

Government of India  
Ministry of Communication & Information Technology  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No. 16-3/2013-AS.III (Part-I)/37/..259

Dated: 10/07/2015

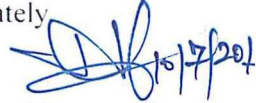
To

**All Access Service Providers**

**Subject:-Allocation of Short Code '1130' to M/s MTNL as Customer Care Helpline reg.**

On subject mentioned above, the undersigned is directed to convey the approval of competent authority for allocation of short code '1130' to M/s MTNL as Customer Care Helpline for call centre in Delhi & Mumbai with following features as mentioned below:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers.
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Non-Metered Service.
2. All are requested to take necessary action for the above purpose immediately.



(Narayan Ram)

Section Officer (AS-III)

Tel.:23036444

Copy forwarded for information and necessary action to, if any, to:

1. Secretary, TRAI.
2. CMD MTNL / CMD BSNL.
3. DG, COAI/SG, AUSPI.
4. Director (Technical) Mahanagar Telephone Nigam Limited, Mahanagar Doorsanchar Sadan, 5<sup>th</sup> Floor, CGO Complex, Lodhi Road, New Delhi-110003 with reference your letter No. GM (EL)/TFS/L-1270/15-16 dated 30/06/2015.
5. All Telecom Service Providers.
6. Director (TERM-I), DoT (HQ) with request to circulate the sanction to related TERM Cells
7. ADG (IT) with request to kindly upload on DoT Website.