

Government of India
Ministry of Communications & IT
Department of Telecommunications
(AS-III Section)

No.16-3/2011-AS.III/Vol.II

Dated 12.10.2013

To

All Access Service Providers,
National Long Distance (NLD) Service Providers
VSAT Service Providers

Sub: Measures to restore communication facilities on Odhisa & Andhra Pradesh due to Cyclone "PHAILIN".

As states of Andhra Pradesh & Odhisa are likely to be affected by Cyclone "PHAILIN", All Access providers all hereby directed to take following steps for immediate maintenance & restoration of telecommunication facilities in these areas and to facilitate the knowledge of well beings of relatives in these areas :

- i. To share available infrastructure including intra circle roaming arrangements amongst service providers authorized to provide Access Services(2G/3G or both as the case may be) in respective service areas of Andhra Pradesh & Odhisa for fifteen days unless extended otherwise.
- ii. To operationalize immediately call centers in Andhra Pradesh & Odhisa with following helpline numbers:
1948 - Odhisa
1949 - Andhra Pradesh
- iii. To operationalize a designated helpline number for access from other service areas.
- iv. To transmit messages or advisories through SMS from State Government/Central Government /NDMA/Metrological Department to all subscribers in Andhra Pradesh & Odhisa
- v. To transmit helpline numbers to all their subscribers through SMS
- vi. Submit a report by 0800 Hours every morning by email to DDG(TERM) Hyderabad & Odhisa , ADG(AS-III) and Dir(AS-III) in the format as adopted during Uttrakhand calamity.
- vii. The above shall be operational for fifteen days unless extended otherwise.

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12.10.13

2. All National Long Distance (NLD) service providers and VSAT Service providers should also extend help to meet the challenge by sharing infrastructure for immediate restoration of Telecommunication facilities .
3. DDG(TERM), Hyderabad & Odhisa shall be the nodal co-ordinating officers with respective State Govt./NDMA Units and all service providers in that state.

Subodh
12.19.13

(Subodh Saxena)
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Copy to:

- i. Chief Secretaries Andhra Pradesh / Odhisa
- ii. Secretary , TRAI , New Delhi
- iii. Sr. DDG(TERM) , DoT , New Delhi
- iv. DDG(TERM), Hyderabad , Odhisa & Andhra Pradesh
- v. JS(DM), MHA, New Delhi
- vi. DDG(DS) ,DoT , New Delhi
- vii. DDG(CS), DoT , New Delhi
- viii. VSAT Service Provider Association of India / COAI/AUSPI