network of M/s Aircel Group and extend validity of UPCs up-to forty five days, to enable smooth porting.

2. Through this Direction, subscribers of M/s Aircel Group, who re yet to port out their mobile number, in the licensed services areas of Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal were given final opportunity to avail the Mobile Number Portability facility to port out their mobile number by submitting their porting request on or before 31st October 2019. After the said date, UPC assigned, if any, shall become invalid for submission of the porting request.

3.3 Direction dt. 20.10.2019 issued to all distributors of television channels (DTH operators and MSOs) under section 13, read with sub-clause (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services.

Through this Direction the Authority directed all the distributors of television channels to: -

- a) immediately implement the promotional schemes offered by the said broadcasters and modify the Distributor Retail Price (DRP) of the channels;
- b) display the modified DRPs of channels offered under promotional schemes on their website, consumer care channel and electronic programme guide;

- c) charge from their subscribers, who have subscribed to the channels offered under promotional schemes on a-la-carte basis, the modified DRPs from the date of offer of such promotional schemes i.e. 15th October 2019;
- d) refund/adjust the excess subscription amount, if any, charged from the subscribers due to non-implementation of promotional schemes; and

send compliance of the Direction to the Authority by 1st November 2019.

4. Consultation Papers

4.1 TRAI issued Consultation Paper on Cloud Services on 23rd October 2019 for seeking the comments of the stakeholders

TRAI issued Consultation Paper on Cloud Services on 23rd October 2019 for seeking the comments of the stakeholders.

This consultation paper deliberates following issues:

- analysis and discussion on the matters relevant for prescribing a framework for registration of Industry bod(y)(ies) for cloud service providers.
- Eligibility criteria for registration of CSP's industry body, Obligations of CSPs' industry body
- Membership policy and other policy issues related to Governance Structure.

The last date for written comments by stakeholders is 20.11.2019 and for counter comments, if any, is 4.12.2019.

https://main.trai.gov.in/sites/default/files/CP_23102019.pdf

more details ↓



https://main.trai.gov.in/sites/default/files/PR_No.119of2019_0.pdf



5. Open House Discussion

5.1. OHD on Consultation Paper on Tariff related issues for Broadcasting and Cable Services.

An Open House Discussion (OHD) on “Broadcasting and Cable Services” was held on 18.10.2019 at TRAI Headquarter, New Delhi.

5.2 OHD on Consultation Paper on Platform Services offered by DTH Operators

An Open House Discussion (OHD) on “Consultation Paper on Platform Services offered by DTH Operators” was held on 15.10.2019 at TRAI Headquarter, New Delhi.

6. Seminar

6.1 TRAI conducted seminar on “Digital India- A Platform for Economic Progress and Changing Social Life in Rural Areas” at Raipur (Chhattisgarh) held on 15.10.2019.



Seminar on “Digital India- A Platform for Economic Progress and Changing Social Life in Rural Areas” at Raipur (Chhattisgarh) held on 15.10.2019

7. Other Information

7.1 Telecom Subscription Data as on 30th September 2019.

Particulars	Wireless	Wireline	Total (Wireless + Wireline)
Urban Telephone subscribers (Millions)	659.18	18.77	677.95
Rural Telephone subscribers (Millions)	514.56	2.72	517.29
Total Telephone subscribers (Millions)	1173.75	21.49	1195.24
Overall Tele-density (%)	88.90	1.63	90.52
Share of Urban Subscription (%)	56.16%	87.33%	56.72%
Share of Rural Subscription (%)	43.84%	12.67%	43.28%
No. of Broadband Subscribers (Million)	606.41	19.01	625.42

Active wireless subscribers on the date of Peak VLR in September 2019 were 960.88 million.

In the month of September 2019, 5.39 million subscriber requests were made for MNP. Till the end of September 2019, a total of 457.65 million consumers have availed MNP facility since its implementation.

7.2 Inauguration of International Training Programme on "Emerging Trends in Broadcasting", 9th Oct 2019 to 11th Oct 2019 in New Delhi, India, jointly organized by Telecom Regulatory Authority of India (TRAI) and International Telecommunication Union (ITU)

ITU and TRAI had jointly organized an International Training Program during 9th -11th October 2019 in New Delhi on "**Emerging Trends in Broadcasting**". TRAI has collaborated with ITU in conducting many such international training programmes in the past on various telecom subjects. However, this was the first of its kind of event on emerging trends in broadcasting by ITU and TRAI with the focus on the subject of OTT.

7.3 Information of Drive Tests conducted by TRAI:

TRAI has been regularly conducting the Independent Drive Tests (IDTs) through its appointed agency in cities, Highways and rail routes. Independent Drive Tests (IDTs) in 35 Cities, 3 Highways and 10 Railway Routes, were conducted during 21st January to 30th June 2019, to assess the network quality provided by cellular mobile telephone service providers. The Key Performance Indicators (KPIs) were assessed for the networks of all telecom service providers operating in the region. KPIs for voice services were Coverage; Call Setup Success Rate; Drop Call Rate; Block Call Rate, Handover Success Rate; Rx Quality.

7.4 Letter to DPOs regarding standard information to be displayed on Channel No. '999' and facility of ADD/DROP of channel through SMS issued on 07.10.2019

Through this letter TRAI has mandated every distributor of television channels to display information on the channel no. 999 and provide facility of ADD/DROP of channel to the subscribers through SMS. This has been done for the convenience of the subscribers who are not IT savvy.

7.5 Letter to DPOs regarding minimum specifications/functionality for DPOs Website and Mobile App issued on 11.10.2019

Through this letter, TRAI has directed all DPOs to ensure that their website and mobile app meets minimum specification/functionality as prescribed by the Authority to enable consumers to have ease in selection of channels and bouquet.

7.6. Empanelment of auditors to carry out audit of digital addressable systems

TRAI has empanelled 14 Auditors to carry out audit of Digital Addressable Systems. The list of the same is available on TRAI's website.

8. Events

8.1 The following Consumer Outreach Programmes were organised during the month of October 2019

S.No.	Place	Date
1	Kailashahar (Tripura)	22.10.2019
2	Karimnagar (Telangana)	31.10.2019

PHOTO GALLERY



CoP at Kailashahar (Tripura) held on 22.10.2019



CoP at Karimnagar (Telangana) held on 31.10.2019

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

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