



Telecom Regulatory Authority of India



**Recommendations on Sale/Rent of International Roaming
SIM Cards/Global Calling Cards in India**

New Delhi

09.05.2016

Telecom Regulatory Authority of India
Mahanagar Door Sanchar Bhawan,
Jawahar Lal Nehru Marg,
Next to Dr. Zakir Hussain College,
New Delhi – 110002

Recommendations on Sale/Rent of International Roaming SIM Cards/Global Calling Cards in India

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Introduction

1. International SIM Cards/Global Calling Cards provide an option to the mobile consumers to avail mobile services outside the country without having to pay premium roaming rates. International calling cards came to life in Europe in the mid-Seventies. Calling cards took another 11 years to reach the US. Since then the calling card and phone card industry has grown exponentially worldwide. Today, the prepaid international calling card is sold in over 185 countries around the world. In India, such service providers are required to take “No Objection Certificate” from the Department of Telecom (DoT). The DoT has granted “No Objection Certificates” to 38 firms for offering sale/rent of International SIM Cards/Global Calling Cards as on 17.4.2015. The services are generally availed by individuals who intend to travel outside India for a short period of time as using a global/country specific SIM card is presumably much cheaper than to avail international roaming services of the licensed Indian mobile TSPs. The types of International SIM Card/Global Cards offered by these firms are as under:
 - Country specific cards
 - Global cards (Principal Company-USA/UK based)
2. The Authority has not been monitoring these services as these firms do not fall under the ambit of TRAI Act, 1997. These firms merely hold an NOC for sale/rent of global SIM cards which are used outside the geographical boundaries of India. Details of firms which currently hold an NOC from Department of Telecom are available at **Annexure A**.
3. The terms and conditions of the NOC are as under:
 - Cards shall be offered to Indian Customers for use only outside India. Emergency calls permitted for 48 hours prior to departure from India and 24 hours after arrival in India.

- Test calls/Emergent calls made from India through calling cards to be international roaming calls.
- Proper verification of users for authenticity before renting/selling calling cards. Copy of passport including valid visa of customer to be obtained.
- Complete details of global cards, with contact details, to be provided to the designated security agencies on monthly basis.
- All types of clearances to be duly taken by the company.
- Traffic originated in other country for termination in India to be routed through the valid ILD licensees/valid ILD gateways.
- Adherence to the time limit of activation of cards by the Company selling/renting SIM/Calling cards failing which a fine of Rs. 500/- per hour for each card for every extra hour of activation to be imposed.

Cause of action

4. In the recent past, TRAI had received a number of complaints from consumers against these firms. The complaints are mostly related to billing and overcharging. A close scrutiny of the complaints reveal that majority of complaints are related to hefty charges levied on customers for accessing data services in the foreign land. In all such cases, customers had refuted the claims made by the operator and denied having accessed the data services. Since TRAI Act only mandates to regulate the services provided by a licensee, the Authority, in the interest of the consumers, decided to undertake an examination of the mode of delivery of services, consumer grievances and its redressal by such firms and make recommendations to the Government to ensure their orderly functioning.
5. Accordingly, a questionnaire was forwarded to all 38 operators (as on 17.4.2015) vide letter dated 19.5.2015 and all were requested to submit their response to the questionnaire latest by 20.6.2015 (Annexure B). The information sought mainly related to transparency in offers, services and consumer grievance redressal mechanism etc. Out of the 38 operators, only 17 have sent in their response.

Analysis of response to the questionnaire

6. Analysis of the responses to questionnaire received from the service providers was carried out and the main observations are given below:

- (i) Some service providers (including a major player) do not publish the tariffs on their website.
- (ii) There is no uniformity in the procedure to resolve consumers' grievances. Most operators provide either of the following supports or a combination of the same:
 - Local helpline number
 - E-mail support
 - International Toll free number
 - National Toll free number
 - SMS support
- (iii) Only a few of the operators claimed to have an escalation matrix if the grievance of a customer is not resolved immediately.

