

Information note to the Press (Press Release No. 41/2008/QoS)

Telecom Regulatory Authority of India

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TRAI recommendations to DoT on “Terms and Conditions for Publication of Integrated Telephone Directory for Fixed Line Telephones”.

New Delhi, 24th April, 2008 - TRAI has sent today its recommendations on terms and conditions for publication of integrated telephone directory for fixed line telephones to DoT. Following the earlier recommendations of TRAI dated 5th May, 2005, the Department of Telecommunications(DOT) had 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, including issue of determination/ guidelines to service providers.

TRAI had undertaken public consultation on the various issues involved in publication of integrated telephone directory for fixed line telephones by issuing a consultation paper on 24th December, 2007 and by holding Open House Discussions in Delhi on 11th February, 2008. Keeping in view the comments received from stakeholders during public consultations, TRAI has formulated its recommendations on the terms and conditions for publication of integrated telephone directory for fixed line telephones Secondary Switching Area (SSA)-wise.

The salient features of the recommendations are given below:

- Directory printing to be undertaken through authorization of selected agency on license service area basis.
- Directory of fixed line telephone to be printed on a triennial basis. Main Directory in the first year and Supplementaries at one year interval.

- Only one authorized agency up to first six years.
- Selection through an open bid from amongst the experienced printers of telephone directories.
- 'Opt-out' approach to be followed by telephone subscribers. For new customers provision for option in the enrolment form to be made by operators.
- Telephone Directory to be priced in accordance with selection criteria.
- TRAI to issue determination/guidelines for publishing the Telephone Directory on website by service providers.

TRAI has also formulated guidelines for printing of integrated telephone directory SSA-wise for fixed line telephones. These guidelines provide the following:

- Entitlement to each subscriber of one free entry in white pages of the directory in respect of each telephone in his name.
- Each fixed line telephone service provider may have space for company related information pages which is to be negotiated.
- The authorised agency for directory publication will provide the required number of directories to all such fixed line service providers as per their demand for supplying to their customers without any discrimination and he may also sell directly.
- The authorised agency for directory publication shall offer to the customers the choice of the Hindi language, the English language and the language of the region/State in which the integrated telephone directory is published.
- Format of directory: Entries in the directory shall be printed in alphabetical order (name/surname basis) in the dictionary format irrespective of fixed

line service providers to whom the subscriber belongs. Name, address and telephone number of all subscribers of the fixed line service providers, other than those who opted out of directory services, will be entered in the white pages. Directory shall also contain special information pages.

- The specifications on printing of telephone directory such as font size, paper quality, style of printing, etc., may be decided by authorised agency for directory publication subject to the determination of the licensor or TRAI, from time to time.

Recommendations have been made to amend Indian Telegraph Rules, 1951 pertaining to telephone directory in line with the above recommendations. Recommendations have also been made to amend the various access service licenses in order to have uniform provisions for telephone directory services. TRAI hopes that these recommendations will pave the way for publication of integrated telephone directory for fixed line telephones in the country.

The full text of the recommendations is available on TRAI's website: www.trai.gov.in.

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