Government of India  
Ministry of Communications  
Department of Telecommunications  
Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110001  
(Carrier Service Cell)

No. 18-5/2015- CS-I (Pt.)  
date 15.05.2020

Subject: Extension of relaxations in the Terms and Conditions for Other Service Providers in the wake of Coronavirus (COVID-19) concerns to facilitate WFH.

Relaxation were granted upto 31.05.2020 in the Terms and Conditions for Other Service Providers in the wake of Coronavirus (COVID-19) concerns by the Department vide letter No. 18-5/2015-CS-I (Pt.) dated 15.04.2020 (Copy enclosed).

In view of the ongoing concerns due to COVID-19, the Department has decided to further extend these relaxations upto 31.07.2020 or until further orders, whichever is earlier.


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To

All Head of LSAs

Copy to:-

1. DG Telecom, Sr. DDG (DGHQ), New Delhi  
2. DDG (AS), DDG (CS), DDG (DS), DDG (Sat), DDG (LF), Director (CS-III), DoT New Delhi  
3. Director (IT), DoT, Sanchar Bhawan ---for uploading the letter on OSP related webpage
No. 18-5/2015-CS-I (Pt.)          Dated: 15.04.2020

Subject: Further relaxation in the Terms and Conditions for Other Service Providers in the
wake of Coronavirus (COVID-19) concerns to further facilitate WFH.

In view of the situation arising from Coronavirus (COVID-19) and the request received
from the Industry, the Department has decided in the larger public interest to grant further
relaxations in the terms and conditions for the Other Service Providers (OSPs) to facilitate
Work-From-Home (WFH). The following relaxations are hereby being granted by the
Department in the Terms and Conditions for the OSPs issued vide letter No. 18-5/2009-CS-I
dated 7.10.2011 in respect of the WFH for a period upto 31.05.2020 or until further orders,
whichever is earlier:-

a) The requirement of Security Deposit and agreement for “Work from Home” facility
   for OSPs is exempted.

b) The requirement of authorized Service Providers Provisioned secured VPN is
   exempted. During this period, the OSPs are permitted to use secured VPN
   configured using Static IP/ Dynamic IP (from the pool of Private IP assigned for
   VPN to be used for WFH) by themselves for interconnection between Home agent
   position and OSP Centre with pre-defined locations. In this regard, the agents at
   home shall be treated as Extended Agent Position of the OSP.

c) The requirement of seeking prior permission for WFH facility is exempted. The OSPs
   are now required to provide intimation to the respective LSA field units of DoT
   before starting WFH facility. While intimating the field units, the OSP shall submit
   complete details for ‘Extended Agent Positions’ i.e., name, physical address and
   Static IP/ Dynamic IP Pool assigned thereto, in the revised format, as attached. The
   CDRs/ call logs shall be maintained by OSPs for one year as per existing guidelines
   and provided in a simplified form to DoT Security Agencies as and when
   demanded by them.

2. In case of violation of terms and conditions of WFH facility by any agent/ employee or
   by the OSP during this period, the OSP shall be subjected to a penalty upto Rs. 5 lakh per WFH
   location which is in violation. In addition to above, the OSP registration is also liable to be
   cancelled.

3. Other Terms & Conditions of OSP registration including maintaining of all logs of the
   activities carried out by Extended Agents shall remain unchanged.

This supersedes this office letter of even No. dated 13.3.2020.

Enclosed: Annexure

To

All Head of LSAs

Copy to:-
1. DG Telecom, Sr.DDG (DGHQ), New Delhi
2. DDG(A), DDG(CS), DDG(DS), DDG(LF), Director(CS-III), DoT New Delhi.
3. Director (IT), DoT, Sanchar Bhawan--- for uploading the letter on OSP related webpage.
Revised Format for Data to be furnished by OSPs to respective LSAs in respect of Work From Home
(with reference to DOT, HQ Letter No. 18-5/2015-CS-(Pt.) dated 15.04.2020)

### OSP Center details

<table>
<thead>
<tr>
<th>Name of the OSP</th>
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<tbody>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Type of registration (Domestic/International)</td>
<td></td>
</tr>
<tr>
<td>Registration No</td>
<td></td>
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<tr>
<td>Sharing of Infra registration number (if applicable)</td>
<td></td>
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<tr>
<td>Name of the TSP/ISP providing connectivity</td>
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</tbody>
</table>

### Agent/Employee Details

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name</th>
<th>Physical Address</th>
<th>Static IP/Dynamic IP Pool assigned</th>
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### Notes:

1. Annexure for each OSP center shall be submitted separately.
2. Soft copy of Annexure shall be submitted by email to the concerned officer in the respective LSA.
3. The CDRs/call logs shall be maintained by OSPs for one year as per existing guidelines and provided in simplified form on demand by the DoT/Security agencies.

[Signature]
13.4.20