7. Accordingly, **The Authority recommends that:**

- (a) **Tariff plan along with the terms and conditions, contact details in India and the visiting country should be provided at the time of handing over the SIM to the customer.**
- (b) **All applicable tariff rates should also be available under the link 'Tariff Plans' on main page of their website. Contact details should also be displayed on their website under the link 'Contact us'.**
- (c) **Customer care service should also be developed and offered preferably free of charge or at nominal charge (not more than applicable local call charges) which should also be informed transparently.**
- (d) **Upon reaching the country of destination, the consumer shall be provided toll free customer care service by the foreign partner with whom the Indian NOC holder has commercial agreement with.**

8. Transparency in Billing Charges – The response provided by the service providers pointed to providing following measures:
- Billing details can be viewed on the website
 - Introduction of Prepaid International roaming SIM/Prepaid Global calling cards
 - Bills issued with itemized details
9. It is observed that there is no uniformity in transparency of billing charges as each firm has its own version of transparency. While some operators are issuing hard copies of the bills, some provide online access to customers accounts with only a few providing itemized bills.
10. **The Authority, therefore, recommends that:**
- (a) **The postpaid customer should be issued an itemized bill for chargeable or bundled free usage service in hard copy or electronic form which shall clearly bring out the following information:**
- **Date, time, pulse and actual rate of outgoing/incoming calls and**
 - Date, time and actual rate of SMS usage**
 - **Date, time, data used (Kilobytes) and rate charged for data usage**
 - **Any other type of usage**
- (b) **In case of prepaid customers such details shall be provided on request for a pre determined reasonable fee.**

Analysis of complaints

11. Most complaints centered around data usage where the customer had been billed for the same even though they denied having accessed data services. The complainants also mentioned late billing (approx 45 days after the completion of journey), non-intimation of tariff plan before the commencement of journey, exorbitant charging for accessing data services etc.

12. **The Authority, therefore, recommends that:**

- (a) **The itemized bill shall be provided within 10 days of the date of culmination of the journey. If the journey is undertaken for a period exceeding 30 days then the itemized bill shall be generated in 30 days cycle from the date of the commencement of the journey and provided to customer within 10 days.**
- (b) **The customer should be given the option by the firm to choose a data service or a voice service or combination of both.**
- (c) **In respect of a postpaid connection, there shall be a credit limit which may be fixed as per the customers requirement and customer be transparently informed of the same. The customer shall be informed through SMS/USSD message upon reaching 70% of the credit limit. If the credit limit is breached the services should be barred till such time the customer deposits the necessary amount with the operator.**

Conclusion

13. The purchase or renting of global SIM cards/country specific SIM cards is availed by a specific group of customers who need to travel outside India for short durations. These cards are normally purchased/rented by the customers just before embarking on a journey. It is therefore imperative that steps are taken to protect the interests of such customers. The following areas need to be strengthened to protect the customers:

- (i) The holder of NOC should be made answerable to TRAI.
- (ii) Billing and consumer redressal mechanism should be strengthened by the operators.

14. **The Authority, therefore, recommends that:**

- (a) **The holder of NOC for sale/rent of international SIM card should be answerable to TRAI. The terms and conditions of NOC should be**

suitably modified to make the firms providing sale/rent of global or country specific SIM cards responsive to TRAI by adding a clause

‘To provide information to Telecom Regulatory Authority of India(TRAI) as may be called for from time to time.’

- (b) Billing and consumer redressal mechanism of the NOC holder should be strengthened to enable time bound resolution of billing grievance by the operator within a period of 30 days.**

Summary of Recommendations

- 1. Tariff plan along with the terms and conditions, contact details in India and the visiting country should be provided at the time of handing over the SIM to the customer.**
- 2. All applicable tariff rates should also be available under the link 'Tariff Plans' on main page of their website. Contact details should also be displayed on their website under the link 'Contact us'.**
- 3. Customer care service should also be developed and offered preferably free of charge or at nominal charge (not more than applicable local call charges) which should also be informed transparently.**
- 4. Upon reaching the country of destination, the consumer shall be provided toll free customer care service by the foreign partner with whom the Indian NOC holder has commercial agreement with.**
- 5. The postpaid customer should be issued an itemized bill for chargeable or bundled free usage services in hard copy or electronic form which shall clearly bring out the following information:**
 - Date, time, pulse and actual rate of outgoing/incoming calls**
 - Date, time and actual rate of SMS usage**
 - Date, time, data used (Kilobytes) and rate charged for data usage**
 - Any other type of usage**
- 6. In case of prepaid customers such details shall be provided on request for a pre determined reasonable fee.**
- 7. The itemized bill shall be provided within 10 days of the date of culmination of the journey. If the journey is undertaken for a period exceeding 30 days then the itemized bill shall be generated**

in 30 days cycle from the date of the commencement of the journey and provided to customer within 10 days.

