



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



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DIRECTION

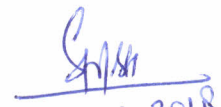
Dated: 22nd February, 2018

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 (24 of 1997) and regulation 18 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009), regarding extension of the validity period of Unique Porting Codes, issued to the subscribers of M/s Reliance Communications Limited, pursuant to the direction No.116-9/2017-NSL-II dated the 3rd November, 2017 and direction No.116-9/2017-NSL-II dated the 13th December, 2017.

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

3. And whereas M/s Reliance Communications Limited (hereinafter referred to as M/s RCL) had, vide its letter dated 31st October 2017, intimated the Authority that with effect from 1st December, 2017, M/s RCL shall discontinue 2G/GSM services in Andhra Pradesh, Haryana, Maharashtra, UP(East), UP(West), Tamil Nadu, Karnataka and Kerala licensed service areas and necessary intimation has been sent to all the subscribers to port out their mobile number to any other service provider of their choice, in case they do not wish to continue with 4G data services of M/s RCL;


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4. And whereas M/s RCL, further vide its letter dated 1st November, 2017, informed the Authority, that M/s RCL shall discontinue its CDMA services with effect from 23:59 Hrs of 30th November, 2017 and upgrade the network from CDMA to LTE in 800 MHz band, with effect from 1st December, 2017, in Delhi, Rajasthan, UP (West), Tamil Nadu, Kerala, Karnataka, West Bengal, Gujarat and Kolkata licensed service areas, post approval of Department of Telecommunications, on implementation of scheme of arrangement/ amalgamation for transfer and vesting of telecommunication business of Systema Shyam Televentures Limited to M/s RCL;


5. And whereas the Authority, vide its direction dated the 3rd November, 2017, inter-alia, directed M/s RCL to generate Unique Porting Codes (hereinafter referred to as UPCs) for all its subscribers in the licensed service areas mentioned in para 3 and 4 above and keep all the UPCs generated pursuant to the date of direction i.e. 3rd November, 2017 and UPCs generated prior to this date which were valid on the said date, valid till 23:59:59 hours of 31st December, 2017, which was further extended till 23:59:59 hours of 31st January, 2018, vide direction dated 1st January, 2018;

6. And whereas M/s RCL, vide its letter No. RCL&RTL/TRAI/17-18/7673 dated 29th November, 2017, informed the Authority regarding discontinuation of voice services and provision of only high speed data services in licensed service areas of Bihar, Delhi, Himachal Pradesh, Jammu & Kashmir, Kolkata, Madhya Pradesh, Mumbai, Orissa, Punjab, Rajasthan and West Bengal with effect from 29th December, 2017;

7. And whereas the Authority, vide its direction No. 116-9/2017-NSL-II dated the 13th December, 2017, inter-alia, directed M/s RCL to generate UPCs for all its subscribers in the licensed service areas mentioned in para 6 above and keep all the UPCs generated pursuant to the date of direction valid till 23:59:59 hours of the 31st January, 2018,

8. And whereas the Authority, post 31st January 2018, received many complaints from subscribers of M/s RCL, regarding non-receipt of the UPC or rejections of their requests for porting their mobile number on various grounds and therefore requesting for extension of validity of UPC as well as last date of porting, so that they can port their mobile number to the operator of their choice;

9. And whereas pursuant to the direction dated the 1st January, 2018, the licensed service area-wise count of ported numbers and rejection report of requests for porting mobile numbers of subscribers of M/s RCL, as provided by Mobile Number Portability


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Service Providers indicate that there are still large number of subscribers who remain to be ported out from the network of M/s RCL;

10. And whereas the Authority, vide sub-para (ii) of para 8 of the direction 116-9/2017-NSL-II dated 17th November, 2017 and sub-para (a) (xii) of para 12 of the direction 116-9/2017-NSL-II dated 13th December, 2017, inter-alia, directed M/s RCL to furnish monthly report of subscriber –wise information of unspent balance amount in the MS excel format given below for all the ported out prepaid subscribers, w.e.f. the date of Direction dated 3rd November, 2017, and 13th December, 2017 respectively till 31st January, 2018:-

LSA	MSISDN (Mobile number)	Date of porting	Balance amount of recharge of all kind (voucher/plan) left with M/s RCL

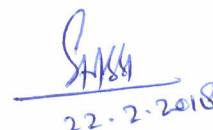
[Note: Data for the month of November, 2017 to be submitted by 1st December, 2017, data for the month of December, 2017 to be submitted by 1st January, 2018 and data for the month of January, 2018 by 1st February, 2018]

