



# Report on Activities

Telecom Regulatory Authority of India





# TELECOM REGULATORY AUTHORITY OF INDIA

## Report on Activities

(1<sup>st</sup> January 2019 to 31<sup>st</sup> December 2019)

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## PREFACE

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The Telecom Regulatory Authority of India (TRAI), since inception, has been working with a mission to ensure protection and promotion of the interests of consumers and service providers, affordability and quality of the telecom services. Subsequently, the Authority was entrusted with additional function of the addressable system of broadcasting and cable services in the year 2004. The Authority has initiated several measures for creation of a conducive environment for the growth of telecommunications, broadcasting & cable services sector. These measures have resulted in overall benefits to the consumer in terms of choice of services, affordable tariff, better quality of services etc, as is evident from the expansion and growth in these sectors.

During the year 2019, the Authority had taken numerous steps for orderly growth and advancements of the telecom sector. Consultations were initiated on various issues such as “Review of per port Transaction Charge and Other Related Charges for Mobile Number Portability”, “Review of Terms and Conditions for Registration of Other Service Providers (OSPs)”, “Review of Regulatory Framework for Interconnection”, “Allotment of Spectrum to Indian Railways for Public Safety and Security Services”, “Review of Interconnection Usage Charges”, Developing a unified numbering plan for fixed line and mobile services” and “Review of Scope of Infrastructure Providers Category-I (IP-I) Registration”.

The Authority made amendments to the IUC regulation and issued “The Telecommunication Interconnection Usage charges (Fifteenth Amendment) Regulation 2019”. Through this Amendments, the Authority has revised in the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless domestic call termination charges. To ensure an efficient and subscriber friendly mechanism for mobile number portability, TRAI notified the Telecommunication Mobile Number Portability (Eighth Amendment) Regulations, 2019. Through these amended regulations, the mobile portability process has been made efficient.

The Authority forwarded its Recommendations on “Review of Terms and Conditions for Registration of Other Service Providers (OSPs)”, and “Allotment of Spectrum to Indian Railways for Public Safety and Security Services”.

Various regulatory challenges faced by the broadcasting and cable services sector were also addressed during the year. Consultation on “The Telecommunication B&CS Digital Addressable Systems Audit Manual”, “Entry Level Network Requirement of Multi-system Operators in Cable TV Services”, “KYC of DTH Set Top Boxes”, “Tariff Related Issues for Broadcasting and Cable Services”, “Reserve Price for auction of FM Radio Channels”, “Platform Services offered by DTH Operators” and Interoperability of STB” were initiated during the year. And based on the feedback received from the stakeholders, recommendations were made to the Government on “Entry Level Network Requirement of Multi-System Operators in Cable TV services”, “KYC of DTH Set Top Boxes” and “Platform Services offered by DTH Operators”.

TRAI also issued various Directions to service providers on important issues mandating several regulatory measures regarding withdrawal of provisions for Publication of Tariffs, segmented offers, submission of Performance Monitoring Reports, to ensure compliance to various provision of the New Regulatory Framework for Broadcasting and Cable TV Services, Direct to Home Broadcasting Services. The above measures are likely to intensify orderly growth of telecom and broadcasting sector by promoting healthy competition and enhancing the investment efficiency besides protecting the interests of the consumers. Report/White Paper on “Enabling 5G in India” and “Benefits of New Framework for Small MSOs” were also published during the period.

Consumer Outreach Programmes and Regional workshops were also held to generate awareness amongst the consumer about various initiatives of TRAI and for capacity building of the Consumer Organizations. TRAI has also been continuously monitoring the effective implementation of its orders, directions and regulations. Close monitoring and imposition of financial disincentives for non-compliance of the regulatory requirements by the Service Providers of Telecom Sector has resulted in better compliance and regulatory enforcement.

This report provides a gist of the work done by the Authority, during the calendar year 2019. The objective of this compilation is to share the information about the activities of the Authority during the year 2019 with the stakeholders. The classification of activities has only been done to provide ease of reading. All the recommendations, regulations, consultation papers and directions etc. referred in this report are available on the TRAI's website [www.trai.gov.in](http://www.trai.gov.in) and can be referred for detailed information.



**(Sunil Kr. Gupta)**  
**Secretary**

# REPORT ON ACTIVITIES

## I. CONSUMER INTERESTS

The Authority has taken several measures to protect the interest of the consumers and improve the regulatory mechanism which contributes towards enhancing consumer satisfaction. For ensuring the same, TRAI has been issuing Regulations, Directions and orders on various consumer centric issues from time to time. To enable consumers and consumer organizations to take advantage of these measures, it is important that they are made aware of these initiatives. For dissemination of information to consumers, TRAI follows a multi-pronged strategy in the form by conducting of Consumer Outreach Programmes (COP), Regional Workshops, undertaking electronic and print media campaigns and publishing consumer education material to enhance consumer awareness about their rights and service-related issues. During the calendar year 2019, 75 CoPs were conducted across the country.

### Quality of Service

The monitoring of Quality of Service and disseminating information on QoS and curbing the spam had undergone a sea-change with more focus on technology-based solutions. New benchmarks have been notified for VoLTE and CSFB for consideration of call muting and call set up delay. To curb the menace of Unsolicited Commercial Communication (UCC), a new regulatory framework has been introduced which mandated the Access Providers to use technology enablers. TRAI monitors the performance of service providers through Quarterly Performance Monitoring Reports (PMR) and Point of Interconnection congestion reports submitted by the service providers. The audit & survey of quality of service are carried out by independent agencies engaged for the purpose. TRAI has also been imposing financial disincentive on service providers for failing to comply with the quality of service benchmarks.

The details of Show Cause Notices and Orders issued to the Telecom Service Providers are as under:

### Non-compliance of QoS Benchmarks

During the year, TRAI issued 16 Show Cause Notices to Basic Service Providers, 46 Show Cause Notices to Broadband Service Providers and 32 Show Cause Notices to Cellular Service Providers for not meeting the benchmarks of QoS parameters and for delay in submission of compliance reports.

After examining the responses to Show Cause Notices issued during the year, 54 orders imposing Financial Disincentives (FD) towards non-compliance of QoS Regulations and 21 orders were issued for delay in submission of compliance reports of QoS Regulations along with levying of financial disincentives as detailed below:

Services	Financial Disincentive
Broadband	48.45 lakhs
Basic	36.00 lakhs
Cellular	320.00 lakhs
Total Amount	404.45 lakhs

### Quality of Service on Metering & Billing

Show Cause Notice dated 24<sup>th</sup> June 2019 was issued to M/s Vodafone and M/s Bharti Hexacom Ltd. for contravention of the provisions of the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2006 dated 21<sup>st</sup> March 2006 for special audit of Rajasthan Telecom Circle for the period 1<sup>st</sup> January 2017 to 31<sup>st</sup> December 2017 and for incremental prepaid CDRs period from 1<sup>st</sup> January 2018 to 31<sup>st</sup> March 2018.

In response to the above Show Cause Notice, an order of Financial Disincentive to wards non-compliance of metering and billing regulations was imposed for Rs. 42.41 lakhs.

### **Unsolicited Commercial Communication (UCC)**

Show Cause Notices dated 20<sup>th</sup> November 2019 were issued to BSNL and MTNL and a Show Cause Notice dated 6<sup>th</sup> December 2019 was issued to RCOM for violating the clause 26 of the TCCCPR, Regulations, 2018.

Monitoring and ensuring of Quality of Service (Performance Monitoring Report of TSPs, Audit and Assessment of Quality of Service of various TSPs and Customer Perception Reports offered by TSPs)

TRAI monitors the performance of service providers through quarterly Performance Monitoring Reports and Point of Interconnection congestion reports submitted by the service providers.

For ensuring quality of service, TRAI has been closely monitoring the performance of service providers against the quality of service benchmarks through Performance Monitoring Reports. TRAI also have regular interactions with service providers for improving quality of service. Further, TRAI has engaged independent agencies for auditing and assessing quality of service. The results of the audit and assessment of quality of service are published for the information of stakeholders. TRAI has also been imposing financial disincentive on service providers for failure to comply with the quality of service benchmarks.

### **Audit**

TRAI has engaged independent agencies for auditing and assessing the performance of service providers on quality of service.

TRAI also publishes information about the quality of service performance by service providers, the results of Audit and assessment of Quality of Service undertaken by Independent Agencies through its website for the information of stakeholders. The publishing of quality of service-related information has also been forcing the service providers to improve the quality of service performance and also to address deficiencies in meeting the benchmarks.

Assessment of Quality of Service carried out through Independent Drive Test Report of Cities (except Delhi LSA), Highways and Railway Routes were uploaded on TRAI website.

### **Consumer Protection & Empowerment**

As per TRAI Act 1997, transparency and consumer protection are an important mandate of TRAI. TRAI recognizes the importance of reaching out to the consumers and to safeguard their interests, but also to obtain feedback and to involve them in decision-making processes of TRAI. With this objective, TRAI has launched couple of Mobile Apps last year to outreach telecom consumers in India. Encouraged by the success and acceptance, TRAI has developed new consumer oriented Mobile App and Portals. The features of new technological platforms are as follows:

#### **a) TRAI Website:**

A dedicated page on New Regulatory Framework on Broadcasting & Cable Services has been added on TRAI website. This page shall provide information to various stakeholders related to new regulatory framework Regulations/Press-releases, Broadcaster's Tariffs (Channel/Bouquets), contact details of services providers, media campaigns (videos, jingles, advertisements, interviews) & FAQs.

#### **b) Channel Selector App and Portal:**

With TRAI's new Regulation for the Television and Broadcasting Sector having come into force, consumers have the freedom to select the Television (TV) Channels they want to watch. This Application will help consumers to optimize the selection of their choice and inform them about the MRP (Maximum Retail Price) of their selection. The beta version of App is

available on Google Play Store. A web-based beta portal was also made available in public domain with features similar to the App.

**c) Tariff Filing Portal:**

Presently, Telecom Service Providers (TSPs) are filing all their tariffs on TRAI's tariff portal namely [www.tariff.trai.gov.in](http://www.tariff.trai.gov.in). The consumers now see tariffs of different TSPs and different Licensed Service Areas (LSAs) at a single place. This platform benefits not only the consumers but also helps other stakeholders to do a comparative analysis. The Tariff filing and review process has been completely automated. All Tariff plans are now published on TRAI's tariff website. Recently a new reports module has been added to the portal which will assist TRAI with additional Quarterly/Yearly tariff information related to previous & existing tariff plans (prepaid/postpaid), blackout days and bulk tariff.

**d) API Specifications:**

TRAI is collecting various data through crowd sourcing and data submitted by service providers of Telecom and Broadcasting & Cable Services domain. The data is consumed for compliances as provisioned by regulations and made available in public domain through portals. With ever evolving IT applications, TRAI envisioned automated data collection through Data-APIs. These frameworks shall lay down the process of data integration with various service providers and other stakeholders. Accordingly, IT division has released API specifications in B&CS domain. These APIs shall provide framework for communicating with DPOs system for fetching data related to Channels/Bouquets. These APIs shall be used by Channel Selector App & Portal for communicating/fetching Channels/Bouquets data from/to Digital Platform Operators (DPOs) system.

**Consumer Education Literature, Media Campaigns, Organizing Seminars and Redressal of Consumer Grievances**

TRAI has published a Consumer Handbook on Telecommunications with compilation of consumer centric information on all Regulations, Directions and Orders for better understanding of consumers. The handbook is provided free of cost to consumers and CAGs to help in spreading consumer awareness. A comprehensive update of the handbook has been undertaken to cover all important regulations/orders etc. issued since then. The revised edition of the handbook is being printed in Hindi, English and 10 regional languages (Tamil, Telugu, Kannada, Malayalam, Marathi, Punjabi, Gujarati, Bengali, Odiya and Assamese). TRAI has also developed video films on "TRAI New TV Rules" in Hindi, English and regional languages for creating consumer awareness.

**Seminars on Various Topics of Consumer Interests and Protection**

One of the important objectives of TRAI is to create awareness and safeguard consumer interests. Phenomenal growth in smart phone, internet usage and technology advancement pose new challenges in the telecommunication sector. To educate consumers on various important issues of the sector, TRAI organizes Seminars on various technological and consumer related issues. TRAI organised ten such seminars during the year as detailed below:

1. Seminar on "Women empowerment through Digitization" at Bhopal (Madhya Pradesh) on 7<sup>th</sup> January 2019.
2. Seminar on "Towards a Safe and Secure Internet in India" at Jodhpur on 30<sup>th</sup> January 2019.
3. Seminar on "Blockchain Technology and Applications" at Pune (MH) on 15<sup>th</sup> March 2019.
4. Seminar on Evolution of communication: Social Media & Beyond" at Chennai (Tamil Nadu) on 15<sup>th</sup> March 2019.
5. Seminar on "Information, Protection and Rights for Telecom Consumers in Digital Era" at Shimla (HP) on 18<sup>th</sup> June 2019.
6. Seminar on Empowerment through Community Radio Stations at Mount Abu (Rajasthan) on 20<sup>th</sup> August 2019.



7. Seminar on “5G-Technology” at Vasanth Nagar (Bangalore) on 29<sup>th</sup> August 2019.
8. Seminar on “Cyber Frauds: General Awareness and Cyber Security measures” at Jamshedpur (Jharkhand) on 26<sup>th</sup> September 2019.
9. Seminar on “Digital India: A Platform for Economic Progress and Changing Social Life in Rural Area” at Raipur (Chhattisgarh) on 15<sup>th</sup> October 2019.
10. Seminar on “Privacy – Security and Smart Phones” at Gandhinagar (Gujarat) on 9<sup>th</sup> November 2019.



Seminar on “Information, Protection and Rights for Telecom Consumers in Digital Era” held on 18.06.2019 at Indian Institute of Advanced Study, Rashtrapati Niwas, Shimla (Himachal Pradesh)

### **Redressal of Consumer Grievances**

TRAI Act, 1997 does not envisage handling of individual consumer complaints. However, complaints received in TRAI are forwarded to concerned service providers for taking appropriate action. During the period from 1<sup>st</sup> January 2019 to 31<sup>st</sup> December 2019, TRAI received 30152 complaints related to Telecom services and 21066 complaints related to Broadcasting and Cable TV services. All these complaints were forwarded to concerned service providers for appropriate action. Complaints of generic nature or requiring class action were handled to address the underlying issues.



### Consumer Outreach Programmes (CoP)

To enhance consumer education and awareness, TRAI organizes Consumer Outreach Programmes (COPs) across the length and breadth of the country. These CoPs also provide a platform to consumers to raise their local issues with TRAI and telecom service providers. During the year, TRAI organized 75 Consumer Outreach Programmes (CoPs). List of CoPs organized is annexed at the end of this report.



CoP at Tirupati (Andhra Pradesh)  
held on 20.11.2019



CoP at Tumkur (Karnataka)  
held on 13.09.2019

### Registration of Consumer Advocacy Groups and their capacity building

TRAI has instituted a system for registration of consumer organizations as Consumer Advocacy Groups (CAGs). The CAGs registered with TRAI co-ordinate and articulate consumer responses to TRAI's activities and assists TRAI in consumer education and works towards protection and propagation of the interests of the consumers. Regional Offices of TRAI are interacting with the CAGs, coordinating their activities and helping them to sort out consumer related issues with the Service Providers. CAGs are actively participating in the COPs and workshops organized in their respective areas. CAGs are also members of the Advisory Committee to the Appellate Authorities of TSPs. A review of the performance of CAGs (whose tenure was due for renewal) was carried out in April 2019. Following the review exercise, tenure of 24 CAGs was renewed and 3 new CAGs were added which totaled the registered CAGs to 53.

To keep the CAGs abreast of the latest developments in the sector, TRAI conducts capacity building workshops for them. During these workshops besides the usual interaction between TRAI, CAGs and TSPs on consumer centric issues, expert sessions on important telecom issues are organised. Six such workshops were organised during the period at Dwarka (Gujarat) (18<sup>th</sup> February 2019), Mangalore (Karnataka) (15<sup>th</sup> March 2019), Pasighat (Arunachal Pradesh) (31<sup>st</sup> May 2019), and Raipur (Chhattisgarh) (19<sup>th</sup> July 2019), Varanasi (20<sup>th</sup> September 2019) and Vishakapatnam (Andhra Pradesh) (6<sup>th</sup> December 2019).

