

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS & INFORMATION TECHNOLOGY  
DEPARTMENT OF TELECOMMUNICATIONS  
(VAS CELL)  
SANCHAR BHAWAN, 20-ASHOKA ROAD NEW DELHI-110 001**

No. 846-38/96-VAS (Vol.II)/80

Dated 26-08- 2004.

TO

All Voice Mail/Audiotex/UMS Licensees

Subject:-Amendment to Voice Mail/Audiotex/UMS License Agreement.

The undersigned is directed to convey the approval of competent authority for amendment of the following clause(s) of the license agreement for provision of Voice Mail/Audiotex/Unified Messaging Services. The existing and amended clauses are as under:

CLAUSE NUMBER	EXISTING CLAUSE	AMENDED CLAUSE
22.1	<p>The resources required for the operation of the services and for extending them over the network of the BSNL/MTNL/Other Licensed Telecom Service Providers will be mutually agreed upon between the parties. The resources may include but are not limited to –physical junctions, PCM derive channels, private wires, leased lines, data circuits and other communications elements etc. The LICENSEE may apply for and obtain from the BSNL/MTNL/Other Licensed Telecom Service Providers the desired resources.</p> <p>The operation and tariff for the traffic passed through these resources as well as provision of these resources shall be governed by the prevailing rules and</p>	<p>The resources required for the operation of the services and for extending them over the network of the BSNL/MTNL/Other Licensed Telecom Service Providers will be mutually agreed upon between the parties. The resources may include but are not limited to – physical junctions, PCM derive channels, private wires, leased lines, data circuits and other communications elements etc. The LICENSEE may apply for and obtain from the BSNL/MTNL/Other Licensed Telecom Service Providers the desired resources.</p> <p>The operation and tariff for the traffic passed through these resources as well as provision of these resources shall be governed by the prevailing rules and regulations of LICENSOR/TRAI.</p> <p>In case Voice Mail/Audiotex service licensee takes resources for the operation of the services from more than one telecom</p>

	regulations LICENSOR/TRAI.	of	service provider, the dial out facility will not be permitted. In case the resources are taken by the Voice Mail/Audiotex service licensee from only one service provider the dial out facility will be permissible. However, for UMS licensee the dial out facility shall not be permitted.
27.3	--		Voice Mail/Audiotex licensee shall provide a watchdog terminal with access limited to unfiltered CDR file to the licensor/designated monitoring agencies.
27.4	--		The Voice Mail/Audiotex service provider shall make available all detailed information about the conference calls e.g. the parties in conference, date, time, duration of the conference etc., on demand, to licensing authority. The list of registered subscribers of Audiotex service providers shall also be given, on demand, to licensing authority. The information shall be stored for at least two years period.
30.6	--		Point to point conferencing and calling card facility shall not be provided by Voice Mail/Audiotex licensees.
30.7	--		Dial out facility shall not be used in whatsoever manner for any illegal by pass of STD/ISD traffic of any licenced access service providers. Voice Mail/Audiotex licensee shall have to give undertaking in this regard.

2. Other terms and conditions of the Licence Agreement shall remain unchanged.

Sd/-  
(H.K. Johri  
Asstt. Director General(VAS-II)  
26<sup>th</sup> August, 2004

Copy to:

1. Secretary, TRAI, New Delhi.
2. All Basic/UASL/Cellular Service Providers.
3. Sr.DDG(TEC)