



भारतीय दूरसंचार विनियामक प्राधिकरण

Telecom Regulatory Authority of India



**Recommendations on
Introduction of Calling Name Presentation (CNAP) Service
in Indian Telecommunication Network**

(Response to the Back Reference Dated 26th September 2025 Received from DoT
on the TRAI's Recommendations Dated 23rd February 2024)

New Delhi, India

28th October 2025

Tower F, NBCC World Trade Centre, Nauroji Nagar, New Delhi-110029

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CHAPTER I: INTRODUCTION AND BACKGROUND

A. DoT's Reference Dated 21.03.2022

1.1 Earlier, the Department of Telecommunications (DoT), Ministry of Communications, Government of India, through its letter dated 21.03.2022 **(Annexure-I)**, had sent a reference to the Telecom Regulatory Authority of India (hereinafter, also referred to as "the Authority", or "TRAI") under the terms of clause 11(1)(a) of the TRAI Act, 1997 (as amended) on introducing the Calling Name Presentation (CNAP) service in Indian Telecommunication Network. Hereinafter, the afore-mentioned letter will be referred to as 'the Reference dated 21.03.2022'.

1.2 The relevant extract from the Reference dated 21.03.2022 is given below:

"It has been desired to examine the feasibility of Calling Name Presentation (CNAP) in Indian Telecommunication Network. CNAP is the supplementary service which enables the called party to receive the calling name information of the calling party. This supplementary service provides the ability to indicate the name information of the calling party to the called party at call set-up time for all incoming calls.

2. Presently, in Indian Telecom Networks, only the mobile/ landline numbers are being displayed as Calling Line Identification (CLI) during incoming calls. There is no mandate in the license for providing CNAP supplementary services.

3. In Unified License, the Calling Line Identification is defined as:

CALLING LINE IDENTIFICATION (CLI) means identity of the calling/originating customer in terms of the telephone number assigned as per E.164 of ITU Recommendation/IP Address or any other identification as may be prescribed by the Licensor from time to time.

4. In view of above, TRAI is requested to submit its recommendations under Section 11 (1) (a) of TRAI Act, 1997 (as amended) on introducing the Calling Name Presentation (CNAP) service in Indian Telecommunications Network."

B. TRAI's Recommendations Dated 23.02.2024

- 1.3 With respect to the Reference dated 21.03.2022, TRAI, on 29.11.2022, issued a consultation paper on 'Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks' for soliciting comments of stakeholders on the subject matter. After a comprehensive consultation with stakeholders, TRAI, on 23.02.2024, sent its recommendations on 'Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks' to DoT. Hereinafter, these recommendations will be referred to as 'the Recommendations dated 23.02.2024'.

C. DoT's Back-reference Dated 26.09.2025

- 1.4 Lately, DoT has sent a letter dated 26.09.2025 (**Annexure-II**) on the subject-Back reference on TRAI recommendations dated 23-02-2024 on " Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks" to TRAI. Hereinafter, the letter dated 26.09.2025 will be referred to as 'the Back-Reference dated 26.09.2025'.

- 1.5 The Back-Reference dated 26.09.2025 is reproduced below:

"This is in reference to the TRAI Recommendations dated 23.02.2024 on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network".

2. The recommendations of TRAI on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network" have been considered by the Government and the prima-facie conclusion in respect of each '

recommendation are given at Annexure-A. Rationale for modifications of a few recommendations is attached at Annexure-I.

3. As per Section 11(1) of the TRAI Act, 1997 (as amended), such recommendations dated 23.02.2024 on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network", where the Government has reached a prima-facie conclusion that these recommendations may need modifications, are being referred back to TRAI for its reconsideration. TRAI is requested to provide its reply at the earliest on receipt of this back reference.

4. This has the approval of the competent authority.

- 1.6 Along with the Back Reference dated 26.09.2025, DoT has enclosed two annexures. In Annexure-A, DoT has provided the *prima-facie* conclusion of the Government in respect of each recommendation of TRAI. In Annexure-I, DoT has provided the rationale for modification of certain recommendations.