Consumer advocacy Groups (CAGs) registered with TRAI co-ordinate and assists in dissemination of information about TRAI's activities on Consumers Awareness Programs in their areas. They also participate in consumer outreach program conducted by TRAI. These CAGs also are members of the Advisory Committee to the Appellate Authorities of TSPs. A review of the performance of CAGs (whose tenure is due for renewal w.e.f. 1st April 2019 is being carried out. Some new applications have been received from consumer organisations and are being examined for fresh registration as CAG.

## II. RECOMMENDATIONS

Recommendations were made to the Government on diverse subjects including management of scarce sources such as spectrum, Interconnection Cloud Services, Net Neutrality, Improving Telecom Services etc. Under this mandate, TRAI had made the following recommendations during the year.

### TELECOM SECTOR

- **Recommendations dated 21<sup>st</sup> October 2019 on “Review of terms and conditions for registration of Other Service Providers (OSPs)”**

DoT vide its letter dated 10<sup>th</sup> September 2018 had sought recommendations of TRAI on review of terms and conditions for registration of Other Service Providers (OSPs). Further, background information on certain issues was also provided by DoT vide letter dated 7<sup>th</sup> January 2019.

Authority issued a detailed Consultation Paper on “Review of terms and conditions for registration of Other Service Providers (OSP)” on 29th March 2019, in order to deliberate on various aspects related to the matter and to seek inputs from stakeholders on relevant issues. Subsequently, an Open House Discussion was held on 15<sup>th</sup> July 2019 in Delhi, to seek further views of the stakeholders on various issues.

Based on the comments/inputs received from the stakeholders and on its own analysis, TRAI has finalized its Recommendations on 'Review of terms and conditions for registration of Other Service Providers (OSPs)'. The salient features of the recommendations are as follows: -

- (a) Clarity in definition of OSP has been brought. Only Voice based, outsourced OSP need to have registration at par with existing process. Data/internet based OSP would need to furnish intimation only.
- (b) Provision of services for captive purposes i.e. Captive Contact Centres have been kept out from the scope of OSP. They would require to furnish intimation only.
- (c) The complete process of registration / intimation shall be through online portal and will be time bound.
- (d) Multiple OSP centres of single company within one LSA can be registered as single OSP.
- (e) Requirement of agreement bank guarantee for sharing of infrastructure between domestic and international OSP of same company has been removed.
- (f) Requirement of agreement and bank guarantee for availing Work from Home (WFH) facility has also been removed. Further, the requirement of PPVPN has been removed and any commercial VPN can be used to establish connectivity for WFH.
- (g) Internet obtained at one OSP centre can be shared with other OSP centres of same company (provided the ISP has geographical jurisdiction)
- (h) International OSP may have EPABX at foreign location.
- (i) Contact Centre Service Provider (CCSP)/ Hosted Contact Centre Service Provider (HCCSP) providing platform as a service are brought under registration. The CCSP/ HCCSP involved in reselling of telecom resources would require VNO license.
- (j) CCSP/HCCSP to be given 3 months' time to get themselves necessary registration / license after declaration of the policy by DoT.

- **Recommendations dated 25<sup>th</sup> October 2019 on “Allotment of Spectrum to Indian Railways for Public Safety and Security services”**

DoT through its letter dated 27<sup>th</sup> February 2019 informed that Indian Railways has proposed to install an Ultra-high-speed LTE based communication corridor along their network for Train-ground and Train-Train communication. In this connection, Indian Railways requested DoT to reserve 15 MHz of spectrum in 700 MHz band for the purpose and to begin with 10 MHz to be

allocated free of cost as the proposal is devoid of any commercial gain, but only for enhancing security and passenger amenities. Through the said letter, DoT requested TRAI to provide its Recommendations on administrative allotment of spectrum to Indian Railways and the quantum, price, appropriate frequency band (including 450-470 MHz band) and any other related issue.

In this regard, a Consultation Paper (CP) on “Allotment of spectrum to Indian Railways for Public Safety and Security services” was issued on 24<sup>th</sup> June 2019.

Based on the comments/inputs received from the stakeholders and on its own analysis, TRAI finalized its Recommendations on “Allotment of spectrum to Indian Railways for Public Safety and Security services”. The salient features of the recommendations are as follows:

- (a) Out of the 35 MHz (paired) spectrum available in 700 MHz band, 5 MHz (paired) spectrum may be allocated to Indian Railways for implementing ETCS Level-2, MC PTT + Voice, IoT based asset monitoring services, passenger information display system and live feed of Video Surveillance of few coaches at a time. The remaining 30 MHz (paired) in 700 MHz band may be put to auction in the forthcoming auction.
- (b) To implement the Video Surveillance System for all coaches of the Train (Security services), Indian Railways may explore other communications means such as-
  - (i) Dumping the Video Surveillance data to the system using high capacity WiFi when the train reaches a station.
  - (ii) Using Public Telecommunication Network (TSPs network) for sending continuous video surveillance data streams to its control center.
- (c) Efficient and timely utilization of spectrum be ensured through a process of periodical monitoring. Further, the 1.6 MHz spectrum already assigned to IR in 900 MHz band may be taken back from IR upon migration to LTE based network.
- (d) As Indian Railways would be using the assigned spectrum along its railway track network and stations only, DoT may explore the possibility of assigning the same spectrum in other areas for area-specific limited use to other entities for captive use. However, it should be ensured that there is no interference to the Railways’ network from such use.
- (e) Spectrum may be assigned to Indian Railways on administrative basis for captive use only and not to offer any commercial services such as Wi-Fi onboard.
- (f) Spectrum charges may be levied based on formula basis as prescribed by DoT for Royalty Charges and License Fee for captive use.

#### **TRAI’s response to DoT’s back reference**

- **TRAI’s response dated 8<sup>th</sup> July 2019 to DoT’s back reference dated 1<sup>st</sup> July 2019 on Recommendations on "Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands dated 1st August 2018"**

The Department of Telecommunications (DoT), through its letter dated 19<sup>th</sup> April 2017, informed that the Government is planning to auction the right to use of spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz and 3400-3600 MHz bands in the next auction. Through the said letter, DoT also requested the Authority to provide its recommendations on applicable reserve price, quantum of spectrum to be auctioned and associated conditions for auction of spectrum in these bands for all service areas under the terms of TRAI Act 1997 as amended.

After a detailed consultation process, the Authority submitted its recommendations on 1<sup>st</sup> August 2018 on “Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands”.

DoT, through its letter dated 1<sup>st</sup> July 2019, informed that the above-mentioned TRAI recommendations dated 1<sup>st</sup> August 2018 have been considered by the Digital Communications Commission (DCC) and on some of the issues there is a need to seek clarification/ reconsidered recommendations. Accordingly, some of the recommendations were referred back to the Authority by DoT for clarification/reconsideration.

After examining these issues, TRAI sent its response to the reference back through its letter dated 8<sup>th</sup> July 2019. The clarification / reconsideration of the recommendations is available in the TRAI website [www.trai.gov.in](http://www.trai.gov.in).

- **Authority's response to DoT reference received in TRAI on 21<sup>st</sup> June 2019 on Authority's recommendations dated 21<sup>st</sup> October 2016 regarding Violation of the provisions of License Agreements and the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Bharti Airtel Limited, M/s Vodafone India Limited and M/s Idea Cellular Limited**

The Authority had made its Recommendations dated 21<sup>st</sup> October 2016 regarding violation of the provisions of License Agreements and the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Bharti Airtel Limited, M/s Vodafone India Limited and M/s Idea Cellular Limited. Subsequently, the Authority sent its further recommendations on 24<sup>th</sup> May 2017 in response to DoT's reference back dated 5<sup>th</sup> April 2017.

The Department of Telecommunications through its reference, received in TRAI on 21<sup>st</sup> June 2019, sought TRAI's recommendations on the quantum of the penalty keeping in view the present financial health of the sector.

After due deliberation, the Authority in its response dated 21<sup>st</sup> June 2019 stated that the Central Government has to take a final decision in the matter and in view of this, the Authority constrained from offering any further comments in this regard.

- **TRAI's response dated 24<sup>th</sup> December, 2019 to DoT's back-reference dated 10<sup>th</sup> October, 2019 on Recommendations on 'Licensing framework for Audio Conferencing /Audiotex/ Voice Mail Services dated 16<sup>th</sup> December, 2016.**

The Department of Telecommunications through its letter dated 10<sup>th</sup> October, 2019 informed that the TRAI recommendations on 'Licensing framework for Audio Conferencing / Audiotex / Voice Mail Services' dated 16<sup>th</sup> December, 2016 have been considered and accepted by the Government except recommendation no. 4 which reiterates TRAI's earlier recommendations dated 6<sup>th</sup> January, 2015 on "Definition of Revenue Base (AGR) for the Reckoning of License Fee and Spectrum Usage Charges", which is a separate recommendation hence is to be dealt separately. DoT has also noted that to give effect to these recommendations some additional information is required in reference to TRAI's recommendations dated 16<sup>th</sup> December, 2016.

DoT solicited TRAI's recommendations on the points related to (i) Financial Bank Guarantee (ii) Penal Provision and (iii) TEC Specification in the existing Audiotex / Voicemail / UMS license agreement/license. The Authority after due deliberations, finalized its response and forwarded the same to DoT on 24<sup>th</sup> December, 2019.



## **BROADCASTING SECTOR**

- **Recommendation dated 22<sup>nd</sup> July 2019 on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services”**

TRAI issued its recommendations dated 22<sup>nd</sup> July 2019 on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services”.

**The salient features of the recommendations are:**

- (a) The Authority recommends that there is no necessity for fixation of a minimum entry level net worth for MSO registration. As at present, any individual, company, Corporate firm or LLP that fulfils provisions of the Cable TV Rules, may be granted MSO registration.
- (b) The Authority recommends that there is no basis for introducing minimum net worth classification based on the area of operation for MSO registration. The DAS system enables subscription-based billing and there is no rationale of introducing area-wise registration.
- (c) As the area-wise minimum net worth classification for registration of MSO is not required, there is no need to prescribe minimum net worth for remote areas of Jammu & Kashmir or North-East region.
- (d) The Authority recommends that there is no merit in introducing minimum net worth for registration of MSOs based on network cost criteria.
- (e) The Authority recommends that MIB may prescribe a standard proforma for self-declaration of net worth by applicants seeking registration as MSOs.
- (f) The Authority recommends that MIB may consider skill development requirement of the sector and take appropriate action so that trained manpower is available to perform specialised tasks.

- **Recommendations dated 24<sup>th</sup> October 2019 on “KYC of DTH Set Top Boxes”**

TRAI on 24<sup>th</sup> October 2019, released the Recommendations on “KYC of DTH Set Top Boxes”.

The salient features of the recommendations were: -

- (a) The Authority recommended that: (a) DTH operator should install the DTH connection at the address mentioned in the Customer Application Form (CAF) only and the address of such installed set top box must be verified by the representative of the DTH operator and record of such installation shall be maintained by the DTH operator. (b) DTH operator should ensure identity of the subscriber by sending the one-time password (OTP) to his registered mobile number. (c) In cases where registered mobile number is not provided by the subscriber/corporate body, DTH operator should collect Proof of Identity or any other similar document which can establish the identity of the user either in physical or electronic form before provisioning of DTH connection.
- (b) The Authority recommended that there is no need to mandate physical verification at regular intervals as it will incur huge cost burden to the DTH operators and inconvenience to the consumers. However, for existing set top boxes, which are not attached to any mobile number of the subscribers, efforts should be made by the DTH operator to associate such set top boxes issued by them to link with a mobile number within a period of two years. Further in case where it is not possible to link with a mobile number, document for proof of identity of the subscriber should be collected by the DTH operator.
- (c) The Authority recommended that there is no need to mandate DTH operators to incorporate Location Based Services (LBS) in DTH set top boxes.

- **Recommendations dated 13<sup>th</sup> November 2019 on “Platform Services offered by DTH Operators”**

TRAI on 13<sup>th</sup> November 2019, released the Recommendations on Platform Services offered by DTH Operators. The salient features of the recommendations were:-

- (a) The Authority reiterates the definition of PS as recommended in "Regulatory Framework for Platform Services" dated 19<sup>th</sup> November 2014. The definition of platform services (PS) for DTH operators shall be:

"Platform services (PS) are programs transmitted by Distribution Platform Operators (DPOs) exclusively to their own subscribers and does not include Doordarshan channels and registered TV channels. PS shall not include foreign TV channels that are not registered in India."

Registered TV channels or television channels means a channel, which has been granted downlinking permission by the Central Government under the policy guidelines issued or amended by it from time to time and reference to the term "channel" shall be constructed as a reference to "television channel".

- (b) The programme transmitted by the DTH operator as a platform service shall be exclusive and the same shall not be permitted to be shared directly or indirectly with any other Distribution Platform Operator (DPO).
- (c) Programme transmitted by the DTH operator as a platform service shall not directly or indirectly include any registered TV channel or Doordarshan channel or foreign TV channel. Time-shift feed of registered TV channels (such as +1 services) shall not be allowed as a platform service.
- (d) DTH operator shall ensure and provide an undertaking to the Ministry in the format prescribed by the Ministry that the programme transmitted is exclusive to their platform and not shared directly or indirectly with any other DPO.
- (e) In case the same programme is found available on the PS of any other DPO, MIB/TRAI may issue direction to immediately stop the transmission of such programme. MIB also reserves the right for cancellation of registration of such PS of the DTH operator.
- (f) The total number of permitted PS for a DTH operator shall be capped to 3% of the total channel carrying capacity of the DTH operator platform and' subject to a maximum of 15 platform services channels.
- (g) A one-time non-refundable registration fee of Rs 10,000 per PS channel shall be charged from a DTH operator.
- (h) The platform services channels shall be categorized under the genre 'Platform Services' in the Electronic Programmable Guide (EPG) subject to orders/directions /regulations issued by TRAI from time- to-time.
- (i) The respective maximum retail price (MRP) of the platform service shall be displayed In the EPG against each platform service subject to orders/ directions/regulations issued by TRAI from time-to-time.
- (j) A provision for putting a caption as 'Platform Services' may be required to distinguish the platform services from the linear channels. Government may decide the caption in a size which is visually readable by the consumers.
- (k) The authority recommends that the DTH operator shall be bound by orders / directions / regulations issued by TRAI in respect of DTH services including platform services provided by the operator.

#### **TRAI's response to DoT's back reference**

- **TRAI's response dated 29<sup>th</sup> March 2019 to back reference of MIB on TRAI recommendations on "Ease of doing Business in Broadcasting Sector" dated 26<sup>th</sup> February 2018**

The Authority duly examined the response and the comments from the Ministry of Information and Broadcasting (MIB) received vide their letter no. 1401/02/2018-TV(I)(Part)/24 dated 19/11/2018 on TRAI Recommendations titled, "Ease of doing Business in Broadcasting Sector"

dated 26<sup>th</sup> February 2018. The Authority has reconsidered the issues keeping in consideration of the following:

- (a) Reasons and background provided by MIB.
- (b) Comments/ counter-comments of stakeholders during consultative process;
- (c) Analysis carried out while making the recommendations;
- (d) The reasons enunciated by the ministry; and
- (e) The coherent re-analysis of all the aspects together.

- **TRAI's response dated 4<sup>th</sup> April 2019 to back reference of MIB on TRAI Recommendations on "Issues relating to Uplinking and Downlinking of Television Channels in India" dated 25<sup>th</sup> June 2018**

Ministry of Information and Broadcasting (MIB) vide letter dated 22<sup>nd</sup> January 2019 referred back TRAI's Recommendations dated 25<sup>th</sup> June 2018 on "Issues relating to Policy Guidelines for Uplinking & Downlinking of Television Channels in India" as per proviso to section 11 of the TRAI Act 1997, for reconsideration vis-a-vis views of this Ministry especially in respect of those with which Ministry is not in full agreement.

In response, TRAI on 4<sup>th</sup> April 2019 issued Recommendations on "Issues relating to Policy Guidelines for Uplinking & Downlinking of Television Channels in India".

