



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



**Dated: 09<sup>th</sup> June, 2025**

**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 updation of Location Routing Number (LRN) on the DLT platform during the port out window as per the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018).**

**F. No. D-27/1/(1)/2025-QoS (E-16147)**—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 the "TRAI Act"), has been entrusted with the discharge of certain functions, inter alia, to regulate the telecommunication services; ensure technical compatibility and effective interconnection between different service providers; lay down standards of quality of service to be provided by service providers and conduct the periodical survey of such services provided by the service providers so as to protect interest of the consumers of telecommunication service;

2. And whereas the Authority, in exercise of the powers conferred upon it under section 36, read with sub-clause (v) of clause (b) and clause (c) of sub-section (1) of section 11 of the TRAI Act, made the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018) dated the 19th July 2018 (hereinafter referred to as the "regulations"), to curb unsolicited commercial communications (UCC);

3. And whereas regulation 6 of Chapter III of the said regulations mandate that every Access Provider shall establish Customer Preference Registration Facility (CPRF) and shall make necessary arrangements to facilitate its customers, on 24 hours X 7 days basis throughout the year;

4. And whereas clause 7 of the regulations further specify that Every Access Provider shall ensure that preferences recorded or modified by the Subscriber are given effect to in near real time and in such a manner that no delivery of commercial communication is made or blocked in contravention to the Subscribers' preference after twenty-four hours or such time as the Authority may prescribe;

5. And whereas clause 6 of SCHEDULE-II of the regulations further specify that every Access Provider shall establish, maintain and operate Distributed Ledger(s) for

Preference (DL Preference) with requisite functions, process and interfaces to record, at least, following details of the customer who has registered its preference(s)....**Location Routing Number (LRN), as assigned by DoT to the access provider, of current serving network of the customer and changes in LRN of the new serving network, in case customer is being ported-in during Mobile Number Portability;**

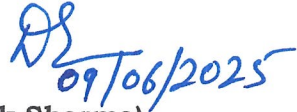
6. And whereas it has been brought to the notice of the Authority, that in certain instances, the LRN is not being updated in the Distributed Ledger System by the Donor Access Provider(s) during the port-out window, leading to failed Preference update attempt by customer in new serving network causing not only the violation of the said regulation but also inconvenience to consumers and operational issues for Telemarketers and Access Providers;

7. 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 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), and in accordance with the provisions of the Telecom Commercial Communications Customer Preference Regulations, 2018 (6 of 2018), hereby directs all Access Providers to:

(a) **Ensure that the Location Routing Number (LRN) of the Recipient Network for the ported-out customers is mandatorily updated in the DLT systems by Donor Access Provider within 24 hours** of successful porting transaction. The monthly complaints received on account of non-compliance shall be submitted/intimated to TRAI;

(b) **Submit to the Authority, within fifteen (15) days from the date of this Direction, a compliance report indicating the technical steps taken, timelines for implementation, and any associated changes in their Codes of Practice** under regulation 17;

(c) **Continue to ensure inter-operability and synchronization between the DLT platforms of different Access Providers** for all regulatory and technical data related to customer preferences, LRN etc.

  
(Deepak Sharma)  
Advisor (QoS-II)

**To:**

All Access Providers