D. The Present Response

- 1.7 The Authority has carefully examined the views expressed by DoT in the Back-Reference dated 26.09.2025. Based on a conscientious analysis, the Authority has arrived at the present response to the back-reference. This chapter provides an introduction and background to the subject. Chapter II provides the issue-wise response of the Authority to the Back-Reference dated 26.09.2025.

CHAPTER II: ISSUE-WISE RESPONSE TO THE BACK-REFERENCE

2.1 **Recommendation No. 3.1:** The Authority recommends that-

- a) Calling Name Presentation (CNAP) Supplementary Service should be introduced in Indian telecommunication network.*
- b) All access service providers should provide Calling Name Presentation (CNAP) supplementary service to their telephone subscribers upon their request.*
- c) The calling name (CNAM) of each telephone subscriber should be provided by the originating access service providers.*
- d) The definition of Calling Line Identification (CLI) given in the Annexure-I of Unified License should be amended as below: "CALLING LINE IDENTIFICATION (CLI) means identity of the calling/originating subscriber in terms of the telephone number assigned as per E.164 of ITU Recommendation/ IP Address and the Calling name (CNAM) or any other identification as may be prescribed by the Licensor from time to time."*
- e) CNAM of the telephone subscribers, who have availed the calling line identification restriction (CLIR) facility, should not be presented to the called party.*

2.2 **DoT's Views on the Recommendation No. 3.1:**

- (a-b) May be accepted. However, CNAP service shall be available by default to called party and if any subscriber (called party) does not require it then he/she may request to disable it as per procedure.*
- (c) May be accepted.*
- (d) May be accepted.*
- (e) May be accepted.*

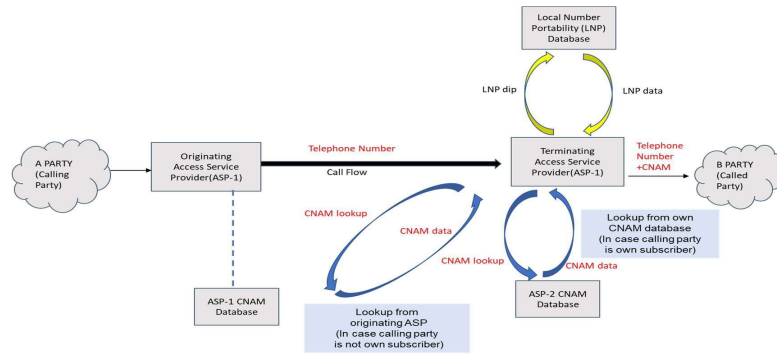
2.3 **Response of TRAI w.r.t. DoT's Views on the Recommendation No.**

3.1(a-b): Noted

2.4 **Recommendation No. 3.3**: The Authority recommends that-

- a) *As a large part of the Indian telecommunication network is still based on circuit-switched (CS) core, CNAP supplementary service should be implemented in the Indian telecommunication network using a technical model as outlined below:*
 - i) *Each access service provider establishes and operates a database containing subscriber's name against the telephone number of its subscribers.*
 - ii) *At the time of receiving a telephone call, based on the telephone number of the calling party, the terminating access service provider queries its Local Number Portability Database (LNPd) to determine the originating access service provider of the telephone call.*
 - iii) *In case the terminating access service provider and the originating access service provider of the telephone call are the same, the terminating access service provider queries its own calling name (CNAM) database, retrieves the CNAM information, and presents the CNAM to the called party.*
 - iv) *However, in case the originating access service provider of the telephone call is different from the terminating access service provider, the terminating access service provider queries the CNAM database of the originating access service provider, retrieves the CNAM information, and presents the CNAM to the called party.*

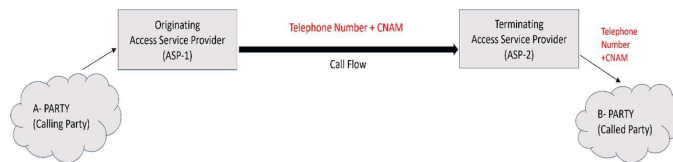
The following figure depicts a schematic diagram of the model outlined above.



b) At a later stage, as and when the CS core networks are phased out from Indian telecommunication network, the CNAP supplementary service should be implemented using a technical model as outlined below:

- (i) The originating access service provider sends the CNAM data over the signaling path to the terminating access service provider.
- (ii) Intermediate networks transmit the CNAM data as received.
- (iii) The terminating access service provider receives the CNAM data and presents CNAM to the called party.

