

Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Wing)

No. 16-2/2023-AS-III/TRAI/ 154

Dated: 23.12.2024

To,
All Access Service Providers

Subject: Allocation of separate numbering series exclusively for service and transactional voice calls as per TCCCPR, 2018 notified under TRAI Act-1997.

It has been decided to modify DoT letter No. 16-2/2023-AS-III/TRAI/58, dated 28.05.2024 to allot a separate numbering series '1600' exclusively allotted for telemarketers to facilitate service and transactional voice calls as per Telecom Commercial Communication Customer Preference Regulation (TCCCPR), 2018.

2. The structure of this numbering series has been decided as follows:

Principal Entity (PE)	Numbering Series Pattern	Range of ABC	Range of XXX
Government (Centre/State) and Regulators, Financial Entities Regulated by RBI, SEBI, PFRDA, IRDA etc.	1600ABCXXX	000-999	000-999

(Note: If any other type of entity requires assignment of number resources under this series, the same may be intimated by TRAI.)

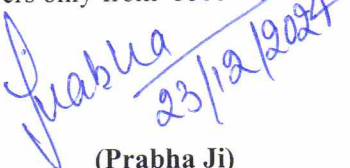
Where: XXX= Block of 1000 numbers (000-999) available to a particular ABC (a particular TSP in a particular LSA)

3. Numbering resources are scarce in nature, hence keeping in view the scarce resources, it has been decided that, after initial allocation of 1000 numbers (XXX) to each TSP in each LSA (represented by a particular value of ABC) in the '1600' Series, subsequent allocation to a particular TSP in a particular LSA should be done only after 75% utilization of allocated numbering resources by the TSP in that particular LSA.

4. Further, the TSP shall ensure adequate verification of each and every entity before assigning a number from '1600' series. The TSP shall obtain an undertaking from the seeking entity that it will use the number assigned from '1600' series exclusively for service and transactional voice calls as per TCCCPR, 2018 notified under TRAI Act-1997 only. The TSP shall make it clear to the entity that it will be responsible for proper and bonafide use of the assigned number from '1600' series. Instructions issued by the Licensor in this regard from time to time shall be scrupulously followed. Further, the TSP shall assign 10 digit numbers only from '1600' series.

This is issued with the approval of competent authority.

Encl.: As Above


23/12/2024

(Prabha Ji)

Director (AS-III)

Phone No: 011-23372732

Copy for kind information and necessary action, if any, to:-

1. Secretary-TRAI
2. CMD MTNL/CMD BSNL
3. A copy for upload on DoT website

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

Office Memorandum

No. 16-2/2023-AS-III/TRAI/58

Dated: 28/05/2024

Subject: Allocation of separate numbering series exclusively for service and transactional voice calls as per TCCCPR, 2018 notified under TRAI Act-1997

It has been decided to allocate a separate numbering series 160 exclusively for service and transactional voice calls as per Telecom Commercial Communication Customer Preference Regulation (TCCCPR), 2018.

2. The structure of this numbering series has been decided as follows:

Principal Entity (PE)	Numbering Series Pattern	Range of ABC	Range of XXX
Government (Centre/State) and Regulators	1600ABCXXX	000-999	000-999
Financial Entities Regulated by RBI, SEBI, PFRDA and IRDA	1601ABCXXX	000-999	000-999

(Note: If any other type of entity requires assignment of number resources under this series than the same may be requested separately by TRAI.)

Where

XXX= Block of 1000 numbers (000-999) available to a particular ABC (a particular TSP in a particular LSA)

AB- Denotes the Licencing Service area (LSA) as follows:

Sl. No.	Licencing Service area (LSA)	AB
1	Delhi	11
2	Mumbai	22
3	Kolkata	33
4	Tamil Nadu	44
5	Andhra Pradesh	40
6.	Assam	36
7.	Bihar	61
8.	Gujarat	79
9.	Haryana	12
10.	Himachal Pradesh	18
11.	Jammu and Kashmir	19
12.	Karnataka	80

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Sl. No.	Licencing Service area (LSA)	AB
13.	Kerala	47
14.	Madhya Pradesh	75
15.	Maharashtra	20
16.	North East	37
17.	Odisha	67
18.	Punjab	17
19.	Rajasthan	14
20.	UP East	52
21.	UP West	13
22.	West Bengal	35

C-Denotes the Telecom Service Provider:

Sl. No.	Telecom Service Providers	C
1	BSNL/MTNL	2
2.	Reliance Jio Infocomm Ltd.	3
3.	Bharti Airtel Ltd.	4
4.	Vodafone Idea Ltd.	5
5.	Tata Tele Services Ltd.	6
6.	Reliance Communications Ltd.	7
7.	Quadrant Televenture Ltd.	8
8.	V-Con Mobile & Infra Private Ltd.	9

3. The TSP shall ensure adequate verification of each and every entity before assigning a number from 160 series. The TSP shall obtain an undertaking from the seeking entity that it will use the number assigned from 160 series exclusively for service and transactional voice calls as per TCCCPR, 2018 notified under TRAI Act-1997 only. The TSP shall make it clear to the entity that it will be responsible for proper and bonafide use of the assigned number from 160 series. Instructions issued by the Licensor in this regard from time to time shall be scrupulously followed. Further, the TSP shall assign 10 digit numbers only from 160 series.

4. This is issued with the approval of competent authority.

Trilok
26/05/2024

(Trilok Chandra)

Director (AS-III)

Phone No: 011-23372063

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

1. Secretary, TRAI
2. CMD MTNL/CMD BSNL
3. Concerned Access Service Providers
4. A copy for upload on DoT website