- **TRAI's response dated 24<sup>th</sup> December 2019 on Recommendations on "Licensing framework for Audio Conferencing Audiotex/ Voice Mail Services"**

Department of Telecommunication vide its letter No. 846-53/2015-CS dated 19<sup>th</sup> January 2016 sought Recommendations of TRAI on "Review of terms and conditions for issue of licenses for Audiotex/ Voice Mail/ Unified Messaging Services (UMS)". In this regard, TRAI issued a Consultation Paper on "Review of Voice Mail/ Audiotex/ Unified Messaging Services Licence" on 14<sup>th</sup> June 2016. Based on the written comments received from stakeholders and views of stakeholders on OHD held on 30<sup>th</sup> September 2016, the Authority issued its recommendations on "Licensing framework for Audio Conferencing/ Audiotex/ Voice Mail Services" vide its letter dated 16<sup>th</sup> December 2016.

Recently, DoT vide letter dated 10<sup>th</sup> October 2019 informed that the TRAI's recommendations on "Licensing framework for Audio Conferencing/ Audiotex/ Voice Mail Services" dated 16<sup>th</sup> December 2016 have been considered and accepted by Government except recommendation no. 4 which reiterates TRAI's earlier recommendations dated 6<sup>th</sup> January 2015 on "Definition of Revenue Base (AGR) for the Reckoning of License Fee and Spectrum Usage Charges" which is a separate recommendation, hence is to be dealt separately. Therefore, DoT solicited TRAI's recommendations on the points related to (i) Financial Bank Guarantee (ii) Penal Provision and (iii) TEC Specification in the existing Audiotex/ Voice Mail/ UMS license agreement/license.

In this regard, a presentation on the DoT's reference back on recommendations on "Licensing framework for Audio Conferencing/ Audiotex/ Voice Mail Services dated 16<sup>th</sup> December 2016" was made to the Authority on 16<sup>th</sup> December 2019. The Authority after deliberations, approved the proposed response to the reference back TRAI's Recommendations on "Licensing framework for Audio Conferencing/ Audiotex/ Voice Mail Services".

### III. REGULATIONS

#### Telecom Sector

- **Notification extending the date of implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 dated 12<sup>th</sup> June 2019, 27<sup>th</sup> September 2019 and 8<sup>th</sup> November 2019**

TRAI had issued Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 on 13<sup>th</sup> December 2018. As per these regulations, the revised Mobile Number Portability (MNP) process was scheduled to be in force w.e.f. 13<sup>th</sup> June 2019.

TRAI on 29<sup>th</sup> April 2019 issued a letter to all the Telecom Service Providers (TSPs) and Mobile Number Portability Service Providers (MNPSPs) to furnish status of readiness of process developments and specifications so that adequate time is available for testing before the implementation.

In response to the TRAI's letter, most of the stakeholders (TSPs and MNPSPs) cited various reasons including significant changes in their network and IT elements. These stakeholders, therefore, requested to extend the timeline for implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018.

The responses provided by TSPs and MNPSPs were examined and upon considering the requests of stakeholders by the Authority, the timeline for implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018, was extended from 13<sup>th</sup> June 2019 to 30<sup>th</sup> September 2019 through a notification dated 12<sup>th</sup> June 2019.

Subsequently, the MNPSPs and TSPs informed that they still have to offer the Acceptance Testing to Department of Telecommunications (DoT) in some of the Licensed Service Areas (LSAs) and; therefore requested that additional time of 2 weeks is required for robust internal and Inter-Operator Testing (IOT) and additional 2-3 weeks will be required for the testing to be carried by respective TERM Cells of DoT. Further, an email received from TERM Cell, DoT Maharashtra LSA had indicated paucity of time to complete the testing before the 30<sup>th</sup> September 2019.

Keeping in view of the submissions of MNPSPs and TSPs, the date of implementation was extended to 11<sup>th</sup> November 2019 through notification dated 27<sup>th</sup> September 2019. As the testing could not be completed till 31<sup>st</sup> October 2019 the date of implementation was further extended through notification dated 8<sup>th</sup> November 2019 to 16<sup>th</sup> December 2019.

The Telecommunication Mobile Number Portability (Seventh Amendment) Regulations 2018 dated 13<sup>th</sup> December 2018 and the Notification dated 12<sup>th</sup> June 2019; 27<sup>th</sup> September 2019; and 8<sup>th</sup> November 2019 extending the time line for implementation of the said Regulations is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

- **"Telecommunication Mobile Number Portability Per Port Transaction Charge and dipping Charge (Second Amendment) Regulations, 2019" dated 30<sup>th</sup> September 2019**

TRAI issued "Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Second Amendment) Regulations, 2019" on 30<sup>th</sup> September 2019.

TRAI notified "Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge Regulations, 2009" on 20<sup>th</sup> November 2009. As per these principal regulations, TRAI had fixed Rs. 19/- as 'Per Port Transaction Charge (PPTC), for mobile number portability services offered by mobile number portability service providers (MNPSPs).

The Authority revised the Mobile Number Portability (MNP) process by issuing the "Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018" on 13<sup>th</sup> December 2018 (7<sup>th</sup> Amendment) following a detailed public consultation. Subsequently, the Authority initiated a public consultation for review of the per port transaction charge and other related charges for mobile number portability by issuing a consultation process on 22<sup>nd</sup> February 2019 (subsequently updated on 1<sup>st</sup> April 2019), inviting written comments on the issues raised



in the consultation from stakeholders. An Open House Discussion in this regard was also held on 27<sup>th</sup> May 2019.

Based on the comments and counter comments received during the consultation process, the deliberations of open house discussion and comments received afterwards from MNPSs and other stakeholders, the Authority issued draft "Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Amendment) Regulations, 2019" and invited comments from the stakeholders till 28<sup>th</sup> August, 2019.

After considering all the comments and other information available on record, the Authority issued "Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Second Amendment) Regulations, 2019" prescribing the PPTC of Rs. 6.46 for each port request on 30<sup>th</sup> September 2019. These regulations have come into effect from 11<sup>th</sup> November 2019.

The Telecommunication Tariff (Forty-Ninth Amendment) Order, 2009 prescribed the Per Port Transaction Charge, as provided under the Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge Regulations, 2009 (as amended from time to time), as ceiling for the tariff that could be charged from subscriber by the recipient operator for availing MNP services. Now, with notification of this amendment to the aforesaid regulations, the ceiling for the tariff that could be charged from subscriber by the recipient operator stands automatically reduced. However, the recipient operators are free to charge a lesser amount from the subscribers availing mobile number portability services.

- **"Telecommunication Mobile Number Portability (Eight Amendment) Regulations, 2019" dated 30<sup>th</sup> September 2019**

TRAI issued the "Telecommunication Mobile Number Portability (Eighth Amendment) Regulations, 2019" on 30<sup>th</sup> September 2019 and came to be in force w.e.f. 11<sup>th</sup> November 2019.

The Authority while issuing the "Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018" on 13<sup>th</sup> December, 2018 had mentioned that on the aspects of the associated costs, review of Per Port Transaction Charges shall be taken up separately and these charges shall include the cost of generating Unique Porting Codes by Mobile Number Portability Service Providers and sending SMSs at various stages.

TRAI issued a Consultation Paper (CP) on "Review of Per Port Transaction Charge and Other Related Charges for Mobile Number Portability" dated 22<sup>nd</sup> February 2019 (subsequently updated on 1<sup>st</sup> April 2019). Through the Consultation Paper, TRAI inter-alia sought comments on whether the total number of MNP requests received by MNPS or successfully ported numbers be considered while calculating 'Per Port Transaction Charge'?

Upon examination of the data, it has been observed that the gap between total porting requests and successful porting has been reducing over the years and is likely to reduce further after the 7th Amendment comes into force. Besides, the MNPSs have to incur costs even on unsuccessful porting requests. Further, in many cases, the failure of a porting request could be due to reasons beyond the control of the MNPSs. Through the comments received in response, most of the stakeholders have also suggested to consider total number of port requests. Accordingly, the Authority decided to take each porting request into consideration for determining the Per Port Transaction Charge.

Through this amendment, besides other minor changes, the provision of Telecommunication Mobile Number Portability Regulations, 2009 has been aligned with the Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Second amendment) Regulations, 2019.

The Telecommunication Mobile Number Portability (Eighth Amendment) Regulation, 2019 is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

- **“The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Seventh Amendment) Regulations, 2019” dated 1<sup>st</sup> November 2019**

TRAI on 1<sup>st</sup> November 2019 notified the “Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Seventh Amendment) Regulations, 2019” to specify duration of alert for the called party.

**The details are as given below:**

- (a) Access Providers would have to maintain the time duration of alert for an incoming voice call, which is neither answered nor rejected by the called party, to thirty seconds for Cellular Mobile Telephone Service and sixty seconds for Basic Telephone Service,
  - (b) The terminating network shall, on expiry of thirty seconds in case of Cellular Mobile Telephone Service and sixty seconds in case of Basic Telephone Service, release the incoming voice call and transmit the call release message to the originating network. However, originating network may release an unanswered call after ninety seconds in case the call release message is not received from the terminating network.
  - (c) The regulation came into force after fifteen days from the date of its publication in the Official Gazette.
- **“The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” dated 17<sup>th</sup> December 2019**

TRAI issued “The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” on 17<sup>th</sup> December, 2019 which prescribes revision in the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless domestic call termination charges.

**Key features of the Regulations are as follows:**

- (a) For wireless to wireless domestic calls, termination charge would continue to remain as Re.0.06 (paise six only) per minute up to 31<sup>st</sup> December 2020.
- (b) From 1<sup>st</sup> January 2021 onwards the termination charge for wireless to wireless domestic calls shall be zero.

### **Broadcasting Sector**

- **“The Telecommunication (Broadcasting and Cable) Services Register Of Interconnection Agreements And All Such Other Matters Regulations, 2019” dated 4<sup>th</sup> September 2019**

TRAI on 04<sup>th</sup> September 2019, released the “Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements and All Such Other Matters Regulations, 2019”. The objective of this regulation is to promote transparency and non-discrimination in the Broadcasting sector. As per the new Regulation, all the Reference Interconnect Offer (RIO) are required to be filed by every broadcaster and the distributor of television channels. Initially, the distributor having average active subscriber base below one lakh have been exempted from the obligation of reporting details of interconnection agreements to promote ease of business and reducing regulatory burden on such MSOs with limited resources. The new regulation envisages online filing in electronic mode. The Authority specified that the new regulations will come in force in 120 days, except as regards submission of information related to Compliance officer. The intervening period will enable the service provider to prepare for easy compliance.

- **“The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019” dated 9<sup>th</sup> October 2019**

TRAI on 09<sup>th</sup> October 2019, released the “Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019”. Through this second amendment, Authority is mandating the

DPOs to allow the consumers to access channels/ bouquets available on its platform and have ease in selection of channels and bouquets (addition/ deletion) of their choice, view their subscription and modify the same through the TRAI's APP /Portal by sharing APIs with TRAI.

- **“The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019” dated 30<sup>th</sup> October 2019**

TRAI on 30<sup>th</sup> October 2019, released the “Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019”. Through this Regulations, the Authority amended Schedule-III of the Interconnection Regulations 2017, mainly on the (i) Scheduling and Scope of Audit (ii) Transactional capacity of Conditional Access System (CAS) and Subscriber Management System (SMS) system (iii) Support for Overt and Covert fingerprinting in Set-Top-Boxes & (iv) Water marking network logo for all pay channels.

The scheduling has been so amended that the Distributor of Pay TV broadcasting services will keep a minimum gap of six months between the two annual audits and the maximum time gap is eighteen months. Similarly, the minimum transactional capacity required for CAS and SMS systems has been revised to 5 % instead of earlier 10 %. Since implementation of the new framework, all Distributors are deploying STBs that are compliant with Covert and Overt fingerprinting. The Authority has taken a pragmatic view on this aspect owing to already existing field deployments and revised the extant provisions in schedule-III of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations 2017. The amended regulations will help in establishing a fully compliant trust-based Audit regime conducted as per extant regulations by the empanelled Auditors.

## IV. DIRECTIONS

### Telecom Sector

- **Direction dated 3<sup>rd</sup> April 2019 issued to all Access Telecom Service Providers regarding withdrawal of provision for Publication of Tariffs**

The Authority in order to maintain the prime objective of transparency in tariffs of telecommunication services, vide its Direction dated 16<sup>th</sup> January 2012, inter-alia, directed all the telecom access service providers,

- (a) to publish, service area wise, within fifteen days of the date of issue of this Direction, all tariff plans for post-paid subscribers in the prescribed format and make available such tariff plans in the format 'A' to the subscriber at the Customer Care Centres, the points of sale, retail outlets and on the website of the telecom access service provider;
- (b) to publish, service area wise, within fifteen days of the date of issue of this Direction, all tariff plans for post-paid subscribers in the prescribed format and make available such tariff plans in the format 'B' to the subscriber at the Customer Care Centres, the points of sale, retail outlets and on the website of the telecom access service provider;
- (c) to ensure that the tariff plans published in prescribed formats referred to in sub-para (i) and (ii) above, are updated on the website and Customer Care Centre of the service provider every time there is a change in any of the tariff plans and make available the updated tariff plans in the prescribed formats, by 7<sup>th</sup> day of January, April, July and October at their points of sale and retail outlets;
- (d) to publish, within thirty days of the date of the issue of this Direction, all tariff plans in the respective formats along with the address of the website and the contact details of Customer Care Centres at least in one regional language newspaper of the service area and one English newspaper and repeat such publication at an interval of not more than six months; and
- (e) to confirm to the Authority the fact of the publications, as directed at sub-para (iv) above along with the dates and names of the newspapers, within fifteen days of such publication;

And whereas, a committee was formed, comprising of officers of TRAI and representatives of telecom service providers and their associations, to identify infructuous redundant regulations, which could be deleted and the committee discussed various aspects of the TRAI's Direction dated 16<sup>th</sup> January, 2012 mandating publication of tariff plans in newspapers;

The committee recommended removal of the mandate of publishing information in national and vernacular language newspaper after every six months as telecom service providers have started providing all the information regarding their products on their respective website and mobile applications;

During the process of consultation and open house discussion on the Consultation Paper titled "Regulatory Principles of Tariff Assessment" issued on 17<sup>th</sup> February, 2017, telecom service providers suggested that the Authority may discontinue the practice of publication of tariffs in newspapers as the same does not serve the purpose as the tariff plans are dynamic and need to be seen along with Special Tariff Vouchers (STVs)/Combo Vouchers (CVs)/Promotional offers in case of prepaid service and add-on promotional offers in case of postpaid service.

And whereas, the Authority considered the views of stakeholders during the consultation process referred above and also the recommendations of the committee referred above and has decided to discontinue the requirement of publication of tariff plans in newspapers;

The Authority withdrew clauses 7(iv) and 7(v) of the Direction dated 16<sup>th</sup> January, 2012. All other clauses from 7(i) to 7(iii) of the said direction would continue to remain in force.

- **Direction dated 3<sup>rd</sup> April 2019 to all Access Service Providers regarding segmented offers**

The Authority vide this direction, directed all the Access Service Providers to provide, within fifteen days of the date of issue of this direction, on a monthly basis, for each LSA, the details of segmented offer, from April 2018 till March 2019 in the prescribed format, including—

- (a) details of rates and related terms & conditions, quantum of services, name of the tariff plan and validity period of subscription & benefits available to the subscriber (s) in the said plan in which segmented offer has been given;
- (b) number of subscribers, at the end of each month, who have availed the segmented offer within each tariff plan;
- (c) the declaration that the benefits of such segmented offers have been made available to all the existing customers falling in the segment/ class and the principle of non-discrimination has been strictly followed; Thereafter for each month from April, 2019 above mentioned details of segmented offer may be submitted to TRAI within ten working days from the last day of the month.

- **Direction dated 22<sup>nd</sup> April 2019 on missed calls (Wangiri Calls) originating from outside the country**

TRAI through this direction withdrew its earlier direction dated 7<sup>th</sup> September 2012.

