

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

No. 16-06/2015-AS-III/Violation/28/1152

Dated: 19/11/2018

To,

M/s Reliance Communication Ltd
Reliance Centre
A-Wing, 3rd Floor,
Maharaja Ranjit Singh Marg
New Delhi-110001

Subject: Clarification on Traffic from '1800' National Toll Free Number for termination at International locations-reg.

This is with reference to your representations received on the above mentioned subject. In this regard, DoT's National Numbering Plan-2003 has always distinguished between Free Phone services within India and outside India by allocating different codes for both the services. Subsequent clarification issued by DoT on the direction of Hon'ble TDSAT has only reiterated the policy intent of the NNP-2003. Hence timing sought based on the interpretation of National Free Phone Services (1800) by M/s RCOM may not be justified because it will entail continuation of services which has been specifically barred through DoT clarification dated 23.08. 2018.

M/s RCOM has stated customer inconvenience and large scale network reconfiguration for compliance to DoT instructions. Also, it is understood that the above activity has already been undertaken in all its seriousness and such activity shall be completed. All the networks should be made compliant to the DoT's NNP-2003 and the clarification issued vide DoT letter No. 16-06/2015-AS-III/Violation/16/058 dated 23.08.2018 by December 15, 2018.


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