

**Government of India  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001**

No. 16-03/2009-AS-III/(Part)/76/482/

Dated:09/12/2016

To,


All Access Service Providers.

**Subject: - Allotment of short code '1955' for IVRS system on call drops**

[This is in continuation with earlier DoT letters issued in this regard vide DoT letter No. 16-03/2009-AS-III/66/454 dated 25.11.2016 and 16-03/2009-AS-III/(Part)/73/459 dated 01.12.2016 (copy attached). In addition to earlier features mentioned in above mentioned letters, following features are also to be configured: -

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Non-Metered Service (No charges for origination, carriage and termination of SMS shall be charged by the TSPs. All TSPs are directed not to charge any Integration/Maintenance/Operational fee/charges from MTNL or any agency designated by MTNL for management of the SMS services on short code 1955).
2. All are requested to take necessary action. Routing of the SMS on 1955 may be done in consultation with MTNL

This is issued with the approval of Sr. DDG (AS).

  
(Sanchit Kumar Garg)  
ADET (AS-III)  
Tel.:23036444

Copy forwarded for information and necessary action, if any, to:

1. Secretary, TRAI.
2. Director (TF-2), DoT.
3. CMD MTNL.
4. Director (TERM-I), DoT (HQ) .
5. ADG (IT) with request to kindly upload on DoT Website.

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Government of India  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No. 16-03/2009-AS-III/66/454

Dated: 25/11/2016

To,

All Access Service Providers.

**Subject:- Allotment of short code '1955' for IVRS system on call drops**

The undersigned is directed by competent authority to allocate short Code '1955' for IVRS based feedback system on call drops. It is for the outbound calls to the subscribers, the IVRS system will have to present a pre-defined CLI to the subscribers, through short code '1955'. MTNL is directed to configure this short code in their IVRS system to present the predefined CLI to the subscribers.

2. All are requested to take necessary action.

This is issued with the approval of Sr. DDG (AS).



(Sanchit Kumar Garg)  
ADET (AS-III)  
Tel.:23036444

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Government of India  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No. 16-03/2009-AS-III/Part/73/459

Date: 01/12/2016

To,

All Access Service Providers.

**Subject:- Allotment of short code '1955' for IVRS system on call drops**

This is in reference to short code '1955' issued for IVRS based feedback system on call drops issued vide DoT letter No. 16-03/2009-AS-III/66/454 dated 25.11.2016. In addition to the features allocated earlier vide above mentioned letter, all the Telecom Service Providers are directed to immediately open the inbound SMS service on 1955.

This is issued with the approval of Sr. DDG (AS).

Sr. DDG (AS) 01/12/2016  
(Sanchit Kumar Garg)  
ADET (AS-III)  
Tel.:23036444

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2. Director (TF-2), DoT.
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