



TELECOM REGULATORY AUTHORITY OF INDIA



E-NEWSLETTER FOR TRAI REGISTERED CONSUMER ORGANISATIONS FOR MARCH, 2018



Chairman, TRAI as a speaker in the session on "Ask the Regulator: New approaches to policy and regulation in Mobile World Congress at Barcelona Mobile World Congress 2018



Sh. R S Sharma, Chairman, TRAI, Sh. Anil Kaushal, Member and Sh. Sunil Gupta, Secretary with Sh. Ajit Pai, Chairman FCC in Mobile World Congress (MWC) 2018 at Barcelona



Delegation from Ministry of Economy, Trade and Industry, Government of Japan (IT Division) headed by Mr. Tatsuya Terazawa, Director General, Commerce and Information Policy Bureau meets Sh. R S Sharma, Chairman TRAI at TRAI Office, New Delhi.

Open House Discussions



Chairman, Members and other Senior Officers of TRAI at Open House Discussion held on 15th February 2018 at New Delhi on the Consultation Paper on 'Next Generation Public Protection and Disaster Relief (PPDR) Communication Networks'



Chairman, Members and other Senior Officers of TRAI at Open House Discussion held on 'Consultation Paper on Privacy, Security and Ownership of the Data in the Telecom Sector' at IHC, New Delhi, TRAI

Seminar

A Seminar on **“Smart Phone Usage in Internet Age”** was organised on 02.02.2018 at Lucknow (UP). In the seminar topics like Smartphone Usage, Mobile governance, Digital Payments, Mobile Security, Role of Smart Phone in Social Development and E-KYC were presented by the Speakers. Around 250 participants from academic institutions, NGOs, the State Government and the Industry attended the event.



Member, TRAI addressing the Audience at the Seminar



Disguised Speakers and Audience present during the Seminar

1. Recommendations:

1.1 Recommendations on “Issues related to Digital Radio Broadcasting in India

On **01st February 2018**, TRAI released Recommendations on “Issues related to Digital Radio Broadcasting” in India. The salient features of the recommendations are:

- (i)** Government should notify the policy framework for digital radio broadcasting in India in time bound manner with clear roadmap for rollout of digital radio broadcasting services.
- (ii)** The WPC wing of DoT should carry out necessary amendments in NFAP-2011 for permitting Digital Radio Broadcasting in MW, SW, and VHF-II frequency bands
- (iii)** Private sector should be permitted to provide digital radio broadcasting services within the existing frequency band of 88 –108 MHz used for FM radio broadcasting.
- (iv)** Frequency and geographical area coverage planning for digital radio broadcasting using the vacant 600 KHz spectrum in VHF-II (88 –108 MHz) and VHF-III (174-230 MHz) bands should be completed by BECIL, AIR, and WPC together in phased manner.
- (v)** 200 KHz bandwidth spectrum in VHF-II band should be auctioned for providing digital Radio broadcasting services. Auction should be carried out in phases – starting with cities of category ‘A+’ and ‘A’ and subsequently in cities of other categories.
- (vi)** Immediately after the successful auction of spectrum for digital radio broadcasting, an offer should be made to the existing FM Radio broadcasters to get their existing frequency bandwidth of + 100 KHz, already allocated through auction in Phase-III of FM Radio, liberalized and provide digital radio broadcasting services in simulcast mode with analog FM Radio services.
- (vii)** For liberalizing of existing spectrum, already allocated to the FM radio broadcasters in Phase-III of FM Radio, they will have to pay an amount equal to the difference of auction determined price of equivalent spectrum for digital radio broadcasting in a city and amount paid for allocation of FM radio frequency.
- (viii)** In case market determined price of 200 KHz for digital radio broadcasting is less than or equal to the price paid by FM radio broadcasters than FM radio broadcasters will not be required to pay any additional amount and he will be permitted to provide digital radio broadcasting services also for the remaining period of permission.

- (ix) The broadcasters should be allowed to make use of any available digital technology, recognized by ITU, within the allocated/liberalized spectrum for providing digital radio broadcasting services subject to adaptation, if any, recommended by MIB/TRAI from time to time.
- (x) No date for digital switch over of radio broadcasting services should be declared at this stage.
- (xi) Existing analog FM Radio channels should be allowed to remain operational for the remaining period of their Phase-III permissions.
- (xii) The continuance of operation of existing analog FM Radio channels that do not migrate to digital radio broadcasting, should be reviewed after the expiry of their existing Phase-III permissions.
- (xiii) The auction of remaining channels of Phase-III should be done by delinking them from technology. Broadcasters should be permitted to use any technology (analog or digital or both) for radio broadcasting on the frequency allocated to them through auction in future.
- (xiv) For initial three years after declaration of digital radio broadcasting policy, the Government should grant fiscal incentives in the form of lower tax rates to manufacturers of digital radio receivers

• Inputs for Formulation of “National Telecom Policy - 2018”

On **2nd February 2018**, TRAI sent Inputs for Formulation of National Telecom Policy (NTP) – 2018 to the Government. The Authority has recommended the following Vision, Mission and Objectives for NTP - 2018:

Vision

To develop a competitive, sustainable and investor-friendly Information and Communication Technology (ICT) market for rollout of state-of-the-art ubiquitous digital communication infrastructure to provide resilient, reliable, affordable, and consumer friendly products and services to meet local as well as global needs; and in the process, transform India’s knowledge economy, support inclusive development, foster innovation, and stimulate job creation.