- **Direction dated 10<sup>th</sup> June 2019 to M/s TTSL to facilitate refund of unspent balance of pre-paid mobile subscribers and security deposit of the post-paid subscribers**

M/s Tata Teleservices Limited informed pursuant to surrender of administratively allocated spectrum in 800 MHz band they would be closing their services under the CDMA Technology in the service areas, of Gujarat, Kolkata, Karnataka, Tamil Nadu, Kerala, Punjab, Uttar Pradesh (West), Uttar Pradesh (East), Rajasthan, Madhya Pradesh, West Bengal, Himachal Pradesh, Bihar and Orissa.

Accordingly, a direction was issued on 10<sup>th</sup> June 2019 to M/s TTSL to furnish details with a view to facilitate refund of unspent balance of pre-paid mobile subscribers and security deposit of the post-paid subscribers of these licensed service areas.

- **Amendment dated 15<sup>th</sup> July 2019 to Direction No. 311-31/2012-QoS dated the 14<sup>th</sup> November 2014, regarding prefixing of code of service provider and service area to the alpha-numeric identifier of all commercial SMSs which are sent with only sender identification and without the normal ten-digit mobile number**

TRAI through this direction amended the list of codes of service providers as given in Annexure A of the earlier directions.

- **Direction dated 6<sup>th</sup> August 2019 regarding submission of Performance Monitoring Report to the Authority**

TRAI vide its direction dated 6<sup>th</sup> August 2019 in exercise of the powers conferred upon it under section 13 read with sub-clauses (i) and (iv) of clause (b) of sub-section (1) of section 11, of the TRAI Act, 1997 and the provisions of TCCCPR Regulations, 2018, directed all Access Service Providers to submit the following compliance reports, with effect from month ending September 2019, on monthly basis, and within ten days from the end of each calendar month:



- (a) Performance Monitoring Reports as per the formats specified in Annexure I & II of the direction, in writing duly signed by authorized signatory and also electronically;
- (b) Performance Monitoring Reports as per the formats specified in Annexure III, IV, V & VI of the direction, to be submitted electronically.
- **Direction dated 17<sup>th</sup> October 2019 regarding implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 for providing service area codes and service providers codes**

TRAI had issued the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018, on 13<sup>th</sup> December 2018, to the principal regulations of Telecommunication Mobile Number Portability (MNP) Regulations 2009.

Through these amendment regulations a major shift in the mechanism for generating Unique Porting Code (UPC) has been provisioned. Pre-validation of eligibility conditions for porting will determine generation of UPC by the Mobile Number Portability Service Provider (MNPSPI). This shall ensure smooth porting in new framework, thus making the porting process faster and convenient to the mobile subscribers. Validity of UPC as per new process will be 4 days for all Licensed Service Areas (LSAs), barring the LSAs of Jammu & Kashmir, Assam and North East, where validity of UPC will still be 30 days.

Individual porting requests of Intra-Licensed Service Area (Intra-LSA) nature will be completed in 3 working days; whereas the porting requests of Inter-License Service Area (Inter-LSA) nature and all porting requests under corporate category (including Intra-LSA and Inter-LSA) will be completed in 5 working days. (For example - porting request of the mobile subscriber 'X' (individual) of Karnataka LSA who wants to change his operator within Karnataka LSA will be completed in 3 working days, whereas the service request of a person 'Y' (individual) who wishes to port his mobile number from Karnataka LSA to Delhi LSA service area will be completed in 5 days).

- **Direction dated 17<sup>th</sup> October 2019 to all Telecom Service Providers and MNPSPIs for providing final opportunity to the subscribers of Aircel Group for porting their mobile numbers by 31<sup>st</sup> October 2019**

M/s Aircel Ltd. and M/s Dishnet Wireless Ltd. (both collectively referred to as M/s Aircel Group), vide their letter dated 22<sup>nd</sup> February, 2018, inter-alia had requested the Authority to issue suitable direction for allotting additional codes to generate unique porting codes (UPCs) in the licensed service areas where their subscriber base is in excess of one million; allow mobile number portability to subscribers where a period of ninety days has not elapsed from the date of activation into the network of M/s Aircel Group and extend validity of UPCs up-to forty five days, to enable smooth porting.

Keeping in view the request of M/s Aircel Group and to facilitate Mobile Number Portability for the subscribers of M/s Aircel Group in the licensed service areas of Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal, TRAI dated 27<sup>th</sup> February 2018, issued direction allotting additional codes for generation of UPCs.

In order to ensure that the subscribers of M/s Aircel Group are able to port their existing mobile numbers to the service provider of their choice and continue to have uninterrupted mobile services after closing of its services in the above-mentioned licensed service areas, TRAI vide direction dated 17<sup>th</sup> April 2018; had directed M/s Aircel Group to extend the validity of all UPCs generated pursuant to the direction dated 27<sup>th</sup> February, 2018 and UPCs generated prior to the

date of the said direction which were valid on that date, till further direction/ order. Approximately 19 million subscribers of M/s Aircel Group have availed the port-out facility from the 27<sup>th</sup> February 2018 (date of issue of the Direction) and till 31<sup>st</sup> August 2019.

TRAI has issued Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 on 13<sup>th</sup> December 2018 to the Telecommunication Mobile Number Portability Regulations, 2009, whereby major changes have been incorporated in the mobile number portability process and came into force with effect from 16<sup>th</sup> December 2019.

Post issuance of the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018, TRAI, on 21<sup>st</sup> December 2018 had sought nominations from all telecom service providers including M/s Aircel Group for the Committee formed for implementation of revised MNP process. And in response to TRAI's request, M/s Aircel Group informed that since they are not operating anymore in any circle, they may be exempted in ongoing implementation activities.

As per the terms of the license, it is obligatory on the part of all the licensees including M/s Aircel Group to make necessary provisions for the implementation of the revised mobile number portability process without fail in the interest of the mobile subscribers. Accordingly, TRAI issued a letter on 23<sup>rd</sup> April 2019 suggesting M/s Aircel Group to coordinate with both the Mobile Number Portability Service providers, for implementation of the revised mobile number portability process, as and when it decides to provide the services under the license in future.

Through this Press Release, subscribers of M/s Aircel Group, who are yet to port out their mobile number, in the licensed services areas of Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal were given final opportunity to avail the Mobile Number Portability facility to port out their mobile number by submitting their porting request on or before 31<sup>st</sup> October 2019. After the said date, UPC assigned, if any, shall become invalid for submission of the porting request.

### **Broadcasting Sector**

- **Direction dated 24<sup>th</sup> January 2019 to distributors of television channels relating to implementation of New Regulatory Framework for Broadcasting and Cable Services**

Through this direction, the Authority directed all the distributors of television channels [Direct to Home (DTH) operators, Multi System Operators (MSOs), Headend in the Sky (HITS) operators and Internet Protocol Television (IPTV) operators) to comply with all the provisions of the new regulatory framework 2017 from 1<sup>st</sup> February 2019.

- **Direction dated 24<sup>th</sup> January 2019 to broadcasters of television channels relating to implementation of New Regulatory Framework for Broadcasting and Cable Services**

Through this direction, the Authority directed all the broadcasters of television channels to comply with all the provisions of the new regulatory framework from 1<sup>st</sup> February 2019.

- **Direction dated 22<sup>nd</sup> February 2019 to distributors of television channels regarding listing of channels in electronic programme guide**

Through this direction, the Authority directed all distributors of the television channels to ensure that the television channels of same genre, as declared by the broadcasters, are placed together consecutively and one channel shall appear at one place only, failing which action shall be taken against such distributors, under the provisions of TRAI Act, 1997.

- **Amendment dated 28<sup>th</sup> March 2019 to the Direction dated 3<sup>rd</sup> December 2018 issued to all Broadcasters and Distribution of television channels regarding to display of television channels**

Through this direction, the Authority directed all broadcasters and distributors of the television channels in order to protect the interest of service providers and to ensure orderly growth of the sector, decided to extend the date of compliance of the direction dated 03<sup>rd</sup> December 2018 for previously entered agreements and hereby directs all the broadcasters and distributors of television channels to implement the direction dated 3<sup>rd</sup> December 2018 as soon as possible but not later than 31<sup>st</sup> May, 2019.

- **Direction dated 16<sup>th</sup> April 2019 to M/s Fastway Transmissions Pvt Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Fastway Transmissions Pvt Ltd to submit compliance of the following issues:

- Regarding unavailability of choice of channels to the customer in selecting channels and forcing its own channels j packs to the consumers in violation of regulations under the new regulatory framework notified by the Authority.
- Reviewed their website and observed that the hyperlink for 'consumer corner' for enabling the consumers to make their choices is not available on the website which is in violation of the provisions of the QoS regulations, 2017.

- **Direction dated 16<sup>th</sup> April 2019 to M/s Hathway Digital Pvt Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Hathway Digital Pvt Ltd to submit compliance of the following issues:

- The said DPO is offering bouquets which contains both FTA and PAY channels.
- Subscribers who have already paid amount in advance for one year, the pay channels of such consumers have been cut without their consent and only FTA channels are being shown.
- Most of the times, the consumers are not able to contact the toll-free number of M/s Hathway Digital Pvt. Ltd to express their grievance.
- Subscribers are not able to re-exercise their choice through website and the following message is being displayed: - For any type of renewal please call your Local Cable Operator.

- **Direction dated 16<sup>th</sup> April 2019 to M/s SITI Networks Ltd to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Siti Networks Ltd to submit compliance of the following issues: -

- The said DPO is forcing the channels/packs to the consumers.
- Subscribers are not able to re-exercise their choice.
- The said DPO is not providing bill receipt of payment made in printed form to the consumers.
- Subscribers are not able to login to their account for selecting channels of their choice.



- **Direction dated 16<sup>th</sup> April 2019 to M/s IndusInd Media and Communications Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s IMCL to submit compliance of the following issues: -

- (a) The process of channel selection on the website of M/s IMCL is not user friendly (while selecting ala-carte channels, genre wise list of channels is not available);
- (b) M/s IMCL is overcharging the subscribers in the name of service charges;
- (c) M/s IMCL is forcing the channels/packs to the consumers;
- (d) Subscribers are not able to re-exercise their choice.

- **Direction dated 16<sup>th</sup> April 2019 to M/s Den Networks Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Den Networks Ltd to submit compliance of the following issues: -

- (a) The process of channel selection on the website of M/s Den Networks Ltd is not user friendly (while selecting ala-carte channels, search option is not available). After selecting the channels, it is displayed on the website that activation will be done after paying the amount to the LCO;
- (b) The said DPO is forcing the channels/packs to the consumers. Subscribers are not able to re-exercise their choice;
- (c) The said DPO is not providing bill receipt of payment made in printed form to the consumers.

- **Direction dated 23<sup>rd</sup> April 2019 to M/s Bharti Telemedia Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Bharti Telemedia Ltd to submit compliance of the following issues: -

- (a) The said DTH operator is forcefully offering a bouquet of free-to-air channels with no choice to subscribers, without their consent and with no additional NCF. This is in addition to the channels opted by the subscribers.
- (b) Most of the times, the consumers are not able to contact the toll-free number of M/s Bharti Telemedia Ltd to express their grievance.

- **Direction dated 24<sup>th</sup> April 2019 to M/s Dish TV India Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Dish TV India Ltd to submit compliance of the following issues: -

- (a) The said DTH operator is forcefully offering a bouquet of free-to-air channels with no choice to subscribers and without their consent. This is in addition to the channels opted by the subscribers and the following message is being displayed: - This is a free to air bouquet at no extra charge. If you have selected any pay channel, then this bouquet will not impact your NCF.

- (b) Most of the times, the consumers are not able to contact the toll-free number of M/s Dish TV India Ltd to express their grievance.
- (c) Most of the times, the consumers are not able to contact the toll-free number of M/s Bharti Telemedia Ltd to express their grievance.
- **Direction dated 1<sup>st</sup> May 2019 to M/s Independent TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
Through this direction, the Authority directed M/s Independent TV Ltd to submit compliance of the following issues: -
    - (a) M/s Independent TV Ltd has migrated/ changed long term plans of the subscribers and has discontinued channels opted by the subscribers and that the operator is neither providing services to the consumers despite collecting the money in advance nor any refund has been made to the consumers.
    - (b) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long term plan expires, whichever is earlier;
    - (c) Reinstate to earlier long term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
    - (d) Submit compliance to regulations 2017 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 within 7 days from the date of issued of the direction.
  - **Direction dated 1<sup>st</sup> May 2019 to M/s Sun Direct TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
Through this direction, the Authority directed M/s Sun Direct TV Ltd to submit compliance of the following issues: -
    - (a) Resolve the issues mentioned at para 15 above and adhere to the provisions of Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017;
    - (b) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long term plan expires, whichever is earlier;
    - (c) Reinstate to earlier long term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
    - (d) Submit compliance to regulations 2017 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 within 7 days from the date of issued of the direction.
  - **Direction dated 1<sup>st</sup> May 2019 to M/s Dish TV India Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
Through this direction, the Authority directed M/s Dish TV India Ltd to submit compliance of the following issues: -
    - (a) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long-term plan expires, whichever is earlier;

- (b) Reinstate to earlier long-term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
- (c) Submit compliance to regulations 2017 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 within 7 days from the date of issue of the direction.
- **Direction dated 1<sup>st</sup> May 2019 to M/s Tata Sky Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
Through this direction, the Authority directed M/s Tata Sky Ltd to submit compliance of the following issues: -
  - (a) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long-term plan expires, whichever is earlier;
  - (b) Reinstate to earlier long-term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
  - (c) Submit compliance to regulations 2017 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 within 7 days from the date of issued of the direction.
- **Direction dated 3<sup>rd</sup> May 2019 to BhorerAlo Cable & Broadband Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
Through this direction, the Authority directed M/s BhorerAlo Cable & Broadband Pvt. Ltd to submit compliance of the following issues: -
  - (a) The said DPO is not offering subscriber corner facility in their website.
  - (b) The call centre of the DPO does not support IVRS.
  - (c) The said DPO is not publishing STB schemes on their website
- **Direction dated 3<sup>rd</sup> May 2019 to Barasat Cable TV Network Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
Through this direction, the Authority directed M/s Baras at Cable TV Network Pvt. Ltd to submit compliance of the following issues: -
  - (a) The said DPO is not offering consumer corner & subscriber corner facility on their website.
  - (b) Toll Free Customer Care Number is not responding.
  - (c) The call centre of the DPO does not support IVRS.
  - (d) Customer care programming service is yet to be offered by the DPO.
- **Direction dated 3<sup>rd</sup> May 2019 to M/s Digicablecomm Services Pvt Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
Through this direction, the Authority directed M/s Digicablecomm Services Pvt Ltd to submit compliance of the following issues: -
  - (a) The said DPO is not offering Subscriber Corner facility on their website.

(b) The call centre of the DPO does not support IVRS.

(c) Customer care programming service is yet to be offered by the DPO.

(d) Subscribers are not able to choose any channel of their choice in BST.

- **Direction dated 3<sup>rd</sup> May 2019 to GTPL Kolkata Cable & Broadband Pariseva Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s GTPL Kolkata Cable & Broadband Pariseva Ltd. to submit compliance of the following issues: -

(a) The said DPO is not offering subscriber corner facility on their website.

(b) The call centre of the DPO does not support IVRS.

(c) The said DPO is not publishing STB schemes on their website

- **Direction dated 3<sup>rd</sup> May 2019 to M/s Multi Reach Media Pvt. Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Multi Reach Media Pvt. Ltd to submit compliance of the following issues: -

(a) The said DPO is not offering subscriber corner facility in their website.

(b) The call centre of the DPO does not support IVRS.

(c) The said DPO is not publishing STB schemes on their website.

(d) Customer care programming service is yet to be offered by the DPO.

(e) The said DPO is forcefully offering a bouquet of free-to-air channels with no choice to subscribers.

- **Direction dated 8<sup>th</sup> May 2019 to M/s GANAPATI CABLE to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s GANAPATI CABLE Ltd to submit compliance of the following issues:

(a) Authority while having an inspection of M/s Ganapati Cable, Mubarikpur Camp, Mohali, Punjab observed unavailability of website and customer care channel in violation of the provisions of the QoS Regulations, 2017 notified by the Authority.

