



Consumer Guild

Consumer Advocacy Group Member -TRAI

Consultation Paper on Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks

Issues for Consultation:

Q1. Whether there is a need to introduce the Calling Name Presentation (CNAP) supplementary service in the telecommunication networks in India?

- Yes, there is a need to introduce the calling Name presentation (CNAP) supplementary service in the telecommunication networks in India.

Q2. Should the CNAP service be mandatorily activated in respect of each telephone subscriber?

- Yes, It should be mandatorily activated in respect of each telephones subscriber.

Q3. In case your response to the Q2 is in the negative, kindly suggest a suitable method for acquiring consent of the telephone subscribers for activation of CNAP service. 11 C. Method of Capturing Name Identity of a Calling subscriber –

- N/A

Q4. Should the name identity information provided by telephone consumers in the Customer Acquisition Forms (CAFs) be used for the purpose of CNAP? If your answer is in the negative, please elaborate your response with reason

- Yes, CAFs can be used for purpose of CNAP.

Q5. Which among the following models should be used for implementation of CNAP in telecommunication networks in India?

(a) Model No. 1, in which a CNAP database is established and operated by each TSP in respect of its subscribers and the name information is sent by the originating TSP to the terminating TSP during the process of call set up; or

(b) Model No. 2, in which a CNAP database is established and operated by each TSP in respect of its own subscribers. The 29 terminating TSP dips into its MNP database to determine the

originating TSP of the calling party and then performs a CNAP lookup on the CNAP database of the originating TSP; or

(c) Model No. 3, in which a centralized CNAP database is established and operated by a third party with an update mechanism from each TSP in respect to their subscribers; the terminating TSP performs CNAP lookup from the centralized CNAP database at the time of receiving a call; or

(d) Model No. 4, in which a centralized CNAP database is established and operated by a third party, and individual CNAP databases are established by all TSPs; the TSPs keep a copy of the centralized database and perform local CNAP lookup at the time of receiving a call; or

(e) Any other suitable model for implementation of CNAP along with a detailed description of the model.

- (d) – Model no. 4

Q6. What measures should be taken to ensure delivery of CNAP to the called party without a considerable increase in the call set up time?

- Technology and network upgradation required.

Q7. Whether the existing telecommunication networks in India support the provision of CNAP supplementary service? If no, what changes/additions will be required to enable all telecommunication networks in India with CNAP supplementary service? Kindly provide detailed response in respect of landline networks as well as wireless networks.

- Network upgradation and use of new technology will be required.

8. Whether the mobile handsets and landline telephone sets in use in India are enabled with CNAP feature? If no, what actions are required to be taken for enabling CNAP feature on all mobile handsets and landline telephone sets?

- Some mobile handsets are enabled with CNAP, SOFTWARE upgradation will be also be required in all other mobile handsets and landline telephone set.

Q9. Whether outgoing calls should be permitted from National Toll-Free numbers? Please elaborate your response.

- Yes

Q10. In case the response to the Q9 is in the affirmative, whether CNAP service should be activated for National Toll-Free numbers? If yes, please provide a mechanism for its implementation.

- suitable provisions will have to be made to store the name identity of the principal entity in the CNAP database

Q11. Whether CNAP service should be implemented for 140-level numbers allocated to registered telemarketers?

- Yes.

Q12. If your answer to Q11 is in the affirmative, then kindly elucidate the technical considerations for implementing CNAP service for registered telemarketers so that the name identity of the principal entity may be presented to the called party.

- DoT may need to amend existing provisions or include new provisions in telecommunication service licenses/ authorizations.

Q13. Whether the bulk subscribers and National Toll-free numbers should be given a facility of presenting their 'preferred name' in place of the name appearing in the CAF? Please elaborate your response.

- Yes preferred name can be used but it should be identical.

Q14. In case the response to the Q13 is in the affirmative, what rules should govern the implementation of such a facility?

- Suitable provisions will have to be made to store the name identity of the principal entity in the CNAP database.

Q15. Whether there is a requirement of any amendment in telecommunication service licenses/ authorizations in case CNAP is introduced in the Indian telecommunication network? Please provide a detailed response.

- DoT may need to amend existing provisions or include new provisions in telecommunication service licenses/ authorizations.

Q16. Whether there are any other issues/ suggestions relevant to the subject? If yes, the same may be furnished with proper justification.

N/A