

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

No. 18-5/2015-CS-I (Pt.)

Dated: 15.04.2020

Subject: Further relaxation in the Terms and Conditions for Other Service Providers in the wake of Coronavirus (COVID-19) concerns to further facilitate WFH.

In view of the situation arising from Coronavirus (COVID-19) and the request received from the Industry, the Department has decided in the larger public interest to grant further relaxations in the terms and conditions for the Other Service Providers (OSPs) to facilitate Work-From-Home (WFH). The following relaxations are hereby being granted by the Department in the Terms and Conditions for the OSPs issued vide letter No. 18-5/2009-CS-I dated 7.10.2011 in respect of the WFH for a period upto 31.05.2020 or until further orders, whichever is earlier:-

- a) The requirement of Security Deposit and agreement for "Work from Home" facility for OSPs is exempted.
 - b) The requirement of authorized Service Providers Provisioned secured VPN is exempted. During this period, the OSPs are permitted to use secured VPN configured using Static IP/ Dynamic IP (from the pool of Private IP assigned for VPN to be used for WFH) by themselves for interconnection between Home agent position and OSP Centre with pre-defined locations. In this regard, the agents at home shall be treated as Extended Agent Position of the OSP.
 - c) The requirement of seeking prior permission for WFH facility is exempted. The OSPs are now required to provide prior intimation to the respective LSA field units of DoT before starting WFH facility. While intimating the field units, the OSP shall submit complete details for 'Extended Agent Positions' i.e. name, physical address and Static IP/ Dynamic IP Pool assigned thereto, in the revised format, as **attached**. The CDRs/ call logs shall be maintained by OSPs for one year as per existing guidelines and provided in a simplified form to DOT/ Security Agencies, as and when demanded by them.
2. In case of violation of terms and conditions of WFH facility by any agent/ employee or by the OSP during this period, the OSP shall be subjected to a penalty upto Rs. 5 lakh per WFH location which is in violation. In addition to above, the OSP registration is also liable to be cancelled.
3. Other Terms & Conditions of OSP registration including maintaining of all logs of the activities carried out by Extended Agents shall remain unchanged.

This supersedes this office letter of even No. dated 13.3.2020.


Enclosed: Annexure

To

All Head of LSAs

Copy to :-

1. DG Telecom, Sr.DDG (DGHQ), New Delhi
2. DDG(AS), DDG(CS), DDG(DS), DDG(LF), Director(CS-III), DoT New Delhi.
3. Director (IT), DoT, Sanchar Bhawan--- for uploading the letter on OSP related webpage.


(Ajay Negi)
Director (CS-I)

**Revised Format for Data to be furnished by OSPs to respective LSAs in respect of Work From Home
(with reference to DOT, HQ Letter No. 18-5/2015-CS-I(Pt.) dated 15.04.2020)**

OSP Center details	
Name of the OSP	
Address	
Type of registration (Domestic/ International)	
Registration No	
Sharing of infra registration number (if applicable)	
Name of the TSP/ ISP providing connectivity.	

Agent/ Employee Details			
S. No.	Name	Physical Address	Static IP/ Dynamic IP Pool assigned.

Notes:

1. Annexure for each OSP center shall be submitted separately.
2. Soft copy of Annexure shall be submitted by email to the concerned officer in the respective LSA.
3. The CDRs/ call logs shall be maintained by OSPs for one year as per existing guidelines and provided in simplified form on demand by the DoT/ Security agencies.

(Signature)
15/4/20