



## **MEDIA RELEASE**

### **NO CALL FAILURE FOR JIO TO JIO HD CALLS ON JIO NETWORK**

**Mumbai, 18<sup>th</sup> September 2016:** The statements from Airtel are misleading and unfortunate in the context of the severe Quality of Service issues being faced by the Indian customers. While there are over two crore call failures every day between the two networks, there are no incidents of call failures within the Jio network. We encourage all customers to make Jio to Jio calls to experience HD quality voice services without any disruptions whatsoever. We also invite independent third parties such as TERM (DOT) to inspect and confirm that there are zero call failures on Jio network. Infact Jio customers should encourage the receiving party to switch to the Jio network at the earliest so that they do not suffer due to such anti-competitive practices being followed by the incumbent operators.

Jio, being the aggrieved party as everyone is well aware, is doing its best to work with all the other operators to resolve this issue at the earliest. There is no question of any delay, not even of a few hours, in taking any steps at Jio's end.

On MNP, there is no right that any operator has to block MNP requests. Many of the customers have already been denied this facility without cause. We speak on behalf of customers when requesting that such porting requests should be honoured. It cannot be coincidental that all requests made for MNP to port to Jio network have been rejected by Airtel on unsubstantiated grounds and not even one MNP request has been approved, when Airtel claims that it ports-out thousands of customers every day across operators. It clearly establishes that this is being done deliberately when requests come to port to Jio network.

#### **About Reliance Jio Infocomm Limited:**

Reliance Jio Infocomm Limited ("Jio"), a subsidiary of Reliance Industries Limited ("RIL"), has built a world-class all-IP data strong future proof network with latest 4G LTE technology. It is the only network conceived and born as a Mobile Video Network from the ground up and supporting Voice over LTE technology. It is future ready and can be easily upgraded to support even more data, as technologies advance on to 5G, 6G and beyond.

Jio will bring transformational changes in the Indian digital services space to enable the vision of Digital India for 1.2 billion Indians and propel India into global leadership in digital economy. It has created an eco-system comprising network, devices, applications and content, service experience and affordable tariffs for everyone to live the Jio Digital Life. As part of its customer offers, Jio has revolutionised the Indian telecom landscape by making voice calls for Jio customers absolutely free, across India, to any network, and always. Jio makes India the highest quality, most affordable data market in the world so that every Indian can do Datagiri.

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