The following figure depicts a schematic diagram of the model outlined above.



2.5 **DoT's Views on the Recommendation No. 3.3:**

(a) May be accepted in principle. Implementation of this recommendation for 4G & higher technology cellular mobile subscribers may be done on immediate basis. For remaining subscribers, its implementation may be carried out after circuit switched technical feasibility in networks is achieved.

(b) May be accepted in principle. However, implementation instructions on this may be issued only after phasing out the circuit switched networks.

2.6 **Response of TRAI w.r.t. DoT's Views on the Recommendation No. 3.3:**

Noted

2.7 **Recommendation No. 3.4:** *The Authority recommends that prior to the implementation of CNAP supplementary service on pan-India basis in Indian telecommunication network, a trial and assessment of the implementation of CNAP supplementary service should be conducted in one licensed service area (LSA) with subscriber base of each telecom service provider in the LSA.*

DoT's Views on the Recommendation No. 3.4: *May be accepted. The trial and assessment of the implementation of CNAP service for 4G and above technologies has been conducted successfully by Telecom Service Providers (TSPs) in their telecommunication networks. For circuit switched networks, it may be taken up later.*

2.8 **Response of TRAI w.r.t. DoT's Views on the Recommendation No. 3.4:**

Noted

2.9 **Recommendation No. 3.5:** *The Authority recommends that after acceptance of these recommendations, the Government should issue appropriate instructions for making CNAP feature available in all devices sold in India after a suitable cut-off date, say after six months from the date of notification.*

2.10 **DoT's Views on the Recommendation No. 3.5:** *May be accepted. Handset related matter to be taken up with MeitY.*

2.11 **Response of TRAI w.r.t. DoT's Views on the Recommendation No. 3.5:**

Noted

- 2.12 **Recommendation No. 3.9:** *The Authority recommends that the following provision should be included in the relevant telecommunication service licenses: "The Licensee will ensure that calling name presentation (CNAP) supplementary service is provided as per the guidelines issued by the Licensor from time to time."*
- 2.13 **DoT's Views on the Recommendation No. 3.9:** *May be accepted with modification to the extent that in place of supplementary, the CNAP service shall be available by default to called party and if any subscriber (called party) does not require it then he/she may request to disable it as per procedure.*
- 2.14 **Response of TRAI w.r.t. DoT's Views on the Recommendation No 3.9**
- 2.14.1 In respect of the Recommendation No. 3.9, DoT has expressed a view that *"the CNAP service shall be available by default to called party and if any subscriber (called party) does not require it then he/she may request to disable it as per procedure."* The Authority has already noted this viewpoint in response to the DoT's views on the Recommendation No. 3.1.
- 2.14.2 Further, DoT has raised a concern with respect to terming CNAP as a supplementary service in the Recommendation No. 3.9. In this regard, the following aspects are noteworthy:
- (a) As brought out in the Recommendations dated 23.02.2024, International Telecommunication Union (ITU) has defined the Calling Name Identification Presentation (CNIP) supplementary service through its Recommendation No. ITU-T I.251.9 (07/96) as below:
"Calling name identification presentation (CNIP) is a supplementary service offered to the called party which provides the name information associated with the calling party to the called party." (Emphasis added)

- (b) Similarly, European Telecommunication Standards Institute (ETSI) in its technical specification No. TS 122 096 V11.0.0 (2012-10) has defined Calling Name Presentation (CNAP) supplementary service as below:

"The CNAP supplementary service enables the called party to receive the calling name information of the calling party."