- **Direction dated 22<sup>nd</sup> May 2019 to Citi Cable Net (CCN Digital India) to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Citi Cable Net (CCN Digital India) to submit compliance of the following issues:

(a) Authority on inspection of M/s Citi Cable Net (CCN Digital India) observed partial functionality of website, non-availability of customer care center and toll free number and non-functionality of customer care programming service in violation of the provisions of the QoS Regulations, 2017 as referred to in the preceding paragraphs.

- **Direction dated 22<sup>nd</sup> May 2019 to M/s Chetak Cable Network to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Chetak Cable Network to submit compliance of the following issues: -

- (a) Authority on inspection of M/s Chetak Cable Network observed partial functionality of website, non-availability of customer care center and toll-free number and non-functionality of customer care programming service in violation of the provisions of the QoS Regulations, 2017 referred to in the preceding paras.

- **Direction dated 23<sup>rd</sup> May 2019 to M/s M.C. Transmission to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s M. C. Transmission to submit compliance of the following issues: -

- (a) Authority on inspection of M/s M. C. Transmission observed partial functionality of website, non-availability of customer care centre and toll-free number and non-functionality of customer care channel in violation of the provisions of the QoS regulations, 2017 referred to in preceding paras.

- **Direction dated 8<sup>th</sup> July 2019 issued to M/s Tata Sky Limited for ensuring compliance to Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007**

Through this direction, the Authority has directed to M/s Tata Sky Ltd to submit compliance of the following issues: -

- (a) confirm whether the choice was given to the consumer to choose between the proportionate refund and alternate channels;
- (b) provide the details of the communication made to subscribers for providing choice to the consumers regarding the refund or refund policy;
- (c) credit the refunds to the subscribers who were not given an option to choose between the proportionate refund and alternate channels, if any;
- (d) provide a list of consumers with amount of the refund credited to the consumers for the period of discontinuance of the channels;
- (e) provide the list of churned out subscribers who were to be refunded for the period of discontinuance of the channels along with the details of the amount to be refunded to such subscribers;
- (f) provide a copy of Interconnect Agreement of M/s Tata Sky Ltd. with M/s Sony Picture Private Limited which is in force as on date.

- **Direction dated 24<sup>th</sup> July 2019 to M/s Independent TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority has directed M/s Independent TV to submit compliance on the following issues: -

- (a) How many connection requests are pending beyond 7 days after receipt of payments/ subscription from the consumers;
- (b) How many complaints are still pending regarding refund not provided;

- (c) In how many cases the refund has been provided to the consumer due to non-provision of services despite collecting the money in advance. Give the number of cases along with the amount refunded;
- (d) Whether any channel has been removed from your platform without giving prior intimation to the consumer. Give details, if any;
- (e) Whether the services have been resumed after the blackout issue;
- (f) Whether any rebate has been provided to the affected subscribers during the blackout period. If yes, how much rebate has been provided.
- **Order dated 16<sup>th</sup> August 2019 to Service Providers for reporting their details on Service Provider Portal**  
 Through this order, the Authority needs update of name, address, contact number, e-mail address, website address, area of operation, name/details of compliance officer details or permission details or registration details, issued by the Central Government on the service provider portal.
- **Direction dated 28<sup>th</sup> August 2019 to SITI Networks Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
 Through this direction, the Authority has directed M/s SITI Networks Ltd to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
  - (a) It was found that it still does not comply with the New Regulatory Framework, on the following points: -
  - (b) LCOs can provide itemized invoices to consumers but most of the LCOs are not providing the same. Some LCOs are providing their own cash memo bills;
  - (c) IVRS facility of Siti Networks Ltd. does not have any provision for complaint registration
- **Direction dated 28<sup>th</sup> August 2019 to Indus Ind Media and Communications Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
 Through this direction, the Authority has directed M/s Indus Ind Media and Communication Ltd to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
  - (a) LCOs are not providing the itemised invoices to the consumers. Some LCOs are providing their own Cash memo bills.
  - (b) Consumer portal provided by IMCL is not working
  - (c) IVRS facility of IMCL does not have any provision for complaint registration.
  - (d) LCOs without GST Registration are collecting tax amount from the subscribers but not depositing it.
- **Direction dated 28<sup>th</sup> August 2019 to Hathway Digital Pvt Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**  
 Through this direction, the Authority directed M/s Hathway Digital Pvt Ltd to submit compliance of the following issues
  - (a) facility of Bill generation is available in LCO portal, but the customers are not able to get itemised billing in most cases even after the request of the subscriber;



(b) LCOs without GST Registration are collecting tax amount from the subscribers but not depositing it;

- **Direction dated 28<sup>th</sup> August 2019 to Den Networks Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s Den Networks Ltd to submit compliance of the following issues

(a) LCO are providing their own cash memo bills using card system for payment receipts, while the subscribers are not able to get itemized bills

(b) Facility of up gradation and modification in subscription is not available on Consumer portal.

(c) LCOs without GST Registration are collecting tax amount from the subscribers but not depositing it.

- **Direction dated 28<sup>th</sup> August 2019 to GTPL Hathway Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

Through this direction, the Authority directed M/s GTPL Hathway Ltd to submit compliance of the following issues

(a) IVRS facility of M/s GTPL Hathway Ltd. does not have provision for complaint registration

(b) The consumer portal of M/s GTPL KCBPL has very limited facilities. The facility of up gradation and modifications in subscription is not available on consumer portal.

(c) LCOs without GST Registration are collecting tax amount from the subscribers but not depositing it.

- **Direction dated 29<sup>th</sup> October 2019 issued to all distributors of television channels (DTH operators and MSOs) to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

TRAI on 29<sup>th</sup> October 2019 issued a direction to all distributors of television channels (DTH operators and MSOs) to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services.

Through this direction the Authority directed all the distributors of television channels to:-

(a) Immediately implement the promotional schemes offered by the said broadcasters and modify the Distributor Retail Price (DRP) of the channels;

(b) display the modified DRPs of channels offered under promotional schemes on their website, consumer care channel and electronic programme guide;

(c) charge from their subscribers, who have subscribed to the channels offered under promotional schemes on a-la-carte basis, the modified DRPs from the date of offer of such promotional schemes i.e. 15<sup>th</sup> October 2019;

(d) refund/adjust the excess subscription amount, if any, charged from the subscribers due to non-implementation of promotional schemes;

(e) send compliance of the Direction to the Authority by 1<sup>st</sup> November 2019.

## V. CONSULTATIONS

### Telecom Sector

- **Consultation Paper dated 29<sup>th</sup> March 2019 on “Review of terms and conditions for registration of Other Service Providers (OSPs)”**

DoT vide letter dated 10<sup>th</sup> September 2018 sought recommendations of TRAI on “Review of terms and conditions for registration of Other Service Providers (OSPs)”. In this regard, TRAI issued the Consultation Paper on “Review of terms and conditions for registration of Other Service Providers” on 29<sup>th</sup> March 2019 and sought comments and counter-comments from the stakeholders.

This consultation paper was issued to review the terms and conditions of registration of OSPs issued by DoT on 5<sup>th</sup> August 2008 and amended subsequently from time to time.

- **Consultation Paper dated 30<sup>th</sup> May 2019 on “Review of the Regulatory Framework for Interconnection”**

TRAI issued “The Telecommunication Interconnection Regulation, 2018” dated 1<sup>st</sup> January 2018 on interconnection agreement, bank guarantee, provisioning & augmentation of port out POIs, interconnection charges, disconnection of POIs and financial disincentive on interconnection matters. However, on the issue of review of the Level of Interconnection the Authority observed that there is a need for further deliberations. Accordingly, the Consultation Paper on “Review of the Regulatory Framework for Interconnection” was issued on 30<sup>th</sup> May 2019 seeking comments and counter comments from the stakeholders.

The Consultation paper is proposed to address the issue of fixed to fixed Point of Interconnection. The Authority would take a decision on the subject matter after considering the views of the stakeholders.

- **Consultation Paper dated 24<sup>th</sup> June 2019 on “Allotment of Spectrum to Indian Railways for Public Safety and Security services”**

DoT through its letter dated 27<sup>th</sup> February 2019 informed that Indian Railways has proposed to install an Ultra-high-speed LTE based communication corridor along their network for Train-Ground and Train-Train communication. In this connection Indian Railways requested DoT to reserve 15 MHz of spectrum in 700 MHz band for the purpose and to begin with 10 MHz to be allocated free of cost as the proposal is devoid of any commercial gain, but only for enhancing security and passenger amenities. Through the said letter, DoT also requested TRAI to provide recommendations on administrative allotment of spectrum to Indian Railways and the quantum, price, appropriate frequency band (including 450-470 MHz band) and any other related issue, under the TRAI Act, 1997 as amended.

A Consultation Paper on "Allotment of spectrum to Indian Railways for Public Safety and Security services" was accordingly released on 24<sup>th</sup> June 2019 to discuss the issues involved. The Consultation Paper is accessible on TRAI website at [www.trai.gov.in](http://www.trai.gov.in).

- **Consultation Paper dated 16<sup>th</sup> August 2019 on “Review of Scope of Infrastructure Providers Category-I (IP-I) Registration”**

TRAI issued a Consultation Paper on “Review of Scope of Infrastructure Providers Category-I (IP-I) Registration” on 16<sup>th</sup> August 2019. This consultation process has been initiated suo-motu by the Authority to make recommendations to the Government for the encouragement and facilitation of sharing of passive as well as active infrastructure as envisaged in the National Digital Communications Policy-2018 (NDCP-2018). The purpose of this Consultation paper is to



seek the views of stakeholders on enhancement of the scope of Infrastructure Providers Category-I (IP-I) Registration for promoting and incentivising the deployment of common sharable, passive as well as active, infrastructure.

Presently, the IP-I provide assets such as Dark Fibre, Right to Way, Duct space and Tower on lease/rent out/sell basis to licensees of telecom services on mutually agreed terms and conditions. IP-I have played a significant role in making available affordable telecom services in India. Since IP-I already have expertise and experience in rolling out telecom infrastructure in the country, if the scope of their registration is expanded then they can play a more significant role in achieving the objectives of the policy.

The Consultation Paper was issued on “Review of Scope of Infrastructure Providers Category-I Registration” on 16<sup>th</sup> August 2019 seeking comments and counter-comments from stakeholders.

- **Consultation Paper dated 16<sup>th</sup> September 2019 on “Duration of alert for the called Party” for seeking the comments of the stakeholders**

TRAI on 16<sup>th</sup> September 2019 issued a consultation paper on “Duration of alert for the called” for seeking the comments of the stakeholders. This consultation paper deliberates following issues:

- (a) Discover values for duration of ringing which should be configured by all the TSPs to forced release calls in case no answer condition persists beyond the given duration and the appropriate measures to be taken.
- (b) Impact of duration of ringing tone on Customer experience and network resources.
- (c) Customization of ringing duration by the customer.
- (d) The last date for written comments by stakeholders was 30<sup>th</sup> September 2019 and counter comments, if any, was 7<sup>th</sup> October 2019. OHD was held on 17<sup>th</sup> October 2019.

- **Consultation Paper dated 18<sup>th</sup> September 2019 on “Review of Interconnection Usage Charges”**

TRAI issued the Consultation Paper on Review of Interconnection Usage Charges on 18<sup>th</sup> September 2019. Through the Telecommunication Interconnection Usage Charges (13<sup>th</sup> Amendment) Regulations, 2017 dated 19<sup>th</sup> September 2017, wireless to wireless domestic call termination charges were prescribed as below:

- (a) Re. 0.06 (paise six only) per minute with effect from the 1<sup>st</sup> October 2017 to the 31<sup>st</sup> December, 2019; and
- (b) 0 (Zero) with effect from the 1<sup>st</sup> January 2020.

This Consultation Paper embarked on the review of the date of applicability of BAK regime i.e. Zero Termination Charge in respect of wireless to wireless termination calls.

- **Consultation Paper on “Reforming the Guidelines for Transfer/Merger of Telecom Licenses” dated 19<sup>th</sup> September 2019**

Department of Telecommunications (DoT) through its letter dated 8<sup>th</sup> May 2019, inter-alia, informed that the National Digital Communications Policy (NDCP), 2018 envisages simplifying and facilitating compliance obligations as one of the strategies and reforming the Guidelines for Mergers & Acquisitions, 2014 to enable simplification and fast-tracking of approval as one of the action plan for fulfilling the strategy. Through the said letter, DoT has sought the recommendations of TRAI on ‘Reforming the Guidelines on Mergers & Acquisitions, 2014’.

Accordingly, a Consultation Paper on “Reforming the Guidelines for Transfer / Merger of Telecom Licenses” was released on 19<sup>th</sup> September 2019 providing the background information and

seeking inputs of the stakeholders on reforms required to be made in the existing guidelines on Transfer/Merger of Licenses to enable simplification and fast tracking of approvals. The Consultation Paper is available on the TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

- **Consultation Paper dated 20<sup>th</sup> September 2019 on “Developing a unified numbering plan for fixed line and mobile services”**

TRAI received a reference dated 8<sup>th</sup> May 2019 from DoT seeking recommendations on strategies of National Digital Communications Policy, 2018 which inter-alia includes “ensuring adequate numbering resources by developing a unified numbering plan for fixed line and mobile services.”

The purpose of this Consultation Paper is to analyse the changes that affect the National Numbering Plan and to identify the ways in which numbering resource management and allocation policy might be managed for ensuring adequate numbering resources. The issues covered are the long-term suitability of numbering plan, unified numbering plan, efficient utilization of the numbers and an efficient allocation criterion.

The Consultation Paper on “Developing a unified numbering plan for fixed line and mobile services” was issued on 20<sup>th</sup> September 2019 seeking written comments and counter-comments from the stakeholders.

- **Consultation paper dated 18<sup>th</sup> October 2019 on “Draft amendment on Telecommunication Consumers Education and Protection Fund (Fifth Amendment) Regulations.**

The Principal regulations i.e. the Telecommunication Consumers Education and Protection Fund Regulations, 2007 (6 of 2007) dated 15<sup>th</sup> June, 2007 provide basic framework for depositing unclaimed money of consumers by Service Providers, maintenance of the Telecommunication Consumers Education and Protection Fund and other related aspects. In accordance with these regulations, service providers have been depositing such unclaimed amounts to the fund. The Authority observed that there is a need to bring clarity among service providers in depositing money which they are unable to refund to the consumers. Therefore, it was felt that an amendment in the TCEPF regulation may be carried out to remove any kind of ambiguity and facilitate deposit of any unclaimed money of the consumer.

Accordingly, a draft amendment was released for comments on 18<sup>th</sup> October, 2019 seeking comments from stakeholders by 18<sup>th</sup> November 2019.

- **Consultation Paper dated 23<sup>rd</sup> October 2019 on “Cloud Services”**

TRAI on 23<sup>rd</sup> October 2019 released a consultation paper on “Cloud Services” seeking comments of all stakeholders.

This consultation paper deliberates on the following issues:

- (a) To analyse and discuss the matters relevant for prescribing a framework for registration of industry bod(y)(ies) for cloud service providers.
- (b) Eligibility criteria for registration of CSPs' industry body, Obligations of CSPs' industry body.
- (c) Membership policy and other policy issues related to Governance Structure.
- (d) The last date for written comments by stakeholders was 4<sup>th</sup> December 2019 and counter comments, if any, by 18<sup>th</sup> December 2019.

- **Consultation Paper dated 8<sup>th</sup> November 2019 on “Review of Interconnection Usage Charges”**

TRAI issued the consultation paper (CP) on “Review of Interconnection Usage Charges” on 8<sup>th</sup> November 2019.

Through “The Telecommunication Interconnection Usage Charges (Fourteenth Amendment) Regulation, 2018 dated 12<sup>th</sup> January 2018, the termination charges payable by an International Long-Distance Operator (ILDO) to the Access Providers in whose network the call terminates, were reduced from Rs. 0.53 per minute to Rs. 0.30 per minute w.e.f. 1<sup>st</sup> February 2018.

This Consultation Paper embarked on the review of the existing regulatory regime for International Termination Charges (ITC).

