

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

No. 821-80/2014-DS

Dated 25-06-2024

To

M/s SoftCall Cust-O-Care Pvt Ltd.
B-4 Ambika Dham, Ayodhya Nagri, Manapada Road,
Dombivali East, Mumbai - 421 201, Maharashtra

Sub:- Surrender of Unified License (ISP Authorization) No.821-80/2014-DS, Dated 06-07-2017 (effective date 09.01.2015), category-"B" for service Area "Maharashtra" and "Mumbai" under condition of clause 10.3 (Part-I) of Unified License Agreement.

Your request communication dated 13/06/2024 for surrender of Unified License has been examined.

2. It has been decided by the competent authority to accept your request to surrender the Unified License (ISP Authorization) No. **821-80/2014-DS**, Dated **06-07-2017 (effective date 09.01.2015)**, category-"B" for service Area "Maharashtra" and "Mumbai" under clause 10.3 (Part-I) of Unified License Agreement **w.e.f. 12/08/2024**.
3. The Bank Guarantee(s) submitted against the said license will be released under clause 11.2 (Part-I) of Unified License after ensuring clearance of dues.
4. As far as the dues of DS division are concerned, there are no outstanding dues with regard to this licensee as on date. Further, DG(T), WPC, Concerned CCA, WPF divisions are requested to ascertain their dues and issue "No Dues Certificate" or details of dues to O/O CGCA expeditiously.
5. You are directed to terminate and stop all interconnections with all service providers **w.e.f 12/08/2024 i.e.** the effective date of surrender of this License /Authorization.
6. In case of any violation of license condition reported against you, action, if any, shall be taken in due course of time.

(Manish Tripathi)
ADET(DS-III)
Tel. No. 011-23036482

Copy to:-

1. **DG Telecom, DOT**, for issue of Dues/No Dues Certificate till the effective date of Surrender/Cancellation of License and send it to office of CGCA and

with a request to instruct the concerned LSA / LSAs to intimate all Licensees/Infrastructure Providers in their area to discontinue to provide/obtain any "telecom resources" to/from **M/s SoftCall Cust-O-Care Pvt Ltd. .**

2. **Addl. DG, LSA** Concerned.
3. **Sr. Joint CGCA (Revenue), Office of CGCA** (With a request to Release the Bank Guarantees of the aforesaid company after ensuring dues from respective sections of DOT and **Concerned CCA office** as per letter no. vide letter No.1-90/2012/LF-1(Pt.1) dated 05.09.2018 and letter No.1-8/2017/LFP-1 dated 17.04.2017)
4. **Secretary, TRAI**
5. **Wireless Advisor**, for issue of Dues/No Dues Certificate till the effective date of Surrender/Cancellation of License and send it to office of CGCA
6. **DDG(LFP), DoT**
7. **Director (DS-II), DoT** for issue of Dues/No Dues Certificate till the effective date of Surrender/Cancellation of License and send it to O/o CGCA
8. **Director (IT), DoT** for uploading on DOT website for information to all Service Providers to disconnect all telecom resources as per above.
9. CCA Concerned.