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

New Delhi, Dated 12th December 2018

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) regarding specifying common text of announcement played to subscribers across all Unified Access Service Providers.

F.No.301-02/2018-QoS(Misc)----Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the Authority), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act), has been entrusted with discharge of certain functions, *inter-alia,* to regulate the telecommunication services, ensure compliance of terms and conditions of license and lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such services provided by the service providers so as to protect interest of the consumers of telecommunications service;

2.   And whereas it is brought to the notice of the Authority that the announcements played by Telecom Service provider's networks to the subscribers are sometimes unclear or misleading and this not only confuses the user, but may also cause inconvenience such as making multiple unnecessary attempts to set up the call impacting perceived quality of the network;

3.   And whereas the Telecom Service Providers (TSPs) were asked to submit inputs regarding present practice adopted by them to play announcement from its networks to the subscribers and based on the inputs provided by TSPs, analysis of announcements played in different networks and different circles were carried out by the Authority. After analyzing the issues of announcements played by TSPs, Authority has identified 16 events of announcement, in consensus with other TSPs, where common texts for announcement across all

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Service Providers are needed in order to avoid subscriber inconvenience.

4.   Now therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11of the Telecom Regulatory Authority of India Act 1997 (24 of 1997), hereby directs all Access Service Providers to make arrangements to have common text for announcement played by TSP's networks to subscribers for 16 identified events as per list of events and common announcement text (in Hindi and English) attached as Annexure-I. All Access Service Providers are directed to play common text of announcement to their subscribers for above mentioned 16 identified events, with effect from the 1st day of March 2019.

(Asit Kadayan)

Advisor (QoS)

To,

All Access Service Providers

List of identified events and common text of announcement across all Service Providers

S. No.	Events	Language	Text of Announcement
1.	Subscriber busy	English	The number you have dialed is currently busy. please try later.
		Hindi	आपके द्वारा डायल किया गया नंबर अभी व्यस्त है, कृपया कुछ समय पश्चात प्रयास करें	
2.	I/C call Rejected by recipient during ringing phase	English	The person you are trying to reach is unable to take your call at the moment. Please try later.
		Hindi	आप जिस व्यक्ति से संपर्क करने की कोशिश कर रहे हैं वह इस समय आपकी कॉल स्वीकार नहीं कर पा रहा है, कृपया कुछ समय पश्चात प्रयास करें	
3.	Called party not Answering	English	The person you are calling is not answering. Please try later.
		Hindi	आप जिस व्यक्ति को कॉल कर रहे हैं वह उत्तर नहीं दे रहा है, कृपया कुछ समय पश्चात प्रयास करें	
4.	Recipient Switched off	English	The number you are calling is currently switched off. Please try later.
		Hindi	जिस नंबर से आप संपर्क करना चाहते हैं वह अभी स्विच ऑफ है, कृपया कुछ समय पश्चात प्रयास करें	
5.	Out of Coverage Area	English	The number you are calling is out of network coverage area. please try later.
		Hindi	आपके द्वारा डायल किया गया नंबर नेटवर्क कवरेज क्षेत्र से बाहर है| कृपया कुछ समय पश्चात प्रयास करें	
6.	Call Waiting	English	The person you have called is speaking to someone else. You can wait or call again later.
		Hindi	आपने जिस व्यक्ति को कॉल किया है वह अन्य कॉल पर व्यस्त है कृपया प्रतीक्षा करें या कुछ समय पश्चात प्रयास करे
7.	Call Forwarding/Divert	English	The person you are calling has forwarded his calls to another number. Please stay on the line while call gets connected.
		Hindi	आपने जिस व्यक्ति को कॉल किया हैं उन्होंने अपनी कॉल दूसरे नंबर पर अग्रेषित की हुई है, कॉल मिलने तक कृपया लाइन पर

			बने रहे	
8.	Call Hold	English	The person you are speaking with has put your call on hold please stay on the line.
		Hindi	आप जिस व्यक्ति से बात कर रहे हैं उसने आपकी कॉल को होल्ड पर रखा है कृपया लाइन पर बने रहे	
9.	Route Busy	English	All lines of this route are currently busy. Please try later.
		Hindi	इस रूट की सभी लाइन अभी व्यस्त हैं, कृपया कुछ समय पश्चात प्रयास करे	
10.	Switching Device/ RF Congestion	English	Your call can not be completed due to congestion in the network. Please try later.
		Hindi	डायल किए गए नेटवर्क के व्यस्त होने के कारण आपकी कॉल नहीं मिलाई जा सकती है, कृपया कुछ समय पश्चात प्रयास करे	
11.	Invalid/Wrong Number	English	The number you have dialed is invalid. Please check the number you have dialed.
		Hindi	आपके द्वारा डायल किया गया नंबर अमान्य है कृपया डायल किए गए नंबर की जाँच कर ले	
12.	Number unused/unallocated	English	The dialed number does not exist. Please check the dialed you have number.
		Hindi	आपके द्वारा डायल किया गया नंबर उपयोग में नहीं है. कृपया डायल किए गए नंबर की जाँच कर ले	
13.	Temporarily Out of Service	English	The number you are calling is temporarily out of service please try later.
		Hindi	आप जिस नंबर पर कॉल कर रहे है वह अस्थाई रूप से सेवा में नहीं है कृपया कुछ समय पश्चात प्रयास करे	
14.	Low Balance	English	Your available balance is very low to make a call; ....*(in continuation operator specific announcement can be played regarding customer care number, credit loan etc.)*
		Hindi	कॉल करने के लिए आपका उपलब्ध बेलेंस बहुत कम है; ....*(इसकी निरंतरता में, कस्टमर केयर नंबर, क्रेडिट लोन इत्यादि संबंधित ऑपरेटर विशिष्ट घोषणा सुनाई जा सकती है)*	
15.	No (Zero/Negative/ insufficient)	English	Your available balance is not sufficient to make a call, ...*(in continuation, operator specific announcement can be played regarding customer care number, credit loan etc.)*

	Balance	Hindi	कॉल करने के लिए आपका उपलब्ध बेलेंस पर्याप्त नहीं है.. ....(इसकी निरंतरता में, कस्टमर केयर नंबर, क्रेडिट लोन इत्यादि संबंधित ऑपरेटर विशिष्ट घोषणा सुनाई जा सकती हैं)	
16.	facility is not available (STD/ISD/Outgoing barred)	English	Sorry, this facility is not available on your number. Please call customer care at ....for more information.
		Hindi	क्षमा करें, आपके नंबर पर ये सुविधा उपलब्ध नहीं है. अधिक जानकारी के लिए कृपया कस्टमर केयर नंबर .... पर कॉल करें	