Mission:

1. To fulfil the information and communication needs of the individuals including persons with disabilities, governments, enterprises, and industries with high quality of experience at affordable prices on a sustainable basis;

2. To facilitate growth of state-of-the-art, secure, and energy-efficient digital communication infrastructure for delivering ubiquitous, resilient, reliable and ultra-high speed connectivity with extremely low latency for objects, machines, and devices;
3. To stimulate the environment for innovation and entrepreneurial opportunities making India a global centre for research and development, patent-creation, and standardization in Information and Communication Technologies and services;
4. To develop indigenous technologies, equipments, platforms, and applications ecosystem for providing digital services to local and global markets;
5. To establish India as a global hub for cloud computing, content hosting and delivery, and data communication systems and services in a net-neutral environment;
6. To protect consumers' interests by increasing awareness and putting in place an effective grievance redressal mechanism, improving quality of experience, ensuring network, communication and data security, encouraging adoption of environment and safety standards for ICT, and modernizing public safety and emergency communications networks;
7. To attract investments by enhancing ease of doing business through simplification of licensing and regulatory frameworks, rationalization of taxes, levies and related compliances, and facilitating availability of resources including spectrum.

Objectives:

1. To enable access at affordable prices for wireless broadband services, including through satellite to 90% population by 2022;
2. To ensure availability of bandwidth on demand through wireline, including cable TV and optical fibre networks to 30% households by 2020 and 50% households by 2022;
3. To provide at least 1 Gbps data connectivity to all Gram Panchayats to enable wireless broadband services to inhabitants by 2022;
4. To achieve 900 million broadband subscriptions supporting download speed of 2 Mbps, out of that at-least 150 million broadband subscriptions supporting download speed of 20 Mbps and 25 million at a download speed of 50 Mbps by 2022;
5. To achieve 'unique mobile subscriber density' of 55 by 2020 and 65 by 2022 by enhancing mobile network coverage to 95% of inhabitants by 2020 and 100% by 2022;

6. To deploy 2 million public WLAN including Wi-Fi hotspots in the country by 2020 and 5 million by 2022;
7. To leapfrog India into the top-50 nations in the ICT Development Index (IDI), released by ITU every year, by 2022;
8. To enable access for connecting to 1 billion IoT/ M2M sensors/ devices by 2020 and 5 billion by 2022;
9. To attract an investment equivalent to USD 60 billion in communication sector by 2020 and USD 100 billion by 2022;
10. To become net positive in international trade of communication systems and services by 2022;
11. To create 2 million additional jobs in ICT sector by 2022;
12. To put in place an ombudsman based consumer grievance redressal mechanism by end of 2018;
13. To establish online centralised platform for provision of Right of Way (RoW) permissions for single window clearance by 2019;
14. To achieve backhaul connectivity on optical fibre for at least 60% base stations by 2022;
15. To put in place an online platform for all Government to Business (G2B) activities including spectrum and license related information, applications, clearances, compliances, and payments by 2019;
16. To simplify licensing and regulatory frameworks, and rationalize taxes, levies and related compliances by 2019;
17. To put in place a flexible, robust data protection regime powered by a strong encryption policy by 2019;
18. To establish a policy framework for facilitating setting up of data centres by 2019.

1.2 Recommendations on “Ease of Doing Business in Broadcasting Sector”

1. To facilitate ease of doing business in the Broadcasting sector, the Authority has given its recommendations to the Government on **26th Feb 2018**. In its recommendations, the Authority has stated that it is necessary that the MIB should review the procedural framework for grant of permission/ registration/ licenses in broadcasting sector that were introduced over a period of time. The processes which are redundant or which do not have any connection with the stated objective of the policy and/or those which do not lead to any value addition should be done away with. Further, the processes which are inefficient and obsolete should be re-engineered.