- (c) It is noteworthy that the ITU-T Recommendation I.210 (11/1988) has defined supplementary services as below:

"A supplementary service modifies or supplements a basic telecommunication service. Consequently, it cannot be offered to a customer as a stand alone service. It must be offered together with or in association with a basic telecommunication service. The same supplementary service may be common to a number of telecommunication services."

2.14.3 Based on the above description, it may be concluded that CNAP is indeed a supplementary service. Accordingly, **the Authority reiterates the recommendation No 3.9.**

ANNEXURES

ANNEXURE – I: DoT's Reference dated 21.03.2022

F. No. 20-405/2013- AS-I
Ministry of Communications
Department of Telecommunications
(Access Service Wing)
20, Ashoka Road, Sanchar Bhawan, New Delhi

Dated the 21st March, 2022

Subject: Provision of displaying Name of Subscriber to called party for incoming calls- seeking recommendations of TRAI

It has been desired to examine the feasibility of Calling Name Presentation (CNAP) in Indian Telecommunication Network. The CNAP is the supplementary service which enables the called party to receive the calling name information of the calling party. This supplementary service provides for the ability to indicate the name information of the calling party to the called party at call set-up time for all incoming calls.

2. Presently, in Indian Telecom Networks, only the mobile/landline numbers are being displayed as Calling Line Identification (CLI) during incoming calls. There is no mandate in the license for providing CNAP services.

3. In Unified License, the Calling Line Identification is defined as:
CALLING LINE IDENTIFICATION (CLI) means identity of the calling/originating subscriber in terms of the telephone number assigned as per E.164 of ITU Recommendation/IP Address or any other identification as may be prescribed by the Licensor from time to time.

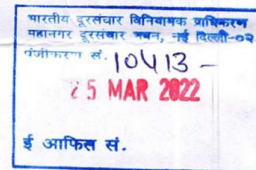
4. In view of above, TRAI is requested to submit its recommendations under Section 11 (1) (a) of TRAI Act, 1997 (as amended) on introducing the Calling Name Presentation (CNAP) facility in Indian Telecommunications Network.

(S.B. Singh)

Deputy Director General (AS)

Phone: 23036918

To,
✓ The Secretary
Telecom Regulatory Authority of India,
MahanagarDoorsanchar Bhawan,
Jawaharlal Nehru Marg (Old Minto Road)
New Delhi – 110002.



ANNEXURE-II: DoT's Back-Reference dated 26.09.2025

Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110001
(Licensing Policy Wing)

F.No.: 20-1349/2024 AS-I

Dated: 26.09.2025

Subject: Back Reference on TRAI Recommendations dated 23.02.2024 on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network"-reg.

This is in reference to the TRAI Recommendations dated 23.02.2024 on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network".

2. The recommendations of TRAI on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network" have been considered by the Government and the prima-facie conclusion in respect of each recommendation are given at Annexure-A. Rationale for modifications of a few recommendations is attached at Annexure-I.

3. As per Section 11(1) of the TRAI Act, 1997 (as amended), such recommendations dated 23.02.2024 on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network", where the Government has reached a prima-facie conclusion that these recommendations may need modifications, are being referred back to TRAI for its reconsideration. TRAI is requested to provide its reply at the earliest on receipt of this back reference.

4. This has the approval of the competent authority.

Encl.: As Above

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To,
The Secretary
Telecom Regulatory Authority of India
7th Floor, Tower-F,
World Trade Centre, Nauroji Nagar,
New Delhi: 110029



Rationale for modification of a recommendation

TRAI provided its Recommendations on "Introduction of Calling Name Presentation (CNAP) Service in Indian Telecommunication Network" on 23.02.2024. The same has been considered by the department and the prima-facie conclusion in respect of each recommendation are given separately at Annexure-A. While all the recommendations have been accepted, three recommendations, at 3.1(b), 3.3(a) and 3.4, need modifications. Rationale for modification of such recommendations is as under:

- i. TRAI has recommended at 3.1(b) that - all access service providers should provide Calling Name Presentation (CNAP) service to their telephone subscribers upon their request. However, the Government has prima-facie concluded that the CNAP service shall be available by default to called party and if any subscriber (called party) does not require it then he/she may request to disable it as per procedure. The rationale for the same is as follows:

The CNAP service enables the called party to receive the calling name information of the calling party and thereby, make an informed decision for picking the incoming call. Further, such identification will help in curbing unwanted spam calls, outgoing calls of a genuine calling party will more likely be answered etc. However, provision of CNAP service upon request of subscribers would undermine the very objective of its introduction, since sensitizing millions of telecom subscribers for activation of such service would involve considerable effort. The option of opting out will be balanced approach handling both the issues of privacy as well as genuineness of a call.

