

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

No. 10-38/2007-BS-I

Dated: 14.11.2008

To

All NLD Licensees

Sub: Amendment in NLD License Agreement.

In pursuance of Clause 12.1 of NLD license agreement, inter alia, reserving the right to modify at any time the terms and conditions of the LICENCE in public interest, in the interest of security of the State and for the proper conduct of the SERVICE, the LICENSOR hereby, with immediate effect, amends the following clauses of the terms and conditions of the NLD service license as given below:

Sl.No.	Existing Clause	Amended Clause
1.	23.8(i) Utmost vigilance should be exercised in providing bulk telephone connections for a single user as well as for a single location. Provision of 10 or more connections may be taken as bulk connections for this purpose. Special verification of bonafide should be carried out for providing such bulk connections. Information about bulk connections will be forwarded to Sr. DDG (Vigilance), DoT as well as all Security Agencies on monthly basis.	Deleted
2.	23.8(ii) The call detail records for outgoing calls made by customers should be analyzed for the subscribers making large of out going calls day and night and to the various telephone numbers.	Deleted

उप सहायिदिता (संलग्न एवं प्रकाशन)

DDG (Telecom Admn.) 1655-C

डा. सं./Dy. No.

दिनांक/Date..... 21/11/08


निदेशक (आई. टी.) / Director (IT)
 डा. सं./Dy. No. 524
 दिनांक/Date..... 21/11

ADG(CIT-2)
 03/25/11

	<p>Normally, no incoming call is observed in such cases. This can be done by running special program for this purpose. The service provider should devise appropriate fraud management and prevention programme and fix threshold levels of average per day usage in minutes of the telephone connection; all telephone connections crossing the threshold of usage should be checked for bonafide use. A record of check must be maintained which may be verified by Licensor any time. The list/details of suspected subscribers should be informed to the Sr. DDG(Vigilance), DoT, Sanchar Bhavan, New Delhi immediately.</p>	
3.	<p>23.8 (iii) Active support must be extended by the service providers to the vigilance units of DoT for detection of such clandestine / illegal telecommunications facilities. For this purpose, names of the Nodal officers & alternate Nodal Officers in respect of each licensed service area as communicated to the Intelligence Agencies for monitoring of telecommunications should also be forwarded to Sr. DDG(Vig.). The Vigilance Unit of DoT will contact the Nodal Officer / alternate Nodal officer, and till the time such nomination is received or in case of non-availability of such officer, the DoT vigilance units will contact the Chief Executive Officer of the licensee, for such support / coordination.</p>	<p>23.8 (i) Active support must be extended by the service providers to the Telecom Enforcement, Resource and Monitoring (TERM) Cells of DoT for detection of clandestine / illegal telecommunications facilities. For this purpose, names of the Nodal officers & alternate Nodal Officers as communicated to the Law Enforcing Agencies for monitoring of telecommunication traffic should also be forwarded to the respective TERM Cell of DoT, DDG(Security) DoT and Carrier Services Cell of DoT. The TERM Cell of DoT will contact the Nodal Officer / alternate Nodal officer, and till the time such nomination is received or in case of non-availability of such officer, the DoT TERM Cells will contact the Chief Executive Officer of the licensee, for such support / coordination.</p>

4.	<p>23.8(iv) Calling Line Identification (CLI) shall never be tampered as the same is also required for security purposes and any violation of this amounts to breach of security. CLI Restriction should not be normally provided to the customers. Due verification for the reason of demanding the CLIR must be done before provision of the facility. It shall be the responsibility of the service provider to work out appropriate guidelines to be followed by their staff members to prevent misuse of this facility. The subscribers having CLIR should be listed in a password protected website with their complete address and details so that authorized Government agencies can view or download for detection and investigation of misuse. However, CLIR must not be provided in case of bulk connections, call centres, telemarketing services.</p>	<p>23.8(ii) Calling Line Identification (CLI) shall never be tampered as the same is also required for security purposes and any violation of this amounts to breach of security.</p>
5.	<p>23.8(v) Bulk users premises should be inspected by the service providers at regular intervals for satisfying themselves about bonafide use of such facilities. A record of such inspection should be maintained and preserved for minimum one year, for inspection / verification by the licensing authority or a designated officer of the authority.</p>	<p style="text-align: center;">Deleted</p>
6.	<p>23.8(vi) Leased circuits should also be checked for their bonafide use and to detect any misuse.</p>	<p>23.8(iii) Leased circuits shall be checked for their bonafide use and to detect any misuse.</p>

2. All other Terms and Conditions of the license shall remain unchanged.
3. Receipt of the letter may kindly be acknowledged.


14.11.2008
(S.T. Abbas)
Director (CS-III)
Ph. 23036348

Copy to:

1. Secretary, TRAI.
2. Sr. DDG (TEC)/ DDG(LF)/ Sr. DDG(Vigilance)
3. DDG(Security)/ DDG(AS-I)/DDG(AS-II)/ DDG(CS)/ DDG(DS) DoT.
4. DDG(C&A) DoT, may kindly arrange to update this amendment on DoT Website.
5. Director(AS-III)/ Director(AS-IV) for circulation among their licensees.