2. TRAI has given its recommendations after holding an exhaustive consultation with the stakeholders. Some of the key recommendations are:

- (i) The process of granting of permission/ license/ registration for broadcasting services should be streamlined by removing redundant processes, re-engineering necessary processes, and making them efficient using ICT.
- (ii) The Government should setup an online integrated portal for broadcasters, teleport operators, and distributors of TV channels, which should facilitate the filing, processing and tracking of applications, payments, frequency assignments, endorsements and renewals with common database.
- (iii) The security clearances required for grant of permission/ license for broadcasting service should be issued within a period of 60 days.
- (iv) Allocation of spectrum for the commercial satellite usage should be carried out throughout the year. The current procedure of intermittent opening of window neither has any stated objective nor it ensure judicious use of space spectrum.
- (v) All processes, including time taken by MIB, WPC, DoS, MHA, and NOCC for issuing permissions/ licenses for broadcasting services, should be completed within 6 months period.
- (vi) The registration of LCO and its renewal should be carried out through online portal.
- (vii) The Government should contemplate creating a centre of excellence exclusively for broadcasting services.

2. Directions

2.1 Direction to M/s Reliance Communications Ltd. and M/s Reliance Telecom Ltd. regarding extension of validity of UPCs issued pursuant to Directions dated 13th December 2017 on 22/02/2018

A Direction was issued on 22nd February, 2018 to M/s Reliance Communications Ltd. and M/s Reliance Telecom Ltd. Through this Direction both M/s RCL and M/s RTL was, inter-alia, directed to keep all UPCs generated pursuant to the direction dated the 3rd November, 2017 and UPCs that are expiring on the 31st December, 2017, valid till 20th March 2018 and allow porting of their mobile numbers till 20th March, 2018. The direction has been uploaded in the TRAI's website www.trai.gov.in.

2.2 Direction to M/s Aircel Ltd. and M/s Dishnet Wireless Ltd. dated 27th February 2018 regarding provision of additional codes for UPC generation

A Direction was issued on 27th February, 2018 to MNPSs, M/s Aircel Ltd and TSPs to facilitate Mobile Number Portability of subscribers of M/s Aircel Ltd. and M/s Dishnet Wireless Ltd with a view to help subscribers to exercise their right to port their mobile number consequent to the sites of M/s Aircel Ltd., being turned off by its Infra-Provider in different LSAs across the country and causing disruption in the network.

3. Tariff Order

3.1 Telecommunication Tariff (63rd Amendment) Order, 2018

Telecom Regulatory Authority of India (TRAI) notified the “Telecommunication Tariff (63rd Amendment) Order, 2018 on ‘Regulatory Principles of Tariff Assessment’ to ensure Transparency, Non-discrimination and Non-predation in telecommunication services on 16th February, 2018.

2. These amendments have been issued after a detailed public consultation, beginning with the Consultation Paper on ‘Regulatory Principles of Tariff Assessment’ issued on 17th February, 2017, followed by an Open House Discussion held in New Delhi on 30th May, 2017 and extensive research, inter alia, the international best practices. The Authority held a meeting with CEO’s of Telecom Companies on 15th June, 2017 on the issue, inter alia, of setting some form of floor price for retail tariff. This was followed by another meeting with the Telecom Service Providers on 21st July, 2017 on the same issue, wherein the majority view was that as of now, TRAI should not undertake fixation of floor price and the IUC should not be taken as a floor for retail tariff.

Salient features of the Telecommunication Tariff Order, 2018 are given below:

- The amendments further clarified and bolster the provisions relating to the regulatory principles of tariff – Transparency, Non-discrimination and Non-predation. Amendments deal with reporting requirements, guiding principles for checking transparency in tariff offers, definition of non-discrimination, adherence to the principle of non-predatory pricing, definition of predatory pricing, relevant market, assessment of significant market power (SMP) and other related provisions.
- These amendments will be beneficial for the consumers, telecom service providers and the regulator.

- As such, the transparency in tariff offers will be objectively observed by the telecom service providers vis-à-vis the guiding principles of transparency. Similarly, TRAI will also examine the tariffs of telecom service providers on the touchstone of accessibility, accuracy, comparability and completeness. It will also take in account whether tariffs are distinct and identifiable, explicit and non-misleading, simple and unambiguous etc. This would ensure transparent offering of telecom tariffs to consumers.
- Further, the definition of Non-discrimination provides a clear benchmark to telecom service providers to bring tariff offers to consumers on non-discriminatory basis.
- The amendments relating to the definitions of SMP, Predatory Pricing etc would ensure fair play and healthy competition amongst the telecom service providers. This in turn would result in more ‘value for money’ for consumers.
- The amendments provide greater clarity on aforementioned regulatory principles of enabling telecom service providers for designing their tariff in more innovative manner and also smoothly comply with the regulatory principles.

4. Consultation Papers

4.1 Consultation Paper on “Voice Service to LTE users (including) VoLTE and CS Fallback)”

TRAI issued a Consultation Paper on ‘Voice Service to LTE users (including) VoLTE and CS Fallback)’ on 26th February, 2018 for seeking the comments of the stakeholders.

