

## Information note to the Press (Press Release No. 105 / 2007/QoS)

# Telecom Regulatory Authority of India

For Immediate release

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### **TRAI issues Consultation paper on “Terms and Conditions for Publication of Integrated Telephone Directory for Fixed Line Telephones and National Integrated Directory Enquiry Service (NIDQS) for Fixed and Mobile Telephones”.**

New Delhi, 24<sup>th</sup> December 2007 - TRAI has today released a consultation paper on terms and conditions for publication of integrated telephone directory for fixed line telephones and National Integrated Directory Enquiry Service. Directory services are largely unavailable today for fixed line telephones and for mobile services provided by the private operators. The directory enquiry service is provided by the incumbent operator BSNL/MTNL for fixed line telephones on 197 for local number enquiry and 1583 for national enquiry. Presently, the printed directory is also provided only by BSNL. However, in the present multi-operator scenario integrated directory services are required. In this regard TRAI had submitted its recommendations to the Government on directory services on 5<sup>th</sup> May, 2005.

The Department of Telecommunications (DOT) have considered these recommendations and has opined that the incumbent operator may publish the integrated telephone directory for fixed line telephones at Secondary Switching Area (SSA) level and it should be appropriately priced. The supply of telephone directory in the form of CD-ROM could be an alternative to the willing customers. The fixed line operators may also maintain their directories on their websites. In the case of mobile customers, there may not be a printed directory. For directory enquiry services, there should be National Integrated Directory Enquiry Service containing both fixed and mobile telephones (both pre-paid and post-paid) to be managed by a separate agency.

DOT has sought the terms and conditions for (i) Secondary Switching Area (SSA)-wise Integrated Printed Telephone Directory for fixed line telephones including detailed guidelines on the printing of directory, charges to be paid by service providers, number of copies etc. for publishing of telephone directory; and (ii) National Integrated Directory Enquiry Service for fixed and mobile telephones, including issue of determination/ guidelines to service providers.

The key issues raised in the consultation paper pertain to the following:

1. **Framework for authorization/ terms & conditions for licensing to publish integrated telephone directory SSA-wise for fixed line telephones:** Main issues raised in the consultation paper relate to various alternatives for publishing integrated telephone directory SSA-wise for fixed line telephones such as authorizing incumbent operator namely BSNL/MTNL, and National Integrated Directory Enquiry Service Providers, if they seek such authorization, and introduction of new licence on licensed service area basis for publication of integrated telephone directory and licensing issues thereto such as market structure, eligibility, selection criteria, entry fee, licence fee, duration of licence,

performance obligation, performance bank guarantee, price for directory, data sharing and security.

2. **Guidelines for printing of integrated telephone directory for fixed line telephones:** The guidelines include format of directory, pricing of directory, time period for provision of data for directory printing, seeking opt-out option from customers etc.
3. **Framework for authorization/ terms & conditions of licensing and guidelines for National Integrated Directory Enquiry Service:** The Consultation Paper discusses authorization and licensing issues such as market structure, eligibility, selection criteria, entry fee, licence fee, duration of licence, performance obligation, performance bank guarantee, interconnection, revenue sharing, tariff, data sharing and security, and authorizing incumbent operator BSNL to provide National Integrated Directory Enquiry Service. Regarding the number of authorised agency/ licensee, a balance needs to be maintained between burden on access service providers, consumer choice, and conditions for competition and perhaps, three number of such authorised agency/ licensee could be optimal.
4. **Options for listing in directory services:** There could be two approaches for the customers for listing in directory services namely opt-out approach i.e. those who do not want listing in directory services need to give their request for such exclusion from directory services and opt-in approach i.e. those who want listing in directory services will give their request for inclusion in the directory services. Normally in the initial stage of establishment of directory services the preferred approach could be opt-out where customer gives its explicit consent that he does not want his name and telephone or mobile phone number in directory services.

The Authority expects that with the various alternatives proposed, integrated telephone directory for fixed line telephones of all the service providers in a SSA in printed and electronic form i.e. CD-ROM and also directory on website of the concerned fixed line service provider would be available to consumers. Besides, with the establishment of National Integrated Directory Enquiry Service, a customer will be able to obtain directory information both for fixed line telephones and mobile telephones, including address, about any person/entity in the local area or anywhere in the country belonging to any operator, who has not opted out his number from directory services. Also, a customer will be able to obtain business and classified information. The details of the scheme also envisage commercial viability.

The Authority has invited all stakeholders to respond to the issues raised in this consultation paper by 24<sup>th</sup> January, 2008. The full text of the consultation paper is available on TRAI's website: [www.trai.gov.in](http://www.trai.gov.in).

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