

## **Information note to the Press (Press Release No. 103/ 2019)**

For Immediate Release

### **Telecom Regulatory Authority of India**

#### **TRAI releases recommendations on “Review of Terms and Conditions for registration of Other Service Providers (OSPs)”**

**New Delhi, 21.10.2019** - The Telecom Regulatory Authority of India (TRAI) has today released its recommendations on “Review of terms and conditions for registration of Other Service Providers (OSPs)”.

In this regard, a reference was received along with a list of important issues from the Department of Telecommunications vide its letter dated 10<sup>th</sup> September 2018 seeking the recommendations of the TRAI on the terms and conditions for registration of Other Service Providers (OSPs). Further, background information on certain issues were also provided by DoT vide their letter dated 7<sup>th</sup> January 2019.

2. Authority issued a detailed Consultation Paper on ‘Review of terms and conditions for registration of Other Service Providers (OSP)’ on 29.03.2019, in order to deliberate on various aspects related to the matter and to seek inputs from stakeholders on relevant issues. Subsequently, an Open House Discussion was held on 15.07.2019 in Delhi, to seek further views of the stakeholders on various issues.


3. Based on the comments/inputs received from the stakeholders and on its own analysis, TRAI has finalized its Recommendations on ‘Review of terms and conditions for registration of Other Service Providers (OSP)’. The salient features of the recommendations are as follows:

- (a) Clarity in definition of OSP has been brought. Only voice based, outsourced OSP need to have registration at par with existing process. Data/internet based OSP would need to furnish intimation only.



- (b) Provision of services for captive purposes i.e. Captive Contact Centres have been kept out from the scope of OSP. They would require to furnish intimation only.
- (c) The complete process of registration / intimation shall be through online portal and time bound.
- (d) Multiple OSP centres of single company within one LSA can be registered as single OSP.
- (e) Requirement of agreement bank guarantee for sharing of infrastructure between domestic and international OSP of same company has been removed.
- (f) Requirement of agreement and bank guarantee for availing Work-from-Home (WFH) facility has also been removed. Further, the requirement of PPVPN has been removed and any commercial VPN can be used to establish connectivity for WFH.
- (g) Internet obtained at one OSP centre can be shared with other OSP centres of same company (provided the ISP has geographical jurisdiction).
- (h) International OSP may have EPABX at foreign location.
- (i) Contact Centre Service Provider (CCSP)/ Hosted Contact Centre Service Provider (HCCSP) providing platform as a service are brought under registration. The CCSP/HCCSP involved in reselling of telecom resources would require VNO license.
- (j) CCSP/HCCSP to be given 3 months' time to get themselves necessary registration /license after declaration of the policy by DoT.

4. The recommendations have been placed on TRAI's website [www.trai.gov.in](http://www.trai.gov.in). For any clarification/information, Shri U.K. Srivastava, Pr. Advisor (NSL) may be contacted at Tel/Fax No. +91-11- 23233291

  
(S.K. Gupta)  
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Secretary, TRAI