- **Pre-Consultation Paper dated 9<sup>th</sup> December 2019 on “Enabling Unbundling of Different Layers Through Differential Licensing”**

DoT through its letter dated 8<sup>th</sup> May 2019, inter-alia, informed that the National Digital Communications Policy (NDCP), 2018, under its ‘Propel India’ mission, envisages one of the strategies as ‘reforming the licensing and regulatory regime to catalyse Investments and Innovations and promote Ease of Doing Business’. Enabling unbundling of different layers (e.g. infrastructure, network, services and application layer) through differential licensing is one of the action plans for fulfilling the strategy. Through the said letter dated 8<sup>th</sup> May 2019, DoT, inter-alia, requested TRAI to furnish recommendations on enabling unbundling of different layers through differential licensing, under the terms of the clause (a) of sub-section (1) of Section 11 of the Telecom Regulatory Authority of India Act, 1997 (as amended) by TRAI Amendment Act, 2000.

In this regard, a Pre-Consultation Paper on “Enabling Unbundling of Different Layers Through Differential Licensing” was released on 9<sup>th</sup> December 2019 seeking inputs from the stakeholders. The Pre-Consultation Paper is available in the official website [www.trai.gov.in](http://www.trai.gov.in).

- **Consultation dated 31<sup>st</sup> December 2019 on “Draft Recommendations on Network Testing before Commercial Launch of Services for Wireline Access Services”**

The Licensees are bound by roll-out obligations and other license conditions to provide access services. It is important that all applicable systems are tested before the commencement of commercial services as the licensee has to ensure that its service meets the Quality of Service (QoS) standards and other conditions prescribed by the Licensor or Telecom Regulatory Authority of India (TRAI).

DoT vide letter No. 20-577/2016-AS-I dated 16<sup>th</sup> July 2019 communicated that the Government has accepted the TRAI's recommendations on "Network Testing before Commercial Launch of Services" dated 4<sup>th</sup> December, 2017 and it has been decided that TRAI may be requested to give similar recommendations for Wireline Access Services. DoT has requested that recommendations on Network testing before commercial launch of Wireline Access Services may be provided as per clause 11(l)(a) of TRAI Act 1997 as amended by TRAI amendment Act 2000.

Accordingly, the draft Recommendations on “Network testing before Commercial Launch of Services for Wireline Access Services” issued on 31<sup>st</sup> December 2019 seeking written comments from stakeholders.

### **Broadcasting Sector**

- **Consultation Paper dated 29<sup>th</sup> March 2019 on the “Telecommunications (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual”**

TRAI on 29<sup>th</sup> March 2019, released Consultation Paper on the “Telecommunications (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual. The Authority issued a consultation paper on “Empanelment of Auditors for Digital Addressable Systems” on 22<sup>nd</sup> December 2017. As a matter of practice and following a transparent process an open house

discussion (OHD) on the above-mentioned consultation paper was convened on 12<sup>th</sup> April 2018 in Delhi. A large number of stakeholders participated and gave valuable suggestions in the said open house discussions. One of the suggestions received from some stakeholders was to develop a comprehensive audit manual for auditors to audit digital addressable systems. The suggestion was well appreciated by all other stakeholders as well as by TRAI. It was mentioned that the main objective behind developing a comprehensive audit manual is to create a common framework and uniformity in the technical and subscription audit process for all digital addressable systems used in the broadcasting sector.

Further, it was also suggested that in addition to other aspects the said audit manual may consist of a well-defined audit procedure, check list of all the equipment/software/accessories, etc. used in the digital addressable system and code of ethics for auditors. This audit manual will bring uniformity and also become a well-accepted tool to develop a transparent methodology to do audit which will further build up trust and confidence among all stakeholders. In turn, this may result in reducing disputes among the stakeholders arising during provisioning of TV channel or at the time of renewal of Interconnection agreements, etc.

Audit manual addresses issue of audit in terms of Regulations 10 and 15 of the Interconnection Regulations dated 3<sup>rd</sup> March 2017. A Broadcaster may separately audit additional parameter(s), in case Interconnect Agreement between a DPO and a Broadcaster have additional stipulations that require checking/ verification (eg., stipulations pertaining to offering of discounts, territory, etc.), based on their mutual agreement.

This audit manual may be reviewed periodically, owing to the technological/ techno-commercial changes, market development and changes in the systems.

- **Consultation Paper dated 9<sup>th</sup> April 2019 on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services”**

TRAI on 9<sup>th</sup> April 2019 issued a consultation paper on “Entry level Net-worth requirement of Multi System Operators (MSOs) in Cable TV services”. A Multi System Operator (MSO) is an authorized service provider, providing cable TV services to its subscribers. The Rule 11(3) of Cable Television Network Rules, 1994 mentions about financial strength of the applicant for grant of MSO registration without explicitly details thereof.

In this regard, a reference was received from Ministry of Information and Broadcasting (MIB) vide letter dated 16<sup>th</sup> May 2018 seeking recommendations of TRAI on the appropriate levels for fixation of entry level net-worth of the Multi System Operators (MSOs) for operationalizing cable TV digitization across the country. Further details of the reference were shared by MIB vide their letter dated 13<sup>th</sup> December 2018.

The objective of the consultation paper is to deliberate whether there is a need to fix entry level net worth for MSO? if yes, what should be the value of the net worth required at the time of registration for MSO? Further the paper seeks the comments regarding the documents and method to assess the net-worth of an applicant, if a minimum value is prescribed. Do the present rules and provisions as regards eligibility and net worth for MSO require a review or modification?

- **Draft Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019 dated 22<sup>nd</sup> April 2019**

Through this draft Register of Interconnection Agreements regulations, TRAI has sought comments of the stakeholders with detailed reasons and justifications. The objective of this draft regulation is to ensure that all the Interconnection agreements are filed by every broadcaster

and the distributor of television channels (with average active subscriber base of its entire distribution network equal to or more than two lakhs).

- **Consultation Paper dated 19<sup>th</sup> July 2019 on “KYC of DTH Set Top Boxes”**

TRAI on 19<sup>th</sup> July 2019 issued a Consultation Paper on “KYC of DTH Set Top Boxes. DTH broadcasting service was opened in the country in 2001. On 15<sup>th</sup> March 2001, the Government issued the 'Guidelines for obtaining licence for providing Direct-to-Home (DTH) broadcasting service in India'. These guidelines, inter alia, prescribe the eligibility criteria, the procedure for obtaining the licence to set up and operate DTH services in the country, and the basic terms and conditions/ obligations reposed in the operators. TRAI has received a reference from Ministry of Information & Broadcasting (MIB) dated 27<sup>th</sup> December 2018 wherein, TRAI has been requested to give its considered recommendations on desirability or otherwise of Know Your Customer (KYC) for Set Top Boxes in DTH Services and, if desirable, then the process for the same.

- **Draft (Second Amendment) to The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017 dated 9<sup>th</sup> August 2019**

TRAI on 9<sup>th</sup> August 2019, released the draft (Second Amendment) to The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017. Through this draft regulation (second amendment), TRAI sought the comments of the stakeholders on the issue of developing of APP by third parties and consequent sharing of information using API between DPOs and consumers to have ease in selection of channels of their choice and reduce TV viewing charges by optimizing their subscription while allowing them to view channels of their interest.

- **Consultation Paper dated 16<sup>th</sup> August 2019 on “Tariff related issues for Broadcasting and Cable services”**

TRAI on 16<sup>th</sup> August 2019, released consultation paper on “Tariff related issues for Broadcasting and Cable services” seeking comments from the stakeholders. This paper primarily discusses issues related to discount given in the formation of the bouquet, ceiling price of channels for inclusion in bouquet, need for formation of bouquet by Broadcasters and DPOs, Variable NCF and discount on long term plan. These issues are significant in terms of consumer welfare and considered it appropriate to obtain the views of the stakeholders.

- **Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019 dated 27<sup>th</sup> August 2019**

TRAI on 27<sup>th</sup> August 2019, released “Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019”. Through this draft regulation, TRAI had sought comments of stakeholders on:-

- (a) Digital Rights Management Systems
- (b) Transactional capacity of CAS and SMS system
- (c) Fingerprinting - Support for Overt and Covert fingerprinting in STBs
- (d) Watermarking network logo for all pay channels

- **Consultation Paper dated 28<sup>th</sup> August 2019 on “Platform Services offered by DTH Operators”**

TRAI on 28<sup>th</sup> August 2019 issued a Consultation Paper on “Platform Services offered by DTH Operators”. India has a large base of pay TV subscribers. Predominantly, the pay TV services are being delivered through Cable TV and Direct to Home (DTH) systems. Other modes of TV



broadcasting such as Internet Protocol TV (IPTV), Head-end In the Sky (HITS) have miniscule subscriber base as compared to the Cable TV and the DTH systems. All TV channel Distribution Platform Operators (DPOs), i.e. MSOs, DTH and HITS operators, operate certain kind of programming services which are specific to each platform and are not obtained from broadcasters. All these platform specific services being offered by DPOs but not obtained from broadcasters have been referred to as Platform Services (PS). DPOs use PS to offer innovative services and product differentiation. It also acts as unique selling proposition (USP) for DPOs and also helps them in meeting the specific needs of their subscribers.

TRAI received a reference from Ministry of Information & Broadcasting (MIB) dated 02<sup>nd</sup> July 2019 wherein, TRAI has been requested to give its considered recommendations related to platform services with reference to DTH guidelines mainly on the following:

- (a) DTH operator offering Platform Service Channels have to ensure that the same content is not shared with any other DPO. The one-time registration fee to be enhanced to Rs. 1 Lakh per PS channel as against Rs. 1000 per PS channel recommended earlier by the Authority.
- (b) The maximum number of PS channels that a DTH operator can offer.
- (c) Platform Service could be sequenced separately from the regular channels

- **Consultation Paper dated 25<sup>th</sup> September 2019 on “Issues related to Interconnection Regulation, 2017”**

TRAI on 25<sup>th</sup> September 2019, released Consultation Paper on “Issues related to Interconnection Regulation, 2017” seeking comments from the stakeholders. The objective of this consultation process is to review the provisions of the existing Interconnection Regulation 2017 and consult all the stakeholders on the issues related to Target Market & issues related to Placement and other agreements between broadcasters and Distributors.

- **Consultation Paper dated 16<sup>th</sup> October 2019 on “Reserve Price for auction of FM Radio channels”**

TRAI on 16<sup>th</sup> October 2019, released Consultation Paper on “Reserve Price for auction of FM Radio channels” seeking comments / views from the stakeholders on the issues related to estimation of the reserve prices for auction of FM Radio channels. The Ministry of Information and Broadcasting (MIB) sent a reference dated 22<sup>nd</sup> August 2019, seeking recommendations of TRAI on reserve prices for 283 cities (260 new + 23 existing), under FM Phase-III Policy. This Consultation Paper was prepared to seek the comments/views of the stakeholders on the issues related to estimation of the reserve prices for auction of FM Radio channels.

- **Consultation Paper dated 11<sup>th</sup> November 2019 on “Interoperability of Set Top Box”**

TRAI on 11<sup>th</sup> November 2019, released consultation paper on “Interoperability of Set Top Box” seeking comments / views from the stakeholders. The consultation paper provides brief overview of various available options and technical solutions for achieving interoperability of STB. The paper seeks response with detailed justifications for suggesting most optimal and cost-effective solution.

The digital TV broadcasting services are received by subscriber using a Set Top Box (STB), connected with the TV set. The STB receives TV signals from distribution network and decodes them into viewable form for TV set. STB enables the subscriber to view only those TV channels which he has subscribed. Presently the STBs deployed in the network are non-interoperable, i.e. the same STB cannot be used interchangeably across the different service providers. As far as STBs deployed by Direct to Home (DTH) players are concerned, STBs comply with the license conditions to support Common Interface (CI) module-based interoperability. The lack of



interoperability of STBs between different service providers has not only compromised the competition in the Pay-TV market but also a major hindrance to technological innovation, improvement in service quality, and sector growth. TRAI issued a pre-consultation paper on set top box interoperability during April 2016. Thereafter, a consultation note on solution architecture developed by C-DoT for technical interoperable set top box was issued during August 2017. The smart card-based solution has been successfully tested in lab conditions using separate instances of CAS developed by C-DoT. However, the field testing with third party CAS solution is still to be conducted with different industry stakeholders.

TRAI has been taking various measures to achieve the set top box interoperability including the stakeholders' meetings/ discussions. The Authority also engaged with various technology companies in the broadcasting technology space for information exchange. The consultation paper was issued with a view to elicit response from all the stakeholders for suggesting the best solution to implement the interoperability of STB. The consultation paper provides brief overview of various available options and technical solutions for achieving interoperability of STB.

## VI. OTHER ISSUES (TELECOM SECTOR)

### Telecom Sector

#### Enabling 5G in India

- **White Paper on “Enabling 5G in India” issued on 22<sup>nd</sup> February 2019**

Globally, full scale deployment of 5G networks is expected to start by late 2019 or early 2020 for which pilots have already commenced. The India's 5G High Level Forum envisages 5G to be deployed in India by 2020 along with the rest of the world.

In order to create an enabling environment for timely rollout of 5G in India, TRAI came up with a White Paper on ‘Enabling 5G in India’ on 22<sup>nd</sup> February 2019. This White Paper highlights the specifications of the 5G technology, discusses the potential use cases and architecture of 5G network, deliberates those areas that will require investment for 5G deployment, covers the spectrum requirements for 5G networks, and tries to identify regulatory challenges that need to be addressed for the deployment of 5G in India.

The purpose of this White Paper is to identify the probable challenges, including regulatory ones, in the deployment of 5G Networks in India and to initiate a discussion with all stakeholders for finding implementable solutions.

The White Paper on ‘Enabling 5G in India’ is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

- **Workshop on “Enabling 5G in India” held on 1<sup>st</sup> May 2019**

TRAI released a White Paper on “Enabling 5G in India” on 22<sup>nd</sup> February 2019. The Whitepaper is accessible on TRAI's website. With a view to provide a platform for the industry to deliberate on the potential 5G use cases and to exchange views on the commercial, regulatory and infrastructural issues that are imperative to facilitate the deployment of such use cases, Workshop on ‘Enabling 5G in India’ was convened on 1<sup>st</sup> May 2019.

#### Photographs of the Workshop on ‘Enabling 5G in India’ held on 1<sup>st</sup> May 2019



- **Order dated 20<sup>th</sup> November 2019 to all Telecom Service Providers regarding “Publication of Mobile Number Revocation List”**

Most of the public and private systems in India use mobile numbers as a means for identifying the customers and also to authenticate and authorize various services via one-time password sent on their mobile numbers.

A mobile number, when surrendered or permanently disconnected, after a certain time period gets re-allocated to some other customer, but many service delivery platforms/ systems are not updated by the earlier customer, who may either not be using the service regularly and hence do not find a reason to update his mobile number, or due to lack of awareness of potential danger due to mobile number reuse, thus creating huge potential of an identity/profile take over on re-allocation of a mobile number.

Currently there is no platform/system available through which banks and other stakeholders can get the information about permanently disconnected and de-register them as per the procedures stipulated by the law, therefore, in order to make available the Mobile Number Revocation List (MNRL) to the stakeholders for transparency and efficiency and to enable the interested parties to clean up their databases thereby not sending one time password to someone other than their customer.

MNRL is digitally signed list of permanently disconnected mobile numbers, which shall be published on the Authority’s website every month in public domain, allowing various agencies to independently download and easily clean up their database using their own work flows (for example, a bank could download the list, check each number and if it is one of their customers', then can flag it, and let the customer update it with his new number).

TRAI will devise an automated process requiring no manual intervention, wherein a link would be provided, where telecom service providers shall upload the latest MNRL on a monthly basis and banks and other stakeholders may download the same in a convenient way.

The lists published on the Authority’s website shall be as per the data uploaded/provided by the individual telecom service providers and the Authority shall not be responsible for any discrepancies found in the published lists.

While using the MNRL, the respective user agencies should follow the rules, regulations, guidelines, instructions or directions issued by the respective regulators and Govt Departments etc. in respect of their service provisioning and the Authority shall be merely publishing MNRL on its website and shall in no way market, promote or justify its use by any user agency.