8. The customer should be given the option by the firm to choose a data service or a voice service or combination of both.
9. In respect of a postpaid connection, there shall be a credit limit which may be fixed as per the customers requirement and transparently informed. The customer shall be informed through SMS/USSD message upon reaching 70% of the credit limit. If the credit limit is breached the services should be barred till such time the customer deposits the necessary amount with the operator.
10. The holder of NOC for sale/rent of international SIM card should be answerable to TRAI. The terms and conditions of NOC should be suitably modified to make the firms providing sale/rent of global or country specific SIM cards responsive to TRAI by adding a clause
‘To provide information to Telecom Regulatory Authority of India (TRAI) as may be called for from time to time.’
11. Billing and consumer redressal mechanism of the NOC holder should be strengthened to enable time bound resolution of billing grievance by the operator within a period of 30 days.

List of NOC for Sale / Rent of International SIM Card / Global Calling cards of Foreign Operator in India

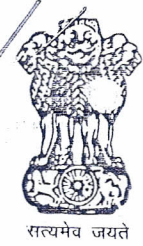
As on 31.07.2015

Sl. No.	Name and Address of the Company	NOC valid Upto
01.	M/s. Lyca Telecom Pvt. Ltd., New no.5, Old no. 2,9 th Avenue, Ashok Nagar, Chennai-600083.	01.01.2018
02.	M/s. Aryans E-World Pvt. Ltd., 10-A Vishwakarma Park, Laxmi Nagar , Delhi-110092.	05.01.2018
03.	M/s Global SIM Pvt. Ltd., CB -202 2 ND FLOOR Pvt No. Flate 202 Ring Road Naraina Near Petri PUMP New Delhi-110028	05.01.2018
04.	M/s BIRDS Telebyte Pvt. Ltd., 509 Vakratund Corporate Park, Goregaon (East), Vishweshwar Nagar Mumbai-400063.	05.01.2018
05.	M/s Telecrest Cellular Service Pvt. Ltd.,106 ANSAL BHAWAN 16 KG Marg, Connaught Place, Delhi-11000150	05.01.2018
06.	M/s Go Talk Mobiles Private Ltd Door No.4/398, FEROPLAY Complex, P.O. Karad Paramba, Via Farook College Mallapuram Kerala-673632.	29.01.2018
07.	M/s Jaxter Technology Pvt. Ltd., 228, Pragati Industrial Estate, N.M. Joshi Marg, Lower Parel (E),Mumbai-400 011.	10.02.2018
08.	M/s Roam1 Telecom Limited, B-236, Gate No. 6, 1 st Floor, Okhla Industrial Area, Phase-I, New Delhi-110 020.	22.04.2018
09.	M/s. Value Roam Telecast Pvt. Ltd ECO Space IT Park,401,B-238, 4 th Floor, Old Nagardas Road, Mogra Village Andheri(E),Mumbai-400069	22.04.2015
10.	M/s 360 Global Mobile Pvt. Ltd., Office No.9&10, 1 st Floor, D- Wing,, New Elco Arcade , Hill Road, Bandra (W), Mumbai-400050.	15.04.2018
11.	M/s Global Hello Pvt. Ltd., S-210,2 nd Floor,Nipun Plaza, Sector -4 Vaishali, Gaziabad-201010 (UP)	08.05.2015
12.	M/s. Medinyx Software Solution Pvt Ltd,S-490-A,Greater Kailash Part-I, Delhi-110048	17.05.2018
13.	M/s. SNSGAP International Services Pvt. Ltd., H-43, 3 rd Floor, Sector 63, Noida-201301 (UP)	18.05.2018
14.	M/s Hitmax Industries Pvt. Ltd., SS-1/388, Sector A, Aliganj, Sitapur Road Yojna, Lucknow- 226021.	23.05.2017
15.	M/s Sonera Trading Pvt. Ltd.,48/1447, Paul Nagar,Calicut,Kerala-673006	19.06.2015
16.	M/s Aryatech Communications Pvt. Ltd., 275, Old Kashinath Bhawan, M.I. Road, Jaipur-302001.	27.06.2017
17.	M/s Viva Communications Pvt. Ltd.,24, Ethiraj Salai, Wellingdon Estate No.7, 3 rd Floor, Egmore, Chennai-600 008.	30.06.2017
18.	M/s Supama Forex Pvt. Ltd.,A/7, Bharat Nagar, Grant Road,Mumbai-400 007.	18.06.2017
19.	M/s Friscon Telecom Pvt. Ltd., 701, Asmita Abhisek Bld, Opp. Radha Krishna School, Sunder Nagar, Malad-West,Mumbai-400064.	18.06.2017
20.	M/s. Talk More Communications Pvt. Ltd., SCO 829-830, Sector 22A Chandigarh-160022.	07.07.2017
21.	M/s Matrix Cellular (International) Services Pvt. Ltd., 7, Khullar Farms, Mandi Road, Mehrauli, New Delhi-110030.	21.07.2017

