

**Information note to the Press (Press Release No. 89 /2017)**

For Immediate Release

**Telecom Regulatory Authority of India**

**TRAI releases Recommendations on “Regulatory framework for Internet Telephony”**

**New Delhi, 24.10.2017** – The Telecom Regulatory Authority of India (TRAI) has today released its Recommendations on **“Regulatory framework for Internet Telephony”**.

2. The present Licensing framework permits Basic Service licensee, Unified Access Service Licensee (UASL), Cellular Mobile Telecom Service (CMTS) licensee and Unified Licensee (access service authorisation) to provide unrestricted Internet Telephony. These licences further permit that while providing Internet Telephony service, the licensee may interconnect Internet Telephony network with PSTN/PLMN/GMPCS network. Despite the fact that these licences were allowed to provide unrestricted Internet Telephony, the service did not take off in the country.

3. Some important issues, in providing Internet Telephony Service, are allocation of numbering resources, Interconnection, Interconnection Usage charges, Quality of Service and Access to Emergency services.

4. In order to address the concerns of the stakeholders, the Telecom Regulatory Authority of India (TRAI) has *suo-motu* issued a Consultation paper on ‘Internet Telephony (VoIP)’ on 22.06.2016. The Consultation paper invited comments and counter comments from stakeholders on many of the important issues in respect of Internet Telephony. Written comments and counter comments on the Consultation paper were invited from the stakeholders. Subsequently, a letter dated 22.12.2016 was received from DoT with a request to expeditiously submit the recommendations on Internet Telephony. An Open House Discussion was also held on 12.01.2017. The Authority after carefully examining various issues emanating from the



written submissions of the stakeholders, in-house analysis & research arrived at its recommendations.

5. The salient features of the recommendations are:

- i. **As per Authority's understanding of present Access service licences, Internet Telephony service is un-tethered from the underlying access Network. In other words, Internet Telephony Service can be provided by Access service provider to its subscriber who may be using Internet of other Access service providers. DoT should issue a clarification to the effect. If DoT has a different understanding, the Authority recommends that the DoT may issue amendment to Access service licences so that Internet Telephony service is un-tethered from the underlying access Network.**
- ii. **The UL (VNO) licensee with access service authorisation should also be allowed to provide un-tethered Internet Telephony in the designated service area.**
- iii. **Internet Telephony calls originated by International out roamers from international locations should be handed over at the International gateway of licensed ILDOs and International termination charges should be paid to the terminating access service provider. In case the Access provider is not able to ensure that Internet Telephony call originated outside of the country is coming through ILDO gateway, International out-roaming to Internet Telephony subscribers of the access provider should not be allowed.**
- iv. **The mobile numbering series should be used for providing Internet Telephony by a service provider. TSPs should be allowed to allocate same number to the subscriber both for Cellular Mobile service and Internet Telephony service.**



- v. The SDCA linked numbering series may also be used for providing Internet Telephony by a service provider. However, in this case, mobility should be limited to consumer premises.
- vi. The access service licensee should use private ENUM in its network for Telephone number mapping from E.164 to SIP/H.323 addresses and vice-versa.
- vii. In case of provision of Internet Telephony by VNO with access service authorisation, the numbering resource allocation should be done by the parent NSO.
- viii. The access service providers providing Internet Telephony service may be encouraged to facilitate access to emergency number calls using location services; however they may not be mandated to provide such services at present. The subscribers may be informed about the limitations of providing access to emergency services to Internet Telephony subscribers in unambiguous terms.
- ix. QoS on Internet Telephony may be left to the market forces. The service providers must inform QoS parameters supported by them for Internet Telephony so that the subscribers can take an informed decision. The Authority shall review the decision regarding mandating QoS to Internet Telephony service providers at appropriate time.

6. The full text of the recommendations is available on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

  
(S.K. Gupta)  
Secretary, TRAI

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