This consultation paper deliberates on the following issues:

- LTE is an all-IP, data-only transport technology based on packet switching.
- Voice service in LTE network is mainly carried by two technologies viz. Voice over LTE (VoLTE) and Circuit Switch Fall Back (CSFB).
- VoLTE allows carriers to transmit voice calls over LTE network and controlled through their IP Multimedia Subsystem (IMS). This means that voice calls and data sessions travel side-by-side over LTE. Whereas in CSFB, LTE network is used only for data traffic and voice services are provided on traditional circuit switched technologies of 2G and 3G.

- CSFB redirects a device registered on the LTE network to the 2G/3G network (i.e. fallback) prior to origination or receiving a voice call.
- Both, VoLTE and CSFB techniques to provide voice services via LTE may face some quality of service issues due to different network scenarios. Such scenario may result into silence period of voice mute observed by the users. Extent to which this is experienced by the user during a call before dropping of call may also be implementation specific.
- Paper also highlighted KPI parameters, which can measure various cause of degradation in quality of Voice calls with LTE network and can lead to poor customer experience.

4.2 Consultation paper on ‘Method of allocation of spectrum for Public Mobile Radio Trunking Service (PMRTS), including auction, as a transparent mechanism’ dated 8th February, 2018.

Public Mobile Radio Trunking (PMRT) service is a niche service having wide-spread application in sectors such as Public Safety, Manufacturing, Oil & Gas, Mining, Construction, Courier, Emergency Services (for logistics and fighting natural calamities), Utilities (like Municipal services, electricity, water etc.), Transportation (Road, Airports, Harbors), Energy & Communication (for efficient service & maintenance), and service industry. In the past, as an alternative, PMRT services have been often used for communications by agencies involved in protection of life and property, disaster relief and emergency responses.

2. The Department of Telecommunications (DoT) through its letter No.L-14027/08/2016-NTG dated 13th July, 2017 has requested TRAI to provide its recommendations under section 11(1) (a) of TRAI Act, 1997 i.e. on method of allocation of spectrum for Public Mobile Radio Trunking Service (PMRTS) including auction, as a transparent mechanism.

3. In this regard, a Consultation Paper was issued on 8th February, 2018 for seeking comments of the stakeholders. The Consultation Paper, apart from the aspects of methodology of allocation of spectrum has also elaborated on the issues viz. duration of license, assignment of spectrum (throughout the license area or city wise), preferable frequency bands for PMRT services, block size, reserve price, spectrum cap etc. The practices adopted in few countries have also been discussed.

5. Other Information

5.1 Telecom Subscription Data as on 31st January, 2018

Particulars	No. of Wireless subscribers (in Millions)	No. of Wire-line Subscribers (in Millions)	No. of Total subscribers (Wireless + Wire-line) (in Millions)
Urban Subscription	652.85	19.69	672.54
Rural Subscription	499.09	3.38	502.47
Total Subscription	1151.94	23.07	1175.01
Overall Tele-density	88.83	1.78	90.61
Share of Urban Subscription	56.67%	85.35%	57.24%
Share of Rural Subscription	43.33%	14.65%	42.76%
No. of Broadband Subscribers	360.23	17.87	378.10

Active wireless subscribers on the date of Peak VLR in January, 2018 were 1,012.57 million.

In the month of January, 2018, 6.18 million requests were made for MNP. Till the end of Jan. 18, a total of 344.59 million consumers have availed MNP facility since its implementation.

6. Workshops and Consumer Outreach Programmes

(i) Workshop on Capacity Building of CAGs and on Consumer Education

1 Gangtok (Sikkim) 16.02.2018



Regional Workshop at Gangtok, Sikkim

(ii) Consumer Outreach Programmes

1	Dahod (Gujarat)	01.02.2018
2	Chikballapur (Karnataka)	05.02.2018
3	New Delhi	07.02.2018
4	Patan (Gujarat)	08.02..2018
5	Chandrapur (Maharashtra)	15.02..2018
6	Bhongir (Telangana)	16.02.2018
7	Dhanbad (Jharkhand)	22.02.2018
8	Shaheed Bhagat Singh Nagar (Punjab) (Formerly Nawanshahr)	23.02.2018
9	Firozabad (Uttar Pradesh)	23.02.2018
10	Bhimavaram (Andhra Pradesh)	27.02.2018

PHOTO GALLERY



CoP at Dahod (Gujarat) held on 01.02.2018



CoP at Dwarka New Delhi held on 07.02.2018



CoP at Patan (Gujarat) held on 08.02.2018



CoP at Dhanbad (Jharkhand) held on 22.02.2018



CoP at Shaheed Bhagat Singh Nagar (Punjab) held on 23.02.018

Full details of the Directions/Orders, Consultation Paper/Report, Subscription Data, etc mentioned in this newsletter are available on TRAI website www.trai.gov.in

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