S. No.	Name and Address of the Company	NOC valid Up To
22.	M/s Uniconnect SIM Pvt. Ltd., 602-604, Midas Chambers, Plot No A-11, Opp. Laxmi Ind. Estate, OFF-Link Road, Andheri (West), Mumbai-400053.	05.07.2017
23.	M/s GG telecrest Pvt. Ltd., 102, Ansal Bhawan, 16-K.G.Marg, New Delhi-110 001.	04.07.2017
24.	M/s Seven Telecom Pvt. Ltd., 401/408 Aditya, Behind Abhijeet-1, Mithakhali Six Roads, Ellisbridge, Ahmedabad-380006.	28.08.2017
25.	M/s Stay Connect Cellular Services Pvt. Ltd., Flat No.33, Plot No. E-12, Imperial-II, Royal Garden Estate, Sector-61, Noida, U.P-201301.	22.08.2017
26.	M/s Touchpoint Services Pvt Ltd, SCO 11-12, 2 nd Floor, Sector-15 Part-2, Gurgaon-1	07.08.2017
27.	M/s Falcon Business Resources Pvt. Ltd., D-1588, Okhla Industrial Area, Phase-I, New Delhi-110020.	19.09.2017
29.	M/s Earthroam Pvt. Ltd., C-152, Phase-II, Chattarpur Enclave, New Delhi-110074.	27.09.2017
30.	M/s Lebara Mobile Private Ltd., FM House, 302, Anna Salai, Teynampet, Chennai-600006	27.09.2017
31.	M/s Reliance Webstore Limited, 15 th Floor, Vijaya Building, 17, Barakhamba Road, New Delhi-110001.	29.09.2017
32.	M/s.Trump Tele Ventures Pvt Ltd, New Excelsior Building, 6 th Floor, A.K.Nayak Marg, Fort MUMBAI-400001.	14.10.2017
33.	M/s Tsim Communication Services Pvt. Ltd., 402, 4 th Floor, Dosti Tulip Building, Dosti Acres, SMD Road, Wadala(E), Mumbai-400 037.	03.10.2017
34.	M/s Peak Mobiles India Pvt. Ltd., 15B, Trinity Castle, Edappally, Kochi-682024.	23.10.2017
35.	M/s. One world Teleservices Pvt. Ltd, Khasara No. 261, Ground Floor, Westend Marg, Kohinoor Enclave Saidulabad, Delhi-110074	22.10.2017
36.	M/s Roam Free Cellular Pvt. Ltd., A-47, Lower Ground Floor, Hauz Khas, New Delhi-110016.	13.11.2017
37.	M/s. Three Spark Telecommunications Pvt Ltd, 204-B, Sudarshan Apartments, Behind Spencer, Daily, Karve Nagar, Pune-411502	18.11.2017
38.	M/s Globus Roaming Services Pvt. Ltd., E-95, Greater Kailash-II (FF), New Delhi-110048.	01.12.2017
39.	M/s KSquare Telecom Pvt. Ltd., 3-11-129 RTC Colony, L.B.Nagar, Hyderabad-74.	18.12.2017
40.	M/s Muni's Telekom Pvt. Ltd., B/107, Koldogri CHS Ltd., 1 st Floor, Parsi Wada, Sahar Road, Andheri (East), Mumbai-400 099.	01.12.2017
41.	M/s. Samridhi Suntel Services Pvt Ltd, G-20, 3 rd Floor, Main Market, Shakarpur, Delhi-92.	18.12.2017
42.	M/s Interface Destination Pvt Ltd, 11/158 Basement Malviya Nagar, New Delhi-110023	25.12.2017
43.	M/s ISE Cards India Limited, 3/106, Vivek Khand, Gomti Nagar, Lucknow-226010	30.12.2014
44.	M/s Rajeshwari Communication Infra Private Limited., 1-1-336/95, Viveknagar, Chikkadpally Hyderabad-500020, Andhra Pradesh.	27.07.2018

Note: The request of Renewal of NOC at Sl. 09, 11, 15 & 43, are under examination. Renewal of NOC would be considered only after the fulfilment of Terms & Condition of renewal of NOC.