- ii. TRAI has recommended (at 3.3(a) and 3.4) for a trial and assessment of the implementation of CNAP service, prior to the implementation of CNAP service on pan-India basis in Indian telecommunication network.

TSPs were initially directed to conduct the trial and assessment of the implementation of CNAP service for both circuit switched and packet switched network, as per TRAI recommendations. However, due to multi-technology, multi-vendor environment and legacy network, TSPs reported various technical issues faced during trial and assessment of CNAP service in circuit switched network. Further, many TSPs reported non-availability of software patches and other technical upgrades required for implementation of CNAP service in circuit switched networks. Accordingly, it was decided to initially conduct the PoC for 4G & above technologies (packet switched network). The trial and assessment of the implementation of CNAP service for 4G and above technologies has been conducted successfully by Telecom Service Providers (TSPs) in their telecommunication networks.

Accordingly, based on outcome of trial and assessment, the Government has prima-facie concluded that implementation of CNAP service for 4G & higher technology cellular mobile subscribers may be done on immediate

basis. For remaining network (circuit switched and others), its implementation may be carried out after circuit switched technical feasibility in networks is achieved.

Annexure-A

**Prima-Facie Conclusion of the Government in Respect of Each Recommendation of
TRAI on "Introduction of Calling Name Presentation (CNAP) Service in Indian
Telecommunication Network" dated 23.02.2024**

S. No.	TRAI Recommendation	View of the Government
3.1	The Authority recommends that- (a) Calling Name Presentation (CNAP) Supplementary Service should be introduced in Indian telecommunication network. (b) All access service providers should provide Calling Name Presentation (CNAP) supplementary service to their telephone subscribers upon their request. (c) The calling name (CNAM) of each telephone subscriber should be provided by the originating access service providers. (d) The definition of Calling Line Identification (CLI) given in the Annexure-I of Unified License should be amended as below: "CALLING LINE IDENTIFICATION (CLI) means identity of the calling/originating subscriber in terms of the telephone number assigned as per E.164 of ITU Recommendation/ IP Address and the Calling name (CNAM) or any other identification as may be prescribed by the Licensor from time to time." (e) CNAM of the telephone subscribers, who have availed the calling line identification restriction (CLIR) facility, should not be presented to the called party. (Para 2.27)	(a-b) May be accepted. However, the CNAP service shall be available by default to called party and if any subscriber (called party) does not require it then he/she may request to disable it as per procedure. c) May be accepted d) May be accepted e) May be Accepted.
3.2	3.2 The Authority recommends that- (a) The name identity information provided by telephone subscribers in the Customer Application Form (CAF) should be used for the purpose of CNAP. (b) For the telephone subscribers, whose legal name have got changed since the time of submission of the CAF, a suitable mechanism should be established by access service providers, to amend the name information of telephone subscribers, based on the explicit request of telephone subscribers provided that such a request is supported by verifiable identity	a) May be accepted. b) May be accepted.

