



भारतीय दूरसंचार विनियामक प्राधिकरण  
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
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सत्यमेव जयते

Date: 27.03.2015

**Direction**

**Subject: Amendment to Direction No.413-2/2014-NSL-I dated the 2<sup>nd</sup> 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 the TRAI Act issued the direction No. 413-2/2014-NSL-I dated the 2<sup>nd</sup> March 2015, directing M/s Vodafone India Ltd. to discontinue the use of level '111' and submit compliance report latest by the 10<sup>th</sup> March, 2015;

3. And whereas M/s Vodafone India Ltd. has, vide their letter No. VIL/LT/14-15/1490 dated the 5<sup>th</sup> March, 2015 and subsequent email dated the 11<sup>th</sup> 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 M/s Vodafone further submitted that they intend to comply with the Direction dated 2<sup>nd</sup> March, 2015, however from both the technical and customer experience aspects, to complete all the necessary activities and ensure minimum customer inconvenience, they require suitable time for migration and parallel working of both the old and the new code;

5. And whereas the Authority considered the reply received from M/s Vodafone India Ltd. and has, in the interest of the consumer, decided to grant extension of time for submission of compliance report by the service provider;

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6. 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 Direction dated the 2<sup>nd</sup> March, 2015, directs M/s Vodafone India Ltd. to submit the compliance report of the aforesaid Direction latest by the 30<sup>th</sup> April, 2015.



**(Arvind Kumar)**

**Advisor (Networks, Spectrum and Licensing -I)**

**To .**

**Mr. Marten Pieters  
MD & CEO,  
M/s Vodafone India Ltd.  
Peninsula Corporate Park  
Ganpatro Kadam Marg  
Lower Parel, Mumbai – 400013.**