

**No. 20-271/2010-AS-I Voll-II**  
**Government of India**  
**Ministry of Communications & IT**  
**Department of Telecommunications**  
**(Access Services Division)**  
**1203, Sanchar Bhavan, Ashok Road, New Delhi-110001.**

**Sep-20, 2013**

**To**

**All the Basic, UASL, UL(AS) and UL Service Providers.**

**Subject: Issue of instructions to Fixed Line Service Providers for publication of Telephone Directories on their website.**

The LICENSOR hereby issues the following instructions for further compliance and necessary action on the above subject.

2. Every fixed line telephone service provider shall have to publish on their website in user friendly manner the telephone directory containing entries of all their subscribers, other than those opted out of directory services, and such directory services should be accessible through internet.
3. The web based directories may be such that by giving the telephone numbers one can get the address or by giving name or address one can get the telephone number. The directory should be updated at periodic intervals so that the latest information is available to customers. Such information may be updated at least once in three months or as per the determination of the licensor from time to time.
4. All other terms and conditions of the Basic Service, UASL, UL(AS) and Unified Licence Agreement including amendments and instructions issued from time to time shall remain unchanged.
5. Please acknowledge receipt.

  
20/9/13

**(R. K. Soni)**

**Director (AS-I)**

**For and on behalf of the President of India**

**Ph.No.2303 6284**

**Copy To:**

1. **Secretary, TRAI**
2. **Director (IT) may kindly arrange to upload this letter on the website of DoT.**