	documents issued by the Government. In this regard, DoT should issue necessary guidelines to access service providers, duly considering any possible misuse of this feature by unscrupulous persons. (Para No. 2.35)	
3.3	The Authority recommends that- (a) As a large part of the Indian telecommunication network is still based on circuit-switched (CS) core, CNAP supplementary service should be implemented in the Indian telecommunication network using a technical model as outlined below: (i) Each access service provider establishes and operates a database containing subscriber's name against the telephone number of its subscribers. (ii) At the time of receiving a telephone call, based on the telephone number of the calling party, the terminating access service provider queries its Local Number Portability Database (LNPDB) to determine the originating access service provider of the telephone call. (iii) In case the terminating access service provider and the originating access service provider of the telephone call are the same, the terminating access service provider queries its own calling name (CNAM) database, retrieves the CNAM information, and presents the CNAM to the called party. (iv) However, in case the originating access service provider of the telephone call is different from the terminating access service provider, the terminating access service provider queries the CNAM database of the originating access service provider, retrieves the CNAM information, and presents the CNAM to the called party. The following figure depicts a schematic diagram of the model outlined above. (b) At a later stage, as and when the CS core networks are phased out from Indian telecommunication network, the CNAP supplementary service should be implemented using a technical model as outlined below:	a) May be accepted in principle. Implementation of this recommendation for 4G & higher technology cellular mobile subscribers may be done on immediate basis. For remaining subscribers, its implementation may be carried out after circuit switched technical feasibility in networks is achieved. b) May be accepted in principle. However, implementation instructions on this may be

	(i) The originating access service provider sends the CNAM data over the signaling path to the terminating access service provider. (ii) Intermediate networks transmit the CNAM data as received. (iii) The terminating access service provider receives the CNAM data and presents CNAM to the called party. The following figure depicts a schematic diagram of the model outlined above. (Para No. 2.82)	issued only after phasing out the circuit switched networks.
3.4	The Authority recommends that prior to the implementation of CNAP supplementary service on pan-India basis in Indian telecommunication network, a trial and assessment of the implementation of CNAP supplementary service should be conducted in one licensed service area (LSA) with subscriber base of each telecom service provider in the LSA. (Para No. 2.89)	May be accepted. The trial and assessment of the implementation of CNAP service for 4G and above technologies has been conducted successfully by Telecom Service Providers (TSPs) in their telecommunication networks. For circuit switched networks, it may be taken up later.
3.5	The Authority recommends that after acceptance of these recommendations, the Government should issue appropriate instructions for making CNAP feature available in all devices sold in India after a suitable cut-off date, say after six months from the date of notification. (Para No. 2.97)	May be accepted Handset related matter to be taken up with MeitY.
3.6	The Authority recommends that in case of telephone calls originating from 140 level numbers allocated to registered telemarketers, and any other number series allocated for making transactional or service related calls, the name information of the subscriber entity should, invariably, be presented to the called party. (Para No. 2.109)	May be accepted in principle.
3.7	The Authority recommends that- (a) The subscriber entities holding bulk connections and business connections should be given the facility of presenting their 'preferred name' in place of the name appearing in the CAF. (b) The 'preferred name' could be the 'trademark name' registered with the Ministry of Corporate	a) May be accepted b) May be accepted

	Affairs, or the 'trade name' registered with the GST Council, or any other such unique name duly registered with the Government, provided that the subscriber entity is able to present the necessary documents to prove the ownership of such name. (c) DoT should formulate guidelines for documents to be provided by subscriber entities holding bulk connections and business connections for registering their 'preferred name' with the access service providers. DoT should also stipulate necessary guidelines for preventing any misuse of this facility. (Para No. 2.118)	c) May be accepted
3.8	The Authority recommends that- (a) a new term 'Calling Name (CNAM)' should be included in the Annexure-I of the Unified License as below: "CALLING NAME (CNAM) means the name identity of the calling/ originating subscriber as per the Customer Application Form (CAF) or any other identification as may be prescribed by the Licensor from time to time." (b) a new term 'Calling Name Presentation (CNAP)' should be included in the Annexure-I of the Unified License as below: "CALLING NAME PRESENTATION (CNAP) means presentation of the CNAM to the called party by the terminating service provider." (Para No. 2.122)	a) May be accepted b) May be accepted
3.9	The Authority recommends that the following provision should be included in the relevant telecommunication service licenses: "The Licensee will ensure that calling name presentation (CNAP) supplementary service is provided as per the guidelines issued by the Licensor from time to time." (Para No. 2.124)	May be accepted with modification to the extent that in place of supplementary, the CNAP service shall be available by default to called party and if any subscriber (called party) does not require it then he/she may request to disable it as per procedure.