



सत्यमेव जयते

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



DIRECTION


Dated: 17th 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 unspent prepaid balance with M/s Reliance Communications Limited, consequent to closure of 2G/GSM services by the service provider in Andhra Pradesh, Haryana, Maharashtra, UP(East), UP(West), Tamil Nadu, Karnataka and Kerala licensed service areas; and discontinuation of CDMA services due to upgrading of network from CDMA to LTE/4G in 800 MHz band in Delhi, Rajasthan, UP(West), Tamil Nadu, Kerala, Karnataka, West Bengal, Gujarat and Kolkata licensed service areas after conclusion of merger of licenses of Systema Shyam Televentures Limited into Reliance Communications 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 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) vide letter No. RCL/TRAI/17-18/7615 dated 31st October 2017 and letter No. RCL/TRAI/17-18/7621 dated 1st November, 2017, respectively informed the Authority regarding closure of 2G/GSM services in eight license service areas namely Andhra Pradesh, Haryana, Maharashtra. UP(East), UP(West), Tamil Nadu, Karnataka and Kerala; and upgradation of network from CDMA to LTE/4G in 800 MHz band in Delhi,


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Rajasthan, UP(West), Tamil Nadu, Kerala, Karnataka, West Bengal, Gujarat and Kolkata licensed service areas after merger of M/s Systema Shyam Televentures Limited (hereinafter referred to as M/s SSTL) with M/s RCL;

4. And whereas the Authority, vide its direction No. 116-9/2017/NSL-II dated 3rd November, 2017, inter-alia provided additional service provider codes to M/s RCL for generation of unique porting codes for all the subscribers and directed the service provider not to reject any porting out request of its subscribers whose activation of mobile network in the network of M/s RCL is of less than ninety days;

5. And whereas pursuant to the closure of 2G/GSM services and upgradation of network from CDMA to LTE/4G in 800 MHz band by M/s RCL in various service areas, 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 31st December, 2017, or may not be willing to do so;

6. 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 RCL in the form of recharge coupon/ plans and also unspent balance left by the subscribers who would not be able to port out by 31st December, 2017 or may not be willing to port out their numbers to other networks;

7. And whereas the Authority, vide its direction dated 3rd November, 2017 referred to in para 3 above, inter-alia, directed M/s RCL to furnish compliance report of the direction by 10th January, 2018 together with the details of the number of subscribers successfully ported out, remaining subscribers who could not port out and reasons thereof, and total unspent amount of such pre-paid mobile subscribers;

8. 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 RCL, hereby directs M/s Reliance Communications Limited to furnish:-


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- (i) by 17th November, 2017, status of the number of 2G/GSM and CDMA subscribers (prepaid and postpaid) as on 31st October, 2017, in the MS excel format given below for all the licensed services areas referred to in the subject:-

LSA	Total subscribers in HLR	Number of mobile subscribers (Prepaid)	Number of mobile subscribers (Postpaid)

- (ii) 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 till 31st December 2017:-

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

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

- (iii) by 10th January, 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 December 2017:-

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


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(Syed Tausif Abbas)

Advisor

(Network, Spectrum and Licensing)

To,

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