

Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 2o Ashoka Road, New Delhi-110001
(Carrier Services Cell)

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

Dated 13.03.2020


Subject: Relaxation in the Terms and Conditions for Other Service Provider in the wake of Corona virus (COVID-19) concerns.

In the context of Corona Virus disease (COVID-19) and the request received from Other Service Providers (OSPs) and in the larger public interest, the Department has decided to grant the following relaxations **for a period upto 30.04.2020** in the terms and conditions for the Other Service Providers (OSPs) issued vide letter No. 18-5/2009-CS-I dated 7.10.2011 in respect of the Work-From-Home (WFH):-

1. The requirement of Security Deposit and agreement for "Work from Home" facility for OSPs is exempted.
2. 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" address 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.
3. 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" address assigned thereto. The CDRs/ call logs shall be maintained by OSPs for one year as per existing guidelines.

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. Other Terms & Conditions of OSP registration including maintaining of all logs of the activities carried out by Extended Agents shall remain unchanged.

This is issued with the approval of competent authority.


13/03/2020
(M.L. Sindhi)
ADG (CS-IA)

To

Heads of all TERM Cell /LSAs

Copy to:-

1. DG Telecom HQ.
2. DDG(AS), DDG(CS), DDG(DS), DDG(LFP), DDG(SA), DDG(SPPI) , DoT New Delhi.
3. Director (IT), DoT, Sanchar Bhawan --- for uploading the circular on the OSP related webpage.