

No:101-1/2005-MN  
2005

January 06,

To

All Service Providers.

**Subject: Direction under Section 13 read with clause 11 (1) (b) (i), (iii) and (v) of the Telecom Regulatory Authority of India Act 1997 (as amended by TRAI Amendment Act 2000) on opening of allotted codes.**

WHEREAS it has been brought to the notice of TRAI by some service providers that after the MSC codes are allotted to a service provider, other service providers do not open these codes immediately in their networks;

WHEREAS TRAI has also received consumer complaints pertaining to non-completion of calls originating from M/s Tata Indicom subscribers to be terminated on M/s Bharti Cellular Limited, and the Authority after examination of the issue found that the reason for non-completion of calls was non-opening of the code allotted to a service provider by other service provider;

AND WHEREAS non-opening of these codes by other service providers immediately, results in non-completion of calls, which causes disruption of service and inconvenience to the subscribers of the network of both the interconnecting operators, and deterioration in the Quality of Service provided by the service provider and is against the interest of the consumers and service providers;

AND THEREFORE, in exercise of powers vested in it under Section 13 read with section 11(1) (b) (i), (iii) and (v) of the Telecom Regulatory Authority of India Act 1997 and in order to ensure compliance of terms and conditions of license and effective interconnection between service providers and to protect consumer interest, the Authority directs all service providers that when the codes are allotted by DOT to a service provider, these codes should be immediately (not exceeding 10 days) opened by all interconnected service providers in their networks. Compliance may be reported by all service providers within a week.

This issues with the approval of the Authority.

(Rajendra Singh)  
Advisor (MN)