The interested agencies may download the published MNRL from the Authority’s website for their internal use through a simple online sign up/ registration process, seeking inputs for essential fields like name of the organization, address, email ID, etc.;

TRAI, therefore, in order to protect the interest of subscribers and to facilitate publishing of the mobile number revocation list, gave an Order under Section 12 of the TRAI Act, 1997 that all the telecom service providers shall submit their lists of permanently disconnected mobile numbers on monthly basis on the Authority’s website, starting from the month of November, 2019 within the following broad framework: --

- (i) Every service provider shall authorize one of their officers to digitally sign the documents containing the list, and shall furnish his name, designation and official email ID to the Authority by 25<sup>th</sup> November, 2019, together with the Public Key of the Digital Signature Certificate that would be used to submit MNRL;
- (ii) A username and password will be assigned by the Authority to all the telecom service providers for uploading the lists;
- (iii) The communication regarding the authorized signatory should be signed by the Company Secretary of the telecom service provider with the Digital Signature Certificate used for the company’s statutory fillings and should be sent as an ‘Adobe PDF document’ that will be publicly

displayed on the Authority's website;

- (iv) The digital signature used for submitting the lists should be a Class 2 or Class 3 certificate from one of the Certifying Authorities, licensed by the Controller of Certifying Authorities established under Section 17 of the Information Technology Act, 2000;
- (v) The list of permanently disconnected mobile numbers for a particular month shall be submitted as digitally signed documents in 'Microsoft Excel (.xlsx)' format and uploaded by the authorized officer of the telecom service provider on the Authority's website by 7<sup>th</sup> of the following month (for example, the list of mobile numbers permanently disconnected during the month of November i.e. from 1<sup>st</sup> November 2019 to 30<sup>th</sup> November 2019 shall be uploaded by each telecom service provider by 7<sup>th</sup> December 2019 on the basis of which, the MNRL will get auto-published on 8<sup>th</sup> December 2019 and be available on the Authority's website for a period of one month i.e. from 8<sup>th</sup> December 2019 to 7<sup>th</sup> January 2020, and on 8<sup>th</sup> January, 2020 this list shall be replaced by the list for numbers permanently disconnected during the month of December 2019 and so on);
- (vi) Each month's MNRL will be archived in the database in the subsequent month for future audit or verification purpose, and will be retained in the database for a period of 12 months.

A copy of the said Order is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).



### Open House Discussion (OHD)

- **Open House Discussion held on 15<sup>th</sup> July 2019 on the Consultation Paper on “Review of terms and conditions for registration of Other Service Providers (OSPs)”**

TRAI conducted an Open House Discussion (OHD) on 15<sup>th</sup> July 2019 in Scope Complex, Lodhi Road, New Delhi on the Consultation Paper on “Review of terms and conditions for registration of Other Service Providers (OSPs)”. The OHD was attended by various stakeholders like TSPs, Telecom Associations, CAGs and individuals etc.

- **Open House Discussion held on 19<sup>th</sup> August 2019 on “Review of the Regulatory Framework for Interconnection”**

TRAI conducted an Open House Discussion (OHD) on 19<sup>th</sup> August 2019 at TRAI Headquarter, New Delhi on the Consultation Paper on “Review of the Regulatory Framework for Interconnection”. The OHD was attended by various stakeholders like TSPs, OSPs, Telecom Associations, CAGs and individuals etc.

- **Open House Discussion was held on 26<sup>th</sup> August 2019 at New Delhi on the Consultation Paper on ‘Allocation of Spectrum for Indian Railways for Public safety and security services’**

An Open House Discussion was held on 26<sup>th</sup> August 2019 in New Delhi on the Consultation Paper on "Allocation of Spectrum for Indian Railways for Public Safety and Security Services".



- **Open House Discussion held on 14<sup>th</sup> November 2019 on the Consultation Paper “Review of Scope of Infrastructure Providers Category-I Registration”**

An Open House Discussion (OHD) on the Consultation Paper “Review of Scope of Infrastructure Providers Category-I Registration” was conducted on 14<sup>th</sup> November 2019 in TRAI Headquarter, New Delhi to seek further views of the stakeholders.

- **Open House Discussion (OHD) held on 15<sup>th</sup> November 2019 on the Consultation Paper on “Review of Interconnection Usage Charges”**

TRAI conducted an Open House Discussion (OHD) on 15<sup>th</sup> November 2019 in SCOPE Minar Convention Centre, Laxmi Nagar District Centre, New Delhi on the Consultation Paper on “Review of Interconnection Usage Charges” dated 18<sup>th</sup> September 2019. This consultation paper was for reviewing the applicable date of Bill and Keep (BAK) regime for domestic Wireless to Wireless termination charges. The OHD was attended by various entities including Telecom Service Providers, Service Providers Associations, Companies, Organisations, Firms, Societies, Consultants, Academicians, Experts and Individuals.

- **OHD on Consultation Paper on “Reforming the Guidelines for Transfer / Merger of Telecom Licenses” held on 23<sup>rd</sup> December 2019**

An Open House Discussion was held on 23<sup>rd</sup> December 2019 on the Consultation Paper on “Reforming the Guidelines for Transfer / Merger of Telecom Licenses”.



- **Open House Discussion (OHD) on Consultation Paper on "Review of Television Audience Measurement and Ratings in India"**

An OHD was held on 31<sup>st</sup> May 2019 in Delhi and 3<sup>rd</sup> July 2019 in Mumbai on consultation paper on “Television Audience Measurement and Ratings in India”.

- **Open House Discussions (OHD) on “Draft Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019”**

An OHD was held on 10<sup>th</sup> June 2019 in New Delhi on consultation paper on “Draft Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019”.



- **Open House Discussions (OHD) on Consultation Paper on “Entry Level (Networth) requirement of Multi-system Operators in Cable TV services”**

An OHD was held on 11<sup>th</sup> June 2019 in New Delhi on consultation paper on “Entry Level Networth requirement of Multi-system Operators in Cable TV services”.

- **Open House Discussions OHD on Consultation Paper on “The Telecommunication Broadcasting and Cable Services Digital Addressable Systems Audit Manual”**

An OHD was held on 20<sup>th</sup> June 2019 in New Delhi on consultation paper on “The Telecommunication Broadcasting and Cable Services Digital Addressable Systems Audit Manual”.

- **Open House Discussions (OHD) on Consultation Paper on “Issues related to Interconnection Regulation, 2017” held on 28<sup>th</sup> November 2019 in Delhi**

An Open House Discussion (OHD) on Consultation Paper on “Issues related to Interconnection Regulation, 2017” held on 28<sup>th</sup> November 2019 in Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “Tariff related issues for Broadcasting and Cable services”**

An Open House Discussion (OHD) on Consultation Paper on “Tariff related issues for Broadcasting and Cable services” was held on 10<sup>th</sup> October 2019 in New Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “Platform Services offered by DTH Operators”**

An Open House Discussion (OHD) on Consultation Paper on “Platform Services offered by DTH Operators” was held on 15<sup>th</sup> October 2019 in New Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “KYC of DTH Set Top Boxes”**

An Open House Discussion (OHD) on Consultation Paper on “KYC of DTH Set Top Boxes” was held on 26<sup>th</sup> September 2019 at TRAI Headquarters, New Delhi.

- **Open House Discussions (OHD) on Draft Telecommunication (Broadcasting And Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019**

An Open House Discussion (OHD) on "Draft Telecommunication (Broadcasting And Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019" was held on 26<sup>th</sup> September 2019 in New Delhi.

- **Open House Discussions (OHD) on "Draft Regulation (Second Amendment) to the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017"**

An Open House Discussion (OHD) on "Draft Regulation (Second Amendment) to the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017" was held on 16<sup>th</sup> September 2019 in New Delhi.

## VII. OTHER ISSUES (BROADCASTING SECTOR)

- **Press Release dated 8<sup>th</sup> January 2019 on “Implementation of New Regulatory Framework for Broadcasting & Cable Services”**

It was brought to the notice of the Authority that certain rumours/messages are being floated that the implementation of the new framework has been postponed or stopped or is being modified. The Authority clarified that the new framework came into effect on 29<sup>th</sup> December 2018. The schedule of activities has been duly communicated to all the service providers for reaching out to the consumers and obtaining choices. All the service providers are again advised to strictly observe the timelines as provided in the migration plan dated 28<sup>th</sup> December 2018.

- **Press Release dated 10<sup>th</sup> January 2019 on “Consumer choices in the New Regulatory Framework for Broadcasting and Cable Services”**

The Authority noticed that several broadcasters were advertising their channels in the form of bouquets only. However, customer may note that they have option to choose channels on a-la-carte also. The maximum retail price (MRP) of a channel on a-la-carte can be viewed in the Electronic Programme Guide (EPG) or Menu of their TV screens. Distribution Platform Operator (DPO) such as Cable Operators, DTH operators may provide discount on the MRP displayed on the EPG. Every DPO has been requested to run Consumer Information channel preferably on channel No. 999 wherein consumer related information including the prices of channels on a-la-carte and bouquets are made available. Consumer has complete freedom to choose their desired 100 Standard Definition (SD) channels within the network capacity fee of maximum Rs. 130/- The desired channels could be in A-la-carte Free to Air channels or Pay channels or bouquet of pay channels or any combination thereof. The choice completely rests with the consumers.

DPOs are providing various options to consumers to exercise their choice. These methods may include:

- (a) Personal contact by Local Cable Operator
- (b) Calling on Call Centre Number
- (c) Using Mobile: App or through DPO Website

- **Press Release dated 24<sup>th</sup> January 2019 on Direction to Service Providers regarding Implementation of New Regulatory Framework for Broadcasting & Cable Services**

It was brought to the attention of the Authority, that certain rumors and misleading information is still being circulated contending that further extension of the time period for obtaining consumer choices is under consideration. The Authority reiterates that there is no reason to consider any extension in view of the significant momentum in obtaining the choices and the assurances of all the service providers. The subscribers who exercise their option within the prescribed time, will be migrated from 1<sup>st</sup> February 2019. All subscribers are requested to exercise their option immediately without waiting for last minute.

Incidences have also been brought to the notice of the Authority that some Multi Systems Operators (MSOs) in far-flung areas and smaller towns are not implementing the new regulatory framework in letter and spirit. The Authority reiterates that every Distribution Platform Owner (DPO) and the Broadcaster must implement the regulatory framework as per the press release dated 3<sup>rd</sup> July 2018. The Authority has issued an appropriate direction to all the DPOs (MSO/DTH/HITS/IPTV operators) and Broadcasters to this effect today i.e. on 24<sup>th</sup> January 2019.

Authority had been receiving hundreds of complaints intimating that one of the DTH (Direct to home) service provider is not providing options to its subscribers to exercise their choices and providing misleading information in regard to implementation of new framework. The Authority has taken up the matter. The said DTH operator has assured in writing that they will be complying with the new regulatory framework and will make the options available for obtaining the consumers choice. The Authority assures all the subscribers that all efforts are being made to

ensure that there is no inconvenience or any disruption of TV services due to the migration to the new regulatory regime.

- **Frequently Asked Questions on New Regulatory Framework**

`Frequently Asked Questions on New Regulatory Framework for B&CS in English & Hindi are made available on TRAI website. <https://channeltariff.traigov.in>. The same is being updated continuously.

- **Press Release dated 31<sup>st</sup> January 2019 on TRAI ushers in new era for TV viewers with effect from 1<sup>st</sup> February 2019**

The Authority has received requests seeking clarification with regard to second or additional TV connections by a subscriber. The Authority clarifies that the regulations provide for a capping (maximum limit) of Rs. 130/- as the Network Capacity fee for 100 SD channels with slabs of additional 25 channels in capping @Rs. 20/-. The distributor can devise their own plans/tariff within these caps and the regulations do not prohibit offering of discounts or lower network capacity fee for second/ additional connections. However, such discount shall be uniform in the target market area of respective distributor in compliance with the Regulations and Tariff Order.

- **Press Release dated 1<sup>st</sup> February 2019 on the simple way of selecting TV channels under new tariff framework**

To make the migration of the customers to the new regime, easy and convenient, the Authority has directed service providers to inform the customers using all available channels of communications such as call centers, website, web portal, advertisement and e-mail etc. and take necessary action in this regard. Under the new framework, the selection of channels and the consequent expenses to be borne depends solely on the choice exercised by customers. Any subscriber can select the channel of his/her choice by following simple steps as given here under:-

**Simple way of selecting TV channels**

- (a) Switch on your TV and start viewing all the channels one by one.
- (b) Note down the number and name of the channels which you want to see on a regular basis. You will find that many channels were neither requested by you nor were ever viewed by you. Do not include such channels in your list.
- (c) Send the list of selected channels to service providers using their website, app, call center or through cable operator immediately today itself.
- (d) Customer can add any channel any time and delete any channel from the list of the selected channel on monthly basis or at the end of subscription period. It is desirable that only those channels should be selected which are seen by the customer or the family members. Whenever customer wants to add, delete or change the list of selected channels, then the same can be done easily.
- (e) TV service providers are giving the price of pay channels on Electronic Programme Guide (EPG). Consolidated information of all pay channels and bouquets being offered is given on TV channel 999, in accordance with the rules.
- (f) Under the new regulatory framework customers are free to select TV channels of their choice. Under the old system, customer was fully dependent on the service provider for the same.
- (g) In the new framework, the customers will see what has selected and will pay only for the channels selected by him/her.
- (h) In the new framework, the total monthly bill of the customer will be under his/her control and likely to get reduced.

- (i) The customer can confirm the maximum payable amount for the selected channels using web-portal channel.traigov.in.
- (j) All bouquets of channels made as per old regulatory framework before 1<sup>st</sup> February 2019 will cease to exist in new framework. Consumers have to choose the channels of their choice. No old package can be afforded by service provider under the new framework.

- **Press Release dated 8<sup>th</sup> February 2019 on Network Capacity Fee (NCF) for Second/Additional Connection is not mandatory**

Few subscribers have raised the issue regarding the price of the second/multi TV connection at home. It has been clarified by the Authority that the Regulation provides a capping of Rs. 130/- as Network Capacity Fee (NCF) for 100 SD channels and Rs. 20/- for the slab of next 25 SD channels. Further, the regulation does not prohibit the service providers to offer discount or lower network Capacity Fee for second/additional connections in same location/home. However, it may be noted that such discount shall be uniform in the target market area of respective TV channel distributor and duly declared by the DPO (Distribution Platform Operator) on their website. Pursuant to the same now few service providers have started offering the discount/complete wave off of Network Capacity Fee (NCF) on second/additional TV connection in home.

Consumer has complete freedom to choose their desired 100 Standard Definition (SD) channels with the network capacity fee of maximum of Rs. 130/-. The desired channels could be in a-la-carte Free to Air channels or Pay channels or bouquet of pay channels or any combination thereof. The choice completely rests with the consumers.

- **Press Release dated 12<sup>th</sup> February 2019 on Implementation of New Regulatory Framework for Broadcasting and Cable Services**

A few cases have been reported recently where pay channels of the subscribers who have not exercised the options have been deactivated. Such incidences are causing hardship to the subscribers. The Authority has been emphasising time and again that no inconvenience should be caused to subscribers while they are migrated to the new framework.

The Authority noted that though the new framework promotes consumer choice and enables the subscribers to pay for what they wish to view but 'non-exercise of the option' should not create any inconvenience to the subscribers. Accordingly, the Authority requests all DPOs to create 'Best Fit Plan' for its subscribers who have not exercised their options yet.

The 'Best Fit Plan' shall be designed based on Consumers' usage pattern and language spoken. It should preferably be a blended combination of various Genres, while making 'Best Fit Plan' for a subscriber, DPOs should ensure that payout per month of the 'Best Fit Plan' generally does not exceed the payout per month of existing tariff plan of the subscriber.

DPOs should continue to provide various user-friendly methods to subscribers to exercise their choice. These methods may include personal contact by Local Cable Operator, calling on Call Centre Number, using Mobile Apps or through Website. DPOs should also continue to generate awareness among the subscribers regarding new Regulatory framework, its benefits and methods to exercise the option to choose the channels of their choice.

The Authority further reiterates that subscribers who have taken long term packs will continue to avail the services for the contracted period. However, they have freedom to choose the channels of their choice under the new regulatory framework and in case if they exercise this option, money for the remaining period shall be adjusted for their future use.

