



सत्यमेव जयते

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



DIRECTION

Dated: 13th December, 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), in order to facilitate Mobile Number Portability for the subscribers pursuant to discontinuation of voice services in licensed service areas of Assam, Bihar, Himachal Pradesh, Kolkata, Madhya Pradesh, North East, Orissa, and West Bengal by M/s Reliance Telecom Limited.


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 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 1997, made the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) (hereinafter referred to as regulations);

3. And whereas M/s Reliance Telecom Limited (hereinafter referred to as M/s RTL) vide letter No. RCL&RTL/TRAI/17-18/7673 dated 29th November, 2017, informed the Authority regarding discontinuation of voice services and to provide only high speed data services in licensed service areas of Assam, Bihar, Himachal Pradesh, Kolkata, Madhya Pradesh, North East, Orissa, and West Bengal with effect from 29th December, 2017;

4. And whereas M/s RTL, vide letter No. RCL&RTL/TRAI/LT/17-18/5868 dated 1st December, 2017, requested the Authority to provide exemption from the restriction of

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the condition of ninety days to facilitate porting of its subscribers who have been recently acquired by M/s RTL and those who have ported into their network from other operators in the last ninety days;

5. And whereas M/s RTL, vide its letter dated 29th November, 2017, mentioned in para 3 above, further informed that necessary intimation in this regard has been sent to all existing mobile subscribers with the option to port out in case they do not wish to continue services of M/s RTL;


6. And whereas M/s RTL, vide their letter dated 29th November, 2017, referred in para 3 above, further added that intra circle roaming arrangements have been made with various operators wherein the subscriber would latch on to their network thereby allowing the subscriber to get the unique porting code;

7. And whereas pursuant to the discontinuation of voice services by M/s RTL in 8 licensed service, a large number of subscribers, both prepaid and postpaid, will be inconvenienced and forced to port out their mobile number to other service provider of their choice and some of the subscribers may not be able to port out by the sun set date as declared by M/s RTL or may not be willing to do so;

8. And whereas under normal circumstances, the balance prepaid amount would have been utilized by the prepaid subscribers before porting out of their mobile number but due to sudden closure of services, the unspent prepaid balance amount is outstanding with M/s RTL in the form of recharge coupon/ plans and also unspent balance left by the subscribers who would not be able to port out by the sun set date as declared by M/s RTL or may not be willing to port out their numbers to other networks;

9. And whereas discontinuation of voice services as intimated by M/s RTL shall render substantial number of subscribers of M/s RTL without mobile voice service and network with effect from 29th December, 2017;

10. And whereas it has been noted that the subscribers acquired recently by M/s RTL and those who have ported into its network from other operators in the last ninety days shall not be able to port out to other operators as per the present provisions of the regulations and therefore, require exemption from this ninety days restriction to facilitate the porting out of such subscribers;



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11. And whereas the 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;

12. 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, keeping in view the larger interest of subscribers of M/s RTL, hereby directs –

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

- (i) generate Unique Porting Codes (hereinafter referred to as UPCs) with existing service provider code 'E' for all the subscribers in North East licensed service area and communicate UPC to the subscribers through SMS immediately;
- (ii) generate UPCs with service provider codes 'C', 'F', 'G', 'H', 'K', 'L', 'N', 'P', 'Q', 'S' and 'W' in addition to the existing service provider code 'E' for all the subscribers in Madhya Pradesh licensed service area and communicate UPC to the subscribers through SMS immediately;
- (iii) generate UPCs with service provider codes 'Q', 'S', 'W' and 'X' in addition to the existing service provider code 'E' for all the subscribers in West Bengal and Kolkata licensed service area and communicate UPC to the subscribers through SMS immediately;
- (iv) generate UPCs with service provider codes 'W' and 'X' in addition to the existing service provider code 'E' for all the subscribers in Bihar and Orissa licensed service area and communicate UPC to the subscribers through SMS immediately;
- (v) generate UPCs with service provider code 'X' in addition to the existing service provider code 'E' for all the subscribers in Assam and Himachal Pradesh licensed service area and communicate UPC to the subscribers through SMS immediately;
- (vi) keep all the UPCs generated pursuant to this direction and UPCs generated prior to the date of this direction which are valid on that date, valid till 23:59:59 hours of 31st January, 2017;


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- (vii) not reject any porting-out request of its subscribers whose activation of mobile number in the network of M/s RTL is of less than ninety days;
- (viii) 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 services area mentioned in the subject 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;
- (ix) issue public notice on main page of its website with minimum font size of 20, informing its subscribers regarding extension of validity of UPCs till 23:59:59 hours of the 31st January, 2018 and to port out their mobile number to any other telecom service provider till the 31st January, 2018;
- (x) furnish compliance report of this direction to the Authority by 10th February, 2018 together with the details of the number of subscribers successfully ported out and remaining subscribers who could not port out and reasons thereof and total unspent amount of such pre-paid mobile subscribers;
- (xi) 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 i.e. dated 13th December, 2017 till 31st January, 2018:-

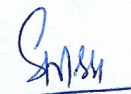
LSA	MSISDN (Mobile number)	Date of porting	Balance amount of recharge of all kind (voucher/plan) left with M/s RTL

[Note: 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]

- (xii) by 10th February, 2018, subscriber – wise information in the MS excel format given below for all the prepaid mobile numbers who could not be ported out till 31st January 2018:-

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


- (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',


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'L', 'N', 'P', 'Q', 'S', 'W', 'X' and 'Z' in addition to the existing service provider code 'E' for the licensed service areas as mentioned in sub-para (a) (i) to (v) above for the subscribers of M/s RTL;

(c) Mobile Number Portability Service Providers:-

- (i) to allow porting out of subscribers of M/s RTL of the licensed service areas as mentioned in sub-para (a) (i) to (v) respectively with 'age on network' less than ninety days; and
- (ii) not to accept requests for porting of mobile numbers of licensed service areas as mentioned in sub-para (a) (i) to (v) above of M/s RTL as Donor Operator after 31st January, 2018.


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(Syed Tausif Abbas)

Advisor (Network, Spectrum and Licensing)

To,

All Access Service Providers (Wireless) and MNPSPs

To,

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