

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2013-AS.III/(Short Code)/126/208/

Dated 10/6/2015

To

All Access Service Providers

Subject:-Allocation of short code '1925' to Access Service Providers for activation /deactivation of data / internet services-regarding.

In consideration Telecom Regulatory Authority of India (TRAI) letter No.305-23/2014-QoS dated 26/11/2014, the undersigned is directed to convey the approval of competent authority for allocation of Short code '1925' to Access Service Providers for activation /deactivation of data/internet services instead of earlier issued short code '1902' for the same purpose. The short code '1925' may be used for resolving complaints from mobile consumers about deduction of data charges, from their accounts, though they have neither opted for data services nor they are interested in using mobile internet services.

2. The short code '1925' shall be accessible through SMS and /or IVRS.
3. The short code '1902' is withdrawn from immediate effect.


(Narayan Ram)

Section Officer (AS-III)
Tel.:23036444

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

1. Secretary, TRAI (with reference to your letter No.305-23/2014-QoS dated 26/11/2014).
2. DDG (TERM) Sh. S.K. Gupta, [Mob.No.9013139400 (E-mail-ddgterm-dot@nic.in)]
Delhi (11), 5th Floor, MTNL, TE Building, Nehru Place, New Delhi-110019
3. All Telecom Service Providers.
4. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective TSPs for implementation of Helpline, as and when approached).
5. ADG (IT) with request to kindly upload on DoT Website.

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2013-AS.III/(Short Code)/114/1229

Dated 23/12/2014

To

All Access Service Providers

Subject:-Allocation of short code '1902' to Access Service Providers for activation /deactivation of data / internet services-regarding.

In consideration Telecom Regulatory Authority of India (TRAI) letter No.305-23/2014-QoS dated 26/11/2014, the undersigned is directed to convey the approval of competent authority for allocation of Short code '1902' to Access Service Providers for activation /deactivation of data/internet services. The short code '1902' may be used for resolving complaints from mobile consumers about deduction of data charges, from their accounts, though they have neither opted for data services nor they are interested in using mobile internet services.

2. The short code '1902' shall be accessible through SMS and /or IVRS.


(Narayan Ram)

Section Officer (AS-III)

Tel.:23036444

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1. Secretary, TRAI (with reference to your letter No.305-23/2014-QoS dated 26/11/2014).
2. DDG(TERM) Sh. S.K. Gupta, [Mob.No.9013139400 (E-mail-ddgterm-dot@nic.in)]
Delhi (11), 5th Floor, MTNL, TE Building, Nehru Place, New Delhi-110019
3. All Telecom Service Providers.
4. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective TSPs for implementation of Helpline, as and when approached).
5. ADG (IT) with request to kindly upload on DoT Website.