In view of the larger public interest, the Authority directs all DPOs that those subscribers who do not exercise their options shall be migrated to a 'Best Fit Plan'. As per this press release DPOs are required to migrate the subscribers, who have not exercised their options, to 'Best Fit Plan' at the earliest. Subscribers who have already exercised their option, must be continued in their chosen new tariff plan. Subscribers can change their 'Best Fit Plan' to his/her chosen plan (opted channels/Bouquets) at any time up to 31<sup>st</sup> March 2019.

- **Press Release dated 25<sup>th</sup> February 2019 on Non-transmission of India-Australia recent Cricket T20I/ODI matches over Cable Networks**

The Authority has been drawn to the reports circulating in certain sections of the media and other social platforms i.e. on 24<sup>th</sup> February 2019 that the recent T20I Cricket matches being played between India and Australia are not telecasted by the Cable Networks because of the implementation of the new regulatory framework prescribed by TRAI.

It is hereby clarified through this press release that the new regulatory framework of TRAI has, in no way, inhibited or restricted the telecast of India and Australia T20I cricket match. The said transmissions are governed by the Hon'ble Supreme Court judgement dated 22<sup>nd</sup> August 2017 in the Civil Appeal NO.(s) 10732-10733 OF 2017 [arising out of the SLP(Civil)Nos. 4574- 4575 OF 2015, between Union of India vs BCCI & Others], which, inter alia, directed as under:

On the basis of the above discussions, we, therefore, come to the conclusion that under Section 3 of the Sports Act, 2007 the live feed received by Prasar Bharati from content rights owners or holders is only for the purpose of re-transmission of the said signals on its own terrestrial and DTH networks and not to Cable Operators so as to enable the Cable TV operators to reach such consumers who have already subscribed to a cable network.”

In view of the aforesaid decision of the Hon'ble Supreme Court, MIB issued a Notice dated 12<sup>th</sup> April 2018, asking all OPOs to display a caption, during the live broadcast of sports events of national importance, on DD Sports channel that "The match/game can be viewed in free-to-air mode on DD Sports Channel, on DD Free Dish and DD's terrestrial network". Therefore, the distribution platform operators (OPOs) have to switch off the DD Sports channel from their Cable Networks during the period of the matches under the recent India-Australia T20I and ODI series.

The non-availability or non-transmission of the recent cricket matches (T20I & ODI) being played between India and Australia over the Cable Networks has nothing to do with implementation of new regulatory framework of TRAI for broadcasting and cable services. Therefore, the rumours circulating in some sections of the Press or in social media platforms holding TRAI Regulations responsible for non-transmission of the cricket matches in Cable Networks are baseless and incorrect.

- **TRAI on 23<sup>rd</sup> April 2019 released White Paper on “the benefits of 'New Framework' for Small MSOs”**

TRAI on 23<sup>rd</sup> April 2019 released White Paper on “the benefits of 'New Framework' for Small MSOs”. In summary, the White Paper highlights the issues that were faced by small MSOs and the remedies provided through new framework. The gist of the paper is as follows: -

Ministry of Information and Broadcasting (MIB) amended the Cable Television Act 1995, in 2011 as per recommendations of TRAI to introduce Digital Addressable System (DAS) in a phase-wise manner. DAS implementation started in 2012 and has culminated in March 2017 across the country. The technological developments as a result of introduction of DAS enabled long distance transmission television content, thereby promoting consolidation in the distribution. This resulted in advent of large multi-city, multi-state Multi-Systems Operators (MSOs). There were commercial reasons also behind the development of large MSO. The broadcasters provided the Television channels to different DPOs (MSOs, DTH, HITS or IPTV operators) based on mutual negotiations. The size of MSOs in the market mattered most, and large operators were able to get better deals from the broadcasters.

TRAI after due consultations and analysis has carried out a comprehensive regulatory overhaul and notified the new regulatory framework comprising of The Interconnection Regulations 2017, The Quality of Service Regulations 2017 and Tariff Order 2017. The 'New Framework' promotes the consumer interest. Making the choices available to consumer and a consumer paying only for what she/ he chooses to watch is the fulcrum of the new framework. The framework prescribes non-discrimination and transparent interconnection based on published reference interconnect offer (RIO). Any negotiation dehors the RIO is forbidden.



The 'New Framework' by its design creates a level playing field among various players. The framework benefits the small and medium MSOs with provisions that prescribe non-discrimination, transparent terms and conditions, transparent distribution fee and standard discount structure based on quantifiable parameters. The comprehensive effect of 'New framework' is very positive for small and medium MSOs. There are numerous clauses that address the issues being faced by such small MSOs in previous regime. The 'New Framework' promotes level playing field and provide equal opportunities to all types of stakeholders. It provides certainty of provisioning of TV channels within a prescribed timeframe, thereby ensuring viability of small and medium MSOs.

- **Letter dated 7<sup>th</sup> October 2019 issued to DPOs for the standard information to be displayed on Channel No. 999 and facility of ADD/DROP of channels through SMS**

Through this letter TRAI mandated every distributor of television channels to display information on the channel no. 999 and provide facility of ADD/DROP of channel to the subscribers through SMS. This has been done for the convenience of the subscribers who are not IT savvy.

- **TRAI's letter dated 11<sup>th</sup> October 2019 issued to DPOs regarding minimum Specifications/ Functionality for DPOs Website and Mobile app**

Through this letter, TRAI directed all DPOs to ensure that their website and mobile app meets minimum specification/functionality as prescribed by the Authority to enable consumers to have ease in selection of channels and bouquet.

- **TRAI letter dated 22<sup>nd</sup> October 2019 to DPOs regarding API Specifications**

TRAI on 9<sup>th</sup> October 2019 released Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019. In the explanatory memorandum to the above said regulation it has been also mentioned that the Authority is in the process of finalising the API Specifications which will be communicated separately to the DPOs.

Through this letter, the Authority finalised the API specifications and directed the DPOs to share the URLs of production APIs as envisaged in API specification document.

- **Empanelment of Auditors to carry out of Digital Addressable Systems issued on 31<sup>st</sup> October 2019**

TRAI has empaneled 14 Auditors to carry out audit of Digital Addressable Systems. The list of the same is available on TRAI's website.

- **International Training Programme on "Emerging Trends in Broadcasting", India, jointly organized by Telecom Regulatory Authority of India (TRAI) and International Telecommunication Union (ITU) held during 9<sup>th</sup> October 2019 to 11<sup>th</sup> October 2019 in New Delhi**

ITU and TRAI had jointly organized an International Training Program during 9<sup>th</sup> -11<sup>th</sup> October 2019 in New Delhi on "Emerging Trends in Broadcasting". TRAI has collaborated with ITU in conducting many such international training programmes in the past on various telecom subjects. However, this was the first of its kind of event on emerging trends in broadcasting by ITU and TRAI with the focus on the subject of OTT.

- **The Telecommunication (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual dated 8<sup>th</sup> November 2019**

TRAI on 8<sup>th</sup> November 2019, released the Telecommunication (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual. This manual is the result of the synthesis of all comments, suggestions of BECIL and final analysis by Telecom Regulatory Authority of India. The Audit Manual will be a guidance document for the audit process as it specifies step-by-step process in simple language. The manual does not supersede any provision of the extant regulations.



## VIII. ISSUES RELATED TO GENERAL ADMINISTRATION

### Commemoration of Yoga Day

5<sup>th</sup> International Yoga Day was celebrated in TRAI with great enthusiasm. Two Yoga sessions of one-hour duration each, one on 20<sup>th</sup> June 2019 and another on 21<sup>st</sup> June 2019 were organised in TRAI office. A yoga-instructor from Morarji Desai National Institute of Yoga was engaged for conducting the Yoga sessions. A Seminar was also held on “Yoga & Diet”. To encourage the officials of TRAI to adopt yoga in their lifestyle, Yoga T-shirts and Yoga mats were distributed.



### **Observance of the Martyrs Day**

On 30<sup>th</sup> January 2019, two minutes silence was observed at 11.00 AM in TRAI in memory of those who sacrificed their lives for freedom struggle.

### **Commemoration of Sadbhavana Diwas in TRAI**

Every year on 20<sup>th</sup> August the birth anniversary of Late Prime Minister, Shri Rajiv Gandhi is observed as Sadbhavana Diwas all over the country. The aim of Sadbhavana Diwas is to promote National Integration and Communal Harmony amongst people of all religions, languages and regions. The idea behind observing Sadbhavana Diwas is to eschew violence and to promote goodwill among the people. The occasion was commemorated by organizing Sadbhavana Pledge in TRAI on 20<sup>th</sup> August 2019.





### **Commemoration of 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi**

Ministry of Culture has directed to commemorate the 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi for a period of two years from 2<sup>nd</sup> October 2018 to 2<sup>nd</sup> October 2020. A Logo to mark the occasion was also released by Ministry of Culture. In TRAI commemoration of 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi is being celebrated in phased manner and as its first phase, Logo released by M/o Culture was adopted for use on TRAI website and on all printed materials/stationary items.

### **Commemoration of International Women's day**

Every year, TRAI commemorates International Women's Day on 8<sup>th</sup> March. This year also a function was organized on 8<sup>th</sup> March 2019.



### Campaign on “Swachhta hi Sewa”

A campaign on “Swachhta hi Sewa” was organised in TRAI from 11<sup>th</sup> September 2019 to 2<sup>nd</sup> October 2019. During this period, with the aim to spread awareness about plastic, a “Shramdaan Campaign” for plastic waste collection around TRAI premises was organized. The theme of this year Campaign “Say no to plastic”, was popularized by adopting various measures and by spreading awareness through banners, Jute bags and T-shirts.





### **Commemoration of Rashtriya Ekta Diwas (National Unity Day)**

The birth anniversary of Sardar Vallabh Bhai Patel was celebrated all over the country as Rastriya Ekta Diwas on 31<sup>st</sup> October 2019. The occasion provides us an opportunity to reaffirm the inherent strength and resilience of our nation to withstand the actual and potential threats to the unity, integrity and security of our country. To mark the occasion, a pledge taking ceremony was organised in TRAI office.



### Commemoration of Swachhta Pakhwara

In the year 2019, Swachhta Pakhwara was organised from 16<sup>th</sup> November 2019 to 30<sup>th</sup> November 2019. As per the action plan approved by DoT, swachhta activities viz Swachhta pledge, cleanliness drive in TRAI premises, hygiene awareness camp at MCD School and lecture on general cleanliness including personal hygiene and office cleaning, were carried out during Swachhta Pakhwara.





### **Commemoration of Samvidhan Divas**

The Samvidhan Divas was commemorated in TRAI on 26<sup>th</sup> November, 2019 to commemorate the adoption of the Constitution of India. To mark the occasion the Preamble to the Constitution was read out.

### **Details of activities conducted by Rajbhasha Section**

In order to continuously increase the use of Hindi in the day-to-day work of the office, an incentive scheme called "Annual Incentive Scheme" has been implemented in TRAI for the last ten years for officers / employees. Under this scheme, 10 cash prizes are awarded every year to officers / employees for carrying out the office work in Hindi during the plan period. This scheme has proved to be very popular and effective among employees and employees are encouraged to do most of their work in Hindi throughout the year to participate in this incentive scheme.

To make officers / employees aware of Official Language Hindi and to do more and more work in Hindi and simplify the work of noting and drafting in Hindi, workshops are held regularly. During the period under report, Hindi workshops were held in TRAI on 13<sup>th</sup> February 2019, 28<sup>th</sup> June 2019 and 12<sup>th</sup> September 2019.

In compliance with the instructions received from Department of Official Language (Ministry of Home Affairs) and Department of Telecommunications, "Hindi Pakhwara" was organized in TRAI from 01<sup>st</sup> September 2019 to 15<sup>th</sup> September 2019. During this period various Hindi competitions such as - Hindi story writing / story extension, Hindi dictation and calligraphy, Hindi noting and drafting, Hindi parabolic words, Hindi essay writing (for both Hindi language and non-Hindi language) and Hindi poetry recitation competition were organized.





## List of COPs during the period from 01.01.2019 to 31.12.2019

SNO	PLACE OF COPs	Date
1	Faridabad (Haryana)	11.01.2019
2	Chikodi (Karnataka)	23.01.2019
3	Pratapgarh (Rajasthan)	12.02.2019
4	Raichur (Karnataka)	18.02.2019
5	Mandi (Himachal Pradesh)	28.02.2019
6	Narmada (Gujarat)	02.03.2019
7	Kanchipuram (Tamil Nadu)	13.03.2019
8	Anakapalli (Andhra Pradesh)	14.03.2019
9	Moirang, Bishnupur (Manipur)	15.03.2019
10	Kashipur (Uttarakhand)	18.03.2019
11	Rewari (Haryana)	18.03.2019
12	Khowai (Tripura)	19.03.2019
13	Warangal (Telangana)	19.03.2019
14	Ghaziabad (Uttar Pradesh)	02.05.2019
15	Narnaul (Haryana)	09.05.2019
16	Bareilly, Distt Raibareilly (Madhya Pradesh)	10.05.2019
17	Dungarpur (Rajasthan)	16.05.2019
18	Kawardha (Chhattisgarh)	21.05.2019
19	Leh (Ladakh)	27.05.2019
20	Nalbari (Assam)	31.05.2019
21	Panaji (Goa)	06.06.2019
22	Nongpoh (Meghalaya)	13.06.2019
23	Fazilka (Punjab)	14.06.2019
24	Nalgonda (Telangana)	17.06.2019
25	Haridwar (Uttarakhand)	20.06.2019
26	Shimoga (Karnataka)	21.06.2019
27	Ahmedabad (Gujarat)	22.06.2019
28	Srikalahasti (Andhra Pradesh)	27.06.2019
29	Hathras (Uttar Pradesh)	27.06.2019
30	Guwahati (Assam)	27.06.2019
31	Balurghat, Dakshin Dinajpur (WB)	16.07.2019
32	Ongole (Andhra Pradesh)	18.07.2019
33	Daman (U.T.)	24.07.2019
34	Orchha (M.P.)	25.07.2019
35	Bongaigaon (Assam)	25.07.2019
36	Rajouri (J&K)	29.07.2019



37	Vizianagaram (Andhra Pradesh)	01.08.2019
38	Coonoor (Tamilnadu)	08.08.2019
39	Davanagere (Karnataka)	08.08.2019
40	Washim (Maharashtra)	21.08.2019
41	Seraikela (Jharkhand)	21.08.2019
42	Baloda Bazar (Chhattisgarh)	22.08.2019
43	Jhalawar (Rajasthan)	28.08.2019
44	Puducherry (Puducherry UT)	29.08.2019
45	Janakpuri (Delhi)	30.08.2019
46	Malout, Muktsar Sahib (Punjab)	04.09.2019
47	Medinipur (West Bengal)	04.09.2019
48	Fatehpur (Uttar Pradesh)	05.09.2019
49	Tumkur (Karnataka)	13.09.2019
50	Bhubaneswar (Odisha)	19.09.2019
51	Junagarh (Gujarat)	20.09.2019
52	SangaReddy (Telangana State)	26.09.2019
53	Katni (Madhya Pradesh)	26.09.2019
54	Kozhikode (Kerala)	26.09.2019
55	Kailashahar (Tripura)	22.10.2019
56	Karimnagar (Telangana)	31.10.2019
57	Kottayam (Kerala)	13.11.2019
58	Bahraich (U.P.)	14.11.2019
59	Kangra (HP)	15.11.2019
60	Alwar (Rajasthan)	18.11.2019
61	Roorkee (Uttarakhand)	20.11.2019
62	Tirupati (Andhra Pradesh)	20.11.2019
63	Pasighat (Arunachal Pradesh)	21.11.2019
64	Malappuram (Kerala)	25.11.2019
65	Katihar (Bihar)	26.11.2019
66	Gurgaon (Haryana)	29.11.2019
67	Hassan (Karnataka)	02.12.2019
68	Dibrugarh (Assam)	03.12.2019
69	Mansa (Punjab)	04.12.2019
70	Kolar (Karnataka)	04.12.2019
71	Baikunthpur, Dist.- Koriya (C.G.)	05.12.2019
72	Palghar (Maharashtra)	12.12.2019
73	Chengalpattu (Tamilnadu)	20.12.2019
74	Gir Somnath (Gujarat)	20.12.2019
75	Howrah (West Bengal)	26.12.2019





## **Telecom Regulatory Authority of India**

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