

Information note to the Press (Press Release No. 07/2018)

For Immediate Release

Telecom Regulatory Authority of India

TRAI releases Direction to M/s Reliance Communications Limited and M/s Reliance Telecom Limited to refund the unspent balance and security deposits of their mobile subscribers.

New Delhi, 19th January, 2018– The Telecom Regulatory Authority of India (TRAI) has today issued a **Direction for refund of unspent balance of pre-paid mobile subscribers and security deposit of the post paid subscribers pursuant to closure of 2G/GSM, CDMA services and discontinuation of voice services in all the licensed services areas by M/s Reliance Communications Limited (M/s RCL) and M/s Reliance Telecom Limited (M/s RTL).**

2. M/s Reliance communication Ltd. (M/s RCL) on the 30th October, 2017, intimated TRAI regarding closure of 2G/GSM services in Andhra Pradesh, Haryana, Maharashtra, UP (East), UP (West), Tamil Nadu, Karnataka and Kerala licensed service areas with effect from 1st December, 2017.

3. M/s RCL on the 1st November, 2017, further intimated TRAI regarding discontinuation of its CDMA services and upgrading 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 consequent upon approval of Department of Telecommunications (DoT) on implementation of scheme of arrangement/amalgamation for transfer and vesting of telecommunication business of M/s SSTL to M/s RCL.

4. M/s RCL and M/s Reliance Telecom Ltd. (M/s RTL) through their joint intimation on the 29th November, 2017, informed TRAI regarding discontinuation of voice services by M/s RCL to all its existing subscribers in the licensed service areas of Bihar, Delhi, Himachal Pradesh, Jammu & Kashmir, Kolkata, Madhya Pradesh, Mumbai, Orissa, Punjab, Rajasthan and West Bengal and by M/s RTL in the licensed service areas of Assam, Bihar, Himachal Pradesh, Kolkata, Madhya Pradesh, North East, Orissa, and West Bengal with effect from 29th December, 2017.

5. Pursuant to the closure of 2G/GSM and CDMA services and discontinuation of voice services, large number of complaints have been received at TRAI from the subscribers of M/s RCL and M/s RTL, who have either ported out or still not ported out from their network, regarding refund of balance amount left with the M/s RCL or M/s RTL (as applicable) in the form of recharges or vouchers/ plans in their prepaid mobile account and non-refund of security deposits for the post paid mobile accounts.

6. In the normal course of MNP, the balance prepaid amount is generally utilized by the prepaid subscribers before deciding to port out their mobile number. However, premature closure of services has forced large number of



mobile subscribers of M/s RCL and M/s RTL to port out or lose their mobile numbers and leave behind their unspent prepaid balance amount and security deposit with M/s RCL and M/s RTL.

7. In order to facilitate the refund of security deposit of its post paid subscriber, M/s RCL and M/s RTL have been directed to refund the security deposits of all the post paid subscribers, within prescribed time frame.

8. For pre-paid subscribers, M/s RCL and M/s RTL have been directed to refund of the unspent balance as per the following methods:-

(I) **Refund of unspent balance to pre-paid subscribers ported out:**

M/s RCL and M/s RTL have been directed to prepare list of all the pre-paid subscribers ported out, recipient operator wise, indicating against each subscriber the unspent balance in their account at the time of porting and transfer such unspent amount to the recipient operator alongwith the list. The recipient operator shall credit the refund amount received from M/s RCL and/ or M/s RTL to individual accounts of the subscribers and intimate the same to such subscribers through SMS.

(II) **Refund of unspent balance to pre-paid subscribers not ported out:**

M/s RCL and M/s RTL have been directed to obtain bank details form the subscribers along with IFS Code and refund the unspent balance electronically, into the bank accounts of the subscribers by the 15th February, 2018, after verifying the credentials of the subscribers based on the submitted Proof of Identity (PoI) and Proof of Address (PoA).

(III) **Refund of unspent balance to pre-paid subscribers who neither ported out nor submitted the bank information or claim for refund:**

M/s RCL and M/s RTL to refund to the prepaid mobile subscribers, having unspent balance of not less than rupees ten in their prepaid mobile account, by means of a crossed cheque at their postal address.

9. For any clarification/ information Shri Syed Tausif Abbas, Advisor (Network Spectrum & Licensing), TRAI, may be contacted at email id: advmn@traigov.in or Telephone Number +91-11-23210481.


(Sunil Kumar Gupta)
Secretary, TRAI