

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)
Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001

File No: 800-33/2023-AS.II

Dated: 28.03.2024

To

All UAS/ UL (having Access Service Authorization)/ UL (VNO) Licensees

Subject: Temporary Suspension of USSD based Call Forwarding Facility

It has come to notice of the Department that USSD based call forwarding facility (most commonly as *401# services for unconditional call forwarding services) is being misused in some unwarranted activities.

2. In this regard, it has decided by the competent authority that all licensees shall discontinue the existing USSD based call forwarding services with effect from 15.04.2024 till further notice. All existing subscribers who have activated USSD based call forwarding service may be asked to reactivate call forwarding services through alternative methods to ensure that such services are not activated without their notice.

(Nisha)
ADG (AS-II)

Copy to:

1. DG (T), DoT HQ, New Delhi for kind information & necessary action.
2. DDG (SA)/ DDG (AI&DIU), DoT HQ, New Delhi for kind information.
3. JS(CIS), MHA for kind information.