



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

भारत सरकार/Government of India

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
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Dated: 07.05.2015

Direction

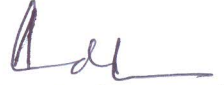
Subject: Second Amendment to Direction No.413-2/2014-NSL-I dated the 2nd March, 2015 to M/s Vodafone India Ltd. to discontinue the use of level '111':

No.413-2/2014-NSL-I 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 condition of license;

2. And whereas the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clause (i) of clause (b) of sub-section (1) of section 11 of TRAI Act issued the direction No. 413-2/2014-NSL-I dated the 2nd March 2015 directing M/s Vodafone India Ltd. to discontinue the use of level '111' and submit compliance report latest by the 10th March, 2015;
3. And whereas M/s Vodafone India Ltd. has, vide their letter No. VIL/LT/14-15/1490 dated the 5th March, 2015 and subsequent email dated the 11th March, 2015 submitted the quantum of traffic handled at level '111' and listed the activities required to be done at their end (for each circle) for the migration of their customer helpline from the existing level '111' to another level;
4. And whereas the Authority, in the interest of the consumer, in partial modification of the Direction dated the 2nd March 2015, directed M/s Vodafone India Ltd. to submit the compliance report of the aforesaid Direction latest by the 30th April 2015 vide its amendment dated the 27th March, 2015;
5. And whereas M/s Vodafone India Ltd. vide their letter No. VIL/LT/15-16/128 dated the 20th April, 2015 have informed the Authority that they have launched their new Help-line service at level 199 on the 19th April, 2015;
6. And whereas M/s Vodafone further submitted a list of activities being undertaken by them for educating the customers about the new level 199 for the Help-line services and in view of the fact that the tapering of calls to level '111' will happen only gradually, they have requested for permission to operate parallel working of their Help-line service at the existing level '111' for a period of ninety days i.e. upto 31st July, 2015;

Contd....

7. Now, therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub clause (1) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997, hereby, in partial modification of the Directions dated the 2nd March 2015 and 27th March, 2015 directs M/s Vodafone India Ltd. to furnish the compliance report of the direction dated the 2nd March, 2015 latest by 31st July, 2015 and take suitable action to inform the consumer regarding change in the Help-line number so that no inconvenience is caused to them.



(Arvind Kumar)

Advisor (Networks, Spectrum and Licensing -I)

To

**Mr. Sunil Sood
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