Annex-B



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार/Government of India



महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
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File No. 402-6/2015-NSL-I

Dated:19.05.2015

To

All International Sim Card/ Global Cards Providers
(List Attached)

Sub: Sale/Rent of International SIM Cards/ Global Calling Cards in India.

1. There have been increasing instances of consumer complaints regarding International SIM Cards/ Global Calling Cards. One of the key players in this field has also approached this office with certain suggestions for improvement in this sector.
2. In order to take a holistic view on the issue it is proposed to gather information/ suggestions/ views from the stakeholders. A questionnaire in this regard is attached.
3. You are requested to submit your reply latest by 20th June, 2015 failing which it will be considered that there is nothing to contribute on your part.

(Kapil Handa)
Col.

Joint Advisor-V (NSL-I)

Encl: Questionnaire

**Questionnaire related to International SIM Card/
Global Cards in India**

Sl. No.	Questions
1.	What is the procedure to resolve any consumers' grievances especially once the consumer has purchased the card in India and reached the country of visit?
2.	How many types of International SIM Card/ Global Cards are marketed by you? Whether these are international or country specific?
3.	What is the address of your website? Whether all information related to the service provided is available on your website?
4.	What is your customer care service Number? Whether this no. is nationally / internationally toll free?
5.	For how many countries, International SIM services are provided by you?
6.	What measures have been taken by you to satisfy the consumer about the transparency in billing charges?

Operators in India. As on 17.04.2015.

Sl.No.	Name & Address of the Company	NOC valid up to
1.	M/s Lyca Telecom Pvt. Ltd., New no.5, Old no. 2, 9 th Avenue, Ashok Nagar, Chennai-600083.	01.01.2018
2.	M/s Jaxter Technology Pvt. Ltd., 228, Pragati Industrial Estate, N.M. Joshi Marg, Lower Parel (E), Mumbai-400 011.	10.02.2018
3.	M/s Global Hello Pvt. Ltd., S-210, 2 nd Floor, Nipun Plaza, Sector - 4 Vaishali, Gaziabad-201010 (UP)	08.05.2015
4.	M/s Sonera Trading Pvt. Ltd., 48/1447, Paul Nagar, Calicut, Kerala-673006	19.06.2015
5.	M/s Aryatech Communications Pvt. Ltd., 275, Old Kashinath Bhawan, M.I. Road, Jaipur-302001.	27.06.2017
6.	M/s Viva Communications Pvt. Ltd., 24, Ethiraj Salai, Wellington Estate No.7, 3 rd Floor, Egmore, Chennai-600 008.	30.06.2017
7.	M/s Supama Forex Pvt. Ltd., A/7, Bharat Nagar, Grant Road, Mumbai-400 007.	18.06.2017
8.	M/s Friscon Telecom Pvt. Ltd., 701, Asmita Abhishek Bld, Opp. Radha Krishna School, Sunder Nagar, Malad-West, Mumbai-400064.	18.06.2017
9.	M/s Uniconnect SIM Pvt. Ltd., 602-604, Midas Chambers, Plot No A-11, Opp. Laxmi Ind. Estate, OFF-Link Road, Andheri (West), Mumbai-400053.	05.07.2017
10.	M/s GG Telecrest Pvt. Ltd., 102, Ansal Bhawan, 16-K.G.Marg, New Delhi-110 001.	04.07.2017
11.	M/s. Talk More Communications Pvt. Ltd., SCO 829-830, Sector 22A Chandigarh-160022.	07.07.2017
12.	M/s Matrix Cellular (International) Services Pvt. Ltd., 7, Khullar Farms, Mandi Road, Mehrauli, New Delhi-110030.	21.07.2017
13.	M/s Seven Telecom Pvt. Ltd., 401/408 Aditya, Behind Abhijeet-1, Mithakhali Six Roads, Ellisbridge, Ahmedabad-380006.	28.08.2017
14.	M/s Stay Connect Cellular Services Pvt. Ltd., Flat No.33, Plot No. E-12, Imperial-II, Royal Garden Estate, Sector-61, Noida, U.P-201301.	22.08.2017
15.	M/s Hitmax Industries Pvt. Ltd., SS-1/388, Sector A, Aliganj, Sitapur Road Yojna, Lucknow- 226021.	23.05.2017
16.	M/s Touchpoint Services Pvt Ltd, SCO 11-12, 2 nd Floor, Sector-15 Part-2, Gurgaon 122001, (Haryana) India.	07.08.2017
17.	M/s Falcon Business Resources Pvt. Ltd., D-1588, Okhla Industrial Area, Phase-I, New Delhi-110020.	19.09.2017
18.	M/s Earthroam Pvt. Ltd., C-152, Phase-II, Chattarpur Enclave, New Delhi-110074.	27.09.2017
19.	M/s Lebara Mobile Private Ltd., FM House, 302, Anna Salai, Teynampet, Chennai-600006	27.09.2017
20.	M/s Reliance Webstore Limited, 15 th Floor, Vijaya Building, 17, Barakhamba Road, New Delhi-110001..	29.09.2017

