

Government of India
Ministry of Communications & IT
Department of Telecommunications
(Access Services Cell)
Sanchar Bhawan, 20 Ashoka Road New Delhi

File No: 800-11/2015/AS-II

Dated: 13.04.2015

To

All UL having Access Service Authorization/UASL/CMTS Licensees

Subject: Improving Communication Network during Disasters.

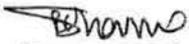
In the recent past, increase in the frequency of natural calamities like floods, earth-quakes, coastal cyclones etc. has been noted. Also sometimes, unfortunate disasters such as accidents, terrorist attacks etc. happen. In handling such situations, the role of telecommunication has been felt to be very crucial. Accordingly, there is a requirement to institute a framework as under to ensure reliable means of communications during disasters/emergencies in the Country which can play a vital role in response and recovery of the situations.

2. In view of above, in pursuance to provisions contained in condition no. 29.6 of Unified License and condition no. 16.1 of UAS License/CMTS License, the following instructions are being issued.

3. The calls of personnel responsible for 'response and recovery' during disasters shall be routed on priority on the telecommunications networks by the Telecom Service Providers.

4. The priority call routing in Mobile networks during emergencies shall be done by Telecom Service Providers through "Enhanced Multi-Level Precedence & Pre-emption (eMLPP)" which is detailed in 3GPP Technical Specifications (TS) 23.0678. eMLPP implementation provides a higher grade of service for urgent or emergency calls. It allows priority handling of calls, provision of priority information by the mobile user during call establishment, allows queuing in radio network based on the priority, pre-emption of radio resources and called party pre-emption by high priority calls. A pre-emption can even result in disconnecting an ongoing low priority call in order to establish a call with higher priority.

5. The mobile numbers to which priority call routing facility shall be provided by Telecom Service Providers would be intimated by Department of Telecommunications in due course of time.


(P C Sharma)
Director (AS-II)

Copy for kind information and necessary action to:

- (i) Sr. DDG(TERM)/DDG (DS) / DDG(CS)
- (ii) Director (AS-I)/Director (AS-III)/Director (AS-IV)/Director (AS-V)
- (iii) Director (IT) for uploading on DoT website.