11. And whereas the Authority, vide sub-para (iii) of para 8 of the direction 116-9/2017-NSL-II dated 17th November, 2017 and sub-para (a)(xiii) of para 12 of the direction 116-9/2017-NSL-II dated 13th December, 2017, directed M/s RCL to furnish by 10th January 2018 and 10th February, 2018, respectively, subscriber –wise information in MS excel format given below for all the prepaid mobile numbers who could not be ported till 31st December 2017 and 31st January 2018:-

LSA	MSISDN (Mobile number)	Balance amount of recharge of all kind (voucher/plan) left with M/s RCL

12. 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 the regulations;

13. 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 (24 of 1997) and regulation 18 of the Mobile Number Portability Regulations, 2009 (8 of 2009), the Authority, in order to protect the interest of the telecom subscribers, hereby directs –



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(a) M/s Reliance Communications Limited to :-

- (i) keep all UPCs generated pursuant to the direction dated the 3rd November, 2017 and 13th December, 2017, that have expired on the 31st January, 2018, valid till 23:59:59 hours of the 20th March, 2018 and ensure their delivery to the mobile subscriber;
- (ii) issue public notice of minimum size of 12 cm X 12 cm, within three days of issue of this Direction, in at least two daily newspapers registered with Registrar of Newspapers for India, Govt. of India in all the license service areas mentioned in the paras 3, 4 and 6 above, out of which one newspaper should be of national level of circulation (in the language Hindi or English) and another newspaper should be in regional language informing mobile subscribers regarding extension of validity of UPC, procedure to procure their UPC and to port out their mobile number to any other telecom service provider till 23:59:59 hours of the 20th March, 2018;
- (iii) issue public notice on the main page of its website with minimum font size of 20, informing the subscribers of the licensed service areas under reference, regarding extension of validity of UPC, procedure to procure their UPC and to port out their mobile number to any other telecom service provider till 23:59:59 hours of the 20th March, 2018;
- (iv) furnish compliance report of the sub-para (a)(xi) of para 14 of the direction dated the 3rd November, 2017, sub-para (a) (xii) of para 12 of the direction dated 13th December, 2017 and sub-para (a)(v) of para 8 of the direction dated 1st January, 2018, by 26th March, 2018, in addition to the information/ details sought as compliance vide direction dated 3rd November, 2017 and the details of the number of subscribers successfully ported and remaining subscribers who could not port and reasons thereof;
- (v) to process refund to the prepaid mobile subscribers as directed vide sub-para (a)(ii) of para 15 of direction dated 19th January, 2018 and furnish compliance for the number ported out subsequently as per the schedule below:-

LSA	List of MSISDN (Mobile number) ported month-wise	Compliance to be submitted to the Authority by date
	22 nd February, 2018 till 20 th March, 2018	26 th March, 2018

- (vi) process refund to the prepaid mobile subscribers who do not wish to port out their mobile number or are not able to port out by 20th March, 2018, as per the procedure directed vide sub-para (a)(iii)(A) to (a)(iii) (D) of para 15 of direction dated 19th January, 2018 and submit compliance by 26th March, 2018;


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(vii) submit the following information to the Authority by 26th March, 2018

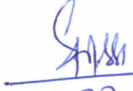
Mobile number	Post paid /pre-paid	Amount refunded	Date of refund	Medium of refund viz. NEFT/RTGS/Cheque

(viii) furnish compliance report of this direction to the Authority by 26th March, 2018, together with the unspent prepaid balance amount along with number of subscribers available with M/s RCL to whom refund could not be provided and reasons thereof;

(b) all Telecom Service Providers and Mobile Number Portability Service Providers to recognize additional UPCs with service provider codes as 'C', 'F', 'G', 'H', 'K', 'L', 'N', 'P', 'Q', 'S', 'W', 'X' and 'Z' in addition to the existing service provider code 'R' for the licensed service areas as mentioned in sub-para (a) (i) to (vi) of para 14 of the direction dated 3rd November, 2017, and sub-para (a)(i) to (vi) of para 12 of the direction dated 13th December, 2017 for the subscribers of M/s RCL;

(c) MNP Service Providers to -

- (i) allow porting of mobile numbers of subscribers of M/s RCL for the service areas referred to in para 3, 4 and 6 of this direction, with UPCs which expired on 23:59:59 hours of the 31st January, 2018 till 23:59:59 hours of 20th March, 2018;
- (ii) not to accept after 23:59:59 hours of the 20th March, 2018, requests from the subscribers of M/s RCL, as donor operator, for porting of 2G/GSM and CDMA mobile numbers for the licensed service areas under reference.


22.2.2018

(Syed Tausif Abbas)

Advisor (Network, Spectrum and Licensing)

To,

1. All Access Service Providers (Wireless)
2. Mobile Number Portability Service Providers

To,

Shri Punit Garg,
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