



27<sup>th</sup> December' 2017

Advisor (F&EA),  
Telecom Regulatory Authority of India,  
Mahanagar Door Sanchar Bhawan,  
Jawaharlal Lal Nehru Marg,  
New Delhi- 110 002

Kind attention: **Sh. Kaushal Kishore**

**Subject: Response to the draft Telecommunication Mobile Number Portability Per Port Transaction Charges and Dipping Charge (Amendment) Regulations, 2017 released on December 18, 2017**

Reference: **File No. 15-01/2016-F&EA**

Dear Sir,

At the outset, we thank the Authority for giving us the opportunity to comment on the draft amendment to the Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Amendment) Regulations, 2017. We would like to submit our comments as follows:

1. Idea has been raising the point of review of per port transaction charges (PPTC) due to exponential increase in MNP transactions and corresponding per unit reduction in the cost of MNPSs due to economies of scale. Ideally, this should have been an annual exercise, because, while issuing the Principal Regulations in 2009 TRAI had assured that they may review and modify the PPTC at the end of one year from the date of Regulations coming into force. Nonetheless, we are pleased to note that the Authority has undertaken that exercise now after seven years of implementation of MNP and vide the said draft amendment Regulation, has proposed reduction in the per port transaction charge to Rs.4/-from the existing Rs.19/-.

Idea agrees to the proposed reduction of the Per Port Transaction Charge (PPTC) for the time being. It will also be beneficial to the customers as this charge essentially is payable by the customer.

2. **Further, we would like to emphasize that a clause be inserted in the draft amendment that the said charges will be reviewed on yearly basis.**
3. **Besides, as represented before also, we would like to submit that MNP per Port Transaction Charge should be considered as Pass through Charge, as this is paid in entirety to another licensee, namely the MNPO. Therefore and equitably, similar to the payments made to other**



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licensees being allowed as pass through, there is no policy rationale to levy license fee on the same. Moreover, since MNPO is already paying the license fee on the per port transaction charge for the same transaction, this amounts to double levy of license fee and hence not fair.

In view of the above, we again request TRAI to recommend to DoT to allow the Per Port Transaction charge paid by the RO to MNPO as a deduction from the Gross Revenue for calculating the AGR for the purpose of the payment of license fee.

In addition to the subject of per port transaction charges (PPTC), we find it appropriate to bring the below mentioned critical issues to the kind notice of the Authority for due consideration while undertaking this exercise of Review of the Regulation:

**A) SMS based withdrawal of the porting request**

The existing process of port cancellation is not consumer friendly, is Recipient Operator(RO) dependent and there are cases where RO does not reject the port request in spite of the fact that customer has given request within 24 hours. SMS based withdrawal process provides an option to the consumer to raise a verifiable cancellation request from any place/time.

The Step-wise process of for SMS/toll free number for initiating cancellation of porting request is as given below:

- i. Each Operator should establish a short code 1902 through which the subscriber of that operator can raise cancellation request either by sending SMS "STOP PORT (10 Digit Mobile Number)" to 1902 or by Calling to 1902 and put the request of cancellation over IVR. This should be done within 24 hours of making a porting request by such subscriber which will be in line with the existing provision.
- ii. The DO after receipt of the request from the subscriber, shall act upon the request and sent such requests to the MNPSP within six hour of the receipt of the request.
- iii. MNPSP shall act upon the request within six hour of receipt of such request from the DO and reject the MNP process at their end and also inform the same to the RO & DO.

OR

Alternatively, customer can send a pre-defined SMS to a short code which should be Operator agnostic and mapped to MNP operator, who then can take action immediately upon receiving a SMS and inform both RO & DO.

In light of the above, we once again request TRAI to kindly prescribe the mechanism of SMS based withdrawal of the porting request with the process as highlighted above.

**B) Non-generation of the UPC for the porting request of the members having "Age on network" less than 90 days:**

- i. As per the Regulation the porting request is not entertained in case the "Age on Network" is less than 90 days.
- ii. At present the request of the subscriber for porting is rejected by MNPSP and DO in case the "Age on Network" is less than 90 days.
- iii. In this regard, we would like to suggest that in case the "Age of Network" is less than 90 days then no UPC should be generated. Further, the DO will inform such subscribers that their number is currently not eligible for Port out due to "Age on Network" less than 90 days.

**C) Age on Network should not be considered for the inter-circle same operator porting**

- i. In case of the Full MNP scenario, if the inter-circle porting is happening between the same Operator then criteria of the "Age on Network" of 90 days should not be considered for the rejection of the porting by the MNPSP.

We request the Authority to kindly consider our above points while making amendments to the MNP Regulations.

We hope that our submission will merit your kind consideration and support.

Yours faithfully,  
**IDEA Cellular Limited**



**Ajay Sharma**  
**Sr. General Manager- Corp Affairs**