Information Note to the Press (Press Release No. 164/2026)

For Immediate Release

Telecom Regulatory Authority of India (TRAI)

TRAI extends use of the 1601-series for Service and Transactional Voice Calls to Additional Sectors under Phase-II

New Delhi, 27th November, 2026: The Telecom Regulatory Authority of India (TRAI) has today issued a Direction extending the use of the 1601-series, allocated by the Department of Telecommunications (DoT) to the eligible entities in the sectors other than BFSI sector and Government, exclusively for making service and transactional voice calls to their customers.

2. Under the second phase of implementation of 1601-series, entities in the following sectors will be eligible for the allocation of numbers from this series subject to the specified eligibility criteria:

a) Retail Chains, e-Commerce, Hospitals, Diagnostic Laboratories, Telecom Service Providers, Internet Service Providers (ISPs), Automobile Sales, Automobile Repair and Servicing, Travel Agencies, Commercial Airlines, Food Aggregators, Ride-hailing Aggregators and Lending Service Providers (LSPs). Only the entities having an annual turnover of Rs. 500 crore or more in at least one of the preceding three financial years shall be eligible.

b) Distribution Platform Operators (DPOs) such as Direct-to-Home (DTH), Headend-in-the-Sky (HITS), Internet Protocol Television (IPTV) service providers and Multi-System Operators (MSOs), having a subscriber base of one million or more in any month during the preceding twelve months.

c) The 1601-series numbers shall be assigned only to the companies registered in India under the applicable law.

3. Earlier, under the first phase of implementation, TRAI vide its Direction dated 10th August, 2026, allowed allocation of 1601-series numbers to the utilities, and logistics and courier services sectors.

A trusted numbering series for consumers

4. The 1601-series is a designated series exclusively for service and transactional voice calls by the entities in sectors other than BFSI and Government, and its use for making promotional voice calls is strictly prohibited. Being a trusted channel, the numbers from this series are allocated only to the verified entities, and thereby helping consumers to easily identify legitimate service and transactional calls. This measure is an important tool in combating impersonation by fraudsters who use normal 10-digit numbers and falsely claim to represent legitimate businesses.

Time-bound onboarding and reporting

5. Access Providers have been directed to complete onboarding and migration of all eligible entities within 180 days from the date of issuance of the Direction. They shall publicise the availability of the series among eligible entities, submit status reports to TRAI every fifteen days, and submit a final compliance report within fifteen days after the expiry of 180-day implementation period. Based on a review of the implementation, the Authority may notify additional sectors or eligible entities from time to time.

27/11/2026

(Harinder Kumar)
Secretary, TRAI