



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



DIRECTION

Dated: 01<sup>st</sup> November, 2017

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 and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), with regard to obligation to maintain Quality of Service in the entire network and provide Mobile Number Portability to all the subscribers of M/s Reliance Communications Limited in all the authorized licensed service areas in the country.

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, 1997), 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 by section 36, read with sub-clauses(i), (iii) and (v) of clause (b) of sub-section (1) of section 11, of the TRAI Act, made the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) (hereinafter referred to as regulations);

3. And whereas the Authority has noticed from various media reports regarding disruption of 2G services by M/s Reliance Communications Limited (hereinafter referred to as M/s RCL) in all the authorized licensed service areas throughout the country;

4. And whereas it has come to the notice of the Authority by means of a report published in Assam Tribune, Guwahati dated 27<sup>th</sup> October 2017, that:-

Page 1 of 3

  
01-11-2017

- (i) M/s Reliance has stopped its services in Shillong for the past few days without any notice to the subscribers and their customer care offices have been closed in the area and calls to the customer care numbers have received no response.
- (ii) Due to this, Reliance customers, of that area, who would like to port their mobile number to other service providers, are unable to do so;

5. And whereas the Authority, vide its letter dated 30<sup>th</sup> October, 2017, sought clarification from M/s RCL on the news report referred to in the preceding para, by 31<sup>st</sup> October, 2017;

6. And whereas the Authority, vide email dated 30<sup>th</sup> October 2017 received information from DDG TERM Cell, Kerala regarding non-generation of unique porting code for Reliance customers by M/s. RCL and similar complaints have been received from many telecom service providers and customers of M/s RCL due to network shutdown in various parts across the license areas and also non-functionality of call centers and nodal offices;

7. And whereas the clause 28.1 of Unified Access Service License (UASL) held by M/s RCL provides that it is the responsibility of the Licensee to maintain Quality of Service and the same, inter-alia, reads as under:-

*"28.1 The LICENSEE shall ensure the Quality of Service (QoS) as may be prescribed by the LICENSOR or TRAI. The LICENSEE shall adhere to such QoS standards and provide timely information as required therein."*

8. And whereas obligation of access service provider as defined in regulation 4 of regulations reads as under:-


*"4. Obligation to provide Mobile Number Portability: Every Access Provider shall facilitate in its entire network, Mobile Number Portability to all subscribers, both pre-paid and post-paid and shall, upon request, provide the same on a nondiscriminatory basis."*

9. And whereas 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 these regulations;

  
01-11-2017

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 and regulation 18 of the Mobile Number Portability Regulations, 2009 (8 of 2009), the Authority, in the interest of consumers of telecom sector, hereby directs M/s Reliance Communications Limited to –

- (i) furnish reasons for disruption of 2G services in different licensed service areas;
- (ii) ensure QoS of the entire network as prescribed by the LICENSOR and the Authority from time to time;
- (iii) issue and communicate unique porting code to the subscribers through SMS immediately, as and when such request is received and respond to all the requests of mobile number portability made by the subscribers as per provisions of the regulations;
- (iv) furnish licensed service area wise details of the number porting requests received, details of unique porting codes generated on such requests and number of subscribers ported out in last two weeks (w.e.f. 15<sup>th</sup> October, 2017); and
- (v) furnish compliance to the Authority by 6<sup>th</sup> November, 2017 along with all the information on the issues as directed in points (i) to (iv) above.

  
01.11.2017  
(S.T. Abbas)

**Advisor (Network, Spectrum and Licensing)**

To,

**Shri Punit Garg**  
**CEO**  
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