21.	M/s Peak Mobiles India Pvt. Ltd., 15B, Trinity Castle, Edappally, Kochi-682024.	23.10.2017
22.	M/s.Trump Tele Ventures Pvt Ltd, New Excelsior Building,6 th Floor, A.K.Nayak Marg, Fort MUMBAI-400001	14.10.2017
23.	M/s Tsim Communication Services Pvt. Ltd., 402, 4 th Floor, Dosti Tulip Building, Dosti Acres, SMD Road, Wadala(E), Mumbai-400 037.	03.10.2017
24.	M/s. One world Teleservices Pvt. Ltd, Khasara No. 261, Ground Floor, Westend Marg, Kohinoor Enclave Saidulabad, Delhi-110074	22.10.2017
25.	M/s Roam Free Cellular Pvt. Ltd., A-47, Lower Ground Floor, Hauz Khas, New Delhi-110016.	13.11.2017
26.	M/s. Three Spark Telecommunications Pvt Ltd, 204-B, Sudarshan Apartments, Behind Spencer, Daily, Karve Nagar, Pune-411502	18.11.2017
27.	M/s Globus Roaming Services Pvt. Ltd., E-95, Greater Kailash-II (FF), New Delhi-110048.	01.12.2017
28.	M/s KSQUARE Telecom Pvt. Ltd., 3-11-129 RTC Colony, L.B. Nagar, Hyderabad-500074.	18.12.2017
29.	M/s Swap Telecom Pvt. Ltd., No.657, Badami Arcade, 2 nd Floor, 2 ND Main, 7 th Block, BANASHANKARI 3 rd Stage, Bangalore-560085.	26.12.2017
30.	M/s Muni's Telekom Pvt. Ltd., B/107, Koldogri CHS Ltd., 1 st Floor, Parsi Wada, Sahar Road, Andheri (East), Mumbai-400 099.Auth. Signatory: Pathik Muni, Ph: 022-32188660.	01.12.2017
31.	M/s. Samridhi Suntel Services Pvt Ltd, ,G-20, 3 RD Floor, Main Market, Shakarpur, ,Delhi-92.	18.12.2017
32.	M/s Interface Destination Pvt Ltd, 11/158 BASEMENT Malviya Nagar, New Delhi-110023	25.12.2017
33.	M/s Aryans E-World Pvt. Ltd., 10-A Vishwakarma Park, Laxmi Nagar Delhi-110092.	05.01.2018
34.	M/s Global SIM Private Limited, CB-202, 1 st Floor (Pvt No Flate No 202), Ring Road, Naraina, NEAR Petrol PUMP New Delhi-110028.	05.01.2018
35.	M/s BIRDS Telebyte Pvt. Ltd., 509 Vakratund Corporate Park, Goregaon (East), Vishweshwar Nagar Mumbai-400063.	05.01.2018
36.	M/s Telecrest Cellular Service Pvt. Ltd., 106 ANSAL BHAWAN 16 KG Marg, Connaught Place, Delhi-11000150	05.01.2018
37.	M/s Go Talk Mobiles Private Ltd Door No.4/398, FEROPLAY Complex, P.O. Karad Paramba, Via Farook College Mallapuram Kerala-673632.	29.01.2018
38.	M/s. 360 Global MOBILE Pvt. Ltd., Office No. 9&10, 1 st Floor D-Wing, New Elco Arcade Hill Rd. Bandra (W), Mumbai-400050.	15.04.2018